



Annual Report

2025 - 2026

nicro 
FOR A SAFE SOUTH AFRICA

Our Vision

A world without crime and violence

Our Mission

To lead the way to ending crime



In a year of change, NICRO stood steady - guided by purpose, strengthened by resilience and carried forward by the unwavering belief that safer communities are possible.

This report reflects a journey of renewal, a reaffirmation of integrity and a quiet, powerful commitment to purpose, dignity and justice.

NICRO rises - with courage in its heart and the future in its hands.

Meet Our Board



Ms Lois Hardy
Chairperson



Ms Ellada Yerolemou
Vice-Chair



Ms Fanisa Lamola
Treasurer



Mr Method Gundidza
Vice-Treasurer



Ms Betzi Pierce *Exec
Director & Secretary*



The Honourable Judge
Nathan Erasmus
Director



Ms Lee Coetzer
Director



Advocate Deon
Ruiters
Director

A Message from the Chair

There are years in the life of an organisation that test not only its systems, but its spirit. This has been such a year for NICRO - a year that asked us to look inward with honesty, to act with courage and to move forward with clarity and conviction. And it is with deep pride that I can say: NICRO has risen to the moment.

What unfolded over the past twelve months was not simply a period of adjustment; it was a season of renewal. Through disciplined stewardship, thoughtful restructuring and a steadfast commitment to our mission, NICRO has rebuilt its stability and strengthened the foundation on which its future now stands. We have emerged more resilient, more focused and more aligned with the values that have guided us for more than a century.

A Year of Steady Hands and Strong Governance

Good governance is not only about oversight - it is about wisdom, steadiness and the courage to make decisions that honour both present realities and future responsibilities. This year, NICRO demonstrated all three.

The organisation undertook a careful process of financial stabilisation, ensuring that every resource was aligned with funded priorities and that NICRO could continue to operate with integrity and sustainability. Systems were strengthened, oversight deepened and a culture of accountability reaffirmed. These actions were not reactive; they were deliberate steps towards long-term health and organisational maturity.

The Board is proud of the leadership team for navigating this journey with transparency, discipline and unwavering commitment to NICRO's values.

The Heart of NICRO: Our People

Yet, beyond the numbers and the systems, it is the people of NICRO who carried this organisation through its most demanding moments. Across provinces, in courtrooms, communities and counselling rooms, our staff continued to serve with compassion, professionalism and extraordinary resilience.

They held the line when the organisation needed them most. They adapted, innovated and remained deeply connected to the individuals and families who rely on NICRO's support. Their dedication is the quiet force that kept NICRO's mission alive during a year of transition.

Service that Endures, Innovation that Expands

Even as NICRO restructured and recalibrated, our services did not falter. Diversion, crime prevention and reintegration programmes continued to reach thousands of individuals. Online service delivery expanded, enabling greater access and flexibility. Internal revenue-generating programmes grew in strength, becoming a vital pillar of NICRO's sustainability. This ability to maintain excellence while evolving reflects an organisation that is not only resilient but deeply rooted in purpose.

Looking Forward: A Future Built on Strength

NICRO enters the new financial year with renewed confidence. The organisation is financially steadier, operationally stronger and strategically positioned for growth. New partnerships are emerging, new opportunities are being explored and NICRO's voice continues to be recognised both nationally and internationally.

We stand at the threshold of a new chapter - one defined not by crisis, but by possibility.

A Word of Gratitude

To the Board: thank you for your leadership, your wisdom and your unwavering support throughout this year. Your guidance has been instrumental in steering NICRO through a period of profound transformation. To our staff: thank you for your courage, your heart and your commitment to the people we serve.

To our partners and funders: thank you for your trust and belief in NICRO's mission. Our heartfelt thanks go to the Department of Social Development, GBVF Response Fund, Heineken, Aware.org, Endangered Wildlife Trust, Community Chest Durban, Community Chest of the Western Cape, Masifunde Learning, Adriaan Carter Louw Trust, Carl and Emily Fuchs Foundation, the General Council of the Bar, LV and I Middleton Charitable Trust, PA Don Charitable Trust, Noakes Charitable Trust, South African Insurance Crime Bureau, Fulton Trust, the Nedgroup, Universal Beverages and the Victor Daitz Foundation.

And to the communities we walk alongside: thank you for allowing us to be part of your journey toward healing, safety and hope.

In Closing

This year has shown us that resilience is not simply the ability to endure - it is the ability to transform. NICRO has done exactly that. We step into the future with renewed purpose, strengthened integrity and a deep belief in the work that lies ahead. Together, we continue to build safer communities, restore dignity and create pathways to a more just and hopeful South Africa.

Lois Hardy
CHAIRPERSON

Overview of Services

A Year of Steady Impact, Renewed Strength and Lives Redirected

This year, NICRO continued to walk alongside individuals and communities at defining moments in their lives. Through our programmes, **11 625 people** received direct support, while **69 406 community members** were reached through awareness and prevention activities. Each number represents a life redirected, a family supported and a community strengthened.

It was a year shaped by resilience and quiet determination - a year in which NICRO not only sustained its impact but deepened it. As the organisation strengthened its foundations and renewed its systems, our services continued to offer hope, dignity and real pathways to change.

Helping People Choose a Better Path

Diversion remained the core of NICRO's work, making up **83,7% of all services** delivered. These programmes offer individuals - especially young adults - a meaningful alternative to the criminal justice system.

- **Only 1%** of clients returned for services.
- **85,7%** completed their programmes successfully.
- **Most offences reflected everyday pressures:** conflict, poverty, substance use and social strain.

Through structured, compassionate interventions, NICRO helped thousands of people step away from harm towards healthier futures.



Strengthening Communities, One Connection at a Time

NICRO's community crime and violence prevention work reached 1,754 people directly and tens of thousands more through outreach. These initiatives help communities build safety from the inside out - by strengthening families, supporting schools and equipping local leaders to respond to violence and conflict.

This work reflects NICRO's belief that safer communities are built long before a case reaches a courtroom.

Young People at the Centre of Our Mission

Youth aged 18 to 35 made up the largest group of clients this year. Through life skills, anger management, substance abuse interventions and economic empowerment programmes, NICRO helped young people reclaim their futures with confidence and hope. Their transformation is a reminder of why second chances matter.

Partnerships that Multiply Impact

NICRO's reach grew through strong, values-aligned partnerships that helped us extend our services and refine our models:

- **Heineken Harm-Reduction Training** supported safer choices and reduced alcohol-related harm.
- The **AWARE Responsible Driving Programme (Shifting Gears)**, now strengthened with AARTO behaviour-change principles, entered a new funding cycle and is proving hugely impactful.
- The **GBVF project in the Eastern Cape** concluded successfully, laying the foundation for growth into Mpumalanga and Limpopo.
- The **Masifunde Schools Project** continued to uplift learners and strengthen school communities.
- With the **Endangered Wildlife Trust**, NICRO delivered behaviour-change programmes for individuals involved in wildlife-related offences - an innovative step linking social justice and environmental protection.

These partnerships reflect NICRO's renewed strength and growing role as a leader in behaviour-change interventions across sectors.





Investing in People and Technology

NICRO's staff remain at the heart of our impact. Through ongoing training and digital tools such as our Client Management System and Learning Management System, we strengthened accountability, improved service quality and expanded access for clients across the country.

This investment ensures that NICRO's services remain strong, credible and future-fit.

A Year of Renewal and Steady Progress

Despite economic pressures and growing social needs, NICRO continued to deliver services that change lives and build safer communities. This year's achievements reflect an organisation that has not only stabilised but stepped forward with renewed purpose and strengthened integrity.

NICRO enters the next year ready to deepen its impact, expand its reach and continue offering South Africans the most powerful gift of all:

A real chance to change their story.

Betzi Pierce
EXECUTIVE DIRECTOR

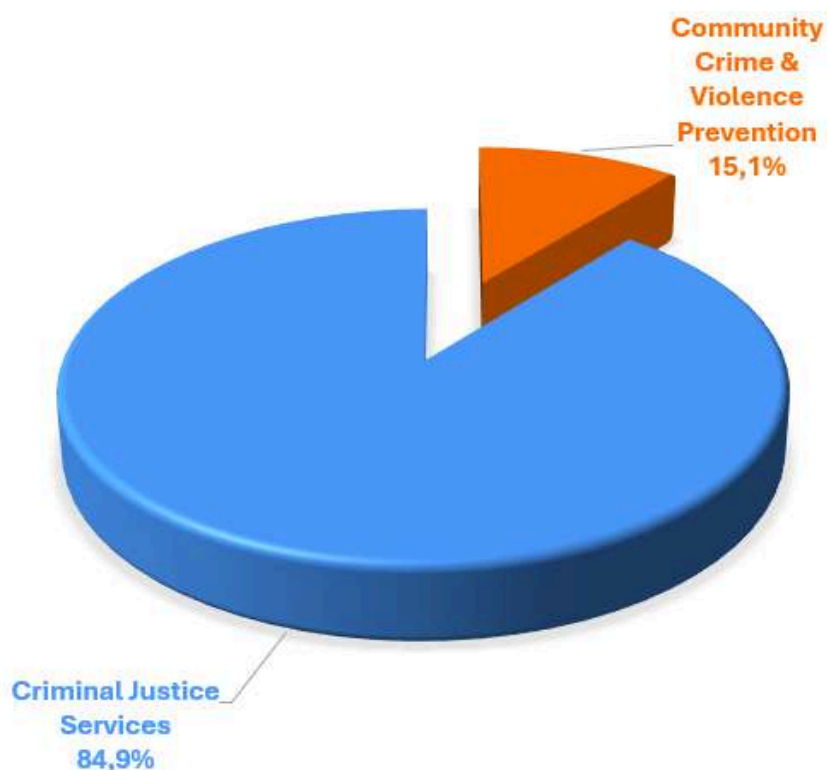


National Statistics: 2025 - 2026

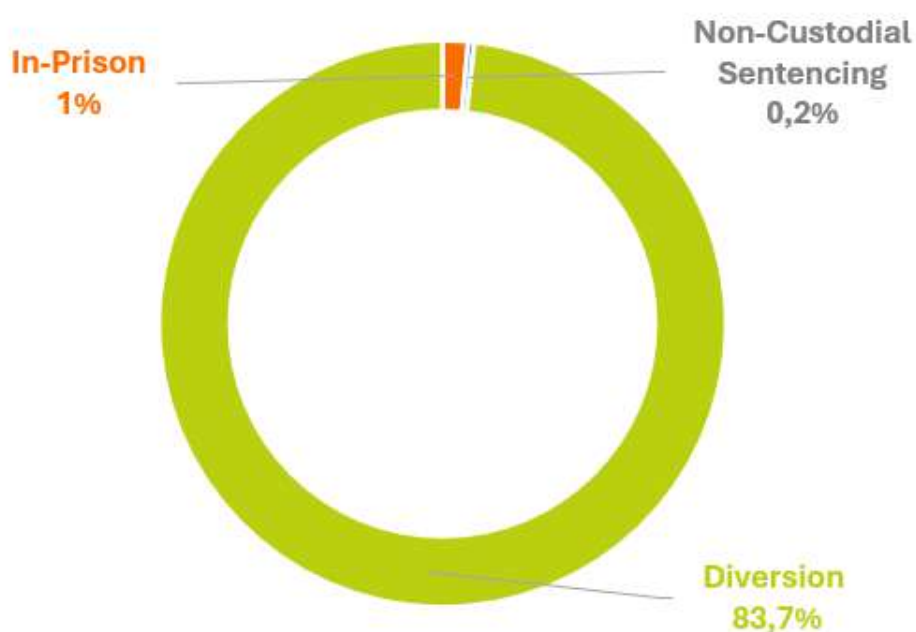
- NICRO's direct service delivery (both group-based and individual services) reached 11 625 beneficiaries who participated in tailored, specialised intervention programmes.
- Youth aged 18 to 35 years remain the largest client age group, making up 50,8% of all clients. Children younger than 18 years of age make up 12% of our clients.
- We reached an additional 69 406 people through community outreach and awareness-raising events.
- Cape Town, Soweto and Durban were the offices rendering services to the most clients.
- Diversion, which currently comprises 83,7 % of NICRO's service offering, remains our most utilised intervention.
- 1% of our beneficiaries are clients who had previously received services from NICRO (returning clients) while 10% had multiple offences prior to being referred to NICRO.
- 89% of beneficiaries referred to NICRO are first-time offenders.
- South African nationals account for 96% of all clients, followed by Zimbabweans and Mozambicans. We also served clients from Congo, Nigeria, Malawi, Lesotho, Ethiopia and South Korea.
- isiZulu is the most common home language of NICRO clients at 28%.
- The majority (99%) of clients do not report any disability. Of those who do, physical disability is more common.
- 94,5% of NICRO's beneficiaries hail from Black, Coloured, Indian and Asian communities.
- 73,9% of NICRO's beneficiaries were male.
- 39% of our clients have some form of employment, while 43% are unemployed.
- Common assault, at 18,2%, is the most common offence for which offenders were referred to NICRO.
- Theft, now down from 20% to 18,7% of all offences committed by clients primarily involved basic necessities such as food (43,12%), baby food, diapers, medicine, clothing and essential toiletries rather than luxury items.

