



St Jeanne Antide
Foundation

**Annual
Report
2012**

Supporting Vulnerable Families

contributing to social integration at community level

ANNUAL REPORT - 2012

ST JEANNE ANTIDE FOUNDATION

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Affiliate membership:

- Anti-Poverty Forum (APF) – Malta
- Mental Health Association, Malta
- Malta Health Network
- SKOP (Solidarjetà u Koperazzjoni)
- Church Secretariat for Social and Charitable Action

SJAF is registered with the Malta Qualifications Council as a provider of informal lifelong learning opportunities for students in compulsory education (SLC 1196).

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INTRODUCTION

The St. Jeanne Antide Foundation (SJAF) is a child and family focused not-for-profit organisation committed to identifying and supporting in a holistic manner very vulnerable and poor families in the communities where they live. It was set up by the Malta Province of the Sisters of Charity of St Jeanne Antide in collaboration with lay persons and is administered by a Governing Board with a Chief Executive Officer. It is registered as an NGO with the Office of the Commissioner for Voluntary Organisations (VO/0005).

SJAF is based in the community of Tarxien and works in partnership with community-based organisations in localities neighbouring its Tarxien base as well as state agencies and NGOs that are national in scope. It undertakes outreach work as a means of identifying and extending support to hard-to-reach vulnerable and poor families, assisting them as close as possible to where they live.

Since its establishment, the Foundation has set up a number of core services. Being based in a local community, SJAF has naturally evolved into an organisation that is at the service of parish communities. Its scope is local, national and international.

SJAF is an affiliate member of the Mental Health Association, the Anti-Poverty Forum – Malta, the Malta Health Network and the NGDO Forum SKOP (Solidarjetà u Koperazzjoni) and the Church Secretariat for Social and Charitable Action. It is also registered as a provider of informal lifelong learning for students in compulsory education.

Mission Statement

The Foundation is run, and its mission fulfilled, by a community of Sisters and lay people working in partnership systematically in teams for the support and self-empowerment of socially excluded persons, families and minority groups. As a Christian community, it aims to reflect the love of God in all that is done, and to see and love Jesus Christ in persons who are in need. The mission of the Foundation is to be present for individuals and families who need someone who can listen to them with compassion, link or guide them to appropriate existing support services, support them in the restoration of their dignity, and guide them towards self-reliance. Looking holistically at persons in need, the Foundation's mission is to give moral and spiritual support to such persons.

Objectives

The objectives of the Foundation are:-

- (a) to identify, understand and raise awareness about under-served and un-served categories of excluded or vulnerable persons;
- (b) to develop and implement programmes in support of identified under-served and un-served categories of vulnerable persons, families, and minority groups;

- (c) to support and train a number of persons to make their own contributions to society and to persons in need;
- (d) to provide the opportunity and training to service users so that they themselves can provide services to others in need;
- (e) to be open to voluntary service of young people who would like to offer time and energy at the service of others in order to gain experience and insight;
- (f) to create links with overseas agencies that work in line with our mission, to share experiences, give and get support, and widen our vision.

Governance

A Governing Board is responsible for strategic planning, policy development and financial oversight. Board members come from such diverse backgrounds as social work and nursing, education, counselling, financial management, social welfare service planning and management and overseas development work. The CEO is a non-voting member of the Governing Board that meets monthly.

Services

During 2012, the Foundation ran the following services:

1. The Antide drop-in Centre and its Volunteering opportunities.
2. The Social Work and Counselling Service, including:
 - The Emotional Freedom Therapy;
 - The Volunteer Handymen Project (Proġett Daqqa t'Id) in support of poor families.
 - SOAR – support and advocacy group.
3. The LWIEN Service - caring for family caregivers of mentally ill persons.
4. Community Social Work Projects:
 - The Vinċi Project in Ғaḡ-Ḡabbar;
 - The Ġamra Project in Fgura.
5. The Learning Support Service.
6. Overseas Development Projects.

Personnel

In 2012, the staff and volunteer team of the Foundation was made up as follows:

Social Work support:

- 3 full-time social workers and part of the time of the CEO who practises family work; two of the three social workers are project leaders of the Ғabbar and the Fgura community social work projects;

- 2 part-time Social Workers working on a commissioned Social Work Service at the Malta Community Chest Fund;
- 1 Volunteer Social Work Supervisor;
- 1 part-time Community Worker;
- 1 Volunteer nurse who visits homebound sick and lonely persons;
- 1 casual part-time Groupworker for self-esteem groups which run regularly;
- 3 Volunteer Befrienders;
- Pro bono services: 2 Lawyers and 1 doctor.

Practice Placements

The Foundation hosts a number of students seeking a social service agency with whom to practice their field of study. Seven students provided counselling, social work and family therapy support to SJAF service users in 2012:

- 3 Masters in Counselling students who are professionals in other spheres;
- 1 Diploma in Family Therapy student;
- 3 Social Work students.

Caregiver support:

- 1 part-time Senior Psychiatric Nurse who holds family consultations on a full 2 to 3 weekday basis;
- Counselling and Therapy:
 - 1 Volunteer Counsellor who holds sessions one day a week;
 - 1 part-time EFT (emotional freedom) Therapist;

Learning Support:

- 1 Volunteer Learning Support Co-ordinator (20 hours a week);
- 47 Volunteer Tutors work with vulnerable children from service user families;
- 51 Form 4 students providing self-expressive learning activities for vulnerable children;
- 1 part-time Literacy Teacher for youths and adults whose service is provided by the state Directorate Lifelong Learning;

Management and Administration:

- 1 part-time Foundation Administrator;
- 1 part-time drop-in centre administrator who is also responsible for Volunteer management and editorship of the monthly electronic magazine;
- 1 Volunteer financial oversight expert who also serves on the Governing Board;
- Full-time CEO;

Overseas Development:

1 Volunteer ODA Co-ordinator;

Maintenance:

3 Volunteer Handymen two of whom additionally undertake such work in the homes of poor and vulnerable service users;

Reception work:

12 volunteers form a roster, spending 4 hours a week each doing reception work;

Fundraising:

2 Volunteer fund-raisers who manage the Bazaar;

5 Volunteers in Fundraising Group.

Governance:

7 members serve on the Governing Board on a voluntary basis.

NGO finances

A financial audit is carried out annually by the auditing firm Andrew Galea and Associates; the firm provides this service on a pro bono basis as part of its CSR (corporate social responsibility) policy. An annual audit report is produced and submitted to organisations who provide a grant, to the Ministry responsible for family affairs, to the Office of the Commissioner for Voluntary Organisations and to the Registrar of Legal Persons.

Fundraising events

Foundation workers organised a number of fundraising activities during 2011. Two of these workers, a married couple, volunteered over 9 hours a week each to run a twice-weekly Bazaar.

Apart from this on-going fundraising activity, Foundation workers organised the following events in 2012:

- 3rd March: A concert organised by the Joy Gospel Singers held at the Teresa Spinelli Hall, Santa Monica School, Fleur-de-Lys, B'Kara. Sponsors were identified to enable about 200 service users to attend. Sponsorships were extended to residents of Dar tal-Providenza and the Dar Nazareth in Żejtun.
- the annual Figolli making and sales in April.
- Lejla Maltija on the 15th of September.
- A Car Wash on the 10th November.
- Christmas logs production and sales in December.

Large grants for core services and projects were obtained through project proposals.

Spirituality

The mission statement of the Foundation, besides the specifically social imperatives, includes also this sentence: "As a Christian community, it aims to reflect the love of God in all that is done, and to see and love Jesus Christ in persons who are in need."

An activity of SJAF that contributes to the process of aligning ourselves in this way is the Centring Prayer group. Mainstream Christian tradition (including for example, the Catechism of the Catholic Church) states clearly that the three major forms of prayer are *oratio* (with words), *meditatio* (with thoughts), and *contemplatio* (without thoughts). At Centru Antida, the welcome centre of the Foundation at Tarxien, weekly meetings are held by the Centring Prayer group for contemplative practices and fellowship. The group is open to all who are seriously interested in contemplative practice beyond thoughts and feelings. Centring prayer, formulated in recent times from the ancient contemplative tradition of the Church by a group of Trappist monks, serves to make a person ready for *contemplation* – the state of resting in God beyond words and thoughts. Persons who do enough of such contemplative practice are moving towards a deeper relationship with God, and by the grace of God, they may become empty and open to seeing the divine everywhere and permitting the divine current of universal compassion to pass through themselves to others.

With service users, team members tap into the deep and healing power of prayer by starting off each day with a prayer and, at the end of support sessions, praying for others especially those with whom one is in conflict. Articles on the website and magazine help readers to attain dignity and freedom.

Workers at Centru Antida maintain a friendly, humour-filled atmosphere in relating to each other - this is detected and appreciated by visitors and service users. The Christian orientation and personalities of the main workers including volunteers, and the policies of the Foundation, have created an environment and an approach to vulnerable service users that has resulted in a certain ethos, culture and atmosphere. Service users frequently comment on the attentive listening, acceptance, peacefulness and love they find in the SJAF premises, and on the humane and personal approach in the field. The economic, psychological, emotional and social freedom and self-acceptance found by distressed or vulnerable people through the work of the Foundation recovers human dignity. Not only do the staff love the service users but the latter also come to discover their own capacity to love. Spontaneously or through SJAF encouragement, some service users even offer their voluntary service to help others. These are signs of the healing power of the divine at work through love.



THE ANTIDE DROP-IN CENTRE

(IČ-ĈENTRU ANTIDA)



The Antide drop-in Centre has been open daily since late 2006. Despite being based in Tarxien, it is easily accessible by residents of other neighbouring localities. Parish Priests, their deputies, parish groups and parish service (diaconia) commission members are key collaborators in a shared socio-pastoral and educational endeavour. SJAF is officially a member of the Tarxien, Żabbar and Fgura Diaconia Commissions and works closely with that of Paola and Santa Lucia.

Working closely with local structures has brought SJAF in touch with parish-level pastoral voluntary workers who support families in difficulty. Parish priests regularly make referrals, thus enabling individuals and families to drop by at the Centre to seek support for themselves, for relatives, friends, neighbours and acquaintances.

The Antide Centre has increasingly become known to local people. People drop by to talk to someone, to access social work or counselling support, to join group-based learning activities and support groups, to become a volunteer or else to donate furniture and other household items for families needing them. Family care-givers of mentally ill persons from across Malta are increasingly dropping by or phoning to seek support. Some mental health service users have become regular volunteers and take up roles compatible with their current ability and state of mind.

The Antide Centre continued to publish the monthly SJAF e-Magazine for Foundation personnel and volunteers, collaborators, parish level workers, funders and the general public; it is available through the SJAF website at www.antidemalta.com. Each issue features a key article or two as well as information about services and a diary of activities and events to ensure that stakeholders are kept abreast of developments. A total of eleven issues of the e-magazine were published in 2012. A number of issues focused on mental health since a high percentage of families supported by the Foundation have one mentally ill member or more.

The official daily opening hours of the Antide Centre are from 8.00 am to 5.30 pm in winter time and from 7.30am to 1.30pm between mid-July and mid-September. However, the Centre is often open at 7am and has longer opening hours on those weekdays where a regular service is offered beyond closing time.

Reception work at the Antide Centre is fulfilled by a group of dedicated volunteers who share a roster. Anyone coming to the Centre is welcomed, offered tea and immediately seen by a professional worker.

Linked to the Antide Centre is an adjacent fund-raising Bazaar that is fully managed by two volunteers; it serves as a means of providing low cost or free good quality clothes to service users and a place to which lonely persons turn to for a chat. Families aware of the bazaar regularly visit it to either donate knick knacks, books, toys and unused clothes and to make purchases.

Facilities

The Antide Centre is based on the ground floor of 51 Tarxien Road in Tarxien, part of the Provincial House of the Sisters of Charity. It is accessible, having a welcoming environment with space for group-work, courses, offices, counselling rooms, socialising and relaxation space, and a kitchen where courses are also delivered. There are showers for temporarily homeless persons as well as a library for young and adult service users. Moreover, kitchen facilities are also available for vulnerable families and cooking sessions. SJAF additionally hosts meetings of other organisations

and offers the use of its facilities to social workers from state agencies who need to meet their service users closer to their homes. The Centre is visited by an average of 25 or more persons a day.

Facilities at the Antide Centre include:

- an open reception area;
- a large welcoming foyer with a sofa suite serving as a space for visitors, informal meetings and children's library area. Children from vulnerable families are encouraged to pick up books they feel enthusiastic about and to take them home to read;
- 2 counselling rooms;
- 1 Learning Support Resource room stocked with a range of educational materials, books, games, and other resources for use by the team of Volunteer Learning Support workers.;
- 1 large training room and board room with a library for professional personnel;
- 1 group-work room;
- 4 offices;
- a kitchen which is also used for cooking classes for small groups;
- a wide sunlit corridor sometimes used by artists who wish to paint in a group.

Moreover, the Sisters of Charity enable the Foundation to make use of a large hall for group activities and a conference hall for seminars and courses accommodating 150 persons.

