

CHILDLINE SOUTH AFRICA

Annual Report

April 2007 – March 2008

VISION STATEMENT

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.

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childline

SOUTH AFRICA

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MISSION OF CHILDLINE S.A.

Mission of Childline SA

Childline SA is committed to:

- Supporting and capacitating the Provincial Affiliates where needed to:
 - Develop and implement 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;
 - Develop and implement 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; and
- Ongoing training and development of staff members, volunteers and networking partners.

Who are we and what do we do?

Childline South Africa is an affiliation of provincial Childlines who are the direct providers of Childline services to children. Each Province in South Africa, with the exception of the Northern Cape, has a provincial office to which the toll free line for children is directed. Childline SA is the National office coordinating and representing the eight provincial offices in national forums in South Africa and internationally.

The purpose of the National office includes the following:

- **provide support to the eight provincial offices** in the development and provision of services to children;
- **coordinate national input** on matters such as the development of legislation and policy and the implementation of such legislation and policy;
- **advocate for change in law and policy** where appropriate to protect the rights of children;
- **research;**
- **media input on a national level**
- **conduct training to and with the provincial offices, their networking partners and capacitate the Provincial Offices to provide training on**
 - law and policy relating to children and its application;
 - for criminal justice system professionals on issues relating to children as they interface with the law;
 - on inter-sectoral work and cooperation in child protection;
 - on therapy with abused children and their families;
 - on the rehabilitation of adults and children who commit offences against children; and
 - on the preparation of the child witness for court processes;
- **represent the Childline Network** on National and International bodies and at meetings and forums.
- **Inform the Childline Network of National trends on children's issues and engage the Provincial Offices in meeting relevant trends in the provinces**
- **Develop uniform policies and protocols** for the Childline network
- **Provide fundraising support** as decided by the Network.
- **Establish marketing, advocacy and resource development sub-committees to assist with the above.**



Joan van Niekerk and Dumisile Nala
in the national office

The year April 2007 to March 2008

Introduction

The year has rolled past very quickly and once again it has been a year packed with activity and action. Looking back and reflecting on the year, one realises that much has been achieved through the Childline network and certainly one has a sense of pride in the work – both in terms of quality and quantity – that has been completed by the National office and by the Provincial Childline offices in the past year.

As the National Office exists to support the work of the provincial Childlines, each of which compiles an annual report with audited financial statements, this report will focus on the activities of the National Childline South Africa Office with brief references to identified highlights from the provincial offices.

The Business Plan for the National Office

A business plan for the national office was developed through a process of strategic planning and a workshop process. Although this plan was adopted in November 2007, the process of its development and final adoption provided the National office with guidance and a clearer sense of direction for the year under review and for some years ahead.

The Activities of, and Projects sited in, the National Office

Law and Policy – Analysis, Advocacy and Lobbying

Thanks to the funding provided through the National Lottery, Childline SA was enabled to take a continuing and active part in the process of law and policy reform relating the protection of the

rights of children. Childline actively participated in workgroups, workshops, etc and produced further documents, submissions and training on:

- **The Children’s Amendment Act No 30** – passed in November 2007.
- **The regulations** for the Children Act no 38 of 2005 and the Children’s Amendment Act No 30 of 2007. These amendments are very extensive and will inform, guide and enable the implementation of the Children’s Act and Amendment Act.
- **The Criminal Law (Sexual Offences and related Matters) Amendment Act No 32** of 2007 - this Act was passed in November 2007, after some years of advocacy work by Childline and through Childline’s membership of the National Sexual Offences Bill Working Group. The final version of the Act, despite our best efforts, was not as “child victim protective” as we had tried to motivate for.

However during the period September to November 2007, Judge Bertelsmann from the High Court, whilst adjudicating a matter relating to the rape of a child, invited NGO’s and other interested parties with concerns about the management and position of children who are the victims of sexual crimes to give evidence on this issue in his court. Childline South Africa, with the assistance of the Child Law Clinic at the University of Pretoria, prepared a submission to the High Court. In Judge Bertelsmann’s

judgment, delivered in May 2008, many of our submissions to his Court, along with the submissions of other role-players in the field, were taken into account, and some sections of the Criminal Law (Sexual Offences and Related Matters) Amendment Act were declared unconstitutional and recommendations were made in the judgment which provided greater levels of protection to child victims of sexual offences.