Our Reach Across Services

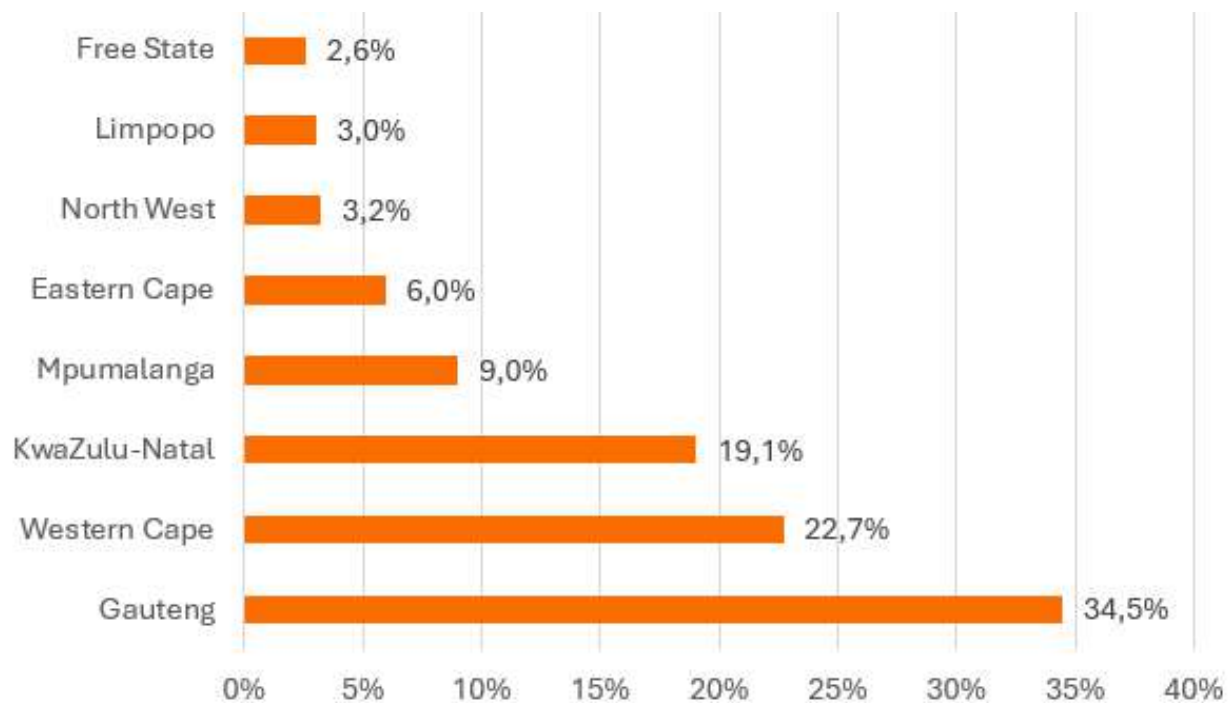
NICRO has two service streams: the Criminal Justice service stream and the Community Crime and Violence Prevention service stream, which account for the percentage of services as follows:



