



WELCOME TO

# Families Matter

*the newsletter*

## From the Director's pen ...

We have passed the halfway mark for 2025! Much has happened, and much can still happen. At FAMSA, we are celebrating every person who has the courage to walk through our doors, embarking on a journey of healing.

The highlight of our year so far was the Gender Based Violence Summit we held in June. This was a first of its kind for us and we are so glad we had this opportunity.

FAMSA is also celebrating three new additions to our family! We have Lydia, our new secretary, Nosi, our new VEP Social Worker and then we have Arielle, one staff member's newborn baby girl.

Congratulations to all three of you, you are most welcome!

FAMSA loves to present training, to arrange training and to attend training. Training is necessary to keep staff up to date with new developments, to stay motivated and to create an atmosphere for learning.

Our monthly CPD activities give opportunities to the counsellors to learn during two- or four-hour workshops about relevant topics that they encounter. We share with you our topics for the rest of the year.

We are looking forward to our annual Golf Day fundraiser @ Kingswood Golf Course on 28 August. We are so thankful for our main sponsor, PSG Insure, who has been supporting FAMSA for the past four years. We are proud to be associated with you! Everyone is welcome to participate in this event!

Regards  
Nicolette♥



## Our TEAM

FROM ALL WALKS OF LIFE,  
WE ARE FAMILY



Each one of our team members are fully qualified and ready to lend a helping hand where necessary.

### Left to right:

Nosikhumbuzo Gumenge,  
Human Coetsee, Yoliswa Mbebe,  
Selome Bennie, Lizl Lombard,  
Marinda Cilliers, Nicolette  
Buitendag, Anzel Heunis,  
Veronique Pietersen, Georgina  
Sekelanie, Miranda van Niekerk,  
Yvonne van Niekerk, Lydia  
Chitekwe

# Counselling – Yes, or No?

How busy are you? Just as busy as you think you are.

How content are you? Just as content as you think you are.

How happy are you? Just as happy as you think you are.

Do you agree? Is this true? Let us talk about perspective today. How I perceive and think about any situation depends on a few things. It can depend on prior experiences or pain, someone else's opinion, comparing yourself with others or your mental state. But it can also depend on your body, your hormones and illnesses. We are always looking at a situation from our point of view, not realising that there might, and most likely are, many other points of view with a possible different outcome. Sometimes we need to stop to assess our wellbeing. Sometimes, just sometimes, we need to listen to trusted others, who cares for us. Sometimes we need expert opinions or diagnoses from those who know. Sometimes we need to talk about it. At FAMSA, we like to listen to you!

We hear many different perspectives and opinions about what counselling is all about. Some are based on real life experiences, some are based on others' opinions or experiences, some are based on an expectation that might be unrealistic, some are based on fear of being vulnerable and being judged. Some are based on myths, and some are based on what I saw in the movies. Counselling is all about having the confidential, safe space to explore my challenges, to work through emotions that can paralyze me or hijack my thoughts, in order to get to a point of being open for other thoughts and to learn new skills. Counselling is not about someone else's opinion, prior experience, or advice. A good, trained counsellor will never tell you what to do. They will never take the responsibility of dealing with your challenge on their shoulders, but will help you to find your personal answer, through a journey, because counselling is not a quick fix, getting advice or someone else doing the work for you. This journey is where the growth and change happen, to get to the answer that will work best for you.

Working through trauma does not have a recipe and is not like a band aid. Dealing with pain and loss is never easy and to talk about it, is painful. The alternative is hiding or ignoring it, which cause much more damage, on the short and long run. It will keep you captive and influence you directly and indirectly, as well as your relationships and work. It can cause mental illnesses and break down your immune system. Dealing with this will have a positive outcome.

Be brave. Take responsibility. Change something, otherwise nothing will change. Do not wait too long. Take the first step. Phone, mail or WhatsApp for an appointment.