Voices of Reception Volunteers

The Foundation obtains regular feedback from volunteers through the service group meetings as well as through evaluation meetings held annually in summer. Feedback from the reception work volunteers at the Antide Centre in mid-2012 included the following:

- high commitment of Reception Volunteers was noted by all;
- a number of Reception volunteers, on their own initiative and without being asked, take charge of a task which needs doing (e.g. cleaning and re-organising kitchen cupboards; cleaning toilets; re-organising service user library);
- a number of Reception volunteers assume multi-roles (e.g. Reception work + going to the bank; shopping; photocopying; organising storage spaces; cleaning; etc.);
- lasting friendships have been formed;
- service users who became volunteers and do Reception work found love, friendship and constant support which has hastened their recovery;
- volunteers acknowledge that when they experience a crisis at home, they find professional support immediately and as often as they need;
- they appreciate their role of welcoming drop-ins and others with an appointment;
- the environment is cared for by everyone and continues to be a welcome hub in the community;

- the file with notices for Reception volunteers to read and take note of is appreciated by all;
- all appreciated the monthly electronic/ printed SJAF magazine and the management's dedication to keeping everyone informed of developments and outcomes;
- service users regularly comment on the welcoming and pleasant environment at the Centru Antida. They welcome the fact that they are welcomed with a smile, offered a drink and given a brochure if they are new to the place. Reception Volunteers take pride in this fact and appreciate feedback passed on to them by others.



VOLUNTEERING

(including special supported volunteering)



Volunteering – a cornerstone of the Foundation

Volunteering is a cornerstone of the Foundation's mission. The Foundation encourages and nurtures volunteering within its range of service provision, in line with three of the Foundation's key objectives:

- to support and train a number of persons to make their own contributions to society and to persons in need;
- to provide the opportunity and training to service users so that they themselves can provide services to others in need;
- to be open to voluntary service of young people who would like to offer time and energy at the service of others in order to gain experience and insight.

Volunteering is a way for people to engage in meaningful activities beyond their personal and professional sphere as well as to develop an interest outside their family and working lives.

Volunteering has many positive side effects, irrespective of one's age:

- it draws a person away from self-centredness and towards an understanding of, and compassion for others;
- it significantly enhances the person's sense of well-being that is often not derived from other spheres of life;
- it injects meaning in an often materialistic lifestyle devoid of altruism;
- it provides an opportunity for forging new friendships;
- it makes it possible for social care organisations to create new and better ways of supporting vulnerable individuals and families;
- it creates the fabric of a robust welfare society;
- it is, above all, a powerful way of living one's faith and stimulating hope in lives that are bereft of love and compassion.

Volunteers at the Foundation are screened and assessed before their induction and are given a Code of Practice for Volunteers to guide them in their work. Throughout 2012 there were a total of 95 active volunteers involved in one or more spheres of service provision. The highest number – 47 – were Tutors working within the Learning Support Service that comprises the Homework Support Service, Mentoring and the running of the summer programme for children and young persons – Smiling Kids and Smiling Teens. Apart from the 95 volunteers, there fourth form students from the Immaculate Conception Girls Secondary School in Tarxien carried out short-term volunteering with the Foundation. The group consisted of 52 fourth formers who completed their scholastic year in June, having started their volunteering in October 2011, and another group of 51 who started their volunteering in October 2012.

34% of the volunteer cadre in 2012 were over 60 years of age; 21% were below the age of 20 and 13% were in their 20s. Based on the Foundation's experience, older volunteers are more regular than others and are more likely to dedicate more hours and years of service than volunteers of younger age groups. Thus, old age offers older persons a meaningful opportunity to become involved in the social care field. Volunteering is also a means of remaining life-long learners since

the Foundation encourages volunteers to tap into non-formal learning opportunities that exist at both local and national levels.

During the 2012, 24 volunteers discontinued their involvement for a number of reasons which appear in a table below.

Below is statistical data concerning volunteering at the Foundation during 2012. Not included in the statistical data are the:

- 8 undergraduate and masters degree students on a practicum at the Foundation in such fields as social work (5) and counselling (3);
- the 51, 14-year old Form 4 students from the Immaculate Conception girls' secondary school who were engaged in fortnightly volunteering in support of vulnerable children aged 8 to 11.

Inclusive volunteering – the practice of special supported volunteering

As already mentioned, one of the aims of the Foundation is to:

“provide the opportunity and training to service users so that they themselves can provide services to others in need.”

To this end, SJAF encourages service users to consider volunteering as part of their self-development plan. 6 (7%) of the volunteers who provided a service to the Foundation during 2012 were service users. This practice of special supported volunteering presents a number of challenges to the organisation. Service users who become volunteers, especially those with mental health problems, need constant encouragement and support. They also need reassurance that their role within the organisation will not be halted in times of relapse and crisis. Short one-to-one sessions before the start of each volunteering period helps to ease and clear any apprehensions and doubts they may have about the performance of their volunteering role. Volunteering contracts with a flexibility clause goes a long way in easing apprehensions. Regular liaison between the volunteer's key worker and the volunteering co-ordinator is necessary to ensure a meaningful experience for the volunteer.

In the experience of the Foundation, volunteer-involving organisations need to consider developing an inclusive volunteering policy through which persons in vulnerable situations and those who are socially excluded are offered access to volunteering opportunities. The current local scenario makes it difficult for family support practitioners to refer their service users to other organisations for volunteering.

Statistical data

Volunteer roles by number

Roles	Number of active volunteers	Discontinued during 2011
Reception work at Ćentru Antida	12 or 13%	5
Learning Support Tutors and Mentors	47 or 49%	11
Support to Social Work & Counselling Service Team	12 or 13%	3
Support to administration	13 or 14%	3
Governance	7 or 7%	0
Overseas Development Projects	2 or 2%	2
Handyman	2 or 2%	0
Total (excluding 51 4 th Former)	95 or (100%)	24 or 26%
4 th Formers who carried out short-term Learning Support work (art, crafts, cooking, dance & music, reading)	51	51

Ages of the 95 volunteers

Age bracket	No.	% of total
Up to 20	20	21%
20-29	12	13%
30-39	9	10%
40-49	11	11%
50-59	11	11%
60+	32	34%

Reasons for discontinuing voluntary service (24 volunteers):

Pressure of studies	8
Found work	5
Ill health	3
Family committments	5
Overseas travel	3
Total discontinued	24

Volunteers discontinuing or remaining in 2012:

Discontinued at some point in 2012	Volunteers still active at the end of 2011	Total volunteers who worked at any time during 2012
24	71	95

Overview of volunteers during 2012 by gender:

Females	Males	Volunteers who worked at any time during 2011
74 (78%)	21 (22%)	95 (100%)

Overview of volunteers during 2012 by regular vs occasional work:

Regular	Occasional involvement	Volunteers who worked at any time during 2012
69 (73%)	26 (27%)	95 (100%)

Hours of service contributed by volunteers in 2012

During the year, a total of 11,235 hours of volunteering were registered which are equivalent to 5.4 full-time workers. Were the minimum wage be used as a measure of cost savings, this would amount to €11,187.

Nurturing the spirit of volunteering among young persons - The SPARK Project

In 2009, the Immaculate Conception Secondary School and the St Jeanne Antide Foundation agreed to create a voluntary work experience for 4th Form students so as to nurture a spirit of altruism. During the past 3 scholastic years, 154 secondary school students have engaged in volunteering activities through this opportunity. Vulnerable children and young persons from families supported by the Foundation could thus benefit from an additional learning support opportunity during the week. During 2012, 52 4th Form students concluded their volunteering engagement in June and another 51 joined up in October. An SLC certificate for volunteering work undertaken is provided to each out-going 4th former for her school leaving portfolio. In October another modality of volunteering engagement was adopted; 4th formers were split up into groups, with each group volunteering weekly for 4 months. Students were mentored to plan and run creativity sessions comprising music, dance, reading, crafts and cooking. The initiative was co-ordinated by the SJAF Volunteer Learning Support Co-ordinator and the Religion Teacher at the Immaculate Conception School. At the start of the 2012-2013 scholastic year, an induction session took place followed with a tour around the Foundation enabling the students to learn more about the Foundation.

In June, the 52 students who concluded their volunteering engagement were requested to evaluate their voluntary work experience by individually filling in an evaluation questionnaire. The SJAF-School co-ordinating team similarly undertook a group evaluation at their level of involvement. Below are extracts from the evaluation report:

Some Evaluation Outcomes

1) Nature of experience that we wish to provide students:

It was agreed that both organisations would like to provide an experience which unlocks students' potential and nurtures their altruistic spirit. The voluntary work experience should be an opportunity where students:

- share their talents with vulnerable students younger than themselves;
- learn about accepting, respecting and loving children from difficult life and family circumstances;
- experience giving without expecting anything in return;
- become more ready to learn about and try to understand other family realities around them;
- the Certificate of Voluntary Work experience issued by SJAF to each participating student is very much appreciated by the school and students;
- the marks that students are allocated for this experience is a small incentive which should be kept;
- the Co-ordinating team has observed very positive changes in some of the students' attitudes, self-confidence, empathy, and skills in helping others.

2) Drawbacks:

Except for 2 of the 4th Form students, all the students managed to undertake voluntary work with the Foundation this year as well. Some of the drawbacks of the opportunity include:

- parents are not always ready to consent to their children tapping into this opportunity since they may view it as a waste of valuable study time;
- students may have a number of other activities, such as private lessons including music and dance classes, which clash with the day selected by the school for the voluntary experience weekday;
- parents may resent the fact that they have to go to the school to pick up their child from this after-school activity on a regular basis;
- students are unused to preparing for a task in advance. They therefore fail to inform the Co-ordinators about the list of materials and resources required for their planned activities. Thus, items they may require may not be readily available there and then.
- given the large number of 4th Formers, it is difficult for the Foundation to get to know them individually and to provide them each with an adult mentor to guide them through their voluntary work experience;
- also given the large number of students involved, it is difficult to interview each student for this experience, in line with the Foundation's ethos of screening and selecting

volunteers through a long personal interview. Cutting corners may weaken the nature of the experience one wishes to provide.

3). Decisions:

1. In order to mitigate some of the drawbacks identified above, it was decided that, as from the coming scholastic year:

The 4th Form students' group will be divided into 4 groups of 13 students each. Each student will have the opportunity to carry out 12 hours of volunteering (1 weekly session x 6 sessions x 2 hours each):

Group 1: October to December 2012

Group 2: January to March 2013

Group 3: April to May 2013

Group 4: July to August with SJAF Children's summer programme – Smiling Kids

2. Students will be required to fill-in a registration form for the School's and Foundation's records.

3. An evaluation form will be given to each student to enable both organisations to get a glimpse of the impact of this experience on the student's lives, from the students' own perspective.

4. A brief induction training will be offered. This will, as from October 2012, include a component on how to understand and deal with certain types of behaviour, relating to vulnerable younger children and understanding difficult backgrounds.

5. Four SJAF personnel will assume a Mentoring role; each being responsible for a group one of the 4 groups of 13. The role will include getting to know the students individually, welcoming them when they arrive early to set up the space, checking on how they are getting on.

7. Preferably, the Co-ordinating Team will be made up of 4 teachers: 2 from the school and 2 Volunteer teachers from the Foundation.

Voices of the 4th Form students who volunteered

"Għaliġa din l-esperjenza kienet tfixxer ħafna. Peress li fil-futur nixtieq naħdem mat-tfal din l-esperjenza kienet ta' benefiċċju kbir. Għalkemm kont diġa nattendu għaqda volontarja oħra, xorta tgħallimt affarijiet differenti li huma utli ħafna. Meta tgħin lil ħaddieħor tħossok aħjar."

"Din l-esperjenza għaliġa fissret l-għan biex nitgħallmu ngħinu lill-oħrajn bla ma nieħdu xejn lura. Din l-esperjenza fissret ferħ mat-tfal li għandhom bżonn l-għajnuna neċessarja."

"Din l-esperjenza ta' volontarjat għallmitni napprezza l-affarijiet li għandi madwari u fl-istess hin noffri għajnuna lil min għandu l-bżonn."

"Hadt gost ngħin għax ħassejtni utli, għamilt ħbieb godda u sirt naf aktar lil sħabi tal-klassi."

"Kienet esperjenza sabiħa għax tgħallimna kif għandna ngħinu lil ħaddieħor."

"Tgħallimt li jrid ikolli ħafna responsabiltà u li tgħin minn qalbek mhux għax bilfors."

"Kienet esperjenza sabiħa għaliex għandek l-oportunità li tgħallim lil min hu iżgħar minnek hi ħaġa siewja."

"Kienet esperjenza sabiħa għax kelli oportunità li niltaqa' ma tfal ta' karattru differenti."

“Fissret li jien għamilt xi ħaġa biex ngħin lil min għandu bżonn iktar minni. Bħala grupp għamilna minn kollox biex lil dawk li huma iktar neqsin minna ngħinuhom u nipprovaw nagħmluhom iktar ferġanin.”

“Rajt ħafna tfal fil-bżonn hemmhekk u bla ma trid tkun trid tgħin. Kienet esperjenza sabiġha.”

“Għalmitni nkun iżjed paċenzjuż mat-tfal u għaraft kemm hawn nies inqas ixxurtjati minna u għallmitni ħaġa nagħmilha minn qalbi u mhux ta’ bilfors.”

“Kienet esperjenza sabiġha u vera tħossok għamilt xi ħaġa tajba.”

“Għaliġa din l-esperjenza fissret ħafna għax tgħallimt iktar ngħin lil haddieħor, l-iktar dawk li huma fil-bżonn.”

“Għamilt xi ħaġa tal-ġid; ħassejtni tajjeb.”



✂

COMMUNITY-BASED SOCIAL WORK, COUNSELLING AND EMOTIONAL FREEDOM SERVICE



Community Social Work and Counselling

A key method of reaching out to and supporting vulnerable families is through community-based outreach work and the development of strong collaborative links with parish structures in neighbouring localities. Being a community-based organisation with a community-based drop-in centre has naturally led to a build-up of a generic case-load. Workers seek supervision and mentoring from practitioners from fields most represented by service users. The Psychiatric Nurse responsible for the LWIEN service for family care-givers of mentally ill persons mentors and trains personnel in this specialist field and co-works with team members in outreach work.

