

2025

The Youth Hub

Annual Report

A Project of The SACAP Foundation



THE
YOUTH
HUB

TABLE OF CONTENTS

Project Manager Report	03
Executive Summary	04
Theory Of Change	05
Mental Health Counselling and Wellness	06
Mental Health Community Outreach and Upskilling	07
Mental Health Advocacy	08
Client Demographics	09
Expanding Our Network	10
Our Team	11
2025 In Images	12
Partners and Donors	13
2025 Operating Budget	14



PROJECT MANAGER REPORT

The Youth Hub was established by the SACAP Foundation as part of its commitment to expanding equitable access to mental health support, strengthening early intervention, and building capacity within South Africa's mental health ecosystem.

In collaboration with Groote Schuur Hospital's Adolescent Centre of Excellence (ACE), The Youth Hub provides free counselling, workshops, and support groups to adolescents navigating long-term health conditions and complex life challenges, while also extending support to external clients and caregivers' support groups. In 2025, the programme experienced meaningful growth and consolidation as demand for adolescent mental health services continued to rise.

A key development was an almost 30% increase in adolescents accessing counselling services. The service supported this expanded caseload while maintaining structured, time-limited interventions, ethical practice, and robust supervision of student registered counsellors. This growth reflects both rising need and sustained confidence from patients, caregivers, and the multidisciplinary medical team at ACE.

A further highlight was a presentation at the Psychological Society of South Africa (PsySSA) Annual Conference titled "Barriers to Accessibility of Mental Health Services for Adolescents." Drawing on The Youth Hub's experience within a public healthcare setting, the presentation explored systemic and socio-cultural barriers to care and emphasised the importance of early identification, referral pathways, and collaborative care models.

The achievements of 2025 reflect The Youth Hub's continued development as a clinical service, training site, and advocate for adolescent mental health within the public healthcare system. The service remains committed to strengthening access, multidisciplinary collaboration, and sustainable youth-centred care.

Genevieve Burrow

The Youth Hub Project Manager and
HPCSA Registered Counsellor



EXECUTIVE SUMMARY

The SACAP Foundation is a non-profit organisation committed to expanding equitable access to quality mental health support, strengthening early intervention, and building capacity within South Africa's mental health ecosystem. Through The Youth Hub (TYH), this commitment is realised within a public healthcare setting, providing free, supervised counselling and psychosocial support to adolescents from under-resourced communities.

In 2025, TYH continued to champion adolescents' growth, resilience, and empowerment through psychoeducation, one-on-one counselling, workshops, support groups, and psychometric assessments. Responding to the increasing urgency of adolescent mental health needs, 2025 marked TYH's strongest year to date. The service supported 221 clients through 1,707 counselling sessions, providing consistent, person-centred care to adolescents managing long-term health conditions and complex social circumstances. This represented an increase of more than 50% in counselling sessions compared to 2024, reflecting both growing demand and strengthened service capacity, while maintaining a Quality Index of 4.7/5.

More than 200 participants engaged in structured group and workshop interventions, contributing to stigma reduction and strengthening adolescents' ability to navigate health and life challenges with greater confidence.

"Health cannot be a question of income; it is a fundamental human right." – Nelson Mandela

Throughout the year, TYH deepened its integration within Groote Schuur Hospital's ACE, enhanced the structure and quality of its psychosocial services, expanded school-based and community workshops (including collaboration with the Arts and Hearts Hub), and strengthened its formal partnership with the hospital. These developments reinforced TYH's role as a responsive clinical service, training site, and advocate for adolescent mental health within the public healthcare system.

