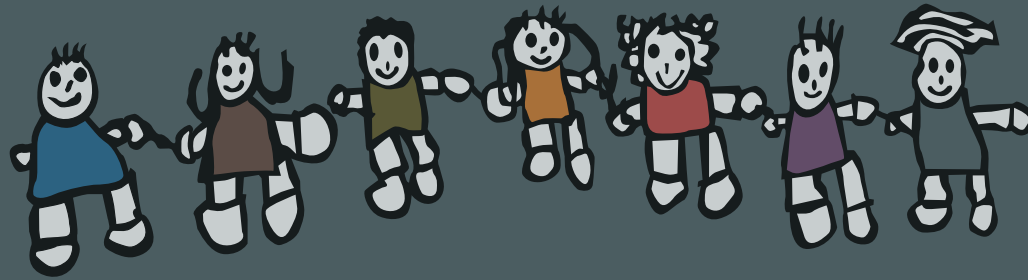


# childline

South Africa



**O**nce upon a time.....

*2014 / 2015*

*Annual Report*

# Mission

**We are committed to:**

**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**

**Ongoing training and development of staff members, volunteers and networking partners**

# *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***



**08000 55 555**



# Message from the Chair Person



If one asked me for one word to describe what has been a recurring theme for the year 2015, I would say “accountability”. A synonym for accountability is responsibility. In the country where there are increased incidences of violence against children, these words mean that our task is far from being done. If anything, the real task has just begun.

Childline South Africa has, in 2015, placed itself at the centre of ensuring that the rights of children in South Africa are protected and realised in line with our international and constitutional obligations. Apart from its usual mandate of protecting children through advocacy and direct services, Childline South Africa put itself as a friend of the court in a crucial constitutional matter that has resulted in enhanced protection for children in South Africa. It is not always easy to advocate for

the rights of child offenders, however with its professional experience and knowledge in this field, Childline South Africa was able to make contribution towards ensuring that child sex offenders are not automatically put on the sex offenders register. This means that these children are protected from being branded for life and it is an acknowledgement of the possibility of reforming and rehabilitating child offenders so that they can be responsible members of our society.

As we look at accountability, inwardly, Childline South Africa has become a network of persons who reflect on a continuous basis on the work of the organisation and how the network can best serve the children of South Africa. Good governance is a central feature of accountability and keeping a network like Childline South Africa together is no easy feat. I can however say that having the Board with experts from diverse fields of expertise, has been one of the greatest asset towards ensuring that Childline South Africa stays on the path of good governance. At the heart of the success of our Board is co-operative governance between members of the Childline South Africa network. It is my wish for us to continue to see ourselves as a collective with a responsibility towards the children of South Africa.

In order for us to continue to serve the children, access to resources is crucial. In the current challenging funding space where donors are withdrawing funding or changing the programmes for which they will make funding available, one cannot help the feeling of slight perturb. As we try to take our legacy further, we the need to be innovative in mobilising resources and creating reserves for Childline South Africa. I wish to acknowledge Mr John McKay, our Treasurer, in this regard as he made it his mission to ensure that we establish a Childline South Africa Foundation that is aimed at ensuring our sustainability.

It would be amiss to focus only on the challenges with regard to funding and not thank the loyal funders of the Childline South Africa network for their continued contribution to ensuring that the rights of the children of South Africa are protected and realised. Sincere thanks to all the funders and we do hope that you continue to see the value of your contribution to the Childline South Africa network.

Lastly, 2015 is a special year for the Childline Western Cape office as they celebrate their 20<sup>th</sup> Anniversary of serving the children of South Africa. I wish them success for the future and thank them for their contribution to the Childline South Africa network.

*Karabo Ngidi*

*Chair Person*

*Childline SA*

# Message from the National Executive Officer



## Looking back Year 2014/2015.....

During this reporting period, Childline South Africa has worked tirelessly to achieve its mandate and vision of creating a society that respects and observes children's rights.

Some of our **ACHIEVEMENTS** during this reporting period include:

### a) **OUTREACH:** (PREVENTION AND EARLY INTERVENTION)

Our **outreach interventions** are an essential part of prevention and early intervention services. During this reporting period **136 363** children and **23 589** adults were reached throughout South Africa. The report highlights the amazing work conducted by the Childline Provincial Offices in this regard.

### b) **THERAPY**( offered to children and families that have experienced trauma)

Therapy is an essential part of the services provided by Childline. The report outlines the theoretical framework that informs our engagement with children and families. During this reporting period, Childline Provincial Offices reached **147 262** children in the Therapy Departments.

## AREAS OF CONCERN

Childline is greatly concerned with the high levels of violence against children in our society. We have seen an increase in peer on peer violence ranging from bullying to sexual abuse. To this end Childline has developed and is currently conducting Therapeutic Residential Programmes for children presenting with inappropriate sexual behaviour. Intensive therapeutic interventions are provided to children and their families over a period of 6 days in a therapeutic residential setting. At the end of this programme, an individualised care plan is developed for the child and shared with each child's Social Worker as well as the community Child and Youth Care Worker who assists in ensuring the care plan is implemented and followed appropriately. This is done so that further engagements and service interventions can take place when the children return to their home environment. Furthermore, it helps to reinforce the work initiated during the residential programme. Childline has also taken it upon itself to also track the progress made by the children post the residential therapeutic programme identifying gaps in the system and areas where improvement can be made to ensure that the care plan for the child is followed and the child receives the full benefits of the programme.

This programme we believe will assist children involved in dealing with any trauma they might have experienced, understand the negative impact their behaviour has on others and develop healthy patterns of engaging with other young people

## CRISIS LINE:

During this reporting period, we saw a significant drop in the number of calls received on our Crisis line. In 2014/2015, we received **789 799** calls compared to **1 057 446** in the 2013/14 reporting period. There are a number of factors contributing to this decrease in calls on the crisisline which include:

- load shedding,

-extensive work done by the data programmer in upgrading our data capturing system.

-we have noted over the years that children rarely contact us via landlines; they rely mainly on their cell phones. Childline's number is free for the callers on the Vodacom and MTN Cell Networks.

In an effort to attend to this challenge, in 2015/16 Childline will critically evaluate the functioning of this valuable service and embark on a strategy to increase awareness and access of the service to children, youth and communities at large. Embedded in our strategy will be development of initiatives in engaging young people **ONLINE** and ensuring they are equipped with the necessary knowledge to keep themselves safe in cyberspace.

**Ngingaze ngigeqe amagula....** I encourage you our valued stakeholder to take time and go through this report which reflects the amazing work done by Childline South Africa.

In conclusion, I would like to extend my appreciation for the support received from the EXCO and Board of Childline SA, our valued stakeholders including the children and families of our beautiful Country, South Africa.

*Dumisile Naba*  
National Executive Officer



# Administration Report

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

Nonhle Ntetha (Social Worker) – April 2014  
 Eve Chinguwa (Finance Assistant) – May 2014  
 Beauty Makhanya (Therapeutic Services Officer) – August 2014  
 Sphindile Ngcobo (Social Worker) – November 2014  
 Thokozile Modise (Social Worker) – November 2014  
 Nolusindiso Skhakhane (Social Worker) – February 2015

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

Farah Adam (Office Manager) – December 2014  
 Annie Varaden (Therapeutic Manager) – January 2015  
 Lungile Zulu (M&E officer) – February 2015

The following meeting were attended during this reporting meeting

## RETIREMENT

Joan van Niekerk (Fundraiser) – July 2014

Meeting	April	May	June	July	August	Sep	October	November	December	January '15	February '15	March '15	Total
Directors Meeting	1	1	1	1	1	1	1	1			1	1	10
EXCO			1	1	1	1	1	1			1	1	8
Board						1		1				1	3
Provincial Visits	1	3		1	1		2					2	10
National Meetings	1		1		1			1		1	3	1	9
Meetings with Data capturer	2	4	4	3	4	2	2	1	2	1	2	1	28
Crisis Line Managers face to face meeting	1			1	1		1				1		5
<b>Total</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>73</b>

## Some of these workshops included:

- National Child Care and Protection Forum
- Shukumisa
- Gibbs Foundation Meeting
- Child Helpline International meeting 9Amsterdam and London)
- Office of the Presidency (Consultation with stakeholders on Xenophobic attacks in South Africa and ISCCJ
- Inter-sectoral Child Justice Forum
- National meeting on the White Paper for Social Welfare



# Report on the Child Helpline International Conference

Date: 29-31 October 2014

Venue: Gouman Tower Hotel, London, UK



**Child Helpline International (CHI)** is the global network of child helplines in **145 countries**, which together receive approximately **14 million contacts a year** from children and young people in need of care and protection. CHI supports the creation and strengthening of national toll-free child helplines worldwide, and uses child helpline data and knowledge to highlight the gaps in child protection systems and to advocate for the rights of children.

## Theme of the Conference

*'The right to be heard: empowering children and young people through technology'*, focused primarily on the use of technology and how it equips and enables children and young people to reach out and protect themselves when they need care and support, is critically important.

## Regional Spaces:



Full and associate CHI members and partners were invited to the Regional Spaces to hear about, and discuss developments, in their regions since the last IC in Durban, South Africa two years ago.

During the Nominations of Regional Representatives, Ms Dumisile Nala of Childline South Africa, was elected to represent the African Region.

The new Regional and Deputy Regional Representatives were elected, as well as the PSP taskforce members.

Congratulations are due to Ms Dumisile Nala of Childline SA who was elected as Regional Representative of the African Region.

During the Country Meetings, the region spoke about issues affecting their countries and the following were highlighted.

## Regional Issues

- 1) Partnerships with Government including fundraising and sustainability
- 2) Health issues and our role as helplines e.g. Ebola
- 3) Capacity building of younger organisations in Africa

## The Free our Voices Campaign

Free our voices campaign was launched by Thomas Meuller and the CHI Youth Advisory Committee. It is noted that CHI celebrated their 10 years of existence this year. In the past 10 years, 126 million calls were answered however, 151 million went unanswered. This led to the creation of the Free your Voices campaign.



## The Free our Voices Campaign

*This petition isn't like any other. You don't sign it with a pen. You sign it with the power of your voice. Something that millions of children lose when their calls for help go unanswered.*

*Your voice will help us to get one step closer to getting the support we need from governments and corporations to answer every call we get.*

*We don't see one call unanswered as just us failing to do our job. We see it as failing to help a child who needed us.*

*CHI is the global network of child helplines working across 143 countries to protect the rights of the child. Every year child helplines answer millions of calls from children and young people. Many with stories that will make you shudder. For many children a child helpline is the only safe place to talk to. Once these children found the courage to speak out and reach out to a child helpline, we need to have the resources in place not to let them down. We must be there for these children.*

*This campaign is designed to raise awareness about this problem and gather support and resources to tackle it. Resources are what matter. Resources to provide more training to more counselors, to open more channels of communication for the children and to take their stories to decision makers in order to shape child friendly policies and strengthen child protection systems.*

## FIELD VISITS

The afternoon of the 30<sup>th</sup> October was spent visiting London's ChildLine base and the BT Tower.

The visit was hosted and facilitated by Jackie Clasper. We were introduced to the ChildLine counselling and volunteer models and had an opportunity to see the counselling room in action (through glass). At Childline UK, they offer telephonic counselling as well as counselling on their website.

We spent time with the digital team, who focused on the ChildLine website and how ChildLine UK works digitally looking at opportunities and challenges. As well as with the information team who will explain how ChildLine records information and how that information is used to protect children and influence for change.



## Apps, and how they can work for child helplines

Children around the globe are increasingly passionate users of mobile technology. According to a study of the GSMA, "...a large proportion of children (54%) who use mobile phones use them to access the internet. This percentage rises considerably to 87% when looking exclusively at smartphone users." In more recent years, internet based messaging platforms such as WhatsApp, Skype, Viber, and others have overtaken traditional SMS in terms of message volumes.

CHI's Youth Advisory Council had a prominent role by sharing their experiences and impressions on the use and importance of mobile apps.

Evans Munda, Counsellor and Child Protection Specialist for Child Helpline Kenya, presented on his research done with applications used by youth. It was noted that they majorly use these applications for entertainment and communication. It was also noted that Youth use health and fitness apps the least and as they as youth get older, they decrease the use of entertainment apps and increase their use of informational apps.

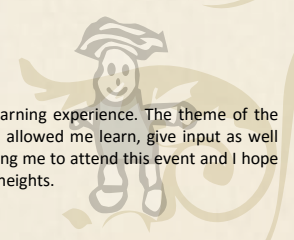
Most common applications for communication and social networking are Whatsapp, Snapchat, WeChat and Instagram. With regards to statistics:

- 81% of youth use a mobile phone
- 55% of child mobile users access the internet
- 85% of youth download apps.

## Conclusions:

Attending this International Consultation, on behalf of Childline SA, was a great learning experience. The theme of the conference spoke to the Online Counselling Project being run at Childline SA which allowed me learn, give input as well picture a future for our service. I would like to thank the Childline SA EXCO for allowing me to attend this event and I hope to use the information gathered from this Conference to take Childline SA to greater heights.

Report compiled by Bhavna Lutchman, UNICEF Programme Manager, Childline SA



# Online Counselling

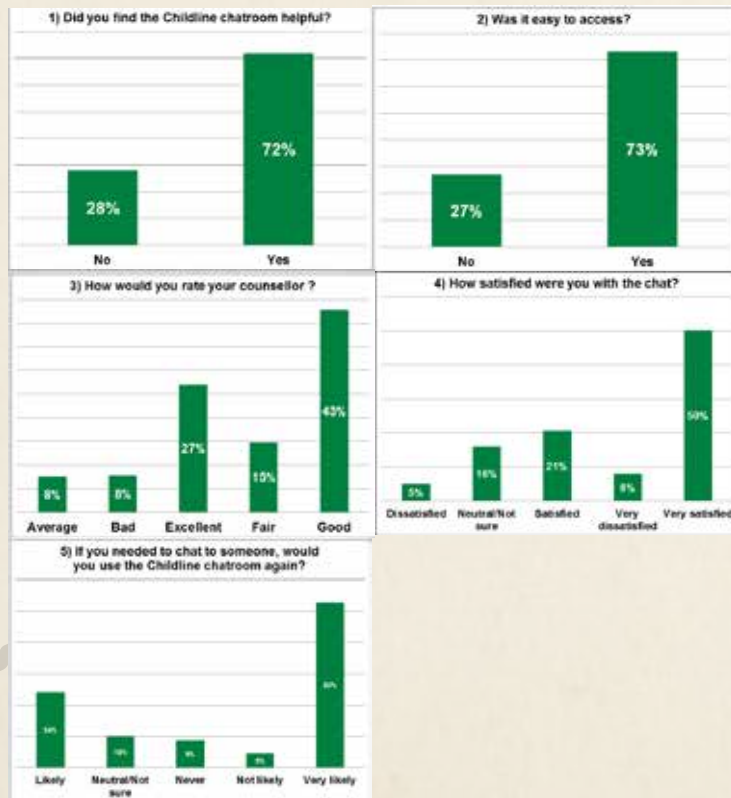
## Online Counselling Service (OLC):

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. The service

- provides counselling and information services
- contributes to the overall well-being of children, youth and caregivers of children,
- ensures the inclusion of children and youth with disabilities, particularly the hearing and speech impaired.