- **The Child Justice Bill:** Childline prepared a written submission and also gave oral evidence on the Bill before the Parliamentary Committee on Justice and Constitutional Development in February this year. The Chairperson of this Committee was very open to the submissions given by the NGO sector and facilitated open discussion between NGO's and the Committee.

Supporting the development of Childline Mozambique

Childline South Africa continues to provide support and training to Rede Came, Mozambique with regard to the development of the Child Helpline in Mozambique.

Childline's national data collection programme was installed in the Rede Came office and staff and volunteers were given training on how to use the programme. This project will continue into the coming year.

Supporting the Development of Childline Lesotho

The national data collection programme was installed at Childline Lesotho. Warren Londt and Joan van Niekerk, the National Coordinator, provided training to the Lesotho Childline Counsellors. Working with the staff and volunteers at the Childline in the "Mountain Kingdom" was a privilege and their enthusiasm and dedication to their work made the training a pleasure.

The Parenting Programme Project

Childline South Africa, as part of the lobbying and advocacy activity attached to the Children's Act process, supported the move to ban Corporal Punishment in all settings in the past year. However many members of the public who entered into the debate expressed concerns about a lack of knowledge relating to alternative forms of discipline and what constitutes good parenting. Childline South Africa has therefore embarked, with the funding assistance of Save the Children Sweden, on a project developing positive parenting materials,



Training in Mozambique (above) and Lesotho (right).



inclusive of traditional practices that provide alternatives to corporal punishment. At the request of the funder this is inclusive of several Southern African Countries such as Zambia, Namibia, etc.

This is proving to be an exciting project and work will continue on it through the next financial year with a focus on consulting parents, caretakers and children on parenting practices.

DG Murray Trust and SAQA Registration

During this financial year a grant was received from DG Murray Trust to enable the rewriting of our counsellor training manual in line with the South African Qualifications Authority Standards and the registration of Childline as a training organisation.

This has proved to be a much more complex task than Childline originally anticipated, and a service provider was appointed to assist. The work on this project is progressing slowly but steadily and we hope to have Childline's registration complete within the next financial year.

The trainees' manual has been extensively revised and re-written and the trainer's manual is almost complete.

Child Labour

During the year under review, Childline South Africa participated in a project run by the International Labour Organisation to address the worst forms of child labour. These include trafficking in children, sexual exploitation of children (child prostitution, and children used by adults to commit crime.

Childline conducted a survey into calls to the crisis line on child labour issues, and the management of child labour issues by both the crisis line counsellors and Childline partners in service delivery. This has resulted in certain

recommendations to improve management of child labour issues as well as further content for the Childline Counselling Manual.

Childline South Africa has also committed to ensuring that child labour issues are consistently flagged in national meetings and forums.

Trafficking of Children

Childline has actively participated in a SADC regional Child Helpline Forum, set up through the joint efforts of Child Helpline International and Save the Children Mozambique.

This Forum has conducted a rapid assessment of child trafficking issues in the SADC region and mapped the efforts of Child Helplines in the region directed at preventing child trafficking as well as providing assistance to children who are trafficked. This forum continues to meet and is planning both prevention and intervention efforts in relation to child trafficking and the 2010 FIFA World Soccer Cup and beyond.

The Data Collection programme

Efforts to upgrade and improve the Childline Data Collection programme used by the Childline Crisis line began during this financial year. This programme provides the Childline network with invaluable information about the problems that children telephone Childline about, the ages of children, etc. However the number of calls to the line has increased enormously in the years since the original programme was developed and the programme can no longer be managed efficiently and effectively. Work is therefore underway to rewrite and improve the programme and make it "web-based". This will increase the number of reports that can be drawn from the data collected as well as improve accessibility to the data itself.

Highlights of the year

During February 2008, **the national office moved to new premises** in Northway, Durban North. The move was necessitated by a growth in the number of projects managed by the National Office and by an increase in our small staff complement.

Childline South Africa participated in the Regional Meeting of SADC and East African Countries that was called to give input into the Global Study on Violence Against Children, initiated by the United Nations. Childline also contributed to the development “Icast” questionnaires – data collection tools that were designed for use across cultures and continents to collect information on the extent and nature of violence against children across the world.

