



childline

Gauteng

☎ 08000 55 555

**Annual Report 2012-2013**

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## Contents

Chairperson’s Report – Siphon Mdluli .....	2
Director’s Report – Lynne Cawood .....	2
Vision Statement.....	3
Mission Statement .....	3
Patrons.....	3
Childline Gauteng/Johannesburg Children’s Home Board of Governors .....	3
Childline Management Committee:.....	3
Services .....	3
CRISIS LINE .....	4
SUNLIGHT SAFE HOUSE.....	6
Children’s Services .....	7
Parent’s Services .....	9
COUNSELLING SERVICES .....	12
COMMUNITY AWARENESS AND PREVENTION PROGRAMME (CAPP).....	14
COMMUNITY BASED CHIDLIN CENTRES.....	17
CHIDLIN PFUNANANI – SOWETO .....	17
INNER CITY .....	17
CHIDLIN KATORUS .....	18
CHIDLIN SEBOKENG.....	18
CHIDLIN TEMBISA .....	19
CHIDLIN ORANGE FARM.....	19
CHIDLIN DIEPSLOOT .....	20
TRAINING .....	20
NETWORKING .....	21
MARKETING.....	21
Media Opportunities.....	22
SUPPORT SERVICES .....	22
Administration/M&E/Finance/Human Resources.....	22
Monitoring & Evaluation.....	23
Fundraising.....	23
FRIENDS AND PARTNERS.....	23

Please note the audited financial report is attached in a separate document.

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## Chairperson's Report – Sipho Mdluli

Once again I take pen to paper to document the achievements and feelings of the previous year and to offer encouragement for the next, and this year I do so with renewed vigour and hope!

A lot has happened in the past year to defect the country's (and as a result its people's) morale, whether it be economically, politically or socially. We at Childline, of course, directly feel the economic strain and it is often hard to remain hopeful when the numbers look so daunting. It does help to have a strong sense of stability and security in one's political state and share a feeling of togetherness in one's social spaces, but this is not always as rosy and faultless as we would like it to be.

However, even with all of the sometimes daunting things going on, I have a very peaceful feeling today. There is a sense of hope and a feeling of comfort as I realise that there are many like myself who see a great country, who want to give, to spread their love and share, whether it be through funds or time. I am overwhelmed with a sentiment of unity, trust and togetherness that I know will light the way going forward, no matter what economic or socio-political challenges we may be faced with.

It feels good to be part of something which changes people's lives. It feels good to make a difference and to be a part of something bigger where many share a common goal: the well-being of the children of our country! It is important never to forget who we are reaching out to and what we would like to achieve. Maya Angelou has written: *"A bird doesn't sing because it has an answer, it sings because it has a song."*

I would like to thank everyone who shares our song and encourage them to never stop singing because it makes all the difference.

I would further like to extend my gratitude to all the staff members and volunteers at Childline who give so much of their own time and love in their hearts to our children.

## Director's Report – Lynne Cawood

We say farewell to the 2012/13 financial year which sadly saw many NPOs closing their doors or having to down-scale their services to the vulnerable in a time when social problems appear to be escalating.

It was a difficult year financially for Childline Gauteng as we had to reduce some of our own services: Childline Orange Farm Community Based Centre was affected and staffed by a social auxiliary worker only; we could not renew our M&E officer's contract; a post was frozen at the Sunlight Safe House; and our Awareness and Prevention Project posts were vacant for short periods throughout the year.

Despite these challenges, we were able to refocus and find new opportunities which allowed us to reinstate full service delivery. And First for Women funded our new Diepsloot office!

We are grateful to our funding partners for their belief in the value of the Childline services and this belief and support has enabled our continued strength in providing care for children in these key areas:

- the 24/7 toll-free helpline, which dealt with 498 432 calls in 2012/13
- the Childline Community Based Centres in the Inner City, Soweto, Katorus, Tembisa, Sebokeng, Orange Farm and Diepsloot, which conducted 6 976 counselling sessions and 83 group therapy sessions, provided 53 child development opportunities
- 70 000 learners, teachers, parents and community members reached through the Childline Awareness and Prevention Project (CAPP)
- the Sunlight Safe House, which provided overnight care for 198 children in life-threatening circumstances of abandonment, abuse or neglect, and was able to offer temporary/foster care for 209 children.

A thorough examination of our Childline statistics, which was undertaken with a view to enhancing our understanding of children's issues, revealed some disturbing trends. The top twelve issues children call us about were: abuse, most notably physical and sexual abuse; neglect; family problems and high levels of conflict within the family; poverty; psychological problems, including childhood depression; hunger; physical health; discrimination; homelessness; HIV/AIDS and bereavement; disability and commercial exploitation, including child prostitution, which has escalated dramatically in the past three years. This paints a very disturbing picture of children's experiences, and the physical and psychological problems which may result will impact on their development and ability to lead productive and meaningful lives.

I know that our generation of leaders would like to leave a positive legacy for our children and grandchildren and I urge all our caring partners to continue to engage with us in the collective co-creation of a better world for children.

The University of Pretoria conducted research into Childline's services. These are some of the comments made by children during the process: *"They helped you to get over the problem, now the problem is gone."*; *"... now I'm really brave enough to speak out - Childline sets your feelings free."*; *"It's a place called home, they care about you, where you can get all the help that you need. If you need someone you can trust and talk to, you can come to Childline."*; *"It is a place where there is no judgement and they accept you the way you are and they are here and willing to help you in every way."*; *"I have gained back my self-esteem and I have gained a lot of honesty, I still lack trust though."*; *"I'm back to being me and I'm a brand new me."*; *"I feel happy and I'm saved from a big deep hole. I just want to say thank you to Childline and I will not stop communication with them."*

I remain deeply grateful to our children, whose grace and resilience are phenomenal, to our loyal partners and management, who have helped us to grow into a formidable organisation able to take up the call for each child who seeks our help, and to our staff and volunteers who stand up and make a difference to children's lives every day. Thank you!

## Vision Statement

Working collectively to brighten the light in and around the child.

## Mission Statement

The establishment of a culture of respect for all children's rights as outlined in the South African Bill of Rights and Constitution which is essential to the continued well-being of our communities and the future stability of our country.

Children's inherent rights as laid down in our Constitution are sadly often violated. These violations impinge on children's rights to equality, human dignity and life, which ultimately stunts their happiness, growth and development. Basic rights include: a name and nationality; family or alternative care; nutrition; shelter; education; health and social services; protection from maltreatment, neglect, abuse and degradation; protection from exploitative labour practices; freedom from detention; protection from armed conflict.

To maximise children's potential in the interests of their communities, Childline is committed to:

- developing support services and resources to respond to the survivors of such child rights violation.
- contributing to societal transformation through marketing, development programmes, advocacy and training of all role players
- networking with all stakeholders in the field to combat violence against children and young people
- researching current trends in child rights within the South African context

## Patrons

The Most Reverend Desmond M Tutu, O.M.S.G. D.D. F.K.C. Anglican Archbishop Emeritus of Cape Town, and Leah Tutu

## Childline Gauteng/Johannesburg Children's Home Board of Governors

Clive Fletcher (Chairperson), Humphrey Borkum, Digby Jennings (Treasurer), Oscar Lockwood, the Hon Lucy Mailula, Siphon Mdluli, Tshebo Mokoena, Sally-Ann Niven, Nayna Parbhoo, Bryan Westcott

## Childline Management Committee:

Siphon Mdluli (Chairperson), Oscar Lockwood (Vice-Chairperson), Nick Dennis, Diaan Ellis, Clive Fletcher, Digby Jennings (Treasurer), Anne Letsebe, Sandi Mabatsha, Mathula Magubane, Lebo Mathibe, Sabelo Silinga, Vivienne Davidoff (Volunteer Rep), Caroline Sikhosana (Sunlight Safe House Rep), Lynne Cawood (Director), Annette Brokensha (Assistant Director)

## Services

Childline Gauteng runs four programmes:

- 24-hour toll-free Crisis Line which receives calls from throughout the province
- Face to face Counselling Service
- Community Awareness and Prevention Programme
- Sunlight Safe House, which offers emergency night time shelter to orphans and vulnerable children.

Services are implemented from Childline Gauteng's seven Community Based Centres in Soweto, Sebokeng, Orange Farm, Tembisa, Katlehong, Diepsloot and the Inner City of Johannesburg. Here follows a detailed report on each project and each of the Community Based Centres.