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. The service combines technology and counselling. Online Counselling is a national service and is available free to all youth in South Africa **who are registered on Mxit**. The service works closely with all Childline provincial offices, to which children and youth requiring face to face services are referred.

Having approached our fifth birthday this year, Online Counselling decided to look back on the year that was - and what a great year it was for us! As part of Childline's recognition of National Child Protection Week, which ran from the 1 - 8 June 2014, Mxit assisted us in running a Child Protection Campaign for this special week. In addition, to splash advertisements and a Child Protection Week feature that directed Mxit users to our chatrooms, Mxit ran a survey that served as an evaluation for the Online Counselling Service. This has allowed us, after five years, to reflect on the service that we offer.



During this period, two new groups of counsellors were trained thanks to funding received from the Global Fund/NACOSA programme and existing counsellors had receiving refresher trainings. Thanks to the EPWP Expanded Public Works Programmes, we had the addition of two permanent counsellors to the programme, Kulsoom Adam and Shahina Bux. To assist the programme move forward, UNICEF funded the purchase of new desktop computers for the Online Counselling Project. Childline extends a "very big thank you" to all our counsellors that have played a key role in taking our Online Counselling Service forward.)

## Deaf Friendly Service

In developing the service, Counsellors were also trained in a basic sign language to course to further understand the life of a Deaf Child. With September being Disability Awareness Month, marketing for the service was done with the distribution of Deaf Friendly Bookmarks and Online Counselling Pamphlets.

## Safer Internet Day

This event was held on the 10<sup>th</sup> February 2014, at the Ster Kinekor Offices in Gauteng. The day commemorated the twelfth anniversary of the Safer Internet Day (SID) movement. SID seeks to promote safer and more responsible use of online technologies, now including mobile Internet.

Google hosted this in collaboration with the Film and Publications Board, supported by the Nelson Mandela Children's Fund, Mxit, Parent's Corner, Media Monitoring Africa, Childline SA, Department of Women, Children and People with Disabilities, the Gauteng Department of Education, Department of Communications, and UNICEF South Africa.

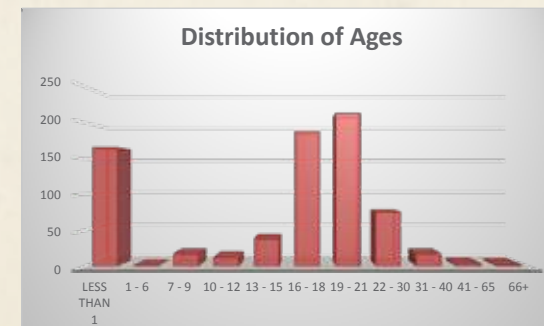
In 2015, South Africa celebrated Safer Internet Day with three other African countries i.e. Kenya, Nigeria and Senegal. A series of Internet safety workshops were facilitated for learners, parents and teachers from ten Johannesburg schools. These sessions aimed to equip learners and parents with the tools and knowledge to help them to use the Internet safely and responsibly, as well as to educate them on their role in making the Internet a better and safer place for all. After the workshops, the learners came together in one big continental plenary, in which the four different venues connected to each other via Google Hangouts (video conferencing facility). At this virtual plenary, each country presented to the rest of the learners what they did in their country, and what were the specific outputs of their workshops. This was a powerful way of showing the learners how children from other countries are also concerned about the same issues and are working hard to make the Internet a better place for all.

Together with partners from UNISA and Actorvate, Bhavna Lutchman from Childline SA facilitated the Blue Group, which looked at Role Plays. This exercise required thoughtful, creative, improvised storytelling and to devise a short scene or sketch on how to create a better Internet together! Childline SA participated by engaging learners on developing guidelines to responsible use of social networking. The discussions were centred on bullying behaviour online, the posting of inappropriate photos, the use of bad language, hacking, false profiles, etc. Bhavna Lutchman was also privileged enough to be the Programme Director of the Event.

## STATISTICS REPORT 2014-2015

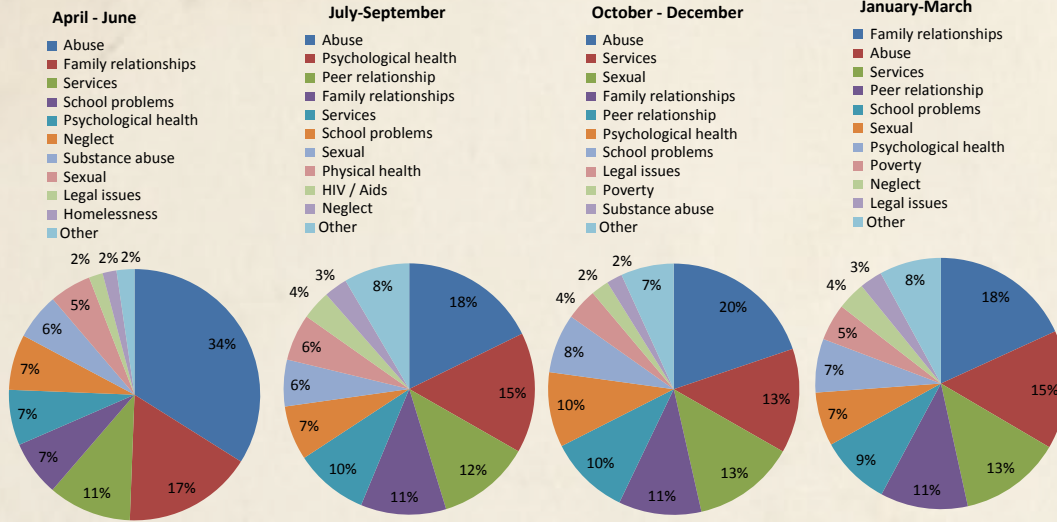
The Childline data capturing programme is used to record and report on the demographics of all chat conversations. This allows Childline to report on the number of young people who have used the chat room service and the different reasons for doing so. However, most of the young people who use the chat room service do not share the full range of personal details and often use pseudonyms so information can only be captured where and when available. Our statistics show that we predominantly chat to users between the ages of 19-21 years and they are most likely female as depicted below.

In the stated period, we chatted to a total of 1218 users. Our top ten categories of chats featured as below with Abuse and Family Relationships ranking as the highest topics covered.





# Online Counselling



## Conclusion:

Childline SA is grateful for the continued support from Mxit users 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. A special note of thanks is extended to International Slab Sales for the donations toward the Online Counselling Service as well as Mxit for providing their platform to us. We are very grateful and would not be able to continue our service if were not for this support.

## Child Death Review AGM Report

In January 2014, Childline South Africa was approached by the Children's Institute, University of Cape Town in partnership with the Medical Research Council, Forensic Medicine Division, UCT and KZN DoH to pilot the establishment and evaluation of Child Death Review teams in two sites (Cape Town, salt River Mortuary & Durban, Phoenix Mortuary) as an outcome from the National Child Homicide Study. Childline South Africa's engagement is only with the Phoenix Mortuary in Durban. The aim of this review is to improve the identification, management and criminal justice outcomes of fatal child abuse cases in South Africa which might have gone unidentified.

Currently the panel is meeting on a monthly basis to discuss the cases of child death at the Phoenix Mortuary in Durban. Most of the cases that are reviewed by the panel in Durban are cases of suicide, electrocutions, car accidents, natural causes, assault, and burns. Below is a table of the cases received during the reporting period in the Phoenix Mortuary in Durban, KwaZulu Natal:

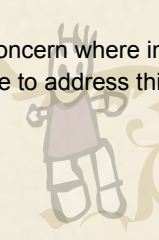
Cause of death	Number of cases
Suicide	6
Electrocutions	10
Motor vehicle accident "MVA"	6
Natural Death	32
Gun shot	2
Burns	2
Stabbed	1
Assault {2 grievous bodily harm cases and 1 case of a child who was raped and assaulted}	3

The panel meeting in Durban had 13 cases carried forward from 2014 to 2015 as they were still outstanding feedback and conclusions to these cases. The majority of those cases are waiting response and investigation from SAPS.

A challenge that has been constant throughout the review period is the lack of proper investigation of cases by investigating officers; some examples include inadequate information taken from witnesses, parents, caregivers, or at the scene of death and a lack of photographic evidence in most cases.

Success will include cases that have been finalised and closed mostly on deaths due to natural causes.

The child death review panel has highlighted an area of concern where in some cases death of children is avoidable and what can be done to address this area of concern.



**UNICEF Funded Project:** Safer South Africa Programme to Prevent Violence against Women and Children (VAWC)

**Some background to the UNICEF project and our involvement as Childline**

The Safer South Africa Programme was designed to strengthen primary prevention mechanisms to reduce violence against women and children and to improve access to existing response services by communities. It has a multisectoral approach with support from lead government departments and key civil society organisations. The programme goal was to increase security and justice for women and children in South Africa through a strengthened national response to VAWC. This is achieved through four outputs, namely: strengthened national institutions to prevent VAWC; strengthened prevention and protection measures in and out of schools; mobilized social change for the prevention of VAWC; and strengthened surveillance, monitoring and evaluation systems for evidence-based prevention of violence against women and children.

The UNICEF Safer South Africa Programme has a focus in the Eastern Cape and the Free State. The main outcome of the project is: *Strengthened Prevention and Protection Measures for Girls and Boys in and out of School.* Childline South Africa is in the process of achieving this outcome by implementing the following two outputs

- *Output 1: The Data on Violence against Children is systematically collected, analysed and used by government departments to assist in the planning and implementation of services.*

This output was achieved through the upgrade of the Data Capturing System and data being captured nationally by the Childline Crisislines. Rollout to our provincial offices began in March 2014 and as at the 31st of March 2015, all provincial offices are now on the new system, with the exception of Childline Gauteng. The new system is now web based which allows for easier and faster capturing of data. It was also identified that previously one call captured could enlist many children and this was not being represented in our statistics hence we were under reporting. Now the system allows each child to be captured and accounted for. Languages and the municipalities in each province were revised and corrected. In order to strengthen the Crisisline connectivity at each provincial office, an ADSL Router and Uninterrupted Power Supply was provided to each provincial November 2014 thanks to the UNICEF Funding.



To enable additional support to the provincial offices for their Data Capturing Systems, a TeamViewer license has been purchased in order provide this support. UNICEF also assisted us with the training and implementation of Data Representation Software called DevInfo.



- *Output 2: Advocacy material on referral of VAC cases and awareness on Psychosocial Support Services (PSS) developed and disseminated.*

This output currently being implemented by Childline Eastern Cape and Childline Free State. Focus Groups were held with children, parents, educators and inter-sectoral groups in order to assess what is their understanding of Childline and how do we create more awareness about Childline in the two provinces. The groups were also asked to develop messages that Childline could put onto awareness materials. Messages that were developed centred predominantly around abuse, bullying and domestic violence. (Photo of Child blocking face with Poster and Parents holding poster)

During the focus groups, we managed to reach the following groups:

Group	Male	Female	Total
Youth	74	126	200
Parents and Educators	13	105	118
Inter-Sectoral Group	3	21	24

Once the focus groups were completed, material development began based on the feedback received. This material was then translated into isiZulu, Sesotho, Afrikaans and IsiXhosa to be then distributed in and out of schools during Childline awareness programmes in the Eastern Cape and Free State.

## IDT Report

The Independent Development Trust is an initiative which is supported by the Department of public works in association with NPOs nationally. The program is structured around the development of the youth of South Africa by affording them with work opportunities to grow their skills and in turn make them more employable.

As an NPO, Childline has been contracted to 50 volunteers who work a period of 14 days in every month to complete various tasks in the sites. Childline worked collectively with YMCA to find and place volunteers in different communities.

At Childline South Africa, volunteers are carrying out Online Counseling on the instant messaging service, MXit. Their duties include:

- Data Capturing
- Following up on cases
- Online Counseling Administration
- Outreach
- Resource Centre Administration.

YMCA runs the Y-Zone Programme which is aimed at providing after school – care programmes for school going children aged 6-18 in a safe environment where they are afforded an opportunity to grow in all areas of their lives in 7 different sites situated in KwaMashu, Umlazi, Marianridge, Mayville and Durban Central.

The following are regular activities in any Y-Zone Programme:

- Homework supervision
- Sports
- Life-skills, economics and Leadership training (at an appropriate level)
- Performance and creative Arts: dance; music; drama; poetry; drawing
- Numeracy and Literacy
- Reading

We have received many positive responses from the schools that we are currently involved in and who have already put in a good word with the neighbouring schools detailing the great work that the volunteers have done in their schools.

We have, however, experienced some challenges where parents are not allowing their children to stay behind to attend the afternoon program. Another challenge faced is that, since the program employs the assistance of volunteers, many of the volunteers are often in pursuit of greener pastures. Volunteers resign frequently and as a result we lose skilled volunteers whom we have trained and tasked accordingly, meaning that we need to offer training to new volunteers as and when they join the program. All of which have cost and admin implications.

The volunteers are provided with training to ensure that they have a clear understanding of children's rights issues, dealing with disclosures and where and how to refer children and families for services within their different placement communities. The volunteers have been provided with crisisline counselling training which covers an array of subjects and areas they need to know as well as training in working with children who have been sexually abused and children displaying inappropriate sexual behaviours.

# Global Fund

## GLOBAL FUND/ NACOSA FUNDED OVC PROGRAMMES

### 1) Residential Therapeutic Programmes



Childline SA offers child protection services to children and families who live in under-resourced, rural, poverty stricken communities, who are victims of sexual abuse and children displaying inappropriate sexualised behaviour who would otherwise not have access to specialized therapeutic services.

Children are provided the opportunity to start a process of healing, recovery and re-integration into society through therapeutic support and education involving individual and group therapy sessions for themselves, their caregivers and community workers, and also on-going individual safety and after care plans.

Some of these programmes were done in partnership with NACCW (National Association of child and youth care workers) in some of the provinces in order to strengthen child protection services and be accessible in rural communities. This programme seeks to ameliorate the effects and impact of abuse and enhance children's psycho social adjustment and integration into their communities and ensure safety. To ensure the success of the programme we bring in the child's care givers in order for them to also have an opportunity to reflect on the situation, work through their feelings, a number feel feelings of guilt and do not know how to assist their child moving forward. At the programmes the care givers get given an opportunity to have individual sessions and group sessions with the therapists. We also bring in care workers who supervise the children in between their breaks and provide them with various fun activities whilst their care givers and guardians are in session as well as in between their own sessions with the therapists.