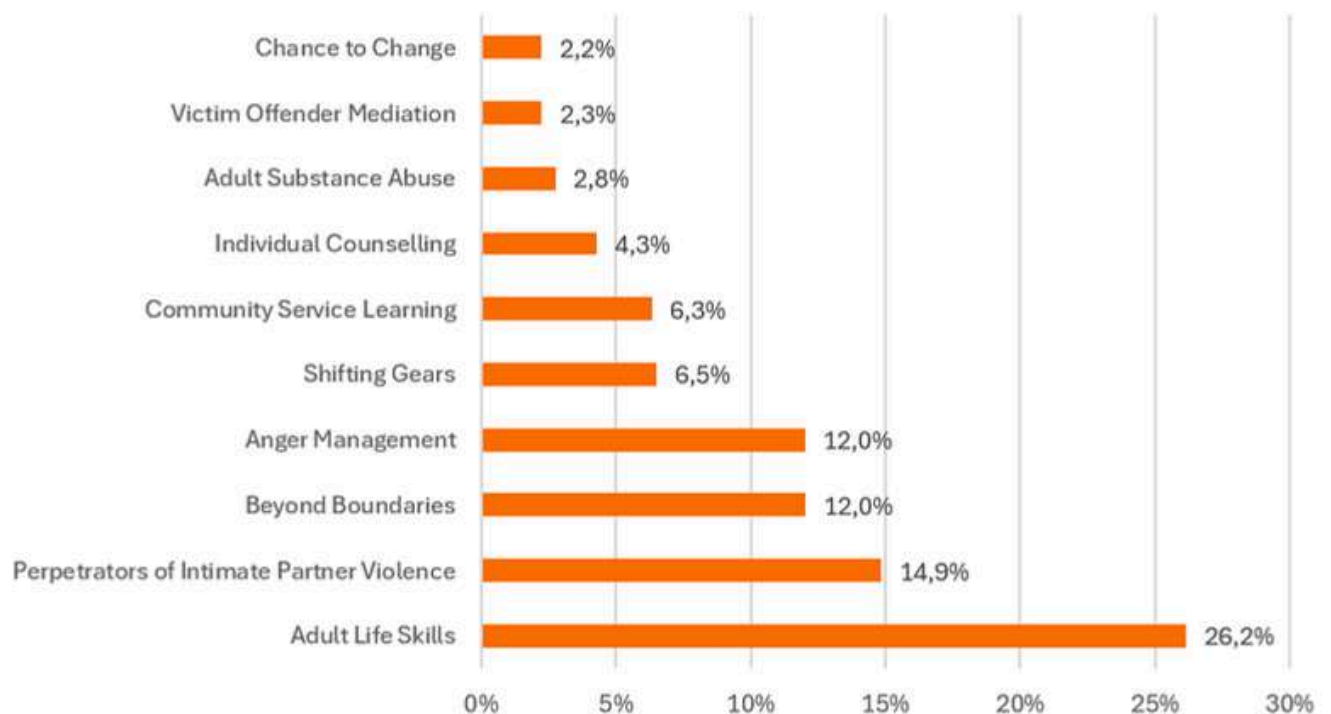
Criminal Justice Services in Context



Our Provincial Footprint



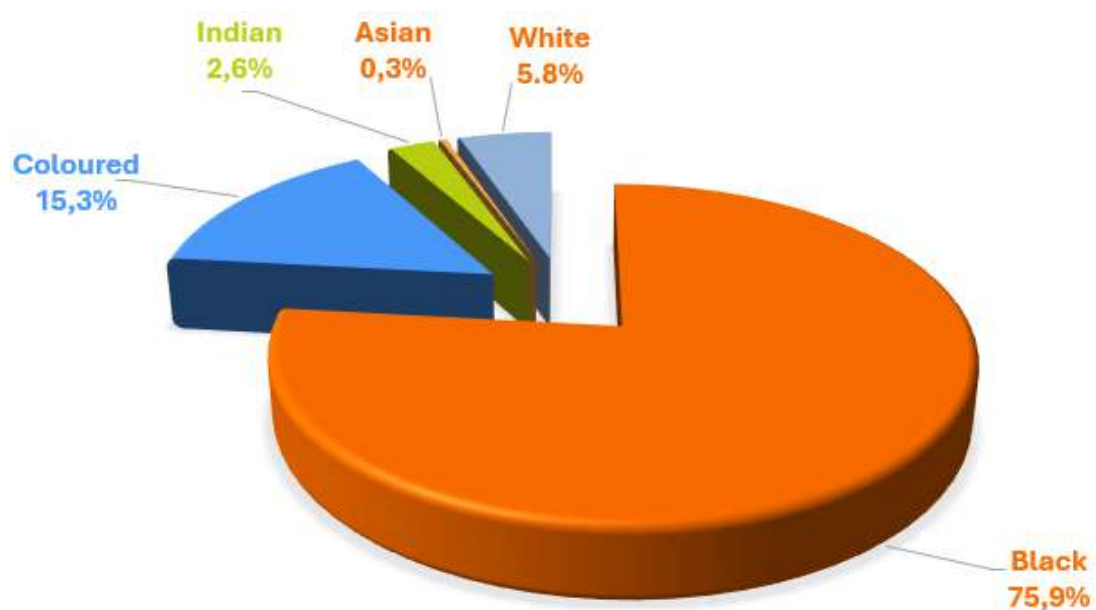
Our Leading Interventions



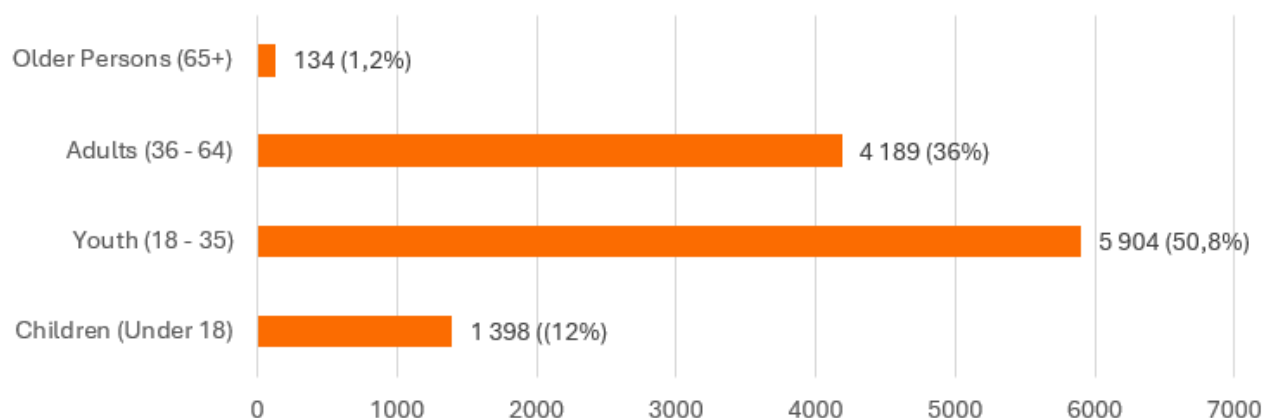
People Behind the Numbers: Gender



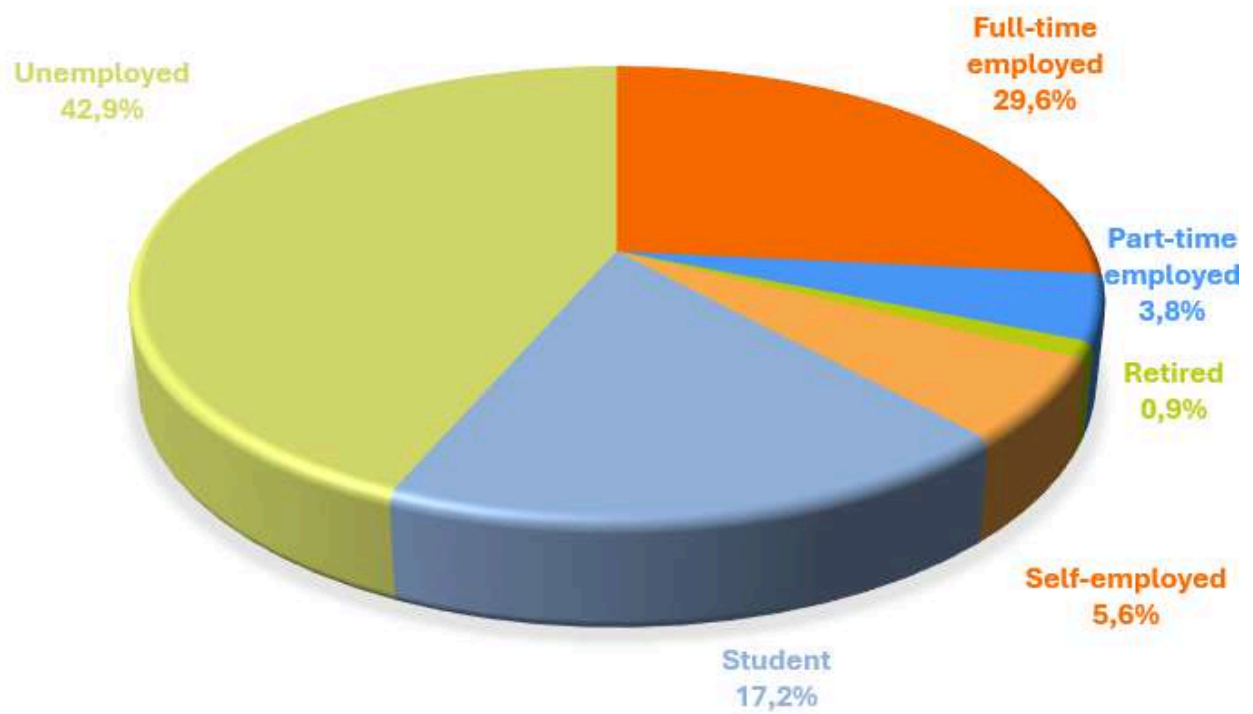
People Behind the Numbers: Population Groups



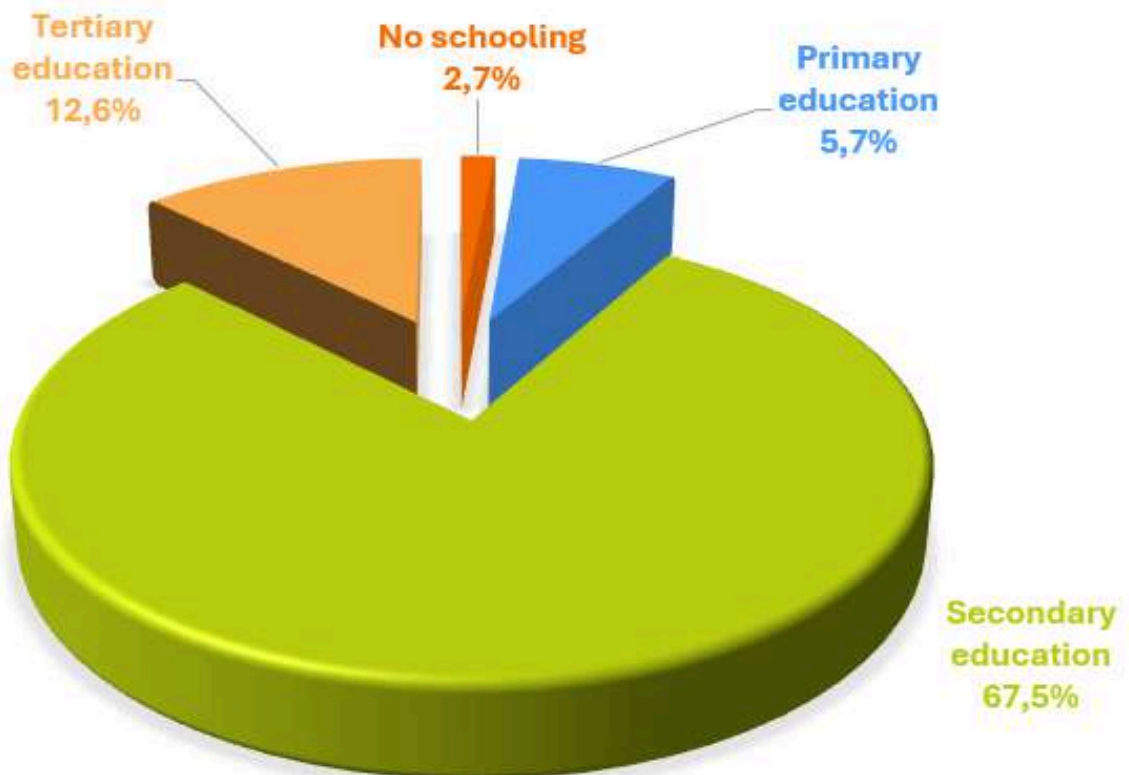
People Behind the Numbers: Age Profile



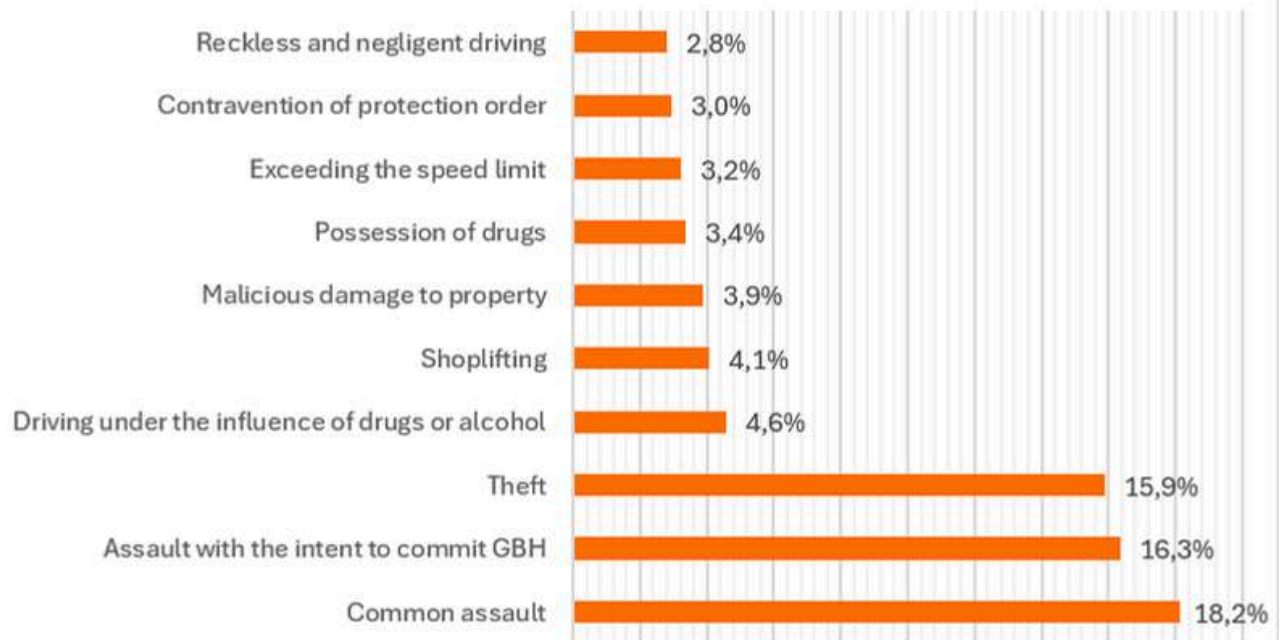
People Behind the Numbers: Employment Profile



People Behind the Numbers: Educational Attainment



The Most Common Crimes Behind Our Caseload



Human Resources

"People are not your most important asset. The right people are."

– Jim Collins

At NICRO, our people are the driving force behind every life transformed, every community strengthened and every opportunity for rehabilitation created. Their expertise, compassion and unwavering commitment enable us to deliver quality services across South Africa, often in demanding and complex environments. Throughout the 2025/2026 financial year, we remained committed to investing in our employees through wellness initiatives, professional development, leadership growth and career advancement.

Investing in Employee Well-being

Supporting the well-being of our employees remains a strategic priority. Through the Employee Assistance Programme (EAP) and Health4Me, staff had access to confidential counselling and support services to assist with family trauma, personal challenges and mental health concerns.

Recognising the emotionally demanding nature of social service work, specialised trauma support continued to be available to social workers and other employees exposed to difficult cases. Health4Me also introduced additional support services for employees during maternity, while ongoing wellness initiatives and responsible leave management promoted healthy work-life balance, resilience and sustained employee well-being.

Growing Skills and Leadership

NICRO continues to foster a culture of continuous learning and professional excellence. Social workers and social auxiliary workers have access to CPD-accredited training to support their ongoing registration requirements with the South African Council for Social Service Professions (SACSSP), while employees across the organisation continue to benefit from internal training through NICRO's Learning Management System.

Annual health and safety training ensures organisational compliance, and study leave opportunities enable employees to further their formal qualifications and expand their professional expertise.

Creating Opportunities from Within

Developing talent from within remains central to NICRO's people strategy. During the year under review, several employees progressed into more senior roles, reflecting the organisation's commitment to recognising potential, nurturing leadership and supporting long-term career growth.

Promotions included social workers advancing to supervisor and senior social worker positions, while one volunteer successfully progressed into a permanent social worker post. These appointments demonstrate NICRO's commitment to succession planning and creating meaningful opportunities for professional advancement.

Our People

As of 31 March 2026, NICRO employed 190 staff members across the organisation.

Position	Number of Employees
Executive Director	1
Department Managers	2
Area Managers	5
Supervisors	20
Provincial Coordinator	1
Social Workers / Counsellors	94
Social Auxiliary Workers	46
Finance Officers	2
Administration Staff	5
Office Assistants	14

Building a Strong and Resilient Workforce

During the reporting period, NICRO welcomed 40 new employees across its programmes and regions. A total of 49 employees exited the organisation, comprising 27 resignations, 12 retrenchments and ten dismissals.

The highest levels of staff movement occurred in Gauteng, KwaZulu-Natal and the Western Cape, with resignations remaining the primary contributor to employee turnover. Despite these challenges, NICRO successfully recruited suitably qualified professionals to ensure continuity of services and maintain organisational capacity.

Advancing Transformation

NICRO is proud to have achieved a **Level 1 B-BBEE** rating during the 2025/2026 financial year. This milestone reflects the organisation's ongoing commitment to transformation, inclusion and creating opportunities that contribute to a more equitable and empowered South Africa.

Strengthening Our Greatest Asset

The commitment, resilience and professionalism demonstrated by NICRO employees throughout the year ensured that vulnerable individuals, families and communities continued to receive high-quality services despite increasing pressures within the social justice sector.

As we look ahead, NICRO remains committed to creating a workplace where employees are supported, valued and empowered to thrive. By continuing to invest in wellness, leadership development and professional growth, we are strengthening our greatest asset - our people - and, in turn, enhancing our ability to create safer communities and transform lives.



Financial Overview

Building Financial Resilience

The 2025/2026 financial year marked a significant turning point for NICRO. Through prudent financial stewardship, disciplined cost management and a continued commitment to diversifying income, the organisation strengthened its financial position while remaining focused on its mission of creating safer communities through crime prevention, offender reintegration and restorative justice.