## CRISIS LINE

Head of department	Annelie Keyter (BA Health Sciences and Social Services, BPsych, MA Research Psychology in progress)
External trainer External consultant	Desia Colgan (Wits Law School); Dr Amelia Kleijn; Anette Alan (Social Worker); Sarah Cohen-Swartz
Internal training	Annelie Keyter (BA Health Sciences and Social Services, BPsych, MA Research Psychology in progress); Childline training department
Crisis Line advisors	Vivienne Davidoff; Sue du Plessis (BPsych); Judith Shopley (BA Hons Social Work); Avril Price; Anette Alan (BA Hons Social Work)
Crisis Line supervisors	Pauline Damane (BA Psych, Social Aux Work); Mashudu Matamela (Social Aux Work); Gadifele Mokoena (Social Aux Work); Metoh Azunui (BSc Chemistry, BA Human and Social Studies - Community Development in progress)
Crisis Line counsellors and volunteers	Themba Mkhize (Social Aux Work); Eric Makhubela (Child and Youth Care Work); Thato Makoena (Social Aux in progress); Ephraim Tau (Social Aux in progress); Mavis Nche Bih (Dip Psychology, BA Human and Social Studies - Community Development in progress); Unique Chibanda (Child Care course); Amanda Matamela; Chantelle Lelala (Social Aux in progress); Gugu Hlatshwayo (BA Soc in progress); Puseletso Mokoena (Social Aux in progress); Nthathi Mamosiako; Eunice Zanele Ndebele; Thandiwe Tsoeu; Maria Mukwevho (Social Aux in progress); Nomsa Yvonne Mokoena; 22 university students/interns



Front row: Themba Mkhize, Hasina Boultes, Mavis Bih, Nthathi Lekitlaue, Gugu Hlatshwayo Second row: Nnana Leboto, Tebogo Molefe, Pauline Damane, Mashudu Matamela, Gadifele Mokoena, Azunui Metoh, Annelie Keyter Third row: Thabile Mbule, Princess Khanyile, Selina Matamela, Zanele Ndebele, Laurence Zikhali, Brett Fine, Maria Mukwevho, Puseletso Mokoena, Thandiwe Tsoeu, Lynne Cawood, Thato Mokoena, Nomsa Mokoena, Ruth Thony, Amanda Matamela, Unique Chibanda, Chantelle Lelale Back: Ephraim Tau

Sadly, in May 2012 our friend and colleague Ephraim Tau passed away after a motor vehicle accident. Childline celebrated his life during a ceremony that month. Ephraim will be missed for his consistent friendliness, his most beautiful smile, and his warm friendship. Rest in peace, dear friend.

### Strategic Objective

The Gauteng Crisis Line works collectively to facilitate child protection services and promotes a culture of child rights and responsibilities by offering preventative, promotional, supportive intervention services and referrals through accessible telephone counselling services.

### Introduction

The 24-hour toll-free Crisis Line service facilitates a child rights culture through counselling each child whose rights have been violated. Increasingly, we deal with children who violate other children as well. This service allows for early identification of and practical intervention in children's problems. It averts the exacerbation of problematic situations and serves a preventative function. Childline has adopted the approach that children need to show their responsibility – "it starts with you" – to both their families and the Constitution. We assist children in developing awareness of how they may be contributing to the vulnerability of their families and communities through their behavioural problems.

The approximate cost of each call is R3.50, which indicates that the Crisis Line provides a very efficient, cost-effective mode of treatment.

Counsellors provide services in the preferred language of the caller (although not all at the same time). Our training and development focus has resulted in many of our counsellors having tertiary education, which in turn results in our ability to offer professional intervention and support in a variety of situations such as those listed in our breakdown of calls hereunder. Children take a great deal of comfort from knowing that there is a caring children’s organisation just a phonecall away.

Government departments and not-for-profit organisations are overwhelmed with the needs of our communities and this presents a major challenge for Childline. The problems experienced in accessing services for children is ongoing and because of the over-extension of state child protection services we are increasingly looking for community solutions to children’s difficulties. We recognise that families and communities are integral to the development of each child and we assist them in supporting and caring for their children.

## Breakdown of calls for the year

The highest number of calls, 6.93% of the total number of counselling calls, pertained to physical abuse, followed by neglect (6.76%), and then family problems (6.29%).

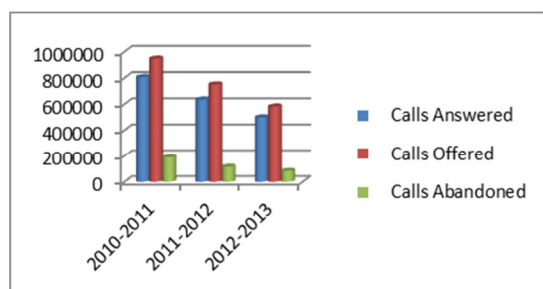
Most of the neglect calls were about abandoned children. The majority of the HIV/AIDS calls related to bereavement. And family problems were generally about missing or lost children.

<b>ABUSE</b>	<b>3.32%</b>
<b>Physical Abuse</b>	<b>6.93%</b>
<b>Rape</b>	0.36%
<b>ALTERNATIVE CARE</b>	2.65%
<b>BEHAVIOUR PROBLEMS</b>	3.49%
<b>COMMERCIAL EXPLOITATION</b>	4.03%
<b>DISABILITY</b>	4.37%

<b>DISCRIMINATION</b>	5.05%
<b>FAMILY RELATIONSHIP PROBLEMS</b>	<b>6.29%</b>
<b>HIV/AIDS</b>	4.83%
<b>HOMELESSNES</b>	4.89%
<b>LEGAL ISSUES</b>	5.34%
<b>NEGLECT</b>	<b>6.76%</b>
<b>PEER RELATIONSHIPS</b>	3.51%
<b>PHYSICAL HEALTH</b>	5.62%
<b>POVERTY</b>	5.79%
<b>PSYCHOLOGICAL HEALTH</b>	5.93%
<b>REFUGEE CHILDREN</b>	3.35%
<b>SCHOOL PROBLEMS</b>	3.88%
<b>SERVICES</b>	5.97%
<b>SEXUAL</b>	1.96%
<b>SUBSTANCE ABUSE</b>	5.45%
<b>UNDEFINED/OTHER</b>	0.32%

## Statistical Analysis – Telephone system

Our BitCo telephone system offered 581 544 calls to children. However, we could only manage 498 432 calls, which left us with 83 112 abandoned calls for the year.



Our busiest times of the day are between 12:00 and 17:00 in the afternoons and most call activities happen from Thursday - Sunday. We have a reduction in calls during the evenings. The average call waiting time is between 10-20 seconds.

Another service indicator is the large reduction in abandoned calls between 2012-2013. Our telephone system indicates a reduction of approximately 2% in abandoned calls.

There has also been an overall reduction in calls over the past three years. We assume the reason for this is that children are receiving more support at home.

## Call Tracking

Our data indicates that we are reaching our intended age group: the majority of calls received concern individuals between the ages of 10-18. Generally calls from older people apply to divorce issues or caregiver concerns.

It is interesting to note the type of calls by gender. We referred more female cases to partners for statutory intervention than male cases. Currently the majority of cases logged on our call tracking system concern girls, at 67%; boys are at 33%.

## Highlights

During 2011 the Crisis Line upgraded from a 6-seater call centre to 10 seats. BitCo donated a complete call centre solution and they included free service contracts for two years. BitCo offered to extend the donation in March 2013 to include our community based offices and also offered free data. Fusion Software is in the process of developing a case management database that will replace our current call tracking system. Zonke Engineering and Affinity Health provided funds to assist the Crisis Line to improve/upgrade technical equipment.

## SUNLIGHT SAFE HOUSE

Head of department	Lineo Rabotapi (Social Auxiliary Worker and Community Development); Pauline Hobyani (BA Hons Social Work)
Child and Youth Care consultant	Marie Waspe
Therapeutic team	Sandy Mahapi (BA Hons Social Work); Margaret Bowes (BA Social Work); Faith Kuta (BA Social Work and MA Social Work in progress); Landiwe Nkosi (Social Auxiliary Work); 1 x post frozen
Child and Youth Care workers	Vivienne Ramodia (Child and Youth Care Diploma in progress); Nthabiseng Madzinge (Child and Youth Care Diploma); Elizabeth Seabi (Child and Youth Care Diploma); Relief CYCW: Rahab Ntsoane (Child and Youth Care Diploma)
Housekeeper	Julia Ndzukula
Volunteer mentors	Sylvia Phiri; Catherine Mosemaka; Lizzie Mkhize; Caroline Skosane; Jabulele Tsagae; Tandi Xaba; Joyce Tshesejane; Suzan Nqukutha; Motsabe Kunene; Yolande Pama; Thoko Mofokeng

