



*One solution...*

Click to Play

CREATED USING  
**POWTOON**



# GROUP MEMBERS:

| <u>Name</u>     | <u>Student number</u> |
|-----------------|-----------------------|
| Wim Roestenburg | 13285262              |
| Innocent Shuro  | 31551084              |
| Mactavish Ncube | 33454892              |
| Theresa Bowen   | 21631123              |
| Chrisna Lloyd   | 10729968              |
| Johannes Nteso  | 22014365              |

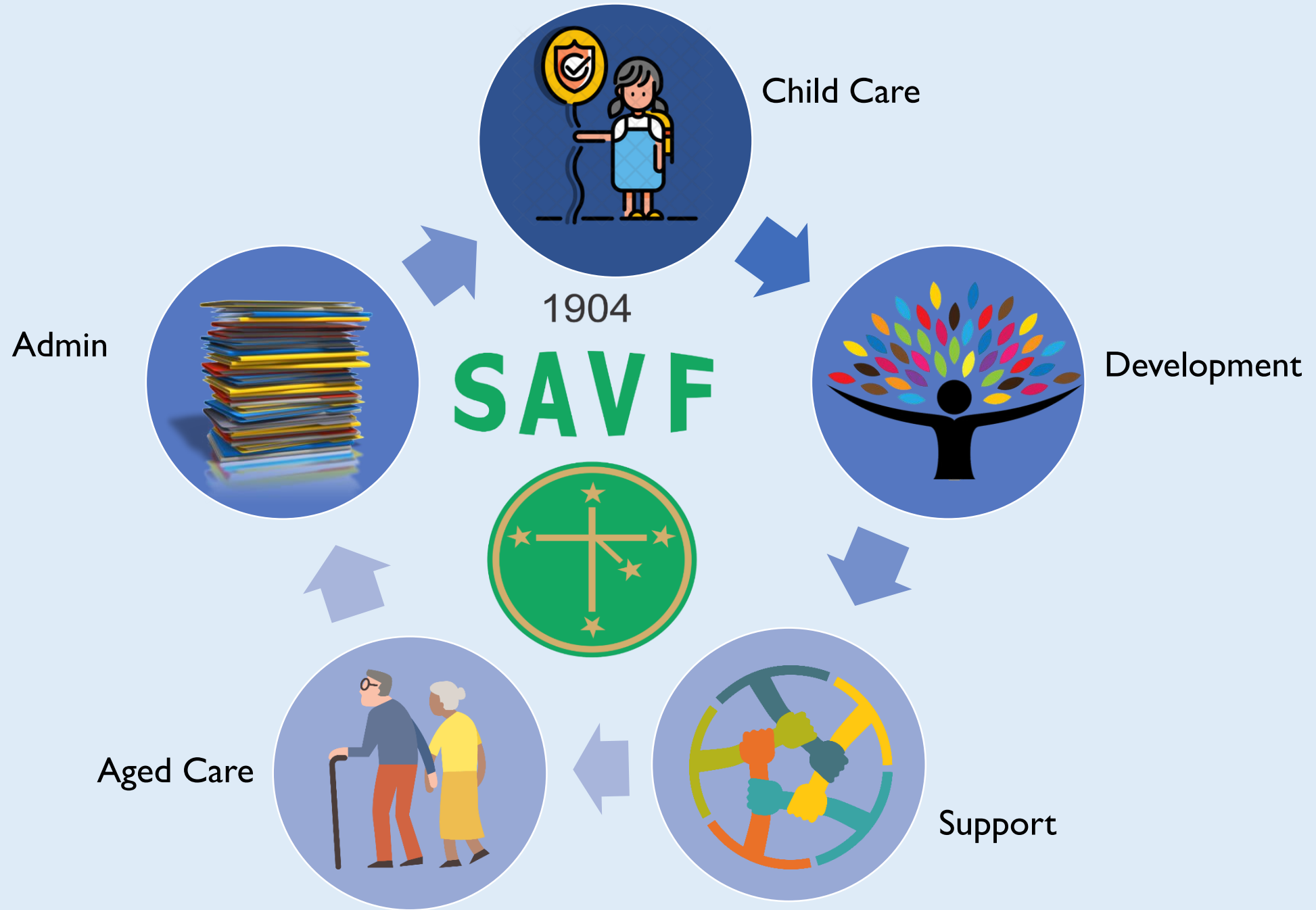
## SAVF Carletonville

Social work concentrating upon the organized development of **community** social welfare through coordination of public and private agencies.

## SAVF Carletonville

Currently services are provided by **6 social workers**.

Approximately **140 new intakes** are handled per month  
as well as **430 short term** clients.







*Do we have a problem?*

*A bad attitude is like a flat  
tire, you can't go anywhere  
until you change it*

-Anon



# Previous material

## • WOW Kinder Akademie

Bied 'n naskooldiens aan ±65 leerlinge van Dagbreek Laerskool met die doel om kinder binne 'n veilige omgewing te ondersteun deur die daarstel van huiswerkgroepe om hulle akademies te stimuleer.



## • Maatskaplike werk kantore

**Carletonville**  
7 Uralite str.  
018 786 1016

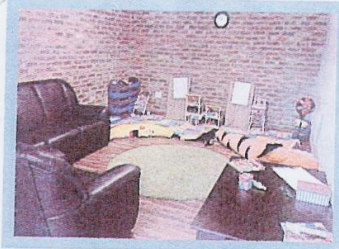
**Fochville**  
Potchefstroom str 1  
018 771 2137

**Khutsong**  
2 Sonpane str.  
018 783 0018



Tans word dienste deur 6 maatskaplike werkers en een maatskaplike hulpwerker gelewer. Ongeveer 140 nuwe aanmeldings word per maand hanteer asook 430 korttermyn sake. Van die probleme wat hanteer word is:

- Verlate kinders
- Kindermishandeling
- Ouetehuis-plasings
- Alkohol- en dwelmmisbruik
- Gesinsgeweld

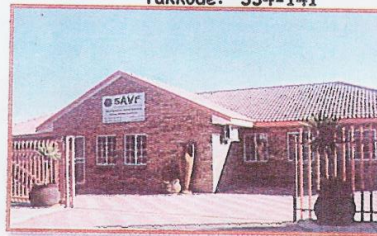


## • Maatskaplike werk dienste sluit in:

- Gevalle, groep en gemeenskapsdienste
- Terapie: (individuele, gesinne, huwelike, kinders)
- Statutêre dienste
- Aannemings
- Ouerskapsplanne
- Mediasie
- Tussenganger dienste
- Voorkomingsdienste (poppekas en toneel vertonings)
- Bewusmakingsveldtogte (HIV & Vigs, gestremdhede)
- Bemagtigingsprogramme
- Armoede bekamping (Materiële verligting)
- Verwysings na gespesialiseerde dienste
- Rehabilitasie
- Gespesialiseerde groepwerk (Botswadi, lewensvaardighede, vakansieprogram)

Vir verdere navrae of om ons fasiliteite te besoek, kontak ons gerus by 018 786 1016/8, of besoek ons kantore te Uralitestraat 7, Carletonville.

SAVF Oberholzer Maatskaplike Werk  
ABSA Bank - Carletonville  
Rek. No: 0300151116  
Takkode: 334-141



# SAVF

Vir Welsynsdienste



Carletonville / Fochville



“ ‘n Gesin wie se beker oorloop van geluk”  
Om aan mense geluk en hoop te bied, is die doel van die SAVF.



# Previous material

Lewer tans die volgende dienste in die gemeenskap:

- **Lappop Kleuterskool**  
H/v Talc & Kosmos straat no. 4, Carletonville  
Tel: 018 786 2327

Die fasiliteit akkommodeer tans 80 minder bevoorregte kleuters. Hierdie kleuters se moeders is dikwels enkel ouers en werk as huishulpe met 'n inkomste van minder as 'n R1 000 per maand. Veilige dagsorg, opvoeding en gebalanseerde maaltye word daaglik aan hierdie kinders voorsien.



- **Reënboog Kleuterskool, Greenspark**  
110 Hawk straat, Greenspark, Fochville  
Tel: 018 771 3024

Die kleuterskool akkommodeer tans 50 minderbevoorregte kleuters. Hierdie kinders se ouer/s is meestal werkloos en word gekenmerk deur erge armoede. Veilige dagsorg, opvoeding en gebalanseerde maaltye (dikwels die enigste maaltyd vir die dag) word daaglik aan hierdie kinders voorsien.



- **Deurgangshuis vir getraumatiseerde vroue en kinders**  
H/v Talc & Kosmos straat no. 4, Carletonville  
Tel: 018 786 1016

Die fasiliteit is geleë op die gronde van die ou Goudwes Skool waar die klaskamers ingerig is as wooneenhede. Tans word 40 vroue en kinders gehuisves wat dikwels die slagoffers was van onder andere gesinsgeweld, verwaarloosing en werkloosheid wat dan lei tot haweloosheid. Die SAVF voorsien veilige akkommodasie, drie maaltye per dag asook

klere en ander behoeftes aan die inwoners. Daar word ook kos aan die boemelaars en straatkinders voorsien vanuit die Deurgangshuis. 'n Maatskaplike werker lewer ook terapeutiese dienste aan die inwoners.



- **Lae ekonomiese behuising**

Daar word aan 35 individue huisvesting gebied in klaskamers wat omskep is in permanente wooneenhede. Die inwoners verdien 'n inkomste van minder as R1 200 per maand en geen ander bekostigbare behuising is beskikbaar vir hulle nie. Hierdie wooneenhede beskik nie almal oor watertoevoer nie en dus moet badkamer geriewe gedeel word.

