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INTERGRATED NIGHT SHELTER AND GBV VICTIM CENTRE

Flagship Programme & Funder Proposal

A 15-Year Celebration Flagship Infrastructure Initiative

Healing Hands Community Project (HHCP)

1. EXECUTIVE SUMMARY

Healing Hands Community Project (HHCP) marks **15 years of uninterrupted community impact** by launching its flagship infrastructure programme, the **Gqeberha Integrated HEALING HANDS NIGHT SHELTER AND GBV VICTIM CENTRE**.

The Shelter is a **100-bed, multi-purpose stabilisation facility** designed to address three urgent and interconnected challenges in Nelson Mandela Bay:

- Urban homelessness.
- Gender-Based Violence (GBV).
- Disaster and emergency evacuation centre.

The centre is not permanent housing. It is a **short-term stabilisation and reintegration engine** that moves people from homelessness, GBV crisis to safety, dignity, and independence, while providing the City with a permanent emergency shelter asset.

Total capital and Year 1 operational requirement: **R9,450,000**.

2. ORGANISATIONAL BACKGROUND

Healing Hands Community Project is a registered nonprofit organisation with **15 years of proven service delivery** in Nelson Mandela Bay.

Since 2010, HHCP has implemented integrated programmes in:

- Food security.
- Community Healthcare access.
- Homeless outreach and shelter support.
- GBV response and survivor protection.
- Skills development.
- Disaster relief.

This flagship centre consolidates existing, tested programmes into one compliant, city-aligned facility.

3. PROGRAMME PURPOSE AND VISION

Programme Name

Integrated Homeless Night Shelter and GBV Victim Support Centre.

Purpose

To transition HHCP from a response-and-relief model to an infrastructure-and-systems model by establishing a permanent hub that stabilises vulnerable populations and strengthens municipal capacity.

Vision

A safer, cleaner, and more resilient Nelson Mandela Bay where vulnerable people are supported through structured exits from crisis, not trapped in cycles of dependency.

4. PROBLEM STATEMENT

Nelson Mandela Bay faces a critical convergence of social pressures:

- Rising visible homelessness placing strain on social & legal Issues, health services, and economic & housing issues.
- Limited high-security emergency accommodation for GBV Victims in Nelson Mandela Bay..
- Lack of Supporting, ready-to-activate emergency shelters during floods, fires, or city-wide crises.

Current responses are fragmented and reactive. The city requires a **centralised, managed exit system** that restores dignity while improving urban stability.

5. FACILITY MODEL AND SERVICES

5.1 Facility Architecture (100 Beds)

Homeless Night Shelter Wing – 60 Beds

- Controlled intake through referrals and outreach.
- Maximum 90-day stay.
- Personal Development Plans focused on reunification, documentation, and placement.
- Target of **40% verified successful exits annually.**

GBV Crisis Safe Wing – 40 Beds

- Secure, confidential accommodation for women and children.
- Trauma-informed intake and care with our existing partners SAPS or Metro Police, Department of Social Development, Health and other players we have.
- Support for protection orders and legal referrals.
- Zero-tolerance safety protocols.

Disaster Management Mode

- Facility designed to comply with the Disaster Management Act 57 of 2002
 - Rapid activation as a Civil Protection Hub during declared emergencies.
 - Capacity for emergency shelter, feeding, and coordination.
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6. TARGET BENEFICIARIES

- Homeless adults seeking reintegration.
- Women and children escaping domestic violence.
- Communities displaced by disasters.

Estimated reach: **Up to 1,000 individuals annually** through short-term stabilisation and referral pathways.

7. SITE STRATEGY

Preferred Site

Aberdeens, Russell Road, Gqeberha.

- Asset under Mandela Bay Development Agency (MBDA).
- Proximity to CBD homelessness hotspot.
- Strong potential for urban renewal impact.

HHCP remains open to alternative city-owned properties that meet zoning and capacity requirements.

8. ALIGNMENT WITH GOVERNMENT PRIORITIES

The Shelter aligns with:

- Nelson Mandela Bay Municipality Integrated Development Plan (IDP)
- Spatial Planning and Land Use Management Act (SPLUMA)
- Disaster Management Act 57 of 2002
- Department of Social Development shelter norms

The project reduces pressure on City Homelessness crisis, GBV, SAPS, Metro Police, and health services by centralising social interventions.

9. COMPLIANCE AND POLICY FRAMEWORK

9.1 Safety and Security Policy

- Controlled access and 24-hour security.
- Mandatory safety verification for all residents.
- Clear separation between shelter wings.

9.2 GBV Survivor-Centred Care Policy

- Confidential intake.
- Trauma-informed support.
- Survivor choice and dignity prioritised.

9.3 Child Protection Policy

- Zero tolerance for abuse or neglect.
- Mandatory reporting protocols.
- Staff vetting and training.