The World Study on Violence Against Children Report was released in October 2007 with important recommendations to governments and civil societies around the world, which, if implemented will do much to contribute to the care and protection of children.

Challenges in the year ahead

As the numbers of calls to the crisis line increase and the call on all Childline services expand, **the need for funding support to the Provincial**

Childline Offices increases. The National Office does need to expand its fundraising efforts to enable increased support to the provincial offices. (NOTE: for your interest, we are attaching to this report, the statistics for the period.)

The development of Childline Northern Cape. Funding has been received from the Northern Cape Government for the establishment of a Childline office in the Northern Cape Province. However senior social work staff are very difficult to find in this province.

Generally across most of the provincial Childline offices, social work staff are difficult to find, and when found, retained. The movement of qualified social workers out of the country to higher paying positions overseas and also to higher paid government positions has created problems for many non-governmental organisations, including Childline.

The Provincial Childlines

The Provincial Childline Offices remain responsible for direct service delivery to children. All have experienced increases in their workloads over the past financial year, and challenges in accessing sufficient resources to meet the demands on their services to children and families. The following pictures and paragraphs give “snippets” of information and insights into the work of the provincial Childline offices.

Eastern Cape Childline

Counselling on the crisis line (far left) and having fun with pre-schoolers (left).



Free State Childline



Apart from managing calls on the crisis line, and prevention and education programmes at schools, Childline Free State was commissioned by Save the Children UK to present training in a number of rural areas.

The number of lay counsellors trained was 130 and the purpose of the training was:

- to train community members on matters of child abuse in order to capacitate them to act as “representatives” in the communities;
- to act as a referral system in cases where child abuse occurs.

Gauteng Childline

(A brief extract from the Childline Gauteng AGM report reads:)

“Service delivery to children is fundamental in giving credence to section 28 of the SA Constitution and Bill of Rights and Childline is proud to play a small part in ensuring that children who have experienced human rights violations have recourse to the law and support services. In our quest to establish a child-sensitive society we are proud partners with children, community, corporate and government sectors.



The Childline KZN offices.

We are mindful of the leadership role that Childline plays in interpreting children’s needs to the broader communities. The many counselling conversations conducted make us well placed to understand children’s issues individually and collectively. “

KwaZulu-Natal Childline

Childline KZN introduced greater measures in performance management and the team has worked extremely well and optimal harmonious staff that identifies with the vision of Childline and created its own values and culture of the organization.

Childline KZN employs not only social workers but also a large number of counsellors many of which have initiated tertiary studies and are in the process of completion of their qualifications but nevertheless many of staff have excelled and are carefully managed by senior social work managers who have been in the field of social work for many years.

Our statistics reflect the commitment and endeavors for the period under review.

The Education and Awareness Programmes

reached a total number of 39 179 children through Kwa-Zulu Natal, 5831 parents and community members were enlightened with the protocols pertaining to abuse and the parenting skills. Our training incorporated 836 educators, 348 professionals and 37 trainees completed the 1-week training course.

The therapeutic sector supported 5018 children with approximately 32 970 counselling sessions undertaken. The stats around child abuse have made us increase of services both in extent and in depth, to children in trauma.

Childline KZN is presently at several offices: Ladysmith, Greys Hospital, Pietermaritzburg, Durban Central, Umbumbulu, Maphumulo, GJ Crookes Hospital in Port Shepstone, Ndwedwe, Mahthma Gandhi Hosiptal In Phoenix, Chatsworth, Inanda, Prince Mshyeni Hospital in Umlazi.

During the period, **the 24/7 Provincial Crisisline received a total number of 425 053 calls**, nearly half a million of calls indicating that that the Toll free number is assisting children and their families throughout Kwa-Zulu Natal.

Partnerships with new projects: ISIBINDI, THUTHUZELA, NACCW, BUDDIES PROG, HEALERS

The Court Programme was reviewed although we are still present at 3 courts.



The Project at Mothiba Farm for Preschool Children, (Limpopo Childline).

Limpopo

Childline Limpopo has expanded services extensively in the past year, and has reached more children across a variety of programmes than in previous years.

A project has been established in the Mothiba area for preschool children. Partnerships have been entered into with Universities of Limpopo and Venda and these has facilitated the expansion of services.