- **Gemeenskaps klerebank**  
H/v Talc & Kosmos straat, Carletonville

Ongeveer 65 mense word per maand gehelp met die voorsiening van tweedehandse klere. Klere word ook teen 'n minimale fooi verkoop aan diegene wat dit kan bekostig. Dit kweek 'n gevoel van menswaardigheid en verantwoordelikheid.



- **Legae/Ikhaya for the Aged, Khutsong**  
2 Sonpane street, Extension 2, Khutsong

Legae Ikhaya for the Aged funksioneer as 'n dienssentrum in Khutsong. Bejaardes word na die sentrum vervoer, gebalanseerde maaltye word voorsien en verskeie geestelike, gesondheids- en sosiale aktiwiteite word aangebied. Maaltye word ook voorberei en tuis afgelewer vir verswakte bejaardes. Die Dienssentrum beskik ook oor sy eie koor, groentetuin en naaldwerkgroepe.



- **Senatus Dienssentrum, Carletonville**  
7 Uralite straat, Carletonville  
Tel: (018) 788 5505

Tans word 124 bejaardes in selfsorg-wooneenhede geakkommodeer. Okkupasie-wooneenhede is ook beskikbaar. Gebalanseerde etes word voorsien en verskillende aktiwiteite word vir die inwonende bejaardes asook bejaardes in die gemeenskap aangebied, onder andere haarkapper -en biblioteekdienste, voetbehandelings en andere.





# Previous material



## SAVF

### Social Work Office



"n Gesin wie se beker oorloop van geluk"

|                                                                     |                                          |                                                              |
|---------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------|
| <p><b>Carletonville</b><br/>7 Uralite Street<br/>018-786 1016/8</p> | <p><b>Fochville</b><br/>072 439 2358</p> | <p><b>Khutsong</b><br/>1 Sompane Street<br/>018-783 0018</p> |
|---------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------|

Social work services are rendered by 6 Qualified Social Workers and 1 Social Auxiliary Worker. They have a 4<sup>th</sup> year BA(SW) degree, are registered at the SACSSP and adhere to an ethical code at all times.

Issues addressed include:

- ❖ Child neglect and abuse
- ❖ Women and elderly neglect and abuse
- ❖ Family issues i.e marriage
- ❖ Poverty and unemployment
- ❖ Alcohol and drug abuse
- ❖ Single parenting

**Social work services to address the above mentioned issues:**

- ❖ Case, group and community work
- ❖ Poverty relief
- ❖ Statutory services i.e. Foster care and adoptions
- ❖ Counselling with adults and families
- ❖ Play therapy with children
- ❖ Mediation
- ❖ Parental Plans
- ❖ Rehabilitation support
- ❖ Referrals to specialised services
- ❖ Awareness and prevention programmes i.e Child protection and 16 days activism campaign
- ❖ Empowering programmes
- ❖ Outreach programmes i.e. Bullies, Life skills, Leadership etc.

**Banking Details:**  
SAVF Oberholzer Maatskaplike Werk  
Absa 0300151116






## SAVF Lappop Day Care



Trading as



## SAVF Neo Day Care

**We offer your child:**

- ✚ Balanced meals
- ✚ Daily programs
- ✚ Qualified teachers
- ✚ Safe and hygienic environment
- ✚ School hours from 7:30 to 14:00

**School fees**

- R330.00 per month

Only the best education is  
good enough for your child!