Despite ongoing economic uncertainty and increasing pressure on the non-profit sector, NICRO maintained service delivery across South Africa while implementing measures to improve long-term sustainability. These efforts resulted in a positive financial outcome that reflects both careful planning and the dedication of the Board, management and staff.

Income and Revenue

During the year under review, NICRO generated total revenue of R50,29 million, a modest increase of R607 625 in comparison to the previous financial year. Government grants and subsidies remained the organisation's primary source of income, contributing 80,7% of total revenue.

Importantly, NICRO continued to strengthen its diversified funding model. Revenue generated through clinical and training services amounted to R4,94 million (a significant increase of 31,4%), while corporate grants, donations from foundations and trusts, investment income, rental income and other self-generated revenue streams continued to make valuable contributions to the organisation's sustainability.

Income generated independently of government funding exceeded R9,7 million, demonstrating the success of NICRO's strategy to broaden its funding base and reduce reliance on a single source of income. The continued growth of the organisation's Business Development Unit and fee-based professional services reflect increasing demand for NICRO's expertise while creating additional resources to support programme delivery.



Responsible Financial Management

Total expenditure for the year amounted to R49,69 million, with staffing costs representing the largest investment at 70,2% of total expenditure. As a people-centred organisation delivering professional social work, counselling and community-based services, investment in skilled personnel remains fundamental to NICRO's ability to deliver quality programmes throughout South Africa.

Operational and programme expenditure continued to be carefully managed to ensure that resources were directed towards service delivery while maintaining sound governance and administrative oversight.

Through disciplined financial management and ongoing cost optimisation, NICRO concluded the financial year with a surplus of R1,598 million. This represents a significant improvement from the substantial deficits recorded during the previous two financial years and reflects the effectiveness of the organisation's financial recovery strategy.

Cash and cash equivalents increased by to R6 064 million at year-end while total assets rose to R28 053 million.

Strengthening Sustainability

The financial environment facing South African non-profit organisations remains challenging. Rising operational costs, increasing competition for donor funding and continued pressure on government resources require organisations to be both innovative and financially agile.

NICRO continues to focus on expanding and diversifying its income streams through strategic donor engagement, corporate partnerships and the growth of internally generated revenue. The continued expansion of clinical and training services has become an increasingly important contributor to financial sustainability, while ongoing donor research and relationship-building continue to create opportunities for future investment.

The organisation also remains committed to managing expenditure responsibly, leveraging investment income and ensuring that every available resource is directed towards achieving meaningful social impact.

Looking ahead, NICRO's funding priorities include securing additional programme funding to address the gap between government subsidies and the true cost of service delivery, while also attracting capital funding to modernise information technology infrastructure and replace ageing computer equipment that is essential to delivering efficient services nationwide.

Independent Assurance

The annual financial statements were audited by Forvis Mazars, whose independent auditors concluded that the financial statements fairly present NICRO's financial position, financial performance and cash flows in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities (IFRS for SMEs) and the requirements of the Companies Act of South Africa.

While the auditors highlighted a material uncertainty relating to the organisation's historical deficit and continued reliance on donor funding, this matter has been appropriately disclosed in the annual financial statements. Importantly, the auditors issued an unmodified audit opinion, reaffirming their confidence that the financial statements present a fair and accurate reflection of NICRO's financial affairs.

Looking Ahead

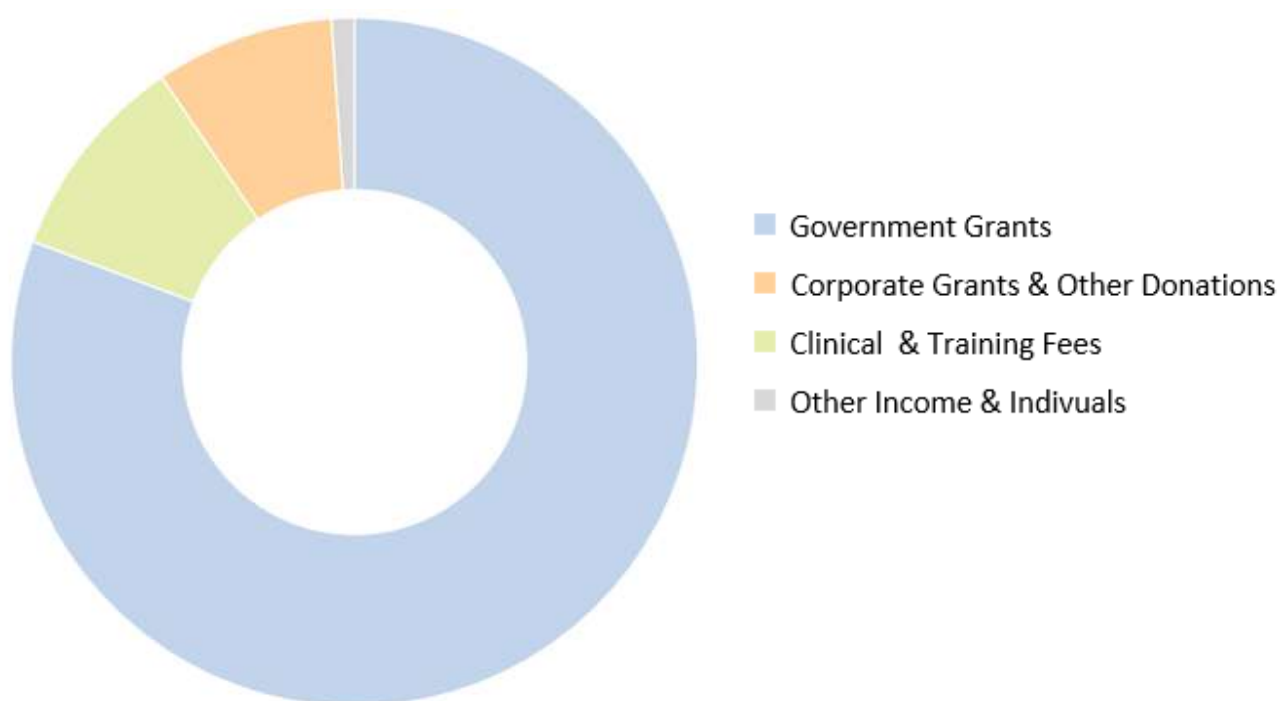
NICRO enters the new financial year on a considerably stronger footing than in the previous two years. The organisation's return to a surplus, continued growth in self-generated income and disciplined financial management provide a solid platform for future sustainability.

While the external funding environment remains uncertain and challenging, NICRO is well positioned to build on this momentum by strengthening donor partnerships, expanding revenue-generating services and continuing to invest responsibly in programmes that create safer communities and transform lives.

The financial progress achieved during the year demonstrates that careful stewardship, strategic leadership and a clear organisational purpose can together build a resilient foundation for long-term impact.



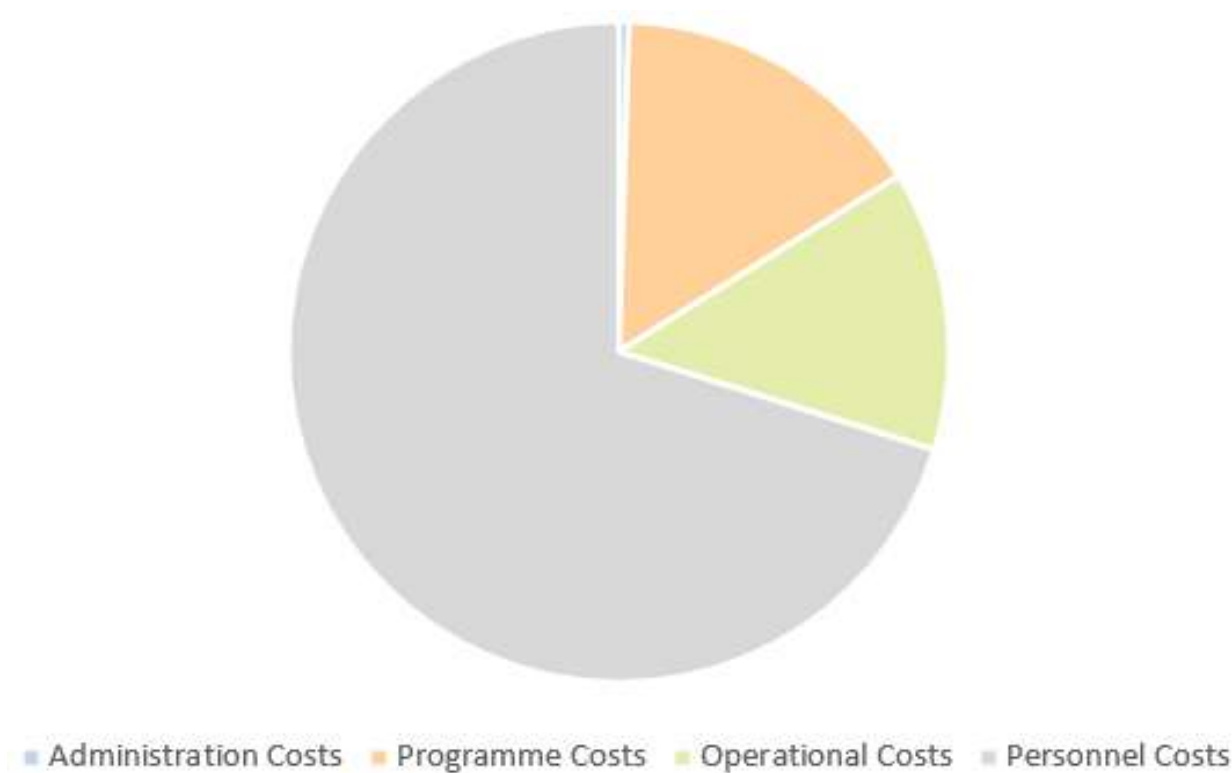
NICRO Revenue 2025 - 2026



NICRO Revenue	2026	%	2025	%
Government Grants	R40 585 096	80,7%	R40 582 221	81,7%
Corporate Grants & Other Donations	R4 231392	8,4%	R4 994 223	10,1%
Clinical & Training Fees	R4 940 532	9,8%	R3 759 706	7,6%
Other Income	R542 687	1,1%	R355 932	0,7%
Total	R50 299 706		R49 692 082	

Gains	2026	2025
Insurance Proceeds	R277 826	-
Profit on Disposals	R106 849	R49 091
Fair Value Gains/(Losses)	R1 663 937	R134 308
Interest & Investment Income	R 224 326	R17 32 441

NICRO Expenses 2025 - 2026



NICRO Expenses	2026	%	2025	%
Administration Costs	R251 065	0,5%	R433 849	0,8%
Programme Costs	R7 934 673	15,6%	R12 034 397	20,9%
Operational Costs	R7 000 934	13,7%	R7 729 652	13,4%
Personnel Costs	R35 788 195	70,2%	R37 352 794	64,9%
Total	R50 974 867		R57 550 692	

Business and Development Unit

Expanding Our Reach and Driving Innovation

NICRO's Business and Development Unit continued to grow and innovate during the year under review, expanding both its reach and impact through technology, strategic partnerships and public engagement.

Through our online service delivery model, we successfully onboarded new courts in Grabouw, Knysna and the Parow Regional Court, extending access to professional social work services within the justice system. Our centrally managed social media platforms also continued to grow steadily, with increasing engagement and follower numbers across Facebook, Instagram, LinkedIn, X and TikTok, significantly enhancing NICRO's visibility and strengthening public awareness of our work.

In the corporate wellness space, we continued our partnerships with the 12 Apostles Hotel and Spa and Taj Hotels, providing employee wellness services that support staff well-being. We also secured our first fee-for-service agreement with a local high school, marking an important step towards diversifying income while expanding our prevention programmes.

