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OUT

Lesbian/Gay/Bisexual/Transgender (LGBT) Well-Being

April 2018-March 2019

Expansion of Services



OUT's Vision, Mission & Objectives



Some of the OUT staff members at our offices

Vision

OUT is dedicated to building healthy empowered lesbian, gay, bisexual and transgender (LGBT) communities in South Africa and internationally. OUT aims to reduce heterosexism and homophobia in society.

Mission

OUT works towards LGBT people's physical and mental health and related rights.

Objectives

- 1. To provide reputable direct services to our target communities, which include:
 - Physical health services, such as HIV testing, Anti-Retroviral Treatment, Pre- and Post- Exposure Prophylaxis,
 Sexually Transmitted Infections screening and treatment, Tuberculosis screening, HIV management, basic wound care, condoms and lubricants.
 - Mental health services, which include counselling, general lifestyle advice and support.
 - Safe spaces for individual support and development, reporting of hate crimes and sensitisation of local communities.
 - Hate crime support, including lobbying, reporting, medical and psychosocial support.
 - Training to government and other stakeholders on LGBT issues and related competent services.
- 2. To reduce hate crimes against the LGBT community.
- 3. To reduce discrimination against the LGBT community, MSM, sex workers, and injecting drug users.
- 4. To provide services which follow an approach that provides dignity to our clients.
- 5. Support research and building expertise related to our objectives and target communities

A snapshot of the year's successes



Through a new USAID-funded granted, OUT expanded its services to the City of Johannesburg, Nelson Mandela Bay and Buffalo City with the Engage Men's Health programme. The programme reached 4 883 clients in the first two months.



We provided services where they were needed! Through the TEN81 mobile clinic units, 5 312 unique (not repeated) clients were reached.



The delivery of services at the **TEN81 Clinic** continued to increase. There were **6 970 unique client engagements** during the year (an **increase of 142%** compared to the previous year).

Executive Summary

Our **direct health services** target Men who have Sex with Men (MSM) and People who Inject Drugs (PWID). The TEN81 Clinic flagship programme is implemented in partnership the Gauteng Department of Health and develops new models of sustainable expert service delivery. The TEN81 Clinic offers a range of HIV/AIDS and other health services and had 6 970 appointments (up from 2 883 in the previous year) with the most widely used services being HIV Testing and Behaviour Change Intervention (This includes HIV management and PrEP services).

The clinic offers HIV testing, HIV treatment and monitoring, ART initiation, STI screening and treatment, Pre-Exposure Prophylaxis (PrEP), wound care, and needles and syringes for safer injecting. The mobile health services for MSMs had 5 312 contacts with 2 701 HIV Testing Services (HTS) provided. Our mental health services offered 1 572 psychosocial sessions, including face-to-face, telephonic and via e-mail. The Harmless Project (targeting people who inject drugs) showed equally impressive numbers: a total number of 1 259 HTS were provided, 497 624 needles and syringes were distributed and 1 465 behaviour change interventions (KP Prev) were conducted.

Turning to **hate crime services**, there were 18 Safe Spaces (8 at OUT, and 10 at S.H.E.). The focus of the Safe Spaces for this year was on the needs of LBQ and Trans-Women. The Hate Crimes programme, Love not Hate, actively monitors and assists hate crime victims, including those who do not report cases to the police. An innovation was the provision of paralegal services and a total of 6 clients were assisted. There is also active participation with the government and the National and Provincial Department of Justice Task Teams. The programme worked with Parliament and the Police Portfolio Committee. The programme's e-mail database subscribers stayed steady at 2 600 people and the SMS database at 2 700 subscribers.

Marketing areas included general OUT marketing and communications, the TEN81 Clinic services and the Love Not Hate programme. The total OUT email subscribers is over 2 800, with just under 1 600 SMS subscribers. The OUT Facebook page grew to 4 900 likes and the OUT-Twitter profile to 1 800 followers. The TEN81 website received 4 613 visits and the Facebook page saw an increase to almost 11 000 followers. The Love Not Hate website had almost 6 000 visits and 12 000 followers on its Facebook page.

Overall **management** was conducted within the framework of the 2013 - 2018 strategic plan. The Board provided on-going strategic direction and monitored operational progress via quarterly reports. The Management Committee consists of the Director, the Health Manager, the Financial Manager, the Hate Crime Manager, the Office Manager and the PWID Manager. The committee managed operations and finances (monthly balance sheet and profit and loss statements). Thirty-five staff members were employed in the Pretoria programme while 45 staff members were employed by Engage Men's Health (EMH).

The **budget** for the year was R 16 096 649.00. The **funders** included the Centers for Disease Control (CDC), COC the Netherlands, Mainline, the Gauteng Department of Health, the University of Pretoria School of Family Medicine, and the Open Society Foundation.

A **major success** in the year was being awarded a new USAID grant for health services to MSM in the City of Johannesburg, Nelson Mandela Bay and Buffalo City. The contract was signed in December 2018 and start-up commenced. The COJ office opened in February 2019 and the two Eastern Cape offices in March 2019. The new service was branded as Engage Men's Health and falls under the management of the OUT Board. The ambitious new program offers a golden opportunity to further develop OUT as a recipient of larger-scale funding and to apply many years of programming experience to new contexts.

Executive Summary

MESSAGE FROM THE BOARD CO-CHAIR - Dr. Helen Mavhandu-Mudzusi



During the 2018/2019 Financial Year, OUT continued to provide competent services to the organisation's target communities: the lesbian, gay, bisexual and transgender (LGBT) community, Men who have Sex with Men (MSM), Sex Workers, and People Who Inject Drugs (PWID). The OUT Board continued to focus on ensuring that appropriate governance and reporting structures

implemented, to further ensure that OUT, as an organisation will be able to continuously fulfil and exceed stakeholders' and funders' expectations. This annual report showcases OUT's achievements for the 2018/2019 Financial Year. OUT has a lot to be proud of: almost all of the key performance indicators showed marked improvements compared to the previous year's performance. The one or two performance indicators that did not achieve the annual targets, were adequately addressed through Quality Improvement processes and interventions and should show improvement during the next reporting period. OUT faces some challenges regarding sustainable funding and suffered a significant loss during the 2018/19 Financial Year, which will have to be addressed in the future. Active and effective fundraising solutions will have to be found to recover the historic loss, and to position OUT in a more favourable and sustainable financial position. Despite some challenges, OUT managed to maintain the organisation's position as a leader and expert in the field of delivering Direct Health Services to the LGBT community. For that, I thank the staff for their hard work and the funders for their continued support and faith in the organisation.

MESSAGE FROM THE DIRECTOR - Dawie Nel



The past year saw OUT continuing to deliver services in Tshwane and securing a major new grant for expanded services to 3 more cities. The OUT Tshwane service continues in its current form, albeit now being managed by Johan Meyer as Operational Director (previously Health Manager). OUT was awarded a new grant from USAID in December 2018 for services in City of Johannesburg, Buffalo City and Nelson Mandela Bay. Our health

services had impressive numbers and all services reached more people than in the previous year. There is a continued emphasis to achieve set targets on finding HIV-positive MSMs, linking them to ART and ensuring they are virally suppressed. The roll-out of PrEP is a positive addition and makes it easier for high-risk MSMs to remain uninfected. The focus has been on quantity through the set targets of the funder, as well as quality through weekly quality improvement meetings. Our hate crimes programme, Love Not Hate, was funded by the Open Society Foundation, and introduced an innovative and needed paralegal service. We were saddened by the resignation of our Hate Crimes Manager, Lerato Phalakatshela. Roche Kester joined us as the new Hate Crimes Manager in April 2019. She has much experience in LGBT issues, including working in Parliament. OUT continued managing the Harmless programme for injecting drug users in Tshwane and its productive partnerships with the University of Pretoria, CDC, Mainline-the Netherlands and the Tshwane Municipality. OUT worked with a staff component of 35 and a budget of R 16 096 649.00. For me, this has been a very exciting year of on-going good work in Tshwane but also for the possibilities offered by the new USAID-funded Engage Men's Health (EMH) project. OUT's experience will be applied to new contexts and cities to address the health of MSM. It has been a great learning experience to develop a successful proposal and for start-up to begin. We recruited a big staff component, secured offices, did extensive procurement, started marketing and building of a client base, signed MOUs with the Department of Health, did needed policy updates, and got services going in March 2019. As of December 2018, I focused on the new Engage Men's Health programme. OUT's services in Tshwane are in the capable hands of Johan Meyer who has vast experience at OUT and its health programs. We continue to work closely together on further growing OUT and its work. I would also like to thank all the staff in Pretoria and welcome on board the 67 new staff members of EMH. I also wish to express my sincere thanks to the OUT Board for their guidance in the last year. OUT is an organisation to be proud of. We have seen many successes and failures over the years but we have continued to grow and serve those whose equality and dignity are very often eroded in South Africa.