Social Work, counselling, home-visiting by a nurse, office-based family consultations, Emotional Freedom Therapy, non-formal education courses and support groups and a handyman service are an integral part of the service for vulnerable families.

Service team members encourage service users to indicate their interests and try their utmost to enable them to tap into existing education and training activities run by the state and NGOs at both local and national levels and create opportunities where none exist in specific areas of interest. Service users are moreover encouraged to volunteer as part of their personal growth process.

Service users

Number and categories of service users during 2012

During 2012, SJAF workers intensively supported 473 individuals from 298 families of whom 289 were female and 184 male. The 473 individuals fell under the following categories:

- family caregivers of persons with chronic mental health problems and persons facing many life-challenges and difficulties due to the nature of their mental health difficulties;
- families in conflict;
- families grappling with financial problems;
- frail persons with chronic health problems who feel lonely and isolated at home;
- families in inadequate housing;
- women in a marriage or other relationships who are poor since their spouse/ partner leaves them unsupported financially;
- single mothers lacking skills that enable them to manage.

Additionally, Foundation workers continued to support 438 individuals who had been referred in 2011. During the year, 55 cases were closed. The following chart gives an overview of the number and type of interventions by month undertaken by professional personnel across SJAF services during 2012:

Overall interventions across services throughout 2012

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Office-based sessions	150	157	140	146	170	154	129	152	117	166	151	114	1,746
Home Visits	76	100	102	98	108	96	47	54	69	64	112	90	1,016
Accompaniment to other services	7	26	19	15	12	21	9	9	10	13	13	9	163
Total interventions	233	283	261	259	290	271	185	215	196	243	276	213	2,925
Supervision	3	11	12	8	6	1	0	5	6	7	9	6	74

Referral sources of 298 families - 2012

Referral Source	No.	%
Public agencies	86	29%
Self-referrals	50	17%
Relatives & friends	45	15%
Parishes	43	14%
SJAF workers	25	8%
NGOs	17	6%
Media	18	6%
Other service users	14	5%
TOTAL	298	100%

Locality of Residence of 298 families referred in 2012

51 (17%)	Żabbar
41 (14%)	Fgura
37 (12%)	Tarxien
32 (11%)	Paola
10 (3%)	Santa Luċija
13 (4%)	M'Scala
13 (4%)	Żejtun
8 (3%)	Sliema
94 (32%)	Other localities

Categories of referred families by main presenting problem - 2012

Main presenting problem	Type of problems encountered by 298 families
Mental illness & needs of family caregivers	238
Family relations problems	86
Chronic ill-health & loneliness/ isolation	51
Financial difficulties	17
Lack of basic life-coping skills	17
Emotional problems	17
Abusive relationships	13
Accommodation difficulties	10
Other problems	23

Vulnerable individuals and families supported – 2007 to 2012

Year	Individuals	Families
2012	473	298
2011	540	324
2010	412	284
2009	185	150
2008	231	169
2007	121	93
Total	1,962	1,318

Outreach work as a tool to identify hard-to-reach vulnerable families

Outreach work continues to be a key tool in community social work practice at the Foundation. The modality used leads to the identification of unserved and under-served categories of vulnerable and poor persons. To date, the rate of service users identified through outreach work continues to be around 13% of the referrals. Other organisations openly acknowledge the effectiveness of this approach. Parishes where this approach is being used by Foundation personnel express high satisfaction at the way vulnerable families in the community are being identified, befriended and supported. During the team evaluation carried out in mid-2012, the Social Workers expressed their strong belief that this key social work practice tool is one of the most effective ones to identify hard-to-reach socially excluded families and that community-based social work is the best means to meet the complex needs of such families. The main difficulty for the Foundation is that of sustaining community-based social work services since available funding is, in the main, project

based and short-term. Solutions to this barrier to sustaining such crucial services will continue to be explored.

Working closely with other organisations

Close collaboration with other state and voluntary sector organisations is a cornerstone of the Foundation's work. Each annual report of the Foundation contains a list of organisations with whom the Foundation collaborates. The feature *News from the Foundation/ Aħbarijiet mill-Fondazzjoni* published on a monthly basis in the SJAF e-Magazine outlines links with such organisations.

The Social Work team participates in regular case conferences and reviews called by other agencies or by SJAF itself with respect to high-support families who are supported by different organisations. During 2012, a staff member represented the Foundation on the Executive Committee of the Anti-Poverty Forum Malta whilst another is on the central committee of the Mental Health Association, Malta.

In 2012, SJAF and the Community Services Manager of Aġenzija Appoġġ together invited representatives of community-based service providers to meet to discuss common issues related to supporting very vulnerable families at community level and measures that prevent service user dependency on service providers. This informal forum of practitioners from community-based service providers will continue to meet in 2013.

Practitioners from other organisations continued to make use of the facilities at the Antide drop-in Centre for work with their own service users from neighbouring localities. This offer is often taken up by practitioners from Aġenzija Appoġġ, Aġenzija Sapport, Ursuline Sisters in Tarxien, and others.

Groupwork carried out in 2012

The Social Work and Counselling team is sensitive to needs commonly expressed by many service users that could be met through short-term groupwork opportunities. In 2012, a number of such opportunities were facilitated. (see appended list)

Volunteer Nurse

The Volunteer Nurse, a Sister of Charity, continued to have a steady case-load of around 32 lonely home-bound elderly persons. She visited these persons regularly without fail accompanied by two Volunteer befrienders. The Nurse maintains records of each visit and liaises with the case social worker concerned. Consequently, family interventions are tackled by the social worker responsible for the case. During 2012, the Volunteer Nurse carried out 204 support home-visits.

EU Food

Given that the parishes where the Foundation is actively involved in community based service provision have developed an EU food aid distribution mechanism, the Social Work team has not felt the need to obtain, store and distribute food to poor families itself except for emergencies for a limited number of very poor service users whose life circumstances preclude them from queuing for this service on distribution days or who are too shy to apply.

The Foundation maintains close contacts with the Millenium Chapel Foundation that is the designated national co-ordinator and distributor of EU food for vulnerable persons. During 2012,

the Foundation's Social Workers provided EU food items to 60 poor families from the localities it is active in. In Fgura, the Foundation assisted the parish to welcome families queuing to benefit from EU food distribution so as to link them to other support opportunities. In Haż-Żabbar, the Foundation identifies and refers very poor families who have no links with the parish and the EU food distribution system. This is similarly done in Tarxien parish.

Social Work Supervision

All Social Workers received regular professional supervision in line with the requirements of the Social Work Profession Act.

Volunteer Handyman Service in support of very vulnerable families

In the experience of the Foundation, hard up single parent households and households where the husband suffers from chronic ill health lack the financial means and ability to tackle odd repair and maintenance chores in their homes. They find that they cannot pay a handyman to handle such chores. Neither do they have the means to buy equipment and materials for such repair work. Because of this, their houses become run down, drab and dreary environments which negatively impact the mental health of family members.

During 2012, the Foundation obtained a grant from the Small Initiatives Scheme (SiS) of the VO Fund run by the Malta Council for the Voluntary Sector to expand its Proġett Daqqa T'id – a volunteer handymen service in support of very vulnerable families. Despite the recruitment campaign targeting male retirees, the project could not expand beyond 2 new volunteer handymen and the existing two. Volunteer handymen spend 5 hours a week each doing repair works in the homes of very vulnerable service users and undertake maintenance work at the Foundation's premises as well.

This service grew out of a keenly felt need by Foundation Social Workers. Since one of the strategic objectives of the Foundation is to identify gaps in social support service provision and to respond to such needs, the Foundation tries to fill the gap through the engagement of male retirees who are highly skilled in handyman work to volunteer within this project.

The Volunteer Handymen in the project have completed a total of 581 hours of service; 390 hours of which in the homes of vulnerable families. 77 individuals from 23 families benefited from the Daqqa T'id project in 2012. Without this service, the homes of these 23 families would have remained highly disorganised. A total of 62 visits to these families were undertaken. Apart from the work described above, the Volunteer Handymen carried out the following work: (1) pick up of used furniture from families wishing to donate such furniture to vulnerable families and (b) delivery of donated used furniture to vulnerable families. In one year, the volunteer handymen undertook 41 such transportation and delivery visits, using the van of one of the volunteers, with fuel reimbursement by the Foundation. One new volunteer undertakes computer repair jobs on second hand computers donated to the Foundation for poor families.

Voices of service users: evaluation of service users' satisfaction

Feedback was obtained from 50 service users in June 2012. Responses obtained were through a filled-in questionnaire entitled **SODISFATTI MIS-SERVIZZI TAGĦNA JEW LE?** which service users

were invited to fill-in anonymously or signed. All 50 were signed. Of these 50, 46 indicated that they were highly satisfied with the Foundation service/s they benefited from. Another 4 stated that they are satisfied with the service.

Some of the feedback responses included the following:

X'inhi dik il-ħaġa li tatek sodisfazzjon?

"Is-Social worker fasslet pjan fhiex il-familja għandha bżonn l-għajnuna u waħda wara l-oħra ħdimna fuq kull punt."

"It-tfal tgħallmu ħafna kemm ilhom jiġu u għamlu ħbieb ġodda. Huwa ta' support kbir u nieħu gost narahom sejr in tajjeb."

"Kif laqawni meta dħalt u kemm kellmitni tajjeb u fit-tul in-nurse."

"Dedikazzjoni ta' l-istaff."

"Li meta tiġi tistaqsi xi ħaġa dejjem issib lil xi hadd jisimgħek."

"Li ġejt mogħtija l-għajnuna mill-ewwel u jiena u l-familja teiġi ġejna mogħtija għajnuna kbira offruta miċ-ċentru bla ma tlbaniha aħna għax ma konniex nafu biha u t-tim b'tant ħerqa u ġentilezza offrewlna s-servizz."

"Li t-tifla saret taf tagħmilha ma' haddieħor, grazzi għalikom."

"Tgħallimt naqra u nikteb bil-Malti. Qed nagħmel użu tajjeb minn nofstanhar fil-ġimgħa ħalli nkun kapaċi nsib xogħol."

"Laqtuni ħafna affarijiet. Ma ħassejtx differenza ta' reliġjon għalkemm jiena Mussulmana, ma ħassejtnix iġġudikata."

"Qed niltaqa' ma' nies oħra, nitgħallim nikteb u naqra peress li kont batuta fil-Malti."

"Li qdejtuni fil-bżonn li kelli."

"Li jkollna ċans nitkellmu u naqsmu l-problemi tagħna."

"Tajtuni direzzjoni."

"Li hemm persuna li tisimgħek, tifhmek u lesta li tmur barra minn triqitha minkejja li hi persuna impenjata ħafna."

"Meta ċempilt mill-ewwel offrew l-għajnuna tagħhom."

"Li sibt min semgħani u ma ġġudikawnix."

"L-aktar ħaġa hi li hemm nies kapaċi jgħinuk u jagħtuk iċ-ċans tesprimi ruħek."

"Il-progress li għamilna."

"The warm welcome."

"Il-ħin, l-attenzjoni u l-kura b'imħabba u interess ġenwin li ngħatajt."

"Il-ġenerożità li għandhom, l-għajnuna li jagħtuk mill-qalb, bla ma jieħdu xejn lura."

"Il-welcome; grupp ta' nies sabiħ."

"Il-grupp vera kont komda ħafna biex nesprimi ruħi. Konna qisna aħwa u għamilt ħbieb ġodda."

"Li nħossni m'inhix waħdi u li tgħallimt ħafna."

“Li qsamt il-problemi tiegħi ma ħaddieħor u tgħallimt ħafna. Sibtni min jifimni. Prosit ħafna. Thanks.”

“Li nitkellem mal-voluntiera, tħoss li hemm xi ħadd li qed jagħti kasi fil-ħajja u m’inx waħdi.”

“Jiena nieħu pjaċir ma’ (isem il-Mentor) għax inħobb niftaħ qalbi u tgħinni. Inħobb niltaqa’ magħha. Hi tħobbni ħafna għax trid tarani sejra ‘l quddiem.”

X’inhid dik il-ħaġa li l-aktar iddizappuntatek u tħoss li għandha titrangà?

Xejn ma dizappuntani. Ħassejtni komda nitkellem.

Xejn vera ħadu gost jiġu tfal.

Is-support groups għandhom jibqgħu għaddejnin aktar fil-tul biex ikun hemm bonding bejn il-membri tal-grupp.

Xejn (17 persuni kitbu hekk).

Meta kien hemm xi nuqqas ta’ ftehim dwar xi ħaġa, dejjem sabu soluzzjoni aħjar.

Ma kien hemm xejn li dejjaqni.

Le anzi eċċellenti minn kollox mill-aqwa. Ma tistax tmaqdar għax għajnuna biss hemm.

Napprezzaw xi kumment oħra jew xi suggerimenti li tixtieq tagħmel.

Post ta’ qalb tajba u l-post jilqgħak.

Huwa vera t’għajnuna għalija li jieħdu t-tfal darba fil-gimgha; għajnuna għal single parents li ssibha diffiċli biex jieħdu ħsieb it-tfal f’mument stressanti.

Li jkollkom aktar għajnuna mill-awtoritajiet.

Grazzi ħafna tax-xogħol li tagħmlu.

Li dejjem kien hemm min jismagħni u ngħatajt is-support meħtieġ.

Grazzi talli tieħdu ħsiebna. Grazzi talli tieħdu ħsieb ħija u sorry ta’ kemm il-darba nissupervjaw jien, ħija u oħti.

Li jkollna lezzjonijiet fil-kraft/arti fis-sajf. Li sena oħra jerga’ jsir dan il-kors tal-Malti (3 persuni kitbu hekk).