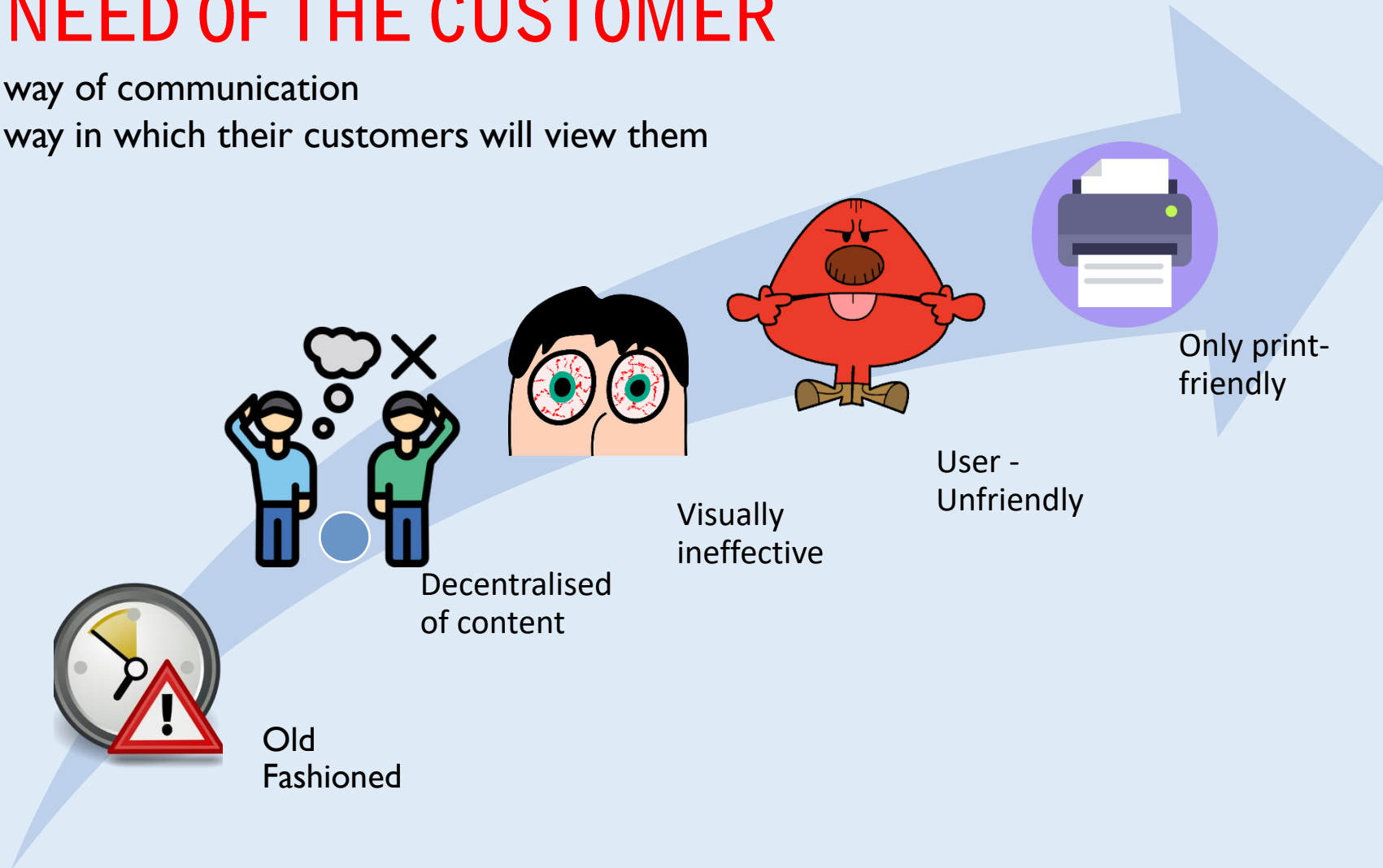


Contact Nicolien at 018 783 0018



# THE NEED OF THE CUSTOMER

- A new way of communication
- A new way in which their customers will view them



# 6 REASONS WHY A STRONG BRAND IS IMPORTANT



improves  
recognition



creates  
trust



supports  
advertising



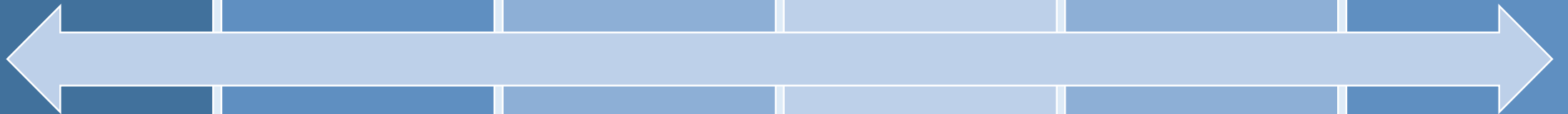
builds  
financial  
value



creates a  
message



inspires  
employees







# Two main operational management processes

---

Product Design

---

Lean Processes



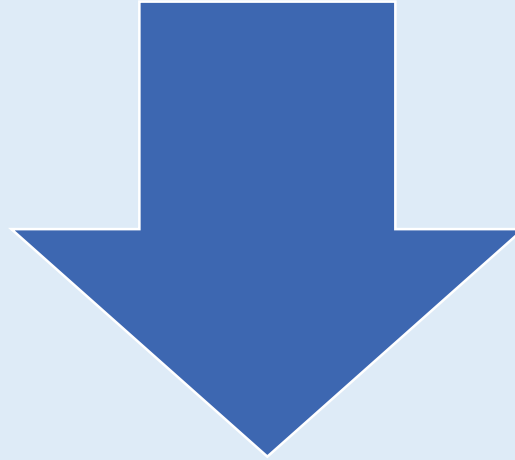
*Product Design*

*The bicycle is  
a curious vehicle.  
Its passengers is its engine*

-Jake Hammond



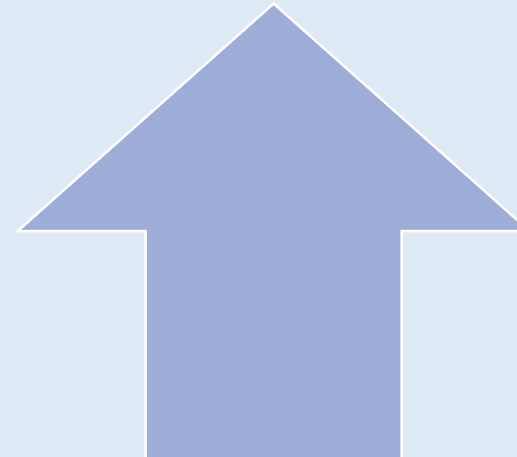
# PRODUCT DESIGN



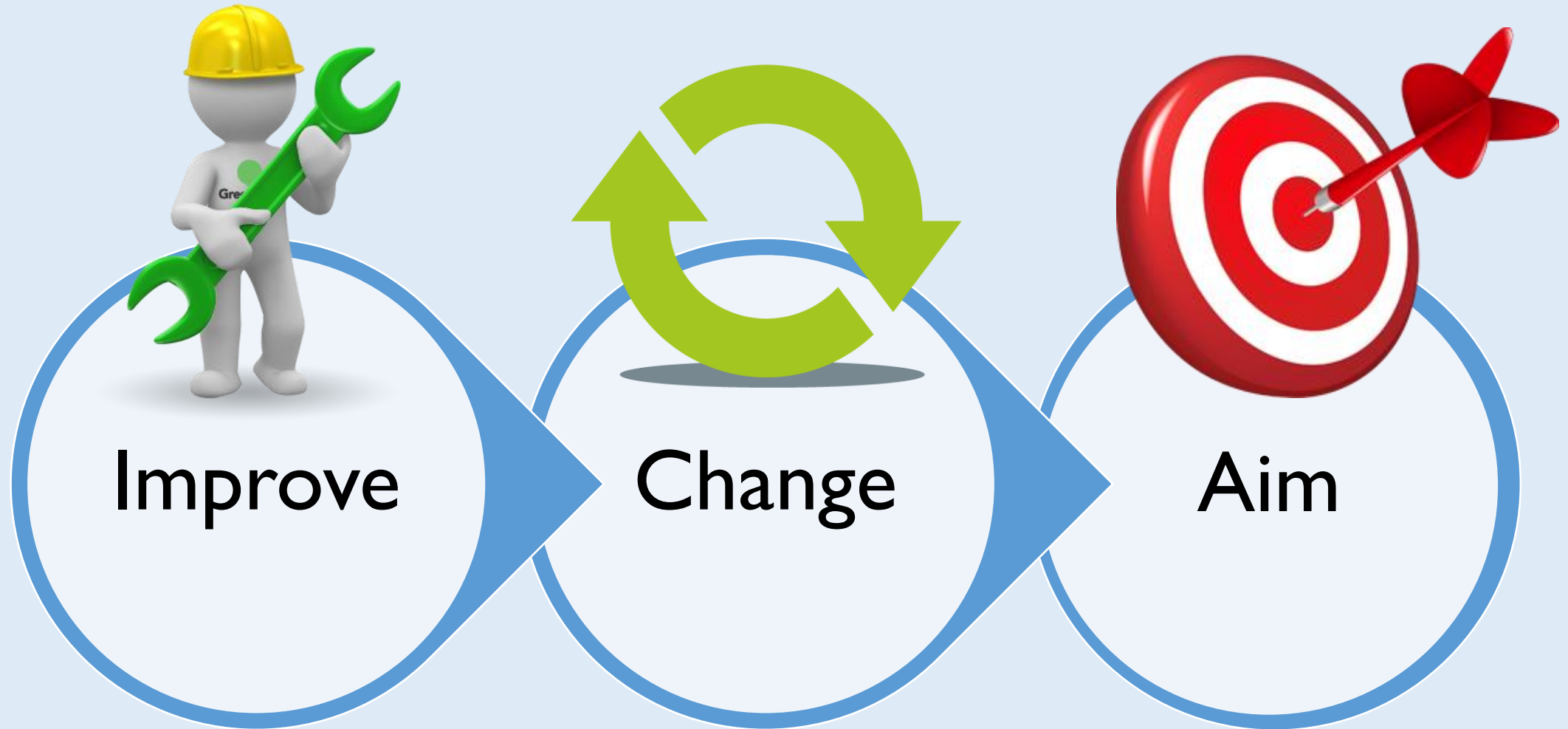
***Products***  
- tangible goods and  
service offerings if a  
organisations.



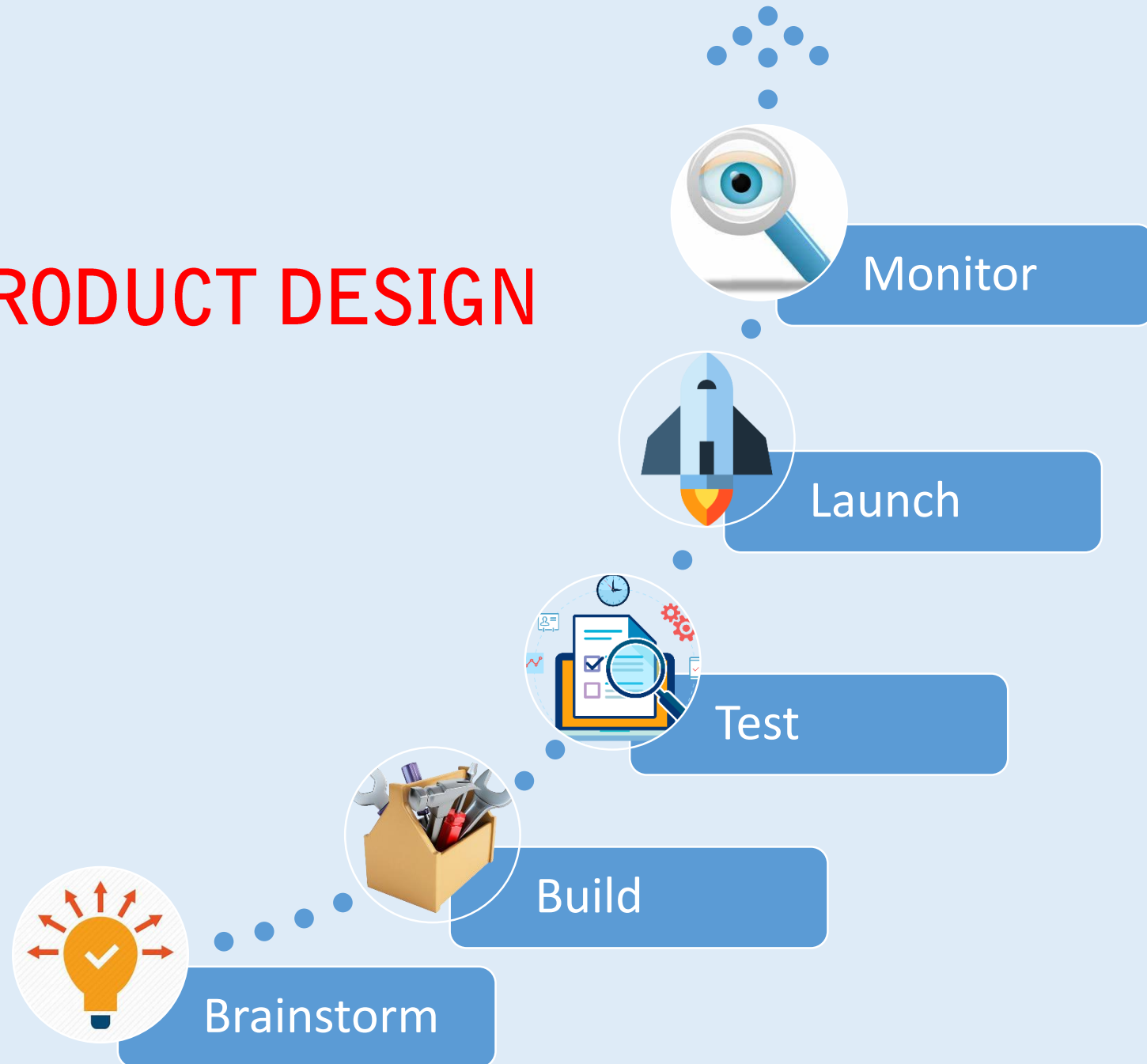
***Product decision -***  
develop and implement  
a product strategy that  
meets the demands of  
the marketplace with a  
competitive advantage.