## 1.1 Number of Children reached in the survivors programme

PROVINCE	PROGRAMME	THERAPISTS	CHILDREN ATTENDING THE PROGRAMME
<b>Eastern Cape</b>	King Williams Town	4	16
	King Williams Town	3	10
<b>Free State</b>	Parys, Free State	1	9
	Bloemfontein, Free State	1	8
	Ficksburg, Free State	1	8
	Free State/ Bloemfontein- Victims programme	2	10
	Ficksburg and Parys Victims Programme	3	9
<b>Northern Cape</b>	Jannie Roux	5	18
<b>KwaZulu Natal</b>	St Theresa's,	5	25
	St Philomena's	4	18
	St Anthony's	4	27
	Emoyeni	3	11
	St Philomena's	3	21
	St Anthony's	5	36
	St Philomena's	5	36
	Emoyeni Lodge-Camperdown (KZN)	3	20
<b>Limpopo</b>	Tzaneen, Limpopo	5	17
	Limpopo	6	17
	<b>TOTAL</b>	<b>63</b>	<b>312</b>

## Success story

A 10 year old girl was referred to Childline South Africa by her care giver after she was molested by a well-known man in the community. The child concerned was able to reflect on what had happened to her however she was struggling to accept and understand why the perpetrator had targeted her. It was evident that the incident had affected her self-esteem and relations with significant others. Her school performance was being affected. She explained to her therapist that she was struggling to understand what the teacher was teaching and because of this the children in her class were calling her names and laughing at her for what she called "being dumb" The child revealed she has attended counselling sessions with her social worker at home but attending the residential therapeutic programme made her realise she was not alone and she even managed to make friends.



The child learnt a lot from the other children and the therapy sessions helped her learn new skills that she was confident she will use when faced with a difficult situation. During the last session, the child stated to her therapist that she was happy that her mother had come with her to the programme. She felt that her mother understood her a bit more which was something they had struggled with. The child's self-esteem seemed to have improved and she seemed content with herself.

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that her mother had come with her to the programme. She felt that her mother understood her a bit more which was something they had struggled with. The child's self-esteem seemed to have improved and she seemed content with herself.

### 1.2 Residential Programme for Children Displaying Inappropriate Sexual Behaviours

The table below indicates the number of children assisted in the programme and their provinces:

PROVINCE	NUMBER OF CHILDREN
KwaZulu Natal	2
KwaZulu Natal	3
KwaZulu Natal	4
KwaZulu Natal	5
Gauteng	13
Mpumalanga	52
KwaZulu Natal	29
Limpopo	17
KwaZulu Natal	42
<b>TOTAL</b>	<b>167</b>

#### Success story

A 10 year old boy was referred to Childline South Africa's residential therapeutic programme by a class teacher because he was displaying highly sexualised behaviour which included knowledge that was beyond his age of sexual intercourse and masturbation.

The child attended five individual sessions and four group sessions and appeared happy to be attending the programme mainly as he made friends with the other boys on the very first day. He was very comfortable with his therapist and enjoyed his sessions with her. He shared that he attends school during the week and herds cattle on weekends to make some money for him and his family. He herds cattle with older boys from his community.

Therapy sessions enabled the child to look at his behaviour and the effects this had on his family and the community at large. During one of his sessions he shared "I have a problem of stealing money and I give it to my girlfriend so that she will like me", he further disclosed that he has had sexual intercourse with his maternal cousin. He admitted that he learnt his sexual behaviour from the friends he herds cattle with as they play games whilst they herd cattle some of the games they play are comparing sizes of their penis and fitting condoms on their penises.

He informed his therapist that "I peep through my uncle's room and saw him in bed with a woman, they covered themselves with a blanket but it was obvious that they were having sex". The child was open and did not hide his behaviour or thoughts which enabled his therapist to select themes such as caring for our bodies; acceptable and unacceptable behaviour, Children's rights and responsibilities; Consequences of inappropriate sexual behaviour.

The child's reflected positively on the therapeutic process "I do see that it will be good of me to stop sleeping with girls when we play house, and to be a good child I must not steal money because it is disrespectful and a bad habit" A care plan was developed for him for his return home. It was reported from the case tracker that the child has settled back home nicely and was doing well post the residential programme.



#### Success stories

##### Isipingo

A 16 year old boy was referred to Childline SA by his care giver after he was identified to be displaying inappropriate sexualised behaviour where he was having unprotected sexual intercourse with females older than him. He was very upset that he was referred to the programme as he felt that it was a waste of his time. This transpired during the first session when he said "Mam I don't know why they sent me to this camp because it won't help me with anything". As the therapeutic sessions progressed he was able to open up and explore his experiential world with his therapist. He was able to identify his strengths and weaknesses and even promised to work on his inappropriate behaviours using the newly learnt skills. During the fourth session the child thanked the therapist for listening and opening his eyes to other things that he was not aware of and said "thank you mam for helping me see all the things I didn't know about myself, I will work on my anger and practise safe sex". The child concerned took ownership of his behaviour and was giving advice to others children during the concert which he opted to be the Master of Ceremony.



## 2. Case Tracking of children attending residential therapeutic programmes:

The case tracking of children attending residential therapeutic programmes has ensured that all children who attend the residential therapeutic programme have received services recommended in their care plan. Our case tracking system has enabled us to pick up gaps within the system when it comes to children who have been sexually abused and those presenting with inappropriate sexual behaviours. The gaps identified ranged from the police officers who investigate these cases of abuse to the social worker providing services to the abused child.

Many of the children find themselves still living in the same household or community as the perpetrator even after they have reported the abuse. This is of great concern as it points to a child protection system that is failing the children it should be protecting. .

Case trackers, during their case tracking visits and investigations also identified a trend of cases that were reported to the police but not investigated for months. However there were also success stories and positive results where Case trackers observed that children who were at risk were removed and placed in temporary safe care pending finalization of the social workers investigations. Furthermore, perpetrators were arrested due to our case trackers persistency in advocating for the safety of children. .

Through case tracking process, Childline hopes to contribute to the policies and legislation of the country by providing concrete evidence on what works and what does not work within out Child protection System.

## 3. Thogomelo Child Protection Training

The Thogomelo Child Protection training is an accredited training by HW Seta. This training program is for supervisors and community caregivers to build their knowledge and skills on how to respond to vulnerable children within their communities. The program seeks to increase the capacity of caregivers and supervisors in community caregiver organisations to act as child protection resource people within their communities, in order to strengthen the response to child protection issues and support individual community caregivers to do the same.



During this reporting period the following training was conducted

Province	Number of learners
KZN group 1	30
Limpopo	25
KZN Group 2	23
Western Cape	27
Eastern Cape	23

Most learners were able to identify the concepts and theories being taught with situations they pick up in their day to day work as community caregivers as well as in their individual communities.

These learners will be verified during August/September 2015.



# Thuthuzela Care Centres

## Gender Based Violence Component: Thuthuzela Care Centres-(TCC)

Thuthuzela Care Centres are one-stop facilities that have been introduced as a critical part of South Africa's anti-rape strategy, aiming to reduce secondary trauma, improve conviction rates and reduce the amount of time it takes for cases to be finalised. Led by the National Prosecuting Authority's Sexual Offences and Community Affairs Unit, in partnership with various departments and donors, the Thuthuzela project is a response to the urgent need for an integrated strategy for prevention, response and support for rape survivors.

The Thuthuzela Centre's provide a safe conducive environment for traumatized persons, where comprehensive services such as medical examination, counseling, statement taking, investigations and therapeutic services are provided to survivors of sexual assaults and rape. TCCs are staffed by an on-site coordinator, a nursing practitioner, a medical doctor, a social worker, a first responder counselor, a dedicated case monitor and a victim assistance officer as well as a police officer who are on call 24 hours a day. This means that survivors of sexual assault can also be assisted quicker and under one roof.

Childline has been funded through the Global Fund for the Gender Based Violence programme at the Thuthuzela Centres across the country to provide services to survivors of sexual offences. The commencement of the Programme was in October 2014. During the reporting period, Childline has been involved in the 13 Thuthuzela Care Centres sites with the aim of strengthening and providing services to children who are survivors of sexual violence.

Childline is providing the following services:

- ✓ To empower sexual assault survivors with information regarding their rights and standard procedures at the Thuthuzela Care Centres.
- ✓ To provide Counselling services to the survivors of sexual offences
- ✓ To provide On-going therapeutic services to survivors
- ✓ To contribute to a rapid response to the victims of sexual violence reporting cases at the TCC's
- ✓ To provide education and awareness campaigns in communities on child protection issues and services offered at the Thuthuzela Care Centre

## 4. Crisisline Counsellors and Volunteers Training

The crisisline training programmes seeks to empower the crisisline counsellors and Childline volunteers with child protection knowledge which would assist them in providing effective services to children and families that seek assistance on the crisisline and during our outreach programmes

During the reporting period the following number of counsellors and volunteers were trained:

Location	Number of Participants
KZN	9
KZN	20
KZN	32
North West	20
Western Cape	18
Limpopo	19
KZN	24
Northern Cape	24
Eastern Cape	15
Mpumalanga	21
KZN	9
Limpopo	19

## 5. Thuthuzela Care Centres



# Thuthuzela Care Centres



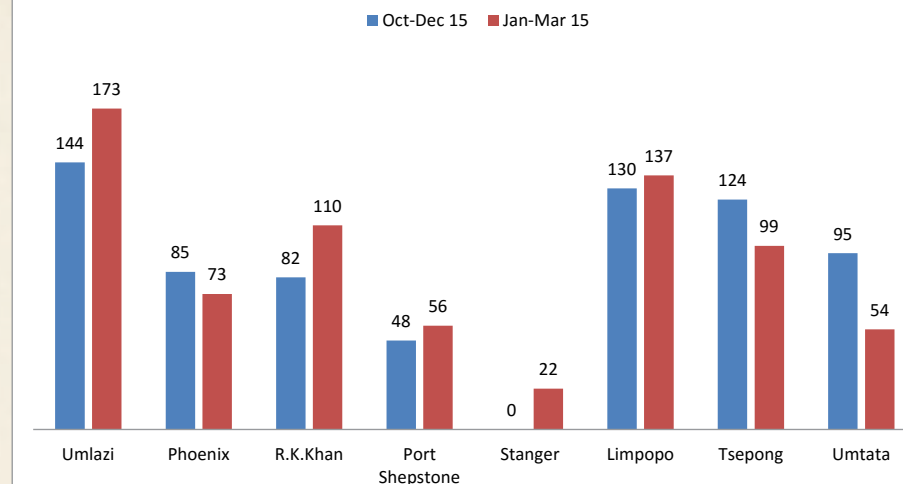
## Thuthuzela Care Centres that are serviced by Childline offices

Province	Name of the TCC	Areas services
<b>Kwazulu Natal</b>	Umlazi TCC	Umlazi, Umbumbulu, Isipingo, kwaMakhutha, Adams Mission,
	R.K. Khan TCC	Chatsworth, Pinetown, Marianhill,
	Phoenix TCC	Phoenix, KwaMashu, Inanda,
	Stanger TCC	Stanger, Maphumulo,
	Port Shepstone TCC	
<b>Limpopo TCC's</b>	Seshego, Makopane, Mankweng	Mankweng ,Solomon Dale, GaMamabolo, GaMolepo, GaMakanye, Nobody, Mentz
<b>Free State</b>	Tshepong TCC	
<b>Eastern Cape (Umtata)</b>	Sinawe TCC	Qunu, Butterworth, Umtata,



From October 2014 to March 2015 Childline has provided services to 1420 children who are survivors of sexual offences across the country.

## Survivors of Sexual Offences reached at the TCC's



\*\*\*\*Childline started providing services to the Stanger TCC in March 2015.

## Training of TCC personnel

Childline was approached by NACOSA early 2015 to assist in the Development of the training & facilitator Manual for the purposes of capacitating counsellors as first responders based at the Thuthuzela Centre. Childline was further commissioned to train first responder counsellors with counselling skills and the limits of what is appropriate when providing crisis support to survivors of sexual offences. Furthermore, the training equipped counsellors with skills to respond to all cases of sexual offences in the Thuthuzela care centres. Some of the topics covered included:

- ✓ Understanding their counsellor's role at the TCC.
- ✓ Working with children with disability
- ✓ Working with elderly survivors
- ✓ Self care

During this reporting period, Childline National Office trained 41 counsellors from Life- Line and Childline Provincial offices based at the Thuthuzela Care centres as First responders.



# Legislation & CPD Training

## Childline South Africa Training report

Through the funding provided by the National Department of Social Development, Childline South Africa, National Office was able to provide valuable training to communities and professionals in the child protection field.

These trainings were on Legislation and Policies; SACSSP and HCSPA accredited workshops and group activities on a number of topics. The highlights were:

### 1. LEGISLATION AND POLICIES: SACSSP & HCSPA accredited

Topics	No. of days	Accreditation Points
The Children's Act no. 38 of 2005	1 day	5 CPD Points
The Children's Act no. 38 of 2005	2 days	10 CPD Points
Criminal Law (Sexual Offences and Related matters) Amendment Act no 32 of 2007	1 day	5 CPD Points
Prevention & Combatting of Trafficking in Persons Act no 7 of 2013	1 day	5 CPD Points
The Child Justice Act no 75 of 2008	1 day	5 CPD Points

### 2. TRAINING WORKSHOPS: Accredited with SACSSP

Topics	No. of days	Accreditation Points
Therapeutic work with children	2 days	10 CPD Points
Court preparation and support for child victims and caregivers	2 days	10 CPD Points
Childhood grief and loss	1 day	5 CPD Points
Domestic violence	1 day	5 CPD Points
Group therapy	1 day	5 CPD Points
Childhood depression	1 day	5 CPD Points
Healers Training	5 Days	23 CPD Points
OAK-Inter-sectorial Management of Child Abuse	3 days	15 CPD Points
Management of children and adults with inappropriate/abusive sexual behaviour	4 days	20 PD Points

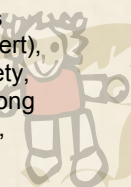
3. **GROUP TRAINING ACTIVITIES:** These activities were directed at social workers and conducted once a month. They focused on relevant and challenging topics that social service professionals deal with in their work environments.

