



Childline

South Africa

☎ 08000 55 555


Annual General Meeting  
2018/19





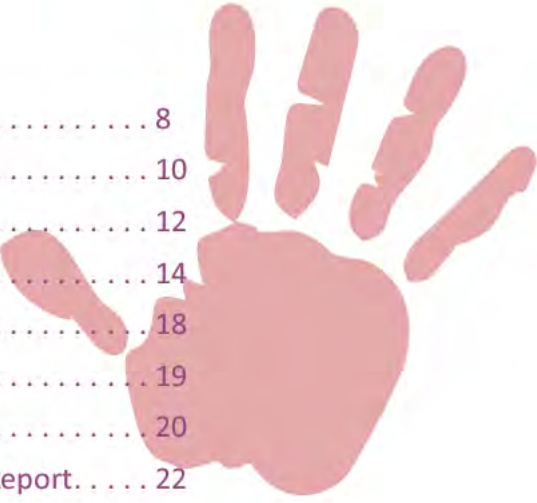


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## Our Vision

Childline is an effective non-profit organization that works collectively to protect children from all forms of violence and to create a culture of children's rights in South Africa



## Our Mission

- ⇒ Supporting and capacitating the Provincial Affiliates where needed
- ⇒ Developing appropriate social services including a 24 hour toll free helpline and supportive therapeutic social services for children who have been victims of violence and their families
- ⇒ Education and awareness raising programmes facilitating the prevention of violence against children
- ⇒ Networking to establish strategic alliances with the aim of advocating for policy changes that will facilitate good management practices for abused children
- ⇒ Research into violence against children within the South African context
- ⇒ On-going training and development of staff members, volunteers and networking partners







# Message from the Chairperson



*Prof. A.S. Magwaza*

## CHAIRPERSON'S REPORT: CHANGING LIVES.

Welcome to Childline S.A. Annual General Meeting. So much has happened since we last convened a year ago. Despite the trajectory of the contested terrain of NGO fiscal environment, the organisation has displayed incredible resilience in the face of impediments.

A critical reflection of the past year, indicates robustness of activities characterised by collective resolve of Childline S.A team to transform the organisation into a sustainable and futuristic entity. The driving imperative of the organisation has been to restructure and reconfigure its operations, attuning them to the shifting sociological, economic and technological demands of the environment.

Subsequently, the strategic review of the organisation was prioritised to give a new direction to the functioning of Childline S.A. A highly successful workshop was held with the Executive Committee to reflectively review specific functional areas of the organisation. Different provinces provided collective inputs, leading to the interrogation of various structural models appropriate for organisation as a microcosm of a transformative society.

A major breakthrough was made in securing the services of the legal expert as well as the expertise of the compliance officer to improve the organization's governance framework as well as its overall functionality. Childline S.A has maintained its governance and compliance efficacy, at the same time capacitating some of the provincial offices that were not functioning optimally.

Nationally, Childline S.A. is unequivocally committed to standards of excellence in serving the special needs of children through various programmes, with the support of different stakeholders. A special word of appreciation to the main funder, the Department of Social Development, Global Fund and other

funders for their fiscal support without which the organisation would have experienced a sustainability risk due to the current, precarious fiscal environment. Special heartfelt thanks to the Financial Committee, under the impeccable leadership of Mr Mckay for the austerity measures which have kept the organisation financially viable.

Childline S.A. has also made global imprints, networking with various international organisations that have similar interests and vision. The latest collaboration is with Torontoline Beta Program designed to create technology solutions, by providing an integrated response to the collection and storage of crisis line data; an initiative which is highly beneficial and cost saving for Childline S.A.

The National Board and the Executive Committee is lauded for the sterling work and ethical leadership displayed throughout the year. Special gratitude to board members for their calibre, diverse skills and expertise that have contributed significantly towards strategically steering the organisation to the right direction.

I wish to express my sincere appreciation to the National Office for its resourcefulness in coordinating, supporting and giving direction to Childline S.A ; navigating all the challenges with passion and resolve. Also networking and forming international alliances for Childline S.A.

To the Directors of different provinces, your expertise and value –driven leadership continues to strengthen and sustain the brand of Childline S.A. Your selfless commitment is highly commendable.

On behalf of the board, I wish to express my special word of appreciation all Childline S.A. staff , who are the bedrock of the organisation, for their loyalty and commitment in rendering outstanding services to beneficiaries.

We have all collectively and synergistically contributed to the resilience and sustainability of Childline S.A. Thank you very much.

*Prof. A.S. Magwaza*



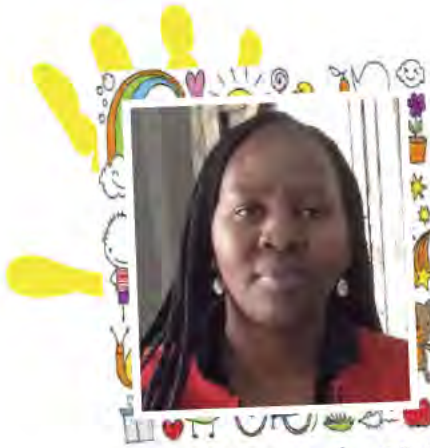
**childline**  
South Africa

**Education is the most powerful weapon which you can use to change the world.**





# Message from the National Executive Officer



*Ms. Dumisile Nala*

**Childline South Africa** (Childline SA) is pleased to share this report with you as it reflects on our achievements during the 2018/2019 financial year. We have continued to work tirelessly to meet the needs of Children and their Families throughout South Africa.

This has been made possible through the generous donations and grants from a variety of funders and individuals as highlighted at the back of this report. Your support is immensely valued by everyone at Childline SA.

During this reporting period, Childline SA concluded on a number of its 3 year Grant Contracts mainly from Global Fund. This grant enabled us to provide initial and ongoing psychosocial interventions to survivors of Gender Based Violence who visited the Thuthuzela Care Centres.

We were able to provide positive parenting courses to teenage mothers and parents of teenagers in a number of provinces. Through our Therapeutic Residential Programmes, we were able to provide much needed psychosocial intervention to girls that were survivors of Gender Based Violence and children presenting with inappropriate sexual behaviour.

In August 2018, we concluded on our Signing Safe Future South Africa programme. Highlights from the evaluation report 'Signing Safe Futures South Africa! Project Evaluation, August 2018' are included.

We continue to work extensively to provide capacity building to other stakeholders, ensuring sound governance and compliance within Childline SA, participate and contribute at National engagements such as the National Child Care and Protection Forum, Child Protection Week. This is made possible through the generous support of the National Department of Social Development.

We salute our Childline Provincial Offices as they work exceptionally hard to meet the needs of their communities.

During this reporting period, the Childline SA Network took some time to review its strategy by embarking on a number of strategic planning workshops.

This, we believe, will ensure that Childline as an organisation remains strong, is responsive to the needs of its constituent (children and their families), is accountable to its donors and other stakeholders in the child protection fields and ensures the well being of those who work for it. It is hoped this process will be concluded during the 2019/2020 financial year.

Once again, our heartfelt appreciation goes to our National Board, particularly the EXCO under the leadership of our Chairperson, Professor A.S Magwaza. They form the backbone of the organisation and the compass which always assists us in finding the right direction/path as we navigate our way within the Child Protection Space and excellence in service provision.

Let us all charge forward until we see an end to violence against children in South Africa

*Dumisile Nala*

National Executive Officer  
Childline South Africa







Dr Adelaide S Magwaza - Chairperson

Mr Dolf van Rooyen - Vice Chairperson

Mr Philip van Dyk - Treasurer

Mr John McKay - Assistant Treasurer

Reverend Kiepie Jaffha - co-opted Executive Committee member

Ms Hanonshed Hendricks - co-opted Executive Committee member

Mr Sazi B Petela - Board Member Eastern Cape

Mr Alec Saayman - Board Member Free State

Dr Anne Letsebe - Board Member Gauteng

Dr Simon Mbokaqi - Board Member KZN

Mr Moraka Abel Makgaa - Board Member Limpopo

Ms Filo Mooney - Board Member Mpumalanga

Professor Cornelia Wessels - Board Member North West

Ms Catherine Jonkers - Board Member Northern Cape

Professor Pat Mayers - Board Member Western Cape







## Provincial Directors

Okuhle Mdodana – Childline Eastern Cape  
Marietha Johnson – Childline Free State  
Lynne Cawood – Childline Gauteng  
Adeshini Naicker – Childline Kwazulu Natal  
Ntwanano Nkuna – Childline Limpopo  
Dr Benita Nel – Childline Mpumalanga  
Alice Carnell – Childline North West  
Innocentia Mosemeng – Childline Northern Cape  
Ricki Fransman – Childline Western Cape





## Childline SA Staff

NAME	JOB TITLE
Dumisile Nala	National Executive Officer
Bhavna Lutchman	Online Counselling Project Manager
Nolusindiso Sikhakhane	Programme Manager
Philippe Bouffé	Finance Manager
Happiness Ndlangisa	Receptionist
Nonhle Ntetha	Programme Manager
Evelyn Chinguwa	Finance Assistant
Eugenia Zondi	Office Administrator/PA
Zinhle Mthiyane	MER Assistant
Letoya Oliphant	Office/HR Manager
Cebisile Mthembu	MER Officer
Thanduxolo Mkhize	Data Capturer
Jacqueline Lucas	Finance Assistant
Mbongeleni Mthembu	Finance Assistant
Ntando Nkosi	Data Capturer
William Gombe	Child Protection Coordinator
Tasneem Henry	Online Counsellor
Shahina Bux	Online Counsellor
Florence Maphumlo	Cleaner
Sikholiwe Siziba	Project Manager
Sphindile Ngcobo	Project coordinator
Nompilo Khanyile	Project coordinator
Sinethemba Khumalo	SASLI
Makhosazana Mhlongo	SASLI





## What is the Helpline?

The telephone has a special role in allowing children to communicate in their own way and their own time, allowing them to feel in control, freeing them to discuss dangers and difficulties in a way that would be far too risky in face to face contacts. The Helpline enables trained and experienced counsellors to listen to thousands of children throughout the country to help them understand what they feel. The helpline, which provides an invaluable educative service, receives calls relating to a wide variety of issues and problems including:

• Abuse	• Neglect
• Alternative care	• Out of school peer relationships
• Behaviour problems	• Physical health
• Commercial exploitation	• Poverty
• Disability	• Psychological health
• Discrimination	• Refugee child
• Family relationships	• School problems
• HIV/AIDS	• Sexuality
• Homelessness	• Substance abuse
• Legal issues	



The Helpline is operational 24 hours a day, 7 days a week and free of cost from all networks, to children and adults with concerns about children. Previously, the Helpline was only free from Telkom landlines, however, we have worked together with other networks to get calls zero rated from all mobile networks.

Some highlights of the year included:

Helpline Managers from across the country have worked with the software development company, Creationlabs, in a bid to improve our data capturing and reporting. This is an ongoing process.

## Call Distribution 2018-2019

Province	Total Number of Calls received
Eastern Cape	5269
Free State	9899
Gauteng	161301
KwaZulu-Natal	20559
Limpopo	2635
Mpumalanga	42153
North West	10076
Northern Cape	5044
Western Cape	7812



During the year under review, Childline received 266 632 calls throughout the country. Over the past financial year, we have noted a significant decrease in the number of calls coming through to our Helpline. This may be attributed to Call Distribution errors i.e. calls being diverted to the incorrect province, as well as operational challenges experienced at Provincial Level. As a result of this, Childline Northern Cape calls have been diverted to Childline Free State, and Childline Limpopo calls have been diverted to Childline Mpumalanga.