Additionally, the unit coordinated several high-impact national initiatives, most notably the Fighting the Fury Youth Month campaign, reinforcing NICRO's commitment to youth empowerment, emotional well-being and crime prevention across South Africa.

The Specialised Services Unit comprises the manager, three registered counsellors, three social auxiliary workers and an administrator. Given the significant role that online service delivery plays within the unit, a substantial portion of the Monitoring and Evaluation Consultant's time is also dedicated to supporting this work.



Fighting Fury Workshop participants

In Celebration of Our Fine Achievements

The Business and Development Unit played a pivotal role in strengthening NICRO's national profile through strategic media engagement, innovative partnerships and impactful public awareness campaigns. As the driver of NICRO's media outreach, the team secured numerous media interviews throughout the year and regularly participated in radio discussions on stations including CapeTalk and Smile FM, helping to raise awareness of crime prevention, rehabilitation and social justice issues.

The team's standout achievement was undoubtedly the Fighting the Fury Youth Month campaign, which engaged young people on the causes and consequences of anger while equipping them with practical anger management skills and healthy coping strategies. Young people from Homestead in the Western Cape participated in the campaign, benefiting from a range of interactive activities despite the initiative having no dedicated funding.

Through effective partnership-building, the team secured the support of the West Coast Korean Martial Arts Centre, whose instructors generously volunteered their time to teach self-defence techniques at no cost to NICRO. We are also deeply grateful to Hendricks Harmse Attorneys for their generous support.

Founder and Director Bruce Hendricks addressed participants on the destructive impact of uncontrolled anger and encouraged them to become positive role models within their communities.



Attorney Bruce Hendricks from Hendricks Harmse Attorneys addresses youth during the Fighting the Fury campaign

Additional Highlights from the Year under Review

- BWRT South Africa generously sponsored BrainWorking® Recursive Therapy (BWRT®) Level One training for the Unit Manager, enabling NICRO to further strengthen the quality and effectiveness of its counselling services.
- The team coordinated and facilitated a series of responsible drinking workshops across the Western Cape, Gauteng and KwaZulu-Natal, promoting healthier choices and reducing alcohol-related harm.
- A local high school fully funded NICRO's delivery of the Brighten My World life skills programme for adolescents, marking the organisation's first fully paid educational intervention of this nature.



A NICRO responsible drinking workshop in action

Measured Praise that Validates Our Impact

"Thank you for the assessment and completion report rendered on such short notice and under considerable pressure. The prosecution accepted your report and has since withdrawn the matter, which the Court agreed to. Thank you for your assistance and professionalism throughout."

~ Advocate

"My experience with NICRO has truly been life changing. At a time when I felt lost and uncertain about my future, they provided not only guidance but genuine care and support. Through their programmes, I was given the tools, understanding and confidence I needed to rebuild my life."

NICRO didn't just focus on my past; they helped me see a future where I could grow, contribute and rejoin society in a healthy and meaningful way. They didn't define me by my mistakes. Instead, they helped me heal from the trauma that led to them and gave me the tools to take responsibility for my future."

Today, I feel more grounded, self-aware and hopeful than I ever thought possible, and I'm incredibly grateful for the role they played in my journey."

~ Client

"Thank you – you always go the extra mile. You are an absolute star."

~ Court Official

Forging the Future

Looking ahead, the Business and Development Unit aims to expand its employee wellness services by forging new partnerships with corporate organisations and the hospitality sector. The team also intends extending its court services to additional outlying courts, ensuring that more people have access to justice-related social work interventions and professional mental health support.



Monitoring & Evaluation

Using Data to Drive Better Outcomes

At NICRO, monitoring and evaluation is more than measuring outputs - it is the engine that drives continuous learning, innovation and improved service delivery. By collecting, analysing and applying evidence, we strengthen our programmes, demonstrate accountability to our stakeholders and ensure that our interventions continue to respond to the evolving needs of the communities we serve.

A Growing Evidence Base

NICRO's Client Management System now contains records for more than 60 000 individuals, providing one of the organisation's most valuable assets. This extensive dataset enables us to identify trends, measure programme outcomes, monitor service delivery and generate reliable statistics that inform organisational planning, reporting and programme development.

Expanding Access Through Technology

Our digital service platforms continued to extend NICRO's reach during the year under review.

- **NICRO Online**

A total of 1 589 participants successfully completed online programmes during the reporting period, with Shifting Gears remaining our most frequently accessed intervention.

NICRO Online now hosts 14 client programmes alongside 14 professional development courses, four of which are accredited by the South African Council for Educators. These online learning opportunities continue to make evidence-based interventions and professional training more accessible across South Africa.

• YoMobi Microlearning

As part of our Community Crime and Violence Prevention service, NICRO provides free, open access microlearning through the YoMobi platform, enabling anyone to access practical educational resources at no cost. During the year, 105 programmes were completed through YoMobi, and four new learning modules were introduced:

- Men's Empowerment
- Women and Girls' Empowerment
- Mental Well-being
- Behavioural Activation

These bite-sized learning opportunities allow individuals to engage with important topics in a flexible and accessible format.

• NICRO WhatsApp Communities

NICRO continued expanding its digital community engagement through four dedicated WhatsApp channels serving:

- Youth
- Men and boys
- Parents
- Practitioners

Practical resources, guidance and well-being information are shared twice weekly across these channels. Membership increased by 80%, growing from 225 members in April 2025 to 406 members by March 2026. The Men and Boys channel was launched during International Men's Day in November 2025, creating an additional platform to promote healthy masculinity and positive behavioural change.

Free Resources for Communities

NICRO continues to expand its freely available online resource library as part of its commitment to community crime and violence prevention. More than 5 000 workbooks were downloaded from our website during the year, covering topics including:

- Life skills
- Mental well-being
- Parenting
- Substance abuse
- Work and education



To respond to emerging needs, the following new resources were added:

- Retirement Workbook
- Hobbies and Interests Workbook
- Carrying the Weight Workbook
- Postpartum Anxiety Workbook
- Substance Abuse Workbook
- Anger Management Workbook
- Tracing the Pattern Workbook
- Healthy Attachments Workbook
- Toxic Relationships Reader
- Healthy Boundaries Reader

Strengthening Our Interventions

Continuous programme development remains central to NICRO's commitment to evidence-based practice. During the reporting period, five new interventions were developed:

- Firearms and Ammunition Offences Workbook
- Shoplifting and Theft Workbook
- Parenting in High-risk Communities Programme
- Grooming Guide
- Lionheart Programme

These new resources ensure our programmes remain relevant, responsive and aligned with emerging social challenges.



Measuring what Matters

Throughout the year, the Monitoring and Evaluation Unit completed a comprehensive programme of research, evaluations and organisational reporting to assess programme effectiveness, measure client outcomes and guide continuous improvement. Key monitoring and evaluation activities included:

- Adult Diversion Report
- Adult Life Skills Evaluation
- Anger Management Evaluation
- Beyond Boundaries Evaluation
- Client Focus Groups
- Client Satisfaction Survey
- Client Testimonials
- Community Service Learning Evaluation
- Driving Offences Report
- Fatherhood Programme Evaluation
- Historical Dataset Analysis
- Learning Management System Evaluation
- Perpetrators of Intimate Partner Violence Evaluation
- Positive Masculinities Evaluation
- Safer Schools Safety Ambassadors Programme Evaluation
- Annual Service Statistics Report
- Shifting Gears Evaluation
- Stakeholder Focus Groups and Satisfaction Survey
- Substance Abuse Report
- Theft Report

Together, these activities provide the evidence needed to continually refine NICRO's services, strengthen programme quality and demonstrate the measurable impact of our work to funders, partners and the communities we serve.





NICRO Eastern Cape

Restoring Hope, Building Lives

Throughout the year under review, NICRO Eastern Cape continued to demonstrate that rehabilitation begins with an unwavering belief in human potential. Working within correctional centres and youth justice centres across the province, the team delivered programmes designed to support successful reintegration and reduce re-offending.

Through the implementation of a comprehensive reintegration strategy, NICRO addressed the social, behavioural and economic factors that often contribute to repeat offending. By promoting accountability, healing and personal growth, the Eastern Cape team empowered both young people and adults to rebuild their lives and become active contributors to their families and communities.

In doing so, they helped lay the foundation for safer communities and a more restorative justice system.

A Team Committed to Change

NICRO's East London office comprises a social work supervisor and two social workers, while the Gqeberha office consists of a social work supervisor, five social workers and two support staff. Together, these dedicated teams provide services across the province, supporting individuals on their journey towards positive change and reintegration.

Building Skills, Creating Futures

Skills development programmes were implemented at four youth justice centres across the Eastern Cape, equipping young people with accredited artisan skills in barbering, welding, tiling, bricklaying and plumbing.

These practical, marketable skills provided participants with more than employment opportunities; they offered hope, confidence and a renewed sense of purpose. As the programmes progressed, many participants demonstrated significant growth in self-esteem and motivation, expressing optimism about their ability to earn an income, support their families and build productive futures.

By creating pathways to economic participation, these initiatives play an important role in reducing the risk of re-offending and promoting long-term reintegration.

Creating Pathways to Economic Independence and Life Beyond Incarceration

Incarcerated individuals at North End, St Albans and East London Correctional Centres participated in NICRO's Economic Opportunities Programme, which equips participants with the knowledge and skills needed to identify and pursue income-generating opportunities following their release.

For many participants, completion certificates represented far more than recognition of attendance. They became symbols of commitment to personal growth and positive change, providing tangible evidence to parole boards of participants' willingness to break the cycle of offending and embrace new opportunities.

Repairing Harm, Restoring Relationships

Restorative Justice programmes were facilitated with incarcerated individuals at North End and East London Correctional Centres, as well as young people residing in youth justice centres. Through these interventions, participants were encouraged to confront the consequences of their actions, take responsibility for the harm caused and engage in meaningful dialogue aimed at repairing relationships.

Many participants reported experiencing a profound shift in how they viewed themselves and their future. Rather than being defined solely by their offences, they felt heard, respected and supported in their efforts to make amends. The programmes strengthened participants' problem-solving and communication skills while fostering accountability, empathy and personal responsibility.

These outcomes contribute significantly to successful reintegration by helping participants rebuild relationships with family members and reconnect with their communities.



Completing programmes that pave the way for brighter futures

Raising Voices Against Gender-based Violence

Addressing gender-based violence and femicide remained a priority throughout the year. Through funding from the GBVF Response Fund, NICRO Gqeberha implemented a range of initiatives within the hotspot community of KwaZakhele.

These interventions included community awareness campaigns, fatherhood programmes and positive masculinity workshops aimed at engaging men and boys as agents of change. By challenging harmful gender norms and promoting healthy relationships, the programme contributed to community efforts to prevent violence and build safer environments for women and children.

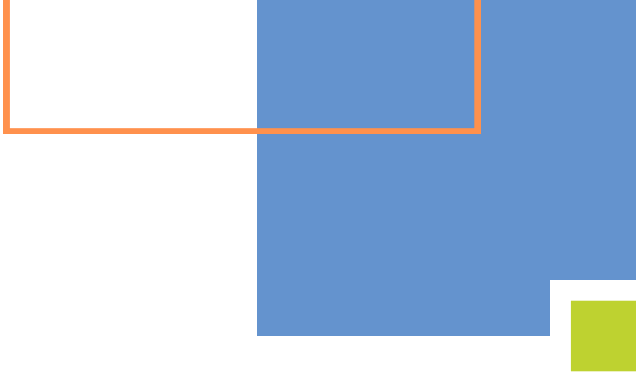
Looking Ahead, Expanding Opportunities for Change

In the coming year, NICRO Eastern Cape will continue to expand and diversify its skills development initiatives for young people in youth justice centres and child and youth care centres.