Acronyms

AIDS: Acquired Immune Deficiency Syndrome

ART: Antiretroviral Therapy

BCI: Behaviour Change Interventions

CAG: Community Advisory Group

CBO: Community Based Organisation

CD 4: Cluster of Differentiation 4

CDC: Centre for Disease Control

COSUP: Community Orientated Substance Use

Programme

CJS: Criminal Justice System

DOH: Department of Health

DOJ&CD: Department of Justice and

Constitutional Development

HIV: Human Immunodeficiency Virus

HTS: HIV Testing Services

LGBTI: Lesbian / Gay / Bisexual / Transgender /

Intersex

LNH: Love not Hate Programme

MP: Member of Parliament

MSM: Men who have Sex with Men

NTT: National Task Team OFSA: Open Society

Foundation South Africa

OST: Opiate Substitute Therapy

PEP: Post Exposure Prophylaxis

PR: Prime Recipient

PrEP: Pre-Exposure Prophylaxis

PTT: Provincial Task Team

PWID: People who Inject Drugs

QI: Quality Improvement

RRT: Rapid Response Team

SNS: Social Network Strategy

STI: Sexually Transmitted Infection

TB: Tuberculosis

UTT: Universal Test and Treat

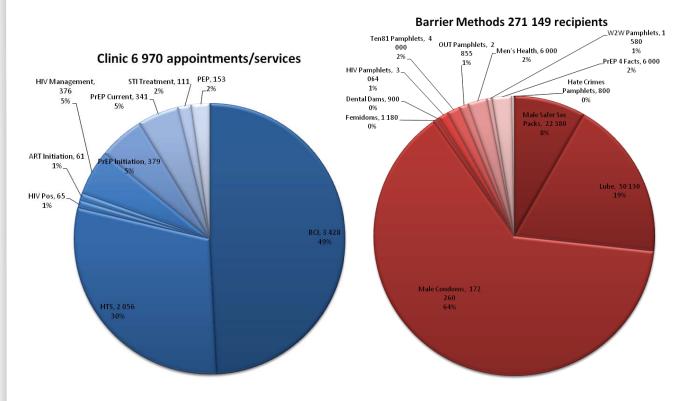
WHO: World Health Organisation

Index

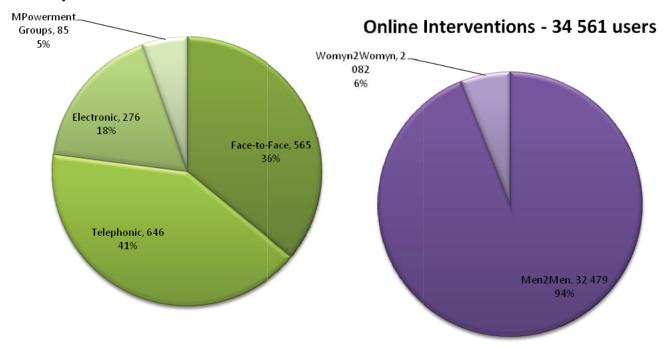
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DIRECT HEALTH SERVICES AND THE YEAR IN NUMBERS

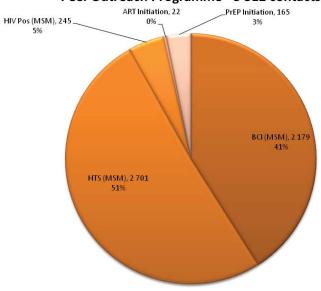
Health and Well-being Services



Psychosocial Services - 1 572 clients



Peer Outreach Programme - 5 312 contacts



The programme offered by OUT primarily includes **Direct Services**, focusing on the physical and psychological well-being of mainly two key populations: Men who have Sex with Men (MSM), and People Who Inject Drugs (PWID). CDC remained the main funder for this programme and the 20018/2019 annual reporting period falls partly under Year 2 (April 2018 - September 2018), and partly under Year 3 (October 2018 – March 2019) of the current grant. CDC decided to move OUT from TB HIV Care, as Prime Recipient (PR) for both the MSM and PWID Programmes, to Aurum Institute as PR for the MSM Programme, and the Foundation for Professional Development (FPD) as PR for the PWID Programme. This move took place in October 2018.

OUT's programme is implemented by incorporating two modalities: facility-based (TEN81 Clinic), and outreach based (mobile). A total of **319 564** individuals were reached during the 2018/19 financial year. OUT's comprehensive service model includes preventative and harm-reduction work, as well as the provision of care and treatment. These services were provided through OUT's TEN81 Clinic, psychosocial support programme, barrier method programme, community outreach (mobile) and online interventions.

As part of an agreement (renewable every three years) with the Department of Health (DOH), OUT's **TEN81 Clinic** continued to be provided with HIV medication and other consumables by DOH, and this enabled the clinic to continue offering the following comprehensive package of services (all free of charge): HIV Testing Services (HTS), initiation on Anti-Retroviral Treatment (ART), CD4/Viral load testing and adherence to ARV Treatment (HIV Maintenance), screening

and treatment for Sexually Transmitted Infections (STI's), screening and referral for Tuberculosis (TB), provision of Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP), general physical examinations, and follow-up. The process of renewing the contracts with the DOH for the next three years was initiated in March 2018. The clinic continued to offer needle and syringe exchange and basic wound care to PWID clients.

The TEN81 Clinic continued to offer PrEP to MSM clients (since April 2017), and has since managed to initiate **879** MSM clients on PrEP. Almost **98%** of these clients are new clients who never before accessed services at OUT.

The clinic is staffed by three full-time registered nurses, two working full-time at the clinic, and the third mainly accompanying the outreach teams. A fourth full-time registered nurse was added during March 2019, and this nurse will also accompany the outreach teams. This enlarges OUT's capacity to take the services to the service beneficiaries, where they live, which adds to the accessibility of OUT's services. Clients are thus initiated on ART (when testing positive for HIV), or on PrEP (when they have a high-risk profile for potentially contracting HIV) in the field. Where needed, clients were referred to affirmative health care practitioners in OUT's network, like the Sediba Hope Medical Centre and Skinner Street Clinic (public health facility).

OUT continued its partnership with the University of Pretoria (COSUP), which enabled the clinic to offer Opiate Substitute Therapy (OST) to PWID clients who qualify. For this project, UP provides the services of clinical associates, as well as a medical doctor, once a week.

The clinic has again seen a significant increase in the number of clients accessing the services (compared to the previous year), probably because PrEP is now available free of charge to MSM through the TEN81 Clinic. Due to the number of clients initiated on PrEP, the number of HIV tests performed at the clinic also increased significantly as the PrEP protocol requires that clients on PrEP should be tested regularly. However, the adverse side to this is that the HIV positive yield of the clinic decreased from around 14% to only 3%, as PrEP clients need to be HIV negative to be on PrEP treatment. The issue of a low HIV Positive Yield was addressed at a Quality Improvement (QI) Workshop in September 2018, as well as during weekly QI Review Meetings, and OUT developed new QI Intervention Strategies, which will be discussed under the Peer Education Outreach paragraph in the report.

Psychosocial Services included face-to-face, telephonic and online (electronic) counselling. The psycho-social counselling services saw an increase in numbers, compared to the 2017/18 period. The increase was partly

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made possible by the fact that OUT managed to secure the services of psychology students at Honours level from the Pearson Institute. These students offered face-to-face services to OUT's clients during specified periods of three to four months each. The most prevalent difficulties clients presented with included relationship challenges, coming out, as well as depression and anxiety, followed by insecurity regarding sexual identity and difficulty in dealing with an HIV positive diagnosis.

OUT started a new youth group intervention, called the MPowerment model. Well-connected and influential young people are identified from each community and recruited to form the Core Group. The Core Group members would meet twice per month, where they were empowered with skills and information. They would then arrange events in their respective communities. These events focused on themes based on challenges experienced by LGBT youth. These events were marketed well, and initial attendance numbers were good. The Psychosocial Poster Campaign continued to raise awareness regarding psychosocial challenges faced by LGBT individuals.





Monthly psychosocial theme digital poster examples

OUT's **Barrier Method Programme** enabled thousands of individuals to make responsible choices regarding their sexual health and well-being. Male safer sex packs (containing condoms, lubrication and informative materials) were distributed in the OUT reception, venues frequented by LGBT individuals, events (such as Pride events) and to community members. Condoms and lubrication were distributed to gay saunas and sex clubs.

Printed materials, including TEN81 business cards, hate crimes business cards, HIV pamphlets (reprinted), and OUT pamphlets (reprinted) maintained good levels of distribution. The process of reviewing and updating of printed materials, developing and printing of new materials - like the TEN81 business cards and the men's health pamphlet - based on the needs of the LGBT community, continued.

Although the numbers were not high, OUT managed to distribute some dental dams and female condoms as the demand for these commodities remains.

Online interventions (prevention) were done through OUT's www.men2men.co.za and www.womyn2womyn.co.za websites. Compared to the 2017/18 period, the M2M website has seen a decrease in the number of visitors. However, the annual target was still exceeded by far. The W2W website also saw a slight decrease in the number of visitors. These variances in numbers compared to the previous year, appear to be random, as OUT always endeavour to keep content on these websites updated, and relevant with information that speaks to the current needs of the communities that OUT serve. These websites include useful comprehensive sexual health information and articles as well as a facility to ask "Dr Dick" and "Dr Delicious" questions. Visitors are mainly South African but also include international visitors.

The Peer Education Outreach Programme remained a valuable intervention modality for OUT, ensuring that OUT remained actively involved in reaching out to community members of townships in the greater Tshwane area. The programme involved a group of enthusiastic and dedicated young men and women, recruited directly from the community and trained to become effective role models and opinion leaders, who work directly and informally within their own social and sexual networks. OUT continued investing in the personal development of peer educators through monthly group sessions and monthly individual mentorship sessions. The peer educators met weekly for QI Review Meetings, to report on work that has been done, review the previous week's data and achievements, adjust approaches and venues for outreach and to plan interventions for the following two weeks, to optimise results per reporting indicator. OUT started following a targeted and focused approach at two "hotspot" venues.