When compared to the data of the previous financial year, this reporting period showed that Services remains our top reporting category, followed by Abuse and Family Relationships. As we are a preventative and educational measure, services comprise of providing children with information and resources closer to them in the case of an emergency as well as many callers thanking us for the service provided. We have seen a decrease in School related problems such as issues with children attending school, corporal punishment etc. There has also been an increase in calls related to Legal Issues and Substance Abuse







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# CRISISLINE STATISTICS 2018 - 2019

## Total Calls



**Total=**  
**266 362**

test calls = 107,439  
 want to talk = 25,684  
 cases responded to = 8,088

hang-ups = 60,315  
 silent = 59,009  
 wrong number = 5,827

## Age Distribution



## Gender Distribution



## Call Distribution





**The aim** of the online counselling service at Childline National Office is to offer prevention and early intervention services through the use of all forms of electronic communication open to children and youth, including adults with concerns about children. This service is complementary to the Childline Crisis and Counselling telephone service and it extends our reach to children and adults with speech and hearing disabilities. The service provides a safe and confidential medium for children and young people to access counselling and information at no cost, other than the data used to access the mobile friendly website.

**Statistical Report:**

In the stated period, we chatted to a total of 1614 users – which is a 31.65% increase from the previous financial year. Our top ten categories of chats featured as below with Abuse and Services ranking as the highest topics covered. Our statistics show that we predominantly chat to users between the ages of 13 15 years and they are most likely female. Chats range between 30 minutes to an hour and there is a strong focus on counselling hence we have found that our chats are predominantly Want to Talks.

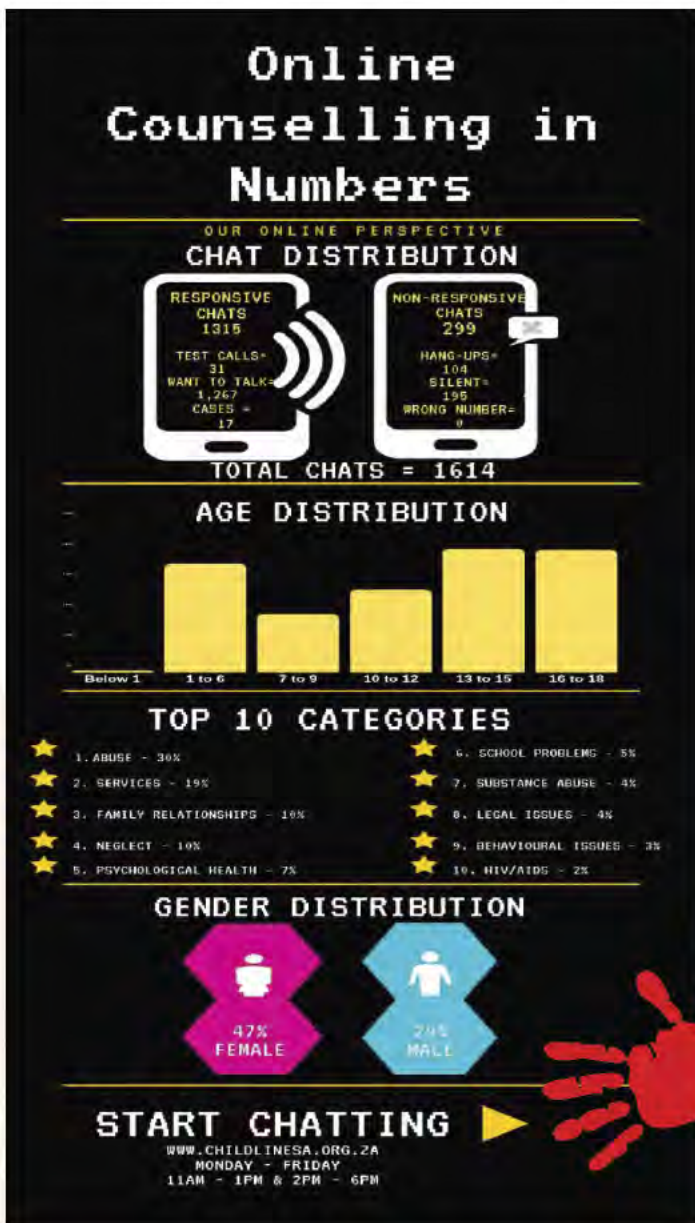


**Some highlights of the year included:**

We sincerely appreciate funding received from the Telkom Foundation to offer Online Counselling to five High Schools based in Tshwane till the 31st of December 2018. This project allowed us to extend counselling hours from 11am – 1pm and included outreach activities. These activities focused on explaining to the learners about Childline, how they could access our Online Counselling Service, basic Internet Safety as well as tips about staying smart online were discussed. From these discussions it seemed that many of the learners wanted to talk about their teachers and their feelings towards them. Having done the talks in classes with smart boards were beneficial as we showed the students a video on Online Counselling as well as a little practical on how to use the chatroom. We managed to reach a total of 1914 children during this outreach project and 1176 through the Online Counselling chatrooms.

**In our attempts to reach out to more youth** across the country, and keeping up with the Fourth Industrial Revolution, we have formed a valuable partnership with the Department of Communications and Digital Technologies. Software Developers are currently reviewing our Online Counselling Chat Software to make it more user friendly to the young people that reach out to us. This process is ongoing and we are engaging with them on specific deliverables which will be completed in few months to come.

**During Child Protection Week 2018**, the Online Counselling Team visited the local Musgrave Mall, Durban, KZN and awareness was created about Child Protection week and the services that Childline offers. Many people did not know about the Online Counselling Services. To draw people in, a selfie frame was created and their photos were posted on the Childline SA Social Media accounts. We also gave out information on how to volunteer for Childline. This event allowed us to reach 300 people in one day.





# Online Counselling Service

**Childline SA was invited by Google South Africa** to attend the Web Rangers Africa Summit that took place in Nairobi, Kenya from the 5th to 7th September 2018. This was attended by Ms Gita Dennen from Childline Gauteng. The summit was very well attended by Web Rangers from schools in Kenya, Nigeria and South Africa, as well as representatives from various governmental and non governmental bodies. The event was hosted by Brookhouse School, a private school at which the Web Rangers programme is currently being offered. Information sessions were held on Google's online safety tools available on Google, Google Hangouts, and YouTube which assist parents to keep their children safe online. Procedures for reporting child abuse images were also outlined. Delegates were also taken to the Kenyan Parliament, where the Web Rangers were given the wonderful opportunity to address two members of parliament on the issue of online safety for children. It was clear that the Web Rangers had gained, not just the experience of engaging meaningfully with the issue of online safety, with adult representatives of partner organisations, as well as those in Government, but also many new and exciting friendships.

**Childline SA was invited by Vodacom** to their "Bring a child to work" day on the 18th of March 2019. This event saw approximately 450 children invited to the Vodacom World in Gauteng. Childline carried out talks for different age groups on Childline's services, Cyberbullying as well as Online Safety to children.



## Success Story

**A 13-year-old came into our chatrooms** to express that she felt conflicted between two friends after they had a disagreement. One friend felt emotionally hurt after the incident and the other had bullied her into choosing between them, thus leading to the conflict. The counsellor chatted to the child and explained the importance of good friendships, and ways in which she could get them to be friends again. They problem solved together and came up with a few ways in which she could speak to her friends and help work things out. The child thanked the counsellor and came back later that week to mention that they were all friends again and the counsellor's suggestions had worked.

**Childline SA is grateful for the continued support** from young people who continue to use the Childline Online Counselling Service. The Online Counselling service would like to thank to all who have contributed and assisted the service, both financially and in time served.







# Human Resources



Elizabeth Maluleke	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Amosline Rapholo	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Belinda Mathebula	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Meldah Bopape	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Dipuo Phala	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Sethabile Mkhwanazi	Social Worker	31 March 2019	Zululand
Eric Buthelezi	Social Auxiliary Worker	31 March 2019	Zululand
Thandiwe Khanyile	Social Auxiliary Worker	31 March 2019	Zululand
Londiwe Ndaba	Social Auxiliary Worker	31 March 2019	Zululand
Nompumelelo Duze	Social Auxiliary Worker	31 March 2019	Zululand
Nontokozo Mdletshe	Social Auxiliary Worker	31 March 2019	Zululand
Sindisiwe Ntshangasa	Social Auxiliary Worker	31 March 2019	Zululand
Joyce Mthembu	Social Auxiliary Worker	31 March 2019	Zululand
Ntombizodwa Ntshangase	Social Auxiliary Worker	31 March 2019	Zululand
Fortunate Buthelezi	Social Auxiliary Worker	31 March 2019	Zululand
Ella Banda	Social Auxiliary Worker	31 March 2019	Zululand
Celiwe Nxumalo	Social Auxiliary Worker	31 March 2019	Zululand
Thembekile Ndlovu	Social Auxiliary Worker	31 March 2019	Zululand
<b>KWAZULU NATAL THUTHUZELA CARE CENTRE (AFSA)</b>			
Ntombizandile Kr	Social Worker	31 March 2019	Chatsworth
Thembeke Nkosi	Social Worker	31 March 2019	Chatsworth
Slindile Nhlangulela	Social Auxiliary Worker	31 March 2019	Chatsworth
Zanele Mlambo	Social Auxiliary Worker	31 March 2019	Chatsworth
Nthabiseng Molefe	Social Worker	31 March 2019	Umlazi
Thulile Dlamini	Social Auxiliary Worker	31 March 2019	Umlazi
Phindile Mbava	Social Auxiliary Worker	31 March 2019	Umlazi
Portia Radebe	Senior Social Worker	31 March 2019	Stanger
Phindile Mkhungo	Social Auxiliary Worker	31 March 2019	Stanger
Zamafuze Ngcobo	Social Auxiliary Worker	31 March 2019	Port Shepstone
Vuyokazi Dladla	Social Auxiliary Worker	31 March 2019	Port Shepstone
<b>LIMPOPO THUTHUZELA CARE CENTRE</b>			
Meriam Maponya	Senior Social Worker	31 March 2019	Seshego
Matshehle Nkadameng	Social Auxiliary Worker	31 March 2019	Seshego
Fikile Rekhoto	Social Auxiliary Worker	31 March 2019	Seshego
Gregory Moabelo	Data Capture	31 March 2019	Seshego
Phyllis Tabane	Senior Social Worker	31 March 2019	Mankweng
Mack Maake	Social Auxiliary Worker	31 March 2019	Mankweng
Bothlale Ndhlovu	Social Auxiliary Worker	31 March 2019	Mankweng
Lerato Hlahla	Social Auxiliary Worker	31 March 2019	Mokopane
Elizabeth Kutumela	Social Auxiliary Worker	31 March 2019	Mokopane
<b>EASTERN CAPE THUTHUZELA CARE CENTRE</b>			
Nosicelo Somyalo	Senior Social Worker	31 March 2019	Sinawe
Ntombozuko Khwaza	Social Auxiliary Worker	31 March 2019	Sinawe
Yolanda Mgojo	Social Auxiliary Worker	31 March 2019	Sinawe
Nonkululeko Mcimbi	Linkage & Adherence Officer	31 March 2019	Sinawe
Nolutho Gishi	Social Auxiliary Worker	31 March 2019	Sinawe
Gcobisa Mntubu	Social Auxiliary Worker	31 March 2019	Libode







# Human Resources



## DURING THIS REPORTING PERIOD THE FOLLOWING STAFF MEMBERS JOINED CHILDLINE SA:



NAME OF EMPLOYEE	POSITION	DATE	SATELLITE OFFICE
Shonisani Mphego	Social Auxiliary Worker	April 2018	Greater Sekhukhune
Thanduxolo Mkhize	Data Capturer	April 2018	National Office
Phindile Mbava	Social Auxiliary Worker	May 2018	Umlazi TCC
Nonkululeko Mcimbi	Linkage & Adherence Officer	September 2018	Sinawe TCC
Cebisile Mthembu	M&E Officer	October 2018	National Office
Kgomotso Vuma	Senior social Worker	October 2018	Greater Sekhukhune
Beauty Makhanya	Office Administrator	February 2019	National Office