By identifying innovative training opportunities aligned with labour market demands, NICRO aims to further strengthen pathways to employment, economic independence and successful reintegration.



Promoting responsible fatherhood as a pathway to positive change at a correctional facility in Port Elizabeth



Paying Tribute to our Valued Partners

NICRO Eastern Cape gratefully acknowledges the support of the following partners and funders:

- Eastern Cape Department of Social Development for funding the Offender Reintegration Project.
- GBVF Response Fund for supporting gender-based violence prevention initiatives in Gqeberha.
- Department of Correctional Services for its ongoing partnership and support.
- Skills development partners including Uluntu Training Academy, Border Training Centre and Headsmart Academy.
- Department of Education for facilitating access to schools for crime prevention and awareness programmes.
- Government departments, NGOs and community organisations whose collaborative efforts continue to strengthen crime prevention and reintegration initiatives throughout the province.

A Story of Transformation - from Youth Offender to Skilled Artisan

When "Sipho" enrolled in a bricklaying skills development programme at a youth justice centre, he faced an uncertain future. Like many young people in conflict with the law, he lacked opportunities, confidence and a clear vision for what lay ahead.

Throughout the programme, Sipho demonstrated determination, resilience and a strong commitment to learning. As his technical abilities developed, so too did his confidence and sense of purpose. In addition to bricklaying skills, he acquired essential workplace competencies including teamwork, communication and time management.

Upon successfully completing the programme, Sipho secured employment with a local bricklaying company. For the first time, he had access to a legitimate source of income and a pathway towards long-term personal growth.

Employment provided financial stability, but perhaps more importantly, it restored his dignity and self-worth. Today, Sipho is no longer defined by his past mistakes. Instead, he is building a future for himself and contributing positively to his community - demonstrating the life-changing impact that opportunity, support and skills development can have in a young person's life.



NICRO Free State

Small Team, Lasting Impact

Despite being one of NICRO's smallest provincial teams, the Free State office continued to deliver an impressive impact across Mangaung during the year under review. Through determination, professionalism and a deep commitment to community safety, the team successfully achieved all its strategic targets.

From providing diversion services within the criminal justice system to implementing safer schools' initiatives and behaviour change programmes in vulnerable communities, the team demonstrated that meaningful change is not measured by size, but by impact. Their dedication to rehabilitation, prevention and community empowerment continues to contribute to safer and more resilient communities throughout the province.

A Team Dedicated to Change

The Free State office comprises a social work supervisor, two social workers, one social auxiliary worker and one support staff member. Together, this dedicated team delivers a wide range of services aimed at preventing crime, strengthening families and supporting positive behavioural change.

Developing Tomorrow's Leaders Today

NICRO Free State made significant strides in developing youth leadership through the implementation of the Safer Schools Safety Ambassador Programme at Tsosetso High School, Moemedi High School and Atlehang Secondary School.

The programme equipped learners with the confidence, leadership skills and emotional intelligence needed to become positive role models within their schools and communities. As Safety Ambassadors, learners now serve as an important bridge between their peers and school management, promoting accountability, mutual respect and a culture of safety.

The initiative has empowered 60 young leaders to take ownership of creating safer school environments while fostering a strong sense of civic responsibility. Ongoing mentorship will ensure the sustainability of the programme and support these young leaders as they continue to inspire positive change among their peers.

Strengthening Fathers, Strengthening Communities

Through targeted behaviour change interventions, NICRO Free State engaged fathers and male caregivers in programmes designed to strengthen parenting practices, family relationships and community well-being.

Fatherhood and Positive Parenting programmes created safe spaces for participants to reflect on their roles within their families and communities. Participants were encouraged to move beyond harsh disciplinary approaches and embrace positive, supportive parenting practices that promote healthy child development and stronger family bonds.

By strengthening relationships within the home, these programmes contribute to safer communities and position men as active partners in crime and violence prevention efforts.

Building Community Capacity for Crime Prevention

NICRO expanded its community-based prevention efforts through the delivery of an intensive five-day Integrated Crime Prevention Strategy training programme in Bochabela.



Training local change-makers to lead crime prevention initiatives in Bochabela

Expanding Positive Change

During the coming year, NICRO Free State aims to expand its behaviour change programmes into additional high-risk communities across Mangaung, extending the reach and impact of interventions that strengthen families, prevent crime and promote positive social outcomes.

Partners in Creating Change

NICRO Free State gratefully acknowledges the support of the following partners and funders:

- Free State Department of Social Development for its continued financial support.
- Department of Justice, National Prosecuting Authority and Judicial Inspectorate for Correctional Services for referrals and ongoing collaboration.
- Community-based organisations, non-governmental organisations and government departments for their valuable partnerships.
- Department of Education for providing access to schools across the district.

From Trauma to Triumph

When 22-year-old "Thabo" was referred to NICRO by the local Magistrate's Court following a theft offence, he appeared to be another young person caught in the cycle of crime. However, behind the offence lay a history of unresolved trauma, loss and instability.

During the assessment process, NICRO's social worker identified the significant challenges that had shaped Thabo's life. Struggling to cope with childhood trauma, he had turned to substance abuse and, ultimately, criminal behaviour.

Through NICRO's counselling programme, Thabo began a journey of healing and self-discovery. He attended every session, actively engaged in the therapeutic process and demonstrated a genuine commitment to change.

Today, Thabo's life tells a very different story. He has maintained his sobriety, rebuilt relationships with his family and secured formal employment. Most importantly, he has regained a sense of purpose and hope for the future.

Thabo's journey serves as a powerful reminder that lasting change becomes possible when individuals are given the opportunity to heal, rebuild and realise their potential. His story reflects NICRO's belief that rehabilitation is not simply about addressing offending behaviour - it is about restoring hope and creating pathways to a better future.

A United Approach in Bochabela

Fourteen representatives from community-based organisations participated in the training, gaining the knowledge and skills needed to move beyond reactive responses and adopt a proactive, coordinated approach to community safety.

The programme strengthened collaboration among participating organisations and established a shared framework for addressing local crime challenges. Through this collective approach, community stakeholders are now better positioned to identify risks, mobilise resources and implement sustainable crime prevention initiatives.

Partnerships that Strengthen Impact

Strategic partnerships remained central to NICRO's work throughout the year. The Free State team strengthened collaboration with key criminal justice stakeholders, including the South African Police Service, the National Prosecuting Authority and the Department of Correctional Services. These partnerships enhanced referral pathways, improved coordination of services and strengthened the collective response to crime and its underlying causes. Through collaboration, NICRO and its partners continue to build a more integrated and effective system of prevention, rehabilitation and community safety.



NICRO taking a stand against GBV and promoting community safety



NICRO Gauteng

Expanding Impact Through Prevention and Partnership

The 2025/2026 financial year presented both opportunities and challenges for NICRO Gauteng. Against a backdrop of persistent crime, unemployment, substance abuse and family instability, the province remained committed to creating safer communities through prevention, intervention and reintegration services.

Despite ongoing resource constraints, the Gauteng team demonstrated resilience, innovation and dedication, strengthening service delivery, expanding community engagement and improving access to programmes across the province. Through the collective efforts of staff, volunteers, stakeholders and community partners, thousands of individuals and families benefited from interventions designed to prevent crime, promote positive behavioural change and strengthen social cohesion.

Reaching Communities at Scale

Public awareness and crime prevention remained central to NICRO Gauteng's work. Through community outreach initiatives, educational campaigns and radio awareness programmes, the province significantly expanded its reach during the year under review.

Radio campaigns proved particularly effective, increasing the number of people reached from 765,897 in the previous year to 896,890 during the current reporting period. This growth reflects both the effectiveness of NICRO's communication strategy and the increasing demand for accessible crime prevention information.

A further 293 awareness campaigns were conducted across schools, community centres, courts, government institutions and public spaces throughout Gauteng. These interventions addressed critical issues including crime prevention, substance abuse, bullying, gender-based violence, gangsterism, sexual consent, conflict resolution and family strengthening.



Evidence-based Programmes that Change Lives

NICRO Gauteng continued to deliver specialised interventions aimed at addressing the underlying causes of offending behaviour and social dysfunction. Programmes included:

- Perpetrators of Intimate Partner Violence
- Anger Management
- Adult Life Skills
- Shifting Gears

Follow-up monitoring of programme participants revealed encouraging improvements in decision-making, interpersonal relationships, conflict management and community participation. These outcomes reaffirm the value of sustained preventative and rehabilitative interventions in reducing offending behaviour and supporting long-term change.

Investing in Children and Youth

Children and young people remained at the heart of NICRO's prevention strategy. Through school-based programmes, awareness campaigns and educational workshops, the province expanded its reach significantly during the year.

A total of 25 643 children participated in crime prevention and awareness initiatives, addressing issues such as bullying, peer pressure, gangsterism, substance abuse, violence prevention and positive decision-making.

Highlights included awareness programmes at Nick Mpshe Technical and Commercial Secondary School, Dr WF Nkomo Secondary School, the Glen High School, Soshanguve East Secondary School and Rethomile Junior Secondary School, where learners were equipped with the knowledge and skills to make informed and responsible choices.



Partnerships that Strengthen Impact

Collaboration remained central to NICRO Gauteng's success. Strong partnerships with the Department of Social Development, South African Police Service, Department of Justice and Constitutional Development, Correctional Services, educational institutions, municipalities, community-based organisations and faith-based groups strengthened referral pathways and enhanced service delivery.

Together, these partnerships enabled NICRO to provide integrated responses to crime prevention, rehabilitation and community development challenges throughout the province.

Our Next Chapter

As NICRO Gauteng enters the next financial year, the province remains focused on expanding preventative services, strengthening partnerships, enhancing programme quality and increasing access to services through innovation and technology.

By continuing to invest in children, families and communities, NICRO Gauteng remains committed to building safer communities and creating opportunities for rehabilitation, restoration and positive change.



Strengthening frontline responses to domestic violence through specialised training for NGOs and government partners

Working Together to Transform Lives

NICRO Gauteng extends its sincere appreciation to its Executive Management team, Board members, funders, stakeholders, community partners and dedicated staff members whose commitment and support made this work possible.

Their collective contribution continues to strengthen NICRO's ability to empower individuals, support families and create safer communities across Gauteng.

Together, these partnerships enabled NICRO to provide integrated responses to crime prevention, rehabilitation and community development challenges throughout the province.



A valued partnership with Aware.org is helping to create safer roads by supporting the rehabilitation of driving offenders through the Shifting Gears programme



NICRO Kwa-Zulu Natal

Responding to Complexity, Delivering Impact

The reporting period was characterised by significant demand for services, alongside financial constraints that led to the difficult decision to close the Pietermaritzburg and Ixopo offices. While this resulted in staff restructuring, affected employees were redeployed, where possible, across the organisation.

The province continues to face serious challenges, including gangsterism, taxi violence, gender-based violence, violence against older persons and political killings. School-based violence is also increasing, particularly in the Zululand and King Cetshwayo districts. In addition, high-crime areas such as Inanda, Durban Central and Umlazi remain among the country's most affected policing precincts for serious contact crimes.

Against this backdrop, NICRO's social crime prevention and reintegration services remain critically needed across the province.

Delivering Impact Amidst Constraints

As NICRO KwaZulu-Natal enters the next financial year, the province remains focused on expanding preventative services, strengthening partnerships, enhancing programme quality and increasing access to services through innovation and technology.

Despite these challenges, NICRO KwaZulu-Natal continued to deliver strong impact, reaching just under 40 000 beneficiaries during the year under review. Demand for services extended beyond traditional catchment areas, reflecting growing trust in NICRO's work and the quality of its interventions. Where possible, services were extended through the nearest office or court-based structures.