# CPD training opportunities:

This training is open for any professional who would like to add to their skills base. FAMSA can be contacted for more information.

Topic	Presenter	Date	Duration
Ethics in the workplace	Dr Ewald Crause	8 August	Workshop 4 hours
Laws and sexual offences	Gerda Marx	12 September	Group supervision 2 hours
Developmental disabilities	Dr Hetta v Niekerk	24 October	Workshop 4 hours
Negotiating suicide	Carmen Elliott	14 November	Group supervision 2 hours

## Block one and two Basic Counselling Course

FAMSA annually presents our Basic Counselling training, open for any member of the community, without prior knowledge, education or experience in counselling. This is a training that focus on the skills and knowledge needed in order to listen to others and to help them with basic challenges. Boundaries and what not to do in counselling are also addressed. This training takes place over a total of 8 days. Contact FAMSA if you are interested.



FAMSA Outeniqua's annual Basic Counselling training course over a period of 8 days 13-16 (May and 23 – 26 June 2025). We learned what counselling is all about, we learned new skills and wonderful tools we can use to help people. This was a life changing experience.



# Gender Based Violence Summit

The GBV summit was a dream that started more than a year ago. The aim and goal of the summit was born from the challenges and frustrations we encounter in service delivery and networking with other role players. The aim of the summit was to strengthen networks and enhance service delivery to victims of Gender Based Violence and to minimize secondary victimization. The different pillars in the National Strategic Plan for GBV guided us in inviting all the needed role players.

We put in many hours and also a lot of effort to make sure we invite the correct people and to motivate them to attend. We secured Fancourt as venue and catering sponsor, which also contributed to the success of the day.

The summit was in the form of a workshop, where role players first shared their own challenges and later shared challenges in the bigger network. Thereafter, we created an action plan together with time frames and responsible persons. We appointed a GBV champion who will oversee the action plan and make sure everyone adheres to the plan. We all signed a pledge and then we connected a chain as part of our commitment for better service delivery.

Through various sponsors, we could hand out a goody bag to all attendees

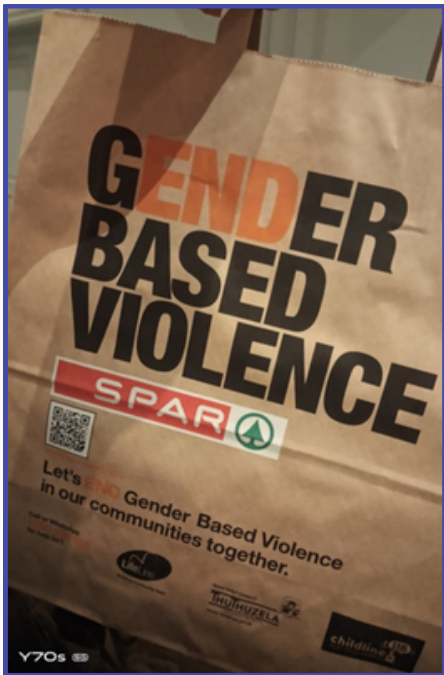
We received a lot of positive feedback after the event. The local newspaper published an article and the film production "In en om die Tuinroete" also conducted interviews with some of the organisers/presenters and attendees and shared it on their platform, with more than a 1000 people viewing the video. Here is the link: <https://www.facebook.com/share/v/1BxPRRDKnA/>

We feel that we have reached the goal of the summit and have a solid foundation to build on. Fancourt already indicated that they are willing to host our next summit, next year!

Since the summit we have built new networks and partnerships and are learning from each other. This is not a one-day event, but a every-day event, for each role player. Together we can and will and are making a difference.









# Staff wellness:

FAMSA Outeniqua received a sponsorship to invest in staff wellness in March this year. The staff and Famsa Board members were treated to a high tea in the beautiful garden of The Hawthorn hotel in George.

This was a wonderful opportunity for building bonds, relaxing, and enjoying the beautiful surroundings.

