



Network News

Editorial from Dumi's Desk

"Shew! This has been a busy year.

We are excited about the 2010 FIFA world cup - and really feeling it - but at the same time, feeling anxiety and concern about our own children and their protection.

As Childline, we have worked really hard to ensure that we provide an extended safety net, not just to our own South African children, but also children from other countries who may be visiting during the World Cup.

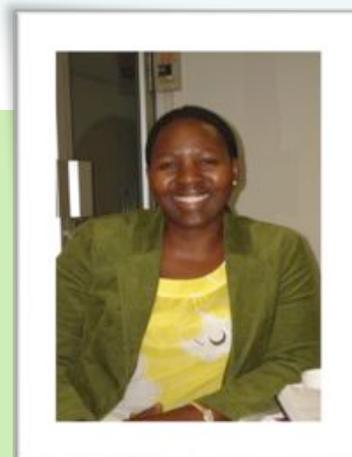
Extra resources have been allocated to ensure that the helpline is open for 24 hours and that there are more trained counsellors available to help and support children, families and caregivers. Childlines are involved in managing 3 Fan Fest areas together with partners such as UNICEF and Child Welfare South Africa.

Our chat room counselling services, operated through MXit, has extended hours during this period to ensure that children continue to have a number of opportunities for contact with Childline through this mode of communication.

A partnership with Mr Price has also been entered into in order to ensure a safety net for children in shopping areas across the whole of South Africa. Partnerships with government and a range of NGOs are essential during this period, and have been strengthened in order to ensure that children do not fall through the cracks.

We sincerely applaud the commitment and dedication of all in our provincial offices – they are at the coalface of service provision to children.

Ke nako!!!! (its time!)
Dumisile



Dumisile Nala
 CEO, Childline SA

In this issue...

**Editorial from
 Dumi's Desk**

**Conferences &
 Networks: Report
 Back**

PEPFAR Feedback

MXit Report Back

**The 'Vroom-Vroom'
 Tour**

**Childline SA website
 update**

CHILDLINE SA Report Back - Conferences & Networks

Childline SA continues to participate actively in the protection of children internationally, as is evidenced by the outline of recent conferences and networking activities below.

Southern African Network on the Abolition of Corporal Punishment (CP):

Meeting held 24 – 25th February 2010

During the participants' introductions, the need to promote positive parenting was emphasised along with the ban on corporal punishment. Representatives from Botswana, Mozambique, South Africa and Zambia were given an opportunity to present on the current status quo in their country in relation to this issue.

In addition to regional outlines, Peter Newell provided a report on litigation vis-à-vis corporal punishment.

"150 countries have not made any progress on banning CP. We need to get countries to accept that the Convention on the Rights of the Child is a legal document. The UK has had 3 concluding comments from the Committee on the Rights of the Child – all expressing concern about the failure to ban CP."

Further presentations were given as follows:

- *Promoting Positive Discipline in Schools* by Elizabeth Kgololo

- *Feedback on the Childline SA Parenting manual* by Carol Bouwer
- *Presentation on Advocacy with the African Committee of Experts* by Sonia Vohito
- *International Overview of CP Abolition* by Peter Newell
- *Do Children's Rights Feature on the SADC Agenda* by Patricia Martin
- *Challenges in Interacting with National Human Rights Institutions* by Tasneem Sterris
- *Opportunities for Advocacy within Human Rights Institutions* by Peter Kanuka

Meeting on Skillful Parenting:

Regional Symposium 18-19th March 2010

David Mugawe from the African Child Policy Forum opened the symposium, which was attended by representatives from Ethiopia, Uganda, Kenya, The Netherlands, Egypt, Zambia and South Africa.

"Most of the time we are addressing the symptoms of the problem – this workshop is directed at addressing prevention and how we can avoid the symptoms", said David

Mugawe. "The home is the place where children should be safe. The family is a central place as an agent of change. This is the place where the child learns what is acceptable and what is not."

The objective of the symposium

- Provide parents, teachers and children with packages that enable them to make better decisions in life.
- Provide and promote behaviour change towards skilful parenting and use social marketing to do this.