# PRODUCT DESIGN



# STEPS IN PRODUCT DESIGN





*Lean Processes*

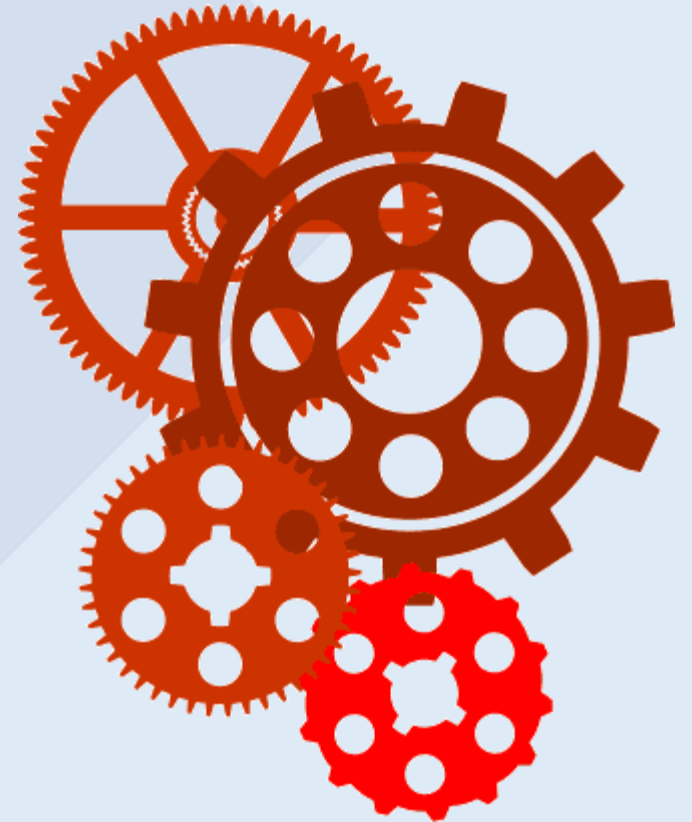


*In order to ride a bike,  
you must keep moving*

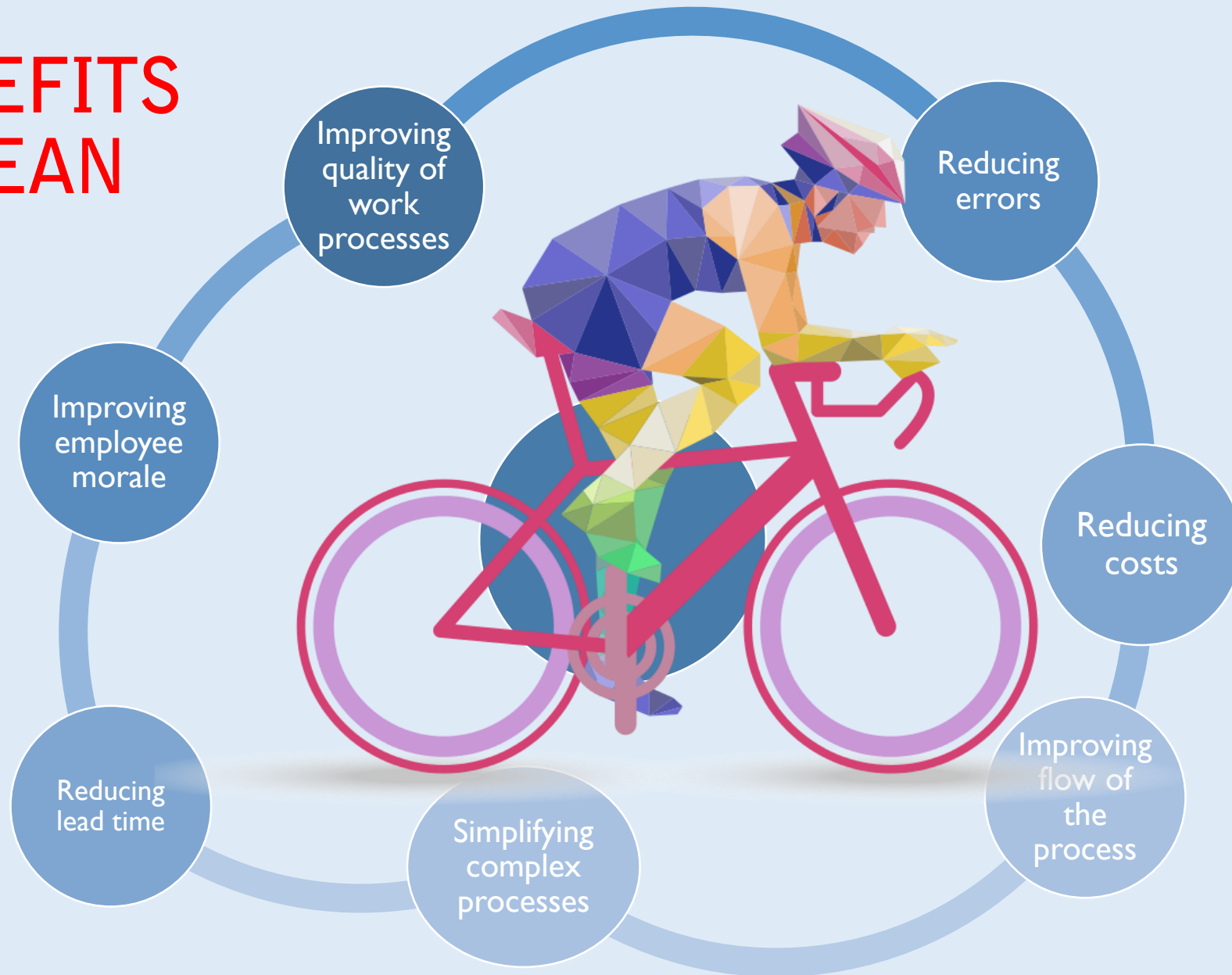
-Albert Einstein

## WHAT IS LEAN?

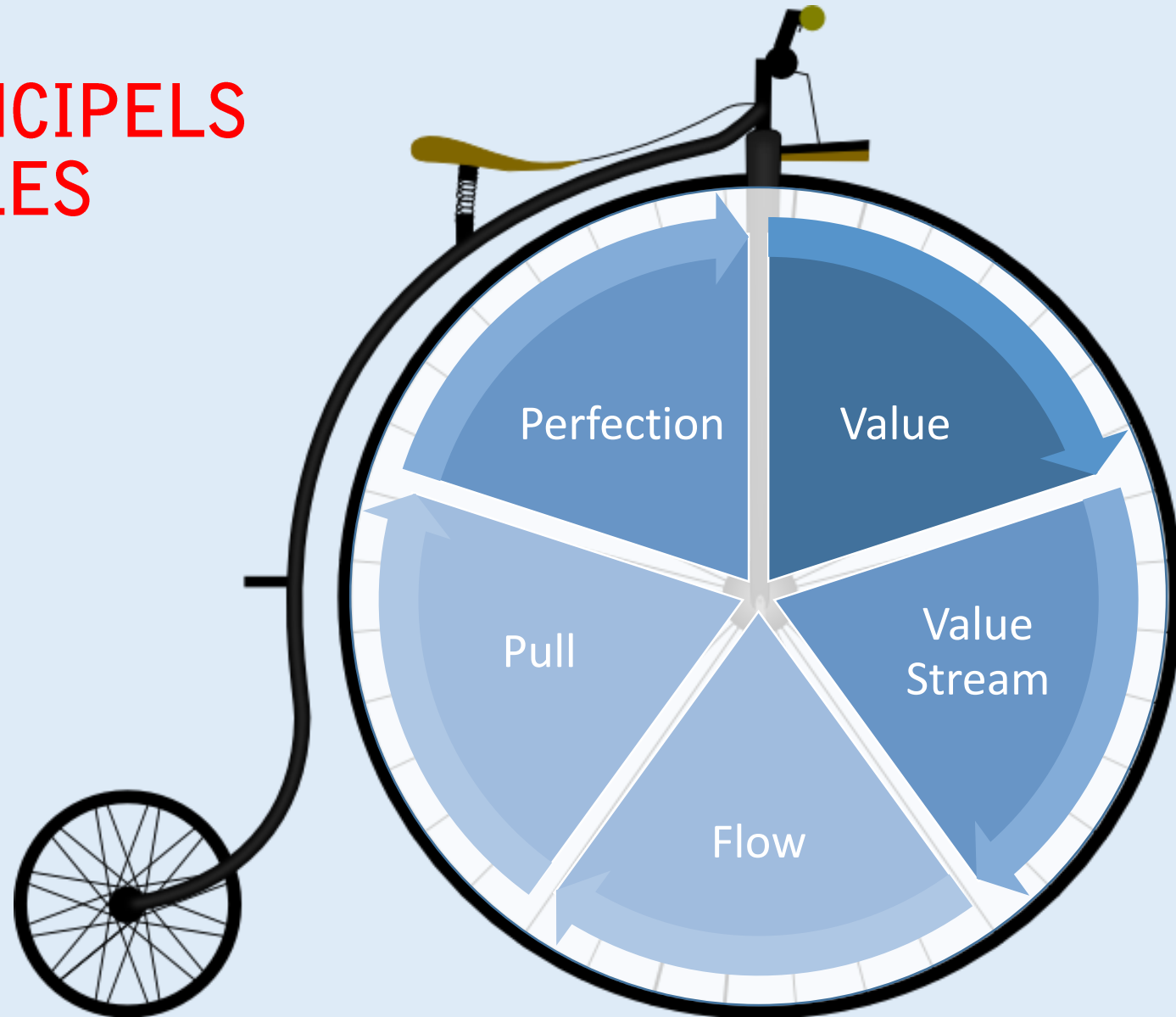
- philosophy of continuous improvement
- reducing wastes and improving a specific process