9.4 Data Protection and POPIA Policy

- Informed consent at intake.
- Data shared only for safety, reunification, and statutory reporting.
- Secure data storage and limited access.

9.5 Code of Conduct

- Applies to staff, volunteers, and partners.
- Clear disciplinary and reporting procedures.

9.6 Incident Reporting Procedure

- Immediate response to safety or protection incidents.
 - Documentation and escalation protocols.
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10. OPERATIONAL MODEL

- Professional staff including social workers, shelter managers, security and implement a inter-organizational professional staff sharing and oversight system that will get DSD, Municipality, SAPS, Human Settlement be part of the centre team.
 - Structured daily routines and supervision.
 - Referral pathways with SAPS, DSD, clinics, and NGOs.
 - Clear entry and exit criteria.
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11. FINANCIAL MODEL

Total Requirement: R9,450,000

Startup Capital: R580,000

- Building repairs and upgrades.
- Beds and basic furnishings.
- Fire and health compliance.

Year 1 Operational Budget: R8,870,000

- Staffing and security.
- Meals and utilities.
- Programme delivery and reintegration services.

All donations qualify for **Section 18A tax-deductible receipts** and align with B-BBEE Socio-Economic Development spend.

12. MONITORING AND IMPACT

Key indicators include:

- Reduction in repeat homelessness.
- Successful family reunifications.
- GBV survivor safety outcomes.
- Disaster activation readiness.

Quarterly and annual reports will be provided to funders and government partners.

13. IMPLEMENTATION ROADMAP

- Formal engagement with MBDA and City planners.
 - Site audit and compliance assessment.
 - Finalisation of MOUs with SAPS and DSD.
 - Corporate and CSR funding activation.
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14. VALUE PROPOSITION FOR PARTNERS

For Nelson Mandela Bay Municipality

- Permanent emergency shelter asset.
- Reduced pressure on municipal services.
- Improved urban cleanliness and safety.

For Corporates and CSR Partners

- High-impact, measurable SED investment.
 - Strong governance and reporting.
 - Association with a 15-year trusted NGO.
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15. CONCLUSION

The Gqeberha Integrated Resilience Centre is not a concept. It is the logical next step of 15 years of proven service.

This flagship initiative offers Nelson Mandela Bay a managed, humane, and financially sound solution to homelessness, GBV, and disaster response.

Healing Hands Community Project is ready to partner with government and the private sector to deliver it.



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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Tel. 041 4065756* Fax. 041 4065756 * E-mail Hilary.gallant@ecdsd.gov.za

Enquiries: Ms. H.C. Gallant

Reference: NPO 081-252

Date: 30 September 2021

Sir/Madam

The Healing Hands Community Project has been operational since the year 2010. They are driving social change and empower the community with skills, knowledge and support needed to develop and create a better society for all. They have a soup kitchen that caters for people living and working on the streets in Central and surrounding areas and also have feeding programs in the Northern Areas, Walmer, New Brighton, Kwazakhele and Zwide. They have awareness programs for chronic illnesses, like HIV/AIDS, Tuberculosis and Cancer in various areas of the Metro.

They are involved with school gardening projects and Back to School projects. They donated backpacks, lunch boxes and juice bottles to 2 schools. They do have Water and Sanitation projects teaching people to save water and those that doesn't have access to water can collect and store. They pack and distribute food parcels to families in need, youth headed households and single mothers.

They provide Skills development and a Mentorship Program to develop and execute an organization's skills development strategy, advise the organization and employees on the National Skills Development Strategy. Their training services include the following training modules: Entrepreneurship; Soft Skills; Workforce readiness and Technical Skills. They have GBV Awareness Programs and also offer the necessary support. The victims of domestic violence and abuse are extremely vulnerable and as a result these services are prioritized by the Government.

Healing Hands Community Project is known at this Department for their valuable services within various communities in the Nelson Mandela Metropole. There is also positive cooperation between Healing Hands and other NPO's as well as the Department.

The NPO is not funded by the Department. They are registered with the National Department of Social Development, in terms of the Non-Profit Organizations Act.

"Building a caring society, together"

Therefore, the Department support their application for funding as it will enable them to keep on rendering their positive quality services.