OUT implemented another QI Intervention Strategy, called Social Network Strategy (SNS), where individuals described as "seeds" (clients with a high-risk profile with access to a large sexual and social network) were recruited and tested for HIV, to each, in turn, recruit three others to be tested for HIV. They would then also be recruited to continue with recruiting others until a certain "strain" in the network becomes saturated.

Along with the SNS, OUT also did a re-mapping of the areas we worked in and made use of well-connected individuals called "champions" (clients with influence in their communities and with access to a large sexual and social network) to direct the Outreach Teams to venues and areas frequented by high numbers of MSM. A new schedule was planned for outreach work, including these new venues and areas. Initial numbers appeared promising (the HIV positive yield increased from 8 to 15%).

As mentioned above, all of the above QI Intervention Strategies were closely monitored by having weekly feedback and evaluation meetings. Changes, where needed, were made weekly, to improve the programme. All the above factors contributed to OUT achieving targets for the CDC Programme, for the number of HTS and the number of BCI services. However, the HIV Positive Yield remained low, which was one area of concern. Another area of concern that needed to be addressed, was the low number of HIV Positive

clients initiated on ART. However, OUT managed to increase the HIV Positive Yield through the Outreach Modality and maintained an HIV Positive Yield of 12-13% for the last few months of the financial year.

The low ART initiation rate was addressed by doing a Process Analysis in February/March 2019, and one of the outcomes of this QI Intervention was the development of a new brochure, called "Benefits of accessing early ARV Treatment". Nurses also adopted the Universal Test and Treat (UTT) approach, as advocated for by the DOH. This entails immediate initiation of clients who tested positive for HIV.

A second mobile unit from CDC was allocated to OUT, but due to delays between Prime Recipients (Aurum and TB HIV Care), the second mobile was only delivered to OUT towards the end of March 2019. Hence, OUT rented an additional vehicle for the period. The outreach work focused on two areas: HIV Testing Services (HTS), and Behaviour Change Interventions (BCI), also known as Key Population Prevention services (KP Prev). The mobile unit improved OUT's capacity to do outreach work during later hours of the day, as well as over weekends, adding to the ability to achieve targets.

People Who Inject Drugs - HARMless Project

The program started in 2014 after a Rapid Assessment and Response study was conducted. A formal mapping of Tshwane in terms of concentration of injecting drug users was then conducted, to plan and design the project. The project follows the World Health Organisation's (WHO) recommended package for People Who Inject Drugs. The harm reduction model is a public health approach that seeks to reduce the harms associated with behaviours that place individuals at high risk for the transmission of HIV and other blood-borne infections, such as Hepatitis C. The programme's approach differs from the abstinence model. The harm reduction model meets the user where they are at i.e. still using drugs. It points out risks and assists clients in reducing his/her risks.

Most of the service beneficiaries are homeless and unemployed; they face discrimination and stigmatisation from both the general population and law enforcement. Those who have experienced violations can report these incidents to peer educators. The project has a human rights and advocacy officer who follows up on reported violations, visits the law enforcement agency or the hospitals that were involved and attempts to build relationships with them to find effective ways of sensitising them to the relevant issues. A quarterly report is published on human rights violations and this report is used for advocacy purposes.

A decision was made to change the project's name to the **HARMless Project**, previously known as Step-Up.

Besides the Male Community Advisory Group (CAG), a Female Specific CAG was launched in February 2018 for the project to investigate what services could be better tailored for female service benefices. The CAG is held once every month in

conjunction with a monthly event. So far, the CAG has proven to be a great platform to reach out to women and allowed the project to be able to provide them with better services, where funding permitted. The gaps that were identified will also allow the project to seek funding to ensure that our services are meeting the needs of our female population. The project has had several exciting information-sharing sessions with the community and the attendance grew steadily with an average of 17 women attending monthly.

A Drop-In Centre was established in December 2015. It operates on Wednesdays and offers a haven for people who use or inject drugs. Visitors can use the shower facilities, relax, watch a movie, drinks and meals are provided.

The project partnered with the University of Pretoria to implement a project called the Community Oriented Substance Use Programme (COSUP). This is the first city-funded Opioid Substation Programme (OST).

OST programmes are bio-medical interventions that reduce illicit opiate use, HIV risk behaviours, death from overdose, criminal activity, financial and other stresses on drug users and their families. These programmes also improve adherence to antiretroviral therapy and the physical and mental health of drug users. The programme has a full-time social worker, clinical associate, and introduced a locum doctor on Wednesdays to assist clients with scripts and other health care needs.

The following numbers were achieved in the past year:

Total HTS: 1 259Total HIV +: 351HIV Pos Yield: 28%

Total ART Initiations: 129ART Current: 87

• ART Current: 87 • Total KP Prev: 1 465

• Total Needles & Syringes distributed: 497 624

Total Needles & Syringes collected: 433 188

The programme increased the number of HIV tests done, as well as increased the number of HIV positive clients found. The yield remained at 33%, and confirmed that there is a high prevalence of HIV infections among PWID clients. Combined with the almost 90% prevalence of Hep C, it proved that a potentially lethal co-morbidity exists among PWID clients.

The programme also achieved a 67% adherence rate of clients remaining on ARV treatment, even though the majority of clients were homeless. The above successes can be attributed to the efficacy of the outreach approach followed by the HARMless project.

The programme acquired the services of a staff nurse, who could initiate HIV positive clients on ART, drew necessary blood for CD4 and viral load counts, and managed clients on HIV treatment. Unfortunately, due to prolonged illness, there was an interval period where these services were not available, and this had an adverse influence on the programme's achievement of targets.

Hate Crimes Programme - Love Not Hate

Overview

The Love Not Hate programme has been in existence since 20 July 2015. The main objectives of the programmes are

- •Empowerment of LGBTI individuals and communities through strengthened community organisations and competent services and community building.
- •Increased capacity in the South African Department of Justice and Constitutional Development to address hate crimes through agreed upon programmes, in collaboration with LGBTI civil society partners.
- Building of evidence base for programming and advocacy research

OUT added the services of a para-legal clinic, an innovative new development and addition to the programme. The current partner for the program is Social Health & Empowerment Coalition of Transgender Women in Africa (S.H.E) based in Eastern Cape. A standing MOU exists between OUT and S.H.E

Activities under each objective:

Empowerment of LGBTI individuals and communities through strengthened community organisations and competent services and community building.

Safe Spaces

The programme planned to hold two safe spaces, but an additional six were added throughout the year with a specific focus on LBQ women. Attendance of the safe spaces has been consistent which proves the need for LGBTI individuals to commune and to discuss matters that are specific to the community. The safe spaces to date have centred on discussions around hate crimes, how the queer community can meaningfully contribute to society as well as victim empowerment through self-defence. There was also a specific focus on queer health, inclusive of sexual, gender and mental health. The safe spaces hosted by S.H.E were focused on lesbians and transgender individuals.



Participants in the Safe Space for lesbian women in October 2018

Outreach

Beyond the Love Not Hate Facebook page and website, Love Not Hate launched several campaigns and participated in dialogues in the Gauteng region. The program also engaged with various government stakeholders about policy development and advocacy.

There was a focus on the launch of the Love Not Hate Paralegal Clinic which provides legal advice to LGBTI individuals on discrimination and hate speech, labour-related LGBTI discrimination, civil unions, and advice to LGBTI asylum seekers. Furthermore, the clinic helps to accompany survivors to report cases to police and provides administrative and referral support.

The community is kept up to date with the latest information through regular E-newsletters.



Example of a Love Not Hate newsletter

Increasing capacity in the South African Department of Justice and Constitutional Development to address LGBTI hate crimes through agreed-upon programmes, in collaboration with LGBTI civil society partners.

Hate crime cases

Love Not Hate is still part of the National Task Team (NTT) structure, the RRT (Rapid Response Team) and Hate Crimes Working Group (HCWG).

On a national level, both the NTT and RRT were functional and effective in monitoring hate crimes. The participating civil society organisations, the Department of Justice, the National Prosecuting Authority and the South African Police Service have actively worked together to monitor cases closely every month and to follow up on matters that arise from these meetings.

The provincial RRT has not proved to be as efficient as there has been poor attendance by the aforementioned stakeholders which has made the National structure more reliable and dependable.

Although there is still hesitation surrounding the reporting of hate crimes to the police, largely as a result of the secondary victimisation that survivors have experienced, there has been a definite increase in the number cases on the Rapid Response Team template.

Thirty cases were monitored for the last annual period on the RRT template. Additionally, the paralegal clinic has also had an intake of six cases.



The Love Not Hate LGBTI Legal Clinic

The legal clinic free service, based at the OUT office in Pretoria, aims to provide legal advice, resources and information to members of the LGBTI community.

The clinic, launched in January 2019, also aims to empower and encourage LGBTI individuals to take action against perpetrators using legislation and human rights mechanisms that they are entitled to.

OUT has access to various legal services and works closely with other human rights NGOs, law firms and the Department of Justice and Constitutional Development to ensure that

there is a measure of access and justice for our client base.