### Sunlight Safe House Parents

Adelaide Ndlovu	Gloria Ncama	Puleng Ikaneng	Thoko Sithole (deceased)
Alice Ntuli	Grace Ralapenya	Regina Mashilane	Violet George*
Angelina Nchunu	Jabu Tsagae	Sandra Makhathini	Willemina Makhudu
Bongeka Dukisa	Jabulile Ndlovu	Sara Mbatha	Yolanda Pama &
Caroline Skosana	Josephine Ngalo	Sara Mkhwanazi	Frederick Kekesi
Katherine Chauke	(deceased)*	Sheila Shomang	Emily Magagula
Catherine Mosemaka	Josephine Maluleke	Sidney Shabalala	Veronica Dlamini
Cindy Sproat	Joyce Tshesejane,	Sonto Sithole	Victoria Radebe
Diana Dick	Jumaima Mthethwa	Suzan Mabatho	Annah Khomongoe*
Doris Mbuyisa	Kate Twala	Suzan Nqukuthu	Dipuho Tshabalala*
Dorothy Maake	Leticia Fortunate	Sylvia Baloyi	Gertrude Mabe*
Peggy Nkosi (inactive)	Thulo*	Sylvia Lesito	Lorraine Nkosi*
Elizabeth Mkhize	Lilly Selelo Nyembe	Sylvia Molapo	Margaret Mabe*
Elizabeth Monare	Mary Makananise	Sylvia Phiri	Maria Monaheng*
Esther Modau-	Mabel Legoale	Thandi Nhlapho	Maria Msimang*
Matamela	Motshabi Kunene	Thandi Thomo	Nonhlanhla Mhlonyo*
Esther M Selepe*	Nomsa Dhlamini	Thandi Xaba	Hilda Mccunu*
Ethel Nkangana	Patricia Khuzwayo	Thembi Dube*	Pauline Kgobe*
Florence Shebaya*	Petunia Sithole	Thembi Ethel	Rebecca Mofokeng*
Florence Shabangu*	Petrus Matebe*	Tshabalala	*Inactive due to
Gertrude Koahela (Kunene)	Sibongile Dimema*	Thembisile Sithole	cutbacks.
Gertrude Dhlamini	Poppy Mzobe	Thoko Mabuza	
Gladys Dhlamini	Poppy Tebakang	Thoko Mofokeng	
	Priscilla Ziqubu*	Thoko Khumalo*	

### Background to the Sunlight Safe House

The Sunlight Safe House (SSH) was initiated in 1997 as a partnership between Childline Gauteng, the South African Police Service - Child Protection Unit, the Department of Social Development, and Child Welfare, in response to the tragic plight of children who remained in unsuitable conditions following removal from their families after hours. The project began with 20 community parents who were trained to take children into their homes and provide a healing environment until such time as the statutory services were able to place them in permanent placements.

There are currently 93 community Safe Houses (of which 62 are active) situated in Johannesburg, Soweto, Katorus, Tembisa, Sebokeng and the West Rand. The Sunlight Safe House has provided care for approximately 6 000 children since the inception of the project.

In 2002 the services were expanded to provide foster care for children with special needs. Children who are HIV positive and teenagers can now remain in foster care with SSH families.

### Current Operations

For the past sixteen years, this project has grown substantially, ensuring that it is able to meet the needs of abused, abandoned, lost and HIV/AIDS infected and affected children. The current economic climate has resulted in the need to cut back services, however, and we are currently unable to take children into temporary safe care. However, we continue to strive towards reinstating the full service and trust that funding will be forthcoming.

The ethos of the Sunlight Safe House is very positive, having established a community of care for the children, the parents and the staff who are exposed on a daily basis to children's trauma.

Children are received into a warm, caring environment after hours, and they remain at the Sunlight House Reception Centre for 24 hours. Every morning the team meets to discuss the needs of each child, ensures that a trauma debriefing session is held and medical assessments are done. Referrals to either the Department of Social Development or Child Welfare Society then take place.

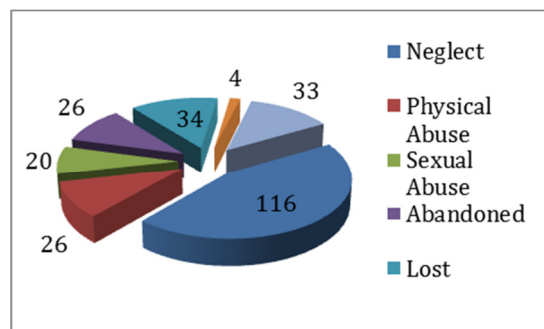
## Children’s Services

During the past financial year, in partnership with the Sunlight Safe House parents, the organisation was able to provide 24- hour, 7 days per week care to 209 foster/temporary safe care children, and overnight care to 198 children in life threatening circumstances after hours. In addition, the Sunlight Safe House, under the experienced leadership of Pauline Hobyani, ensures that the children in care receive assessment, counselling, education, and medical attention, and that they participate in life skills training groups.

The children inspire us to continue to do our best by their resilience, the positive feedback we receive, the appreciation they demonstrate for every opportunity, their love for their SSH parents, their sense of compassion for others and their positive engagement with our partners.

Our children do exhibit all the difficult behaviours as evidenced by children in the communities. We continually guard against the use of alcohol and drugs. We counsel children about teen pregnancy, rebellious behaviour, and a variety of problems that may or do arise within a school setting. We have been very fortunate, however, that our problems have been few and our children are on the whole well behaved and contribute positively to their families, communities and school environments.

### Reason for Placement



The category of abandoned children was the highest in our intake (48) in 2012/13, followed by children who were neglected (37), physically abused (35), lost (20), sexually abused (15), and “other” (40). The number of abandoned children has increased dramatically due to a highly mobile population in Gauteng, poverty and HIV/AIDS. In terms of our intake sexually abused children are on the decrease. The category “other” refers to children whose caregivers may have been hospitalised, are homeless or have been imprisoned. Neglect is often due to poverty-related issues where children are left alone at home. The on-call social workers and child and youth care workers bear witness to the most terrible tragedies that befall these children,

and while we are reluctant to traumatise our partners with the horror stories, it is important for everyone in the child rights collective to understand what we are up against: children left abandoned in public toilets and on the streets; cases of severe physical and sexual abuse with highly traumatised children; and the distress of children who are hungry and cold as a result of high levels of poverty.

### Therapeutic Services/Counselling Sessions for Children

Office interviews	312
Telephone calls	1 475
Home visits	512

### Therapy and Development

The 198 children who were brought for overnight placement at the Sunlight House Reception Centre were warmly received by the child and youth care worker on duty. The on-call night social worker discussed each child with the Child Protection Unit to effect a risk assessment, ensuring that only children who were at risk were brought into care. Trauma debriefing and assessment were offered the following day and each child was referred to the appropriate statutory service for permanency planning and placement. Thirteen children were placed in temporary safe care at the Sunlight Safe House. Referrals were made for specialised services such as long-term therapy, and medical and occupational therapy assessments.

### Groups Facilitated

The social workers meet with children at the Childline Community Centres in Katorus, Sebokeng and Soweto twice a month. The aim is to encourage the development of a positive sense of community and care for each other. This is done through group discussion, training in life skills, and celebrating birthdays with a cake and a little present. This process facilitates very positive and deeply felt peer relationships. The children perceive each other as extended family. They advise each other regarding difficulties in their lives and how to address obstacles as well as celebrate each other’s successes such as passing exams or winning awards. They also have a great deal of fun together in the playing of games and sharing life



stories and opportunities. This also develops good relationships with the SSH staff who are able to pick up potential problems at an early stage and help to resolve them.

Supportive life skills groups have been facilitated for SSH Soweto pre-teens and teens, Katorus pre-teens and the Sebokeng children. The following topics have been dealt with: personal safety and cyber bullying; self-awareness through storytelling and enactment; sexual development and body changes; hygiene; self-esteem; self-confidence; attitudes of gratitude/generosity and thank you letters to donors; communication and child rights; bullying and how to handle this and report it to the authorities; family roles and positive engagement with feelings about being in foster care; how to overcome negative behaviour and be positive; following their dreams in terms of their careers and making positive choices; independent living programmes to assist teens to feel secure in remaining in the SSH foster homes while simultaneously helping them enter into the adult world, a situation which is very anxiety provoking for them; prevention of drug abuse and promoting positive lifestyle choices; preparations for exams; self-discipline in relationships and taking responsibility for making positive choices; enterprise development in terms of cooking a meal and selling to the SSH staff and helping them to understand profit and loss; assisting teens to apply for holiday jobs; and end of year celebrations of their achievements and hard work.

The teens approach their adulthood with ambivalence and fear of the future. Our parents have adopted the philosophy that children are here to stay and they are welcome to remain in the foster homes indefinitely. SSH continues to provide a R12 per day stipend until they are gainfully employed and we assist with placements and applications for support for tertiary education. Our teens continue to inspire us with their wisdom and while we regret our limited financial resources, they also continue to demonstrate that they are able to make the best of every opportunity they're given, espouse positive values and have great strength of character which will guide them through life. The teens are very protective of the younger children. They have asked to be called the seniors and they do peer consultations with younger children and address them in groups to assist them in making positive decisions.

## Case Conferences

Weekly meetings/case conferences with the SSH team have been hosted to ensure effective long-term planning and support for the children we serve. Through a weekly review process children are referred for OT, educational assessment, and investigation of their educational, medical and psychological needs. Children with difficult circumstances are discussed with a view to resolving the issues. These case reviews have provided skills development for all staff, helped to establish a positive SSH ethos, provide insight into the needs of the parents and the children, and allowed the designing of flexible programmes to meet their needs.