In Empangeni, three schools identified by SAPS as violent crime hotspots, linked to learner involvement in cash heists, were prioritised for intervention. A coordinated response, aligned with the Integrated School and Community Violence Prevention Strategy (ISCVPS), is being led by a provincial task team under the Safety and Liaison Department.

From Prevention to Broader Community Change

The KwaMashu Community Project, handsomely funded by Heineken, concluded in December 2025 after making a meaningful contribution to the local community. Initially focused on preventing underage drinking, the project evolved into a broader community-based crime prevention initiative involving schools, families and key stakeholders.

The initiative demonstrated the transformative power of collaboration in addressing complex social challenges and strengthening community resilience.

The Power of Partnerships

NICRO KwaZulu-Natal continues to recognise that sustainable social change is only possible through collaboration. Working alongside communities and a range of stakeholders has reinforced the value of shared responsibility in addressing crime and violence.

While significant progress has been made, continued coordination and alignment of efforts remain essential to achieving lasting impact across the province.



Reaching hundreds of young learners with vital crime prevention and awareness messages at Waterloo Primary School

With Gratitude

NICRO KwaZulu-Natal extends its sincere appreciation and grateful thanks to its funders and partners for their continued support and commitment:

- Department of Social Development
- Heineken
- Community Chest Ubuntu (Durban)
- Victor Diatz Foundation

These partnerships make it possible for NICRO to deliver life-changing interventions, restore hope and contribute to safer communities across KwaZulu-Natal.

Steadfast Commitment

NICRO KwaZulu-Natal remains firmly committed to building safer, more resilient communities across the province. As the organisation moves forward, it does so with a renewed focus on strengthening partnerships, deepening impact and expanding opportunities for positive change.



Every banner raised represents NICRO's steadfast commitment to building safer communities



NICRO Limpopo

Reaching the Unreachable: Delivering Impact Across Vast Rural Landscapes

NICRO Limpopo continues to demonstrate that geography is no barrier to meaningful impact. Working across the province's vast and deeply rural districts, the team travels extensive distances to ensure that essential crime prevention, diversion and reintegration services reach the communities that need them most.

Through court-ordered diversion programmes, school-based interventions and community empowerment initiatives, the province continues to strengthen pathways for rehabilitation, prevention and positive behavioural change, reaching thousands of beneficiaries across Limpopo.

A Dedicated Team Making a Provincial Impact

The Limpopo office comprises a provincial coordinator, a supervisor, two social workers and one support staff member. Despite its small size, the team continues to deliver far-reaching impact through commitment, collaboration and resilience.

Expanding Access to Restorative Justice in Rural Areas

During the reporting period, NICRO Limpopo successfully expanded diversion services into new geographic areas, establishing a stronger footprint in Waterberg, Lebowakgomo and Sekgosesa.

This expansion has ensured that young, first-time offenders are diverted away from the formal criminal justice system and provided with structured opportunities for accountability, rehabilitation and reintegration. The increased accessibility of services continues to strengthen provincial crime prevention efforts and markedly reduce the risk of re-offending.

Building Safer Schools Across Limpopo

NICRO Limpopo exceeded its targets through structured interventions at Thabazimbi Primary School, Mapeloana Primary School, Masedi Primary School and Motlalaohle Secondary School.

Learners participated in targeted crime prevention and behaviour change programmes designed to raise awareness of the consequences of criminal activity, substance abuse and risky behaviour. These interventions continue to empower young people with the knowledge and skills to make informed and responsible life choices.

Growing Economic Independence through Food Security

Following Economic Opportunities Programme training and capacity-building support, and with the provision of equipment to the Mankweng Youth Development initiative (funded by the National Department of Social Development), the project has evolved into a sustainable, income-generating food garden.

What began as a subsistence initiative has grown into a thriving market garden that now produces and sells fresh produce within the local community. This transformation reflects the power of targeted skills development and sustained support in building long-term economic independence.



A thriving food garden initiative at Mankweng Youth Development Centre in Polokwane, thanks to NICRO

Building Grassroots Capacity for Safer Communities

NICRO Limpopo continues to invest in long-term sustainability by strengthening the capacity of community-based organisations across the Waterberg and Mopani districts.

Through intensive coaching and mentoring, CBOs were equipped with skills in project management, resource mobilisation and crime prevention planning. These interventions have enabled local organisations to move beyond participation towards leadership, with communities now independently designing and implementing tailored safety initiatives.

Collaboration for Community Change

NICRO Limpopo's work continues to be strengthened through strategic partnerships with key stakeholders. Collaboration with MOTH Community Development has enabled the delivery of NDSD-funded Positive Parenting and Fatherhood programmes to beneficiaries.

In addition, partnerships with local radio stations such as Moletjie, Botlokwa and Radio Turf have played a critical role in ensuring that vital information on crime prevention and social development reaches communities at no cost, extending NICRO's reach across the province.

Deepening Impact Across Limpopo

In the year ahead, NICRO Limpopo will continue to strengthen its footprint across Mopani, Waterberg and Sekhukhune districts. The focus will remain on expanding access to services, strengthening community capacity and enhancing crime prevention strategies through sustainable partnerships and targeted interventions.



Parenting training with community members in Ga-Marobo Village

Valued Partners Making Change Possible

NICRO Limpopo expresses its sincere appreciation and gratitude to all partners and stakeholders whose support makes our work possible:

- Department of Social Development
- Department of Justice (for diversion referrals)
- Department of Education
- Traditional leadership structures
- Department of Correctional Services
- Local radio stations
- NICRO Advisory Board
- Department of Transport, Community Safety and SAPS
- Mankweng Youth Development Centre
- University of Limpopo (internship placements)
- Limpopo Liquor Board Consultant, Mr Simon Mbedzi

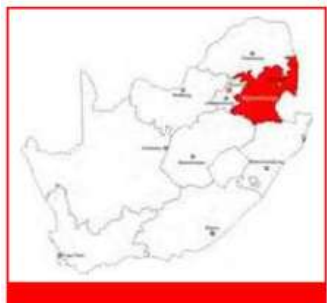
Rebuilding Connection Through Positive Parenting

A father's journey to positive parenting

"Before attending the workshop, I believed being a good father meant providing for my son and setting rules. The Positive Parenting Workshop completely changed my understanding and way of thinking.

It taught me to listen to my son and to be more present in his life. I have learned that my role is not only to provide, but to connect, guide and support.

This experience has transformed my relationship with my child. I now understand the importance of patience, communication and emotional support. I am grateful to NICRO for helping me become a better father."



NICRO Mpumalanga

A Province United in Creating Change

NICRO Mpumalanga continues to strengthen its presence across the province through offices in Mbombela, Nkomazi, Bushbuckridge, Elukwatini, Secunda and eMalahleni. This extensive footprint enables the organisation to respond to the diverse needs of communities by delivering diversion services, early intervention programmes and crime prevention initiatives as well as rehabilitation and reintegration interventions.

At the heart of NICRO's work is the belief that every individual has the capacity for positive change. Throughout the year under review, the commitment of staff and the support of valued partners enabled the province to make a meaningful difference in the lives of children, youth, adults and families across Mpumalanga.

The province is served by a dedicated team of 50 employees comprising 24 social workers, 12 social auxiliary workers, six supervisors, one area manager and seven support staff members.

Strengthening Communities through Prevention and Rehabilitation

Throughout the reporting period, NICRO Mpumalanga continued to expand its reach and strengthen its impact through collaborative, evidence-based interventions. Strong partnerships with the Department of Justice and Constitutional Development, Department of Social Development, Department of Basic Education, SAPS, the National Prosecuting Authority, municipalities, schools and community organisations ensured that services remained accessible and responsive to local needs.

Diversion, early intervention and aftercare programmes continued to achieve strong compliance rates, with follow-up services demonstrating sustained behavioural change, improved decision-making and successful reintegration into families and communities. Continued referrals from courts, schools and community stakeholders reflect growing confidence in NICRO's restorative justice approach and the quality of its services. The province also exceeded its targets for crime prevention and social intervention programmes while maintaining low reoffending rates through effective aftercare monitoring. Active participation in Case Flow Management meetings, Child Justice Forums and other community safety structures further strengthened coordinated service delivery across Mpumalanga.

Empowering Young People, Strengthening Families

School- and community-based prevention programmes remained central to NICRO's work during the year. Across the province, learners participated in interventions addressing bullying, gender-based violence, substance abuse, violence prevention and other high-risk behaviours.

Programmes such as Brighten My World, Beyond Boundaries, Safer Schools Safety Ambassadors, the National School Safety Framework, Positive Parenting and Fatherhood equipped children, young people and caregivers with practical skills to strengthen relationships, improve decision-making and build safer school and family environments.

The positive outcomes of these interventions were reflected in increased demand from schools seeking NICRO's support, while caregivers reported noticeable improvements in learners' behaviour, responsibility and emotional well-being.



Beyond Boundaries graduates ready to embrace positive change

Innovation through Strategic Partnerships

Collaboration remained a defining feature of NICRO Mpumalanga's work. Partnerships with organisations including Masifunde Change Makers Network, the Endangered Wildlife Trust, SANCA Lowveld and Lifeline created new opportunities to expand services and respond to emerging community needs.

These collaborations enabled innovative interventions ranging from youth leadership development and environmental restorative justice to integrated service delivery through shared facilities. The relocation of the Mbombela office to premises shared with SANCA Lowveld and Lifeline has further improved accessibility for clients while strengthening multidisciplinary support.

The province also continued to broaden public awareness through community outreach initiatives, stakeholder forums and regular radio programmes, extending crime prevention messages to audiences across Mpumalanga.

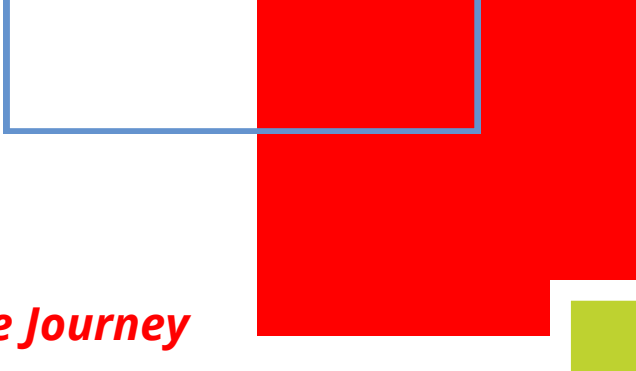
Investing in Excellence

NICRO Mpumalanga remained committed to continuous professional development throughout the year. Ongoing specialised training strengthened staff expertise in assessment, programme facilitation and restorative justice, ensuring consistently high-quality service delivery across all offices.

The province also contributed to developing the next generation of social service professionals by providing practical learning opportunities for social work students.



A new home for hope and change for NICRO Nelspruit



Building on our Success, Continuing the Journey

NICRO Mpumalanga remains committed to expanding access to quality services, strengthening strategic partnerships and responding to the evolving needs of communities across the province. By continuing to invest in prevention, rehabilitation and community collaboration, the province will build on its strong foundation to create safer communities and brighter futures.

The Power of Partnerships

NICRO Mpumalanga extends its sincere appreciation to its funders, partners and criminal justice stakeholders whose ongoing support makes this work possible. Special thanks are extended to the Department of Social Development for its continued funding and partnership and the NICRO Mpumalanga Advisory Committee for its guidance and leadership. We pay tribute to our valued partners including the Endangered Wildlife Trust, Masifunde Learner Development and the National Department of Social Development for helping expand opportunities and strengthen services across the province.

Stories of Transformation

A Second Chance through Personal Growth

After losing his employment following a shoplifting incident, an adult client participated in NICRO's Adult Life Skills Programme. Through the intervention, he accepted responsibility for his actions, rebuilt his confidence and committed himself to living a crime-free life. Today, he has secured a three-year employment contract, demonstrating the life-changing impact of rehabilitation and the value of being given a second chance.