## DURING THIS REPORTING PERIOD, THE FOLLOWING STAFF MEMBERS RESIGNED FROM CHILDLINE SA

NATIONAL OFFICE	POSITION	DATE	SATELLITE OFFICE
Nomvuyo Shabangu	M & E Officer	May 2018	National Office
William Gombe	Child Protection Coordinator	October 2018	National Office
Euginia Zondi	Office Administrator	January 2019	National Office
Nolusindiso Skhakhane	Program Manager	February 2019	National Office
Cebisile Mthembu	M&E Officer	February 2019	National Office
Jacqueline Lucas	Finance Assistant	February 2019	National Office

### THUTHUZELA CARE CENTRES

Phindile Cavaleiro	Social Worker	January 2019	Phoenix
Bridgette Hlatshwayo	Social Worker	January 2019	Umlazi
Pheleka Boo	Social Auxiliary Worker	January 2019	Libode

### YOUNG WOMEN & GIRLS (NACOSA)

Abel Ntsoane	Senior Social Worker	September 2018	Greater Sekhukhune
Petrus Morerwa	Social Auxiliary Worker	November 2018	Greater Sekhukhune



## DURING THIS REPORTING PERIOD, THE FOLLOWING STAFF MEMBERS CONTRACT OF EMPLOYMENT CONCLUDED FROM CHILDLINE SA



	POSITION	DATE	SATELLITE OFFICE
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### SIGNING SAFE FUTURES SOUTH AFRICA (Deaf Kids International)

Sikholiwe Siziba	Project Manager	31 August 2018	National Office
Spindile Ngcobo	Project Coordinators	31 August 2018	National Office
Nompilo Khanyile	Project Coordinators	31 August 2018	National Office
Makhosane Mhlongo	Sign Language Interpreter	31 August 2018	National Office
Sinethemba Khumalo	Sign Language Interpreter	31 August 2018	National Office

### CHILDLINE SA

Thanduxolo Mkhize	Data Capture	31 March 2019	National Office
Mbongeleni Mthembu	Finance Assistant	31 March 2019	National Office

### YOUNG WOMEN & GIRLS (NACOSA)

Kgomotso Vuma	Social Worker	31 March 2019	Greater Sekhukhune
Fidel Dube	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Joel Kgalushi	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Onica Maahlo	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Shonisani Mphego	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Emmanuel Mpoyana	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune
Meisie Morulane	Social Auxiliary Worker	31 March 2019	Greater Sekhukhune







## Young Women & Girls (yw&g) Programme: Global Fund Funded Via Nacosq

### 1. NACOSA:

#### Young Woman & Girls programme

Childline South was the Sub Recipient of the Global Fund Phase III grant via NACOSA as the Principal Recipient to implement the Young Women & Girls (YW&G) programmes in Limpopo, Greater Sekhukhune district and in Kwa Zulu Natal, Zululand district. This year, (April 2018 – March 2019) was the third and the last year of the PHASE III of Global Fund Funding in South Africa. It formed part of the HIV and TB programmes funded to fight AIDS, TB and Malaria in South Africa.

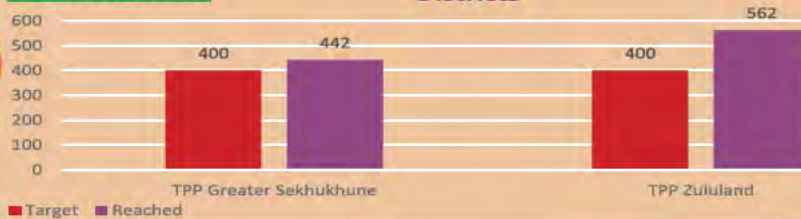
### 2. The core activities of the YW&G programme entailed:

- Teen Parenting Programme (TPP) for young people with children, and still in school, 19-24 years of age, 20 sessions course.
- Teen Parenting Programme (19-21 year olds) for teen parents not attending school, and those who have not completed school. This target group is identified and enrolled for a 20 session's course with the view of getting them back to school.
- Hands on Parenting (HOP) programme (10 sessions): Parents or caregivers of children who are part of a Soul Buddies clubs to receive parenting skills.
- Child Protection Programmes for young girls who have survived sexually age 10-17 years only and young boys who present with inappropriate sexual behaviour, age 10-14 years only. The Child Protection Programmes are implemented as residential therapeutic programmes for a period of 7 days during school holidays.

### Year 3 Targets & Reach: CLSA (Greater Sekhukhune districts & Zululand)

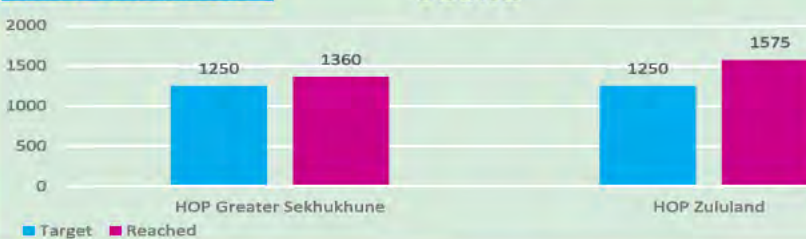
#### TEEN PARENTING

#### Districts



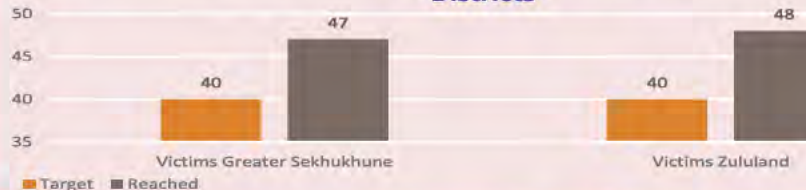
#### HANDS ON PARENTING

#### Districts



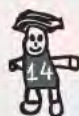
#### CHILD PROTECTION PROGRAMME Victims (Girls: 10-17 yrs. old)

#### Districts



#### Inappropriate sexual behaviour (Boys: 10-14 yrs. old)

#### District







## SUMMARY OF ACHIEVEMENT: YEAR 1-3 OF THE GRANT

### Greater Sekhukhune district

YW&Gs Programmes	Y1 target	Reach	Y2 target	Reach	Y3 target	Reach	TOTAL %
Teen Parenting	200	182	400	455	400	442	108%
Number of Parents who successfully completed the Positive Parenting course	625	296	1250	1065	1250	1360	87%
Child protection: inappropriate sexual behaviour	30	28	30	33	30	31	102%
Child protection: abused children	40	44	40	40	40	47	109%

### Zululand district

YW&Gs Programmes	Y1 target	Reach	Y2 target	Reach	Y3 target	Reach	TOTAL %
Teen Parenting	200	108	400	399	400	562	107%
Number of Parents who successfully completed the Positive Parenting course	625	330	1250	945	1250	1575	91%
Child protection: inappropriate sexual behaviour	30	41	30	26	30	34	112%
Child protection: abused children	40	39	40	43	40	48	108%





## Story of Impact

In order to assess the impact of the programme, Childline South Africa conducted a small scale audit of the YW&G who completed their courses in year 2017 and 2018 to ascertain their performance following the programme.

The impact assessment was conducted by the Social Auxiliary workers supported by the district Coordinators from February 2019 to March 2019.

## Findings

Yr. 2: beneficiaries who attended the Teen parenting programme	No. of beneficiaries reached		No. of beneficiaries who had more children after the programme	No. of beneficiaries currently pregnant	No. of beneficiaries who rated Teen parenting programme as very useful	
Zululand	399	Zululand	114	1	0	114
Greater Sekhukhune	455	Greater Sekhukhune	220	0	0	220

## Success Story

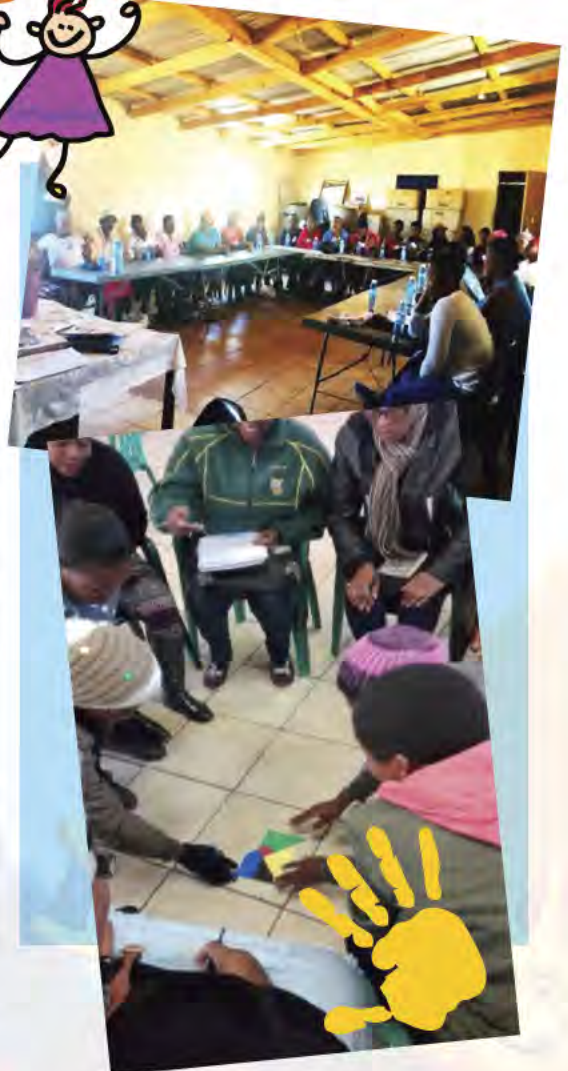
### Positive parenting programme

#### Greater Sekhukhune district

- In 2018 \*Mrs DK\* attended the programme and received a certificate for completing the course successfully. She used the knowledge and skills she gained from the programme and opened a Drop in Centre for children in her area.
- She recruited some of the fellow participants who attended same program, and currently they are running the centre together. They received donation from the nearest mine for equipment and food for centre. They target children from surrounding areas.
- \*Mrs Makopa\* is a school teacher at Sekabate Primary School, before attending HOP, she used to use corporal punishment on learners. After program she was able to practise all the skills from the program like positive discipline instead of using harsh punishment.

#### Zululand district

- Three participants who completed the course successfully used the certificate to apply for a job at Nkanyiso Special School. They all got the job to care for children with special needs.
- assess the impact of the programme, Childline South Africa conducted a small scale audit of the YW&G who completed their courses in year 2017 and 2018 to ascertain their performance following the programme.
- The impact assessment was conducted by the Social Auxiliary workers supported by the district Coordinators from February 2019 to March 2019.





## Teen Parenting Programme



### Greater Sekhukhune

- \*Lethabo\* from Magobanye Secondary School said that she was sexually abused by well known man from the community five years ago. She never told anyone about the incident. She was silent because the perpetrator threatened to kill her and her family. The programme helped her to open up and build a positive self esteem. The case was referred to an area Social Worker.
- \*Robin\* is taking care of his siblings and the responsibility of parenting affected his school work. His school progress was unsatisfactory and he wanted to drop out of school. However, through the knowledge he gained during the program, he matriculated in 2018.

### Zululand

- Teen participants expressed to facilitators that the teen parenting programme helped them learn how to approach their children because they use to label them with negative names because they were not aware that such names affected the children's self esteem. They further shared that the programme helped them build a good relationship with their children, and influenced them positively because they learnt to pay attention to their children's needs and now use the Child Support Grant wisely.
- Teen participants gave feedback regarding the sexual reproductive health sessions: They reported that they had not been practising protected sex and were not using contraceptive because they saw themselves as teens that had already lost their virginity. Attending the programme helped them see the importance of practising safe sex to protect themselves from sexually transmitted diseases and HIV/AIDs, as well as the use of contraceptives to prevent unplanned pregnancy. They further expressed that they do not want their children to turn into teen mothers like them.