- Create a more enabling environment for parents with laws and policies that support parenting.
- Reaffirm the relevance of the parenting programme.
- Articulating the actions that are required for further development and implementation of the programme.
- Coming up with a way of organising ourselves to take forwards actions that we have jointly agreed upon.

The start of the symposium included an overview of parenting in Africa and asked the question; *What are the characteristics of, and barriers to, parenting?* These questions outlined the issues surrounding parenting and why, more than ever, successful parenting is needed in the region.

Key areas of discussion:

- The African family structure is changing.
- There are different forms of interventions and practices in parenting.
- We need a legal framework supporting families in Africa.
- Socio-economic context.
- Education and training.
- Advocacy and lobbying.
- Research and documentation.

Conclusions

- Different organisations have different and unique programmes - there is a need to adapt them to various approaches.
- Traditional approaches have challenges.
- There are different materials – but these need to be adapted to age and language.
- There is a need to develop and nurture partnerships in this areas because of the different disciplines and actors involved in parenting
- There is a need to develop monitoring and evaluation strategies and indicators for

parent education and support programmes.

- There is a need to design and adapt programmes to improve parenting in general and not only for specific groups.
- All programmes designed should build on parent's existing strengths and target children and other caregivers.

Proposed way forward

- Consider the different categories of parents – e.g. house helps, nannies, childcare institutions, child headed households etc.
- Need to adopt a holistic approach
- We need to adopt a positive approach – not just focus on problem areas
- We need a twin approach – advocacy approach and behaviour change, as well as address sensitive issues.

Southern Eastern African Child Helpline Meeting:

Uganda, 24-25^h March 2010

As an introduction, background to the meeting was outlined for the participants, who were representing India, Mozambique, Uganda, Lesotho, Botswana, Malawi, Swaziland, Zimbabwe, Ethiopia, The Netherlands as well as UNICEF, CHI, and ANPPCAN.

Background to the meeting

- Feb 2010 – request from UNICEF ESARO to look into the possibilities of developing a support programme. ESARO covers 21 countries. CHI members were invited to attend.

Objectives of the meeting

- To bring partners together to share their experiences and expertise.
- To agree to a common approach to develop, expand and strengthen child

helplines services in the Eastern and Southern African regions.

- To have a common understanding of the basic elements of a child helpline, referral systems, case management etc.
- To identify if there is a need for the evaluation of child helpline services in the eastern and southern African regional.
- To develop a plan of action – and identify the technical assistance required.
- To develop a regional support agenda and advocacy plan for EASA.
- To collaborate with UNICEF Country offices that are keen to support country helplines.

Challenges to address

- Fundraising – this included donor fatigue, donor demands, consistent, short term funding for long term needs, exploration of private/public partnerships.
- Unreliable telephone lines, poor telephone services.

- Opportunities and skills to exploit emerging technologies is limited.
- Recognition from the IT industry that they have a responsibility to children.
- Referral processes i.e. weak child protection mechanisms and referral points are under-resourced.
- Lack of staff.
- Challenges in tracking effectiveness of service delivery
- Increasing numbers of children/ demand for services.

NOTE: This is a basic summary of these meetings. Full reports are available on the Childline SA website.



“150 countries have not made any progress on banning CP. We need to get countries to accept that the Convention on the Rights of the Child is a legal document.”

- Peter Newell

A THWARTED MISSION

but my sense of humour prevailed! *by Joan van Niekerk*

Childline SA is involved in drafting a general comment to guide governments on the implementation of Article 19 of the United National Convention on the Rights of the Child. An international working group planned to meet in Budapest to edit the first draft, to which all members of the working group had contributed. This includes child protection professionals from Canada, the UK, Pakistan, Argentina – and many others.

However, who would have anticipated that a trip to a meeting in Budapest would be so disrupted by a volcano in Iceland? As a representative of the International Society for the Prevention of Child Abuse and Neglect and Childline South Africa, I arrived in Frankfurt for transfer to Budapest at 5:15 on Friday am 16th April, only to find the airport closed 10 minutes after arrival.

The scene was one of chaos – with many passengers refusing to believe that they could not travel further. Pity the passengers in transit – with no visa's to leave the airport who have for the last 4 days been camping on the airport, or the passengers who could leave but cannot find any accommodation in Frankfurt.