The types of services that are offered at the clinic are as follows:

- Legal advice to LGBTI individuals on discrimination and hate speech
- Advice and support to survivors of LGBTI hate crimes / gender-based violence
- Advice on labour-related LGBTI discrimination
- Advice on civil unions / same-sex marriage
- · Legal advice to LGBTI asylum seekers
- Referrals to other legal and related services
- Accompanying survivors to report cases to police
- Assistance with completing application forms/statements to report cases
- Assistance with lodging complains with the SA Human Rights Commission and the Equality Courts
- Case and court monitoring
- Providing psychosocial support to survivors

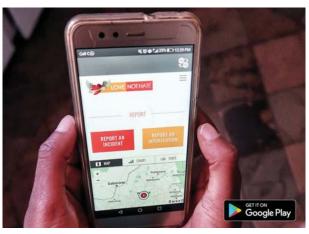
The legal clinic has proven a necessary service that is needed by the LGBTI community. The clinic assisted six clients in its first two months of existence.

Building of evidence base for programming and advocacy research

Hate crime reporting tools

In October 2018, the then Hate Crime Manager was approached by a partner in Egypt to pilot a new crowd mapping model. The website and application (app) called Harassmap acts as a reporting tool for hate crimes that can be reported anonymously in relation to where they took place, the type of incident and whether the persons had witnessed or were a victim themselves of the incidents.

This tool and collaboration have helped identify where the violations toward the LGBTI community is most prevalent in South Africa and furthermore shed light on the type of violations that have occurred. For the designated period that the app was made available to Love Not Hate, we received eight reported incidents in total.



Hate crime reporting app

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Marketing & Communications

Marketing and communications activities during the past financial year focused on three distinct areas:

TEN81 marketing

The promotion of TEN81's services was ongoing. We used a range of online platforms to achieve this, including Facebook; Twitter; Mambaonline / MeetMarket; and the TEN81 website. We also sent out monthly communications via the OUT e-newsletter and SMSs.

New platforms over this period included the creation of an OUT Instagram account as well as advertising on the popular dating app, Grindr. The TEN81 Facebook page has grown to almost 11,000 followers, while the Twitter account has almost 2,000 followers. The TEN81 website had 4,613 visitors during this period. Monthly paid campaigns on a number of these platforms focused on various topics, including 'early testing and treatment'; 'safer chemxex tips'; 'STI symptoms'; and, most significantly; 'PrEP'. Our provision of free PrEP and educating our clients and community about its benefits was the dominant marketing focus for TEN81 this year.

The scaling up of outreach services was also a major focus on the various marketing platforms. Outreach schedules were posted online and we launched the exciting Summer of PrEP campaign. This included the design and production of fun, sexy and eye-catching pull-up banners, flyers, cards, posters and branded t-shirts and plastic beer cups. TEN81 organised and hosted the first, successful Hamanskraal Pride as part of this campaign and this was marketed widely on social media and via printed posters.

HIV TESTING • Preproperties a daily pill that protects you from HIV AVAILABLE HERE OR IN-CLINIC

Tel: 012 430 3272
Address: 1081 Pretorius Street, Hatfield, 0083, Pretoria

We continued to produce our monthly digital "posters", based on a monthly psychosocial theme, offering useful tips and advice; adapted for use on social media, monthly newsletters, the TEN81 website etc. Topics this past year included 'setting goals'; 'improving your relationship'; 'dealing with failure'; and 'coping with bullying'.

New flyers were designed, focusing for example on the benefits of early treatment, while existing flyers and other printed marketing materials were updated, revised and reprinted as required. PrEP posters and flyers were designed for venues such as Camp David to attract more clients. Articles on topics such as a PrEP FAQ and the benefits of early treatment were written and shared online.

The Love Not Hate campaign

The Love Not Hate hate crimes campaign was especially busy and active in the first part of the financial year. It slowed somewhat, however, in the latter half with the resignation of the Hate Crimes Manager and the appointment of his replacement. Nevertheless, it was a productive period.

The hate crimes reporting app was promoted on our social media and online platforms through digital adverts and paid campaigns. Articles and press releases were written and distributed covering topics such as 'hookup safety tips;' 'biphobia'; 'how to use the Equality Court', a 'Holidays LGBTQ Safety Guide' as well as reporting on several hate crime cases. The exciting launch of the LGBTQ Legal Clinic was promoted via a press release and on online platforms.



Some of the Love Not Hate campaigns, which included digital posters, ad banners and memes, were linked to events such as the International Day against Homophobia, Biphobia and Transphobia; Women's Month; and Youth Month. A regular Love Not Hate e-newsletter and SMS were sent to our database highlighting these campaigns and topics. General marketing materials were also produced, such as pull-up

banners, business cards and posters for the office. Two Lesbian, Bi and Queer Women's Safe Spaces were also hosted by Love Not Hate during the year, and online posters were designed, and Facebook event pages created to promote these.

The Love Not Hate e-mail subscriber database is at 2.600 subscribers and the SMS database is at 2,700 subscribers. Over this period, there were almost 6,000 visits to the Love Not Hate website. The Love Not Hate Facebook page now has almost 12,000 followers and the Twitter page has 370 followers.

OUT general marketing

In addition to promoting OUT's programmes, the needs of OUT, in general, were also met. This included posting and distributing job adverts, updating the OUT website with regular news and information (new staff, funders, services etc.). Business cards were printed for new staff members and items such as sick notes and security signage were designed or revised as needed. A short video about OUT and its programmes was produced for use as a possible fundraising and promotional tool.

The Men2Men and Womyn2Womyn resources website were maintained and updated with articles and polls. M2M received 32,240 visitors and the W2W site had 2,067 visitors, while the OUT site saw 20,867 visitors during this period.

The monthly OUT e-newsletter was compiled and sent to our database, while media coverage of OUT's programmes was shared on the OUT social media platforms. An OUT Instagram page was also launched during this period and now has almost 400 followers. Marketing was further responsible for proofreading and laying out the annual report. The general OUT email database is at 2,887 subscribers and there are almost 1,600 SMS subscribers. The OUT Facebook page grew to 4,900 likes, and the OUT Twitter profile to 1,800 followers.



The womyn2womyn website

Management and finances

The current OUT strategic plan spans 2013 to 2018. Operational plans take place within this overall framework. Operational plans are influenced and guided significantly by funder priorities. In the health field, it includes quantitative targets on services and is within the overall framework of 90-90-90 targets for HIV outcomes as specified by UNAIDS. It means that in order to have good HIV epidemic control, one needs to test 90% of those who are positive and don't know their status. Of these, 90% need to be initiated on treatment and of those on treatment, 90% must be virally suppressed.

These concrete targets help positively direct workflow and staff. The hate crime programming objectives centre on civil society and Government responses to hate crimes. A current area lacking in OUT's programming is around lesbian programmes and the OUT Board emphasised the need to address this.

The Board met twice in the last year including to approve the annual report and audited financial statements. They met in March 2019 to approve performance evaluations, staff salaries and increments, and the annual budget. Other issues that the Board dealt with included the start-up of the new USAID program, quarterly progress reports, policy developments, and salary scales.

The Management Committee consists of the Director, the Health Manager, the Financial Manager, the Hate Crime Manager, the Office Manager and the PWID Manager. They dealt with on-going strategic development of programmes, monitoring of budgets and needed updates in policies (for example Subsistence and Travel rates), decisions around office space, data systems and other operational requirements. They also monitored monthly financial statements in terms of balance sheets and profit and loss statements. They furthermore updated cash flows and budgets and ensured the submission of funder reports.

Two monthly staff meetings discussed on-going operational implementation around rosters, events attended, the database, programmatic progress, submissions for funding and opportunities, budgets, office issues and repairs. There have been attempts to introduce staff developments through trainings, but this was not possible due to budget constraints. Being a relatively small organisation OUT offers few upward opportunities. All staff underwent 6-monthly performance evaluations, and these were linked with the annual salary increases. There were also weekly quality improvement meetings with the peer educators to monitor the achievement of health programme targets on an ongoing basis.

An area that was developed is that of data function. This is due to the much larger number of clients that OUT now serves and funder reporting needs. The data function has three full-time staff members and backlogs were significantly reduced.

The budget for the year was R 16 096 649.00 with the main funders being the Centre for Disease Control, through Aurum Health. Funding from the Netherlands continued for both the LGBTI and PWID programmes and other funders were the University of Pretoria COSUP, the Gauteng Department of Health and the Open Society Foundation. OUT does not recover all overheads and staff expenses through this funding and this needs to be addressed in future applications.

Annual Report 2018/19

OUT Staff Members



Dawie Nel was Director of OUT since 2002. He became Executive Director in December 2018. He holds a Master's degree in Education from Wits. His interests are researching factors influencing gay men's health, and activism.



Lucy Thukwane is a Clinical Nurse at OUT's TEN81 Centre and is responsible for HIV testing and counselling, STI screenings and other clinical services and support. She has numerous nursing qualifications, including a Certificate in Competency in MSM Health Management



Johan Meyer was the Health Manager at OUT and became Operational Director in December 2018. He has a BD Theology degree. Apart from having been a pastor for six years, Johan also worked in the mental health field for eight years.



Samuel Nthusane moved from the role of Reception Clerk to Office Adminstrator in December 2018. He first joined OUT as a Peer Educator in August 2010. Samuel is studying towards a diploma in Marketing with Unisa.



Moude Maodi moved from Office Administrator to HR and Paralegal Officer in December 2018. She is studying via UNISA to pursue a career in protecting LGBTI rights and promoting non-discrimination in our society.