Keep up the good work. Thanks.

Nirringrazzja l-bambin li sabli lilkom.

Tajjeb. M’hemmx aktar xi ngħid.

Nieħu gost ħafna meta niġi għax għamilt progress ‘il quddiem

Kuntenta bis-servizz.

Aktar għajnuna finanzjarja lilkom biex xi-xogħol jibqa’ għaddej b’mod professjonali

Servizz importanti ħafna.

Jekk is-summer school terġgħu tagħmluha, nixtieq li t-tifla tattendi.

Nixtieq li jkun hemm self-esteem courses għaż-żgħazagħ (2 persuni irrispondew hekk).

Prosit.

Xejn għax kollox tajjeb.”

The Emotional Freedom Service

The Foundation has been offering a service of Emotional Freedom to those persons who have been carrying around with them an emotional distress or negative emotions. These persons would like to be free from their stress, distress, or negative emotions but do not know how to do this. The service is given by direct appointment at Centru Antida, the Welcome Centre of the Foundation at 51, Tarxien Road, Tarxien. Referrals from other services of the Foundation to the Emotional Freedom service are also made. The Service is free of charge and is given by a qualified and registered practitioner of EFT (AAMET practitioner's certificate, level 2).

The service employs an alternative therapy that has proven to be very effective in dissolving emotional distress and making people happier and less anxious or disturbed. One session of 2 or 3 hours is usually needed, and sometimes 2 or more such sessions. During 2012, 145 hours of service were given.

Phobias are often removed by this therapy, some of them surprisingly quickly, while others go away in time, after some work by the service users themselves at home. There are adults who have been carrying for a number of years into adulthood a heavy burden of anger at someone - maybe a parent or childhood teacher - for faulty parenting or teaching. Others persist in angrily blame their abusive relatives of today. Cultivating such long-term anger is poisonous to the angry person. There are cases of physical pain with no cause that is apparent to doctors, but nevertheless really felt by the sufferer, and somehow connected to past emotional traumas.

There are cases where some quite unnecessary fear is the burden being carried, but the man or woman who has carried the burden for years does not know how to put it down. Other persons approach life, jobs, and relationships with a half-hidden sense of unworthiness; and this holds them back from being happy, confident, and free. Some people blame themselves for not being smarter or better in some way; others blame their parents, teachers, or other persons in their past or present lives. Some "cannot" forgive, and carry their angry blaming voices with them against others who have offended or harmed them. Some are unable to forgive themselves. Some persons even hate themselves and feel they do not deserve to be loved. Many people live with so much tension that they are not able to live life properly.

The Emotional Freedom Service has transformed the lives of such persons and more. It has healed their emotional distress, and given them tools to work on other issues whenever needed at home and their place of work, and where needed it has taught them relaxation techniques. They have seen old and unnecessary constraints surprisingly dissolve into thin air, without coming back at some later time. Human potential is being unlocked, freedom discovered, even the capacity to love and be loved, to give service to others, and to be confident, dignified and creative in life and in relationships. Some have used their new freedom to proceed with their own spiritual path, others have used it to give voluntary service, while others have used their new freedom to come to healthier new family and work relationships.

Voices of Service Users of the Emotional Freedom Service

- *"[The emotional freedom service] has truly helped me in that I feel more powerful when it comes to controlling my feelings; it was a life-saver in terms of the daily problems ... [that] I was facing. ...
And you are truly an inspiration. God bless you."*

- *“Il-ħin, l-attenzjoni u l-kura b'imħabba w interess ġenwin li ngħatajt.”*
- *“Naħseb qed isir xogħol straordinarju.”*
- *“Meta nara d-differenza bejn kif kont u issa – ‘ħielsa’.”*
- *“Li tgħallimt kif nista’ ngħin ruħi u nikkontrolla aktar.”*
- *“Li stajt nitkellem bl-akbar kunfidenza, ħassejtni komda u l-persuna li ħadmet miegħi kienet eċċellenti.”*
- *“Ħadd m’għinni daqs kemm għintuni intom. Intom biss għintuna u mexxejtuna.”*
- *“Some of our... colleagues have already [used the Emotional Freedom Service]. Their feedback has been very positive and other colleagues have shown an interest in exploring [this] further.”*



LEARNING SUPPORT SERVICE



This service provides a range of learning support opportunities to vulnerable children and adolescents, youths and adults. Its rationale, approach and content are regularly revisited to ensure quality as well as to avoid duplication with opportunities provided by other organisations. During 2012, the programme comprised three elements:

The Homework Support Service

This service was started in mid-2007 as a valid way of supporting children and young persons in compulsory education who risked falling behind in their schooling due to their parents' inability to support them in their learning process. Intake has been restricted, with some exceptions, to children from families being holistically supported by the Foundation's Social Work and Counselling Service.

The Homework Support Service adopted the following modality in 2012:

- every Friday afternoon, a group Volunteer Tutors provide one-to-one or one-to-two learning support as follows:

- 4.00 to 4.15 pm Parents' arrival and chat with Tutors

- 4.15 to 5.15 Service Group

- 5.15 to 6.00 Circle Time for all service participants

- every Wednesday afternoon, 4th form students from the Immaculate Conception School in Tarxien work in groups to support vulnerable children whose families are being supported by the Social Work and Counselling Service and children from a neighbouring children's residential care facility. Students engage the children in drama, music, cooking and reading.

- one 3-day Live-in was organised for Homework support children.

- a Summer Programme was organised on a 3-mornings a week basis for the duration of 8 weeks. Two groups followed a programme: Smiling Kids for service users aged 8 to 10 and Smiling Teens for adolescents aged 11 to 14.

Referral protocol: Foundation Social Workers assessing a need for learning support hold a meeting with the Homework Support Service Co-ordinator. Tutor recruitment would start immediately so as to limit the time between referral and start of service. The majority of children and adolescents supported by a Tutor benefit from one-to-one learning support. In cases where Tutors are lacking and in order to avoid having a waiting list, a few Volunteer Tutors supported 2 children each.

Statistics: the Service Co-ordinator, who is herself a volunteer, liaises with the SJAF Administration to ensure records and statistical data are well maintained and to indicate any changes such as service terminations, addition of new Volunteer Tutors and children/ young persons to the service, dates, and other relevant information. Volunteer Tutors access resources and materials from the resource room set up for this purpose and are free to consult both the Service Co-ordinator and Counsellor. Each Tutor keeps a record of each child's learning targets, session plans and outcomes.

Homework Support Service, 2008 to 2012 and students supported

	Students aged 6 to 15	Learning Support Tutors	Tutors in summer
2008-2009	21	20	4
2009-2010	21	22	4
2010-2011	18	14	4
Oct. 2011 to September 2012	39 (24 primary; 15 secondary level)	23	14 Volunteers + 3 personnel
Oct. 2012 onwards	37 + 25 in summer programme	34	13 Volunteers + 3 personnel

Creative Writing Group: Between October and December 2012, the Foundation for Educational Services (FES) ran a 15 session creative writing group for young SJAF child service users. The SJAF Learning Support Volunteer Co-ordinator and the Writing Process Teacher met parents in early September to discuss the aim of the group and the process that would be facilitated. A demo was facilitated to enable the parents to understand the methodology used. Weekly 90 minute sessions were held. An exhibition of children's writings was organised at the end of the programme.

Spark Project – nurturing volunteering among 14 year olds: In partnership with the Immaculate Conception girls secondary school adjacent to the Foundation's base in Tarxien, the Foundation implemented engaged 4th form students in volunteering with vulnerable children. The 51 fourth form students were split up into 3 groups with each group dedicating 2 hours a week for three months to run activities that stimulate creativity. Activities included drawing, dance and listening to music, cooking, crafts making and cooking. The Foundation invited same aged children from the St Rita Home for children to take part in this programme as well. An SLC certificate was given to each secondary school student concluding the short-term volunteering assignment for inclusion in their school leaving portfolio.

Maths Group: A secondary level maths group was also offered to children of service users.

Non-formal Education Courses and Support Groups

During 2012, a number of non-formal adult learning-support opportunities were organised. Foundation personnel continued to encourage vulnerable individuals to access widely-available non-formal courses, to help in the application process and to seek fee waivers whenever required. To this end, team members liaised with education and training providers such as: the ETC, MCAST, the Directorate Lifelong Learning, Local Councils, Embark for Life, and Youth-Inc.

2 Literacy Groups: One group concluded in June 2012. In October, with the support of the Directorate Lifelong Learning, SJAF ran another literacy group for young service users. Sessions were held on a 3 hour weekly basis. As part of the learning process, the literacy teacher often

organised orientation visits to historical sites while building reading and writing exercises around them.

Self-esteem groups: During 2012, 4 self-esteem groups were offered to service users of the Foundation and other service agencies.

Cultural orientation visits: In order to enable service users to appreciate their cultural heritage, a cultural visits programme was planned for implementation in early 2012. Service users were consulted about the sites they had never before visited. A volunteer who is a licensed tourist guide and a community worker were deployed to further develop this plan.

A list of all group-based educational opportunities provided in 2012 is annexed.

Grandparent Education

During 2012, only one grandparent education club was organised on the request of the Kalkara Parish Priest. Grandparent education had been a target of the parish socio-pastoral plan for the year. The club was fully funded by the Parish. Below is an extract from the collective feedback prepared by participants of the club:

Voices of participants:

“Kienet grazzja kbira minn Alla meta beda dan il-kors f'Marzu u bqajna għaddejjin sa Ġunju, hawn ġewwa l-Kalkara. Għalkemm aħna nanniet u qegħdin nikbru, xorta waħda għandna bżonn ta' edukazzjoni u informazzjoni kontinwi, speċjalment meta qed ngħinu lil uliedna jrabbu 'l uliedhom – in-neputijiet tagħna.

Għalkemm ma konniex xi grupp kbir, attendew nisa li għandom għatx għat-tagħlim u l-kwalità kienet tajba ħafna. Regola importanti ħafna għalina kienet il-kunfidenzjalità. Qsamna esperjenzi sbiħ, u mhux dashekk sbiħ flimkien. Hadna interess f'kull laqgħa li kellna w urejna entużjażmu f'kull ma għamilna. Bdejna dejjem b'talba. Wara konna nagħmlu eżerċizzju biex ninħallu ftit u nħossuna rilassati - logħba ċkejka biex tintroduċina għas-suġġett ta' dakinhar.

F'kull laqgħa, kull nanna semmiet esperjenza pożittivi li kellha dil il-ġimgħa. Imbagħad tibda s-diskussjoni fuq is-suġġett magħżul. Waqt li tgħallimna ħafna minn xulxin, konna ta' support waħda lil oħra, dejjem bl-appoġġ tal-koppja mill-Fondazzjoni li mexxietna!

Sirna qisna familja waħda, waqt li nieħdu ftit kafe u waqt il-ħin li fih għamilna krafts. Konna qisna tfal żgħar. Iddiskutejna suġġetti varji u importanti għall-ħajja bħal il-familja u l-bidliet li qed iseħħu; is-sehem ta' kull membru fil-familja; kif nimmaniġġjaw l-emozzjonijiet mqallba li kultant ikollna b'mod pożittiv; kif nirrelataw man-neputijiet; kif inkunu nanniet u mhux ġenituri; id-dixxiplina li biha tibni mhux tkisser lit-tfal, filwaqt li jkollna konsistenza u nkunu fair; l-istress li lkoll nħossu u l-importanza li nieħdu ħsieb tagħna nfusna u li nħobbu lilna nfusna sabiex inkunu aktar ħielsa, sereni u kalmi ma' xulxin u mat-tfal. Għax, bħala nanniet, għandna relazzjoni u rabta speċjali man-neputijiet tagħna.

Tgħallimna wkoll fuq il-privatezza personali, kemm tagħna u kif kemm ta' uliedna u tan-neputijiet. Spikkat fuq kollox il-lagħqa spiritwali li kellna. Kemm hu mportanti Alla f'ħajjitna, u kif bih nistgħu nagħmlu kollox! Il-kappillan għamilna quddiesa sabiħa, b'kant li jmiss il-qalb. Kellna wkoll sessjoni fuq kif trawwem valuri umani u nsara fit-tfal bl-eżempju, bl-attitudnijiet u bl-

imħabba profonda li nesprimu b'diversi modi. Fl-aħħar iċċelebrajna flimkien. Ilkoll ħassejna li l-ħin tal-kors tar!"



THE LWIEN SERVICE - caring for family caregivers of mentally ill persons



Supporting overwhelmed caregivers of mentally ill persons

Family caregivers constitute a category of citizens who lack support in fulfilling their challenging and overwhelming responsibility. The Foundation has targeted this category for support interventions through the LWIEN Service. This service is unique since it combines family consultations with community outreach work that identifies and supports hard-to-reach families where mental health problems are a major stressor.

As is borne by practice since starting LWIEN, family caregivers of mentally ill persons are highly prone to become overwhelmed and depressed. The Foundation continued to meet distressed family caregivers whose financial means are drained, constraining the family to sell assets, leave one's job, close a business and doing whatever it takes to pay professionals privately so as to cope with the constant strain of caring for the mentally ill family member. It is the experience of the Foundation that family caregivers rarely seek help for themselves, limiting their access to state and private mental health services for their ill family member.

The schedule of twice-weekly (sometimes thrice weekly) family consultations was maintained. Each week, between 18 family consultations took place. Additionally, the LWIEN team of a Social Worker and Senior Psychiatric Nurse occasionally carried out home-based assessments and consultations on Saturdays as well to keep up with the demand and the needs of families requiring high support. Apart from supporting families who come from all over the island, the service is linked to three community social work services of the Foundation based in the Parishes of Tarxien, Ħaż-Żabbar and Fgura.