Marna Kleynhans, the founder of FAMSA Outeniqua in George, 40 years ago, spoke to the staff about the importance of taking care of themselves and giving their best for each other and for their clients.

A heartfelt thank you to our sponsor. Thank you for believing in us and being part of our journey.



# Our dreams....

Walt Disney: "If you can dream it, you can do it"

The logo for 'ReVived Threads' features the word 'ReVived' in a bold, green, sans-serif font, with the 'V' stylized. Below it, the word 'Threads' is written in a black, elegant script font.

We have a dream to start a thrift shop, to create a sustainable income for the organisation and to offer affordable clothing for men, women and children. We are launching our “Revived threads” shop on 1 November 2025 on the FAMSA premises at 68 Meade Street, George.

How you can help:

- If you have previously loved clothing and shoes, contact us to collect and add to our inventory
- Ask your family members, neighbours and colleagues to also do a “spring clean” and donate clothing to us
- Support our shop, you might be surprised
- Share this information about our thrift shop with others
- Buy a voucher to donate to your loyal car watch or worker as a Christmas gift

You can make a difference!





# New project loading....

Please spread far and wide and help us  
help others.

## ADOPT A FAMILY


**Give hope. Heal hearts.**

 Imagine changing a family's life for just R1000p.m  
 Many families can't afford counselling - but with your help, they don't have to go without.

### **What your R1000p.m provides**


- ✓ Counselling for a family in crises
- ✓ Support for mental health, grief and conflict
- ✓ Restored dignity and emotional well-being

You pledge R1000/month  
We match your contribution with a family in need  
You can request a Section 18A certificate

 **"You may not be able to help everyone, but  
you can help one family"**

FAMSA Outeniqua

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NPO Registration nr: 004/455

 **FAMSA Outeniqua**  
Families South Africa  
004-455-NPO

# PSG Olympus Outeniqua & FAMSA Outeniqua Jaarlikse Gholfdag 2024

Woorde is min, maar ons harte is vol dankbaarheid

Dit was 'n pragtige en suksesvolle dag en dis alles te danke aan die gemeenskap en besighede wat FAMSA Outeniqua ondersteun. Baie dankie aan ons hoofborg – PSG Insure (PSG Olympus Outeniqua • Markus Fourie) – wat hierdie pad al vir 5 jaar saam met ons stap. Sonder julle finansiële bydrae, maar ook julle hulp en leiding, is hierdie dag nie moontlik nie. Mag ons nog diep spore saam trap.

Baie dankie aan al ons ander ondersteunende borge sonder wie ons nie die dag kan aanpak nie. Aan elke speler, ons hoop julle het die dag saam met ons geniet! Sien julle volgende jaar  
Kontak PSG gerus vir enige finansiële raad: 086 999 0934 | [olympus@psg.co.za](mailto:olympus@psg.co.za)





# Baie dankie aan al ons lojale gholfdag borge!



**PSG & FAMSA Outeniqua Gholfdag**  
**28 AUGUSTUS 2025**



**HOOFBORG**



**ONDERSTEUNENDE BORGE**



HEROLD WINES



HAYCOCK MEYER  
ATTORNEYS



wonki ware  
Di Marshall Pottery



EAGLE LIGHTING

Kloppers  
expert



R.A.W. PROJECTS



FOODCO





# FROM OUR FACEBOOK PAGE: @famsaouteniqua

## How can parents help children to express their emotions in a healthy way?

### 1. Model healthy emotional expression

Children learn by watching adults. Show them how to express emotions in a healthy manner by talking about your own feelings, using "I" statements, and staying calm during emotional situations.

-Example: "I feel frustrated when things don't go as planned, but I can take deep breaths to calm down."

### 2. Teach emotion words

Help children build an emotional vocabulary so they can identify and express their feelings. Use age-appropriate language and give them words for different emotions (happy, sad, frustrated, anxious, etc.).

-Try using books or visual aids like emotion charts that show different faces and feelings.