Clarah Makhwela has been the office domestic worker for OUT for the past two decades



Lerato Phalakatshela is the Love Not Hate Programme Manager. He is responsible for assisting hate crime victims, managing safe spaces and overseeing the overall project. Lerato holds a Bachelor's Degree in Town and Regional Planning and a Diploma in Project Management.



Marietjie Botha is OUT's Financial Manager. She has roughly 20 years' experience in finance, and loves numbers and reading. She has a passion for community work and is involved in a project feeding babies of unemployed parents.



Luiz De Barros has a BA in English and Psychology and a BA Honours in Drama and Film. He cofounded the multimedia agency Underdog where he worked as Creative Director for 14 years. He is Marketing and Communications Coordinator at OUT and editor of Mambaonline.com.



Happy Phaleng is the Peer Outreach Coordinator at OUT. He is an inspirational young activist who educates and advocates for the youth, especially LGBTI youth in rural areas.



Randy Tshisaphungo is a Clinic Nurse at OUT's TEN81 Centre in Hatfield, Pretoria. She has a diploma in Human Resources from Vaal University of Technology and did a Nursing diploma at the Ann Latsky Nursing College.



Nicholas Tsoeu was the Clinic & Outreach Registered Nurse at OUT until December 2018. His focus is on HIV/AIDS, STIs & TB Management. He also holds a teacher's diploma and has worked in various service delivery fields.

OUT Staff Members



Lois Roos is the Monitoring and Evaluation Co-ordinator at OUT. She studied law at Tukkies, and lived abroad and in Cape Town before returning to Pretoria. She is a campaigner for free and non-discriminatory health and well-being services for all populations.



Dlozi Nthethwa joined OUT in 2016 and lives and works in Pretoria. She has an aesthetic for juxtaposing live action footage and 2D graphics. Her information design company helps ensure that documents and systems for information are built around their stakeholders' intuition.



Kara Nortje is a data capturer at OUT (MSM programme). She is a former radio presenter for Tuks FM and a prospective LLB Law Student. She grew up as an international citizen and often felt like an outsider. It's for this reason that ensuring equality in any and all forms has always been her goal.



Clement Matlala became Reception Clerk in December 2018. He has several higher certificates. He has a passion for working in community service and development. He is an HIV/ AIDS and LGTBI activist who aims to promote a healthy lifestyle

HARMless Staff



Nelson Medeiros was the Project Coordinator for HARMless before becoming the Project Manager. He is responsible for the running and management of the project, staff, training, sensitisation of stakeholders and engagements.



Angela McBride assists with HIV testing and counselling, sterile injecting equipment distribution, Hepatitis B & C testing as well as administration and stakeholder engagement. She became the Project Coordinator.



Roy Derick Louw aids clients in the reduction of the spread of HIV and Hepatitis and educates on safer injecting practices. He was the driver for the project and became Team Leader for the Lay Counselling and Testing Team.



Andries Swarts was an Outreach Worker for HARMless before becoming Team Leader for the Outreach Team. His interests include music, movies, playing with his dogs and making a difference in other people's lives.



Marko Bekker started working as an Outreach Worker for the HARMless Project on 1 October 2017. He enjoys helping and giving back to the community through the harm reduction approach of the project.



Connie Van Staden is the Human Rights & Advocacy Officer for the HARMless Project. In his free time he does tattoos, especially for his friends.



Doricah Khasalela holds a BA Community Development and Leadership Degree. She is a Lay Counsellor for the HARMless Project and is passionate about community work and a safer LGBTI community.



Duncan Tsegula is an Outreach Worker for the HARMless Project. He engages daily with the community, served by the project. He later became Team Leader for the Outreach Team.

OUT Staff Members



Nompumelelo Mthimkhulu is a Staff Nurse and worked as an Outreach Nurse for HARMless. She managed ART Initiation and HIV Management for HIV Positive clients. She also assisted with HIV Testing & Counselling.





educator who joined OUT in 2017. He is also Director and founder of North Site Motors PTY (Ltd), a project coordinator and feminist at 0435 S.M.V Projects (0435 Sanitary Dignity Campaign), and an Africanist.



Isalinah Smith joined OUT in 2017. She graduated from South West Gauteng College with a certificate in primary healthcare. She's passionate about giving health education to people, and working within the community to promote a healthier and safer environment for all.



Maria Bianca Letsoalo is dedicated to changing the lives of people and changing their perception in regards to the LGBTI community. She is a fun and approachable person with a passion for love, and is studying towards a degree in public finance.



Tshepang Mosses Mbatha has a love for community development and wants to contribute to building a healthier and safer LGBTI community. He is studying Business Administration and Health Promotion.



Johnny Kamogelo Sello started working as a Peer Educator at OUT in January 2019. He is a fashion designer who is passionate about community building and helping other people. He is committed to ensuring that LGBTI people get access to health services.



John Morake feels that helping and making a difference in people's lives through the peer education programme is an honour and a privilege.



Ben Bambatha is an outreach team coordinator at OUT who joined the organisation in 2017. He is an HIV specialist and also provides HTC as part of the community based organisation, KHULA YOUTH NETWORK. He cofacilitates social safe spaces and youth development programmes.



Siyabonga Mkhize is a team coordinator who started at OUT in 2017 as a peer educator and driver. He now aims to focus his professional life on underprivileged communities with little to no access to health care. This is where he's been called to make a difference.



Clement Matlala has several higher certificates: business administration, HIV and AIDS management, and an Introduction to Computers. He has a passion for working in community service and development. He is an HIV and AIDS and LGTBI activist who aims to promote a healthy lifestyle



Zanele Zamela is a student at the University of Pretoria, studying Human Genetics, and is a member of the Physiology Society of Southern Africa. She is an outgoing individual, devoted to making a difference in the fields she has chosen to take interest in.

OUT Board Members

OUT's sincere gratitude to all Board Members for their dedication, expertise and oversight.

Francois Joubert is a project risk management specialist. He graduated as a mechanical engineer in 1994 and has since obtained a MEng (Technology Management), MBA and MPhil (Ethics) and PhD. He has extensive experience in the systems and processes related to project management, construction management, project controls and quality management. He lectures at post graduate level at the University of Pretoria as well as the Nelson Mandela Metropolitan University in Port Elizabeth.



Prof Frans Viljoen (MA, LLB, LLD (Pretoria), LLM (Cambridge) is the Director for the Centre for Human Rights, Faculty of Law, University of Pretoria. He is the academic co-ordinator of the LLM (Human Rights and Democratisation in Africa) and has published extensively. Prof Viljoen has collaborated with numerous African LGBT organisations within the context of the work of the African Commission on Human and Peoples' Rights.



Francis Abdul joined the OUT Board as Treasurer in July 2018. He is a Chartered Accountant and the Chief Executive Officer at an Auditing Firm, Strategic Accounting Solutions. He is ambitious and enjoys an environment that stimulates his intelligence and challenges his initiative. He enjoys working with people and is a confident speaker and manager.



Prof. AH Mavhandu-Mudzusi is a senior lecturer, specialising in Basic Epidemiology for Health Sciences. She holds a PhD in Management, Masters in Nursing, Honours in Psychology and Honours in Nursing. She also has several diplomas in Nursing. Her main passion is advocacy for marginalised groups. She is involved in several LGBTI research projects, both at national and international level. She is the first black female heterosexual board member of OUT.



Adv MJ Kock - (B.lur, LLB, LLM (Pretoria), MBA (TUT) - is a Director: Legislative Drafting for the Department of Cooperative Governance. She is an expert in public governance in South Africa. She is a human rights activist and is passionate about the protection thereof.



Lerato Lebona is a public health specialist with over 8 years experience working in the public health field, both locally and regionally, in the areas of HIV/AIDS, Gender and Human Sexuality, Sexual Reproductive Health and Rights, and TB. Lerato holds a Master of Public Health from the University of Witwatersrand, a Bachelor of Arts (honours) degree in Social Behaviour Studies in HIV/AIDS from UNISA and a Bachelor of Social Science degree in Psychology from the University of Pretoria.



The Reverend Canon Vernon Foster is a Priest of the Anglican Church of Southern Africa in the Diocese of Pretoria. He is currently the Rector of a Parish in the East of Pretoria. He is a Canon of the Cathedral of St. Alban the Martyr and holds the portfolio of Gender in the Cathedral Chapter. He is also the Chairperson of the Diocesan Gender Committee. He has a Diploma in Ministry from the College of the Transfiguration in Grahamstown, a Bachelor of Arts degree in Theology from the University of Pretoria and an Honours Bachelor of Theology (Practical Theology) from the University of South African. Vernon's passion in his work is for a fully inclusive Church.