Moreover, profiles of families with major mental health stressors are being kept for evidence-based evaluation as well as for training purposes.

Families supported

In 2012, the Lwien Service provided intense support to 219 individuals from 139 families of mentally ill persons. Of the 219 individuals supported, 97 were primary caregivers. Of the 282 sufferers who benefited from the service, 115 were male and 167 were female.

Nature of the presenting problems of 139 families

Depression (59),
OCD (15),
Severe disability including autism (14),
Anxiety disorder (11),
Bi-polar disorder (12),
Schizophrenia (11),
Paranoia (6),
Personality Disorder (3),
Eating disorders (3), and
Other mental illnesses (5).

Geographic regions represented by families supported

The 139 families supported through the LWIEN Service came from such localities as Żabbar (21), Paola (15), Fgura (11), Żejtun (10), Tarxien (9), Cottonera (7), M'Scala (9), and 66 from other localities around Malta. Given that primary family caregivers have no other support service to turn to, the LWIEN remains national in scope despite the lack of regular funding support and lack of specialised professional personnel to cope better with the demand.

Effective liaison with the mental health system

Maintaining effective links with the community mental health services is crucial. Hence, the service continued to liaise closely with state and NGO providers in this key sector. Referrals both ways continued to take place throughout 2012. Liaison with mental health services for sufferers was maintained to maximise positive outcomes for caregiving families. Wherever indicated, detailed reports based on many hours of assessment and interventions were submitted to psychiatrists with service users' consent. This practice facilitated diagnosis and decisions related to treatment.

A detailed list of services and providers, including contact details, was prepared by the Foundation and disseminated through the Foundation's website, through the annual course on mental health organised by the Mental Health Association Malta and through service users and practitioners.

Collaborative work with the Mental Health Association

During 2012, the Mental Health Association Malta and the Foundation continued to market their joint publication *Il-Kwiekeb fid-Dlam Jixegħlu – vjaġġi ta' tama mterrqa minn qraba ta' persuni b'mard mentali*. Every opportunity was taken to bring it to the attention of families who have either experienced mental health problems or who have friends and colleagues who are sufferers.

Work continued on the English version of the book for publication as an e-book in the first quarter of 2013. A third joint publication is in the pipeline providing tips for family caregivers of mentally ill persons on how to care for a relative with a mental illness. Each chapter focuses on a specific mental illness.

Voices of service users of the LWIEN Service

Extract from Letter dated 31/10/2012 by a service user:

"Għażiża....., Nixtieq nibda billi ngħidlek grazzi minn qiegħ qalbi tal-għajnuna kbira li tajtni u għadek ittini, tismagħni u tagħtini pariri għall-problemi tiegħi. Jien għamilt ħafna progress mill-ewwel darba li ġejt għandek bħal ma tista' tara int stess. Grazzi talli ddirigejtni f'postijiet u għand nies li dejjem kienu minn ta' quddiem biex jgħinuni.

Napprezza l-fatt li meta kelli bżonn dejjem sibtek u qatt ma ppretendejtu ħlas lura tax-xogħol u l-paċenzja li turi miegħi. Naħseb li kieku kien servizz bi ħlas ma kienx ikun possibbli għalija li niġi. Nixtieq nirringrazzja lilek u lill-istaff kollu tal-Fondazzjoni u ngħidilkom proset tal-organizzazzjoni..... J'Alla dejjem ikun hawn aktar nies bħalkom biex isir aktar ġid bħal ma qed tagħmlu li huwa infinit. Il-Mulej ikun dejjem magħkom u aktar saħħa ħalli tkomplu xxerrdu aktar ġid u trankwillità fost dawk li jiġu għandkom. Grazzi ħafna mill-qalb,..."

"Il-ħidma li qed issir miegħi, eżempju – kif immur mal-familjari, niddilja mal-ansjetà; qed nitgħallem nibni struttura f'ħajti; jarawni spiss kif nixtieq."

"I found the people very caring indeed... I felt very much better and positive afterwards."

SOCA

COMMUNITY SOCIAL WORK PROJECTS



The VINČI Community Social Work Project in the parish of Ħaż-Żabbar

Since the start of the initiative in March 2010, the Vinci community social work service provided support to 262 individuals from 148 families as follows:

Year	Individuals supported	Total Families	Cases closed	Individuals still receiving support at the end of the year & subsequently	Funding source
2010	146	80	53	27	Fully funded by STRINA 2009
2011	116	68	21	47	Fully funded by STRINA 2010
2012	87	51	31	20	SJAF own fundraising activities & small % from Żabbar Parish
Total: 3 years	349	199	105	94	

In 2012, project workers continued to do their utmost to identify hard-to-reach families from neighbourhoods not previously covered by door-to-door outreach visits. During 2012, the community social work service at Żabbar provided support to 87 individuals from 51 newly referred families. Out of these 51 families, only 10 of them were provided with short term intervention; the other 41 families required sustained high support. Moreover, 7 cases from previous years were re-activated.

The following is an overview of intake of cases since March 2010 when the project was started.

Referrals of vulnerable families were made through the following sources:

43% of referrals were from state agencies: The Foundation had regular links with Aġenzija Appoġġ.

Around 2% of the families were referred by voluntary organisations.

29% were either self-referrals or referrals by relatives. The VINČI project has established roots in the community and most of these referrals came from word of mouth of other service users.

26% were referred from the Parish priest and volunteer pastoral workers from Kummissjoni Djaġonija and the Kunsill Pastoral Parrokjali. These worked closely with the VINČI team and referred individuals for social work support and/or counselling.

Families Supported

Between January and December 2012, 87 individuals from 51 families were newly referred for support. Of these 87 individuals supported:

9 were family caregivers of 21 family members. These caregivers provide intense levels of care to their family member/s with mental health problems, disability, or other chronic health conditions. Through numerous consultations, the caregivers were

provided with professional guidance by the Foundation's Senior Psychiatric Nurse on effective care strategies and on how to handle personal distress and anxiety that the illness and the caregiving give rise to.

14 individuals were sufferers of mental illness. Of these, one suffered from post-partum depression; 7 from chronic depression, 1 from personality disorder, 1 from alcohol addiction, 2 from anorexia, 1 from paranoia and 1 from bi-polar disorder. Of these 14, 4 were found to have been misdiagnosed; they were swiftly referred to their respective psychiatrists for a review.

7 individuals suffered from chronic illness whilst another 6 individuals from severe disability.

The majority of families face financial hardship and very strained personal relations. A number of interventions, including referral to family therapy or counselling, were undertaken to ease hardships faced.

Of the 51 newly referred families, 21 families were regularly followed up jointly by the Social Worker and Psychiatric Nurse since successful outcome of the therapeutic interventions depended on sustained monitoring by both professions.

Family Club – a new initiative

Klabb Familti took off due to the growing concerns of the community social work team at Żabbar about the developmental risks faced by children from vulnerable families and the lack of very basic family management skills of their mothers, especially when the latter faced a number of stressors. In response to this need, the community social work team planned and started to implement a Family Club (*Klabb Familti*) which took off on the 20th April 2012 and, to date, 5 mothers are still attending. Members meet once a week for a 90 minute session. The club is run by a SJAF community worker with a wide experience of running non-formal adult education groups for parents and a very volunteer who is a member of the Focolare Movement.

The main objective of *Klabb Familti* is to empower the mothers to raise their children in a healthy milieu by creating a safe, positive and supportive environment. Moreover, this club enables the mothers to make new friends and develop a sense of social connectedness and a mutually supportive network. It helps to increase the mothers' access to education on nurturing child development and behaviour and safeguarding the health needs of children. During the sessions, the group facilitators identify certain difficulties that prevent the mothers from achieving their goals. With the aid of such discussions, the social workers are able to help mothers develop strategies to tackle identified difficulties.

Being a non-formal, lifelong learning, group-based process, the broad aim of the Club is to empower single parents to raise their children in a safe, positive and supportive environment. The specific objectives are the following:

1. To create a space where very vulnerable single parents can work on issues of common concern while at the same time develop supportive friendships.
2. To enable members to develop a positive self-concept and self-esteem.
3. To support members in building stronger family relations by learning about intra- and inter-personal communication and the importance of boundaries in one's interactions with others.

4. To provide guidance about self-care and sustainable family management practises such as budgeting and buying according to one's means and only what is most needed by the family, preserving food, cooking basic but highly nutritious meals, recycling, energy saving methods, discovering very low cost quality clothes from charity shops, basic handyman skills and home hygiene.
5. To strengthen one's parenting skills despite many odds in one's life situation.

Participatory adult learning methods used included discussions, presenting a situation and analysing it, demonstration, brainstorming, outings to markets and bazaars undertaken with an agreed aim and plan, and role-plays.

Between April and December, various topics related to daily living and family management skills were identified and tackled through a range of group activities such as the following:

20 April: Introductory session: The aims of the Family Club were discussed and issues of common concern identified so as to build a programme around them. During the second part of the session, a Beauty Therapist treated members to a facial.

24 April: The session focused on budgeting. Members were helped to calculate their daily essentials and to prepare a shopping list with an estimation of cost. The second part of the session focused on using leftovers to prepare a nutritious breakfast and school lunch. Very low cost nutritious cookie recipes were discussed.

4 May: The session focused on budgeting for a whole week. Participants worked on their personal family expenses chart and then evaluated them on the basis of what was essential and what was not. Healthy and cheaper options to buying food items were discussed.

8 May: The group went to the well-known Birgu open market. The idea was to look at what is available with a critical eye, keeping in mind one's disposable income and the real family needs as opposed to personal wants. The varying prices of needed items were evaluated so as to reach an informed decision.

18 May: Budgeting was the theme for this session as well. The idea of involving one's children in preparing the weekly family expenses chart was discussed. This strategy cleared misconceptions about unpopular decisions as to what constitutes a real need and a want. The importance of saving was delved into and linked to paying one's outstanding bills.

22 May: Participants continued to tackle the issue of budgeting and teaching one's children to save by showing them how. An evaluation of the session on budgeting was done. The second part of the session consisted of a visit to the Ċentru Antida drop-in Centre in Tarxien to familiarise the group with the organisation behind the Family Club.

29 May: A cooking session was held at Ċentru Antida in Tarxien followed by a meeting with the CEO of the Foundation to share how the Family Club is impacting members' lives. One of the members decided to become a volunteer. The session ended with a meal which they had cooked themselves.

8 June: Group members learnt about manicure and how to make their own hand cream and hand masks using very common and low cost ingredients. Simple recipes were shared.

12 June: Various ways of discussing the family's financial situation with one's children were explored.

19 June: The session was deliberately without an agenda so as to discuss and pressing issues in members' minds. The session gravitated towards boundaries – an unfamiliar notion for members. Problem-solving and access to support services in emergencies were also discussed.

25 June: The session dealt with time management and parenting. A range of very practical and fun activities that can be undertaken with one's children during the summer were presented.

13 July: The group visited another NGO - the Millenium Chapel Foundation in St Julians. A member of the organization talked to the group about parenting issues and then invited the group to choose clothes and shoes for their family from a supply held at the premises.

The rest of the sessions dealt with a range of themes selected by members. These included:

20 July	Parenting skills and self-esteem and the link between them.
3 August	Revisited budgeting skills.
10 August	Analysed many examples of bad parenting and how to turn the situation around.
22 August	Child development stages.
18 September	Quality time with children: mothers practiced drawing and beading with their children.
28 Sept	Parental responsibilities.
5 October	Using fresh, in season vegetables especially in baking. A vegetable pie was planned, costed and cooked.
10 October	Communication and parenting.
17 October	Grooming: a hairdressor treated members to haircuts and trims and discussed hair care.
26 October	Communication across generations.
9 November	How to teach children about responsibility-taking at home.
13 November	Simple recipes for Christmas tried during the session.
23 November	One of the members taught her peers how to make curtains.
30 November	How to help children build their self-esteem.
7 December	Recycling old materials for craft-making activities with children for Christmas.
14 December	Planning and preparing a Christmas meal and involving one's children in cooking it.

Voices of some of the members of the Family Club

Extracts translated from the Maltese:

"I feel really good about the fact that we members are encouraged to meet up regularly to share experiences. The family outings organised by Foundation staff are a blessing. Were it not for

these outings, I would not be in a financial position to take my children out. I was really impressed by the concern shown by the Foundation staff and their collective support when my daughter had to be hospitalised. I truly appreciate their feedback especially when I say thoughtless things."

"Through this club, I have found all the support I needed especially on how to understand and relate better with my daughter. I look forward to the club sessions since I have made new friends who look out for me and are genuinely concerned about me. I feel fine and safe sharing my personal problems because they are sincere persons. I also appreciate the workers' support whenever I am in need of certain things that the family cannot do without but for which we lack the means."

"Whenever I was in need, you were always there for my family. You do your utmost to help us out. I feel accepted since you always hear me out and are interested in what I have to say. I must say that your support was outstanding when I had to move out of the place where we were staying with someone else and had to settle quickly in a rental flat you helped me look for. It was bare and I panicked but you helped us find furniture and other things and our anxiety was lessened. I look forward to the club activities since we do things I would be unable to organise on my own. Were it not for your constant support, I would have been totally unable to make a number of very serious decisions."