Children enjoying a life skills camp - Childline Mpumalanga

Mpumalanga

Childline Mpumalanga will be functioning for 5 years in Mpumalanga by October 2008. The office has managed to reach about 500 000 children in this period though its crisisline, school awareness, buddies, youth development, training and therapy programmes. It is with great excitement and expectations that new relationships have formed with PEPFAR and The Infant Trust to add programmes for the OVC and ECD development to the list of services.

North West

North West Childline has also expanded their services in the year under review and now has 10 staff members. This Childline has also employed their first social worker to provide therapy for abused children in the region. A Child Protection Manual and Training Course have been developed for pre-school teachers. Prevention work in schools has also kept staff and volunteers very busy.



Preschool educators receive training in child protection (left).

Materials for Child Protection work in schools (right).



Northern Cape

Watch this space for developments!

Western Cape

This has been a year with highs and lows for the Childline WC team. Our 2008 Child Protection Month campaign was very successful. In planning, we decided to focus on the boy-child. This focus was due to requests from a number of schools, as well as the Childline National Boy-Child campaign. Through this programme, we reached approximately 5500 boys.

As a result of our Programme for Child Protection month, we have received a number of calls on our crisis line, testing the line and to see whether or not their actually is a counsellor on the end of the line who would be able to assist the caller. This has been positive in not only children making use of the line, but also an opportunity for the telephone counsellors to empower and educate children about their rights and responsibilities.

This has also been a busy year with regard to media coverage and on a number of occasions, Childline has been asked to make comments in either local print or radio media with regard to child-sexual abuse related issues. Childline has also successfully worked on decreasing the waiting period of when children are referred to us for counselling.



Children's Day at Harvester Primary School,
Western Cape.



Childline South Africa wants to say a sincere “Thank You” to the following donors

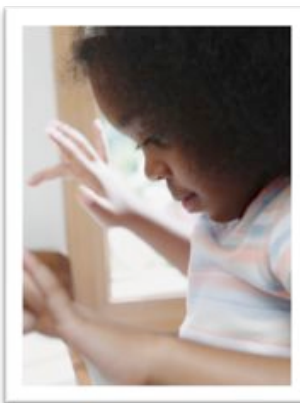
Telkom Foundation for the donation of funding for the toll free component of the toll free Childline



Winners Family for the regular and significant contributions to the maintenance of many of our provincial services to children. Without their assistance, many of the Provincial Childline programmes would not have continued.



The National Lottery which in the past year supported advocacy, lobbying and training from the national office and also enabled supportive services from the national office to the provincial offices.



D G Murray Trust for the project funding that has enabled Childline to begin work on registering their training with the South African Qualifications Authority and the rewriting of the counsellor training manual.

International Labour Organisation for their funding of our work on child labour.



International Slab Sales – whose donations have enabled the continuation of Childline programmes in a number of our provincial offices.

Network Dynamics – Brett Will and his staff have given generously of their time and assisted the Childline network with strategic planning and consultation.

Mazars Moores Rowland for their accounting services and financial advice and support.

Cybicom for their donation of staff time for computer programme writing and adjustments to programmes.

Warren Londt – who never fails to respond to requests from both provincial and the national office for assistance with the data collection programme and our computer needs.

Brilliant Web and Brendon Hatcher for the development of the national Childline Website.

Board members for the time they have given to supporting the Childline movement in South Africa and their support to the national office.



Overall statistics for
Childline SA
2007

Joan van Niekerk
Childline South Africa

Calls to Childline



- HIV/AIDS poorly reflected
- Children do not know why their parents/ caregivers are ill, cannot work or have died
- They also fear being stigmatised when they do know.
- Childline receives about 1 000 000 calls per year.
- The Majority are not "serious" calls requiring the delivery of a service.

Calls that require a service
(problems with data capture)

| | |
|-------------------------------|-------------|
| Abuse | 7336 |
| Physical | 2538 |
| Emotional | 2914 |
| Sexual | 1048 |
| Abduction | 216 |
| Exposure to domestic violence | 561 |
| Exposure to criminal violence | 59 |
| Alternative care | 275 |
| Problems - Foster Care | 160 |
| Problems - Institutional Care | 115 |

Calls that require a service

| | |
|---------------------------|-------------|
| Behaviour problems | 1263 |
| Uncontrollable Child | 535 |
| Child runaway | 135 |
| Aggressive child | 267 |
| Discipline problems | 326 |