# BENEFITS OF LEAN



# LEAN PRINCIPLELS PRINCLIPLES

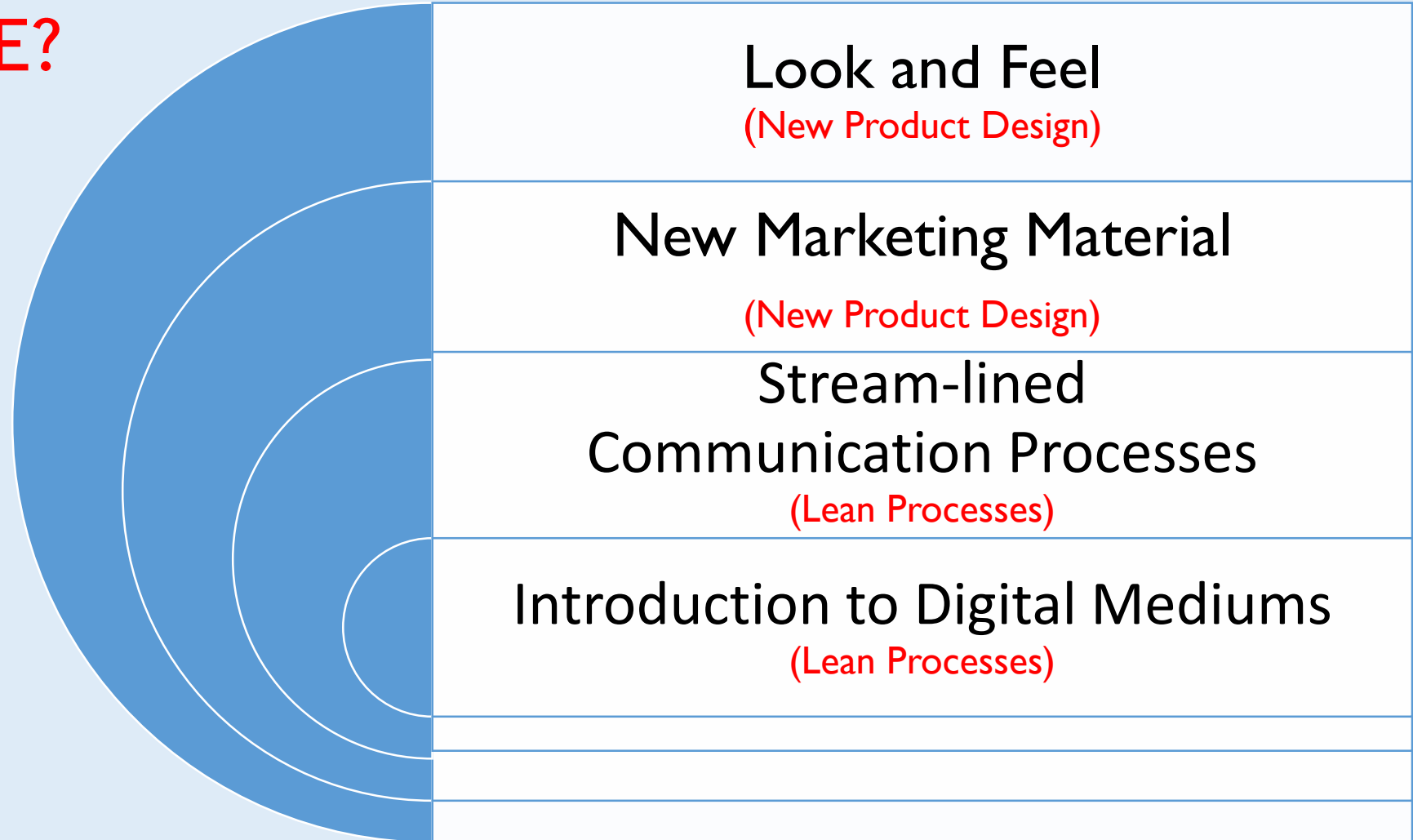




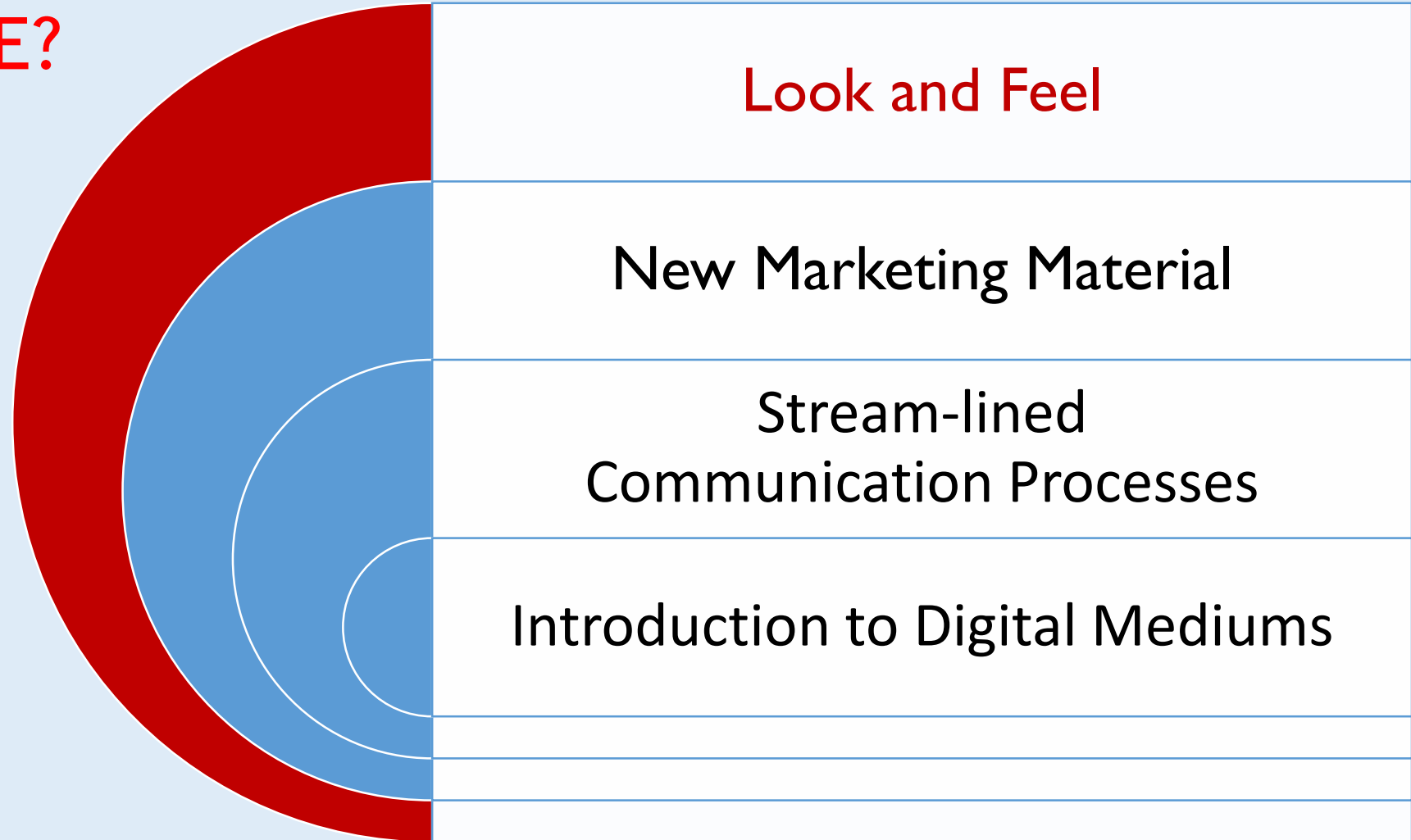


*What did we change?*

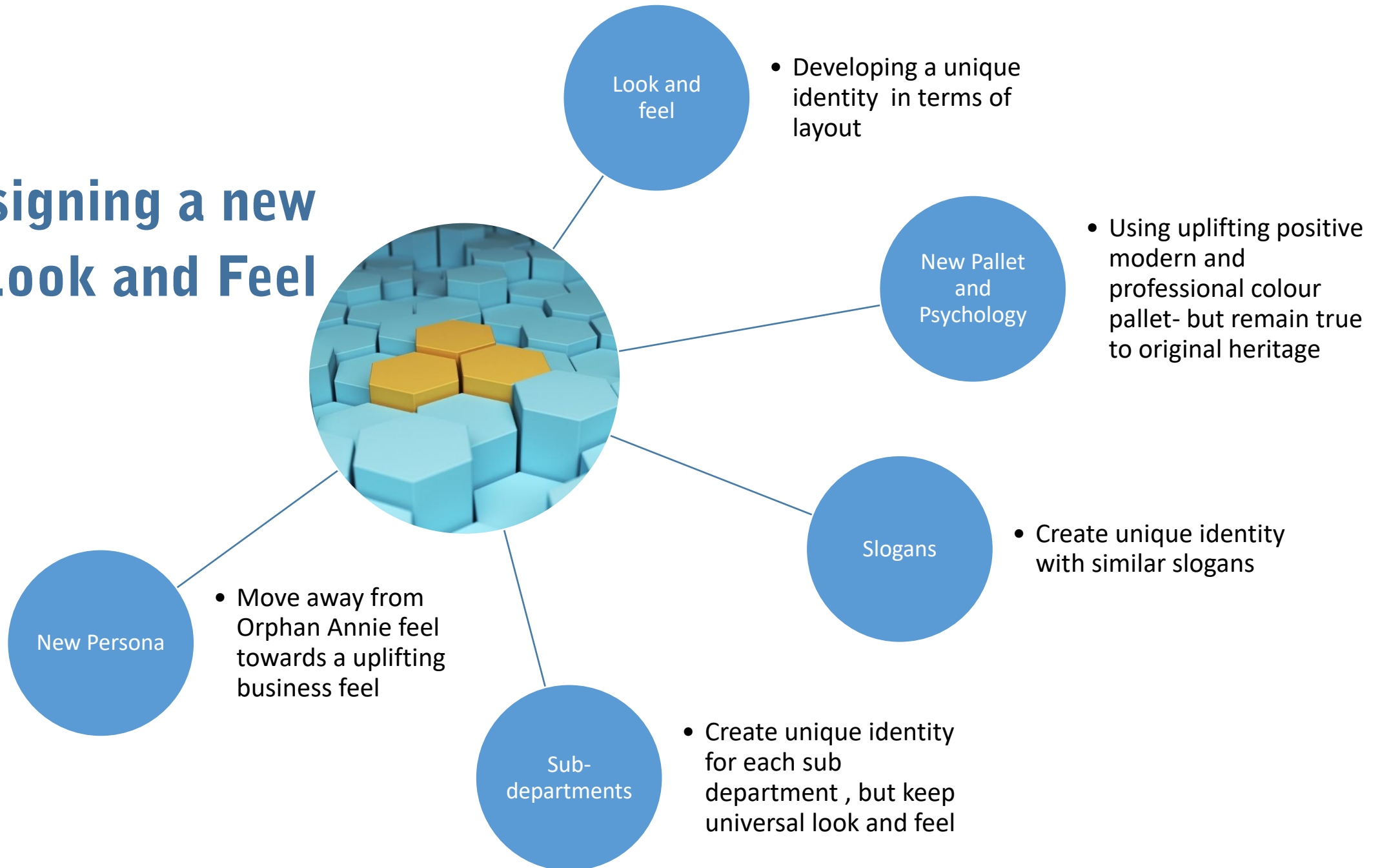
# WHAT DID WE CHANGE?