OUR THEORY OF CHANGE

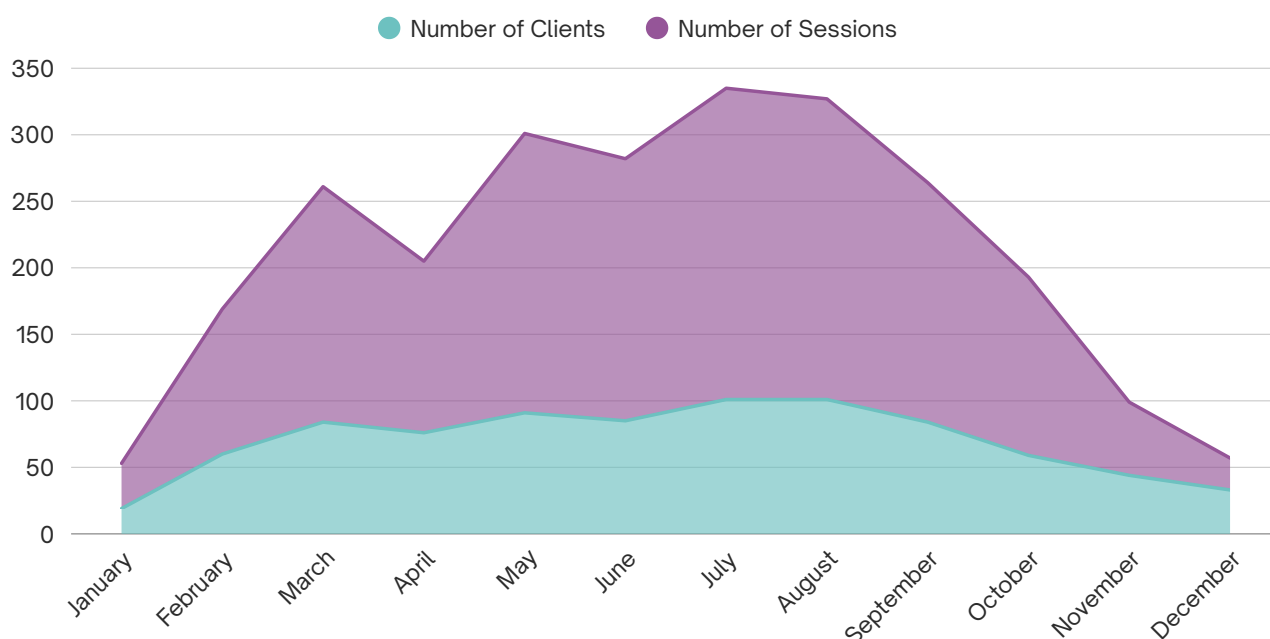
At The Youth Hub, we create a nurturing, structured environment where adolescents develop the tools and confidence to manage life's challenges and thrive. Our integrated model combines individual counselling, group support, caregiver engagement, and advocacy within a public healthcare setting. The framework below outlines how these components work together to produce sustained impact.

Vision: A generation of emotionally resilient and mentally healthy adolescents who are empowered to thrive in their personal, academic, and social lives.

Areas of Change	Target Group	Programme Interventions	Short Term Outcomes	Medium Term Outcomes	Long Term Outcomes	Impact
Mental Health Counselling and Wellness	Individuals 13-18 years old and their caregivers.	Face to face and remote counselling, support groups and psychosocial intervention.	Clients demonstrate improved emotional regulation and immediate coping strategies for current challenges.	Clients gain stronger coping skills, enhanced self-esteem, and better communication with others.	Clients build resilience, develop healthy relationships, and improve their overall mental health, setting a foundation for future success.	Emotionally resilient, mentally healthier, and empowered adolescents who thrive in their personal, academic, and social lives.
Mental Health Community Outreach and Upskilling	Schools, communities, healthcare providers, and adolescent cohorts.	Training, upskilling, and workshops on mental health, with informative talks and psychoeducational resources.	Gain immediate awareness and understanding of mental health, leading to increased conversations, recognition of signs, and a reduction in stigma.	Integration of mental health strategies into daily practices, fostering stronger support networks, improved well-being, and better collaboration.	More resilient and informed society, with improved emotional well-being, proactive care, and reduced mental health crises.	
Mental Health Advocacy	Policy makers, general public, and healthcare providers.	Support in initiatives for improved level of mental health care and awareness.	Reductions in stigma and more conversations about mental health care.	Increased support for mental-health services and improved collaboration between public healthcare, communities, and schools in addressing mental health.	Systemic changes that prioritize adolescent mental health, ensuring accessible care, reduced stigma, and better overall outcomes.	

COUNSELLING AND WELLNESS

In 2025, The Youth Hub supported 221 adolescents through 1,707 counselling sessions, representing a 53% increase compared to 1,115 sessions delivered in 2024. This growth reflects both rising demand for adolescent mental health support and strengthened service capacity. Importantly, increased reach was matched by strong service quality, with The Youth Hub achieving a 2025 Quality Index score of 4.72/5. This score is drawn from confidential client feedback, where young people rate their experience of being listened to, feeling safe and respected, improved ability to handle challenges, and whether they would recommend TYH counselling to a friend who needs support.



The graph illustrates monthly client and session activity across 2025. On average, TYH supported 20 clients and delivered 155 counselling sessions per month, demonstrating sustained engagement and continuity of care for adolescents navigating complex health and social challenges.