But I guess I was lucky – a Voyager card and travelling on a British passport secured a room in a hotel in Frankfurt. However each day passengers have to return to the airport to find out what is happening to their travel and tickets. Schlepping to and from the airport was initially quite exciting – ever driven on the German Autobahn in a taxi? There is no speed limit and at one stage the driver was going 180 KPH – and some cars were still passing!

However Lufthansa ran out of taxi cash and so the daily dash became the daily chug – a walk to the station (good for the figure) and taking the Metro to the airport. Travel remained totally unpredictable and returning home seemed impossible!



TOP: Children making the best of things - Trolley races at Frankfurt airport. The children were having an absolute ball - screaming with laughter. My efforts to take a photo - with the permission of the parents stopped the fun for a while - but it was really fun to watch!

ABOVE: Camping out at Frankfurt Airport.

PEPFAR Progress Report

(Presidential Emergency Plan for Aids Relief – OVC Project)

Submitted by *Zama Kubheka*

Additional Staff

In January and February, we had the pleasure of welcoming new staff into our office, Mr. Phillippe Bouffé who is our Accountant Consultant; Ms. Precious Zondi who is also a Finance Officer; Mrs. Cindisiwe Kunene who is our Data Capturer and Ms. Lulama Ndlazi who is an M&EOfficer. As a result of the additional staff, we have moved offices into a bigger office space in Cowey Park Centre (Morningside), which has been a productive and pleasant move.

USAID visit to Gauteng Office

The USAID visit to Childline Gauteng on the 17th of February proved to be a successful one with the USAID team interacting with Childline Gauteng team. They had an opportunity to see how the crisis line works as well as to visit the SAFE HOUSE in Soweto, which is managed by Mama Dineo.

Childline SA Review by USAID

On the 23rd of March, Childline SA attended a meeting conducted by USAID & PACT SA, the purpose of which was to review the progress on the implementation of Childline's OVC programme (funded by PEPFAR). Childline SA feels the review was a success after receiving positive feedback from both USAID and PACT SA.



ABOVE: New PEPFAR staff members.

Organisational Capacity Assessment (OCA) & Feedback

PACT SA visited Childline SA to conduct an OCA, which proved to be a valuable exercise for the Head Office.

It is good to see where Childline SA is heading, what has been achieved and the organisation's strengths.

This was a great initiative by PACT SA as it allowed the CLSA staff to look at the organisation in a holistic manner.

It was also a good way for new staff to become more familiar with Childline SA and its projects.

Feedback on partner project with Human Rights League

Submitted by *Petunia Tsotetsi*



Childline SA has once again partnered with *The Human Rights League* in Mozambique to conduct a research on trafficking in body parts.

The first research was conducted in 2008 in Limpopo, Free State and Mpumalanga. The findings showed that “...regular mutilations occur both in South Africa and Mozambique and body parts are forcibly removed from children and adults causing death or severe disability”. It also highlighted the fact that policies and programmes in place to counter trafficking in body parts were practically non-existent. The limited policies that could be used to counter this activity, were out of date and not generally enforced.

Two researchers from Childline South Africa are continuing the research in provinces that were not included in the 2008 study, the Eastern Cape, Northern Cape, Western Cape, North West, Gauteng and Kwazulu Natal.

Childline SA and the Human Rights League have committed themselves to referring the interviewees for counselling as the interviews that have been conducted thus far indicate that those who are affected by trafficking in body parts are in need of counseling and some require social services due to the loss of a breadwinner.

To assist us with this research project, we appeal to those who have had firsthand accounts/experience of trafficking in body parts or any information related to it, to kindly contact Petunia Ngubane on (031) 207-9108.



What are ‘muthi’ killings?

Muti (also spelt Muthi) is a term for traditional medicine in southern Africa. The word *Muti* is derived from the Zulu word for tree, of which the root is -thi. African traditional medicine makes use of various natural products, many of which are derived from trees. For this reason, medicine generally is known as *Muti*, but it is also applied to formulations used in traditional medical dispensing (Ashforth, 2005).