Annual General Meeting 2018/19

## Child Protection Programme

### Residential therapy programme for girls:

A 14 years old girl was referred to the residential therapy programme in October 2017 by a social worker from the Department of Social development. The child was sexually abused by her father in March 2017 and disclosed during awareness programme at her school.

She was taken to hospital for medical care and the case was opened against her father. As the child was living with both her biological parents, she was removed and placed under the care of her aunt and older sister.

The alleged perpetrator was found guilty for the charge of rape and convicted.

The child experienced flash backs of the incident because it took place more than once and the trauma affected her ability to perform well at school and interact with other children.

She received individual and group therapy sessions during the programme and she was able to response well because she was able to participate in therapeutic activities, and expressed her feeling regarding her relationship with her parents plus the incident of rape. She showed signs of acceptance of her past and strength to allow herself to recover with the support from her relatives and biological mother.

Residential therapy programme for boys exhibiting inappropriate sexual behaviour:

This programme brought awareness to caregivers and parents of the beneficiaries about how internet could negatively impact on children who uses it without adult supervision. They also learned the importance of talking about topics such as body development and feelings to their boys as they grow older and providing them with the necessary guidance.

The beneficiaries became aware of the consequences they could face by behaving in an inappropriate sexual manner to another people, animal and exposing one's private body parts to the public. The Child protection programmes enabled caregivers to look at their children, themselves and the social environment that they were exposed to, and they saw the importance of having a close relationship with their children.

Child protection programmes provided beneficiaries an opportunity to look deeply into their individual life, talent and future aspirations.





**Childline South Africa received Global Fund Funding** via NACOSA and Aids Foundation South Africa to implement the Gender Based Violence Programme at the Thuthuzela Care Centres in Eastern Cape, Limpopo and Kwa Zulu Natal. These services included:

1. Support to survivors of sexual assault and their families
2. Trauma containment to survivors presenting at the TCCs
3. Empowerment of sexual assault survivors with information regarding their rights and standard procedures at the Thuthuzela CareCentres.
4. Therapeutic services to the survivors of sexual abuse.
5. Speedy response to the survivors of sexual violence that come to report cases of GBV
6. Court Preparation services to survivors and their families

### PERFORMANCE AGAINST TARGETS OF KEY CORE INDICATORS:

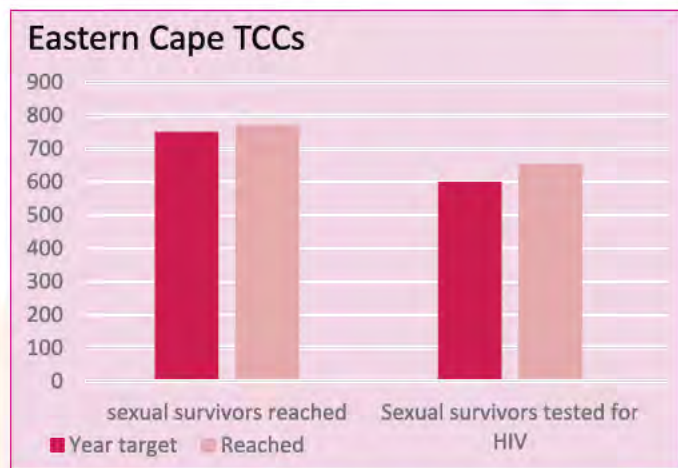
The core indicators were as follows:

- Number of sexual violence victims who received services at the Thuthuzela CareCentres
- Number of sexual violence victims at the TCCs who received an HIV test and know their results

### EASTERN CAPE TCCs

#### PERFORMANCE AGAINST TARGETS

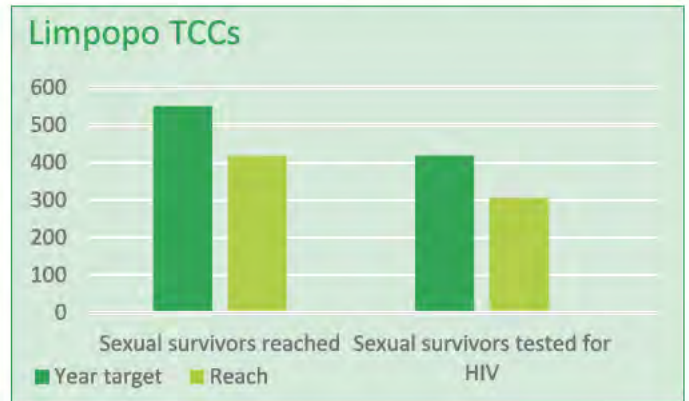
Core indicator	Year Target	Reach	%
Number of sexual violence victims who received services at the Thuthuzela care centres	750	771	103%
Number of sexual violence victims at the TCC who received an HIV test and know their results	600	654	109%



### LIMPOPO

#### PERFORMANCE AGAINST TARGETS

Core indicator	Year Target	Reach	%
Number of sexual violence victims who received services at the Thuthuzela care centres	550	417	76%
Number of sexual violence victims at the TCC who received an HIV test and know their results	418	305	73%

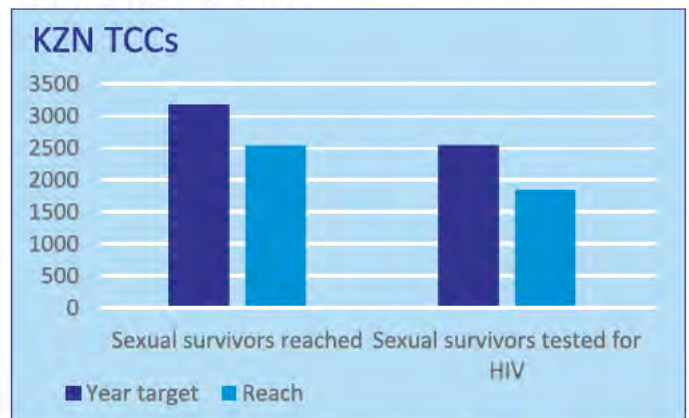


### KWAZULU-NATAL TCCs

#### PERFORMANCE AGAINST TARGETS

Core indicator	Year Target	Reach	%
Number of sexual violence victims who received services at the Thuthuzela care centres	3180	2541	80%
Number of sexual violence victims at the TCC who received an HIV test and know their results	2547	1847	47%

\*\*Target not met due to the fact that CLSA staff not allowed access to health data in one of the TCCs.







# Child Protection Programmes

Global Fund Funded Programme:



## Child Protection

Childline South Africa received Global Fund Funding Phase III via Soul City Institute to implement Young Women and Girls (YW&G) programmes in North West, Bojanala District. Childline North West implemented the bulk of the programme and Childline South Africa, National Office because of its expertise focused on the Child Protection element. This entailed:

- ü Child Protection Residential Therapy Programme for girls who are victims of sexual abuse (10-17 years old)
- ü Child Protection Residential Therapy Programme for boys who present with inappropriate sexual behaviour/ young sexual offenders (10-14 years old)

### ACTIVITY:

The Child Protection Programmes were implemented as residential therapeutic programmes for a period of 7 days during school holidays. Children and their caregivers were the targeted beneficiaries

### STORY OF IMPACT:

Childline was able to work collaboratively with the Government stakeholders from Bojanala district such as the Department of Social development, Department of Education and SAPS in addressing matter that were identified by therapists following the residential therapy programme.

Appropriate referral and follow up mechanisms were put in place with various stakeholders

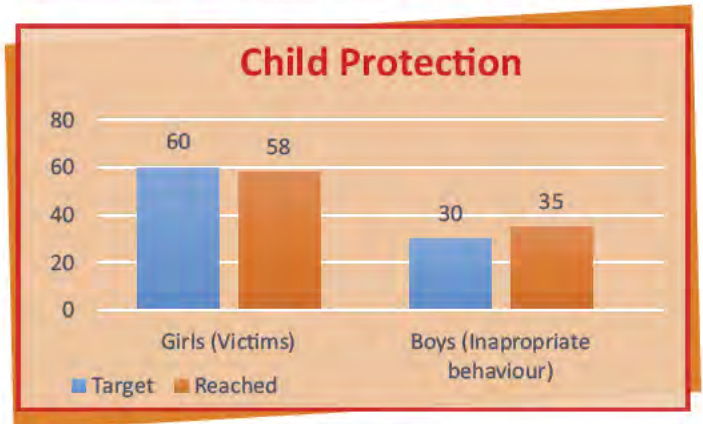
The Child Protection Programme enhanced the relationship between the children and their caregivers because of the various activities within the programme which were aimed at facilitating communication between them and also made caregivers aware of their children's feelings and learnings regarding the abuse or inappropriate sexual behaviour.



Annual General Meeting 2018/19



### Year 3 Targets & Reach: CLSA (Bojanala district)



The graph illustrates the results for April 2018 - March 2019, Childline implemented the programme successfully reaching the target of 90 & 117% respectively.



An expression of empowerment from the caregivers who attended the programme was received. They shared that the knowledge they had acquired would enable them to support their children in times of distress and they would practice what they had learnt from the programme.

The children successfully attended programme and expressed their gratitude to the therapists and programme managers for the help received.

They added that they would encourage other girls who have gone through the same incident(s) of abuse to open up and talk to someone they trust or attend therapy. One girls said, "I am happy to be at the programme because I have met new people that I didn't know and I have made friends"

It was clear during the programme that most of the perpetrators were people known to the victims, families and communities. The young girls and their families tended to feel unsupported and intimidated by this thus were in some cases reluctant to pursue the court case matters. However, during the course of the programme, the therapists managed to break the fear and instil a sense of confidence in the children to proceed with their cases.







**DeafKidz**  
INTERNATIONAL

## 1. Project Overview

The 'Signing Safe Futures – South Africa' (SSFSA) project was implemented jointly through a partnership between Childline South Africa and DeafKidz International from 1st June 2016 – 31st August 2018 throughout Kwa Zulu Natal Province, South Africa.

Utilising a twin track approach the project combines specific interventions designed to improve D/deaf CYPs awareness of their rights to inclusion with mainstreaming and capacity building activities for service providers in the child protection, health, social welfare and justice sectors.

Drawing upon a detailed consultation and research exercise, the project addresses the unmet needs of D/deaf CYP through a multi agency and systems level approach. Firstly, this sought to overcome the informational and communication barriers faced by D/deaf CYP when interacting with child protection and allied service providers. Secondly, this focussed on improving the capacities, continuum of care and process of caregiving across these different sectors, making them more accessible and responsive for D/deaf CYP. The project had five inter related objectives, which sought to achieve this:

- 1) Promote the empowerment of D/deaf CYP through access to information and communication support, allowing them to live confidently, safely and to mitigate and disclose abuse when it occurs.
- 2) Make child protection prevention and response services deaf friendly, allowing those who have been abused to access effective real time helpline and counselling support in the communication mode of choice.
- 3) Increase awareness of the risks of HIV & AIDS amongst D/deaf CYP, and improve access and uptake of voluntary counselling and testing services.
- 4) Improving access to justice for D/deaf CYP – ensuring police, court and judicial processes are more accessible to D/deaf CYP and are more frequently accessed.
- 5) Improve the organisational capacity of Child line South Africa, ensuring they have a proven D/deaf aware capability and model of best practice for replication across South Africa.

## 2. Executive Summary

The disability inclusive development agenda is an increasing priority among the International community. The 2030 agenda pledge to leave no one behind offers a new opportunity to help strengthen the rights of persons with disabilities through targeted and mainstream development programmes.