Calls that require a service

| | |
|----------------------------------|------------|
| Commercial exploitation | 207 |
| Child prostitution | 21 |
| Domestic child labour | 71 |
| Farm child labour | 8 |
| General child labour | 49 |
| Involvement in pornography | 13 |
| Begging | 27 |
| Child used for criminal activity | 16 |

Calls that require a service

| | |
|-----------------------------|------------|
| Disability | 173 |
| Child physically disabled | 72 |
| Child mentally disabled | 56 |
| Disability of family member | 45 |
| Discrimination | 49 |
| Racial | 11 |
| Gender | 9 |
| Language | 1 |
| Religion | 15 |
| Access to school | 13 |

Calls that require a service

| | |
|--------------------------------------|-------------|
| Family Relationships | 1435 |
| Divorce | 118 |
| Separation | 127 |
| Problems with siblings | 90 |
| Step family relationships | 144 |
| Conflict between parents/ caretakers | 521 |
| Child missing/lost | 207 |
| Child not in family care | 228 |

Calls that require a service

| | |
|------------------------|------------|
| Homelessness | 376 |
| Child abandoned | 188 |
| Street child | 77 |
| Family without shelter | 111 |

Calls that require a service

| | |
|--------------------------|------------|
| HIV/AIDS | 702 |
| Mother deceased | 35 |
| Father deceased | 10 |
| Both parents deceased | 23 |
| Bereavement | 40 |
| Mother ill | 52 |
| Father ill | 21 |
| Other family member ill | 30 |
| Child headed household | 6 |
| Child infected | 66 |
| Information re HIV/AIDS | 411 |
| Prepost test counselling | 8 |



Calls that require a service

| | |
|------------------------|-------------|
| Legal issues | 1077 |
| Custody | 195 |
| Access | 184 |
| Maintenance | 423 |
| Lack of birth document | 72 |
| Child witness | 7 |
| Child offender | 15 |
| Child in police cells | 122 |
| Adoption | 99 |

Calls that require a service

| | |
|---|-------------|
| Neglect | 3356 |
| Child uncared for physically | 1743 |
| Child uncared for emotionally | 1613 |
| Out of school peer relationships | 96 |
| Bullying | 49 |
| Relationship problems | 47 |
| Poverty | 1222 |
| Children starving | 472 |
| Insufficient/No income | 288 |
| Problems with grants and pensions | 263 |
| Lack of clothing | 199 |

Calls that require a service

| | |
|----------------------------|------------|
| Physical health | 266 |
| Health information | 21 |
| Health problems | 75 |
| Body image | 30 |
| Eating problems - Anorexia | 3 |
| Eating problems - Bulimia | 6 |
| In need of medical care | 131 |

Calls that require a service

| | |
|-----------------------------|------------|
| Psychological health | 528 |
| Loneliness | 114 |
| Depression | 155 |
| Anxiety | 50 |
| Lack of confidence | 40 |
| Lacks life purpose | 31 |
| Suicidal feelings | 77 |
| Suicide attempt | 52 |
| Suicide of friend | 3 |
| Suicide of family member | 6 |

Calls that require a service

| | |
|------------------------|-----------|
| Refugee child | 19 |
| Lack of documents | 8 |
| Fear of repatriation | 6 |
| Wanting to return home | 5 |

Calls that require a service

| | |
|---------------------------------|------------|
| Sexuality | 423 |
| Information about sex | 62 |
| Sexual problem | 25 |
| Sexual identity | 21 |
| Saying no to sex | 39 |
| Contraception | 5 |
| Pregnancy | 158 |
| Abortion | 49 |
| Sexually transmitted infections | 64 |

Calls that require a service

| | |
|----------------------------|------------|
| School problems | 597 |
| Lack of money for fees etc | 176 |
| Bullying | 71 |
| Problems with educator | 101 |
| Problems with learners | 41 |
| Learning problems | 110 |
| Performance anxiety | 28 |
| Corporal punishment | 70 |

Calls that require a service

| | |
|----------------------------------|------------|
| Substance abuse | 726 |
| Information on alcohol/drugs | 39 |
| Child - alcohol abuse | 108 |
| Child - other drug abuse | 207 |
| Parent/caretaker - alcohol abuse | 280 |
| Parent/caretaker - drug abuse | 92 |
| UNDEFINED | 463 |



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