20 Clients
supported per
month on average



155 Counselling
sessions delivered per
month on average



4.72/5 Average
Quality Index
score

COMMUNITY OUTREACH AND UPSKILLING

In 2025, TYH facilitated targeted support groups and workshops to promote psychoeducation, emotional resilience, and practical coping skills within the communities we serve. These initiatives complemented individual counselling by creating structured spaces for peer learning, caregiver engagement, and preventative mental health support.

Anti-Bullying Workshop | 100+ participants

Delivered at an under-resourced school, this workshop used discussion and psychoeducation to address bullying, promote safe bystander intervention, and strengthen respectful communication.

Matric Matters Workshop | 4 workshops | 67 participants

Designed for matric learners, these sessions provided tools to manage exam stress and academic pressure, integrating emotional regulation strategies with academic preparedness.

Caregivers Also Matter | 24 sessions | 14 participants

Now in its fourth year, this structured support group offered caregivers peer support, self-care strategies, boundary-setting tools, and stress management skills to reduce burnout and build resilience.

Long-Term Health Conditions Support Group | 8 sessions | 11 participants

This group provided emotional validation and tailored coping strategies for adolescents managing chronic illnesses, fostering peer connection and self-management skills.

Arts and Hearts Hub | 6 sessions | 10 participants

Monthly arts-based mental health sessions blending creative expression with psychosocial support, delivered in collaboration with the multidisciplinary ACE team.



MENTAL HEALTH ADVOCACY



In 2025, TYH staff actively contributed to professional and sector-wide conversations on adolescent mental health. The Project Manager presented at the Psychological Society of South Africa (PsySSA) Annual Conference in Durban on the topic: “Breaking Barriers: The Critical Need for Free Adolescent Counselling from an NPO Perspective.” The presentation highlighted the importance of accessible, free counselling services in enabling early identification of psychosocial challenges, providing timely emotional support, and equipping adolescents with practical coping strategies and resilience-building skills.

The presentation further emphasised that extending mental health support beyond the counselling room — into schools, healthcare settings, and community spaces — improves accessibility and normalises help-seeking behaviour. Advocacy for these integrated models of care is essential to expanding access to supervised, ethical counselling services delivered by registered and student registered counsellors.

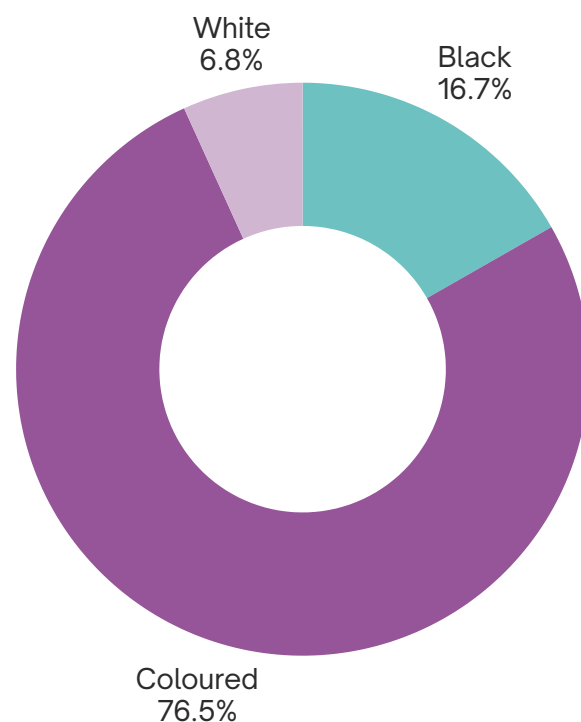
TYH's professional engagement continued through two presentations delivered in February and August at the University of Cape Town (UCT) Short Adolescent Course. These sessions examined the role of the registered counsellor within multidisciplinary medical environments and focused on working with adolescents living with long-term health conditions. They demonstrated the capacity of supervised student registered counsellors and registered counsellors to operate effectively within hospital settings, while underscoring the need for expanded adolescent-focused mental health services.

Through these engagements, TYH contributed to strengthening professional awareness, referral pathways, and evidence-informed practice in adolescent mental health.

CLIENT DEMOGRAPHICS

TYH serves a diverse adolescent population, primarily based in Cape Town, reflecting the multicultural communities surrounding ACE. Our work focuses on ensuring that adolescents from under-resourced backgrounds have access to structured, supervised mental health support within a public healthcare setting.