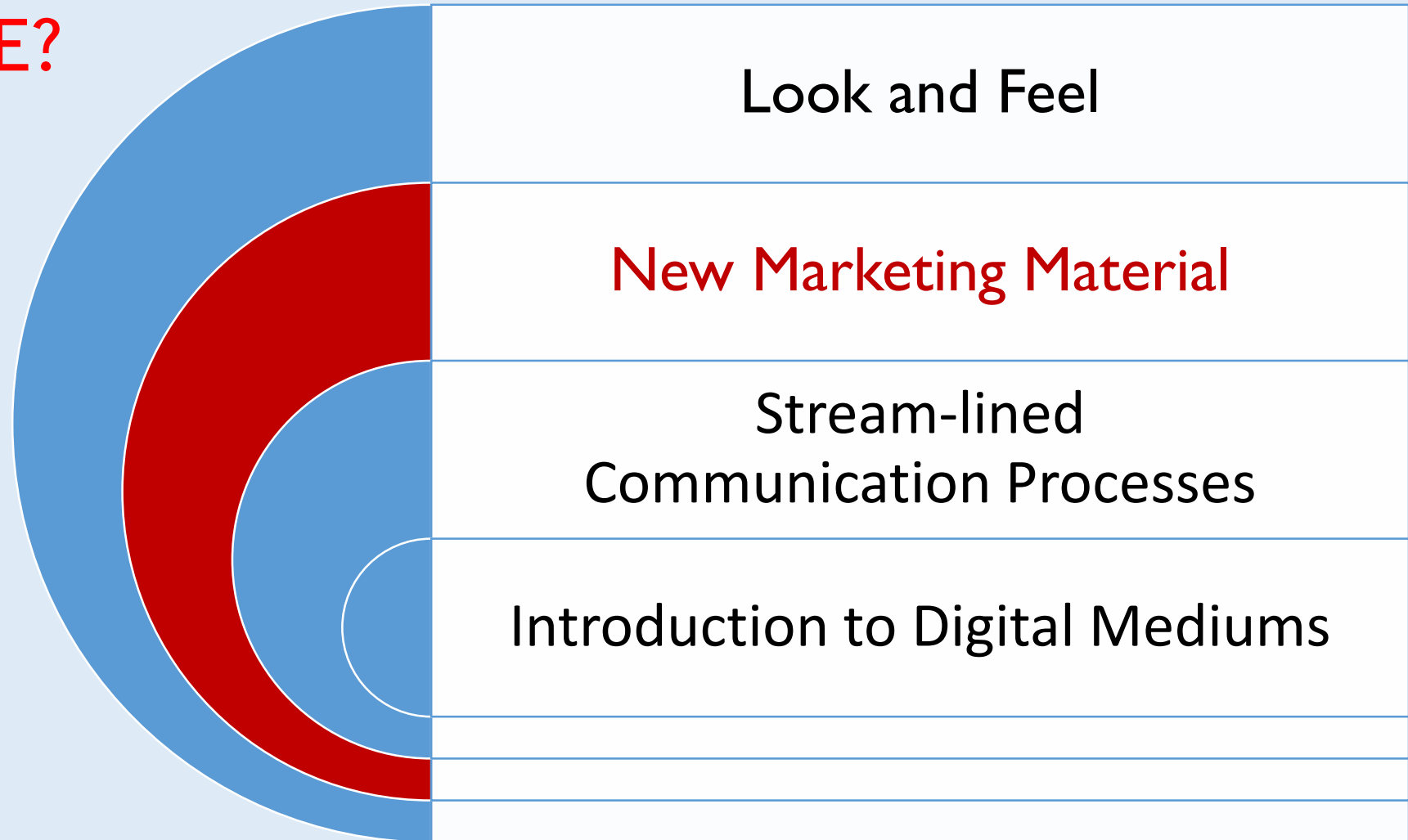
# WHAT DID WE CHANGE?



# Designing a new Look and Feel



# WHAT DID WE CHANGE?





# NEW MARKETING MATERIAL

## Show case services

- Awareness of all services offered by SAVF
- Provide synopsis of each area
- Provide contact information of areas