Each activity is accredited with 4 CPD Points

Date	Topic
24 January 2014	Pet Therapy
13 February 2014	Substance Abuse and the impact on children.
14 March 2014	Child development
25 April 2014	Customs in SA that may harm children: Virginity testing-impact and the law.
30 May 2014	How to socialize boy children so that we have emotionally healthy men in society.
27 June 2014	Bullying: Impact on children.
25 July 2014	Child Homicide in SA
29 August 2014	Child abuse
26 September 2014	Adult survivors of childhood sexual abuse
31 October 2014	HIV/AIDS: coping with denial, stigma and discrimination.
28 November 2014	Divorce: what children need to heal?
5 December 2014	Children in residential settings: what do they need?
30 January 2015	Is sex still a taboo subject in families?
27 February 2015	Psychosocial Care
27 March 2015	Children and Disability

### 4. Some of the organizations trained included:

- ✓ **Child Welfare:** (Stanger, Durban, Port Shepstone, Pinetown, Tongaat).
- ✓ **Other Child Welfare organisation's in the following provinces were trained:** ( Gauteng, Northern cape, North West, Cape Town, Rustenburg,
- ✓ **SAPS:** (KwaDukuza, Ulundi, Newcastle, Durban Central, Ladysmith, Chatsworth, Pietermaritzburg) APD-KZN, Northern Cape
- ✓ **Department of Health:** (Mahatma Gandhi, R.K. Khan, Marian hill, Umshiyeni, UMphumulo, Kind Edward, Stanger Provincial Hospital),
- ✓ **Department of Education:** (Gelofo School, Kennlort School, WCED, St Joseph Marist College, Overberg Education Centre, )
- ✓ **Other Child Protection Organisations:** KZN Deaf Association, SANCA, I-CARE, Pikkewyn-tjie, Kukama Development Centre, Childline's, lifeline, Cape Town Refuge Centre, Etafeni, ELHTA Project, Masithethe Counselling services, Yomelela, SAVF Klerksdorp **Child and Youth Care Centres** (Haven of Rest, William Clarke, Edith Benson Children's Home, Ethelbert), Kenilworth Respite Centre, UNISA students, KZN Blind and Deaf Society, Durban Jewish Social Services, Childline, APC, Youth for Christ, Thusong Children Centre, Lerato Place of safety, ikhaya lethu, Lawrence House,

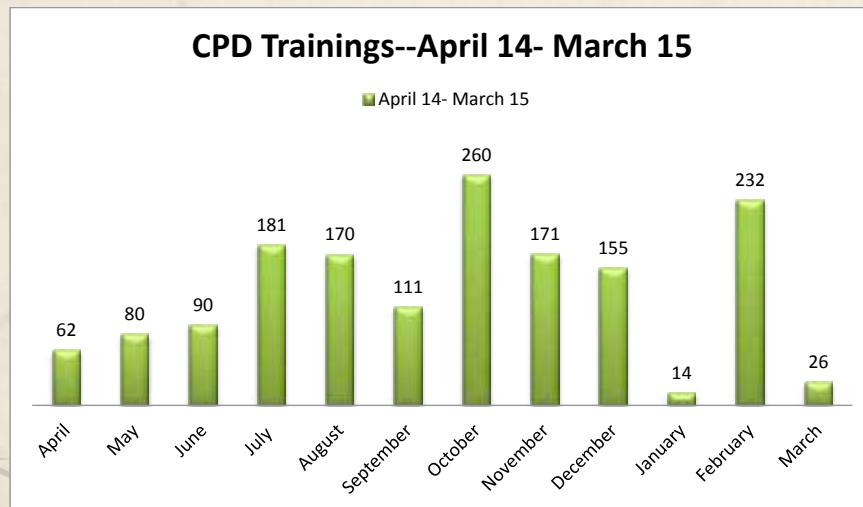


# Legislation & Training

✓ **Department of Social Development:** (Pinetown, Mbumbulu, KwaDukuza, Molehe Mampe, MMSCC, East London,

## 5. ACHIEVEMENTS:

During this reporting period, Childline South Africa was able to train 1 549 individuals on legislation & Policies pertaining to Children and other CPD accredited topics.



# Crisisline

## 1. CRISISLINE REPORT 2015

During the year under review, Childline South Africa upgraded the Childline Data Capturing System. The new system is now web based. This was last upgraded in 2010 and was a server based application. The system was developed bearing in mind the challenges we experienced with the previous data capturing system, such as:

- It was prone to database corruption (for example, when there is a power outage). This often resulted in having to log onto each server to repair the database manually. This upgrade means less downtime, and a reduced risk of data loss.

Rollout to our provincial offices began in March 2014 and as at the 31<sup>st</sup> of March 2015; all provincial offices are now on the new system, with the exception of Childline Gauteng

The Data Programmer, made visits to the Crisisline Centres in KwaZulu Natal and Gauteng, as well as the Online Counselling Centre at the National Office. This allowed him to understand how data is captured as well as a counsellor's workflow process. A face-to-face meeting was held with all Crisisline Managers at the Childline National Office on the 23<sup>rd</sup> and 24<sup>th</sup> of April 2014. This training was made possible through funding received from Department of Social Development and Telkom Foundation. The second day of the meeting looked solely at the Data Capturing system upgrade.

The new system will allow for easier and faster capturing of data. Furthermore, languages and the municipalities in each province were revised and corrected.

In order to strengthen the Crisisline connectivity at each provincial office, an ADSL Router and Uninterrupted Power Supply was provided to each provincial office in November 2014. These were supplied under the UNICEF Project. To enable additional support to the provincial offices for their Data Capturing Systems, a TeamViewer license was purchased in order provide remote support. UNICEF also assisted us with the training and implementation of Data Representation Software called DevInfo.

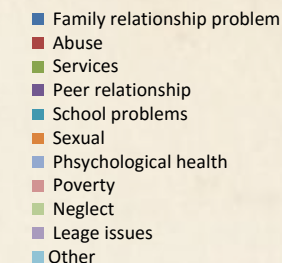


## Call totals Distribution 2014-2015

### Responsive / Non-Responsive

test calls	223 447
want to talk	63 694
cases responded to	15 736
<b>Responsive</b>	<b>302 877</b>
hang-ups	250 797
silent	183 879
wrong number	61 246
<b>Non-responsive</b>	<b>495 922</b>
<b>Total calls</b>	<b>798 799</b>

### Top Ten Categories



### 1.1 Comparison of Statistics FY2012-2013, FY2013-2014 and FY2014-2015:

	FY2012-2013		FY2013-2014		FY2014-2015	
1	Abuse	32911	Family relationships	15239	Abuse	15954
2	School Problems	26158	Discrimination	12313	Services	6403
3	Services	19781	Abuse	11486	Family relationship problem	4735
4	Family Relationships	19042	Neglect	11184	Neglect	3311
5	Neglect	19040	Disability	11180	School problems	2733
6	Psychological Health	17515	HIV / Aids	10322	Legal issues	2030
7	Poverty	16792	Commercial exploitation	10201	Poverty	1893
8	Physical Health	16370	Legal issues	9830	Behaviour problem	1535
9	Legal Issues	15831	Services	9575	Alternative care	1494
10	Substance Abuse	15662	Alternative care	9548	Commercial exploitation	1271

### Decrease in calls – Childline SA Crisisline

Over the past financial year, we have noted a significant decrease in the number of calls coming through to our Crisisline. There are many factors that this could be attributed to including:

- We have seen an increase in load shedding that has led to our Crisisline centres being rendered powerless for two to four hours a day.
- The Childline calls are free – are free from Telkom landlines (please confirm if they are free on the Telkom mobile network), Vodacom and MTN lines. This means that children with access to these lines can call us free of charge. Over the years, we have seen a huge decrease in the number of telephone booths making our service less accessible to children without a mobile phone.
- Sometimes Childline is not able to answer all calls made due to the limited number of counsellors on duty. Funding is required to ensure more personnel are employed to attend to the calls and for the upgrade of the crisis line centres to accommodate more counsellors.
- During this reporting period, we have engaged in extensive upgrade of our data capturing system as explained above. This caused some disturbance in the capturing of data received. .



## 1.2. Success Stories

**Success story 1:** The concerned aunt of a 4 year old boy and a 6 year old boy phoned the crisis line. Both her brother and his wife were using drugs and they were having sexual intercourse in front of the children while the children were also exposed to pornographic videos. The children also stopped attending school and crèche. They showed signs of having been sexually abused. The caller was concerned that the parents might sell the children or force them into child prostitution as they were desperate for money to buy drugs. **Outcome:** Both parents tested positive for various drugs and the children disclosed about their horrendous situation. A statutory social worker was called in and the children were removed and placed in foster care with relatives in another province. The children are flourishing in their new environment. (Courtesy of Childline North West)

**Success Story 2:** The caller reported that there were children who were being abused and neglected by their mother.

The caller further reported that the mother is hoarding different animals, when the SPCA tried to confiscate 30 dogs, rats, bunnies and parrots they noticed that there were two minor children in the house.

The caller further indicated that the house was in a filthy state, with animal faeces everywhere. The man who lived in the same complex has witnessed that the children were full of flea and ticks. Furthermore, the animals would urinate and defecate in the house.

The caller was concerned about the children's safety and requested that the case be investigated as a matter of urgency.

The counselor listened and empathized with the caller and noted relevant details. The matter was referred to the child welfare society in the area. The social worker investigated the case and the children were removed. The children relocated and were placed with relatives. The animals were removed by the SPCA. (Courtesy of CLKZN)

**Success stories 3. :** A young caller reported that his orphan friend had been severely beaten and locked in the house by relatives. She was regularly subjected to horrific acts of physical abuse leaving her with bruises.

He sounded very worried and frantic; he requested that Childline do anything in their power to help her. The counsellor suggested that we involve the police. Two hours later the caller reported that the police had investigated and taken the child. He

confirmed that the child received medical treatment at the hospital before being taken to a place of safety. The victim is now in a place of safety. We are grateful for the partnership with the SA Police Service. (Courtesy of CLGP)

**Success story 4:** Although they are few, it is always inspiring to have clients call the line to thank Childline for its intervention in a matter. Ms. Shehanyata (not real name/pseudonym) took time to do just that and stated that her relationship with her husband and children changed for the better.

We assisted the victim of sexual abuse by getting the alleged perpetrator arrested.

After calling the line on several occasions a child who had dropped out of school in 2014 returned to school at the beginning of 2015.

July 2014 witnessed four Helpline volunteers become permanent staff members! This means that there are currently 7 permanent staff members minding the 24 hours Line (Courtesy of CLNC)

**Success story 5:** Often, in our communities, child abuse is not reported. However, more and more people are taking responsibility to report these cases on our crisis line. Callers are often very afraid when they call, and unsure of the procedures. One of our roles at Childline WC is to encourage, support and inform our callers.

A woman heard about her neighbour wanting to give her 14-year-old child to an old man because she was unable to care for the child, and she immediately called our crisis line. The caller was affirmed for making the call. The matter was referred for investigation and the necessary intervention was implemented. (Courtesy of CLWC)

**Success Story 6:** Tsakani Valoi a crisisline counsellor wrote:-

"I have a social media friend. Her child was raped where they stay in Limpopo Province. The rape incident was reported to the police in the community where they resided. An appointment was made for the child to meet a social worker within a week's time. This was a problem in that during this time, the child started to contemplate and speaking of committing suicide. This was when the mother (my social media friend) contacted me telephonically and requested that I counsel her child. As requested, I contacted the child and counselled her. I advised her (a) how important life is, (b) life does not have to end when we face challenges, (c) eventually challenges we face today will pass, (d) as hard as life is, we all need to face and overcome pain and suffering of life, and (e) life has something precious lying ahead for her. The child noted that she felt better about life and thanked me for assisting her.

Following the rape incident over that weekend, the child returned to school. She left school early because the other learners began laughing at her. When she got home and barricaded herself indoors. She sent her mother an SMS informing her that she does not know why is living. Everyone at school is laughing at her. She bid farewell to her mother'. The mother was terrified because she was not at home to handle matters. The mother alerted me. Initially, the child did not reply to my telephone calls. In my last attempt to contact her, I sent her a "What's Up" message. She fortunately responded and counselled her. She decided against going through with taking her personal life. I contacted the school and informed her class teacher who disciplined the bullies who were laughing at the child. The abused child is now in grade 11, doing well, living a happy life and informs me that she wants to become a social worker when she grows up. (Courtesy of CLMPU)



**CLLIMP Crisis Line Counsellors**

### **1.3 Growth and Challenges in the crisisline**

The crisisline departments across the country have been offering toll free telephone counselling services to children and concerned adults on a daily basis and linking them with appropriate service providers within their respective areas of residence.

Due to an increasing number of orphans and child headed families or in cases of absent parents working far from home, the toll free line has been a beacon of hope to children who were in despair and thought they had reached the end of their road. Over the years the line has gradually developed as a go to service for children and concerned adults of communities around the country.

Additional Lines were installed in the Limpopo province whilst in other provinces Northern Cape, North West and Gauteng additional volunteers and staffed were recruited and trained to man the crisisline telephones.

Through the Global Fund/ NACOSA funding all provinces received training for their crisisline counsellors and volunteers.

Some challenges with the telephone lines were experienced in some months where some callers from the provinces could not reach the line due to routing errors which were corrected by the National office with the assistance of Telkom, Vodacom and MTN. In addition some provinces were receiving calls from other provinces due to the same routing errors. The matter was referred to the national office that has been assisting with such routing errors.

Load Shedding has had a negative impact on a number of the provincial crisisline's as it brings a disruption on the calls that should be coming through the crisisline's. This is also a very expensive problem if we are to divert the calls to other provinces or to a provincial cell number. The provincial offices are looking into obtaining generators that can assist when load shedding takes place, this is however a very costly exercise and would need funding to implement.

### **Childline Eastern Cape**

*The Crisisline was not operational during this reporting period. However calls made by children and communities in the Eastern Cape were diverted to Childline Western Cape*



# Counsellors



## CLLIMP Crisis Line Counsellors

### Childline Eastern Cape

The Crisisline was not operational during this reporting period. However calls made by children and communities in the Eastern Cape were diverted to Childline Western Cape



### Childline Mpumalanga

Precious Nkosi wrote:-

“ Being a Crisisline Counsellor I have learnt so many things. I am privileged and honoured. My counselling skills have improved. I enjoy working in the Call Centre. Even when people are rude over the phone, I stay calm and do my work because I am trained and I conduct myself professionally. Whenever I see vulnerable and desperate children they bring tears to my eyes. I just want to reach out to them. I walk into office each day with self determination to make a difference in the lives of children in need of assistance.

As a Crisisline team we try by all means to be professionals and conduct ourselves accordingly, even though we get hurt sometimes by regular callers who forever enjoy insulting us. It is a pity that they do not realize that they may be blocking telephone calls of children who may be abused, in need and distressed. But we still stand. Nothing will take us down. We are a very strong team. Nothing will tear us apart. We are here to make a difference.”



### Childline Free State Lerato Ntomane

I am a loving and caring person who love 's God and I am a hard working person. I have a strong desire to make a positive difference in people's lives. Being a counsellor is definitely a part of my assignment in life, it is an opportunity for me to effectively demonstrate my skills and gift to make a significant contribution in working towards the company's vision and goal. I love working with children and helping them.