## Child Assessment

The SSH team has ensured that each teen and pre-teen has an Individual Development Plan (IDP) which is done with their full participation and that of their parents, school and peers. These IDPs are discussed in family meetings to ensure that we are all working together to achieve the best results for these children. This ensures that the social worker and the team understand the children's current phase of development and how we need to assist them to grow into the best people they can be in the future. All teens and pre-teens had their IDPs reviewed in the past year. We will focus on the same process for the under 10s in the next year.

The Sunlight Safe House is privileged to have the volunteer services of Thusanani, which provides developmental assessment and reports for children in care. We also have Francesca Chetwin, Katie Bromley and Megan Jones, volunteer educational psychologists who are able to assess children's educational and emotional needs.

## Supportive Services

- Children receive starter packs when they arrive at the Sunlight Safe House Reception Centre. The starter packs include basic clothing and toiletries, compliments of the EPIC FOUNDATION.
- Children living with HIV/AIDS receive nutritional food parcels to boost their immunity.
- A stipend of R12 per child per day is paid to the Safe House parents to support the children. The older children receive pocket money from the parents.
- Sunlight Safe House has set up computer and internet accessibility at all the Childline Community Based Centres in Soweto, Katorus, Tembisa, Sebokeng and Orange Farm to ensure that all children can do their school projects with the aid of this technology.
- The teens attend the SA School of Yoga twice a month where they continue with their training as yoga teachers.
- Our young adults who grew up in the SSH and passed matric are being assisted financially by the SA School of Yoga for transport costs. Khosi is studying administration at the FET college; Nthabi is doing electrical engineering; Alen is doing Bachelor of Business at the Maharishi Institute; and Joy is studying law through UNISA while she works in a call centre. We are very proud of our young adults and they are a tribute to the SSH in terms of their positive engagement with their careers and future.

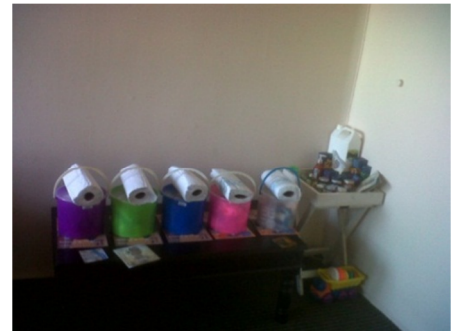
## Child Development Activities

Child development sessions were held on Saturdays for 80 children who were bussed in from Soweto, Sebokeng and Katlehong. This programme continued until December 2012 but sadly had to come to an end as a result of financial constraints. The young people were welcomed with a yogurt and fruit, and then engaged in a morning of various activities: Maths and English tuition, stimulation activities at the Toy Library for the little ones, spiritual lessons, drumming, and dancing. A great deal of fun was had. Then, after a healthy lunch, they headed home, tired and happy.

This service was offered by the SA School of Yoga whose volunteers are led by Swami Kamalavidia and it was greatly enjoyed by the children. We thank the dedicated volunteers who were totally committed to serving and teaching the children and who assisted in many ways: arranging transport by Putco for the Soweto children; taxi fares; textbooks; provision of nutritious food; transport costs for children who were studying; work opportunities for the older children; presents for each child; and training of the fourteen teens as yoga teachers.

## Special Events

- A Christmas party was held at the Sunlight House for all the children and parents, sponsored by Unilever, the Sunlight brand, Ethne Whitley and Patti Quinton, who provided lunch, lovely presents from Father Christmas, face painting, popcorn and great entertainment. We thank Unilever for their 12-year relationship with our children.
- The children participated in a children's rights and responsibilities workshop as per the SA Bill of Rights and Constitution. They drew up a wall chart of their rights and responsibilities as well as a talk to us/complaints process to be hung in each home. They are encouraged to speak out about their problems to their parents, peers and counsellors on the Childline Crisis Line, their social workers, SAPS or the director to help them resolve any issues which may arise.
- Three teens attended a 6-week "Beauty in a bucket" training programme kindly hosted by the Childline Crisis Line staff. They were taught how to do facials, pedicures, manicures, make up and massage, and were given marketing, budgeting and business skills. This was an enterprise development project intended to enable them to become entrepreneurs. One young lady stated: "This has uplifted my self-esteem, taught me the importance of inner beauty and given me the confidence to start my own business from home." Picture: "Beauty in a Bucket Project" supplies donated by Esse Organic Skincare and Miöja Skincare.
- The Soweto pre-teens were invited to the Teka Challenge hosted at the Mzimhlope Stadium by Spur, where they met celebrities, improved their ball skills and had a day of fun.
- Glen Afric invited the teens to visit their animal sanctuary in Bronkhorstspruit where they were inspired by engaging with the animals, playing with the elephants and white lion cubs, and having lunch in the open. This was a transformational event and encouraged some of our young people to choose a career in tourism and nature conservation. Their engagement with a baby elephant which had been abandoned was especially healing for those who had experienced the same situation.
- The pre-teens were also invited on another date to Glen Afric and experienced the same joy of being close to nature.
- The pre-teens were invited to an 8-session computer training course by Discovery which assisted them in their completion of school projects and inspired them to keep on learning IT.



## Parent's Services

The Sunlight Safe House is dependent on our partnership with ordinary community parents whose love and compassion moves them to take children into their own homes. They are a vital component of this service and we honour their passion and commitment to vulnerable children. We are deeply concerned that some of our parents who have been totally committed to the provision of services do not have children as a result of the cut back in services.

The Sunlight Safe house is managed according to developmental principles and parent services are managed by Mme Lineo Rabotapi, who is an expert in community development. She is committed to providing training for all parents to ensure the best possible care for children. The selection, screening, training, supervision and monitoring of each placement is vitally important.

The SSH provides additional support for parents in the form of a small stipend, allocation of furniture, payment of crèche fees and provision of nutritious food for homes where HIV positive children are placed.

The Place of Safety grant has been difficult to access as a result of administration challenges within DSD. Sunlight Safe House parents continue to care for children with limited support.

We said a very sad goodbye to Mme Thoko Sithole and Mme Josephine Ngalo, who both passed away while in active service of the SSH. We will miss them and we honour their life's work of caring for our children.

## DEVELOPMENT OPPORTUNITIES FOR SUNLIGHT SAFE HOUSE PARENTS

### Parent Services - Statistics

Office interviews	571
Telephone calls	1 544
Home visits	199
Counselling sessions	195

### Training New Sunlight Safe House Parents

We did not engage in training new parents as a result of the cut back in services.

### Foster Care Training

Twenty existing SSH parents were trained in foster care skills and fifteen received certificates. This training consisted of: the setting of group norms, positive beliefs, ethics and values; children's needs; engagement; management of children; care, assessment and treatment; the circle of courage, including development, generosity, independence and mastery; child abuse and dealing with disclosures; grief, loss and separation; positive parenting skills; HIV/AIDS; behaviour management; legal issues and working inter-sectorally.

This training is essential in the development of parents to enable them to provide the best possible care for troubled children.

### Monthly Parent Training

While our parents are selected for their natural parenting skills, they need support and guidance in dealing with traumatised children. They are the greatest healing factor in helping children learn to engage emotionally, to trust, to develop their compassion and self-esteem, and to understand that what happened to them was an aberration and not the norm.

To empower parents, extensive attention is paid to capacity building and support. Ten training sessions were conducted throughout the year for the parents in the Johannesburg, Ekurhuleni and Sebokeng regions on the following topics:

- strategic planning for the development of parent services
- emotional and physical care and stimulating the development of the child in foster care – Marie Waspe, CYCW specialist
- Earth Patrol was invited to discuss food gardens and solar geysers, which resulted in the training of parents and the establishment of food gardens in most of our homes. Earth Patrol provided all the start-up materials for this venture – compost, seeds, garden tools – and great motivation to all the parents.
- survival needs of young people are important but developmental needs are equally valuable
- sexuality guidance for young people who have emotional problems related to sexual abuse and abandonment
- the importance of the role of the father to encourage young men to take up their responsibilities. We celebrated Father's Day with the dads of the SSH, who elected to speak in their communities about fathers' roles.
- basic child care training for fathers, covering all forms of abuse and the importance of positive male role models
- understanding adolescent behaviour and techniques to manage difficult acting out scenarios
- training mothers in independent living and the need for long-term attachment even when dealing with the adult children of the SSH
- planning for the December holidays to ensure the children are kept occupied and stimulated

The SSH mothers have shown a great deal of courage in working with children in crisis. They are recognised as leaders in their communities and are frequently required to provide information and advice to community members on how to help nurture children's emotional, physical and intellectual development.