## Sub Department Z folders

- Series of Z folders for each department
- Universal feeling

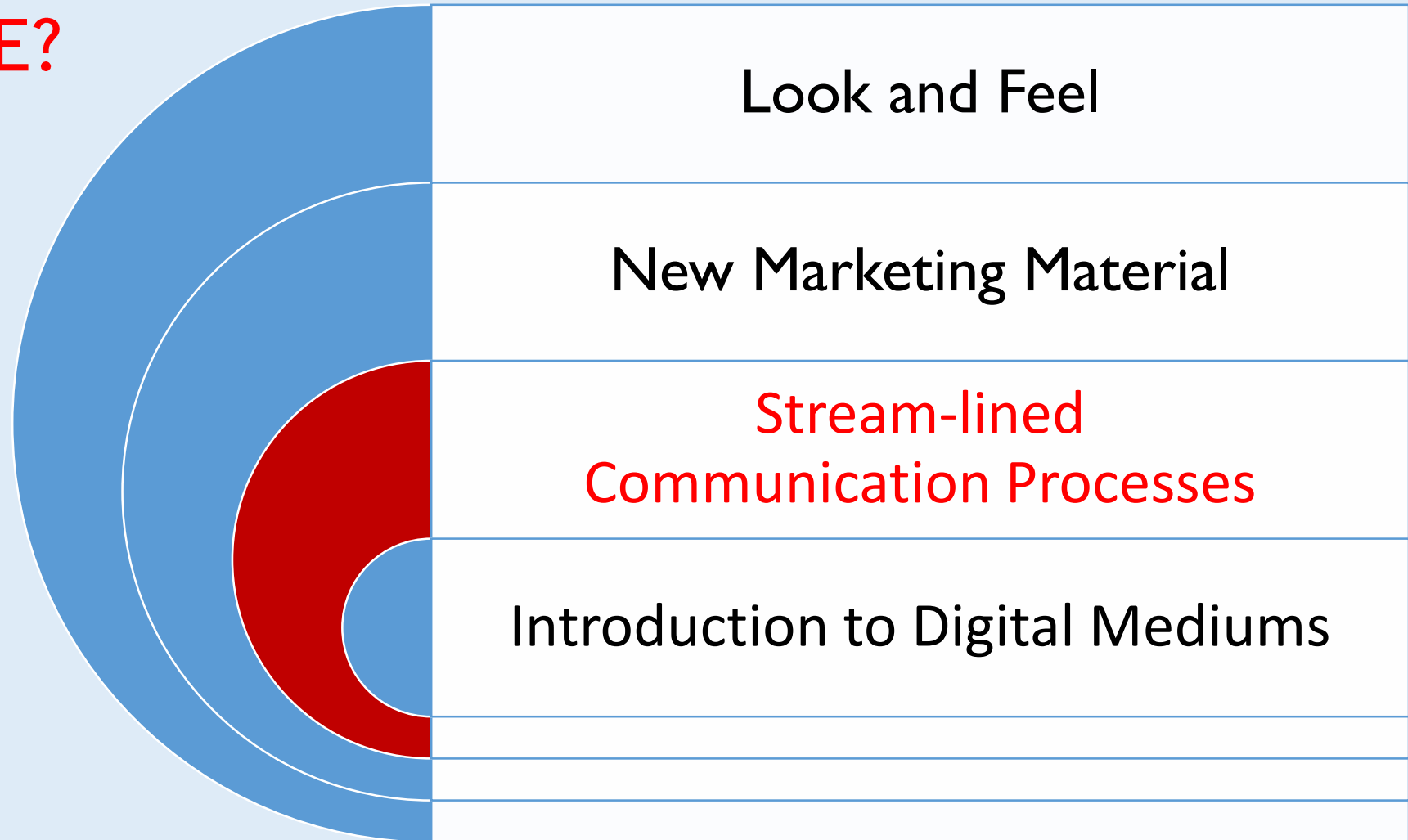
## Motivational Series

- To be sent on Facebook
- To inspire

## Business cards

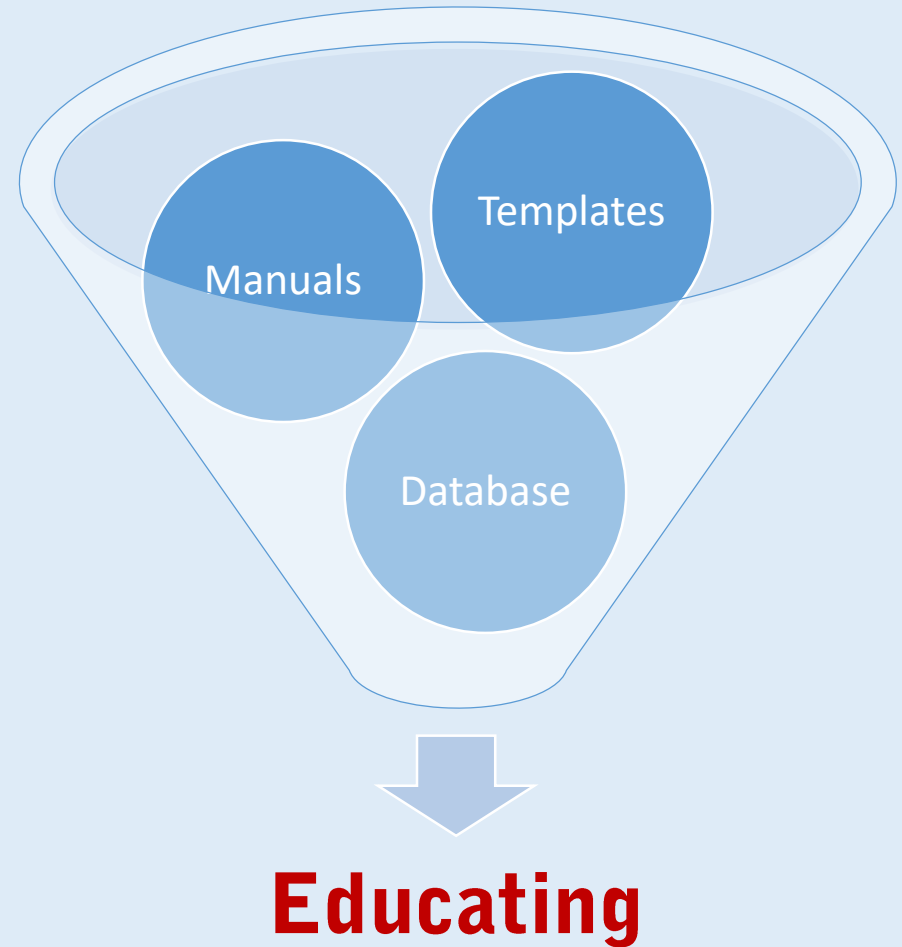
- Design business card template
- Sharing contact information

# WHAT DID WE CHANGE?

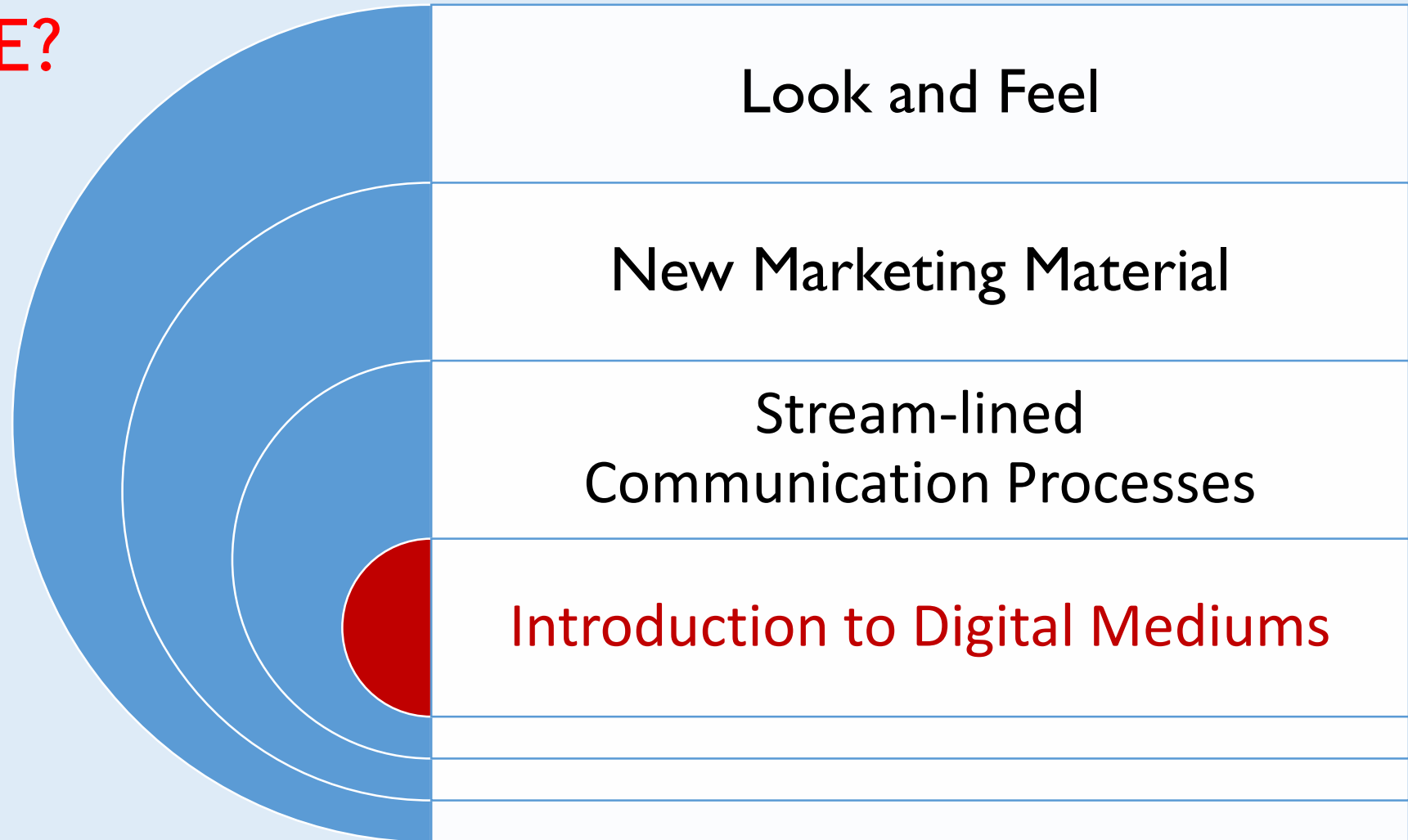


# Educating:

The aim is to provide SAVF with tools in order to design their own marketing material, in order to keep this **sustainable** solution in the long run



# WHAT DID WE CHANGE?





## Facebook Page

By introducing SAVF to the communication medium of Facebook, it can open many **doors of possibility**.

Main focus was placed on:

### Revamp Look and Feel

- Increased Exposure to Potential Customers
- Gather More Leads
- Lower Your Marketing Expenses
- Reach a Targeted Audience
- Use Facebook Insights
- Build Brand Loyalty
- Increase Your Web Traffic
- Be Mobile Ready

### Boost

Sponsored or “boosted” Facebook posts are content that a company has paid to promote.

These sponsored posts originally appear on the company's Facebook timeline as organic content, but are able to get a boost in visibility, thanks to paid promotion.

### Sponsor

A major benefit of Facebook advertising is its ability to reach your exact audience.

Facebook is the most targeted form of advertising.

You can advertise to people by age, interests, behaviour, and location. If you really know your customers, you can use Facebook advertising to engage them

### Digital Newsletter

- Cost effective
- Target market
- Add Value: Make aware of activities
- Assist with reputation Management