Whilst a lot has been done in key thematic areas (health, rehabilitation, education etc.) to address the needs of children and young people with disabilities, their inclusion within specific protection programming is limited. This is despite the inherently vulnerable nature of children with disabilities. They remain one of the most marginalised and excluded groups in society, experiencing widespread violations of their rights. This is doubly true for those with sensory and communication disabilities such as the D/deaf community.

The Signing Safe Futures South Africa (SSFSA) project has made an important contribution in addressing the specific risks and vulnerabilities faced by D/deaf CYP in South Africa. The adoption of a multi agency and systems level approach that effectively capitalised on the technical capacities, resources and influence of various partners and stakeholders has been critical to its achievements. Significant progress has been made to build awareness of the key protection issues faced by D/deaf CYP in South Africa and the gaps in service provision to be overcome through capacity building, resource investment and political will.

The project is a positive starting point for a wider conversation in South Africa about how D/deaf people more generally can be included, and derive greater benefit from the social welfare, health and justice sectors. The generally positive outcomes of the SSFSA project help illustrate the benefit of the twin track approach for improving the safety and wellbeing of D/deaf CYP. Disability specific activities, such as increasing D/deaf CYPs awareness of abuse, mitigation and support mechanisms have tied in well with mainstreaming and capacity building activities for service providers that promote inclusive practice.





# Signing Safer Futures

The ultimate aim of both components has been to strengthen the child protection system and specifically the inclusive nature of prevention and response efforts for D/deaf CYP. Given the short duration of the project and the nature of the changes that the project has sought to make, the evaluation has noted some initial positive trends but additional time is required to measure long term impact.

The project has been successful in achieving its first objective and has managed to reach 1,392 D/deaf CYP (665 girls and 727 boys) through targeted abuse prevention and awareness raising sessions. All have had the desired effect of empowering beneficiaries, improving their confidence, safety and ability to mitigate and disclose abuse where it occurs.

When it comes to the projects second, more ambitious objective there have been mixed results. Whilst the project team should be applauded for the innovative approach and use of assistive technologies for overcoming reporting barriers for D/deaf CYP, the envisaged video relay system (VRS) has yet to be established. Despite this, the SSFSA project has made important adaptations to CLSAs online counselling platform – with internet traffic increasing as a result, and established an effective school based counselling and support programme with a gradually increasing caseload.



The projects third objective focussing on HIV/Aids and SRH is of particular note for its innovative and adaptive approach that promotes inclusive learning for D/deaf CYP. The development of a range of impactful training materials and resources, as well as the peer learning and additional lay counselling component all offer considerable benefits in improving knowledge and understanding of D/deaf CYP in this critical area.



That being said there have been certain challenges encountered with assessing the clinical outcomes of the HIV/Aids promotional activities. This is explained less by the quality of implementation and more by the challenges and practical implications related with data collection for this objective.

The projects fourth and fifth objectives focussed on mainstreaming and capacity building of key child protection and CJS agency staff in D/deaf awareness, communication and technical skills as well as inclusive practice. In terms of the CJS, important gains have been made to raise awareness among the South African Police Service and sign language interpreters that will ultimately aid their support to D/deaf to access support and redress through the system.

Unfortunately, the PLOD and link officer model roll out both encountered a number of challenges during implementation which have meant gains in capacity building are been independent from the projects other components. Lastly, the project has made positive progress in developing a D/deaf aware capability at CLSA. This is evidenced across all cadres of the organisation and has been embedded in its overall mission as well as the day to day workings of the project staff. Impetus on further resourcing and scale up across South Africa for CLSA is necessary to maximise the gains made through the SSFSA project.

*Extracts from: Project evaluation Report, Signing Safe Futures South Africa (August 2018)*







# National Department of Social Development report



## NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT FUNDED ACTIVITIES

During this reporting period, Childline South Africa received funding from the National Department of Social Development to implement a number of objectives.

The following was achieved:

### OBJECTIVE 1:

Facilitate transformation of services in accordance with the Children’s Act of 2005: ACHIEVED THROUGH VISITS TO CHIDLINe PROVINCIAL OFFICES & NATIONAL CHIDLINe MEETINGS TO ENSURE APPROPRIATE GOVERNANCE, COMPLIANCE AND SERVICE DELIVERY

DATE	VENUE	ACTIVITY	OUTCOME
4 <sup>th</sup> October	CL Gauteng	AGM & Programmes	AGM attendance to ensure compliance. Satellite offices visited to observe service delivery at community level and partnership with other stakeholders. Interaction with beneficiaries took place
15 <sup>th</sup> & 16 <sup>th</sup> October	CL Western Cape	Board Induction & visit to programmes	Board Inducted, ensure good governance and oversight. Programmes visited. Court Support programme looked at and challenges encountered with the courts discussed.
30 <sup>th</sup> October	EXCO Meeting	Discuss Challenges in Limpopo	Disciplinary enquiry discussed based on challenges experienced in the Limpopo office.
26 <sup>th</sup> November	Pretoria	EXCO Meeting	National Matters discussed
12 <sup>th</sup> December	CL Limpopo	Disciplinary hearing	Disciplinary Hearing commenced against some staff members. Follow up session scheduled for 25 <sup>th</sup> January 2019.
25 <sup>th</sup> January	CL Limpopo	Disciplinary hearing	Disciplinary Hearings concluded
30 <sup>th</sup> January	CL Eastern Cape	Provincial Visit	Issues of compliance, management and service delivery discussed
13 <sup>th</sup> February	CL Northern Cape	Meeting with provincial DSD & Board Induction	Challenges with service delivery and funding discussed. Provincial Board inducted to ensure compliance and accountability







# National Department of Social Development report



## OBJECTIVE 2

Capacity building of management, professional staff and social workers, volunteers and affiliated DCPO's: via training on the legislative and policy framework for children and other critical child protection practice issues

PROVINCE	TRAINING	NR. REACHED
KZN(350)	Criminal Law(sexual offences & related Matters	90
	Child Justice Act	80
	Children's Act	91
	Trafficking in Person Act	89
NORTHERN CAPE (152)	Criminal Law(sexual offences & related Matters	46
	Child Justice Act	35
	Children's Act	38
	Trafficking in Person Act	33
KZN LADYSMITH (199)	Criminal Law(sexual offences & related Matters	66
	Child Justice Act	48
	Children's Act	44
	Trafficking in Person Act	41

## OBJECTIVE 3

Network on National, provincial, regional and local level to expand, advocate and facilitate services on those areas as required:

During this reporting period, a number of meetings were attended including:

- a) National Child Care and Protection Forum in November 2018
- b) 24<sup>th</sup> October 2018 KZN GBV Provincial Seminar
- c) 01- 02 November 2018 (National Summit against Gender Based Violence and Femicide)

## OBJECTIVE 4

Effective information management system on children in place: via monitoring of statistics from the Childline National Toll Free Helpline and the Online Counselling Service

Reference is made to the National Childline Crisisline and the Online Counselling Service reports as they reflect the achievements during this reporting period.







## F) Capacity Building and Training

Capacity development encompasses a whole range of activities designed to empower individuals and institutions. Childline Eastern Cape programmes and training is embedded within a broad set of activities, carefully designed to take into account the local community culture and/or organisational context.

Number of organisations: 69  
Number of participants: 102  
Number of trainings conducted: 3  
Duration of the training was five days



## G) Crèche Teacher Training

Crèche teacher programme is aimed at child care workers, aspiring child care workers and mothers who would like to learn how to take proper care of a child. It covers the different developmental stages and early learning phases in a young child's life, the psychology of a child, proper nutrition for optimal growth and health, what to do in case of an emergency, as well as crèche management; for those aspiring to open their own child day care centre.

Number of trainings: 2  
Number of representatives: 28  
Duration of the training was 5 days



## H) Child Protection Week

Theme: Let us protect all children to move South Africa forward"  
The purpose of Child Protection Week was to shine a spotlight on issues facing young South Africans under the age of 18. Child Protection Week was from 28 May - 4 June 2018.

Children's Rights are included in our Bill of Rights. Children need special protection because they are among the most vulnerable members of our society. They are dependent on others, their parents and families for care and protection. In the absence of parents and families, Childline aims to aid as a secondary guardian with the protection of our children.

The event aims to create a platform where children can voice out what they expect to be done by these relevant stakeholders to feel protected, as well as to allow the relevant stakeholders to reply to the children's expectations. Furthermore, the children were asked to speak out about the challenges that they face which hinders them in reporting cases to these relevant stakeholders. Number of people reached: 3654

## I) 16 Days of Activism

The organization hosted 7 events in total but we had one main event which took place at Ncerha Village 4. The organization collaborated with various organizations such as SAPS, SANCA and NICRO. 1987 beneficiaries were reached during these events. Through our other outreach programme, the team had received many cases of children and women being sexually abused within the community and most cases would be settled with the chief or headmaster of the community. This resulted in few cases of abuse against children and women being reported to their local police station.

## Achievements and Challenges

The year under review has been extremely challenging. As a developing organisation we have found ourselves stretched to the limits in our efforts to keep tight rein on our budget, by endeavouring to curtail our expenditure to a minimal while committed to accomplishing the implementation of our proposed objective. In spite of our dual constraints on our financial and human resources resulting in limited budgets and overloaded staff portfolios, we continued to successfully implement financial controls while endeavouring to ensure our performance by means of a qualitative and effective service.

We have a couple of major challenges that include funding, shortage of staff, limited resources and transportation as we only have one vehicle. Our primary funder is the Provincial Department of Social Development. This funding is based on the approval of business plans which are for a period of 12 months, as a result, long term planning and sustainability of the organisation becomes difficult. We are struggling between donor's interests and organisations core needs.

The organisation continues to recognise the importance of further actions that we must take to counteract the pressures on Childline Eastern Cape income and expenditure. The organization has a huge potential for growth but a solid fundraising and marketing strategy needs to be in place. In spite of the abovementioned challenges, the organisation continues to strive and renders quality service to the communities of the Eastern Cape Province. This journey has not only shaped us but prepared us to navigate the challenges ahead.

## Networking

Partnership and collaborations continue to be of value to CLEC, have extended our current list to include among other's Isibindi and Commission of gender equality (ECG) in order to extend our service beyond of Intervention and Early intervention by offering basic psychosocial first aid in legal matters. Furthermore, our relationship with the Provincial Department of Social Development has been strengthened.

## Marketing

Childline Eastern Cape continues to market its services and movement across the Eastern Cape Border's and to raise awareness of children through media.

## Radio Interviews

We had interviews with the following radio stations with a huge listenership base of over 250 000 per month

**Tru FM, Link FM, Lukhanji FM, Umhlobo Wenene Fm  
Unitra Community Radio**

## Board members:

We excited to announce that we now have a well established and fully functional board including:

**Mr Sazi Banele Petela- Chairperson**  
**Advocate Vuyolwethu Jozi- Vice Chairperson**  
**Mr Tabile Mzwakali- Treasurer**  
**Mr Lunga Ngogela- Secretary**







## Achievements

### A) Outreach and Awareness Programme



Childline Eastern Cape uses different approaches when rendering Prevention and Early intervention programmes. These include making contact with and meeting school principals, educators, councillors, nurses and health practitioners. Based on these interactions a programme is designed to meet the needs of that specific organisation, community, schools, individuals, and families. Some of the topics covered include matters around: rape, bullying, sexting, child pornography, cyber bullying, physical abuse and anger related incidences. These topics are included in the topics shared with the schools and communities. As a result, we have also strengthened the relationships between the organization, the education and community network around Buffalo City Metro Municipality.