### 3. Validate their emotions

Acknowledge their feelings, even if they seem small or irrational to adults. Let them know it is okay to feel what they are feeling.

-Example: "I can see you're really upset because your toy broke. That's hard."

### 4. Teach coping skills

Introduce coping mechanisms that help children deal with difficult emotions. This can include:

- Deep breathing exercises (e.g., "smell the flower, blow out the candle")
- Counting to 10
- Using a comfort object (like a stuffed animal)
- Drawing or journaling emotions (for older kids)
- Physical activities like jumping or squeezing a stress ball

### 6. Set emotional boundaries

While it is important to validate emotions, it is also necessary to teach boundaries. Let children know that while all emotions are okay, not all behaviours are. For example, it is okay to feel angry, but hitting someone is not.

-Example: "I understand you're angry, but we use our words, not our hands."

### 10. Encourage empathy

Help children understand that others have emotions too, and teach them to be empathetic. This can be done through play, stories, or asking them how others might feel in certain situations.

-Example: "How do you think your friend felt when you shared your toy?"



## *Article on the website Healthy Psych- "Helping humans become more human"*

### ***What is Anger?***

Everybody feels anger at different times, to varying degrees. It's simply part of the human experience. Feelings of anger can arise in many different contexts. Experiencing unjust treatment; hearing a criticism; or simply not getting what you want are but a few of the potential triggers. The experience of anger can range from mild irritation, to frustration, all the way up to seething rage. As a matter of fact, even boredom is a mild version of anger in the form of dissatisfaction with what is happening. While feeling anger is a natural part of being human, it's helpful to think about skilful ways to work with it that result in healthy living, rather than feelings of regret about what you said or did.

### ***Why is anger good sometimes?***

Without feelings of anger, we wouldn't take a stand against unfairness or injustice. Anger is an internal alarm that tells us something is not quite right. Unfortunately, however, as we see with a lot of our clients far too often, their anger has much more serious consequential factors influencing mainly their relationships, especially within their family or jobs/work environments. Anger certainly influences the way we feel about ourselves

### ***Anger is a Secondary Emotion***

What many people don't realize is that anger is a secondary emotion. What does this mean? Typically, one of the primary emotions, like fear or sadness, can be found underneath the anger. Fear includes things like anxiety and worry, and sadness comes from the experience of loss, disappointment or discouragement.

Feeling fear and sadness is quite uncomfortable for most people; it makes you feel vulnerable and oftentimes not in control. Because of this, people tend to avoid these feelings in any way they can. One way to do this is by subconsciously shifting into anger mode. In contrast to fear and sadness, anger can provide a surge of energy and make you feel more in charge, rather than feeling vulnerable or helpless. Essentially, anger can be a means of creating a sense of control and power in the face of vulnerability and uncertainty.

Let's look at a few examples. When anger arises between couples sometimes there's a fear of abandonment underneath. In these instances, it's a combination of fear and anticipatory loss that can fuel the anger.

Uncertainty – when you lack ample information and things feel amorphous – can also trigger anger. Why? Because uncertainty touches upon the "unknown," which tends to be scary for most people. Even boredom can generate anger or irritation because there can be a subtle sense of loss or fear associated with the experience of not engaging in something stimulating or productive.

While having some "sense of control" is correlated with greater emotional wellbeing, excessive desire for control only leads to suffering, as it's impossible to always be in control, especially of other people's behaviour.

### ***How to Work with Anger***

So, next time you're feeling anger – whether mild or strong – pause for a moment to check in with yourself and see if you can identify the primary emotion driving the anger. If it's hard to notice anything but the anger, start by exploring your thoughts, as those are what fuel all emotions. Keep in mind that the shift from a primary emotion like fear or sadness into anger mode is typically quite fast and unconscious. Feeling anger may be an ingrained habit for you, which means that it can take more time to identify the deeper thoughts and feelings that lie underneath.