### Childline KwaZulu Natal Slindile Nhlangulela

Slindile commenced work at Crisisline in 2011 after completing a course as a Social Auxiliary Worker at Abafundi College. During her work period she recognized that she had a passion for working with children and community members as a result she decided to pursue a course in social work. Currently she is completing her 3rd year of study as a social worker at UNISA. Slindile hopes to continue making a difference in the lives of people. In June 2015 she was nominated for the award of Employee of the month.

Slindile's experience at Crisisline has moulded her to be a well - grounded young lady who is caring , compassionate and extremely helpful during crises or stressful situations.

Well done to Slindile and she has the potential to rise to greater heights.



### Childline Western Cape

My name is Amy Moses. I have been a telephone counsellor for the past 6 years. I have been and am still amazed at the diligence of the people within this organization. LifeLine/Childline WC has put me on a journey of finding my true self and equipping me to work with what I am passionate about. I myself was a victim of sexual abuse and rape. My mother was a domestic worker and I, together with my brother, lived with a family because they were paid to do so. I never had the privilege to feel nurtured and loved and it was always taboo to talk about my abuse because "family is supposed to protect each other from what neighbours/community might say." I have learned that healing can happen when children are heard and believed. The work that we do offers not only children a safe space to talk but also parents, teachers and community members who need support and knowledge to help our children in this very 'hurting country'. I am a mother and a grandmother. I have many regrets about mistakes that I have made in my life, but I have learned and I have grown and proudly can say that I am part of a team of Ambassadors For The Rights of Children! Because of my passion and my training, my day does not end when I leave the corridors of LifeLine/Childline WC. I also work personally in my community and recently testified in court about a case of abuse, where the badly beaten child had run to my house for refuge. The perpetrator was found guilty and sentenced to prison for a very long time. I daily give thanks to this organization for allowing me to be a part of the work that we do and I wish for us all much strength and courage.



### Childline Gauteng

Lorraine joined Childline Gauteng's Crisisline as a psychology student from the Midrand Graduate Institute. She is currently in 4th year and has been with Childline Gauteng since February 2014. "My passion is working with children and understanding their behaviour. Helping one child a day makes a difference to me. I get great support from the Childline Gauteng counsellors and supervisors and have had a great learning experience at Childline. The volunteer training sessions are very informative, e.g. childhood disorders. Everyone AT Childline Gauteng is friendly and I feel part of a great team. There is support understanding and warmth. The work can be frustrating but with patience and hope in the end we help so many children." Lorraine Gabaoce



## Counsellors



### Childline North West Christina Monaisa

My journey with Childline began in 2006, just after I had finished matric. I did not have finances to further my studies. My involvement with the children in my church developed so much love and passion for children. When I saw the Childline advertisement in a newspaper I knew that this is what I wanted to do. I am feeling good when the clients call in and I am able to help them and the clients are satisfied with the information and counselling. It makes it all worthwhile when clients call and give feedback and explain how I have helped them and that someone has attended to their problem. I do not see counselling as a job but as a calling to help children from all walks of life. I have been able to facilitate awareness campaigns in many different schools in the North West province. In my church I conduct workshops about child abuse with the knowledge I have gained at Childline. Working with children has inspired me to further my studies. I am currently studying social work through UNISA.



### Childline Limpopo

While I was growing up I had many experiences that were very hard on me, one particular incident was the trauma of nearly being raped when I was a mere 8 years old, although I was able to escape that day, the experience has haunted me for the better part of my life. The trauma I experienced that day and not being able to talk it out almost scarred me for life. In a way my inability to deal with that particular incident shaped me into a rebellious teenager with behaviour problems. My rebellion resulted in me being a teenage mother, motherhood became a turning point for me as I realised that life is precious and should be preserved and respected. When the opportunity for me to become a Crisis line Counsellor came I saw it as a way of amending what had gone wrong in my life, healing and also contributing by extending a helping hand to many other children by guiding them in making the right choices. I wanted to be that ear that listens to that child who went through similar challenges as me, to afford them the opportunity to be heard, something I never had the courtesy of. I have always dreamt of forming groups that would encourage children to speak out against abuse, but had never the courage to do so. However waking up every morning to come to work in the Crisis line has given me new found hope as I know I am making a difference in someone else's life, I believe the little I do has had a great impact, one child at a time. I have learnt a lot from Counselling and the counselling process and have learnt more on how to solve problems and how to deal with them and counsel them.- Amosline Rapholo, Crisis line Counsellor

# Crisisline Messages

## **Childline North West**

### **Sibongile Zuma, CLNW**

I love children and I love working with people. I am concerned about safety and security in our society and the circumstances our children are living in, but I can rest secure in the knowledge that I am a counsellor at Childline and that children can call anytime they want and we can help them. Nothing makes me happier than seeing a child smile again after a traumatic experience.

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### **Sheila Dioka, CLNW**

What I like about being a crisis counsellor is that my duty is to support, help and provide counselling to make changes and a difference in every child's life.

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### **Thandi Vana, CLNW**

Working at Childline is a calling. Talking to children makes me aware why Jesus said we must be like them. We don't have wings to give them, but we can give them hugs, love and hope.

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### **Agnes Pholoana, CLNW**

Children are close to my heart and having an opportunity to work with them is an exciting experience. It feels so great to listen to their voices, helping them to break the cycle of abuse and giving them hope.

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### **Dorah Letebele, CLNW**

Working at Childline as a crisis line counsellor with children is a passion. I love children and working with such innocent angels makes me happy. I am currently studying social work to further my knowledge to better help children.

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### **Maria Moumakwa, CLNW**

I am very passionate about working with children. This is the reason why I became a counsellor. Working at Childline and changing the lives of children makes it all worthwhile.

## **Childline KZN**

### **Slindile Nhlangulela, CLKZN**

Being a counselor is something you learn on a daily basis, as we deal with and receive different cases every day. It makes me love my job knowing that I am making a difference in someone's life.

### **Jenny Pillay,CLKZN**

I have learned that in each case I need to respond with empathy often putting myself in the caller's position. Creatively I try to explore options with cases and find answers to the problem. I enjoy my work and knowing at the end of the day I have helped a child.

### **Dolly Thabethe,CLKZN**

For me being a counsellor is a privilege as a counselor mainly because I'm able to help families cope better and to improve their communication.

## **Childline Gauteng**

I feel proud to be one of the helpline counsellors who makes a difference to vulnerable children- Makie, CLGP

Helpline has assisted me to realise my potential to become the person I am today- Gadifele, CLGP

To know that I play a role in helping others... brings joy to me- Thato, CLGP

Our country is marked by extremely high levels of violence and exploitation of children and young people. Every child needs to thrive in a safe environment. Counselling at Childline means I am proudly part of a team that provides this environment- Azunui, CLGP



## Childline Limpopo

Thabo Mhlanga, CLLIMP

I learnt about Childline on TV not knowing that one day I will become a part of it. I got an opportunity to do my Social Auxiliary Work practical at the Organisation. When I came to work in the Crisis line I was shocked to see the increasing abuse cases that children are facing on a daily basis. I developed an interest to help children and have since then being active in the community to help alleviate child abuse.

Phuti Maremane, CLLIMP

I was exposed to Childline through their outreach programmes. I then wanted to become a volunteer as a way of helping children within my community as they were not exposed to information regarding abuse. Being trained as a Counsellor, my knowledge and understanding of people increased. I am also able to help people with information regarding child abuse and neglect in my area. I am also thankful for the opportunity that was presented to me

Thala Mabala, CLLIMP

I first heard about Childline at School, I did not understand fully about the Organisation. Although I did counselling at school, I did not have hands on experience. Working in the Crisis line I have since gained valuable experience and learnt a lot more than I could ever learn from a classroom setting. It has also increased my knowledge and I it has influenced how I think and see

# Crisisline Messages

## Childline Mpumalanga

Nqobile Shakoane, CLMPU

I became associated with the work of Childline by initially volunteering to work in the Crisisline. Working in Childline in general and the Crisisline in particular has been a good experience for me. I have learnt so much from organizational and departmental colleagues. The organization is my home. I found family in it.

Tsakani Valoi, CLMPU

What makes me a good counsellor is having the ability to listen and hear what the client is saying and not judging them for encountering their challenges. I go the extra mile in doing my best in helping the clients. I maintain a professional relationship with clients by respecting the confidentiality of their issues. I have respect and patience in dealing with callers, even when I experience abrasiveness and rudeness on the phone





ISIBINDI Group Therapy



Childline North West Office Staff

Standing: Krisdan Bezuidenhout(Administrative assistant), Alice Carnell(Provincial Director), Lettie Nikele(Cleaner), Joey de Koker (Senior Administrative Officer), Joseph Mpedi (Project Manager)

Seated: Ntombizodwa Mongemezulu(Social Worker/Therapist), Patience Digoamaje (Social Worker/Therapist), Boitumelo Modiakgotla(Social Worker/Therapist)



Puppet show



Going to School Project  
Awareness Talk Nanogang Primary School



### The story of Childline Western Cape

Childline Western Cape is part of a hybrid organisation, Lifeline/Childline Western Cape. Lifeline Western Cape was established in Cape Town in 1968 by a group of volunteers who provided an anonymous telephone counselling service 24 hours a day. This initiative was the very first service of its kind on the African continent, and Lifeline was at the forefront of crisis intervention and support services to adults and families. In 1995 Joan van Niekerk, the founder of Childline South Africa and a well-known champion of children's rights and the current chairperson of the International Society for the Prevention of Child Abuse and Neglect (ISPCAN), initiated the establishment of Childline in the Western Cape. She worked alongside the then Director and the Board of LifeLine Western Cape, resulting in the birth of LifeLine/Childline Western Cape.

Childline services have now been operating in the Western Cape for 20 years. It started with the 24-hour toll-free crisis line 08000 55 555 and outreach community services in Bishop Lavis. Our services as well as our reach have since extended to include Tygerberg and surrounds, Wynberg and surrounds, Mitchells Plain, Khayelitsha, Eerste River, Paarl and Atlantis. We are beginning to make our footprint in the peri-urban and rural areas as well and have presented prevention and early intervention programmes with children, youth and adults in Saron, Piketberg and Darling, with another planned in Grabouw.

In April 2013 we took over the Child Witness Project, which operates in five regional courts in the Western Cape. Here child witnesses who must appear in court to testify, and their families, are provided with support and preparation in child-friendly waiting areas. Meals, clothing and therapeutic counselling and debriefing are provided where necessary.

In March 2015 LifeLine/Childline Western Cape was awarded the designation as a Child Protection Organisation rendering Prevention and Early Intervention (PEI) Services to children and adults in communities. Our PEI programmes focus on ensuring awareness and education around violence and abuse against children by supporting educational efforts and the creation of an environment which nurtures and cares for children, and ensures their safety.

We are immensely proud of the quality of services that we render to our beneficiaries who access our basket of services. Our staff are not only committed, but also extremely passionate about the work that they do and the impact that they have on children, caregivers and communities. Childline Western Cape strives to continue to remain relevant, sustainable and impactful in the Western Cape.





# Therapeutic Programmes AGM Combined 2015

## Theoretical Framework used

The Therapy Department's focus is working collectively to establish a culture of responsibility to the rights enshrined in the SA Bill of Rights. Through information and referrals to resources, clients are able to access their basic human rights e.g. child support grants, housing, education, health and social services.

Through the establishment of a therapeutic relationship and assessment of each individual / family we are able to strengthen the system to meet the emotional, physical, mental and spiritual needs of the child. This results in an empowered and healthy young generation able to tackle the challenges of the future.

The Childline social workers/therapists work within an eclectic manner drawing on the theory and practise of counselling models including but not limited to:

- Rogerian or Client Centred Therapy which includes unconditional positive regard, non-possessive warmth, client self-determination, congruence and working at the client's pace. This is a very respectful manner of engagement creating conditions of acceptance that allow the client to engage in self-awareness, understanding of the problem and the finding of solutions that are appropriate
- Cognitive Behavioural Therapy which allows for the identification of the problem, examination of all contributing factors, developing a plan of action, implementation of the plan of action, and evaluation
- Play therapy and creative art counselling which allows the child to express themselves through various mediums and for the social worker to understand the child's projection of their emotional state. Through the reflection of this understanding the client feels deeply understood and has the ability to examine and let go of their psychological issues
- Systemic counselling which engages the client in understanding of the broader social, political and economic factors that contribute to the problem.

During this reporting period, Childline reached **147 262** children across the country. There were **123** group sessions conducted during the reporting period and **3159** family therapy sessions. Childline offers therapy on an individual basis, group therapy, debriefing as well as family therapy.

## Success story 1:

A child was traumatised by domestic violence where her father abused her mother physically in front of her for many years. Financial and emotional abuse followed when he tried to evict them from their house and he set fire to the home. Mother and child lived in a shelter. The police gave no assistance as the husband had friends in the service. The child was counselled and has recovered from her post traumatic

stress disorder and she is coping well at school. The mother has found a new home, is working and the husband is nowhere to be found. (Courtesy of Childline Gauteng)

## Success Story 2:

Jane, a 7-year-old girl first began attending therapeutic sessions at Childline WC on the 4<sup>th</sup> of February 2015. She had experienced a traumatic incident where she was sexually abused by their landlord. When Jane's mother came in for an assessment she had approached Childline WC as their last resort. Before approaching Childline WC, Jane's mother had attempted getting help for her but Jane was resistant to every kind of therapy. Jane refused to talk about what happened, and any mention of the incident set her off in tears. Jane's mother then approached Childline WC, requesting the help and services we deliver. Jane was extremely shy when she first arrived at Childline WC and reluctant to even entering the playroom. After much persuasion and encouragement from her father and the social worker, she agreed to the first session of therapy.

Jane did very well in her first session; she relaxed quickly and was very responsive as she became more comfortable with the social worker. By the second session, she knew what to expect and she easily entered the playroom for her session. Jane then became quite expressive and enjoyed talking about her feelings. It was in the second session that she briefly disclosed to the social worker that something bad had happened to her. That particular session was centred on the different feelings/emotions boys and girls can experience. Through that opportunity she began to talk about parts of her story. From there onwards, Jane opened up to the social worker week by week, and a trusting relationship was formed. She was able to work through her emotions, talk about what happened and have her actions where she told her mother what had happened, affirmed. Jane completed eight sessions of therapy. It was an absolute privilege to walk alongside Jane in her therapeutic journey, and I look forward to doing court preparation with her when she returns in the future.