#### Number of schools reached for specific prevention and awareness programmes:

Awareness Campaign in Schools:  
Number of schools reached: 22 schools  
Number of educators: 207  
Number of Learners: 7344

### B) Life Skills Programme

The main purpose of this group is to create a non threatening platform on which various life skills are discussed. As the process of sharing information unfolds, this includes receiving of feedback from the learners which require an empathic understanding of their unique environments and needs.

It is important that throughout the lifespan of the group that learners feel accepted in their current emotional state (environment), and this acceptance in turn will enable them to discuss and express their feelings and experiences and ultimately make healthy decisions during their teenager journeys.

#### Learners who benefited

Number of Schools: 9  
Number of groups: 34  
Number of participants: 1233



### C) Teenage Mothers

The Future of Teenage Mothers provides access to education for out of school teen mothers. This program seeks to identify, rehabilitate, and empower the most vulnerable teenage mothers in the Eastern Cape region. This is an initiative aimed at Grades 9 to 12 learners with the key focus on equipping them with effective parenting skills and the necessary support group structures. Through weekly workshops, these girls are afforded the opportunity to learn and grow and utilizing their own experiences as children, and learning better ways to facilitate the upbringing of their kids.

We aim to provide our programmes through the delivery of workshops focusing on Life Skills training. Other initiatives in this area include leadership programmes for youth, and counselling services. We plan to run parenting education programmes to strengthen child protection measures. Topics covered among others meaning of teenage parents, purpose of parenting, meaning of parent the general and legal side of being a parent.

#### Teen mothers who benefited:

Number of Groups: 59  
Number of Participants: 641

### D) Parenting Enrichment programme

The aim is to improve parent/child relationships. This programme aims to explore ways to manage your children's misbehaviours without resorting to threats and bribes. Through interactive activities, the parents learn more about the struggles and needs of their children and how to bridge the generation gap. The parents also discover new ways of strengthening family ties using effective communication & conflict management skills. Topics cover amongst others: different types of families, the meaning of life skills for parents, parental rights and responsibilities, how to build relationships and developmental life cycle.

#### Parents who benefited:

Number of organisations: 7  
Number of representatives: 8  
Number of crèche educators: 16  
Number of participants: 167



### E) Families without Fathers

The programme aims to encourage the development of programmes designed to improve relationships for parents, guardians and any other primary caregiver and to offer emotional support to children in poor communities. The purpose for this initiative is to motivate children in homes without fathers in a positive way. Some of the main topics covered include roles of fathers.

#### Number of sessions conducted per programme is 8 sessions.

Total number of communities reached: 4 communities  
Total number of sessions: 24 sessions  
Total number of participants: 63







### 1. 24 hour Toll Free Crisisline

Childline is a 24 hour toll free telephone line for children and their families who have been victims of abuse and violence. The 24 hour toll free line serves as the initial point of intake when social work related matters are reported.

**Total of responsive calls: 1480.**  
**Total of Non-responsive calls: 8510.**  
**Total 9918**



### 2. Awareness & Outreach

Support and involvement in National Awareness Campaigns enhance our visibility in the community and market our service rendering to children. Childline Free State celebrate various National Awareness Campaigns and implemented school awareness campaigns and prevention services throughout the Free State Province. Awareness and outreach have become extremely important in the world of welfare organisations. **4684 children and 1061 adults were reached throughout the Free State.**



### 3. School-based HIV/AIDS Prevention Programmes

The prevention teams focus on improving the well being of orphans and vulnerable children (OVC's) and their families through comprehensive support services that strengthen the capacity of families and communities to care for vulnerable children in district and sub districts with a high HIV prevalence in the Free State. The support services include school based prevention programmes. Through Positive Sexuality Programmes, Vhutshilo Life Skills programmes and Abangane Grief Group, continuous support to parents, support for rape victims and restorative practices taught to educators, children were reached either at school or at home.

**7007 OVC attended the Prevention Programmes.**



### 4. HIV/AIDS: Child Care Forums

All beneficiaries affected by HIV / AIDS who received psychosocial support services are counted in this programme. Freedom Square and Namibia Square also have Community Care Forums consisting out of different role players, professionals and organisations in the community in order to form a multi professional team who can approach community challenges together. Our two after school programs develop out of the Child Care Forums.

**220 Children attend the after school sessions in Heidedal and Mangaung.**



### 5. Child Protection:

#### Pre-statutory and Early Intervention Services

Early intervention services are activities aimed at halting the development of a problem which is already evident and might indicate the need for intensive services at an earlier stage than would otherwise have been the case. The core service focuses on strengthening and building the capacity of families where the children were identified as being vulnerable or at risk of removal to alternative care. All reported incidents of neglect, abuse abandonment, behaviour challenges, harmful living conditions and family conflict are investigated by our social workers.

**Total of Early Intervention: 1504. Clinical Child Assessments: 26**  
**Development Assessments: 338**

**Psycho-Social Support: 600 Therapy: 105 Play therapy with Abused children: 340 Total: 2913**







### 6. Secondary Victims of Domestic Violence

Social Work Services are rendered to children within families affected by domestic violence. Services comprise of psycho social counselling, educational programmes to empower the children, prevention programmes as part of awareness activities and information sessions. We also render intervention services in custody, matters through mediation and assistance with parenting plans.

**Total of intake: 78 Risk Assessments: 5 Family Assessments: 256 Family preservation: 603 Family Counselling: 256 Family Group Conference: 95 Panel Discussions: 289 Form 2: 2 Mediation: 67**



### 7. Tshepong Tuthuzela Care Centre

The overall objectives of the victim empowerment programme through the system of Tshepong Thuthuzela Care Centre (TTCC) strives to provide professional services to the victims of sexual offences.

**Total Boys between 1 – 18 years: 22 Total Girls between 1-18 years: 256**



### 8. Temporary Safe Care Talitha Cumi Child and Youth Care Centre

The core focus of Child Welfare Bfn & Childline FS is the protection of children against any form of abuse. To achieve this, social workers need to be able to assist or intervene and to provide immediate alternative care and protection for children when the situation demands it. Talitha Cumi Kids & Babies, caring for children from birth to 10 years of age.

**Total of 74 children were placed in Safe Care**







### CHILDLINE GAUTENG 2018-2019

Our work is carried out by passionate and dedicated team of over 65 staff members, interns and volunteers, who have rendered professional and caring services to thousands of children, their families, and communities in Gauteng this year.



**Childline**  
South Africa  
☎ 08000 55 555

### COMMUNITY AWARENESS & PREVENTION PROGRAMME (CAPP)

The CAPP team is comprised of 10 experienced social workers and social auxiliary workers, who are passionate about prevention and early intervention services.

- **School Talks Programme:** We facilitated 1 650 class by class, age appropriate prevention and awareness talks in 83 primary schools, as well as 71 Teachers' Presentations to 1 173 educators. 544 children came forward for individual brief counselling. Our teams also conducted awareness and prevention talks at 89 ECDs, reaching 3 379 children.
- **The LEADers** – Leading by Example, Acting on our Dreams: This programme was successfully implemented in 5 areas, and 404 children completed the programme.
- **Positive Parenting:** 18 Parenting Talks and 48 Positive Parenting workshops were facilitated reaching 5 282 parents and caregivers in our communities.
- **Community Outreach & Events:** The CAPP team participated in 76 community outreach events and campaigns, reaching 21 002 children and 2 084 adults.
- **Training:** 16 workshops were conducted for 428 professionals and non professionals working with children.

### THERAPEUTIC SERVICES

Our team of 10 professional social workers offer counselling and therapeutic services in all seven of our community based centres. This year our social workers conducted a total of 9 422 individual sessions to 2 081 families/children and 145 group therapy and Child Development sessions, 2 seven day residential camps for girl survivors of sexual violence, and 2 camps for 30 boys demonstrating inappropriate sexual behaviour.



### SUNLIGHT SAFEHOUSE (SSH)

The SSH provides emergency after hours care for abandoned, abused, orphaned, neglected and exploited children who have been removed by SAPS after hours. We also support our SSH foster children and families.

- **Overnight Care:** 141 Children were placed in overnight care this year with 426 overnight stays.
- **Foster Care:** There are currently 51 active SSH parents, in 49 community Safe Houses situated in Johannesburg, Soweto, Katorus, Tembisa, Sebokeng and the West Rand. We currently have 90 children in foster care and 17 in the Independent Living Programme.





**ACHIEVEMENTS:**



**Victim Empowerment Program**

In the reporting period we extended our footprint to four new areas which included Stanger, Richards Bay, Mtubatuba and Nongoma. We are now in 16 different areas in KZN, with a total of 18 social workers. We collectively conducted 3967 counselling sessions with children. 3919 sessions were conducted with caregivers and parents.

**24/7 Crisisline**

We have 10 counsellors and due to our focus on training and development, our counsellors offer professional intervention and support in a variety of situations. It is comforting for children to know that there is an empathic listener on the other side of our toll free number. We were able to offer telephonic counselling services to almost 2000 callers per month whilst also providing information to other callers.

**Siyakhanyisa Outreach Program**

During our outreach programs we facilitate class by class, age appropriate to learners as well as various community awareness programs. We teach children how to keep their bodies and feelings safe, and where to go for help. The Childline toll free number is taught to all children and educators. During the reporting period we reached almost 100 000 learners and community members.

**We Care Campaign**

Our "We Care" Campaign is now in its 3rd year and has grown considerably. From a humble 50 loaves of bread per week we have now grown to distributing 125 loaves per week. This would have been an impossible task without the partnership of Premier Foods (Sydney Road).

**Eye on your Kid Campaign**

Childline KZN embarked on a walk to highlight the high density of human trafficking in KZN. Our focus was on the 17 children that went missing from January 2018. The walk also depicted the violence that results in human trafficking. It was held 2 days after a body that is believed to be missing Miguél Louw was found in the Phoenix area.



**Don't Dump Our Babies Campaign**

On the 21st of June 1990 at The World Trade Centre Mandela said "the basic human rights for all our citizens have to be protected and guaranteed to ensure the genuine liberty of every individual" On Friday the 8 March 2019 Childline KZN embarked on an awareness walk themed "Don't dump our babies" with the aim of making a noise and whilst doing so educate the public on how and where to seek guidance.



**Mandela Day 2018**

Mandela Day 2019 saw us partner with Premier Foods to prepare and distribute 8000 sandwiches. This was an amazing successful endeavour that saw at least 100 people from all different walks of life, different cultures and different communities work side by side harmoniously in true Madiba style.



**Golf Day 2018**

Our first Annual Golf Day at the Royal Durban Country Club was a resounding success with 126 players. The weather was perfect and the ambience created a fun filled day with lots of prizes being won. A total of R107 000 was raised.





During this reporting period, Childline Limpopo received funds from two major donors: Provincial Department of Social Development and SAVE THE CHILDREN SOUTH AFRICA

Through funding received from Save the Children South Africa, Childline Limpopo was able to achieve the following:

**a) Reduce violence against children in Capricorn District through strengthening Child Protection System:  
The following activities was implemented:**

- Positive Parenting Awareness Workshops: 463 parents were reached
- Training of Educators on Positive Discipline in Everyday Teaching(PDET): 29 Educators were training coming from 27 schools in the Mankweng circuit including 1 special school.
- Training of LRC members from different schools on VAC (Violence Against Children) prevention and response: 34 LRC members were trained from 4 different schools.
- Conduct dialogues with key service providers on VAC: 1 Dialogue was conducted wherein 25 stakeholders participated

**b) Ensure better and more effective VAC prevention programmes by communities  
The following was implemented:**

- Dialogue with Children on VAC: In October 2018, a dialogue was conducted and 57 children participated. This activity was implemented in conjunction with Municipality and was a Residential Camp for children which was executed over 5 days
- School assembly talks on VAC: a total of 986 learners were reached from 9 schools (Mankweng P School, Seraditola S School, Regolegile H School, Ramabele H School, Macks Semeka S School, Mankgwadiba P School and Kgetsa P. School)
- Awareness creation through radio talks and phone in programmes:  
**the following was implemented:**
- 15 radio interviews were conducted mainly with Thobela and Munghana Lonene FM covering a number of topics including Children's rights, positive parenting, prevention and early intervention measures.