A New Direction for a Young Life

A teenager referred to NICRO because of behavioural challenges participated in the Brighten My World programme. Following the intervention, her mother reported remarkable improvements in her daughter's attitude, sense of responsibility, decision-making and behaviour at home. Her progress reflects the importance of early intervention in helping young people develop the confidence and skills needed to make positive life choices.



NICRO North West

A Year of Growth, Trust and Impact

If the reporting year were a chapter in a book, it would be one defined by perseverance, growth and achievement. During the year under review, NICRO North West strengthened its reputation as a trusted provider of crime prevention and restorative justice services. Demand for services expanded beyond traditional service areas, with magistrates and prosecutors from neighbouring districts increasingly referring clients to NICRO, recognising the effectiveness of its interventions in promoting accountability, rehabilitation and positive behavioural change.

The province also experienced significant growth in community violence prevention initiatives, positioning NICRO Rustenburg as a valued partner in collaborative efforts to address crime and violence. The results have been evident in stronger stakeholder relationships, improved access to restorative justice services and sustainable service delivery across the province.

A Small Team Delivering Big Results

NICRO North West comprises a social worker, a social auxiliary worker and two social auxiliary worker volunteers. Despite its small size, the team continues to deliver meaningful impact across a wide geographic area.

During the reporting period, 379 beneficiaries participated in court- and school-based interventions, the majority of whom successfully completed their programmes and demonstrated positive outcomes. The most utilised interventions included the Perpetrators of Intimate Partner Violence Programme, Anger Management, Adult Substance Abuse, Brighten My World, Community Service Learning and Adult Life Skills.

Follow-up tracking conducted with 208 beneficiaries revealed encouraging feedback regarding behavioural change, improved decision-making and the positive influence of NICRO's services on their lives.

A further 1 153 adults and children were reached through community violence prevention initiatives implemented throughout the province.

Expanding Access to Justice and Rehabilitation

NICRO North West continued to expand its reach by providing services to courts in Koster, Swartruggens, Mogwase, Marikana, Madikwe, Brits, Bronkhorstspuit, Johannesburg, Cape Town, Roodepoort, Krugersdorp and Rustenburg.

Recognising the challenges faced by clients travelling from remote communities, the team engaged with justice stakeholders to improve access to services. These efforts resulted in office space being secured at the Mogwase Magistrate's Court, enabling weekly intake services closer to where clients live. This has significantly reduced barriers to participation and improved programme compliance among beneficiaries from disadvantaged communities.

Partnerships that Strengthen Impact

Collaboration remains central to NICRO North West's success. During the reporting period, the province strengthened partnerships with clinics, schools, correctional centres, faith-based organisations, community organisations and the South African Police Service.

These partnerships have enhanced referral pathways, improved access to services and expanded the reach of crime prevention initiatives across the province. The growing number of collaborative opportunities reflects increasing confidence in NICRO's ability to contribute meaningfully to community safety and offender rehabilitation.



NICRO visits the Kagiso Christian Church in the Vrede (Matebeleng) section of Madikwe near Rustenburg, forging a partnership to tackle domestic violence, substance abuse and other social ills in the community

Creating Safer Communities through Prevention and Awareness

Community awareness and prevention initiatives remained a cornerstone of NICRO's work throughout the year. Working in schools, correctional centres, healthcare facilities and community organisations, the team delivered interventions that addressed substance abuse, bullying, violence prevention, relapse prevention, parenting, life skills and teenage pregnancy prevention initiatives.

These interventions empowered children, youth and adults with practical knowledge and skills to make informed decisions, strengthen relationships and reduce behaviours associated with crime and violence. They also created opportunities for communities to engage openly on issues affecting their well-being while increasing awareness of available support services.

Particular attention was afforded to vulnerable groups, including learners, persons with disabilities, young offenders and communities affected by gender-based violence. Through these interventions, NICRO strengthened its role as a catalyst for prevention, inclusion and positive social change.



NICRO Rustenburg tackling the surge of bullying in schools during a visit to Motsatsi Primary School



Planning for the Future

NICRO North West aims to further expand access to services by establishing additional service points in neighbouring towns, ensuring that more communities can benefit from timely and accessible crime prevention and restorative justice interventions.

Partners in Impact

NICRO North West extends its sincere appreciation to the Department of Social Development, all justice stakeholders, schools, clinics, community organisations, correctional services officials and local partners whose support and collaboration continue to strengthen the province's impact and reach.

A Mother's Gratitude, a Young Life Transformed

One of the most powerful indicators of NICRO's impact comes from the voices of those whose lives have been touched by our services. Following her son's participation in NICRO's programmes, one mother shared a heartfelt message of appreciation for the support her family received during a very difficult time.

She described how NICRO staff consistently demonstrated compassion, professionalism and genuine care throughout the process. Most importantly, she witnessed a remarkable transformation in her son. Through the guidance and support provided by NICRO, he developed greater accountability and maturity and showed significant positive behavioural change.

Reflecting on the journey, she expressed gratitude not only for the outcome achieved but also for the respect, patience and encouragement shown to both her and her son throughout his journey.

Her words serve as a powerful reminder that rehabilitation is about more than completing a programme - it is about restoring hope, strengthening families and creating opportunities for lasting change.



NICRO Western Cape

Creating Safer Communities, One Opportunity at a Time

Throughout the year under review, the NICRO Western Cape team demonstrated how compassion, collaboration and evidence-based interventions can transform lives and strengthen communities. Working across Cape Town and surrounding areas, the team delivered diversion services that provided individuals in conflict with the law with a second chance, while simultaneously implementing crime and violence prevention initiatives that addressed the root causes of offending.

Through school-based programmes, community awareness campaigns, youth empowerment initiatives and strategic partnerships, the Western Cape team continued to inspire positive behavioural change and build safer, more resilient communities.

A Team Making a Difference

The Western Cape office is staffed by two social work supervisors, seven social workers, two social auxiliary workers and two support staff who work collaboratively to deliver high-quality services across the province.

Opening Doors to Employment and Opportunity

Building Brighter Futures in Delft

With generous support from the Community Chest Western Cape, NICRO implemented the Building a Better Future programme for unemployed young people in Delft, a community where high levels of unemployment continue to fuel crime and social instability.

The programme equipped participants with practical skills, greater confidence and improved employability, while connecting them to economic opportunities that can support long-term financial independence. By empowering young people to build sustainable livelihoods, the initiative contributed to breaking the cycle of poverty and crime.

Strengthening Schools Supporting Families

A Whole-School Approach in Ocean View

Supported by the Western Cape Department of Education, NICRO implemented a comprehensive intervention at Ocean View Secondary School, addressing the complex social challenges facing learners, families and educators.

Learners participated in the Brighten My World, a life skills intervention designed to improve psychosocial functioning, and Making Amends, a programme to provide participants with the opportunity to gain insight into how victims of crime are affected. Additionally, parents completed the Positive Parenting programme while educators received resilience training designed to strengthen their capacity to manage behavioural challenges and create supportive learning environments.

This holistic intervention fostered positive behavioural change, strengthened family relationships and promoted responsible citizenship, equipping the entire school community with the skills needed to overcome adversity.

Standing Together Against Bullying

Creating safe learning environments remained a priority throughout the year. Bullying prevention workshops were delivered at Marine Primary School, Kleinberg Primary School and Windsor High School, empowering learners to recognise bullying, intervene safely and support one another. Thousands of learners were encouraged to move beyond being passive bystanders to becoming active advocates for kindness, inclusion and mutual respect, contributing to healthier and more positive school communities.



Building a culture of respect - NICRO works with learners at Kleinberg Primary School to challenge bullying, strengthen positive relationships and create a school community where every child feels safe, respected and valued

Partnerships that Amplify Impact

Giving Communities a Voice

A new partnership with Bush Radio provided an important platform to raise public awareness about NICRO's crime and violence prevention work and diversion services. Through a series of radio interviews, NICRO social workers engaged directly with community members, promoting available services and encouraging vulnerable individuals and families to seek support before problems escalate.

Building Resilient Educators

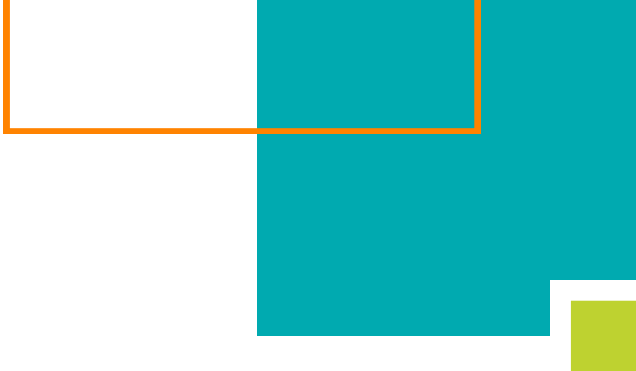
NICRO's ongoing partnership with the Western Cape Department of Education, Metro South, focused on strengthening educator well-being at Ocean View Secondary School. Specialised resilience training equipped educators with practical stress-management techniques and effective behavioural intervention strategies, enabling them to better support learners while strengthening their own well-being.

Looking Ahead: Continuing the Journey Towards Safer Communities

During the coming year, NICRO Western Cape will continue expanding its crime and violence prevention initiatives throughout high-risk communities on the Cape Flats. By strengthening collaborative partnerships and delivering evidence-based interventions, the team remains committed to reducing crime, supporting vulnerable individuals and creating safer communities for all.



Building resilient educators to inspire resilient learners at Ocean View Secondary School



Our Valued Partners

NICRO Western Cape gratefully acknowledges the invaluable support of its partners and donors whose commitment made this work possible:

- Western Cape Department of Social Development for financial support.
- Department of Justice and the National Prosecuting Authority for referrals and ongoing collaboration.
- Western Cape Department of Education for funding programmes at Ocean View Secondary School and supporting bullying prevention initiatives in schools.
- The Community Chest of the Western Cape.
- Community stakeholders across the Cape Flats whose collaboration continues to strengthen community-based crime prevention efforts.

A Story of Inclusion and Justice

One of the year's most significant successes involved supporting a hearing-impaired woman whose criminal matter had remained on the court roll for more than three years because suitable support services could not be identified.

Recognising NICRO's specialised expertise, officials from the National Prosecuting Authority approached the organisation for assistance. Thanks to the availability of a social worker fluent in South African Sign Language, NICRO was able to accept the referral immediately and provide the communication support the client required.

For the first time in years, the client was able to fully participate in the justice process in a safe environment where she was understood, respected and treated with dignity. The intervention brought an end to years of uncertainty and demonstrated how inclusive, accessible services can remove barriers to justice and ensure that no person is left behind because of disability.

Powering Our Mission

NICRO salutes and pays tribute to all our donors

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In Strength and Gratitude

As this chapter of NICRO's journey draws to a close, we pause to honour the steady heartbeat that carried us through the year. It is the rhythm of purpose held firm, of resilience quietly gathering strength, of hope choosing to rise again and again.

Across courtrooms, communities and counselling rooms, we witnessed moments of courage that changed the course of lives. We saw young people step away from harm and towards possibility. We saw families rebuild trust. We saw communities rediscover their own capacity to stand together. These are the small, luminous victories that remind us why this work matters.

This year, NICRO did more than deliver services. It stood steady in a shifting world. It strengthened its foundations, deepened its integrity, and moved forward with a renewed sense of direction. And through it all, one belief remained constant: that safer communities are not only necessary, but possible.

To our staff, who carry this mission with such heart; to our partners and funders, whose trust lights the way; to the communities who allow us to walk beside them - we offer our deepest gratitude.

As we look toward the horizon, we do so with a quiet confidence. The work ahead is meaningful. The need is great. But so too is our resolve and commitment. With every life redirected, every story rewritten, every community strengthened, we take another step toward the South Africa we know is possible.

Thank you for journeying with us - in strength, in purpose and in hope.

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