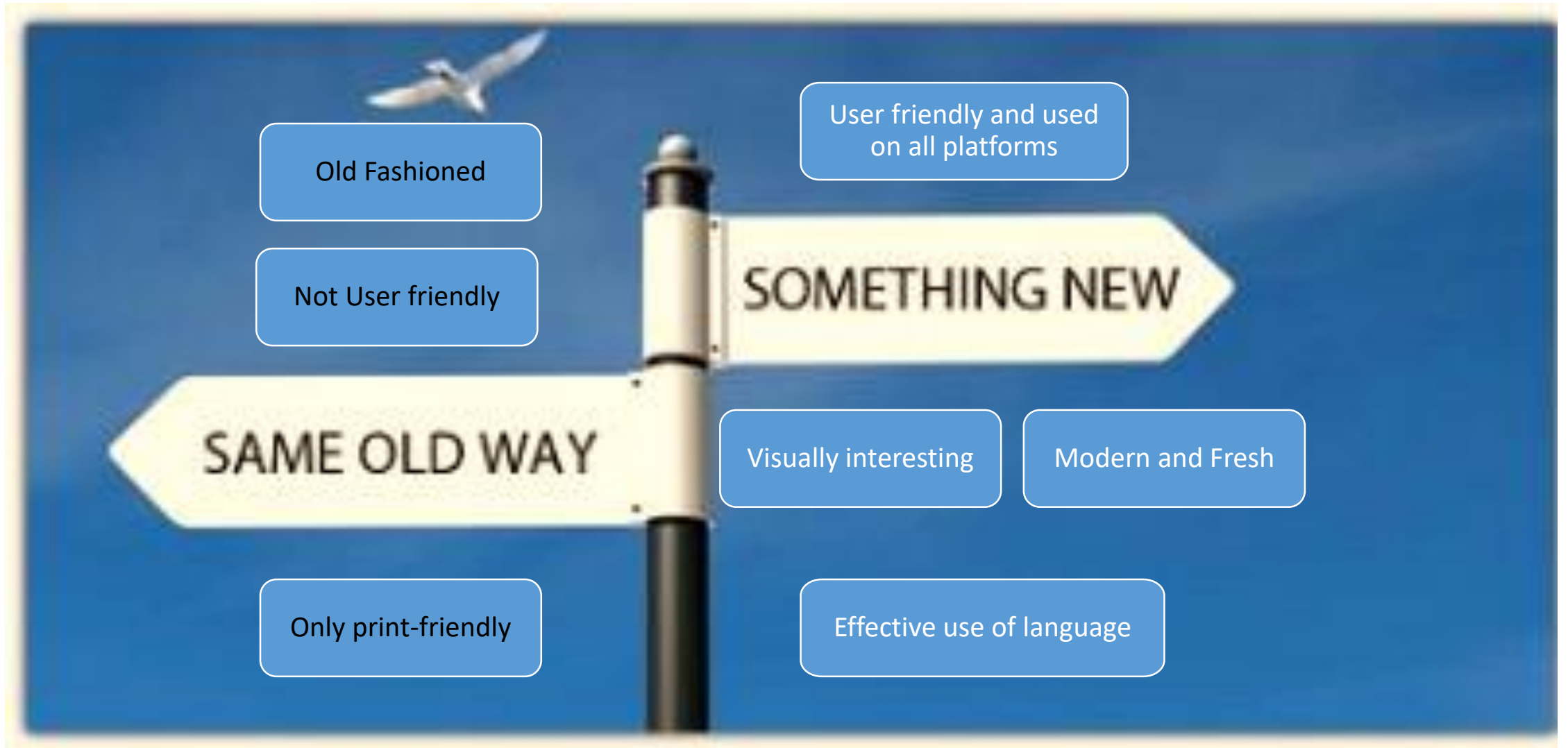


*Before and After*

*Life is like a ten speed bicycle.  
Most of us have gears  
we never use*

-Charles M Schultz

# Changes made to SAVF working documents:





# SAVF

Vir Welsynsdienste



Carletonville / Fochville



“'n Gesin wie se beker oorloop van geluk”  
Om aan mense geluk en hoop te bied, is die doel  
van die SAVF.

NEW

VIR WELSYNSDIENSTE  
1904

# SAVF

DITIRELO TSA LOAGO



FOR WELFARE SERVICES

*Welfare Services*

Carletonville / Fochville / Khutsong

#### • WOW Kinder Akademie

Bied 'n naskooliens aan ±65 leerlinge van Dagbreek Laerskool met die doel om kinder binne 'n veilige omgewing te ondersteun deur die daarstel van huiswerkgroepe om hulle akademies te stimuleer.



#### • Maatskaplike werk kantore

|                      |                     |                 |
|----------------------|---------------------|-----------------|
| <b>Carletonville</b> | <b>Fochville</b>    | <b>Khutsong</b> |
| 7 Uralite str.       | Potchefstroom str 1 | 2 Sonpane str.  |
| 018 786 1016         | 018 771 2137        | 018 783 0018    |



Tans word dienste deur 6 maatskaplike werkers en een maatskaplike hulpwerker gelewer. Ongeveer 140 nuwe aanmeldings word per maand hanteer asook 430 kort-termyn sake. Van die probleme wat hanteer word is:

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- Kindermishandeling
- Ouertehuis-plasings
- Alkohol- en dwelmmisbruik
- Gesinsgeweld



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- Terapie: (individuele, gesinne, huwelike, kinders)
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- Aannemings
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- Bemagtigingsprogramme
- Armoede bekamping (Materiële verligting)
- Verwysings na gespesialiseerde dienste
- Rehabilitasie
- Gespesialiseerde groepwerk (Botswadi, lewensvaardighede, vakansieprogram)

Vir verdere navroe of om ons fasiliteite te besoek, kontak ons gerus by 018 786 1016/8, of besoek ons kantore te:

Uralitestraat 7, Carletonville.  
 SAVF Oberholzer Maatskaplike Werk  
 ABSA Bank - Carletonville  
 Rek. No: 0300151116  
 Takkode: 334-141



# SAVF

Vir Welsynsdienste



Carletonville / Fochville



“'n Gesin wie se beker oorloop van geluk”  
 Om aan mense geluk en hoop te bied, is die doel van die SAVF.

# NEW

*Up hold!*

“To care for those who once cared for us is one of the highest honours”

Anon



Please contact us

*Carletonville*

7 Uralite Street  
 (018) 786-1016

*Fochville*

Jacaranda Street  
 073 877 6612

*Khutsong*

2 Sopane Street  
 (018) 783-0018



*Aged Care*





*Uplifting Communities*



Housing is provided to +- 35 individual and families in classrooms converted into permanent units. The residents earn an income of less than R1200.00 per month and no other affordable housing is available to them. These units do not all have a water supply and therefore bathroom facilities need to be shared. They are responsible for their own food, but struggle financially to cope.

There are also food provided to the homeless and street children. A social worker also delivers therapeutic services to these individuals.

## SAVF Legae

### *Ikhaya for the Aged*

Legae Ikaya for the Aged functions as a n elderly service centre in Khutong. The elderly are transported to the centre, balanced meals are served to them and spiritual, health and social activities are also offered. Meals also prepared and delivered to frail elderly at their homes. This service centre has its own office, vegetable garden , sewing groups and ABET classes.



## Moreglans *Old Age Home*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin egestas interdum tellus, nec accumsan tortor ultrices suscipit. Sed id quam turpis. Cras consectetur pellentesque sem, sit amet tincidunt tellus euismod sed. Praesent

## Fochville *Retirement Village*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin egestas interdum tellus, nec accumsan tortor ultrices suscipit. Sed id quam turpis. Cras consectetur pellentesque sem, sit amet tincidunt tellus euismod sed. Praesent malesuada, libero eget aliquet pellentesque, est



## Huis *Kompas*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin egestas interdum tellus, nec accumsan tortor ultrices suscipit. Sed id quam turpis. Cras consectetur pellentesque sem, sit amet tincidunt tellus euismod sed. Praesent malesuada, libero eget aliquet pellentesque, est nibh lobortis nisi, lobortis hendrerit nisl felis et justo.

## Senatus *Service Centre*

Currently, + 124 elderly people are accommodated in self-catering apartments. Occupancy units are also available. Balanced meals, as well as various activities are offered for elderly resident, as well as elders of the community .Services offered for example includes hair-dressing, library services, clinic services, foot treatments, tuckshop and many more.







SAVF

Uralitestraat 7 Uralite Street  
CARLETONVILLE, 2499  
Posbus / PO Box 292  
CARLETONVILLE, 2500

Tel: +27 18 786 1016/8  
Faks / Fax: +27 18 786 1017  
savfcville@mweb.co.za  
www.savf.co.za

001-532 NPO

NEW



*Mx Name Surname*

*Title: State Title Here*

**Tel:** (XXX) XXX-XXXX

**Email Address:** Name.Surname@savf.org

**Address:**

XXXXXXX

XXX

XX

# facebook®



*Stepping up!*

Its easier to build strong children  
than to repair broken adults

Fredrick Douglas



facebook®



think  
positive ♥



SAVF *Welfare Services*

Carletonville / Fochville / Khutsong



The image shows a Microsoft PowerPoint slide master view. The slide has a yellow background with a large green star and a green diagonal stripe. The SAVF logo is in the top left. The text "Click to edit master title style" is in a green script font, and "Click to add text" is in a black sans-serif font. The ribbon shows "Slide Show" and "Format" tabs. A red "NEW PRODUCT" stamp is in the top right corner.



# SAVF Newsletter



January 2019

## *In this issue*

- Article 1:
- Article 2
- Upcoming Calendar
- Focus: Department
- Meet the Employee
- Photo Gallery
- Contact Information



## Article 2: *Header*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin egestas interdum tellus, nec accumsan tortor ultrices suscipit. Sed id quam turpis. Cras consectetur pellentesque sem, sit amet tincidunt tellus euismod sed. Praesent malesuada, libero eget aliquet pellentesque, est nibh lobortis nisi, lobortis hendrerit nisl felis et justo. Praesent consectetur dapibus magna sed aliquam. Donec id efficitur orci. Ut suscipit purus eros, sed rutrum risus imperdiet sodales. Pellentesque id massa ligula. Donec risus odio, volutpat euismod lectus at, pulvinar varius felis. Phasellus congue ex at metus congue, nec facilisis turpis porttitor. Pellentesque euismod in nisl vitae ultricies. Morbi mollis eget felis in mattis.







*What difference did we make ?*

*Never has such a simple  
machine brought as much  
joy to our life's as bicycle*

-Bike Bugo



# Reflections on lessons learnt in Operational Management

## OM in SAVF context:

- Any organization, including NPO service organizations have operations that need management
- Our analysis was emerging over time as knowledge of OM increased.
- The NPO's conception of OM issues likewise emerged as we progressed
- Marketing materials and strategy an important production aspect for creating demand for service
- The primary project rendered and OM solution, but secondary spin-offs occurred as well
- OM solutions are often easier than one thinks, a new “eye” on old routines helps a lot
- 80/20 principle applied well – 20% effort rendered an 8% effect on SAVF!





*What did we learn ?*



*Its not a race, It's a journey,  
enjoy the moment*

-Pres. Dieter F Uchtdorf



# Reflections on lessons learnt regarding OM

## OM in the Visionaries Group

- We used a functional team approach that allowed us to pool joint knowledge
- We also used kaizen principles to generate fast solutions
- Our effort generated more work, which is ongoing – Brand survey
- As our knowledge grew, so our understanding grew of SAVF's operations
- We used WhatsApp and One-drive as platforms for communication and file transfer, but this was also the ERP for the group
- We optimized use of skills, knowledge and experience, within a freedom approach
- Lost size of this project was just large enough
- We used production scheduling and visual plan and Gantt chart for planning

*You are never too old,  
to learn to ride a bike*

-Anon



*That's all Folks!*