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Ms. H.C. Gallant
NPO SECTION SUPERVISOR
WALMER COMMUNITY DEVELOPMENT CENTRE

Human Settlements

Your ref: NMBM

Our ref: Healing Hands Community Project

Date: 13/01/2026

Who deals with this: Ms E Potberg

Tel: +27 (0) 41 506 2404

PO Box 215, Port Elizabeth, 6000
Republic of South Africa

e-Mail: epotberg@mandelametro.gov.za

Letter of Motivation in respect of Healing Hands Community Project

Healing Hands Community Project is a partner and stakeholder of the NMBM for many years. They have membership on the Municipal Homeless/ Vagrant Steering Committee since 2018. Their outreach was particularly

- Shelter for Fire Victims and displaced persons
- Shelter for children found on the street
- Shelter for abused woman

In addition, Healing Hands provided food parcels, clothing and cleaning aids for the broader community when required by SDEA officials over the years

For the past few years, we have also received stationary items which we distributed to underprivileged communities

Healing Hands was particularly instrumental during 2020- 2021, when communities were affected by the Covid -19 pandemic. They assisted SDEA by providing weekly food parcels to Informal Settlements within the Metro and helped to alleviate the undue hardships people suffered

They are a Beacon of Hope to the community of Central, Richmond Hill, North & South End. They have served and helped Human Settlements SDEA without hesitation to the best of their ability with limited resources

Our office can confidently attest to Healing Hands Community Project selfless service and in order for them to continue their support to Human Settlements and the broader Municipality, they are in need of Funding

Yours in Service Delivery

Erika Potberg
Social Worker

Human Settlement – Social Development Education & Administration

Nationwide Treatment Centre SA

NPO Reg. Nr: 207-622/ Tax nr: 9858112171

063 090 7408 / 0762723804
ntcsa.org@gmail.com

Cnr. of Bell Road and Springbok Street
Gelvandale
Port Elizabeth
6020



05 January 2026

HEALING HANDS FOUNDATION

Dear Mrs M Bangaree

RE: LETTER OF SUPPORT

Nationwide Treatment Centre South Africa Board members and staff members herby would like to acknowledge Healing Hands Foundation for the sterling service they render in a much needed community. Thank you for your clothing, food and furniture donations during this time whereby community member are suffering. The beneficiaries highly appreciate it as most of them are unemployed. Once again thank you for always supporting our organization's projects as well.

We highly appreciate the working relationship with your organization. Working on different programmes with your Organization have been a worthy experience.

Should you need any further information please do not hesitate to contact Zarina Ghulam on 063 090 7408 /0762723804.

Kind Regards

Zarina Ghulam

Nationwide Treatment Centre South Africa

Director

Reference: HEALINGHANDS20260115/01

15 January 2026

To Whom It May Concern,

LETTER OF SUPPORT – HEALING HANDS COMMUNITY PROJECT

Healing Hands Community Project has been a valued partner of the Nelson Mandela Bay Municipality for many years and has served as a member of the Municipal Homeless/Vagrant Steering Committee since 2018.

Their contributions include:

- Providing shelter for fire victims, displaced persons, street children, and abused women
- Supplying food parcels, clothing, and cleaning aids to vulnerable communities
- Distributing stationery to underprivileged families

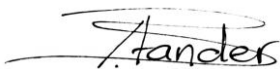
Healing Hands played a critical role during the COVID-19 pandemic (2020–2021) by assisting Human Settlements (SDEA) with weekly food parcels to informal settlements, alleviating severe hardships.

Whenever my office has requested assistance for a resident in need, Ms Banagaree has never hesitated to provide the requested support.

They remain a beacon of hope for communities in Ward 5 and beyond, consistently offering support despite limited resources.

Our office confidently endorses Healing Hands Community Project and strongly recommends funding to enable them to continue their vital work for Human Settlements and the broader municipality.

Faithfully,



TERRI STANDER
COUNCILLOR WARD 5



My reference / My verwysing	45/2/1
Enquiries / Navrae	Sgt TS Ramarou
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Email	RamarouT@saps.gov.za

OFFICE OF THE STATION COMMANDER
P/BAG 460
HUMEWOOD
EASTERN CAPE
PORT ELIZABETH

2026-01-16

The Department of Social Development
GQEBERHA

To Whom It May Concern

HEALING HANDS COMMUNITY PROJECT

We want to recommend the services that are provided by the Healing Hands Community Project to help women and children and young people classified as in need of care and protection.

We are able to see first-hand the valuable role that they play in the Community, ensuring children removed from abusive situations or found on the streets are given the holistic services that they need to fulfil their potential.

As such Centre helps children who might be at risk of being in conflict with the law.

SAPS Humewood work closely with the Organization which includes coming to conduct crime prevention awareness initiatives and assisting in cases when required. We also do screening of staff and volunteers involved in providing services at the Centre.

The Organization is also part of the CPF - Community Policing Forum and GBVF- Gender Based Violence and Femicide Steering committee at SAPS Humewood where various stakeholders engage in initiatives against GBVF.

As such we will continue to be involved and working closely with the Organization for the year ahead.

Yours sincerely

A handwritten signature in black ink, appearing to read 'TM Hlomza', written over a horizontal line.

BRIGADIER
STATION COMMANDER : HUMEWOOD SAPS
TM HLOMZA