By working with the fear, sadness, or both, you will develop more skillful ways of relating to your anger. For example, you may find that you have some unresolved grief or, you may notice that you feel scared about a certain outcome. That's good self-awareness and information for you to work with, as it involves addressing a deeper need than the anger.

By identifying the primary emotion, you can more easily determine the best course of action to resolve your problem. For example, you can figure out whether another's actions are truly unjust or simply a blow to your ego. Standing up for injustice, like protecting yourself or another from being taken advantage of or harmed, is rational. But, choosing to argue with somebody over something trivial is more about ego. Putting attention on the latter is a waste of energy that could be spent more wisely.

In summary, working with the underlying primary emotions is a way of decreasing habitual anger, cultivating more inner peace, and facilitating thoughtful action.



# *SELF CARE*



Years ago there was a mental health campaign, and its slogan was: Be your own best friend. I never forgot it, because to me, it captured the essence of what self care is all about: an essential part of our mental well being. Many of us grew up with the understanding of “Love your neighbour as you love yourself”. But if we look at all the tension and conflict in relationships and communities, there is a serious lack of love. Could this be because of a lack of self love? I don’t love others well because I do not love myself well? There is a world of difference between self-care, and being selfish or self-centered.

“Do unto others as you want done to you”. What would happen if we add “do unto yourself as you want others do to you”? Or: “Treat yourself as someone who loves you very much, would treat you”? Why is it so difficult to treat oneself with the love, respect and kindness we show others?

Self love results in better self care, and self care is important for our overall well being. But maybe the word self care is so often used that we don’t adhere to it any more, or perhaps do not even fully grasp what it means. The Global Self-Care Federation defines Self care as “the practice of individuals looking after their own health (all aspects of it) using the knowledge and information available to them....in collaboration with health and social care professionals as needed”. It is the practice of taking intentional actions to improve one’s physical, mental and emotional well being.

Self care is an ever changing and ongoing process, and there is no one size fits all recipe. In the next 3 articles, I am going to share some insights on the topic, focussing on:

- What self-care is NOT
- What self-care IS
- Healthy boundaries: The foundation of self-care



# MENTAL HEALTH AWARENESS

## **Can you define mental health?**

Mental health is the state you are in when your body and mind are collectively working together. A helpful way to think of it is that your brain working in a way to serve you well. The brain is always doing as much as it can with very few resources. And there is a limit. When your mental health is doing poorly, you can begin to feel as if you're spiraling or experiencing some type of disconnection in your world. That can ultimately lead to mental illnesses and leave an individual feeling stuck. I think it's easy to remember that, just as your car will need a tune-up, your brain will need to restore its resources as well.

## **How do you know it's time to seek help?**

Sometimes we don't know ourselves, but somebody close to us is aware that we need help. Sometimes, there's a colleague, a friend or a family member who sees you struggling. Other times, we can know it's time to seek help when daily life becomes challenging, even when stressors haven't changed. So, changes in eating habits, sleeping patterns and having intense emotions, such as anxiety or despair, are some key signs for people to watch for.

## **What are some barriers?**

I think that it's also important to acknowledge the stigma associated with mental health. We need to normalize seeking counselling and help, and be comfortable with speaking out about our struggles. There's also the issue of access and the difficulties in getting care. Your primary doctor is always a great resource. They can begin treatment with you or begin the referral process. It is also important to be aware that, while it can be difficult to get an appointment, the emergence of telehealth has made it much easier to see a provider.

## **Can your mental health change over time?**

For all of us, our mental health changes to help us adapt to the world around us. We can think of mental health as the sum total of mental, emotional and social resources available to meet the challenges the world throws at us. When our resources run low, we start to have symptoms or difficulties. Thus, the state of our mental health is always changing depending on the balance of resources and challenges. Research shows that most people will have mental health problems at some point in their lives; this is often not acknowledged when we try to think in terms of normal versus abnormal. The pandemic has made this clear to most of us. New research about mental health also reveals how tied our mental health is to our body.