**Funding from the Department of Social Development entailed implementation of the following 3 key objectives:**

1. 'To render management and monitoring services to Childline Limpopo programmes in order to promote and strengthen child care and protection service for the organisation in the Limpopo province by March 2019'
2. 'To render training and capacity building services on child care and protection in the Limpopo Province through systematic transfer of skills, knowledge and attitudes by March 2019'
3. 'To raise awareness through the creation of supportive environments in order to ensure care and protection of children in the Limpopo Province by March 2019'

**The following was achieved:**

- 92 cases were recorded on the Childline Limpopo crisisline which required referral and follow up
- 1986 children were engaged with from a number of schools including Sebayeng P School, Zwanani Primary School & Mzimhlophe P School. The discussions involved issues of rights and responsibilities, forms of abuse and how they could keep themselves safe.
- A workshop was conducted with 141 parents from Sebayeng P School on Positive Parenting. This workshop was conducted as part of the Nelson Mandela Day Celebrations.
- Childline Limpopo actively engaged with other stakeholders and was instrumental in working with young people and preparing them to participate in the National Children's Parliament

During this reporting period, a number of challenges were experienced in this office relating to inadequate management by the senior officials. This had an impact on service delivery and partnerships with the province. Through the support and intervention from the Provincial & National Board of Childline South Africa, disciplinary actions were taken against some staff members. Furthermore, a resolution was reached to close the operations of Childline Limpopo until a clear & sustainable strategy is crafted to rebuild and take this provincial Childline office forward.





**Childline Mpumalanga** is proud to be working with a wide range of dedicated caring individuals and organizations in the protection and development of children. The period under review has witnessed major change and movement in Childline Mpumalanga. From government through to the faith community, there's a genuine groundswell and focus on seeing an end to child abuse, suffering and vulnerability for the children of Mpumalanga. The organisation structured its operations in Executive (Board, Director and Deputy Director), Support (Financial, IT Support, Human Resources and Monitoring Evaluation and Reporting Departments) and Implementation (Psychosocial, Training and Capacity Building, Victim Support and Community Development departments).

The organisation continued to provide quality services to families and children in our province, despite understanding that the contracts funding our operations were coming to an end. Childline Mpumalanga managed to complete its contractual agreements with USAID and Global Fund (NACOSA and AFSA) as was signed. Services to identified populations were provided to the target audiences. Change and Impact were facilitated

**The main implementation programs (and funders) that CLMPU worked with in the period under review included:**

**(a) Child Protection and Services to Families** including providing 24 hour toll free crisisline service. (Mpumalanga Department of Social Development).

CRISISLINE CALLS RECEIVED DURING APRIL 2018 – MARCH 2019	
<b>Non Responsive Calls</b>	
Silent	Mpumalanga 13160
Hang up	9445
Wrong Number	1750
TOTAL	24355
<b>Responsive Calls</b>	
Want to Talk	198
Test	17307
Case	148
Harassment	144
Hoax	1
TOTAL	17798
<b>Overall Total calls</b>	<b>42 153</b>

A total number of 1216 of new referrals were received by the department, All referrals were allocated to social workers to attend to them. Referrals included inter alia, cases of neglect, sexual abuse, physical abuse, behavioural problems, and lack of documentation.

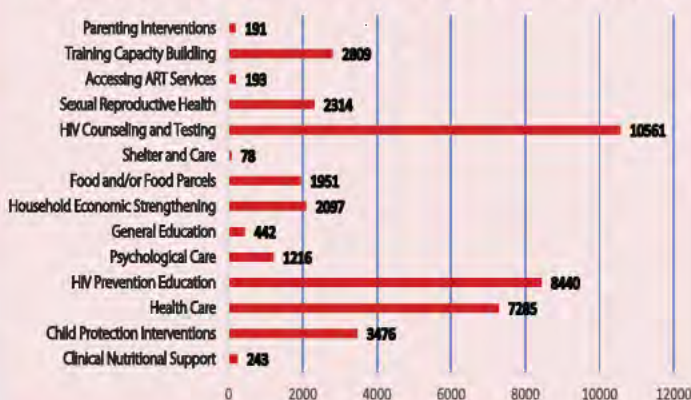
**Psychosocial support** for vulnerable children was facilitated through individual based activities. Play therapy techniques, the Healers manual, and the Memory Work manuals were utilized in conducting therapy sessions with individuals in order to achieve optimal results.



**(b) Service Delivery and Support for Families Caring for Orphans and Vulnerable Children (OVC)**

in Mpumalanga – (USAID/Pepfar). CLMPU registered vulnerable households and children to benefit from a package of services as provided by the organization. A multiplicity of services to targeted beneficiaries were facilitated through various programmes that were coordinated by the Community Development program, Training and Capacity Building and Psycho Social Departments within CLMPU. CLMPU made a huge effort to reach 10 561 targeted beneficiaries with HIV Testing services and succeeded through partnerships with testing partners. During this reporting period, CLMPU provided a total of 15 703 beneficiaries and families with 41 296 services, consisting of 6 022 (38%) males and 9 681 (62%) females with various services aimed and reducing their vulnerability and providing support and care

**TYPES OF SERVICES RENDERED TO REGISTERED OVC**





### c) Young Women and Girls

Parenting program and Soul Buddyz Program (NACOSA Global Fund). Hands on Parenting Program for parents of children who are attending Soul Buddyz program at primary school (119 clubs), aim to empower parents with good parenting skills for them to take proper care of their children. A total of 3238 parents were empowered with parental skills.

The teen Parenting program focussed on teen parents who are in and out of school. A total of 1415 teen parents attended the program. The aim of the program is to offer educational support, and teenagers are continuously motivated to finish their studies while dealing with challenges to raise their kids.

Therapeutic sessions were facilitated with 83 girls who were sexually abused. Residential programmes for boys displaying inappropriate sexual behaviour was hosted for 63 boys.

### d) Gender Based Violence Prevention and Care in Thutuzela Care Centres (AFSA Global Fund; USAID/Pepfar and FPD)

WITBANK TCC	Number of new sexual violence victims who received services	186
	Number of sexual violence victims that have received an HIV test during the reporting period and know their results	146
EVANDER TCC	Number of new sexual violence victims who received services	186
	Number of sexual violence victims that have received an HIV test during the reporting period and know their results	123
ERMELO TCC	Number of new sexual violence victims who received services	246
	Number of sexual violence victims that have received an HIV test during the reporting period and know their results	137

### e) Young Women & Girls Economic Strengthening Programme (NACOSA Global Fund).

This program offered socio-economic development support and opportunities to 2686 young women, between the ages of 19 and 24, to assist young women to become economically active and independent citizens, thereby decreasing the level of vulnerability of young woman at risk of contracting and / or living with HIV. The programme can be seen as progress in the right direction in terms of gender equality, poverty reduction amongst women, and more inclusive economic growth. 1467 YWG completed the standard package of this program.

The organisation is operating through scientific management approaches, and utilise the information gathered from the data of our programs (MER) and expenditure (FIN) to determine the next step in providing services in future.

Staff were empowered to understand the plight and challenges children face on a daily basis. Childline Mpumalanga has invested quality training and development into the communities we serve. Knowledge and skills are embedded into parent and care givers, and children will benefit from this for years to come. Our success is the community and its children's' success.

The main threat Childline Mpumalanga faces is its access to continued funding. To address this the organisation has gone through a total strategic review and restructuring. This enable us to decrease our geographic footprint, whilst still providing much needed services as far as possible. The passion and positive attitude of the team and board will keep the spirit of this organisation burning high and strong. With the ongoing support of our donors, partners, Board and volunteers, Childline Mpumalanga is ready for the challenges and achievements ahead in 2019-20.

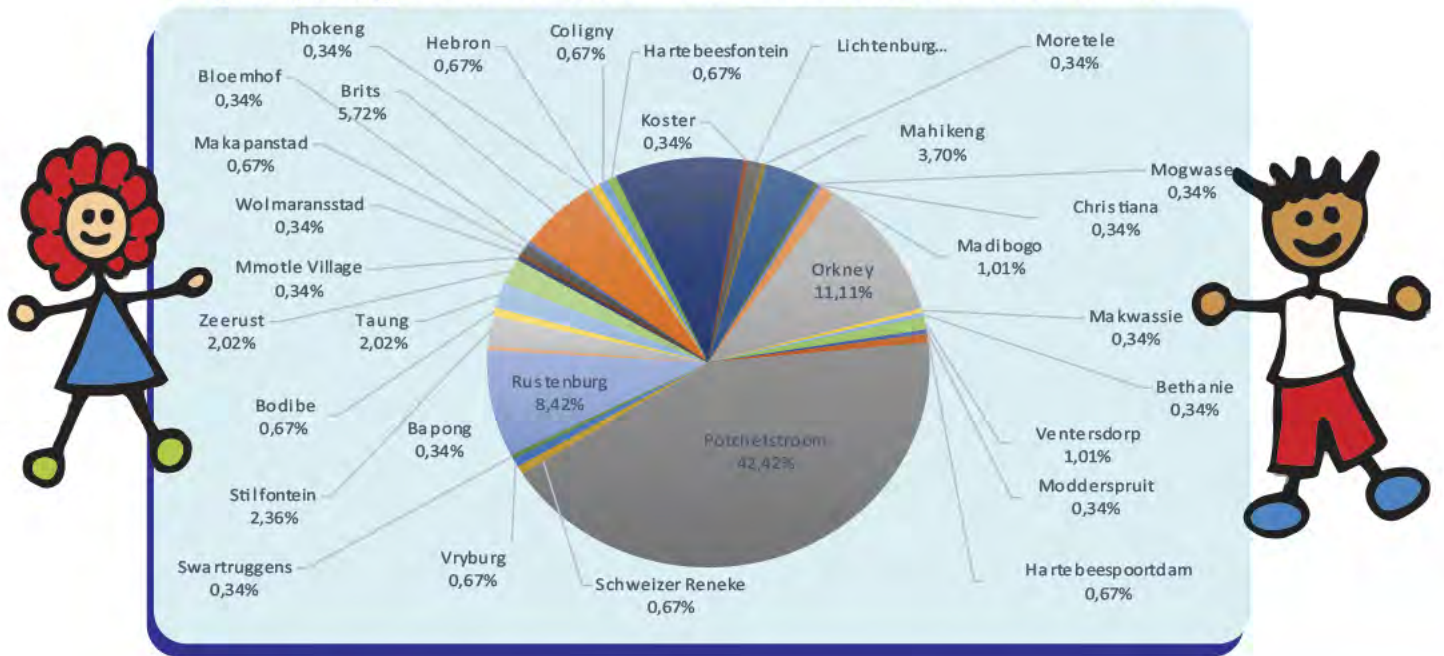






The dedicated and passionate Childline North West staff members reached all the targets set for the financial year 2018/219

**Graph depicting the reach of Crisisline calls across the North West Province**



**THERAPEUTIC SERVICES**

The therapeutic element of Childline North West's services is rendered by three social workers and one social auxiliary worker in the Potchefstroom office, and one social worker in the Mahikeng office. These services include:

### Service areas

Service Area	Percentage
Potchefstroom	58%
Mahikeng	18%
Orkney	15%
Klerksdorp	6%
Khuma	3%

- Trauma counselling to children who are victims of abuse
- Bereavement therapy
- Behaviour modification
- Parental guidance
- Assistance to clients with a lack of ID Documents/birth certificates and/or application for grants
- Temporary material assistance
- Referring clients (outside the scope of Childline's services) to other stakeholders and service providers.