OUT Funders







MAIN*line*









Audited financial statements

FINANCIAL STATEMENTS FOR THE YEAR ENDED

31 MARCH 2019



(Registration number: 000/219/NPO) Financial Statements for the year ended 31 March 2019

General Information

Nature of business and principal activities	Health Services and Advocacy
Board Members	Dr F Joubert - Chairperson
	Prof A Mavhandu-Mudzusi - Co- chairperson
	Prof F Viljoen - Board Member
	DNF Nel - Executive Director
	L Lebona - Board Member
	F Abdul - Treasurer
	Adv M Kock - Board Member
	Rev V Foster - Board Member
	J Meyer - Operational Director
Business address	1081 Pretorius Street
	Hatfield
	0083
Bankers	ABSA Bank Ltd
Auditors	MVB
	Chartered Accountants (SA)
	Registered Auditor
NPO number	000-219-NPO
Index	

The reports and statements set out below comprise the financial statements presented to the board and stakeholders:

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Board Responsibilities and Approval	2
Independent Auditor's Report	3 - 4
Board Members' Report	5
Statement of Financial Position	6
Statement of Comprehensive Income	7
Statement of Changes in Equity	8
Statement of Cash Flows	9
Accounting Policies	10 - 11
Notes to the Financial Statements	12 - 15
The following supplementary information does not form part of the financial statements and is unaudit	ted:
Detailed Income Statement	16 - 17

(Registration number: 000/219/NPO)

Financial Statements for the year ended 31 March 2019

Board Responsibilities and Approval

The board members are required by the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING, to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report. It is their responsibility to ensure that the financial statements fairly present the state of affairs of the entity as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with the International Financial Reporting Standard for Small and Medium-sized Entities. The external auditors are engaged to express an independent opinion on the financial statements.

The financial statements are prepared in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The board members acknowledge that they are ultimately responsible for the system of internal financial control established by the entity and place considerable importance on maintaining a strong control environment. To enable the board members to meet these responsibilities, the board members sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the entity and all employees are required to maintain the highest ethical standards in ensuring the entity's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the entity is on identifying, assessing, managing and monitoring all known forms of risk across the entity. While operating risk cannot be fully eliminated, the entity endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The board members are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance

The board members have reviewed the entity's cash flow forecast for the year to 31 March 2020 and, in the light of this review and the current financial position, they are satisfied that the entity has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently auditing and reporting on the entity's financial statements. The financial statements have been examined by the entity's external auditors and their report is presented on page 3.

The financial statements set out on pages 6 to 17, which have been prepared on the going concern basis, were approved by the board on 27 July 2019 and were signed on its behalf by:

Approval of financial statements

Prof Azwihangwisi Walbandu-Mudzusi Francis Abdul (A(SA)





Independent Auditor's Report

To the board and stakeholders of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL BEING

We have audited the financial statements of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING set out on pages 6 to 15, which comprise the statement of financial position as at 31 March 2019, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING as at 31 March 2019, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the financial statements section of our report. We are independent of the entity in accordance with the Independent Regulatory Board for Auditors Code of Professional Conduct for Registered Auditors (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Parts A and B). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Material uncertainty related to going concern

We draw attention to note 13 in the financial statements, which indicates that the entity incurred a net loss of R(875,669) during the year ended 31 March 2019 and, as of that date, the entity's current liabilities exceeded its total assets by R87,936. As stated in note 13, these events or conditions, along with other matters as set forth in note 13, indicate that a material uncertainty exists that may cast significant doubt on the entity's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

Other information

The board members are responsible for the other information. The other information comprises the Board Members' Report as required by the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING, which we obtained prior to the date of this report. Other information does not include the financial statements and our auditor's report

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this

Partners: JC Erlank, TJ O'Neil, L Malic, JG de Waal Assisted by: AF van Tonder GR/CA (SA), JP la Grange GR/CA (SA), GR Bruni GR/CA (SA), JG Piek CA (SA), JS du Preez CA (SA)

(Practice no: 903 147) Agri-Hub Office Park, Building A, 477 Witherite Street, The Willows, Pretoria, 0184 Tel: +27 12 460 9146 Fax: 086 578 0000 Email: enquiries@mvb.co.za Web:www.mvb.co.za

Independent Auditor's Report

Responsibilities of the board members for the Financial Statements

The board members are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING, and for such internal control as the board members determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the board members are responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board members either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are
 appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the
 entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board members.
- Conclude on the appropriateness of the board members use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and
 whether the financial statements represent the underlying transactions and events in a manner that achieves fair
 presentation.

We communicate with the board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

MVB T.J. O'Neil CA (SA)

Partner

Chartered Accountants (SA)

Registered Auditor

27 July 2019

(Registration number: 000/219/NPO) Financial Statements for the year ended 31 March 2019

Board Members' Report

The board members have pleasure in submitting their report on the financial statements of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING for the year ended 31 March 2019.

Nature of business

During the year the entity operated as a non-profit organisation providing health and advocacy services to the lesbian, gay, bisexual and transgender community. No material changes took place in the principle nature of the organisation.

Review of financial results and activities

The financial statements have been prepared in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING. The accounting policies have been applied consistently compared to the prior year.

The loss incurred in this financial year was mainly due to a main funder of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING announcing an unexpected and severe cut to a budget 7 months into the budget year. The staff immediately negotiated with some of the other funders to assist in carrying some of the expenses like overheads and salaries, as this could not be covered due to the cut. The rest of the expenses were scaled down as far as possible, but no staff cuts were made as the numbers were still needed to be able to meet the still high targets. It was also not practical to let staff go in August, when budget would be available in October in the new budget year.

A smaller part of the loss is temporary, as it was made up of expenses not recovered from separate projects accounts in

Full details of the financial position, results of operations and cash flows of the entity are set out in these financial statements.

3. Board Members

The board members at the date of this report are as follows:

Board Members Dr F Joubert - Chairperson Prof A Mavhandu-Mudzusi - Cochairperson Prof F Viljoen - Board Member DNF Nel - Executive Director L Lebona - Board Member F Abdul - Treasurer

Adv M Kock - Board Member Rev V Foster - Board Member J Meyer - Operational Director Changes

Appointed 28 July 2018

Appointed 01 December

4. Events after the reporting period

The board members are not aware of any other material event which occurred after the reporting date and up to the date of this report.

Going concern

The board members believe that the entity has adequate financial resources to continue in operation for the foreseeable future and accordingly the financial statements have been prepared on a going concern basis. The board members have satisfied themselves that the entity is in a sound financial position and that it has access to sufficient donor funding to meet its foreseeable cash requirements. The board members are not aware of any material changes that may adversely impact the entity. The board members are also not aware of any material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the entity.

MVB continued in office as auditors for the entity for 2019.

Statement of Financial Position as at 31 March 2019

	Notes	2019	2018
	Notes	R	R
Assets			
Non-Current Assets			
Property, plant and equipment	2	97,243	172,884
Other financial assets	3	40,000	160,000
		137,243	332,884
Current Assets			
Trade and other receivables	4	808,990	430,626
Other financial assets	3	120,000	120,000
Cash and cash equivalents	5	3,112,484	1,467,226
		4,041,474	2,017,852
Total Assets		4,178,717	2,350,736
Equity and Liabilities			
Equity			
Fixed asset reinstatement reserve		584,388	584,388
Retained income		(672,324)	203,345
		(87,936)	787,733
Liabilities			
Current Liabilities			
Trade and other payables	6	219,713	84,482
Unspent project funds	7	4,046,940	1,478,521
		4,266,653	1,563,003
Total Equity and Liabilities		4,178,717	2,350,736



Statement of Comprehensive Income

	Note(s)	2019 R	2018 R
Revenue	8	16,054,760	14,608,632
Other income		35,068	435,527
Operating expenses		(16,972,317)	(15,002,210)
Operating surplus		(882,489)	41,949
Investment revenue		6,820	7,034
Surplus for the year		(875,669)	48,983
Other comprehensive income			2
Total comprehensive (loss) income for the year		(875,669)	48,983



Statement of Changes in Equity

	Fixed assets reinstatement	Retained income	Total equity	
	reserve R	R	R	
Balance at 01 April 2017	571,479	309,256	880,735	
Profit for the year Other comprehensive income	:	48,983	48,983	
Total comprehensive income for the year		48,983	48,983	
Fixed assets reinstated Assets returned to funders Prior year adjustment	67,862 (54,953)	(154,894)	67,862 (54,953) (154,894)	
Total changes	12,909	(154,894)	(141,985)	
Balance at 01 April 2018	584,388	203,345	787,733	
Loss for the year Fixed assets reinstated		(875,669)	(875,669)	
Total comprehensive loss for the year	- <u>-</u>	(875,669)	(875,669)	
Balance at 31 March 2019	584,388	(672,324)	(87,936)	
Note(s)				



Statement of Cash Flows

	Note(s)	2019 Note(s) R	
	Section (S)		R
Cash flows from operating activities			
Cash receipts from funders		13,108,067	14,644,895
Cash paid to suppliers and employees		(11,589,629)	(13,786,147)
Cash generated from operations	10	1,518,438	858,748
Interest income		6,820	7,034
Net cash from operating activities		1,525,258	865,782
Cash flows from investing activities			
Purchase of property, plant and equipment	2	20	(67,862)
Proceeds from financial assets		120,000	120,000
Net cash from investing activities		120,000	52,138
Cash flows from financing activities			
Total cash movement for the year		1,645,258	917,920
Cash at the beginning of the year		1,467,226	549,306
Total cash at end of the year	5	3,112,484	1,467,226



(Registration number: 000/219/NPO)

Financial Statements for the year ended 31 March 2019

Accounting Policies

Basis of preparation and summary of significant accounting policies

The financial statements have been prepared on a going concern basis in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities, and the constitution of OUT LESBIAN / GAY / BISEXUAL / TRANSGENDER (LGBT) WELL-BEING. The financial statements have been prepared on the historical cost basis, and incorporate the principal accounting policies set out below. They are presented in South African Rands.

These accounting policies are consistent with the previous period.

1.1 Property, plant and equipment

Property, plant and equipment are tangible assets which the entity holds for its own and which are expected to be used for more than one period.