\*Jane: Name has been changed to protect the privacy of the client. (Courtesy of Western Cape)





The sessions were of great success as the child managed to disclose to the social worker who the perpetrator was. The child was prepared to witness in court. The child is now coping well in school and at home. The child is also interacting with other learners and does not isolate herself anymore. The perpetrator was sent to prison and the child is flourishing. (Courtesy of Childline North West)

#### Comments from a therapist:

“It is however very rewarding to work with children who are vulnerable. It is rewarding to me to know that I can make a difference in one or two children’s lives” (CLFS Therapist)

“It is very difficult to work with parents who are not committed to making sure their children receive help. These parents make all sorts of excuses and do not bring the children back for their follow-up appointments. Then they come back after 2 years needing help with a situation that could have been dealt with that time.” CLFS Therapist

**Working with Children:** Children that come for all their follow up sessions are able to show a positive change. It is heart-warming to see a child that was full of sorrow, smile after some time. Two teenage victims of sexual abuse attended a therapeutic camp that we offered and are now close friends. They are able to move positively through the rape and use each other as peer support. Their caregivers have also reported that they see a positive change. (CLFS Therapist)



#### FEEDBACK RECEIVED FROM CLIENTS:

*“Thank you so much for helping me through a very difficult time... You helped me a lot... I really appreciate what you guys did for me... After I saw my social worker I am ready to go to court and tell the truth. I will not forget you guys, if I need someone to talk to I will phone your number...08000 55 555”.*

*“Thank you for everything you have done for me, you have been so kind to me...I really appreciate it. I am able to be myself now and I am happier. I thought it was the end of the world, but you helped me see how precious life is, it was not easy but you made me wake up each day, hoping to make it the best. I can talk to my family, without getting angry. I more understand now.”*

(Feedback from client Courtesy of Childline KwaZulu Natal )

#### Success story 3:

The case was reported to a crisis counsellor on the 24 hour crisis line by the maternal grandmother of the child concerned. The caller reported that her grandchild had been sexually abused. The caller also mentioned that she was concerned about the child as she did not want to disclose to the police who the perpetrator was. The caller also reported that she was very concerned about the child’s behaviour as she was isolating herself and she was always withdrawn. The caller requested Childline to assist her. **Outcome:** The social worker provided the child with therapy sessions.

# Therapist Feature



## **My journey of Giving: Kelebogile Thibogang, Childline Northern Cape**

The journey of being a therapist has not been easy given the limited resources. I must say at first I was sceptic of how to handle therapeutic services fearing the kinds of client I would get and if the service will be efficient. With the help of the director during supervision it enables me to perform my duties

better.

Before therapy the therapist was fortunate to have received training on the healers which focused on assisting victims of sexual abuse. The journey has not been easy I must say, with all the other commitments that had to be performed. Being part of the Global Fund Granted Residential programme for victims of sexual abuse strengthened my therapeutic skills with children.

The reality with therapeutic services is that the clients rarely complete the sessions contracted to with the therapist for a number of reasons. The two most common ones are financial constraints to access the facility and dealing with the discomfort that one feels when unearthing hurtful situations in one's life. The other challenge is the drop out of client's for follow up session due to financial constraints. Different people within the organisation assisted me in growing such as one of the counsellors who studied trauma debriefing.

What I can say is being a therapist requires a much deeper empathic response as you have to deal with individual's with complex challenges and it is not a one size fits all, individualisation is crucial.

I do not want to say that I am comfortable with where I am because that will make me to relax and not look for ways of improving as this journey requires one to be in constant openness to growth. Being a therapist is such a good feeling of being able to help people in finding answers and healing from their hurt.

## **Lethokuhle Warren Nkambule, Childline Gauteng**



Lethokuhle Nkambule is a male social worker managing the Childline Gauteng Soweto office which is very busy as it services the whole of Soweto. He leads the team providing counselling, awareness and prevention services.

Lethokuhle volunteered for Klipspruit Youth Agency prior to joining Childline. He is very hard working and Childline Soweto is a vibrant, dynamic community based centre due to his leadership and commitment. He networks with other organisations to ensure that clients get the best help possibly. His clients love him and he

serves as a good role model for our boys.

## **Story of a therapist journey: Patience Digoamaje**

### **Childline Northern West**

Looking back and observing myself in the therapeutic process of my journey, there are some significant moments that stand out. Let me introduce myself: I am Patience Digoamaje. Being the eldest of two siblings growing up, it taught me how to protect, care for and nurture for others. Nurturing started for me at an early age when I was living in the rural areas of Rustenburg. I realised that I was different from other children. While most of my peers refused to be sent by elders, I was always obedient, humble and willing to go an extra mile for others. Growing up I was always a very intuitive, caring and empathetic person. I was always in touch with my feelings and would spend hours alone just trying to figure out why I felt a certain way. In high school I was the person that girls would come up to and talk to about their problems with their parents, friends or boyfriends. I enjoyed helping them figure out and solve their problems just as I enjoyed sitting in deep reflection about my own. I was probably one of the few girls in my high school that kept a journal and read self-help books. Even in my young adult years I was able to listen to others' problems and concerns without judgement and as a result provided sound advice. Still, at that time I wasn't even thinking about becoming a therapist. At that time I was interested in becoming a



Childline North West Social Worker  
Patience Digoamaje

# Therapist Feature

lawyer or a fashion designer. Having passed matric exceptionally well, I went to study law as it was regarded as a lucrative career in those years. For many years I tried to explore into my life in order to find answers. After years of having denied my calling it eventually caught up with me.

Being a counsellor/therapist is a very rewarding career, but it is probably one of the most mentally and emotionally draining careers I can think of. I enjoy the skills I have developed to analyse people, to read body languages and to be able to already have some idea of what's going on with a person before he or she even says a word, but sometimes it's hard to turn that off which sometimes impact my personal life. Being a therapist pretty much comes natural to me. One of the most important things I learned is self-care and to take breaks for myself. Carrying the weight of so many other people's problems can sneak up on you and break you down before you know it. It becomes important to take the counselling hat off sometimes and if that means going and sitting some place alone, then that's what I will do.

Lastly, another thing I've learned is that being authentic with someone... being present with them and actively listening does miracles. There's been times when I listened to someone and was present with them, but had no real idea what to do or say, and after our session they were so grateful to me for listening to and helping them. It's amazing. That's why I would emphasise so much on listening, rather than talking most of the time. I believe that listening sometimes solves more problems than talking, lecturing or criticizing someone.

# Outreach

## COMMUNITY OUTREACH AND PREVENTION PROGRAMMES AGM REPORT 2015

Our Prevention and Early Intervention programmes include interactive talks, presentations and workshops for children and adults in schools and communities sharing information and empowering educators, learners, parents with children's rights and related issues. These activities are facilitated in a number of ways including class-by-class, age-appropriate talks to children in primary and high schools. The programmes are also very participatory in nature. Communities, children and young people are given pamphlets and resources at the end of the programmes/sessions.

The following are some of the topics covered in the programmes:

- o Signs and symptoms of child abuse, dealing with disclosures, and reporting procedures
- o Types of abuse
- o Children's rights
- o Parenting skills including positive discipline and understanding your child's behaviour
- o Parental rights and responsibilities
- o Bullying and cyber bullying
- o Teenage sexuality, including sexual harassment as a sexual violation, teenage pregnancy, body image
- o The pros and cons of social media
- o Peer Support
- o Children's legislation
- o Ad hoc requests relating to children's issues
- o Who to go to for assistance when they need help
- o Awareness of Childline Services

Community Development Programme includes: child protection interventions, child protection forums; household economic strengthening; education support; and HIV education, counselling and testing.

The objectives of the programmes are extensive including:





- To improve the well-being of Orphans and vulnerable children and youth (OVCY) and their families through comprehensive and coordinated evidence-based interventions;
- To strengthen the capacity of families and communities in caring for OVCY in their area of operations;
- To develop clear comprehensive referral system with stakeholders and in-house programmes to ensure effective service delivery to OVCY.
- Create awareness and knowledge for better care and protection of children and young people

**Schools Outreach Programmes  
Assembly Presentation**



Childline at a School in Posmasburg , NC

During this reporting period 136 363 Children and 21 391 caregivers were seen across the country. Furthermore 2198 educators were reached.



*Greenpoint Senior Secondary School Learners, EC*

Other outreach Activities were carried out during these special events:

**National Child Protection Week**

- An event was held with Tlokwe Municipality in the Northern West. Tokwe Municipality is facing serious problems as street children from the surrounding towns as well as the broader of Potchefstroom are gathering in certain areas in the city. The event was on instruction of the Provincial MEC. The objective of the event was to reduce children on the street and to strengthen structures to keep children off the streets. Teams went out to locate the children in the “hot spots”, to compile a profile form for each child and to take photographs of the children. Team members talked to the children and tried to move them to the Thakaneng Project. Childline North West entertained the boys at the Thakaneng shelter by playing soccer with them, dancing with them and had a “boerewors” braai. The awareness campaign team was prepared to conduct a puppet show for the younger boys, but the boys preferred to dance and play soccer. The Childline team had lunch with the 58 boys at the shelter.



- Childline Eastern Cape officially opened their offices at the Sinawe TCC as part of the Child Protection Week activities. 45 children were seen during the months of May and June 2015. In the Eastern Cape, June is deemed to be Child Protection Month and activities are spread across the month instead of only for the official week.

- The Community Awareness and prevention team at Childline Northern Cape accompanied the SAPS music band and the SAPS Communications Unit to Posmasburg for an outreach session with school children from Posmasburg primer and Asmandia primer skool schools in the area.



Saps band in Asmandia and Posmasburg Primary Schools

- During Child Protection Week campaign in Free State a total of 5877 beneficiaries were reached of which 5749 were children and 128 adults. Various activities, such as puppet shows, awareness talks, storytelling, crisisline number rehearsal, and information sessions were implemented in Bloemfontein, Parys and Vredefort. Several topics were covered affecting children. Children were made aware of Childline services where they can report to and be given counselling when in need of help. Children were also made aware of the social workers around them that can also offer assistance in terms of their challenges. The launch of Child Protection Week in Parys included stakeholders such as representatives from schools, NGO's, Lentswe Community radio Station, SAPS and Social Development. Tumahole Young Ones organization performed a drama on child protection, putting emphasis on the Child line crisis number and services provided.

- The Gauteng team conducted 65 community outreach events during Child Protection Week and 16 days. A total of 22 308 children and 5 532 adults were reached.

#### Mandela Day 67 Minutes

The date 18 July is a celebration that just cannot be left out; 67 minutes are just not enough to celebrate the day. The central theme in celebrating Nelson Mandela day is to give a little of your time as well to empower others by just showing up reaching out and saying to the children at Thusong that we have not forgotten you, we want to help you to help yourselves.

- Thusong Child and Youth Care Centre in the Northern Cape and the Department of Social Development run centres housing abandoned children from 5 years to 22 years of age. Childline Northern Cape staff spent their 67 minutes with the children at the centre.

- Childline Mpumalanga facilitated various activities through their departments. The following activities were pursued:-

No	Targets		Activities	Beneficiaries
	Group	Areas		
1	OVC between 10 and 15 years	Schools in Dwarsloop	Three day session focusing on sexual and reproductive health issues	80
2	Learners in grade 0 - 1	Dwarsloop	Puppet shows focusing on children's rights and responsibilities	500
3	Teenagers	Eight sites	One-day workshops focusing on child protection issues, pregnancies, HIV/AIDS and boy/girl relationships	120



• Frere Hospital, a local government hospital in the Eastern Cape was identified for Mandela Day activities by Childline Eastern Cape. The staff focused on the Paediatric Orthopaedic Ward which accommodates 32 children at a time. Dynamic Brands partnered with CLEC and provided snacks and treats for the staff to hand over to the children after a Child Abuse puppet show. As there were more snacks than children in the Orthopaedic ward, the balance was distributed to all the children's wards in the hospital, including the Oncology Ward. It was greatly appreciated by the children and the staff. Some parents were overcome with emotion and expressed their gratitude for the gesture.

Nelson Mandela Day at Thusong Child and Youth Care Centre, NC



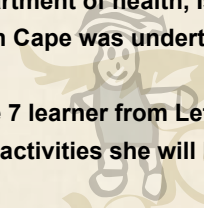
*George Randell High School Educators, EC*

#### 16 Days of Activism against violence against women and children

• The theme for the 16 days of activism against women and children is an event Childline Northern Cape links with their White Balloons Campaign to highlight the plight of neglected, abused and abandoned children.

Stakeholders invited: DSD, ORC, Sol Plaatje municipality, school teachers of the various CRC s at their schools, the National Prosecuting authority, Department of health, Isibindi, Lerato place of safety, South African Police services and the SABC covered on the local news on the 27 November 2014 as the activities that the Northern Cape was undertaking during the 16 days period.

Annually, the White balloon campaign continues to be a Child participation focused event with the master of Ceremonies being Tshegofatso Dire a Grade 7 learner from Letshego Primary School. This was also an opportunity for children and local media as well as partners to be formally introduced to the child ambassador and the activities she will be undertaking in her tenure



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- **Childline Mpumalanga** facilitated ten events focusing on 16 Days of Activism against violence on women and children. Nine projects were implemented at the OVC sites and one was implemented at the provincial office. 1,197 beneficiaries were reached. 67 staff members attended related events.
- In the **Eastern Cape** an opening ceremony was held in the rural village of Nxarhuni with local dignitaries and officials attending the ceremony with children and parents. Various awareness sessions were held with a clear focus on rural and previously disadvantaged areas.



Childline at Hayani Guest House, Limp



- During 16 Days of Activism campaign **Childline Free State** reached a total of 140 beneficiaries. The topic of bullying was addressed through puppet shows and child-friendly discussions, with emphasis on the choice not to bully; knowledge to protect oneself against bullies, making informed decisions about bullying; effective ways to solve a problem were discussed and facilitated.

### **Success Story**

A learner was abducted at a Phoenix school in the northern part of KwaZulu Natal. The Crisisline and Therapeutic Manager assisted with debriefing of the Educators and the social workers with the learners. During the weekend the said child's decomposed body was found in a manhole. Learners, Educators, Parents and community members as a whole were distraught. The outreach facilitators conducted the necessary programmes as part of their containment strategy. The support from the team assisted the school and community to cope appropriately. (Courtesy of Childline KwaZulu Natal)

### **Challenges**

Funding for outreach programmes is a great need in the provinces in order to sustain the programme. Additional funding would ensure that many more children, educators, parents and community members are reached through the programme.

Vehicles to travel to rural areas to conduct the programmes are in urgent need in provinces such as Eastern Cape, Northern Cape and North West.



# Special Programme

## 1. Early Childhood Development Centres

### 1.1. Childline Free State

Childline Free State is involved with the training & support of 69 ECD centres, to ensure compliance with legislative requirements for Partial Care Facilities. Routine visitations were conducted at 54 ECD Centres for support and guidance with regard to registrations and evaluations. Some ECD Centres were non-cooperative and need more motivation in order to comply with legislation. Non-Compliant centres are visited more regularly and have a schedule of activities to complete in order to remain open.

In addition we also manage 2 ECD centres in Mangaung Metro that involves the provision of ECD programmes for the physical, social, emotional and intellectual development of children under the age of 6 years.

With regard to training, 24 ECD centres received training on the topics "Caring for Crèches" and "Children's right to Health". 51 ECD practitioners attended the capacity building opportunity.