We trained ten elder mothers in mentoring and coaching and they are instrumental in teaching younger parents parenting skills that are appropriate to our communities. It is essential that the African maternal skills which are so valuable to our community are honoured, taught and maintained for future generations. These mothers are given a transport stipend and visit the mothers in their area providing care, support, skills and advice on difficult children.

We have appointed ten SSH mothers to act as mentors to the younger mothers and we concentrated on these areas of focus:

- three sessions of basic counselling skills
- coping skills in mentoring the mothers and basic supervision skills
- feedback on the needs of the SSH parents or their mentees
- meeting with the mentors to provide us with guidance on how to reduce services because of financial circumstances and how to contain the disappointment that the mothers without children feel
- dealing with difficult mentees
- how we can support the mothers who do not have children and looking for entrepreneurial opportunities for them.

## Fatherhood Training

Two groups of eighteen fathers were trained in the Fatherhood Project, focusing on positive parenting and being a masculine role model. This was a profound experience which touched our fathers very deeply as they are aware of the crisis of fathering in South Africa, with nearly 50% of children with absent fathers. They were inspired to speak publicly about the importance of positive male role models for every child and to provide positive experiences of masculinity for the SSH children, many of whom have been harmed by men in the past.

## Parents of Pre-teens

Four sessions were held with parents who care for pre-teens. The topics that were covered included: discipline and positive parenting as opposed to punishment, with the focus on teaching children; changing negative behaviour into positive opportunities with children; understanding childhood depression and its impact on children; Individual Development Plan (IDP) framework and the importance of the role of the parent in ensuring the optimal development of each child.

## Parents of Teens

Three sessions were held with parents who care for teenagers, focusing on: understanding difficult behaviour; understanding the grief and loss children experience from the loss of their families, their virginity, their sense of innocence etc; and independent living for teens, encouraging parents to accept children over 18 as part of their families for life. The parents indicated that they had a better understanding of the children and said they were now able to communicate more openly. The teenagers were greatly relieved to remain part of the family and provide support to their parents in the normal life stages of families.

## Parents of Toddlers and Babies

The seven sessions with this group have shown great results. This training focused on hygiene, nutrition and feeding, and the stimulation of babies for three sessions, compliments of the Toy Library, which focused on making toys from waste and understanding the developmental needs of children.

## Special Events for Parents

- Special Women's Day celebrations at the Westcliff Hotel with special make up for mothers from the teens who had received beauty training. A very big thank you to Jean Martins of Travel Mice and Samantha Frank of Pink Mosquito who arranged an event fit for royalty.
- Mother's Day at the SSH with a special meal provided by our caterer. Children entertained the mothers with poems and songs and the teens served the mothers.
- Father's Day celebrations with presents, training in positive fatherhood, lunch and a special thank you from children who entertained their dads for the day.
- Each mother received bunk beds and a chest of drawers, compliments of an anonymous donor.

## EVALUATION OF THE SUNLIGHT SAFE HOUSE SERVICE

Although the Sunlight Safe House had an existing monitoring and evaluation system, a new and more up to date system is currently being finalised. One aspect of this process has been the establishment of a database which will record details pertaining to each and every child who receives services from the Safe House, including demographic details and a record of services provided to the children.

The database will contain the details of the Safe House parents. This will allow for the on-going monitoring of all beneficiaries and services provided and will also allow for the compilation of accurate and current statistics relating to the programme at any time.

The Safe House is in the process of finalizing Individual Development Plans (IDPs) for each child in care, as per the new requirements set by the government, which will allow for the evaluation of the programme in the long-term as well as for an impact study to be conducted.

## COUNSELLING SERVICES

Head of department	Nonhlanhla Biyase (BA Hons Social Work and MC – Play Therapy)
Consultant supervisors	Karen Weissensee (BA Social Work and HDip Advanced Social Work Practice); Erika Hitge

### Strategic Objectives

To render counselling services to children and their families in an accessible, supportive, protective and culturally sensitive manner.

To assist in the healing and development of traumatised children to facilitate their maximum potential to play a meaningful role in their communities and beyond.

### Introduction

Our dedicated team of social workers and play therapists provides individual, group, family and play therapy to children whose rights have been violated. They also provide court preparation. In addition we advocate for each child's right to justice, dignity and respect within their communities and the criminal justice system. Our social workers deal with all forms of sexual violence, including sexual abuse, rape and attempted rape, infant rape and sodomy. They deal with physical and emotional abuse, neglect, grief and loss, trauma, witness to violence and domestic violence, assault and bullying, young sexual offenders, HIV/AIDS, behavioural problems, and adult survivors of childhood abuse.

We are delighted to have opened the Childline Diepsloot Community Centre in association with Afrika Tikkun with a grant from First For Women.

Zakeni Fire Makers have conducted twelve sessions of training, which has assisted us to upscale our child development programme which is yielding very positive results with children.

### Analysis of Statistics

The comparative annual statistics of counselling sessions (see table below) indicates an 11% growth rate in sessions achieved this year compared to the last financial year. This is the highest in five years, also taking into consideration that at times we stretched our human resources across seven sites and had some frozen posts.

Comparative Annual Statistics of Counselling Sessions Offered:

Childline branch	2008/9	2009/10	2010/11	2011/12	2012/13
Inner City	1 937	1 246	1 605	1 454	1 929
Soweto	875	1 136	1 628	1 165	870
Katorus	1 534	1 233	927	880	935
Tembisa	1 476	2 075	1 375	879	1 447
Sebokeng	771	738	860	752	997
Orange Farm				916	624
Total	<u>6 593</u>	<u>6 428</u>	<u>6 395</u>	<u>6 046</u>	<u>6 720</u>

Further achievements were: 83 group therapy sessions, 53 child development sessions, nine media talks and 10 117 children reached during national awareness campaign programmes.

Looking at the comparative annual statistics of cases in each Community Based Centre (see table below), sexual abuse has remained the most prevalent issue for the past two years. There has been a 4% growth in sexual abuse cases dealt with compared to last year. It is to be noted that the number of children presenting with behaviour problems has increased by 78% from last year. This category has become the second most prevalent issue this year. Emotional abuse cases dealt with this year have increased by only 17% compared to last year when it was a full 205%. Despite the decrease in growth, this issue remains the third most prevalent issue dealt with this year. We can now conclude that sexual abuse, emotional abuse and behavioural problems are the top three most prevalent issues dealt with for the past two years. We still do not have well-researched findings for this trend. When we look at the dynamics of these categories, as well as behavioural problems, it supports a known fact that children often externalise their internal conflict as a result of any trauma they may suffer.

The South African Institute of Race Relations' report titled "The First Steps to Healing the South African Family" reports that South African families are in crisis, referring to the extent of family breakdown in this country. Sadly, this is reflected in our own stats this year. There has been a 206% increase in families that are experiencing "family problems" and in all

these families children remain at the centre of these difficulties. There has been a 113% increase in the number of physical abuse cases dealt with this year.

Focus group discussions with the office managers of the Community Based Centres were conducted to ascertain their perceptions and insights into the trends observed in the statistical report this year. The theme of poor parenting was very dominant in this discussion. Children seem to not be getting “good enough” parenting. Issues such as poor attachment difficulties, parents’ own negative experiences of being parented, HIV/AIDS, and low socio-economic status were identified as some of the stressors that impact negatively on parenting, leading to distressed families. Distressed families and poor parenting would then have an impact on the physical, emotional and psychological well-being of the child, leading to the level of abuse and behaviour problems that we see in this report.

A steady increase in children joining gangs such as “EMOS”, “Venture Drivers” and the “Satanists” (to mention a few) has been observed. Studies indicate that if a tight family structure is lacking in the home environment, gang activity offers the closeness and sense of family that is often lacking in the home for the child.

The above report indicates a huge need for multi-level, inter-departmental, co-ordinated family support intervention, including solid parenting skills programmes to restore the family unit.