Community Worker: *"The club group started meeting in April 2012. We meet for an hour and a half each week at the parish centre of Dar Nazareth in the Żabbar Housing Zone. Thanks to the Parish Priest Fr Bastjan Caruana, we were able to meet at an excellent venue. We have touched upon a number of topics linked to day-to-day choices and decisions families make. We are all conscious of the fact that we are learning together and from each other. Sometimes unexpected joy comes our way such as when the Voices sent the Foundation tickets for families and all club members and their children went to this unique bi-annual concert for the first time in their lives. The HSBC Foundation's invitations to SJAF families to parties, family outings and annual grooming activity are highlights of these family's lives."*

Volunteer group facilitator: *"The experience of working with these women has enriched me. What I share with the group has brought me closer to them. I have become their friend and they mine. I too share their sadness whenever there is a setback. Along with my colleagues at the Foundation, I do my utmost to be of help. Every week, I keenly wait for the day I am with my new family – for we have become family to one another."*

Other group-based activities during 2012

Date	Group Activity	Venue	Service users from Ħaż-Żabbar
13 January	Parents Support Group	St. Bernardetta	6
24 February	Carers' Support Group	Antide Centre	2
14 March	Pampering Day for women sponsored by the HSBC Foundation	MCAST	4
13-15 April	Live-In	St Paul's Bay	3

5 June	Volunteers Training on Managing Antide Centre Negative Emotions	4
6 July	Talk on Sex Education	Antide Centre 3
11 July - 9 September	Smiling Kids Summer Programme	Antide Centre 5

Community Social Work interventions in Ħaż- Żabbar - 2012

Office-based Social Work interventions:

Social Worker - 61

Senior Psychiatric Nurse – 55

Referral sources of the 51 new families:

Parish Priest and Pastoral workers: 13

Self-referrals and relatives: 15

State agencies: 22

Others: 1

Home-visits to vulnerable families:

Social Workers - 180

Senior Psychiatric Nurse – 102

Accompanying service users to government departments:

Housing Authority and Arms Ltd – 40

Case-conferences:

Case Conferences involving other state agencies – 10

The Voice of the Parish Priest of Ħaż-Żabbar, Fr Bastjan Caruana (10th July 2012)

*“Il-proġett **Vinċi** hu tassew barka fil-parroċċa ta’ Ħaż-Żabbar. Dan peress li diversi persuni u familji li fihom hemm problemi soċjali kbar qed jiġu mgħejjuna permezz tiegħu. F’dawn l-aħħar snin, dan il-proġett immexxi mill-Fondazzjoni Santa Giovanna Antida, kiseb reputazzjoni tajba ħafna u diversi persuni b’diffikultajiet finanzjarji, soċjali u mentali qed jirrikorru għall-għajnuna għandhom. Jien, minn naħa tiegħi bħala kappillan, nirreferi diversi persuni li ma nħosnix kompetenti biżżejjed li ngħin. Min-naħa tagħha, il-Fondazzjoni ssegwi l-każ, tagħmel home visits fejn hemm bżonn, u tibqa’ ssegwi l-każ sakemm il-persuni kkonċernati jhossu li jistgħu ikampaw mar-realtà tagħhom.*

Barra minn hekk il-Fondazzjoni torganizza diversi korsijiet u laqgħat biex jagħtu ħiliet lil dawk li forsi qed isibu ruħhom f’sitwazzjonijiet diffiċli minhabba nuqqas ta’ għarfien kif jippjanaw u jgħixu l-ħajja tagħhom. Korsijiet oħra saru għat-tfal ta’ familji żvantaġġjati; għat-tfal ġieli ġew organizzati wkoll attivitajiet soċjali u rikreattivi.

Il-proġett Vinċi jaħdem id f'id mal-Kummissjoni Djakonija tal-parroċċa u kull meta jkollhom bżonn l-għajuna jkunu lesti li jagħtuha mill-aħjar li jistgħu."

Voices of service users

(As reported by Fr Faust Ellul in a signed testimonial, 8th April, 2012. Extract referring to project service users' comments to him)

"B'persuni b'hal dawn smajthom b'widnejja stess jgħidu: 'dawk il-Bambin bagħathom'; 'stħajjilthom angli bla ġwienah'; 'kif refgħuni minn xagħri'; 'għamluli kuraġġ ta' sur'; 'tiskanta kemm rabbiet kuraġġ it-tifla (kienet bullied) minn kemm ilhom iżuruha tal-Vinċi'; 'Fr, kif tellgħuni s-sema'; 'li semgħuni biss kien ikun biżżejjed'; 'nitlob lil Bambin jagħtihom is-saħħa u jipprovdilhom finanzi, ħa jkomplu magħna'."



The Ġamra Community Social Work Project in Fgura

(Funded by The Voices Foundation. To be concluded in March 2013)

Background

The project officially started in May 2011 after funding was secured from The Voices Foundation for a period of 2 years. The idea of having a community social work service in Fgura evolved out of discussions with the Fgura Diaconia Commission and the Parish Priest who were concerned about the number of families needing support in their community. Hence, before funding was sought, the Foundation assisted the Diaconia Commission to carry out a SWOT analysis. One recurring need was that of setting up an office to welcome vulnerable individuals seeking support.

As funds became available, two concurrent initiatives were undertaken: setting up space in the parish centre with parish volunteers to run it and carrying out outreach work in a number of neighbourhood zones. Persons qualifying for receipt of EU food aid were welcomed and engaged in a discussion about the project and its services. Families identified through both outreach work and referrals were provided with support.

The Ġamra Project team is made up of professionals who collaborate with the parish Diaconia Commission to ensure an effective service to vulnerable families and individuals. An analysis of NSO data indicated that Fgura has a population of approximately 13,000 out of which 2,348 (18%) are elderly persons and 333 (2.6%) are people with disability. The locality is considered by many as one of transition where families rent a place until they are in a better position to move to a desirable locality and house. According to leaders interviewed, it is the younger generation that feels rooted in Fgura; the older generation still retains a sense of belonging in their locality of birth from which they felt constrained to move to Cottonera or elsewhere.

Throughout 2012, the Foundation continued to implement the Ġamra Community Social Work Project. All project workers involved strived hard to identify and support unserved or underserved vulnerable families. Collaborative work with state agencies was undertaken so as to maximise positive outcomes for families. Outreach work was undertaken in 27 streets.

Some of the outcomes of the project since the start of the project included the following:

256 vulnerable individuals from 134 families have benefited from the project services - social work (including advocacy), counselling, family consultations with the Senior Psychiatric Nurse.

382 and 150 home visits were carried out by the Social Worker and Psychiatric Nurse respectively.

88 individuals from 43 families benefited from consultations with the Psychiatric Nurse.

184 and 50 office-based sessions with families were carried out by the Social Worker and Psychiatric Nurse respectively.

382 home-visits were carried out.

With the Parish Diaconia Commission, the project supported the opening of a drop-in office; the office was managed by a team of 10 Diaconia Commission volunteers who welcomed visitors and referred them to the Project Social Worker.

Outreach in 27 streets/zones were carried out.

Outreach with families who queue to obtain EU food items distributed by the Parish;

The Project Leader was responsible for the organisation of *Smiling Kids* and *Smiling Teens Club* for vulnerable children and youths from a group of localities – Fgura, Tarxien, and Żabbar.

A 'how to' book in Maltese aimed at family caregivers of mentally ill persons is being written. This should near its completion towards the end of the Project.

A dossier of Vulnerable Family Snapshots have been produced for training and mentoring purposes.

A group of 6 volunteer befrienders was formed on the 22nd November 2012 and trained. Today, they regularly visit a number of Fgura residents who feel lonely and cut off from the community.

Service users benefited from the Foundation's Volunteer Hanymen service and groupwork activities.

Various articles about the project published in the SJAF e-magazine.

Difficulties faced by families

The 256 vulnerable individuals from 134 families supported by the project were grappling with a number of problems. Foremost amongst these were mental health problems and the devastating effects of unrelenting self-stigma; lack of financial means to cope with family needs; family relations characterised by conflicts; low education; low cognition; overwhelming caregiving responsibilities shouldered without any external support; unemployment and under-employment.

Groupwork activities

In 2012, as part of Proġett Ġamra, the Foundation initiated two groups in Fgura: a depression support group and a parental skills group. Both groups were 9 weeks long with weekly sessions. Unfortunately, due to erratic participation, the parental skills group had to be closed after five sessions. Service users from Fgura also participated in groupwork at the Foundation's Antide Centre in Tarxien. These groups includes a Carers' Support Group, a course on self-esteem, a basic Maltese literacy course and homework support.

Starting date	Concluding date	Title	Target Group	No. of service users from Fgura
18 th Jan	12 March	Depression Support Group	Depression sufferers	8
11 th Jan	Terminated after 5 sessions	Parental Skills	Vulnerable parents	5
24 th Feb	23 rd May	Carers' Support Group	Family caregivers	2
19 th April	21 st June	Building my Self-Esteem	Service users	3
6 th July	-	Session on Sex Education	Parents of adolescent children	3

Service users from this project had the opportunity to access the following sponsored activities:

Date	Activity	Sponsor	No. of Participants from Fgura
20 th Feb	Carnival party for vulnerable children	HSBC Foundation	3
14 th March	Pampering day at MCAST Beauty School	HSBC Foundation	7
13 th April	3 day Live-In for vulnerable children	Various	2

Reaching out to 80+ residents

At the end of 2011 and throughout 2012, visits continued to persons to 89 households having a family member aged 80 or older. Assessments were made to identify unmet needs so as to link persons to untapped services. Between December 2011 and December 2012, outreach work was carried out in 17 streets:

Street	Households with 80+ residents visited
Triq id-Dejma	4
Triq il-Ġeranju	3
Triq il-Kampanella	6
Triq il-Kulvert	3
Triq il-Liedna	20
Triq il-Merħba	5
Triq il-Peprin	2
Triq il- Qronfol	2
Triq tal-Gallu	1
Triq Vincenzo Makulano	2
Triq Wistin Levanzin	2
Vjal il-Kottoner	7
Triq ir-Rihan	2
Triq Żabbar	5
Triq Hompesh	14
Triq Kent	9
Triq is-Sejba Punika	2
Total households visited	89

SOAR – survival of abuse with resilience

a service user led support and advocacy group



SOAR – survival of abuse with resilience

The SOAR advocacy and support group is a service user led initiative that is being nurtured and supported in its formation and development stages by the St Jeanne Antide Foundation. The philosophy behind the SOAR group-SJAF NGO relationship revolves around making the self-determination of service users a reality.

In March 2012, a group of victims and survivors of domestic violence approached the Foundation for support to start a self-help support and advocacy group. A planning group was formed. It met regularly to formulate objectives, map out a start-up strategy, develop information materials in Maltese, link up with key service providers in the field of domestic violence, solicit professional pro bono assistance from professionals and start a series of regular meetings and self-development sessions.

Throughout the year, SOAR Committee members had on-going access to technical assistance from the Foundation. In its turn, the Foundation committed itself to supporting the SOAR founding members to fulfill their wish and nurturing the development of skills that would ultimately ensure the success of the SOAR initiative.

Why ‘SOAR’? SOAR members view themselves as resilient persons who are able to move away from their unacceptable painful existence so as to face life with the spirit of someone who is able to fly and glide to become who they are meant to be – persons worthy of love, compassion and respect. The symbol of the phoenix was chosen by members as a group logo as it represents a being rising from the ashes.

Membership: SOAR is a group of women who have experienced the horrors of domestic violence. What links them is a shared experience of domestic violence and a desire to be of support to others in a similar situation with the support of professionals.

SOAR objectives

- To provide an opportunity through which members can provide fellowship and support;
- To provide members’ children with a group-based therapeutic experience that draws on their innate resourcefulness and creativity and help them nurture positive relations with others;
- To analyse relevant legislation so as to pinpoint aspects that are oppressive to victims of violent relationships, and presenting recommendations to policy makers.
- To step up measures through which the general public will become more aware of attitudes and practices of community leaders and practitioners that prevent suffering families from moving on.
- To raise awareness about attitudes and practices that are helpful and empowering to victims and survivors.
- To train persons who have experienced violence in intimate relationships to provide front-line information, guidance and support.

SOAR Committee

The SOAR committee is composed of 6 members who, in 2012, met practically weekly during the planning phase between March and November 2012. Following this, meetings were held

fortnightly. Two Committee members started participating in a training course for Voluntary Organisations organised by the Malta Council for the Voluntary Sector.

During the planning phase, the SOAR Committee worked on an introduction pack useful for new members. SOAR started to feature on Facebook with information inputted daily. In December 2012, the SOAR facebook page enjoyed a following of 469 individuals.

SOAR at *R_U_Online?* Seminar in Finland

Between the 2nd and the 7th of October, a SOAR Committee member and a young Volunteer from the Learning Support Service of the Foundation participated in Youth-in-Action training course in Oulu, Finland, organised Cimo – the Youth-In-Action Finnish national agency. Over the span of 6 days, the internet and its effect on young person's daily lives was discussed and analysed. Workshops were held using creative ways to explore methods of using the internet to reach out to people and so as to disseminate useful and positive messages.

During the seminar, SOAR focused on learning more about the opportunities that lie within Youth In Action for young people to get involved. It focused mostly on the possibility of a youth initiative which can either be national or transnational, opening the opportunity for youths from disadvantaged backgrounds to plan and organise an awareness raising project focusing on a young person's perspective on violence in intimate relationships.



Images: networking sessions during *R_U_Online?* Seminar in Finland

Launch

In September, the SOAR Committee contacted service providers in the field of domestic violence to inform them about SOAR group developments and to invite referrals to the support group. A meeting with the group of shelter managers that meets regularly was held. The SOAR Committee leader started accepting invitations from the media to publicly speak about the group.

On the 27th October, the group started receiving referrals following which a meeting for new members was held at SJAF on 17th November 2012. Fortnightly meetings were subsequently held at different venues to determine what works best for the group. With each meeting, membership grew.

On the 25th September, three SOAR members participated in a Conference organised by Malta Institute of Management about violence on women.