As part of *Muti* practices, some witchdoctors make use of the so-called ‘medicine murder’ or ‘*Muti* murder’, where body parts are removed from the bodies of living persons. The intention is not to kill the victims as such, but it is expected that they will die due to the damage inflicted (Ashforth, 2005). Muti-murder is difficult to describe concisely, as it has changed over time, involving an ever-greater variety of perpetrator, victim, method and motive.

Information from <http://traffickingbodyparts.blogspot.com/>

MXit Online Counselling Pilot Project

It's been a year! The online counselling MXit project has celebrated its very first birthday on the 25th May and all of us here at the National Office, counsellors especially, are really excited. The year has seen counsellors come and go, we have moved offices, we have implemented the Childline Data Capturing programme, we have trained volunteers, and we have received a bit of funding, but most excitingly and with thanks to many, we have been successful in our pilot project and we have GROWN.

The pilot project started off with 10 volunteer counsellors in May 2009 and despite having to see some leave, after recruiting and training 3 groups of volunteers throughout the year, we have managed to grow to a staggering total of 19 trained online counsellors on our team.

Durban-based counselors work hard

Online counselling and assistance is still being offered nationally through MXit, and is available Monday – Saturday, from 2pm – 6pm and we have three chat rooms available to all MXit users during these times. The counsellors are Durban based and operate from the Childline South Africa National office. The counsellors continue to work hard and tirelessly with much appreciated passion and enthusiasm.

In addition, we are delighted to continue receiving an amazing response from all MXit users to the online counselling service as well as many compliments for making ourselves present and available. The service has also managed to shed a positive light on a negatively perceived medium of communication.



As with all services, we have also received a few negative responses; the wait in a long queue and suggestions for increasing the number of counsellors and the amount of time that they are available.

Counsellors faced with many concerns

Currently, in a four-hour shift, a counsellor speaks to an average of 4 to 6 people depending on the nature of the conversations. At any given time during the shift there are approximately 21 people waiting in a queue for each counsellor. Counsellors are faced with many concerns ranging from relationship problems and school problems to different forms of abuse, self harming and suicide.

An analysis of our statistics during the period 25/05/09 – 25/05/10, has shown that a total of 3842 chat conversations have taken place in the Childline MXit chat rooms, of which 2189 have been responsive chat conversations (where people have come into the chat room and

spoken with a counsellor) and 1653 have been non responsive chats (where people have entered the Childline chat room but did not speak).

Want to Talk cases

To give you an idea of the topics and areas of concern that users are chatting about in the chat rooms, here are some figures from our Want to talk category of conversations. A *Want to Talk* case is when a user comes into the chat room and speaks in depth with a counsellor (on average 40/45minutes) about a particular topic.

Under a *Want to talk* there are a number of categories that conversations are identified by as well as sub categories. An example of this is - the category abuse and subcategories – physical, emotional and sexual abuse.

During the same above mentioned period, 25/05/09 – 25/05/10 the five most common categories and areas of concern that people came into the chat rooms to speak about was, from the most common, the category of:

1. *Abuse*; mainly physical abuse, followed by rape and then other forms of abuse.
2. *Psychological Health*; predominantly suicidal feelings, followed by lacking life's purpose-self harming and loneliness.
3. *Out of school peer relationships*, mainly relationship problems, followed by bullying.
4. *Sexuality*, mainly pregnancy, followed by sexualised behaviour, sexual identity and information about sex.
5. *Family Relationships*, mainly conflict between parent and child, followed by problems with siblings, step family relationships and death and bereavement.

The National Office looks forward to presenting the final report of the pilot project towards the end of July this year and copies of the report will be made available for all.

If you would like more information on the Mxit Online Counselling project, know of anyone who would like to sponsor or assist our project, **please contact Lamese Mukadam, Project Manager, Tel: 031 207 9108 or email research@childlinesa.org.za**

A note from the counselors:

“A year can bring so much and the Mxit pilot project has brought to each counsellor wisdom, gratification and joy.

We have received blessings from children we have chatted to, which offers us a sense of value and warmth. Though we must admit that we get frustrated at times, with the users that can be abusive and inappropriate, but our peer counsellors bring us back to our composed thoughts.

As counsellors we have come from trepidation to confidence, from turbulent to calm logical thoughts, from single counsellors to a united team and family.”