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**MENTAL HEALTH**

**IS...**

- A part of everyone
- Something to look after
- Real and complex
- Really important

**ISN'T...**

- A sign of weakness
- All in your head
- Something you can just snap out of
- Always a negative thing
- Something to be ashamed of

**MENTAL HEALTH**

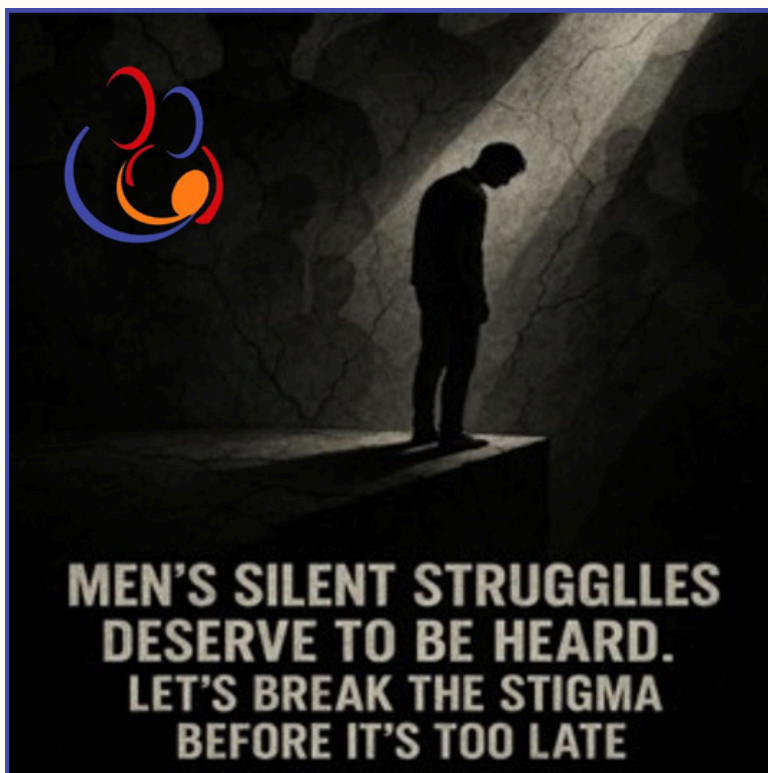
## *Challenges men face around mental health*

“What mental health needs is more sunlight, more candor, and more unashamed conversation.” – Glenn Close.

In previous articles we read about the societal and expectations and masculinity, how men are feeling pressured and taught to be the primary provider and to achieve success. Traditional norms regarding masculinity have taught men dominance, stoicism and self-reliance creating barriers to emotional well-being, ultimately discouraging men from seeking or expressing vulnerability without any judgement (Williams-Sims, 2025).

Mental health conditions under men might present themselves differently as compared to women. Depression may present with symptoms such as irritability, loss of interest, anger. Men are more likely to revert to the use of substances (alcohol and other) to cope with their mental health challenges (Medshield movement, n.d.). It has been reported that in the moment it might help, but does worsen their challenges in the long term. Research has shown that men’s mental health plays an important part in gender-based violence, as men who are struggling with depression, substance abuse, anxiety and many others are more likely to engage in violent behavior (Lillie, 2013).

Focusing on men’s mental health is addressing the underlying factors and contributors to things such as gender-based violence.



Opening up the conversation and providing men with the support that they need to reach out and face their challenges without any judgement, will allow us to work preventative in many different aspects of things we face in our country. Have the open and honest conversations, educate and spread awareness, address the inequality around gender norms with regards to mental health and above all else, create a safe space for them (Netcare plus, 2024).