On the 23rd of November, SOAR participated in the organisation of a *Walk of Solidarity* which took place in Valletta to mark the *International Day For the Elimination of Violence on Women*. SOAR members also participated in the seminar held on the same day organised by the Commission on Domestic Violence, introduced SOAR to the audience and made several interventions regarding members' own appalling experiences.

Also in November, a funding application was submitted to the Small Initiatives Scheme (SiS) of the VO Fund of the Malta Council for the Voluntary Sector (MCVS). Funding will cover the building of a website, printing of materials and other start-up running costs.

On the 8th of December, with the support of Wing Tsun Academy, SOAR organised a Self-Defence training activity in Mosta.

During the year, SOAR contacted journalists and TV and Radio programme presenters to suggest more discussion on violence in intimate relationships. SOAR was invited to take part in a number of TV and radio programmes:

ONE TV: *Isien in-Nisa* on 22nd November 2012 at 21:30

- *Breakfast News* on 5th December 2012 at 8:30

ONE Radio: *Ma' Pauline* on 5th December at 10:30

RTK: *NewsRoom* on 26th November at 17:30

The Times of Malta featured three articles about SOAR and its activities.

Collaboration with other NGO's

During 2012, SOAR actively collaborated with:

- NGO *Victim Support Malta* which provided training and other support to SOAR Committee members.
- Shelter Managers Group.
- *Millenium Chapel Foundation* which agreed to provide free access to and use of its facilities at St. Julians including access to counselling services and the provision of courses designed for SOAR members, such as financial planning and parenting.

Information leaflets in Maltese

A SJAF graphic designed assisted SOAR in the development of a logo for use in letterheads and printed materials. The following resource materials were produced in Maltese:

- Information pack
- Cycle of Violence Wheel (Duluth Wheel)

Information about SOAR regularly featured in the monthly SJAF e-Magazine which is widely circulated. SOAR also featured in the Helping Hands Magazine sold across Malta and Gozo in December 2012



ANTI-POVERTY ASSISTANCE TO VULNERABLE PEOPLE IN DEVELOPING COUNTRIES



Two overseas development projects

During 2012, the Foundation communicated intensely via skype, email and phone with two partner organisations in the Central African Republic (C.A.R.) and South Sudan so as to ensure the effective implementation of 2 overseas development projects partly financed by grants from the Malta Ministry of Foreign Affairs. The two projects were entitled:

1. Assistance to the Nemesia Vocational Training Centre for Poor Women in Berberati, Central African Republic (C.A.R.), run by the Sisters of Charity of St Jeanne Antide; and
2. Initiating socioeconomic development especially among women in rural South Sudan - Wadakona, Upper Nile, Republic of South Sudan, run by the Sisters of Charity of St Jeanne Antide.

Women Under Training in Central African Republic

Assistance to the Nemesia Vocational Training Centre for Poor Women (C.A.R.)

This is a SJAF project in support of an initiative involving the skills development of poor single teenage mothers and other young women. The Nemesia Vocational Training Centre for Young Women is run by the community of Sisters of Charity based in Berberati, Central African Republic.. The project involved the much needed upgrading of the rudimentary facilities and resources at the Nemesia Centre:

- Procurement of lacking text-books for the various components of the curriculum – literacy, literature, science, home-economics, income generating garment-making, sports.
- Provision of water for the home economics and kitchen garden and personal hygiene aspects of the curriculum; this has been achieved through the digging of a borehole and the installation of a pump;
- Procurement of equipment for the garment making curriculum and for the kitchen.
- Procurement and installation of an electricity generator for the running of the sewing machines.

A key outcome of this project is that the Nemesia Vocational Centre is now being recognised by the government as a vocational college.

Voices of the project beneficiaries ---

Voices of the 3rd year students...

"Water that is life; we now have water [thanks to the new Project's borehole and pump] in our institution. It allows us to wash after EPS [Physical Education]. We students are a priority for our families. The drilled bore-hole well and pump helps those suffering from typhoid, the amoebiasis, and bilharzia. The borehole and pump benefits the wider population, as the national company's water supply is often problem-ridden. It is to the Project's borehole and pump at our Centre Nemesia in fact that the population has recourse."

"The new machines helped us to master the skill of sewing, which will enable us to earn our livelihood. They permit us to sew our own clothing including our school uniforms. They also allow us to create our own fashions and sewing methods. They enable us to pass our course on site instead of going far away to learn."

"The electricity generator helps us make the embroidery, supply rooms when it rains, to charge our mobile devices. It gives us electrical energy to run the computers, so that with the help of

Providence and with the efforts and concerns of our Sister, we may complete our course with success. "

Voices of the project beneficiaries --- 2nd year students...

"After physical Education, we can now, because of the new borehole pump, get cleaned up and become refreshed."

"Because of the new sewing machines, everybody has learned to sew and this is good."

"Installing the generator is proper, because thanks to it the electrical machines can function."

Voices of the project beneficiaries --- 1st year students...

"Water is economically essential for our establishment. We can now drink good water regularly. We can now wash after working in the kitchen garden. Moreover, especially for us women of the school, water is an important tool for body health and maintenance."

"The sewing machines bought under the Project are good tools for teaching sewing. Without them, the workshops of the school would be useless. We should however be taught the maintenance of these machines, so we want to learn these technical skills."

"Installation, under the Project, of an electricity generator for the machinery and for lighting is a valuable asset for us students and the electricity will also help us preserve for a long time, in the freezer, the dishes that we cook as part of our home economics classes."

Voices of the project beneficiaries --- the Director of Nemesia Vocational College

The books purchased: *"The books are quite indispensable for the administration that can now meet the needs of teachers for preparing their lessons."*

It is a great joy for us to have at our disposal various text books that allow us to enrich our assignments and taught lessons. Our young women rejoice when during a course, the teachers asks them to do research in the reading books from the library to better assimilate the material. We see them reading the books by themselves, in their effort to grasp what professors have had to say.

The home economics learning permits our young women to share out the household chores to their children according to their ages. They themselves will become good home-makers, with foresight in their management roles."

Borehole drilling and pump installation: *"The borehole drilling and water-pump installation at college was a godsend for us, the young women thanked the installation of the drilling because they had difficulty in drinking potable water especially during the drought when they have to carry out practical work as part of the cooking instruction. They were very far from the establishment where they could purchase water. This has in the past stretched the duration of practice sessions beyond the scheduled time, and this delayed the examination. Now the solution is found we have no more difficulties in the practical lessons on cooking. About the health of our young women, since we had bore-hole pump drilling and pump installation the rates of various diseases from water such as: typhoid, hepatitis, cholera, schistosomiasis and amoebiasis is down and the young women can clean their hands before eating during recreation periods."*

The electricity generator: *“The generator is one of the essential means to carry out our grassroots formal education work. Our community suffers seriously from a lack of possible energy sources, and this constitutes an obstacle to social development.*

The city of Berberati, in which our college is situated, suffers from severe lack of energy. This time the college Nemesia by this grant is freed from this problem, working time will be reduced, and productivity will be big enough to stimulate client demand. This is all because the generator for electrical machines can now run, and all work done in the workshop is thus facilitated.

As for the electric light it is welcome because, when there is rain and it is dark it helps us to see properly.”



Women in rural South Sudan

Initiating socioeconomic development especially among women in rural South Sudan - Wadakona, Upper Nile, Republic of South Sudan

Despite of enormous difficulties including invasion by militias and bilateral international war-threatening tensions and great problems of personal and goods transport and communications stoppages, the executing agency of this project, the Community of the Sisters of Charity at Wadakona in the northernmost part of South Sudan have managed to continue giving birth to development processes, related structures, and related skills and attitudes. They have identified over a dozen potential local leaders among the women, and are working with them for these purposes. Within what has been called the poorest country on earth, the Project tries to be a catalyst for development processes in a rural area with little or no infrastructure.



Project initiatives included:

New micro credit facility

Testimony of Prisilla, a tiny entrepreneur with a shop in the market where she sells new clothes for children and adult plus some basic food items.

“I have rented a shop in the market which cost me 100ssp every month. I pay taxes 10ssp per month to the government and every year I have to renew my licence. I started this business by selling bracelets, earrings, perfume and children’s clothes. I used to go to Khartoum when the border was still open to buy those things from the bigger market there. Then, when I come back to

Wad-Akona I used to take them to the offices, at the place of occasions or in the houses to sell them. Some time people do not pay me immediately but at the end of only when they received their salary. Through the micro-credit facility started by the Sisters, I got a loan. This was a great support for me because what I have taken I pay back; so my capital is not touched. I am able to feed my children, pay their school fees and pay to the project what I have borrowed."

Leadership training for women

Around 23 women have been introduced to leadership training. The group was subsequently split up into 4 groups to further focus on:

- Women's development and training for income-generating activities: the group is attracting more women to join hands-on beadwork (jewellery) and garment making using a sewing machine. 7 women have already benefited from micro-credit for their tiny enterprise from which the survival of their families depends.
- Health awareness and education;
- Non-formal adult education; and
- Spiritual development.

The women being trained have expressed the need for more training and guidance on how to further develop and sustain the group activities that have been started and on how to help other women find workable solutions to the obstacles to self- and family-development that they face.

Non-formal adult education

Around 60 women joined the literacy classes. Forty of these had never been to school. For those who already had some schooling, an afternoon second level literacy group was started with classes running 5 days a week, three hours per session. These are women who left school early due to poverty in the family, early pregnancy and early marriage. As for those who had no schooling whatsoever, a basic literacy group was started on a 5 times a week basis, 2 hours per session. Both groups are doing well and moving on to other level text books.

Following a group evaluation, both groups decided to increase their daily literacy sessions to 4 hours of daily and to introduce English literacy apart from Arabic. Both groups have been introduced to the Oxford English Readers for Africa textbook consisting of six illustrated books.

A number of men from Wadakona community have also expressed their interest in these afternoon and evening classes and have praised the initiative saying that education opens up minds and that the education of women serves the whole family. The plan is now to seek funding to expand the educational component of the women in development initiative by opening a women's education centre. Other education and training components would be introduced such as ICT, home economics, sewing and entrepreneurship development.



2012

COLLABORATION WITH OTHER ORGANISATIONS



Foundation workers regularly strive to further develop robust collaborative links with other agencies at both national and local level.

Parish Diaconia Commissions

The Foundation's community-based initiatives in support of very vulnerable families at risk of social exclusion continued to enable it to build competency in this area. Foundation personnel continued to work closely with the parish-based Diaconia Commissions (volunteer service teams). Through the Foundation's Ġamra Project at Fgura, a group of 6 parish volunteers were enabled to form a Befriending Group so as to undertake regular home-visits to lonely home-bound persons from Fgura supported by Foundation Social Workers.

Malta Community Chest Fund (MCCF)

During 2012, the Foundation continued to provide a social work service to the Malta Community Chest Fund (MCCF). The service is commissioned by MCCF so as to cater more effectively to the needs presented by applicants to the various support schemes offered by MCCF. The two part-time Social Workers worked at the MCCF head-office and provided assistance to vulnerable families who visited the MCCF office seeking support for a range of needs.

Malta Council for the Voluntary Sector (MCVO)

During 2012, with funding support from the VO Fund of the Malta Council for the Voluntary Sector (MCVS), the St Jeanne Antide Foundation expanded its Volunteer Handyman service for poor families.

Presentations

On the request of other organisations, the Foundation delivers presentations on a number of aspects of its work. Some of these included:

23 January	Il-Proġett Ġamra: Appoġġ psiko-soċjali u edukattiv fil-Fgura b'risq familji li qed iġarrbu diffikultajiet diversi. Presentation to Parish Pastoral Council, Fgura.
20 March	Working with Vulnerable Families in the Community – the work of the St. Jeanne Antide Foundation. Presentation to the School Psychological Services Team.
May	Volunteering in the Social Development Field. Lecture to University students following course on Missiology.
10 May	Working with vulnerable families in the community: deriving policy implications. Presentation to Social Policy Group, AZAD.
20 September	Integrating mentally ill persons in the labour market in Malta. A compilation of available opportunities across Malta. For EUFAMI.
30 October	Informal Carers and Volunteering in the Community. Keynote presentation at National Conference on Informal Carers organised by SOS Malta.
14 November	Key issues faced by NGOs working with very vulnerable and poor families - the case of the St Jeanne Antide Foundation. Presentation during an orientation visit for European Commission Officials organised by the Centre for Development,

Research & Training (CDRT), OPM, 12-14 November

Organisations with which the Foundation collaborates

Parishes

Tarxien, Żabbar, Fgura, Paola (Kristu Re), and Santa Luċija Parishes and their Diaconia Commissions
Tarxien Youth Centre

Public entities

Aġenzija Appoġġ

Housing Authority

Malta Community Chest Fund (MCCF)

Malta Council for the Voluntary Sector (MCVS)

Ministry of Justice, Consultation and the Family

Aġenzija Sedqa

Aġenzija Sapport

School Psychological Services, Department Student Services, Directorate Student Services
COMMCARE

Department Elderly and Community Care

Department Social Security

Department Student Services, Directorate Student Services, Ministry of Education

ETC

Mater Dei Hospital: Social Work team; Psychiatric Out-Patients Clinic (PoP); Pain Clinic.