SHOW & TELL

The 'Vroom-Vroom' Tour

By Brett Will, Network Dynamics
(presently doing marketing & fundraising for Childline SA)



I am not sure how many presentations I have done in my life - but they are many. Most have happened within the confines of a boardroom and no matter how creative one gets, they always seem to be 'just another presentation'.

So I decided to learn from children. My son often has show and tell at school so it dawned on me that we could do the same when marketing Childline - take people on a journey and let them feel, touch and experience the organisation. Thus, the 'Vroom Vroom Tour' was born, which now takes prospective donors and or partners on a trip highlighting the Childline so-called value chain.

People in the organisation share with the group what it is they do, and may I add that they do so with pride. A walk through the Childline offices brings to reality the delivery of the organisations' services. In fact, on one occasion, the Director from McCain was bowled over when she discovered exactly how many calls are taken in a day and even asked if she could send her telesales people around for training.

The result of the 'Vroom-Vroom' tour is that all the people that have participated have been moved by the experience. Many have admitted to knowing very little about the Childline services and that they hadn't fully understood the problems being faced by children and the organisation's interventions.

As a result, the majority of participants on the tour have stayed in touch with the parting sentiment being that "once you have experienced this you can't sit back and do nothing about it".

Note from the Editor: If you are a donor or organisation that would like to experience the 'Vroom-Vroom' tour, please contact Brett to find out more or arrange one at your convenience. Email Brett at: brettw@networkdynamics.co.za



**Childline
has a lot
to offer**

Programmes delivered through the provincial offices

- Crisis Line
- Child Rights, Prevention & Education
 - Training of Volunteers
- Training of other professionals who work in child protection and children
- Therapy for abused and traumatized children and their families
- Court preparation for child witnesses
 - Networking & Coordination
 - Advocacy

Programmes delivered through the national office

- Training and education
- Analysis of law and policy
 - Lobbying and advocacy
- Networking and coordination

Keep your child safe online

5 practical tips on how to keep your child safe when using the internet

Every day there are new media reports about another ‘almost kidnapping’ or worse, the actual taking of a child – all believed to be linked to human trafficking. Unfortunately, even in the safe confines of home, a child is at risk from online predators.



1. Set your default search engine as www.google.co.za and click 'Search Preferences' on the right side of the search bar. Select 'Use strict filtering' under the SafeSearch heading and click on 'Save Preferences'. This will filter out any adult content that may, under normal circumstances, accidentally appear when a child searches for something

2. Discuss and demonstrate the difference between advertising and educational or entertaining content and make sure your child can recognize it. Following an advertising link can sometimes lead to undesirable websites.

3. If your child wishes to join ‘chatrooms’, find a kid-friendly one and accompany them on their first few sessions. Make sure they never give out any personal information or have a one-on-one chat with anyone they don't know. The more you find out and understand as a parent, the more equipped you are to educate and respond appropriately.

4. Check the Internet browsing history often. If you find undesirable pages have been visited, discuss them with your child in an open and understanding way so they don't feel guilty; yet understand that you are able to see what they've viewed. Make sure they know how to click the “Back” button if they ever see content which makes them uncomfortable.

5. Install a product such as McAfee Family Protection and set up all of the features to match your child's age and the restrictions you think are appropriate.

This article can be viewed from http://www.parent24.com/Preschool_2-6/health_safety/Keep-your-child-safe-online-20100115 or on the Childline SA website.

Childline SA website news....

The following articles/reports/documents have been added under the 'documents for download' and news sections:

- Childline SA Network News Issue 15
- Draft legislation regulating social work – call for comments
- Children's Act – draft regulation and call for comments
- Parenting materials: flyers and posters
- Information relating to the Your Child Kids Expo
- Child & Youth Care article
- The Social Services Professions Bill
- PO Article 40 (Nov 2009)
- SSPAN Publications List 2008 – 2009
- Feature on Bullying

Childline SA is still appealing to the protection network to send information that would be useful to children and teens to be placed on our website. If you have anything, please could you forward to Isabelle at quillmediaworks@telkomsa.net for placement on the site. We are sure that our site's readers would appreciate added resources.

Visit our website at www.childlinesa.org.za