#### Comparative Annual Statistics of Cases in each Community Based Centre

Year Ending	Inner City		Soweto		Katlehong		Tembisa		Sebokeng		O Farm	Total	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2012	2011	2012
Assessment	1	2	0	0	0	0	0	0	17	17	0	18	19
Sexual abuse	12	20	29	2	12	7	42	9	55	36	12	143	93
Indecent assault	1	0	3	3	0	2	0	7	0	0	0	4	12
Rape	29	1	50	29	49	30	206	89	99	92	11	437	248
Attempted rape	1	0	7	1	7	7	16	7	10	7	1	39	25
Child rape	6	3	1	0	1	0	2	0	2	5	1	16	5
Sodomy	2	0	15	4	1	2	25	9	11	10	1	54	26
Physical abuse	8	2	0	4	44	11	12	2	11	7	8	79	30
Emotional abuse	3	18	6	8	64	84	21	2	69	48	2	144	181
Neglect	1	2	3	4	53	53	1	0	20	11	3	72	79
Grief and loss	1	7	14	1	66	65	73	6	59	46	7	207	138
Trauma	11	3	12	21	10	16	16	3	6	4	0	53	49
Young offender	0	0	2	1	3	4	0	0	1	1	0	6	6
Adoles. offender	0	0	0	0	3	3	0	0	0	0	0	3	3
Witness violence	2	0	6	9	4	5	14	3	8	4	0	30	25
Marital counsel	8	5	1	4	0	0	9	2	3	3	0	21	14
Adult survivor	2	1	0	1	0	0	8	1	0	0	0	10	3
Assault	0	0	0	3	0	0	4	1	0	0	0	4	4
Domestic violence	0	0	2	1	35	24	7	1	20	18	5	67	46
Bullying	0	0	1	0	7	7	1	2	3	0	0	9	12
HIV/AIDS	2	2	0	0	0	0	0	2	3	3	0	5	7
Suicide	1	4	5	0	5	8	0	1	4	1	2	14	17
Behavioural Prob.	26	17	34	42	73	93	27	3	25	23	17	200	180
Depression	1	8	0	0	2	2	0	1	0	0	0	3	11
Homeless	1	0	0	0	0	0	0	0	0	0	0	1	0
Poverty	1	0	0	0	14	14	4	0	1	0	1	20	15
Legal issues	0	0	0	0	6	6	0	0	0	1	0	7	6
Family problems	3	2	1	0	4	2	20	6	6	4	1	33	16
Other	0	1	19	17	53	43	0	0	10	10	0	82	71
Number of boys	32	98	79	33	216	41	170	68	118	93	23	613	358
Number of girls	91	42	132	42	300	47	338	77	325	259	45	1165	533

#### Evaluation of Counselling Service

The outcomes of counselling and therapy are difficult to evaluate as each client's case has a unique combination of circumstances and symptoms that need to be addressed. Counselling and therapeutic processes are also subjective processes and therefore present a challenge in terms of quantitative measurement. In addition, there are a huge number of factors that occur outside of the therapeutic process which can impact the process and the outcome, as well as the client personally. Many factors influence the process, for example, a client not being able to attend therapy sessions as a result of not having money for transport or due to a lack of support from caregivers. This is the reality of the context within which Childline works and should be borne in mind when attempting to measure the effects and outcomes of this programme.

In an attempt to measure and evaluate the outcome of the Counselling Programme, a new tool has been introduced to the programme which will allow the social workers and therapists to track the outcomes of the therapy and counselling they provide. The tool has been extracted from the Child Status Index, an index developed by PEPFAR (the President’s Emergency Plan for AIDS Relief), through USAID, Measure Evaluation and Duke University. The index consists of six domains that assess the well-being of children receiving services. The fifth domain, namely, the tool measuring

psychosocial well-being, will be used by the Counselling Programme staff to assess the emotional health and social behaviour of all clients. This will be done during the intake session and again when the therapeutic process is terminated, in order to assess whether the child has exhibited any changes within these two areas of functioning. The data collection process has been in place for about ten months. We hope that resources will be available to obtain a researcher to assist with data analysis and report writing.

PEPFAR, through USAID, has also conducted research to attempt to measure and evaluate the outcome of the Counselling Programme. A mixed methods design was used, comprising qualitative and quantitative data, for the evaluation of the efficacy and outcomes of the therapeutic programme in improving the emotional, mental and physical well-being of abused children. This will further aid in elucidating factors which affect (positively or negatively) the effectiveness of the therapeutic services and programme. The first phase of this process has been completed. The Community Based Centres involved are working on the second phase of the research, which involves completing pre- and post-test forms with clients to facilitate a comparison group to measure the efficacy of the intervention. The report on the above research will be available by the end of the year 2013/14.

With regard to the therapy that has been offered in the past financial year, an analysis of the case files was conducted, which yielded a number of major themes. Firstly, the therapists spent a significant amount of time and effort building relationships with their clients, which research has shown is an important aspect of a valuable therapeutic process. It is also an important therapeutic element in itself as it develops a number of other skills in the client. Secondly, the therapists spent time on tasks which develop self-awareness, an important aspect in one's ability to recognise genuine versus assumed needs. Confusion around genuine and assumed needs can lead to behavioural problems and can cause a child to "act out". However, with a good level of self-awareness, a child is able to identify his or her true needs, after which healthy and adaptive methods of meeting these needs can be explored.

The therapists also spent time in therapy dealing with and building the self-esteem of their clients, which has a number of positive impacts on the child's functioning. Further, the therapists dealt with issues of sexuality and taught the children coping skills and skills to keep themselves safe. The therapists also focused on feelings of fulfilment, helping their clients to work towards a sense of purpose. Work was also done with whole families, providing support and counselling so as to strengthen the family unit and help them to cope with their challenges. In instances where the therapists were not able to help clients, referrals to other organisations and specialists were made.

## COMMUNITY AWARENESS AND PREVENTION PROGRAMME (CAPP)

Head of department	Gita Dennen (BA; BA Hons Psychology; Master's Diploma in Play Therapy)
CAPP Co-ordinators	Soweto: Nomsa Sekete (Social Auxiliary Work; BA Social Work in progress) Tembisa: Noluthando Kubheka (BA Hons Social Work) Katlhohong: Lufuno Shandukani (BA Hons Social Work) Inner City: Nozizwe Matibiri (BA Hons Social Work) Sebokeng: Maserame Dzibane (BA Hons Social Work)
Counsellors	Soweto: Nthabiseng Tshehla (Social Auxiliary Work) Tembisa: Lindo Mkhize Katlhohong: Themba Mkhize (Social Auxiliary Work) Inner City: Gail Mabaso (BA Social Work in progress) Sebokeng: Busisiwe Sebilane (BA Social Work in progress)

### Strategic Objective

To create awareness and education regarding children's rights and responsibilities in school communities, in order that children are able to grow and develop in a brighter, safer and more nurturing environment.

### Introduction

CAPP aims to share information and empower educators, learners, parents and all those who work with children about children's rights and related issues. Working from the premise that "knowledge is power", our goal is to raise awareness through capacity building for professionals and non-professionals working with children, as well as educating children about their rights and responsibilities. In this way we are striving towards prevention of child rights violations and early intervention in cases of child abuse and neglect.

Children cannot be responsible for ensuring their own safety, as they are disadvantaged in terms of their age, intellectual capacity and lack of physical strength. However, making them aware of their rights helps them identify when they feel uncomfortable and to choose a caring adult whom they can trust to help them.

Our School Programme is extremely comprehensive: we facilitate class-by-class, age-appropriate talks to all the children in the primary school. We teach children how to keep their bodies and feelings safe, and who to go to for help if they are

hurting. These talks reinforce what is being learnt in Life Orientation lessons. We also provide a voluntary workshop to the educators in each school visited on child abuse and handling disclosures, and offer other workshops, for example on positive discipline. The Childline toll-free number is taught to all children and educators, and we emphasise that Childline is there to assist both.

CAPP also runs a Childline LEADers Programme in each of our satellite areas. LEAD stands for Leading by Example, Acting on our Dreams. This leadership programme is run over sixteen sessions and aims to increase participants' self-esteem, give them a positive sense of belonging, and develop their leadership skills by showing them that they can make a difference in their own lives and in their communities. We also facilitate positive parenting workshops for the LEADers' parents, and the Schools Programme is conducted at the LEADers' schools. This ensures that the adults in their lives have an understanding of our purpose and are better equipped to support the development of the LEADers.

All our programmes encapsulate the principles of human rights and encourage a sense of responsibility regarding children's rights. We aim to teach learners to understand and respect the rights of others as well, encouraging the development of ubuntu. All programmes are implemented in all Childline Community Based Centres, including the Inner City, Katorus, Tembisa, Soweto, Sebokeng and Orange Farm.