# Wat is die moeilikste van 'n hersaamgestelde gesin?

Die **moeilikste deel van 'n hersaamgestelde gesin** verskil van gesin tot gesin, maar die meeste mense stem saam dat die **verhoudings tussen stiefouers, kinders en stiefbroer en – susters** die grootste uitdaging is. Hier is 'n bietjie meer detail:

## 1. Aanvaarding en vertroue bou en neem tyd

- Kinders aanvaar nie altyd die nuwe ouer of stiefbroers en – susters maklik nie.
- Hulle voel dalk lojaal aan hulle biologiese ouer en sukkel om 'n ander volwassene te vertrou of lief te hê.

## 2. Verskillende huisreëls en gewoontes

- Elke ouer het dalk voorheen ander reëls gehad – nou moet almal sukkel om saam nuwe reëls te volg.
- Dit kan lei tot konflik, frustrasie en misverstande.

## 3. Oneerlike behandeling – of die gevoel daarvan

- Kinders voel soms dat hulle nie dieselfde behandel word as ander in die gesin nie.
- Dit kan tot jalousie, hartseer of woede lei – veral as die nuwe ouer hulle nie soos hul eie kinders hanteer nie.

## 4. Kommunikasie is moeilik

- Mense in die gesin weet nie altyd hoe om oor hulle gevoelens te praat nie.
- Dit kan veroorsaak dat probleme opbou totdat daar groot rusies is.

## 5. Kontak met die ander ouer kan spanning bring

- As kinders nog gereeld hul ander biologiese ouer sien, kan dit emosioneel verwarrend wees.

- Daar kan ook konflik wees tussen die huidige en vorige ouers, wat kinders in die middel laat.

## 6. Dit vat lank om soos 'n regte gesin te voel

- Party mense verwag dat dinge vining sal voel, maar dit vat tyd, geduld en harde werk.
- Die gesin moet saam leer groei, mekaar aanvaar en liefhê.

## Wat is die belangrikste by die hantering van die kinders in 'n hersaamgestelde gesin?

Die belangrikste ding by die hantering van kinders in 'n hersaamgestelde gesin is om **geduld, begrip en liefde te hê**. Kinders gaan deur 'n groot verandering en dit vat tyd vir hulle om aan te pas.

Hier is die belangrikste begingsels:

### 1. Goeie Kommunikasie

- \* Luister regtig na wat kinders sê, selfs al stem jy nie saam nie.
- \* Laat hulle toe om hul gevoelens uit te druk sonder om gestraf of afgekeur te word.
- \* Wees eerlik, maar sensitief – kinders waardeur openheid.

### 2. Gee hulle tyd om aan te pas

- \* Moenie verwag dat hulle die nuwe stiefouers of broers dadelik sal liefhê nie.
- \* Laat die verhouding natuurlik groei. Vertrou en aanvaarding kan nie geforseer word nie.

### 3. Bou vertroue deur liefde en respek

- \* Stiefouers moet respek wys, eerder as om dadelik as “die nuwe ouer” op te tree.
- \* Wanneer kinders voel hulle word gerespekteer, begin hulle oopmaak en vertrou.

### 4. Wees regverdig met dissipline en aandag

- \* Moenie kinders van verskillende ouers bevoordeel of benadeel nie.
- \* Stel gesinreëls saam op waar almal se stem gehoor word – so voel kinders ingesluit.

### 5. Versterk die verhouding tussen kinders en hul biologiese ouer

- \* Moenie probeer om die ander ouer te vervang nie – ondersteun eerder die band wat reeds bestaan.
- \* Laat kinders weet dis oukei om steeds lief te wees vir hul ander ouer.

### 6. Skep 'n gevoel van veiligheid en behoort

- \* Kinders moet voel hulle is deel van 'n liefdevolle nuwe gesin – nie net 'n gas in iemand anders se huis nie.
- \* Skep saam tradisies, doen aktiwiteite en bou herinneringe as 'n nuwe gesin.

Slotsom:

**Die balans van genoeg aandag tussen jou en jou nuwe geliefde en jou/julle kinders is van kritiese belang.**