Positive Parenting training was conducted for 15 parents at New Life Educare centre and this is seen as the highlight of the year as the parents show cooperation and enthusiasm regarding the training.

### 1.2: Caring for Crèches Childline NC and EC

Childline Northern Cape and Childline Eastern Cape conducted the caring for crèches programme. The programme identifies crèches which are situated in rural and informal settlements, where most of the families survive on social grants and most of the parents do not have a stable job. In the communities the programmes are run there are very limited resources available to them and most of the crèches are not funded by the Department of Social Development. Some of the social issues include unemployment, alcohol abuse, child neglect, youngsters having children at an early age which leads to grandparents having to care for the new-born babies. The crèche teachers are taught how to identify children in need of services, how to access community services, communication with their learners and parents.

## 2. Leadership Development Programmes

### 2.1 Childline Free State:

This project was conducted at Bloemfontein High School. The goal of the project is to enable the prefects of the school to be the best leadership corps they can be by changing the way the prefects are chosen and equipping the shortlisted group with knowledge and skills around leadership before intensive leadership development

took place with the chosen prefects at a camp. The shortlisted group consisted of 45 learners who took part in the leadership development programme.

**2.2 The Childline Gauteng LEADers programme** was successfully completed in the Inner City, Soweto, Sebokeng, Tembisa and Katlehong. 75 children attended 16 sessions increasing their self-esteem, giving them a sense of belonging, and developing their leadership and communication skills. They learnt that they can make a difference in their lives and their communities. We also facilitated positive parenting workshops for the LEADers' parents.

The Childline Gauteng LEADers Programme was successfully completed in the Inner City, Soweto, Sebokeng, Tembisa and Katlehong. 75 children attended 16 sessions increasing their self-esteem, giving them a sense of belonging, and developing their leadership and communication skills. They learnt that they can make a difference in their lives and their communities. We also facilitated positive parenting workshops for the LEADers' parents.

### 2.3 Junior Committees, Childline Limpopo

Eighteen (18) Junior committee meetings were held in all the districts. The Junior Committees consists of young people who are concerned about uplifting their communities and decreasing incidence of child abuse. Junior committee members participate in events throughout the year and are active during international days. The Junior Committee members are recruited from schools and drop in centres across the province in the 5 districts. Each committee consists of 15 members. The junior committee members are taken to life skills camps where they are trained on basic counselling skills, life skills, and facilitation skills. They are trained to be peer helpers where they give advice, support, guidance and encouragement to their peers. In cases of child abuse they are able to refer their peers to social workers and other community resources for assistance. We are happy to report that of the members that were matriculants last year all have proceeded to further their studies with 5 of them in universities.

### 2.4 Peer Support Programmes, conducted by Childline Western Cape.

**This programme was** implemented in 10 schools in Mitchells Plain and Khayelitsha, and provided a similar programme at Parklands College. Their other initiatives included:

- Planning and hosting the 3-day Childline South Africa Law Training.
- Conducting a Career Exhibition for Grade 11 learners at Matthew Goniwe High School in Khayelitsha.
- Initiating and presenting a Matriculants Motivational Support workshop to encourage Grade 12 learners to focus on their studies as well as supply tips on how to approach tertiary institutions.

- Presenting Career Preparation and Development workshops in 10 schools with Grade 11 learners as a special project.

### 3 Children's Right Committee CLNC Childline Northern Cape

Childline's Children's Rights Committee (CRC) together with the 2013/14 Provincial Representative /Child ambassador inaugurated at the annually held National Children's Parliament in 2013, Ntebogang Segone (Ntebo), carried out diverse activities relating to Gangsterism. During his tenure in 2014, Ntebo together with his team of CRC shakers and movers coordinated activities with the children at the Marcus Mbatha Youth Secure Care Facility. With the assistance of the ORC, the team was able to conduct a Community dialogue session at the community Hall

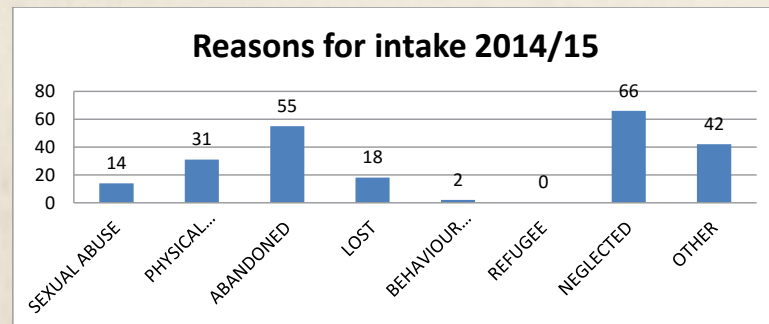
In addition to this, this young leader established the 'Each One Teach One' project where he assisted 30 learners with Math's lessons. Each ambassador will continue this legacy by offering the subjects that they excel in to other children who struggle at school. He was also hailed as the first speaker of parliament for the first ever Northern Cape Provincial Children's Parliament.

Together the CRC children had teen to teen dialogues with the children at Moleha Mampe Secure Care Centre together with the Childline Community Awareness and Prevention Coordinator. The CRC facilitated open dialogues between the children in conflict with the law and their parents.

### 4. Sunlight Safe House:

#### Childline Gauteng

The Sunlight Safe House (SSH) provided foster / temporary safe care for 132 including 11 children in the Independent Living Programme in Gauteng with the support of our 53 volunteer parents. In addition, we had an intake of 228 new children in our Reception Centre.



Services provided for children include: R360 stipend per child, group and individual counselling, Individual Development Plans, remedial classes, psychological and educational assessments.

Special events this year included: wildlife camp; youth day outing to Hector Pietersen Museum, Khaluma / child participation day, Madiba day, celebrating Diwali, Childline has Talent Heritage Day celebrations and Christmas party at the Civic Theatre.

### 5. Child Witness Project Childline Western Cape

Childline Western Cape is placed at five regional courts in the Western Cape and allows child victims who must testify in court, to wait in our child-friendly waiting rooms, receive a meal, have a nap if necessary, and receive support and preparation from our court support workers. Social Workers provide on-going counselling and support to child victims and their families for a period of two months or as is required.

**Child Witness Project:** Individual and family counselling sessions 2014-2015

Name of court	Number of individual sessions	Number of family sessions
Atlantis	49	23
Cape Town	57	20
Wynberg	42	24
Paarl	56	38
Khayelitsha	39	14
<b>Totals</b>	<b>243</b>	<b>119</b>

### 6. Gender based violence Childline Mpumalanga



CLMPU celebrated Fathers' Day on the 14<sup>th</sup> June 2014 targeting 100 biological fathers or father figures and 100 boys from eight implementation sites. The event focused on the theme: "Special Time with Dad". The purpose of this event was to implement a 'man' and 'boy' strategy to prevent gender based violence and to promote the need for gender equity between the sexes. This well-organized event was hosted in Nelspruit Methodist Church. Sonke Gender Justice presented a 3 in 1 video on "Fatherhood and my father's legacy". CLMPU's Training Facilitators, in collaboration with the Site Coordinators, conducted group sessions, configuring the participants into groups of 20 per group. 150 'father' and 'son' beneficiaries were reached.

## 7. Going to School Project

### Childline North West

The Going to School Project helped children whose parents were unable to afford the essential equipment that they needed for school. Childline North West's goal with this project was to support the children who were living in poverty and provide the necessary tools needed to function adequately in the class room. Going to School Project Childline North West donated school bags to 102 Grade 1 learners in 3 different schools in the Tlokwe municipality. One of the Childline North West crisis councillors used the opportunity to conduct an awareness talk with the children.

Name of school	Number of school bags donated
Lesego Primary School	17
Nanogang Primary School	24
Tshepo Primary School	61
<b>TOTAL</b>	<b>102</b>

## 8. Health Related Programmes:

**Accessing ART Services, Childline Limpopo:** 33 beneficiaries were reached with access to ART services, 18 were females and 15 were males. The service assists in providing children with links to obtain ARVs and educating them on the importance of taking the ARVs.

**Clinical Nutritional Support, Childline Limpopo:** 263 beneficiaries were reached with clinical nutritional support. 133 were females and 130 were males. Program was facilitated by the dietician and professional health care worker from all four districts in different hospitals to the parents and legal guardian whom the OVCY are identified as malnourished coordinated by Community Development Programme team.

## HIV Testing and Counselling, Childline Mpumalanga

Having acquired consent from parents and guardians, OVCs registered with CLMPU were encouraged and referred for HIV testing and counselling (HTC) to the Department of Health (DoH) and other service providers such as AGRI IQ, Life Line, and Right to Care. OVCs that benefitted from this service were between the ages of 12 and 18 years. 90% girls and 10% boys were referred for HTC. The rationale for the variance in percentage between the boys and girls is that girls are the most vulnerable constituency of society to contract HIV infection. Reaching out to more girls was aimed at positively influence the behaviour of girls and strengthens their resilience to HIV infection. Pre- and post-HIV counselling was provided to the participants who took part in the activity. Participants who tested HIV-negative were encouraged to live responsible and healthy life style. Those who tested HIV-positive were provided with counselling and referred to local health care facilities for medical treatment.

## Tuberculosis Education and Screening, Childline Mpumalanga

During the month of March 2015, TB education and screening of OVCs were conducted in all eight sites. This activity was facilitated in observance of National Government's advocacy calls during international TB month: i.e. increase awareness about the illness so as to increase life expectancy and the importance of testing for TB. Beneficiaries who tested positive for TB were provided further assistance at their nearest health care facility. CLMPU partnered with the District Departments of Health. 1,190 beneficiaries who were reached and benefitted from this service.

**The Positive Sexuality Program (PSP), Childline Mpumalanga:** the programme was implemented during life orientation lessons in 3 districts in the Free State: Motheo, Thabo Mofutsanyane & Fezile Dabi. The key services of the OVC school program focus on providing HIV prevention education, sexual reproductive health care services and psycho-social support through grief groups. The PSP curriculum is a 10 week program, and includes condom demonstration and a visit from the clinic sister. 2314 OVC beneficiaries were served through school-based intervention.

## 9. Economic Strengthening Programmes

**House Hold Economic Strengthening, Childline Limpopo:** 367 beneficiaries were reached with house hold economic strengthening, 196 were females and 171 were males. This service was done by care workers through household visit, identifying children who do not receive social welfare grants. Government



stakeholders such as Home Affairs, SASSA and SAPS were invited to offer services at the sites.

**Food Parcels, Childline Limpopo:** 30 beneficiaries were reached and assisted with food parcels, 17 were females and 13 were males. The beneficiaries were assisted in receiving food parcels.

**Skills trainings in vegetable gardening, Childline Mpumalanga:**

This programme was facilitated in 6 sub-sites under Ehlanzeni District Municipality. This activity was implemented in partnership with the Department of Agriculture (DoA). The training was aimed at equipping Care Workers with skills to cultivate vegetable gardens to generate income for households. The DoA distributed seedlings to caregivers who attended the training and also committed to conduct follow-up training on quarterly basis and continue mentoring the participants. A total of 115 Care Workers participated in the training event. The Care Workers, with vegetable gardening skills in hand, transferred their newly acquired knowledge to benefit the parents and guardians of OVCs, crèches and schools, and health clinics and interested individuals.



Skills training in vegetable gardening CLMPU



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Chairperson



Mr McKay  
Treasurer



Rev CD Jaftha  
Vice Chairperson /  
Board Member  
Childline Free state



Professor  
Magwaza  
Independent  
Board Member

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# Board Members



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Board Member  
Eastern Cape



Mr CP Mahlo  
Board Member  
Limpopo



Mr RH van Rooyen  
Board Member  
Mpumalanga



Mr P van Dyk  
Board Member  
North West



Mr Meremetsi  
Board Member  
Northern Cape



Ms ZB Cele  
Independent  
Board Member

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available  
at time of  
printing

Mr Sigamoney  
Board Member KZN



Dr A Letsebe  
Board Member  
Gauteng



Dr P Mayers  
Board Members  
Western Cape



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Child Welfare Bloemfontein  
Childline Free State



Benita Nel  
Childline  
Mpumalanga



Naomi Edwards  
Childline  
Northern Cape



Vanespiri Pillay  
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Priscilla Molaudzi  
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Ricki Fransman  
Lifeline/Childline  
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Childline  
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Aisha Abrahams  
Childline  
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Dumisilie Nala  
National Executive  
Officer



Joan Van Niekerk  
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and Fundraising

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Kudzai Muhwati  
Global Fund Manager



Nonhle Ntetha  
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Bhavna Lutchman  
Online Counselling  
Project Manager



Hannah Varaden  
Therapeutic  
Programme Manager



Reshma Singh  
Training Officer



# Staff



Nolusindiso Sikhakhane  
Senior Social Worker



Farah Adam  
Office Manager



Nomfundo Mhlongo  
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Shahina Bux  
Online Counsellor



Evelyn Chinguwa  
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Sphindile Ngcobo  
Social Worker



Happiness Ndlangisa  
Receptionist



Tasneem Henry Mohamed  
Online Counsellor



# Staff



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Senior Social Worker



Cynthia Gumede  
Case Tracking  
Assistant



Nozibusiso Mfula  
Thogomelo Assistant



Beauty Makhanya  
Case Tracker



Thembi Ndlovu  
Case Tracker & Referral  
Monitor



Thokozile Modise  
Social Worker



Zinhle Mthiyane  
Monitoring and Evaluation



# Financials

## Income Statement Childline South Africa: National & Provincial Offices

Reporting date:

31-Mar-15

PERIOD: 1 APRIL 2014 - 31 MARCH 2015

		Rand								
		TOTAL	*CLSA (NATIONAL)	MPUMALANGA	EASTERN CAPE	GAUTENG	FREE STATE	NORTH WEST	LIMPOPO	WESTERN CAPE
Revenue	100%	81 973 941	16 401 595	13 129 115	1 293 557	13 739 144	15 407 743	1 954 915	9 202 359	10 845 513
Accounting & audit fees	1%	510 725	42 678	187 231	-	44 700	143 976	15 000	10 280	66 860
Advertising and fundraising	0%	193 077	18 067	63 531	-	29 596	26 158	4 256	24 831	26 638
Administration expenses	1%	369 599	29 779	39 431	-	110 639	109 663	6 169	34 113	39 805
Depreciation	1%	1 184 851	90 533	307 932	-		384 540	15 390	333 569	52 887
<b>Employee costs</b>	<b>62%</b>	<b>50 919 488</b>	<b>4 611 030</b>	<b>8 998 353</b>	<b>1 027 230</b>	<b>10 578 856</b>	<b>9 723 384</b>	<b>1 198 105</b>	<b>6 424 760</b>	<b>8 357 770</b>
Lease rentals	3%	2 423 968	229 892	987 962	57 682	450 560	73 880	-	396 106	227 886
Meeting expenses	0%	178 735	14 087	-	-	120 340	11 646	14 035	-	18 627
Office expenses (IT, printing, postage etc.)	6%	4 517 825	595 833	494 577	74 487	538 885	1 189 782	185 612	691 779	746 870
Training expenses and subscriptions	2%	1 464 572	542 717	311 661	1 303	324 481	119 462	35 500	93 155	36 293
Travel/accommodation & workshop expenses	14%	11 362 734	8 125 899	1 441 832	34 753	1 005	451 624	56 461	1 014 840	236 320
Other expenses	8%	6 832 803	1 070 657	1 407 700	117 826	688 310	2 523 770	312 990	277 867	433 683
<b>TOTAL EXPENSES and DISTRIBUTIONS</b>	<b>98%</b>	<b>79 958 377</b>	<b>15 371 172</b>	<b>14 240 210</b>	<b>1 313 281</b>	<b>12 887 372</b>	<b>14 757 885</b>	<b>1 843 518</b>	<b>9 301 300</b>	<b>10 243 639</b>
<b>RESERVES</b>										
Childline South Africa EXCO Reserve	1%	744 762	744 762							
Childline Foundation	0%	250 000	250 000							
<b>TOTAL EXPENSES &amp; RESERVES</b>	<b>99%</b>	<b>80 953 139</b>	<b>16 365 934</b>	<b>14 240 210</b>	<b>1 313 281</b>	<b>12 887 372</b>	<b>14 757 885</b>	<b>1 843 518</b>	<b>9 301 300</b>	<b>10 243 639</b>
<b>TOTAL SURPLUS/(DEFICIT)</b>	<b>1%</b>	<b>1 020 802</b>	<b>35 661</b>	<b>(1 111 095)</b>	<b>(19 724)</b>	<b>851 772</b>	<b>649 858</b>	<b>111 397</b>	<b>(98 941)</b>	<b>601 874</b>

\* CLSA (Childline South Africa - National) - Excludes Distribution Income of R 921 977.