Property, plant and equipment is initially measured at cost.

Cost includes costs incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment, the carrying amount of the replaced part is derecognised.

Expenditure incurred subsequently for major services, additions to or replacements of parts of property, plant and equipment are capitalised if it is probable that future economic benefits associated with the expenditure will flow to the company and the cost can be measured reliably. Day to day servicing costs are included in profit or loss in the period in which they are incurred.

Property, plant and equipment is subsequently stated at cost less accumulated depreciation and any accumulated impairment losses, except for land which is stated at cost less any accumulated impairment losses.

Depreciation of an asset commences when the asset is available for use as intended by management. Depreciation is charged to write off the asset's carrying amount over its estimated useful life to its estimated residual value, using a method that best reflects the pattern in which the asset's economic benefits are consumed by the entity.

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Depreciation method	Average useful life
Furniture and fixtures	Straight line	6 Years
Motor vehicles	Straight line	5 Years
Office equipment	Straight line	6 Years
IT equipment	Straight line	3 Years

Additions to assets with a cost below R7 000 are written off to R1 in the year of purchase.

When indicators are present that the useful lives and residual values of items of property, plant and equipment have changed since the most recent annual reporting date, they are reassessed. Any changes are accounted for prospectively as a change in accounting estimate.

Impairment tests are performed on property, plant and equipment when there is an indicator that they may be impaired. When the carrying amount of an item of property, plant and equipment is assessed to be higher than the estimated recoverable amount, an impairment loss is recognised immediately in profit or loss to bring the carrying amount in line with the recoverable

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its continued use or disposal. Any gain or loss arising from the derecognition of an item of property, plant and equipment, determined as the difference between the net disposal proceeds, if any, and the carrying amount of the item, is included in profit or loss when the item is derecognised.

When donor funding is used to purchase an asset, the purchase is initially offset against such donor funds. The asset is immediately reinstated and a corresponding credit is made against a fixed assets reinstatement reserve. The resulting asset is then depreciated over its useful life.



(Registration number: 000/219/NPO) Financial Statements for the year ended 31 March 2019

Accounting Policies

1.2 Leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership to the lessee. All other leases are operating leases.

1.3 Provisions and contingencies

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event; it is probable that the entity will be required to transfer economic benefits in settlement; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the amount expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to the passage of time is recognised as interest expense.

1.4 Revenue

Grants from funding organisations are recognised at their fair value in profit or loss where there is reasonable assurance that the grant will comply with all the attached conditions. Grants received where the entity has yet to comply with all attached conditions are recognised as a liability and released to income when all attached conditions have been complied with.

Grants are recognised as income over the periods necessary to match them with the related costs they are intended to compensate.

A grant that becomes receivable as compensation for expenses or lossess already incurred, or for the purpose of giving immediate financial support to the entity with no future related costs, is recognised as income for the period in which it becomes receivable.

Interest is recognised, in profit or loss, using the effective interest rate method.

1.5 Foreign exchange

Foreign currency transactions

Exchange differences arising on monetary items are recognised in profit or loss in the period in which they arise.

Where a donor requires expenditure to be reported on at a specific date, the expenditure is recorded at that rate against the donor's project. The difference between that rate and the actual rate is reflected as an exchange difference at the same time.



(Registration number: 000/219/NPO) Financial Statements for the year ended 31 March 2019

Notes to the Financial Statements

2019	2018
R	R

2. Property, plant and equipment

		2019			2018	
	Cost or revaluation	Accumulated depreciation	Carrying value	Cost or revaluation	Accumulated 0 depreciation	Carrying value
	91,715	(91,679)	36	91,715	(91,679)	36
100	218,005	(148,970)	69,035	218,005	(105,369)	112,636
	128,823	(122,967)	5,856	128,823	(121,505)	7,318
	363,988	(341,672)	22,316	363,988	(311,094)	52,894
	802,531	(705,288)	97,243	802,531	(629,647)	172,884
	e	revaluation 91,715 218,005 128,823 363,988	Cost or revaluation Accumulated depreciation 91,715 (91,679) 218,005 (148,970) 128,823 (122,967) 363,988 (341,672)	Cost or revaluation Accumulated Carrying value depreciation 91,715 (91,679) 36 218,005 (148,970) 69,035 128,823 (122,967) 5,856 363,988 (341,672) 22,316	Cost or revaluation Accumulated Carrying value depreciation Cost or revaluation 91,715 (91,679) 36 91,715 218,005 (148,970) 69,035 218,005 128,823 (122,967) 5,856 128,823 363,988 (341,672) 22,316 363,988	Cost or revaluation Accumulated Carrying value depreciation Cost or revaluation Accumulated depreciation 91,715 (91,679) 36 91,715 (91,679) 218,005 (148,970) 69,035 218,005 (105,369) 128,823 (122,967) 5,856 128,823 (121,505) 363,988 (341,672) 22,316 363,988 (311,094)

Reconciliation of property, plant and equipment - 2019

Opening balance	Depreciation	Closing balance
36	-	36
112,636	(43,601)	69,035
7,318	(1,462)	5,856
52,894	(30,578)	22,316
172,884	(75,641)	97,243
	balance 36 112,636 7,318 52,894	balance 36 112,636 (43,601) 7,318 (1,462) 52,894 (30,578)

Reconciliation of property, plant and equipment - 2018

	Opening balance	Reinstatement I adjustments	Depreciation	Closing balance
Furniture and fixtures	40	9,923	(9,927)	36
Motor vehicles	156,237		(43,601)	112,636
Office equipment	24,381	5,935	(22,998)	7,318
IT equipment	88,725	11,389	(47,220)	52,894
	269,383	27,247	(123,746)	172,884

3. Other financial assets

At amortised cost L Stassen		160,000	280,000
Non-current assets At amortised cost		40,000	160,000
Current assets At amortised cost	£5	120,000	120,000
		160,000	280,000

The financial asset represents the recoverable amount relating to unauthorised expenditure recoveries. The asset is recoverable in monthly instalments of R10 000.

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(Registration number: 000/219/NPO)
Financial Statements for the year ended 31 March 2019

Notes to the Financial Statements

	2019 R	2018 R
Trade and other receivables		
Accrued income: Department of Community Safety	14,995	15,000
Accrued income: Right to Care	i=	3,420
Accrued income: TB/HIV Care	-	26,220
Accrued income: University of Pretoria	463,585	268,676
Prepayments	21,661	67.66
Deposits Employee costs in advance	228,049	67,92
Salary control account	43,687 37,013	
VAT	37,013	49,389
	808,990	430,626
5. Cash and cash equivalents	-	
Cash and cash equivalents consist of:		
Bank balances	3,093,512	1,257,229
Cash on hand	10,590	2,003
Credit cards	(12,254)	32,302
Short-term deposits	3,112,484	1,467,226
	0,112,101	- 1,101,220
i. Trade and other payables		
Frade payables	180,577	46,319
/AT	39,136	25.415
JS State Hate Crimes D Nel	0	25,416 12,747
5 NG	219,713	84,482
T. Harmont mode at founds	a - 	
7. Unspent project funds		
Aurum	818,917	
Bridging The Gap - Needs Assessment	5,775	5,775
CoC - Bridging The Gap COC - LGBT Research	128,122 61,342	101,699 144,459
COSUP	391,124	258,494
PD	689,552	200,10
Hate Crimes - Open Society Foundation	821,755	536,086
Mainline	39,129	311,679
Right To Care		1,685
TB / HIV Care - BMSF	Δ.	182,377
FB / HIV Care - MSM&PWID	36,367	131,527
JP Research	36,367	(195,260
JS State Department JSAID - Engage men's health	1,054,857	(100,200
	4,046,940	1,478,521
3. Revenue		
	16,054,760	14,608,632
Grant Income Received	10,004,700	, ,,500,002

Notes to the Financial Statements

	2019 R	2018 R
9. Taxation		
No provision has been made for 2019 tax as the entity is exempt from taxation		
in terms of Section 10(1)(f) of the Income Tax Act as amended.		
10. Cash generated from operations		
(Loss) profit before taxation	(875,669)	48,983
Adjustments for:		
Depreciation and amortisation	75,641	123,746
Interest received	(6,820)	(7,034)
Movements in provisions	4	(153,627)
Prior year adjustments	-	(154,893)
Changes in working capital:		
Trade and other receivables	(378,369)	36,264
Prepayments	100	42,149
Trade and other payables	135,235	17,402
Unspent Project Funds	2,568,420	852,234
Fixed assets reinstated		67,862
Assets funded by funders depreciation adjustment		(14,338)
	1,518,438	858,748

(Registration number: 000/219/NPO) Financial Statements for the year ended 31 March 2019

Notes to the Financial Statements

2019	2018
R	R

11. Operating lease commitments

The entity leases office buildings under a non-cancellable operating lease agreement. The lease term is for a term of two years. The lease agreement is renewable at the end of the lease period at market rate.

The entity also leases office equipment under cancellable operating lease agreements. The entity is required to give one months notice for the termination of these agreements.

The future minimum lease payments under non-cancellable operating leases are as follows:

ale as lollows.

571,544

517,023

12. Related parties

No later than 1 year

Relationships

Members of key management

DNF Nel - Director J Meyer - Director

Related party balances and transactions with key management personnel of the company or its parent

Related party transactions

Directors Salary - DNF Nel Directors Salary - J Meyer 1,179,922 644,135

1,070,073

Going concern

We draw attention to the fact that at 31 March 2019, the entity had accumulated losses of R 672,324 and that the entity's total liabilities exceed its assets by R (87,936).