Mt Carmel psychiatric hospital & its Mental Health Community Services

University of Malta: Social Work & Social Policy Department; Department of Psychology

Colleges and schools

Paola Local Council

NGOs

The Voices Foundation

The Joy Gospel Singers

Mental Health Association, Malta

Millenium Chapel Foundation

SAS Azzjoni Kattolika

SOS Malta

Institute for Family Therapy

Anti-Poverty Forum (APF) Malta

Arka Foundation, Żejtun

CARITAS Malta agency

Richmond Foundation and its Villa Chelsea

YWCA, Msida

Immaculate Conception Girls Secondary School, Tarxien

Arthritis and Rheumatism Association Malta (ARAM)

Overseas Development Organisations

Overseas Development Unit, Ministry of Foreign Affairs, Malta

SKOP (Solidarjetà u Koperazzjoni) NGDOs forum

Settore Progetti Internazionale, Congregation of the Sisters of Charity of St Jeanne Antide, Rome

Wadakona, South Sudan, community of the Sisters of Charity

Nemesia Vocational Centre for Women, Central African Republic, Sisters of Charity

Karonga Diocese, Malawi

Other

Institute for Pastoral Formation

HSBC Foundation

Testimonials from other organisations

Aġenzija Appoġġ (testimonial by the Operations Director dated 25 June 2012)

This is to confirm that Aġenzija APPOGG regularly collaborates with Jean Antide Foundation on various different operational levels.

During the past year the Agency has referred a number of its service users from the Zabbar, Fgura and Tarxien areas, for additional social work support from the Foundation. During 2011 alone APPOGG social workers have referred over 50 families, while to date the agency referred over 35 families. The support offered varies from individual social work intervention to involvement in groups organized and/or facilitated by the Foundation's staff. The service offered is intensive and APPOGG deems this service to be very useful and effective not only to the service users, but also to the Agency since cases from such localities are referred to the Foundation and hence decrease the load on the agency social work services which are often faced with a waiting list. In addition to this the Foundation staff are also involved in other cases followed by specialized services of the Agency, such as Looked After Children Service and Child Protection and collaborate with the specialized services to provide a more intensive and holistic service to the family and child concerned. In these situations the Foundation may be supporting the child's family or any of its members, assisting in monitoring or in any follow up action. They participate in Case Conferences and Professionals' Meetings in order to give feedback and to develop and/or review the necessary care plans. They have also assisted the Agency in identify emergency placements for children needing out of home care, and contributed to the monitoring of such placements when the need arose, and as agreed with the professionals concerned.

Finally Jean Antide Foundation has also worked in collaboration with APPOGG Community Services and a joint training seminar has been organized, where ideas and experiences on community outreach approaches were exchanged.



APPENDICES

APPENDIX 1: Staff Training and Development Activities – 2012

Date	Conference/ Seminar/ Course	Organiser	SJAF workers attended
13 January	Seminar on Social Enterprise: Unleashing its Potential	Ministry of Finance, the Economy and Investment	1
7 February	National conference on The Disadvantaged Child: problems and solutions organised	YMCA Malta	2
7 February	Play When You Hear My Voice	Corradino Correctional Facility and St James Cavalier	5
24-26 February	Seminar on Spirituality and Management	Carmelite Institute, Mdina	3
February	Dialogue on the Future of Maltese Society	Converse at Palazzo Parisio	2
28 February	Event - President's Award for Volunteering	Office of the President	7
20 March	In-house CPD: Inter-agency dialogue on service provision to vulnerable children and their families	SJAF & School Psychological Services	6
5 April	½ day Seminar on <u>Touching Autism</u>	Department Speech & Language Pathology	2
29 April	Seminar on Aspetti Finanzjarji tal-Familja	CANA Movement	1
5 May	In-house CPD on Emotional Freedom	SJAF	11
11 May	In-house CPD on Volunteer Management	SJAF	4
11 May	Seminar on Post-Natal Depression	The Bland Group	2
12 May	One-day contemplative prayer retreat	SJAF Centring Prayer Group	4
31 May	In-house CPD on Childhood trauma and attachment	SJAF	11
1 June	Seminar on Id f'Id - Soċjetà Ġusta	Labour Party	1
5 June	In-house CPD for SJAF and collaborating parish volunteers on <u>Managing Negative Emotions</u>	SJAF	
20 June	In-house CPD on Tools to identify underlying mental health problems in service users	SJAF	14

21 June	A multi-stakeholder consultation on Kellimni.com- the service, its relation to existing services, for children and adolescents online.	SOS Malta	2
26 June	In-house CPD on Personality Disorders	SJAF	7
16 August	In-house CPD for SOAR Committee on the <u>Domestic Violence Act</u>	SJAF	5
23 August	In-house CPD on Forgiveness & how to integrate forgiveness in our work	SJAF	9
30 August	Evaluation of the services of the Directorate Care of the Elderly and Community Care	Directorate Care of the Elderly and Community Care	1
10,11,20 September	In-house CPD on <u>Systemic Work with Families</u> led by the Director, Institute Family Therapy	SJAF	7
24 September	National Conference of <u>Gender Violence</u>	Malta Institute of Management (MIM)	2
5,6,7 October	Provincial Conference, Sisters of Charity on <u>Faith and the importance of the sharing of the word of God</u>	Sisters of Charity	3
6 October	One-day contemplative retreat	SJAF Centring Prayer Group	
22-23 October	National Conference on <u>Personality Disorder and Co-morbid issues</u>	Richmond Foundation	2
30 October	National Conference on <u>Informal Carers and Volunteering</u>	SOS Malta	6
9 November	In-house CPD on <u>Student Support Services</u> , led by Services Manager, Inclusion, Directorate Student Services	SJAF	9
10 December	Information Session: EXPLORE – Social Inclusion	MEUSAC	4

APPENDIX 2: Educational groupwork activities organised by SJAF in 2012

Start date	End date	Title	Target group	Venue	No. of participants
January	8 June	Children's Circle Time (Fridays 5.15 to 6.00pm)	Children from Homework Support Service	Ċentru Antida	18
14 Jan.	23 May	Carers' Support Group (Fridays; fortnightly; 11am to 12 noon)	Family Caregivers of child with disability	Sala Santa Bernardetta, Żabbar	7
18 Jan.	12 March	Depression Support Group (Wednesdays 11am to 12 noon)	Service users suffering from depression/depressed family caregivers	Fgura Social Centre, Local Council	8
16 Feb.	12 June	Klabb Nannakola (Wednesdays 10.30am to noon)	Grandparents who regularly care for their grandchildren	Kalkara Parish Hall	10
24 Feb.	23 May	Carers' Support Group (Fridays 11am to 12 noon)	Family Caregivers of persons with mental health problems	Ċentru Antida	12
13 Apr	15 Apr	Live-in	Vulnerable children aged 9-11	St Paul's Bay venue	9
19 April	31 May	Building my self-Esteem (group 1) (Thursdays 9.00 to 10.15am)	Young mothers	Ċentru Antida	11
19 April	21 June	Building my self-Esteem (group 2) (Thursdays 10.30 to 11.45 am)	Young mothers	Ċentru Antida	13
20 Apr	On-going	Family Club (Fridays 9.30 to 11.30am)	Very vulnerable young parents	Ċentru Nazareth, Żabbar	6
5 June	-	Volunteers' Training	Emotional Freedom	Ċentru Antida	48
11 July	7 Sept.	Smiling Kids (summer programme)	Children from supported families (up to age 10)	Ċentru Antida	17
12 July	30 August	Smiling Teens (summer)	Children from supported	Ċentru	8

		programme)	families (age 11 to 14)	Antida	
4 Oct.	Dec.	Creative Writing Group led by Teacher from Foundation for Educational Services (FES)	Secondary level children from supported families	Ċentru Antida	9
Oct.	Dec.	Creative Self-Expression group (led by Volunteer 4th Form students from Immaculate Conception School)	SJAF children service users + children from St Rita Home	Ċentru Antida	20
9 Oct.	Dec.	Sustainable Lifestyle Course led by Caritas Malta	SJAF service users	Ċentru Antida	16
18 Oct.	Dec.	Self-Esteem Group (Group 3) (Thursdays 9.00 to 11.00 am)	Vulnerable young women	Ċentru Antida	8
25 Oct.	Dec.	Children's Circle Time (Fridays 5.15 to 6.00pm)	Children from Homework Support Service	Ċentru Antida	20
25 Oct.	On-going	Maltese literacy	Vulnerable youths	Ċentru Antida	7
19 Oct.	Dec.	Maths (Group 1)	Form 1 level children from supported families	Ċentru Antida	5
19 Oct.	Dec.	Maths (Group 2)	Form 2 level children from supported families	Ċentru Antida	8
On-going	On-going	Homework Support Service	Children from supported families	Ċentru Antida	20
On-going	On-going	Centring Prayer Group (Wednesdays 6 to 8pm)	Persons practising contemplative prayer	Ċentru Antida	10

Participation in meetings of the Anti Poverty Forum (APF) Malta

6th January; 23rd February; 23rd April; 18th May; 28th June; 2nd August; 9th October
1st November.

Other activities:

Date	Activity	Service users
23rd September	Trip to Comino organised and sponsored by the HSBC Foundation	20 children + 5 parents
29th September	Trip to Airshow organised and sponsored by the HSBC Foundation	20 children + 2 parents
7th, 11, 19 December	Children's carolling choir set up by the Social Work team sang at 3 Christmas parties organised by the HSBC Bank plc	24 children
20th December	Christmas pantomime at the Żejtun Girls secondary school (sponsored by a company)	20 children and 10 adults



APPENDIX 3: In-house evaluation exercises

During 2012, the following internal evaluation exercises were carried out:

1. Service user evaluation
2. Team evaluation of the Social Work & Counselling Service
3. Evaluation of Reception Work at Ċentru Antida drop-in Centre
4. Evaluation of Children's Live-In
5. Evaluation of the Volunteering Experience of 4th Form students
 - Evaluation by Co-ordinating team from SJAF and Immaculate Conception School
 - Evaluation by the secondary school students themselves
6. Evaluation by Volunteer Tutors of the Homework Support Service
7. Evaluative comments of the members of the Nannakola Club delivered in Kalkara Parish
8. Evaluation of the groupwork sessions provided to 30 youths from the Tarxien Youth Centre.

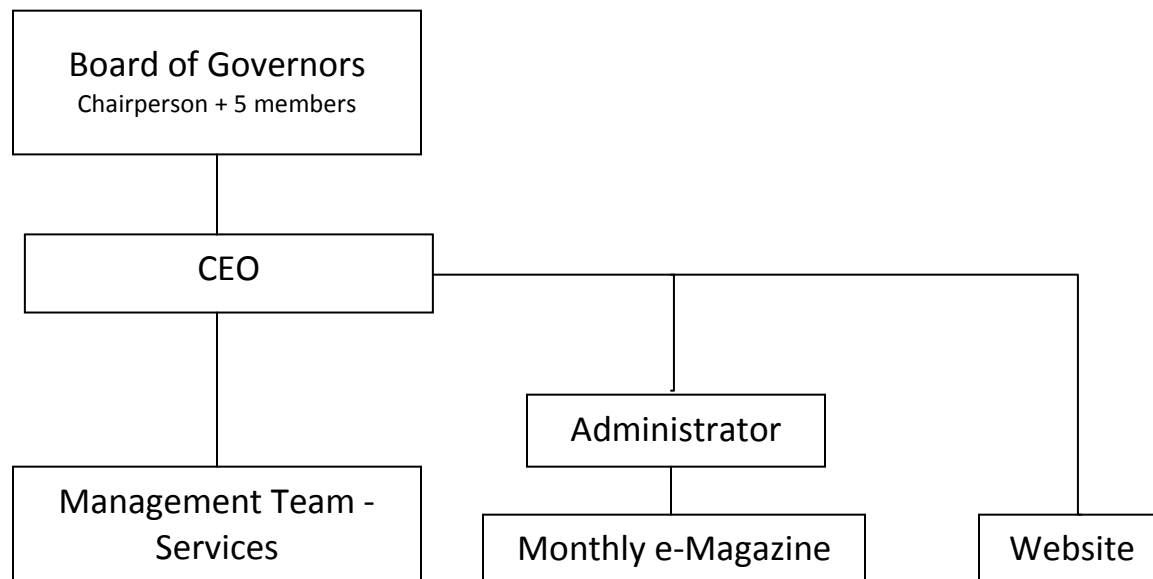


APPENDIX 4: Organigram

St Jeanne Antide Foundation (SJAF)

St. Jeanne Antide Foundation (SJAF)
51, Tarxien Road, Tarxien TXN1090
www.antidemalta.com
Tel: 21808981/ 21809011

ORGANIGRAM 2012



Ċentru Antida *drop-in centre*

Reception
Volunteers

Base for on-going
services & groupwork

Library for Service
Users

Monthly e-Magazine

Volunteering
opportunities even for
service users

Social Work & Counselling Service

Social Work
&Counselling

Befriending Service:
home-visiting frail
lonely persons by
Volunteers including
Volunteer Nurse

SOAR Group
University practice
placements

Emotional Freedom
Service

Handyman Service for
poor families

LWIEN Service - support to family caregivers of mentally ill persons

Family Consultations
with a Senior Psychiatric
Nurse

Home-visits

Support groups

Social Work &
Counselling

Liaising with state mental
health services

VINĊI Community Social Work Project in the locality of Żabbar

- Community Outreach
work
- Family Work: Social Work
&Counselling

Family Consultations
(mental health)

- Groups for parents
- Grandparents group
- Literacy support for
children

Motivation work for
regular employment

Ġamra Community Social Work Project in the locality of Fgura

Social Work

Counselling

Support to families of
chronically sick or
mentally ill persons

Support groups

Learning Support Service

Homework Support
Service (one-to-one
support for children at
primary level; linked to
Social Work &
Counselling service users)

Writing Club & Maths
Groups for vulnerable
children (secondary level)

Courses for service users
and volunteers

Grandparent Education

Summer Programme and
Live-In

Overseas Development Projects

Development of
projects in support
of poor people in
developing
countries in
conjunctions with
communities of
Sisters of Charity of
St Jeanne Antide