\* Provincial Offices include Distribution Income.

\* Not received: Childline KZN & Childline Northern Cape



# Financials

## Childline South Africa: National & Provincial Offices Balance Sheet

	Reporting date:	31 Mar 2015	31 Mar 2015	31 Mar 2015	31 Mar 2015	31 Mar 2015	31 Mar 2015	31 Mar 2015	31 Mar 2015
	31-Mar-15	CLSA (NATIONAL)	MPUMALANGA	EASTERN CAPE	GAUTENG	FREE STATE	NORTH WEST	LIMPOPO	WESTERN CAPE
	Childline Rand	Rand	Rand	Rand	Rand	Rand	Rand	Rand	Rand
<b>ASSETS</b>									
<b>NON-CURRENT ASSETS</b>									
Property, Plant & Equipment	8 505 709	228 148	682 990	-	-	2 592 270	2 090 917	1 363 145	1 548 239
Investments	16 552 784	-	-	-	12 479 363	4 073 421	-	-	-
	25 058 493	228 148	682 990	-	12 479 363	6 665 691	2 090 917	1 363 145	1 548 239
<b>CURRENT ASSETS</b>									
Accounts receivable	3 413 094	1 139 719	125 394	94 428	1 046 891	824 116	17 030	90 528	74 988
Cash and cash equivalents	10 867 864	4 456 008	1 353 660	-	1 456 240	1 039 972	455 375	710 535	1 396 074
	14 280 958	5 595 727	1 479 054	94 428	2 503 131	1 864 088	472 405	801 063	1 471 062
<b>TOTAL ASSETS</b>	39 339 451	5 823 875	2 162 044	94 428	14 982 494	8 529 779	2 563 322	2 164 208	3 019 301
<b>EQUITY AND LIABILITIES</b>									
<b>Current Liabilities</b>									
Trade Payables	4 534 157	1 214 809	1 048 858	-	303 074	1 130 715	95 626	251 409	489 666
Income Received in Advance	2 746 555	1 736 195	-	-	-	-	-	-	1 010 360
	7 280 712	2 951 004	1 048 858	-	303 074	1 130 715	95 626	251 409	1 500 026
<b>RESERVES</b>									
EXCO reserve	2 053 765	2 053 765	-	-	-	-	-	-	-
Service Delivery Continuity fund	4 500 000	-	-	-	-	4 500 000	-	-	-
Other Funds - Building & Vehicles	1 700 000	-	-	-	-	1 700 000	-	-	-
<b>PROJECT FUNDS</b>									
Surplus brought forward	22 784 172	783 445	2 224 281	114 152	13 827 648	549 206	2 356 299	2 011 740	917 401
This period's result	<b>1 020 802</b>	<b>35 661</b>	<b>(1 111 095)</b>	<b>(19 724)</b>	<b>851 772</b>	<b>649 858</b>	<b>111 397</b>	<b>(98 941)</b>	<b>601 874</b>
	23 804 974	819 106	1 113 186	94 428	14 679 420	1 199 064	2 467 696	1 912 799	1 519 275
<b>TOTAL EQUITY AND LIABILITIES</b>	39 339 451	5 823 875	2 162 044	94 428	14 982 494	8 529 779	2 563 322	2 164 208	3 019 301

\* Not received: Childline KZN & Childline Northern Cape



# AGM Comparisons

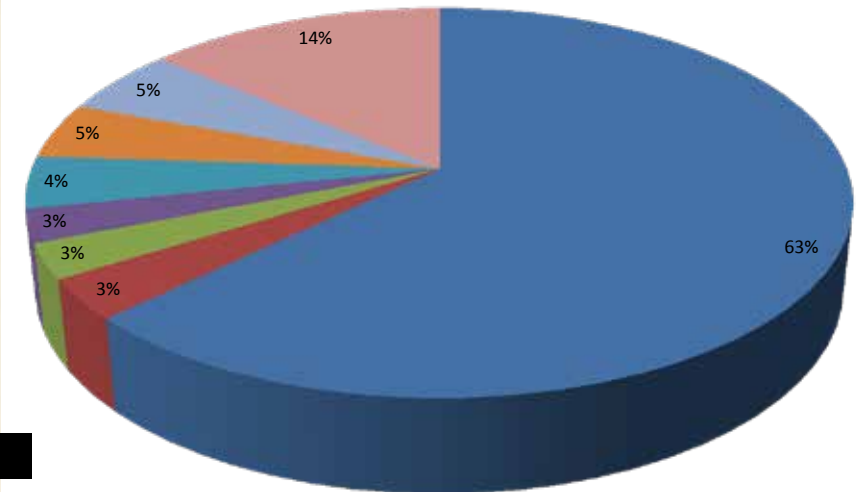
## Childline South Africa: National & Provincial Offices

Reporting date:

31-Mar-15

PERIOD: 1 APRIL 2014 - 31 MARCH 2015

CHILDLINE SOUTH AFRICA ALL INCOME



- Project - Global Fund/NACOSA
- For Distribution & Projects - Other
- For distribution - International Slab Sales
- Independent Development Trust
- UNICEF
- Project - Health & Development Africa - Thogomelo
- Project - Department of Social Development
- For Distribution - Charity Circle

EMPLOYEE COST vs REVENUE & NETT SURPLUS/DEFICIT

	REVENUE	EMPLOYEE COSTS	% EMPLOYEE COSTS vs REVENUE	TOTAL SURPLUS/ (DEFICIT)	BANK BALANCE
<b>TOTAL NATIONAL &amp; PROVINCIAL OFFICES</b>	81 973 941	50 919 488	60%	1 020 802	10 867 864
<b>CHILDLINE SOUTH AFRICA</b>	16 401 595	4 611 030	45%	35 661	4 456 008
<b>NORTH WEST</b>	1 954 915	1 198 105	48%	111 397	455 375
<b>MPUMALANGA</b>	13 129 115	8 998 353	60%	(1 111 095)	1 353 660
<b>GAUTENG</b>	13 739 144	10 578 856	63%	851 772	1 456 240
<b>FREE STATE</b>	15 407 743	9 723 384	67%	649 858	1 039 972
<b>LIMPOPO</b>	9 202 359	6 424 760	71%	(98 941)	710 535
<b>WESTERN CAPE</b>	10 845 513	8 357 770	78%	601 874	1 396 074
<b>EASTERN CAPE</b>	1 293 557	1 027 230	90%	(19 724)	-

\* CLSA (Childline South Africa - National) - Excludes Distribution Income of R 921 977.

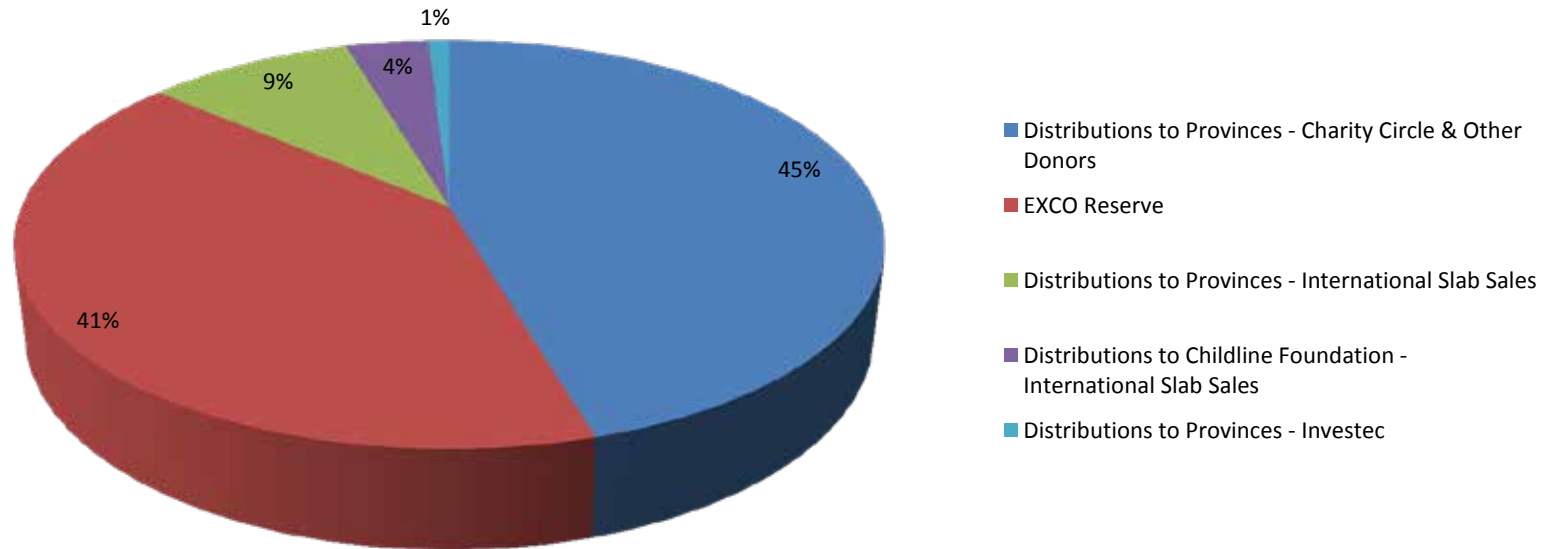
\* Provincial Offices include Distribution Income.

\* Total Nett Surplus/Deficit takes into account all Reserves.

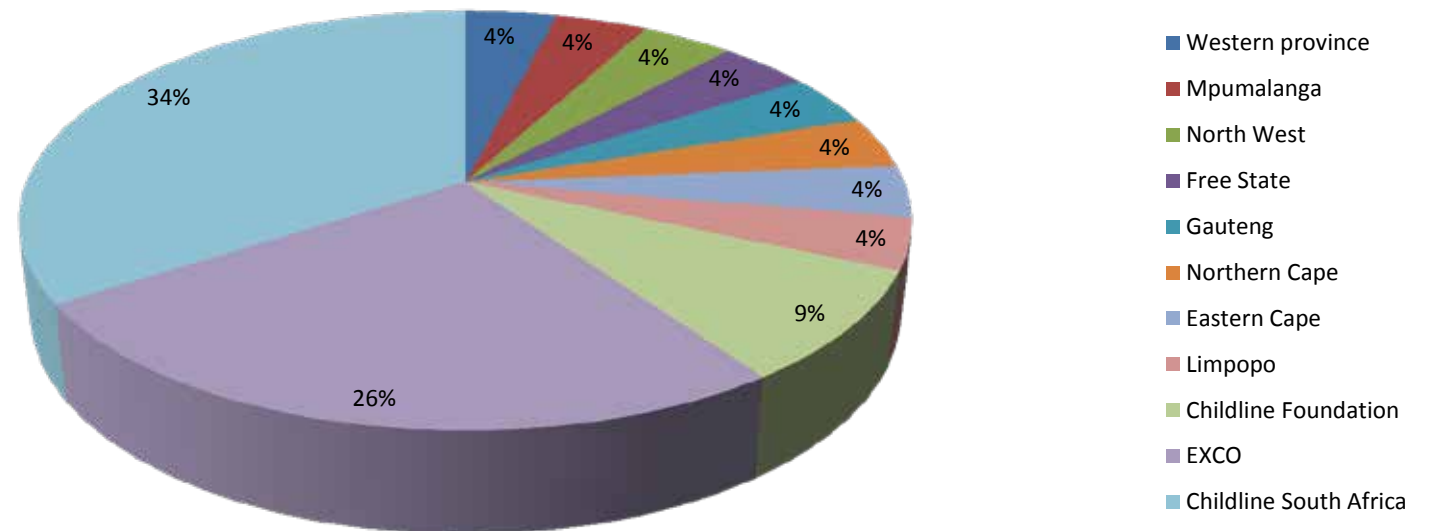
\* Not received: Childline KZN & Childline Northern Cape



## CHILDLINE SOUTH AFRICA - DISTRIBUTIONS ANALYSIS



## CHILDLINE SOUTH AFRICA - DISTRIBUTIONS SHARE



# Donors & Partnerships

Adri Kruger

Durban University of Technology

C Lotriet

Mr B Pillay

CA Hudson Baobab

CAF Bank Limited

JM Rootman

T Clark

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N Conde

Hayley Sue Robin

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Tara Pape

Beiersdorf

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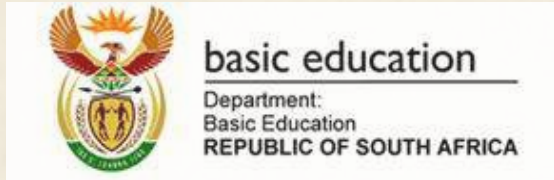
Hailey Rubin

Hitch Digital Media

Independent Development Trust

R Schats / Passing of R Vo "Memory of Roisin Vowels"

Mr. Fergus Fitch &



Telkom South Africa

P B Steve Walters

Jezelle Naidoo

Karien

Media Monitoring Africa

Monique VD Merwe

Natanya VD Bergh

M Sandiford

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

*To be continued....*