## Output

	2011-12	2012-13
School talks	76	72
Children reached (schools, crèches, holiday programmes, child rights campaigns)	51 454	59 614
Teachers' workshops	62	52
Teachers trained	951	764
Brief counselling sessions	1 261	909
Referrals to clinical support	415	241
Parent talks/workshops	29	29
Parents reached	1 023	1 266
Training rendered (eg NGOs, SAPS, crèches etc)	30	31
Number of people who attended	288	419
Holiday programmes/Child protection events	50	32
Number of children and adults reached	33 433	12 537

## Comparison of Categories of Child Rights Violations Reported during Brief Counselling Sessions:

	Inner City (79) %	Soweto (213) %	Sebokeng (275) %	Orange Farm (278) %	Katorus (328) %	Tembisa (88) %	TOTAL (1 261) %	Total (796) %	Total (1 280) %
							2011/12	2010/11	2009/10
Sexual abuse	6.3	9.4	11.3	7.6	13.1	8	10.1	12.7	9.2
Physical abuse (total)	12.7	8.5	10.9	19.4	11.9	11.4	12.8	16.5	15.1
Physical abuse (home)	11.4	7	8	13.3	11.6	4.5	9.9	14.2	14.4
Emotional abuse	11.4	12.7	21.8	24.1	18.6	8	18.3	21.2	11.8
Neglect (physical & emotional)	8.9	7.5	10.2	9	6.7	1.1	7.9	9.9	7.8
Witness to violence (home)	5.1	3.8	6.5	6.5	7.9	8	6.4	6	5.8
Family relationship problems	8.9	11.3	2.2	0	11.6	11.4	6.7	6	6.1
Bullying (total)	20.3	8	9.8	10.8	8.8	42	12.4		
Bullying (siblings)	1.3	3.8	2.5	5.4	4.6	0	3.6	3	1.8
Bullying (peers)	19	4.2	7.3	5.4	4.3	42	8.7	4.6	10
Poverty related	0	4.7	1.8	1.4	10.1	6.8	4.6	2.6	13.3
Grief	7.6	11.3	6.5	4.7	3.7	1.1	5.9	7	5.4

## Analysis of Statistics

It must be noted that these figures are rough indicators. Brief Counselling sessions are categorized according the primary presenting problem, but it goes without saying that a child who is being physically abused in the home is also most likely being emotionally abused, and may also be emotionally, if not also physically neglected. Similarly, many children who have been abused have also suffered much loss, which oftentimes is unacknowledged. In other words, children's issues are complex and there is "co-morbidity" of abuses and issues.

In all areas children are experiencing problems at home more than anywhere else, with emotional and physical abuse, neglect, domestic violence, other family relationships problems, and bullying by siblings accounting for 48% of all Brief Counselling sessions held over this period. These figures confirm the need for parenting skills training, in particular, but more generally they point to a need to raise awareness of children's rights among all adults.



There is an increase in the percentage of disclosures of sexual abuse, from 10.22% in the previous financial year to 14.2% this year. There may be a number of reasons for this, including an increase in children's and adults' awareness of children's rights. Disclosures of sexual abuse were highest in Tembisa.

Disclosures of emotional abuse decreased slightly from 18.3% to 13.5% of the total Brief Counselling sessions. It is of great concern that so many children experience emotional abuse. Emotional abuse has serious impact on children and yet it is most difficult to intervene in these cases. There was a significant increase in reports of bullying, from 12.4% in the previous year to 16% this year, which is of great concern as we know this is a problem in schools. Reports were highest from the Inner City (26%), Tembisa (24.5%) and Katlehong (22.3%). While the increase indicates children's willingness to report the problem, we still believe that children may be under-reporting due to the normalisation of the situation, combined with the belief that nothing will be done about it.

The figures in Diepsloot are not good indicators, given the small number of disclosures, but we will need to follow the trends that emerge.

While we don't fully understand the shifts that we see in the figures from last year to this year, and between satellite areas, we may speculate about a number of possible reasons:

- Differences in categorising between CAPP co-ordinators may occur, particularly where there are a number of different but concurrent problems. This issue is addressed in group supervision, and we strive continually for more uniformity in reporting.
- Children's perceptions of what they should be reporting and, importantly, of whether reporting will change anything.
- Differences in the norms and practices, lifestyles, attitudes and resources in each area.

## Evaluation of the LEADers Programme

The LEADers Programme was implemented in the Inner City, Soweto, Sebokeng and Tembisa during 2012. Overall, the LEADers Programme has achieved a number of successes, which were reported by the project participants and the facilitators. The children reported that they enjoyed the project and had had a lot of fun. The facilitators also observed positive changes in the children, especially with regard to their communication and listening skills, respect for others and their confidence levels. Teamwork skills also improved in all groups. The facilitators indicated that the children were better able to express themselves and their feelings, as compared to the start of the project.

In the Tembisa group, there were a number of children who really struggled with basic reading and writing skills. While this was reported to the educators, and we recommended referral for assessment, this process has been slow and frustrating.

In the Soweto group, many of the LEADers were orphans living with relatives. This had to be dealt with sensitively in both the sessions, and also in the parents' workshops.

Other challenges included poor communication between the school and the LEADers in terms of our sessions, and poor attendance at the parents' workshops.

Examples of change/learning:

- One LEADer started out by often laughing at and mocking the others when they gave input. His behaviour was dealt with constructively in the group, and he stopped doing this. Instead he learnt to interact more positively with the others.
- In terms of developing hope for the future one LEADer said that no one in her family was educated, but that she was going to be the first in her family to be educated and she was going to change the lives of her family members by making sure that she bought her parents a nice house and food.
- One group chose to assist with the feeding scheme at their school as part of their community project. They proudly wore their T-shirts and caps, and took the task very seriously, and for three days helped to serve and also to clean up.
- One LEADer started out extremely shy and withdrawn. By the last few sessions, however, he was much more outspoken and confident, and his relationships with the other LEADers was much improved. He was keen to share his achievements, and in one session was even teaching us to dance.
- Another LEADer started out as fairly bossy and oppositional, aligning herself with another very bossy LEADer, who was at times a bit of a bully. Gradually she began to associate more with the other group members, became more of a team player, and even addressed the difficult LEADer on her own behaviour in the group, taking a true leadership role.

Overall, the LEADers Programme is without a doubt valuable and has had a significant impact on these children.

The results of the LEADers Programme are available in a detailed report compiled by our M&E officer.

COMMUNITY OUTREACH AND DEVELOPMENT

The Childline community development model of providing accessible treatment for survivors of child rights violations and preventative services has been very successful in raising the profile of children’s needs within each of the communities that we serve.

The Childline Community Based Centres in the Inner City, Soweto, Katorus, Tembisa, Sebokeng and Orange Farm offer a comprehensive package of services, including: individual and group counselling; community awareness and prevention programmes for learners and educators in schools; awareness raising through holiday programmes and child protection events; and short-term places of safety or foster care for abused and abandoned children in our Sunlight Safe Homes.

## COMMUNITY BASED CHIDLIN CENTRES

### CHIDLIN PFUNANANI – SOWETO

Soweto co-ordinator	Previously Noluthando Kubheka (BA Hons Social Work) Currently Bulelwa Dabula (BA Hons Social Work)
Clinical social worker Administrator	Previously Tebatso Mncube (BA Hons Social Work) Vuledzani Muligidi (Receptionist)
CAPP co-ordinator CAPP counsellor	Nomsa Zulu (Social Auxiliary Work; BA Social Work in progress) Nthabiseng Tshehla (Social Auxiliary Work)

Childline Pfunanani is situated in the grounds of the Chris Hani/Baragwanath Hospital, where we continue to work closely with our partner organisations in the area through the Soweto Protocol Group. Networking continues to form an important part of our Soweto team’s work to ensure effective services for children.

The Soweto counselling team achieved 870 sessions and had 232 new cases. For the past two years there has been a shift in the trends observed in Soweto. The behaviour problems cases have become the highest prevalent presenting issue and this year we saw an increase of 160% in these cases. As mentioned earlier it hasn’t been clear what this change can be attributed to, further to the fact that children externalise their internal world. It could also be how the caregivers are interpreting the behaviour they observe in a child. However, a strategy of intervention specific to this issue will have to be adopted. Sexual abuse remains the second most prevalent, with reports increasing by 23%.

Soweto CAPP team did 25 School Programmes (far exceeding their target of eighteen schools) and eight crèches, and were involved with twelve child rights campaigns/community outreach programmes, reaching 19 530 children altogether. They also facilitated 22 teachers’ workshops, two parenting workshops, and eight parent talks, reaching 613 adults in all. Child protection awareness campaigns were presented at seven schools and one organisation. A total of 3 857 children and 193 adults were reached overall.

The Child Development project was implemented over twelve sessions with 11-15-year-old children from the Motswaledi community. Performance art was used as a medium to allow the children to tell and perform their life experiences and stories. At the end of the year the Motswaledi group performed together with a group of children from Rona Le Rona for parents, sponsors and Childline staff. The children performed several items, including a gumboot dance, ballet, singing, and drama depicting the story of the Motswaledi community.

Partnerships continued with the following organisations: South African Police Services (Child Protection Unit), Human Rights Commission, Family Life Centre and Department of Social Development.

### CHIDLIN INNER CITY

Counselling psychologist	Anel Kloppers (BA Hons Psychology, MDIAC Play Therapy in progress)
Play therapist	Previously Nolufefe Mpitimpiti; currently Nozizwe Matibiri (BA Hons Social Work)
Consultant play therapist	Erika Hitge van Rooyen (MDIAC Play Therapy)
CAPP Social worker/trainer	Previously Nozizwe Matibiri (BA Hons Social Work)
CAPP counsellor	Gail Mabaso (BA Social Work in progress)

The Childline Inner City Community Based Centre is based at the Children’s Memorial Institute, a one-stop centre for children’s services. This office is staffed by experienced therapists who carry an awareness of the many and varied difficulties inner-city children face. HIV/AIDS and the devastating impact on children, poverty, abuse, and the vulnerability of unaccompanied minors continue to plague us.