### TOTAL NUMBER OF BENEFICIARIES REACHED

Total number of cases attended to	New cases received during period	Cases closed during period	Total number of children and adults attended to:	Contact session between social workers and clients
342	129	86	Children: 927 Adults: 342	Children: 1911 Adults: 729



### OUTREACH PROGRAMMES IN SCHOOLS

The facilitators conducted puppet shows which focused on the different types of abuse including sexual abuse, physical abuse, emotional abuse, neglect, etc..

SCHOOL	AREA	No of LEARNERS
Seetsele Primary	Magogwe -Tlhabologo Mahikeng	280
EP Lekhela Primary	Mmabatho, Mahikeng	630
Mokgweetsi Primary	Lomanyaneng, Mahikeng	947
Lomanyaneng Primary	Lomanyaneng, Mahikeng	1045
Madibeng Primary	Ikageng, Potchefstroom	1182
	<b>TOTAL</b>	<u>5235</u>

### CAPACITY BUILDING

The Rustenburg office of Childline North West had the sole responsibility of implementing two parenting programmes, namely:

**The Hands-On Parenting programme:** The programme consists of ten sessions aimed at parents or caregivers above the age of 21. A total of 471 parents were trained in the HOP programme. The target for the year was 375.

**The Teen Parenting Programme:** This programme consists of twenty sessions for teenage parents between the age of 14 and 21. This programme is presented to "In School" and "Out of School" teen parents. A total of 405 teen parents were trained. The target was 400 for the year. The following topics were covered in these two programmes:

Hands-On Parenting Programme	Teen Parenting Programme
1. Understanding our Children's Behaviour	1. Starting our/Orientation
2. Listen to Children's Feelings	2. Being Teenagers, Being Parents
3. Build your Children's Self-Esteem	3. Understanding Self-Esteem
4. Communicate with your Children	4. Tools for Building Self-Esteem
5. Encourage Self-Discipline	5. Understanding our Children's Behaviour
6. Build a Family	6. Understanding our Children's Feelings
7. Talk about Sexuality	7. Learning to Listen
8. Stop Alcohol Abuse and Prevent Violence	8. Mid Evaluation
9. Dealing with Child Abuse	9. Being Assertive
10. The Right to Grants	10. An Assertiveness Toolkit
	11. Positive Discipline Part 1
	12. Positive Discipline Part 2
	13. Problem Solving
	14. Love Relationships
	15. HIV and AIDS
	16. Loss and Grief: Part 1
	17. Loss and Grief: Part 2
	18. Managing Money
	19. Let's Reflect
	20. Final Evaluation



Staff members of Rustenburg Office

Staff members of Rustenburg Office

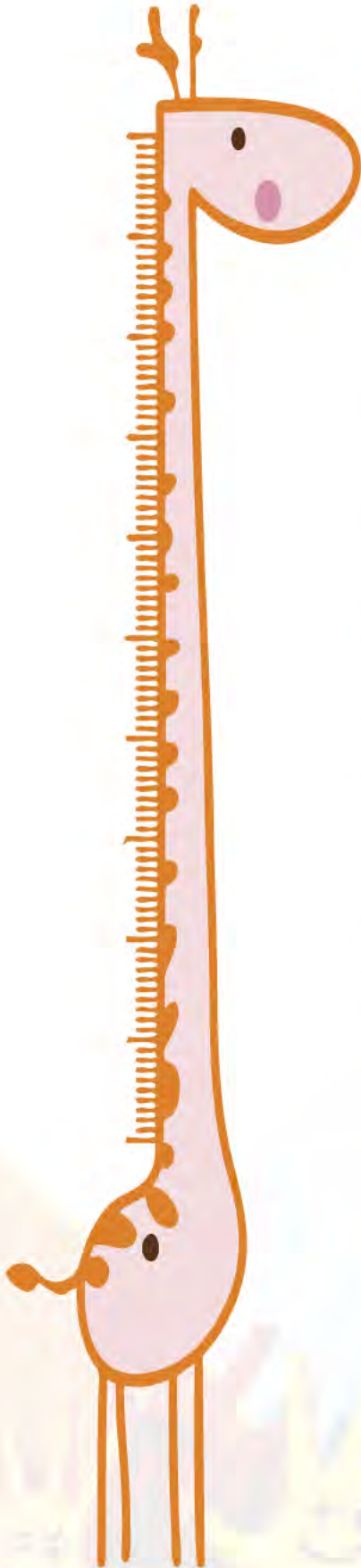
### Teen Parenting Workshop



Annual General Meeting 2018/19







**Childline Northern Cape** received funding from the Provincial Department of Social Development to implement a number of activities including the following:

**OBJECTIVE 1**

To protect the rights of 10 000 children in the Northern Cape through the provision of easily accessible 24 hour telephone counselling and referral service for children and families.

**OBJECTIVE 2**

To capacitate community members as lay counsellors by.

**OBJECTIVE 3**

To provide prevention, awareness and educational programmes to 4500 children in school and 100 adults in communities.

**OBJECTIVE 4**

To develop networks and partnerships to combat violence against children and coordinate services to children

**OBJECTIVE 5**

To offer aftercare therapeutic services to 100 survivors of child sexual abuse/assault and their families.

Sustainability of Childline Northern Cape became a growing concern which necessitated the intervention of the National Board of Childline South Africa. Challenges pertaining to resource mobilisation were observed. Management of the Operations of the organisation including programme implementation and reporting also proved to be inadequate.

As a result, the National Board of Childline South Africa resolved to close the operations of Childline Northern Cape until a sustainable turnaround strategy is developed and adequately resourced to enable the organisation to be fully operational in the province.

The Childline Northern Cape Crisis line is diverted to Childline Free State to ensure continuation of this core service for the benefit of the children and their families in the Northern Cape





## Introduction

The past year has been an exciting and productive year for us as an organisation. The most significant event for Childline WC has been our registration with the NPO Directorate, on 6 June 2018, as a legal entity of our own. The separation from LifeLine WC was a lengthy process and took much longer than anticipated with the final unbundling and transferring of assets still in process.

We have continued to deliver excellent and relevant services and activities reaching 20 262 beneficiaries in the last year through case work, group work, prevention and early intervention initiatives, the crisis line, the child witness project and the child protection therapeutic camps.



## Activities

### Child Protection Residential Therapeutic Programmes

The Desmond Tutu HIV Foundation partnered with CLWC to implement the Child Protection Residential Therapeutic Programmes, which was funded through the Global Fund. We implemented five programmes, where we worked therapeutically with girl survivors (10 – 17 years old) of sexual violence, as well as with boys (10 – 14 years old) who displayed inappropriate sexualised behaviour. Support groups were held with caregivers who attended the programme. We achieved a 99% success rate in reaching the anticipated number of beneficiaries.

### Crisisline

The crisis line remains a vital resource to children, youth and adults who need assistance, direction and counselling about matters related to children and their rights. We have found that family relationships, inappropriate sexual behaviour, drug abuse, emotional abuse and neglect are still factors that feature prominently on our crisis line. We have strengthened our partnership with the Department of Social Development and other statutory NPO's who investigate our referrals of reports (of alleged child abuse) we receive from callers to our crisisline.

### Therapeutic Counselling

Childline WC is one of a few NGOs in the Western Cape that provide a process of therapeutic counselling to children who have been sexually abused or raped, who experienced some other kind of trauma or who require bereavement counselling. Our social workers receive continuous training and supervision in order to deliver an effective counselling service that ensures emotional healing for these vulnerable children. We receive many referrals for this service and have a long waiting list of children needing counselling.

### Child Witness Project (CWP)

Based in 5 Sexual Offences Courts in the Western Cape (Atlantis, Cape Town, Paarl, Khayelitsha and Wynberg), our CWP team worked extensively with children in preparing and supporting them through the judicial process. Our team are well integrated into the courts, working as part of the multi disciplinary team of Prosecutors, Probation Officers and Intermediaries who see the child and their caregiver through the court process with the aim of a successful conviction of the perpetrators. Our services in the courts include providing a physical safe space, something to eat, a warm clothing garment if necessary, debriefing, therapeutic counselling and support to the children and their caregivers. We have extended the project to include Prevention and Early Intervention (PEI) activities, such as parenting support groups, Awareness and Information workshops in the courts and surrounding communities. This has raised the profile of not only the Child Witness Project, but that of the pandemic of Child Abuse in our communities and the need for this to be seriously addressed.

### Peer Support Programme

Our Peer Support Programme, implemented in 5 schools in Mitchells Plain and 5 schools in Khayelitsha continued for the second annual cycle. We further embedded the programme in the schools by enhancing and strengthening the leadership, personal growth, as well as the communication skills sessions with the learner participants. Anecdotal feedback from participants has been positive and indicated the positive impact that the Peer Support Programme had on those school communities. Future planning is to have a formal review of the programme and the information gathered from this review will be used to evaluate and strengthen the programme.

### Prevention and Early Intervention (PEI) Activities

Our PEI activities remain our core business of Childline WC. These include therapeutic counselling, group work, workshops and training for both children and adults. One of the issues that was highlighted by a number of schools who approached us for services included the issue of (all forms of) bullying. Programmes were developed to address this more intensely. There are consistent referrals to our Centres for therapeutic counselling and support for children who have been exposed to sexual abuse, trauma or bereavement and there is a great need for beneficiaries to be able to access these services without having a long waiting period.

### Overall Statistics of numbers reached

Prevention and Early Intervention with children	Therapeutic counselling with children (4+ sessions)	Group work with children	Workshops and support groups with parents/caregivers	Child Witness Project	Crisis line referrals	Child Protection Residential Programme
874	207	442	1179	9440	145	107

**My thanks** are extended to both the Provincial Childline WC Board, as well as the CLSA Board for their support over the last year. Special thanks and appreciation to the Funders who allow us to implement these services and activities in order to make a positive difference in the lives of those we serve. To the staff who are the implementers of the services, activities and vision and mission of the organisation – May you continue to make the difference that you do, thank you.







# Donors



## A big thank you to all our Donors,

those mentioned below as well as those that have asked to remain anonymous.

Your generous donations of cash or kind has helped us reach out to the Children of South Africa.

If we have unknowingly left out any one, we sincerely apologise but we highly appreciate each and every one of you

Global Fund
Sanlam Employee Benefits
2C Projects
Aarav baba
Advanced Cost Engineering Solutions CC T/A Ace Solutions
B Davidoff
B Pillay
Bequest Late Mr DHH Skinner
GAYE
DR V V Naicker
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Mireille Joubert
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Nick Riley
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Reshma Ganda
Sanisha Naidoo
Setlogane Manchidi
Sibusiso Kubeka
Siyanda Nokwe
Sloane Steinhobel
Soraya Surran
Stacey Sexaine
Tennille Richa
Totals
Tracy Duncan
Trevor Dhara
Trevor Kekana
Ulrike Kloppers
Willemien Dawes



**NACOSA**  
COLLECTIVELY TURNING THE TIDE  
ON HIV, AIDS AND TB



**basic education**

Department:  
Basic Education  
REPUBLIC OF SOUTH AFRICA



**social development**

Department:  
Social Development  
REPUBLIC OF SOUTH AFRICA



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SOUTH AFRICA







# NOTES







**Childline**

South Africa

☎ 08000 55 555

If you would like to talk to a counsellor, you may call us 24-7 on 08 000 55 555 (We are free from all networks) OR you can visit our Online Counselling chatrooms (a D/deaf friendly service) Monday-Friday, 2-6pm to chat to a counsellor by visiting our website [www.childlinesa.org.za](http://www.childlinesa.org.za) and click on "Chat to a Counsellor"

Also find us on



@childlinesa