The financial statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

The ability of the entity to continue as a going concern is dependent on a number of factors. The most significant of these is that the board continue to procure funding for the ongoing operations for the entity.

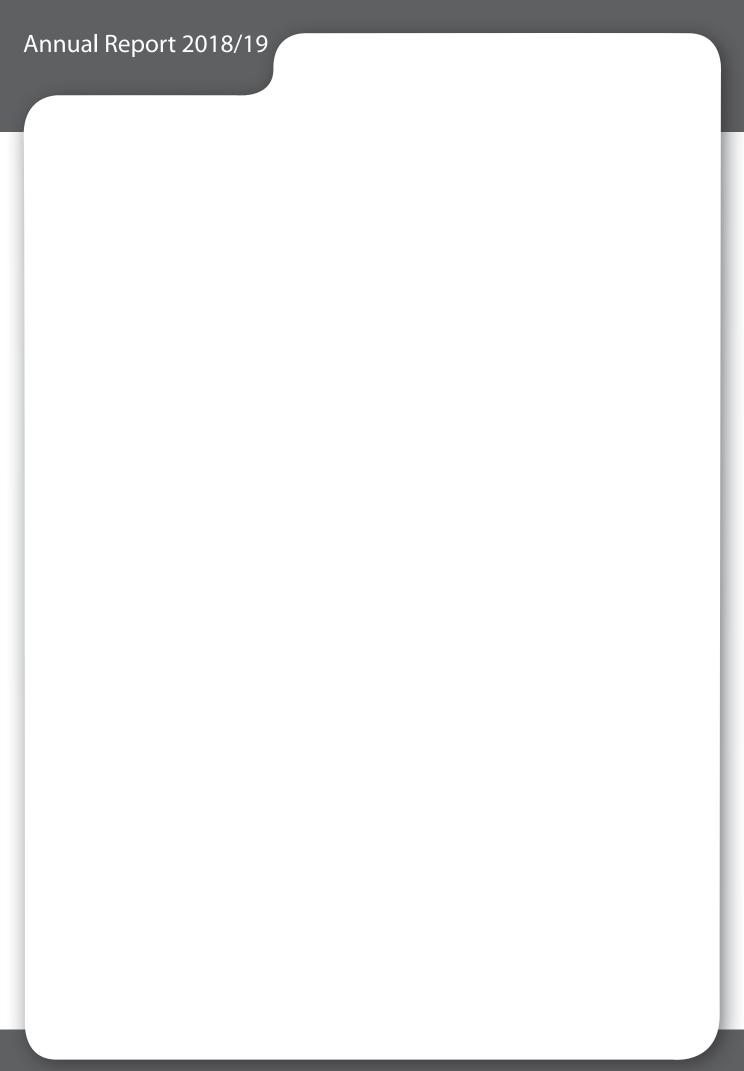
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Detailed Income Statement

	2019 R	2019 R	2019 R	2019 R	2019 R	2018 R	2018 R	2018 R
	Revenue	Direct Expenses	Overheads Allocated	Total Project Cost	Surplus / (Shortfail)	Revenue	Total Project Cost	Surplus / (Shortfall)
Operating income and expenses								
Project specific and General Funding:	16,054,760	(6,040,084)	(9,972,628)	(16,012,712)	42,048	14,608,532	(14,608,632)	•
Aurum MSM	2,826,496	(284,279)	(2,542,217)	(2,826,496)		,		
Bridging the Gaps · Needs Assessment						800	(800)	0.94
CoC Bridging the Gaps	599,241	(224,869)	(374,372)	(599,241)	100 200	588,823	(588,823)	3
Coclight	121,905	(44,905)	(77,000)	(121,905)	¥			9
COSUP	1,316,980	(52,300)	(1,264,680)	(1,316,980)		836,736	(836,736)	
DOH Sector Coordination and Development	x	(379)		(379)	(379)	1,013,708	(1,013,708)	
FPD - PWID	1,618,937	(412,317)	(1,206,620)	(1,618,937)		.*		.*
Hate Crimes: Open Society Foundation	714,331	(212,908)	(501,423)	(714,331)	į.	229,775	(229,775)	٠
HIVOS - Hate Crimes	•		1	9		40,500	(40,500)	
Mainline	871,682	(648,802)	(222,880)	(871,682)	9	362,921	(362,921)	35 (0)
Right to Care	1,685			•	1,685	1,369,552	(1,369,552)	359
TB / HIV Care - PWID Advocacy	276,000		(276,000)	(276,000)		228,000	(228,000)	æ
TB / HIV Care - BMSF	182,377	(85,973)	(82,319)	(168,292)	14,085	450,916	(450,916)	
TB / HIV Care - MSM/PWID	3,374,669	(304,558)	(3,006,908)	(3,311,466)	63,203	6,252,028	(6,252,028)	*
UP Research	96,367		(96.367)	(96,367)			· ·	,
USAID - EMH	4,054,091	(3,732,249)	(321,842)	(4,054,091)	***	٠	4	,
US State Department - Hate Crimes		(36,545)		(36,545)	(36,545)	3,234,872	(3,234,872)	
Other Income:	35,068		÷		35,068	435,527	٠	435,527
Donations	4,020		٠	A	4,020	6,195		6,195
Insurance settlement	4,072	E			4.072	153,848	,	153,848
Profit on exchange differences	•		٠			238,784		238.784
Sundry income	2,717	,	া	- 1	2,717	(4)		
Training Income	24,259			9	24,259	36,700		36,700
Investment revenue:	6,820		٠	٠	6,820	7,034	٠	7,034
Interest received	6,820	9	8.		6.820	7.034	[.	7.034

Detailed Income Statement

	2019 R	2019 R	2019 R	2019 R	2019 R	2018 R	2018 R	2018 R
	Revenue	Direct	Overheads	Net Cost Difference	Unallocated	Revenue	Total Overhead Cost	Total Overhead Cost
Operational Expenditure	*	(10,901,202)	9,972,628	(928,574)	(928,574)		(393,578)	(363,578)
Accounting fees	A	(91,240)	69,639	(21,601)	(21,601)		(25,556)	(25,556)
Auditors remuneration		(52,345)	32,195	(20,150)	(20,150)	٠	4341	4.341
Bank charges		(33,911)	35,327	1,416	1,416		(60.093)	(6,093)
Board meeting expenses		(1,185)	*	(1,185)	(1,185)		(1,083)	(1,083)
Computer expenses	07.6	(61,514)	46,777	(14,737)	(14,737)		(5,313)	(5,313)
Depreciation	- 4	(75,641)		(75,641)	(75,641)		(122,544)	(122,544)
Donations	59		100	•			(524)	(524)
Gifts and flowers	×	(978)	٠	(878)	(878)	3	(10,161)	(10,161)
Insurance	*	(108,170)	93,951	(12,219)	(12,219)	4	(13,292)	(13,292)
Lease rentals on operating lease		(996'809)	250,090	(58,875)	(58,875)	×	3,062	3,062
Legal fees	*	(1,500)	1,000	(003)	(200)	ř	(6,750)	(6,750)
Marketing and promotions	450	(386,636)	386,636			*	•	
Motor vechicle expenses	: 40	(968)	•	(895)	(895)	×	(426)	(426)
Municipal charges		(61,259)	48,513	(12,747)	(12,747)		(26,169)	(26,169)
Networking expenses	930	(2,000)	4	(2,000)	(2,000)		(230)	(930)
Office expenses	24	(23,877)	23,606	(272)	(272)	•	54,598	54,598
Postages and courier	59	(745)		(745)	(745)		(3,220)	(3,220)
Printing and stationery	*	(34,336)	29,999	(4,337)	(4,337)	3	1,187	1,187
Refreshments and entertainment	· ·	(3,456)	4	(3,456)	(3,456)	•	(16,770)	(16,770)
Repairs and maintenance	*	(66,567)	48,103	(18,464)	(18,464)	×	(19,735)	(19,735)
Research and development costs	*	(45,600)		(45,600)	(45,600)	9	(64,060)	(64,060)
Safety and security	*	(19,841)	20,192	351	351	Ŧ	(7,232)	(7,232)
Salaries and wages		(8,955,499)	8,427,645	(527,854)	(527,854)	÷	(62,740)	(62,740)
Telephone, fax and internet	200	(170,018)	156,983	(13,035)	(13,035)	72	(28,277)	(28,277)
Travel and accommodation		(61,362)		(61,362)	(61,362)	ć	(7,480)	(7,480)
Website expenses	3	(2,050)	1,971	(28)	(78)		(552)	(552)
Workmens compensation		(33,610)		(33,610)	(33,610)		(25,256)	(25,256)
	16,096,649	(16,941,286)		(16,941,286)	(844,637)	15,051,192	(15,002,210)	48,983
Penalties and interest on statutory arrears	٠	(31,029)	ř	(31,029)	(31,029)	٠	8	
OPERATING SURPLUS BEFORE FINANCE COSTS	16,096,649	(16,972,317)		(16,972,317)	(875,669)	15,051,192	(15,002,210)	48,983
Finance costs	٠		ř	,	•			
OPERATING SURPLUS FOR THE YEAR	16,096,649	(16,972,317)		(16,972,317)	(875,669)	15,051,192	(15,002,210)	48,983





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