The majority of clients identified as Coloured (76.5%), followed by Black (16.7%) and White (6.8%), reflecting the demographic composition of the communities served.



In 2025, TYH supported 221 active clients and delivered an average of 20 counselling sessions per month. Gender distribution remained balanced, with 58% identifying as female, 41% as male, and 0.8% identifying as other (two clients). The proportion of male clients was slightly higher than in 2024, indicating sustained engagement across genders and continued progress in reducing stigma around help-seeking among adolescent boys.



58% Female | 41% Male

This demographic profile highlights TYH's reach across diverse communities and underscores the importance of accessible, youth-centred services within the public sector. By maintaining equitable access across gender and background, TYH strengthens early intervention and improves psychosocial outcomes for adolescents navigating systemic and social barriers.

EXPANDING OUR NETWORK



In 2025, the Youth Hub expanded its digital presence to strengthen outreach and accessibility for adolescents. Recognising that young people increasingly engage online, TYH implemented a multi-platform social media strategy to enhance visibility and extend psychoeducational resources beyond the counselling space. Social media became an important outreach channel, enabling the dissemination of mental-health information, service updates, and youth-centred content in accessible formats.

This strategic shift broadened TYH's reach, strengthened brand visibility, and created opportunities for sustained engagement and dialogue with adolescents and caregivers. By meeting young people within their digital environments, TYH increased access to mental health information and reinforced pathways to support.

As a result, TYH recorded a 270% increase in social media followers across platforms in 2025, reaching a total of 1,012 followers and 42,674 views. This growth reflects expanded audience engagement and increased visibility of youth-focused mental health content.

Social Media Analytics: Across All Platforms	
Followers	1012 Followers
Views	42 674 Views



TikTok: @the.youth.hub.sa

LinkedIn: The Youth Hub Counselling Centre

Instagram: @theyouthhubsa

Facebook: The Youth Hub

Twitter: @TheYouthHubSA

OUR TEAM

The impact of The Youth Hub is made possible through a dedicated team of registered counsellors, supervised student registered counsellors, and professional volunteers. Their commitment to ethical practice, supervision, and adolescent-centred care ensures the delivery of high-quality, accessible mental health support within a public healthcare setting.

Team Leaders



Genevieve Burrow
Project Manager and
Registered Counsellor



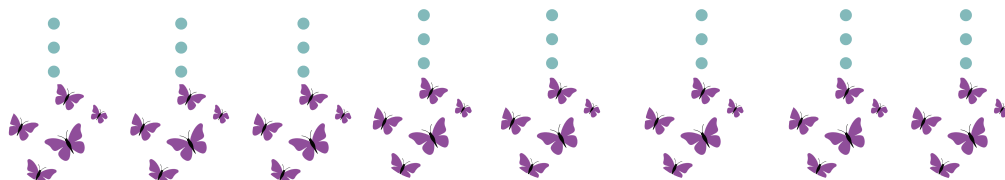
Mishqah Geldenhuys
Project Coordinator

Professional Volunteer



Sue Powell
Registered
Counsellor

11 Interns (Student Registered Counsellors)



Zahrah Behardien, Helene de Klerk, Katia de Pestana, Joanche de Waal, Brennan McCormick, Al-jay Muller, Shamian Maritz, Cheyne Reeves, Ruth Taylor, Daniel Schorr-Seymour, Wynand van Zyl

2025 IN IMAGES



2025 OPERATING BUDGET

The Youth Hub operated with an annual programme budget of R698,600 in 2025, allocated across clinical delivery, operational support, and outreach activities as outlined below.

Category	Amount (ZAR)	%
Personnel & Staff Support Includes salaries, staff welfare, supervision	R543 000	77,7%
Programme Delivery & Training Includes training and internal capacity-building	R8 400	1,2%
Operations & Administration Telecommunications, stationery, systems, insurance, miscellaneous	R91 200	13,1%
Marketing & Outreach	R36 000	5,2%
Travel & Engagement	R20 000	2,9%
Total Budget	R698 600	100%





THE
YOUTH
HUB

Thank You

Thank you to every partner, donor, and supporter who stands alongside The Youth Hub. Your investment enables the continued delivery of free, supervised counselling and developmental support for adolescents navigating complex health and social challenges. Because of your support, mental health services remain accessible within a public healthcare setting, strengthening resilience, connection, and opportunity for the young people we serve.

 078 960 5610

 Cnr Park & Milner Road Rondebosch

 info@youthhub.org.za