The Inner City team achieved 1 929 counselling sessions during this financial year and had 118 new cases. The highest reported category for clinical cases was sexual abuse and the reports have increased by 92% this year. The second highest reported category was behaviour problems and this has increased by 82% this year. The CAPP team did six School Programmes and reached 3 034 learners and 40 educators. They also conducted eight crèche talks, reaching a further 261

children, and seven children’s rights campaigns/holiday programmes, reaching 27 adults and 1 750 children. Two hundred children and adults were reached through community outreach programmes during Child Protection Week.

The Inner City team achieved 20 sessions for the Child Development project. This was with teens and pre-teenage boys from Jabulani Khakibos. The objective was to facilitate the creation of a Hero book by each child, a psycho-social intervention which aims to address the extra-ordinary challenges facing so many children who are vulnerable, giving them an opportunity to gain mastery of their difficulties. One group member mentioned that the project helped him realise how much his family meant to him. Overall it really brought a lot of self-awareness for the boys in terms of where they had come from, where they were at the moment and where they were going. It greatly enhanced their sense of identity.

## CHILDLINE KATORUS

Clinical co-ordinator	Nomandla Qotywa (BA Hons Social Work)
Clinical/Admin staff	Pride Nsibande (Social Auxiliary Work)
CAPP co-ordinator	Lufuno Shandukani (BA Hons Social Work)
CAPP counsellor	Themba Mkhize (Social Auxiliary Work)

Childline Katorus continues to thrive at the Katlehong Resource Centre, which provides a one-stop service centre for children. The Katlehong team have excellent relationships with local stakeholders in the interests of service provision. The team forms an integral part of the Katlehong Inter-sectoral committee.

The Katorus counselling team provided therapeutic services to 305 children and families, achieving 935 sessions. Emotional abuse was the most prevalent issue dealt with. However, the reporting has decreased this year by 13%. While it is encouraging that children are recognising emotional abuse as actually “abuse”, we are concerned with the increase of this problem as it is the most difficult issue to investigate and gain evidence to ensure safety for a child. Interestingly, behaviour problems have been the highest reported category for counselling services for the past two years; this year we observe a significant decrease (by 43%) in reports. Sexual abuse is the second most prevalent dealt with issue in Katlehong.

The CAPP team did six Schools Programmes, and reached 6 018 learners and 81 educators. Booking teachers’ workshops in Katlehong has been especially challenging. In addition the team visited nineteen crèches, reaching 662 children, conducted seven parent talks in clinics, reaching 858 adults, and participated in four child rights campaigns, reaching 825 adults and 740 children. Again, this is a significant achievement, given that the CAPP social worker post was vacant for six months of this financial year.

For the Child Protection Week and 16 Days of Activism awareness campaigns 2 680 children and 630 adults were reached in total. Home Affairs, the Departments of Social Development, Health, Justice, and Correctional Services, together with SAPS and NPA, were our partners in empowering women and children with information on abuse. The Child Protection Week highlight for the team was visiting Johannesburg Prison (Sun City) to address the children and mothers detained there. It was interesting to learn that most of the detained mothers revealed that they were worried about their children left behind with their families as, after listening to the presentation by the team, they realised that their children were not safe. Six other presentations were conducted for Child Protection Week. Three media talks (on child protection, children’s rights and Childline’s Katlehong services) were conducted with local radio station KasieFM, which has a listenership of approximately 7 000. This was very useful in marketing our services and sending out positive messages to the community.

## CHILDLINE SEBOKENG

Office co-ordinator	Miriam Bucibo (Social worker)
Clinical/Admin staff	Maria Miga (Social Auxiliary Work)
CAPP co-ordinator	Maserame Dzibana (BA Hons Social Work)
CAPP counsellor	Busisiwe Sebilwane (BA Social Work in progress)

Sebokeng is a dynamic community where government and NGOs work collectively to address the needs of children. The team actively participates in the Child Protection Forum.

A total of 997 counselling sessions were achieved in 2012/13 and 154 new cases were dealt with. The trends in terms of prevalence in categories indicate that sexual abuse remains the highest, with reports having increased by 11% this year. Behavioural problems were the second highest issue this year. The stats report indicates a 252% increase in these cases over last year. The Sebokeng team embarked on the first phase of the Child Development programme where a community needs assessment was carried out. It emerged that the best intervention would be to work in a school where children would be easily assessable. Four sessions were conducted where the programme was discussed with the leaders of the school and children. The outcome was that the school community expressed a great interest and need for the programme which will be implemented.

The CAPP team did nineteen School Programmes, exceeding their target of eighteen and reaching 10 631 learners and 253 educators. In addition, the Sebokeng team visited nine crèches, reaching 278 children and 23 adults. They also conducted seven parent talks and seven workshops on child abuse and disclosure, reaching 280 parents, caregivers, childcare workers and SAPS VEP volunteers. The team participated in six child rights campaigns/community outreach programmes, reaching 1 104 children and 506 adults.

## CHILDLINE TEMBISA

Co-ordinator	Mogaleadi Mohlala (BA Hons Social Work)
Clinical/Admin staff	Shonani Mhlanga (BA Hons Social Work); Refilwe Masilela (Administrator)
CAPP co-ordinator	Noluthando Kubheka (BA Hons Social Work)
CAPP counsellor	Lindo Mkhize

Tembisa is a vibrant, well-organised township which nevertheless experiences a high level of violence against women and children. The Childline Community Based Centre is situated at the Tembisa Multi-purpose Centre, run by the Ekurhuleni Metro. This facility serves to develop youth in the area.

The clinical team conducted 1 447 counselling sessions and had 114 new cases. Sexual abuse remains alarmingly high in Tembisa and dominates the case load by 48%. The good news is that the reports of sexual abuse have decreased by 36% compared to last year. Grief and loss, together with behavioural problems, were the second most prevalent cases that were dealt with this year. A 117% grief/loss and 333% behavioural problems increase in reports has been reported this year.

The clinical team has exceeded its targets by sixteen sessions of group work. Thirty instead of fourteen sessions were achieved overall. A support group session for parents of Tembisa clients (children) was conducted. The purpose of the session was to provide emotional support to parents whose children's abuse cases had been thrown out of court. Another aim of the session was to provide parenting skills. Two group sessions with children in early adolescence were held. The objective was to empower children with life skills and the following areas were covered: psycho education on feelings, building trust and group cohesion; sex and sexuality; and bullying. Both groups were supportive and educational in nature.

The Tembisa team implemented the Child Development programme and 20 children were reached over twelve sessions. The purpose was to enhance the creativity and develop the imagination of children. Through the skills taught and creative activities that were also fun, the children got an opportunity to imagine and dream of their future and conceptualise their wishes for the future through art. Children shared that they were happy to be given this opportunity and provided with skills that could also be used in their own homes. They also participated in a creative session where they created an image of a favourite cartoon hero. Many children were able to project their perceived personal strengths onto the image, which helped in developing self-awareness.

The CAPP team did eleven School Programmes and reached 10 022 learners and 46 educators. Booking teachers' workshops in the Tembisa schools has been especially challenging – schools have not given us dates, and when they have, have frequently cancelled at the last minute.

The CAPP team also visited nine crèches, reaching 238 children and sixteen adults, conducted one parenting workshop which reached thirteen adults, and participated in six child rights campaigns/community outreach programmes, reaching a further 1 667 children. All this was a significant achievement given that the Tembisa social worker post was vacant for six months.

Altogether, 5 512 children and 702 adults were reached through Community Awareness programmes (Child Protection Week and 16 Days of Activism) this year. The Tembisa team has worked hard to stay visible and engaged with the Tembisa community. The team has also worked closely with POWA in engaging in community dialogues to assess the needs of the Tembisa community, the better to understand them.

## CHILDLINE ORANGE FARM

Office co-ordinator	Bulelwa Dabula (BA Hons Social Work)
Clinical/Admin staff	Maria Miga (Social Auxiliary Work)

Our Orange Farm Community Based Centre is situated on the Afrika Tikun site and we are privileged to work within this supportive environment. Sadly, lack of funding made it necessary to freeze the social worker post and services were offered by our skilled social auxiliary worker for part of the year. We are very grateful to the Department of Social Development which has now funded this service and a social worker has been appointed. We achieved 624 counselling sessions, with 77 new cases. Sexual abuse and behavioural cases were equally the most prevalent issue dealt with this year. Sexual abuse reporting has increased by 27% and behavioural problems reports by 94%. The team succeeded in reaching 177 people during the Child Protection Week awareness campaign. A sexuality education group was started in Orange Farm. Eleven group members were recruited and five sessions were achieved.

## CHILDLINE DIEPSLOOT

Office co-ordinator	Nolufefe Mpitimpiti (BA Hons in Social Work )
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Childline Gauteng is proud to have partnered with Afrika Tikkun to start a Community Based Programme for the Prevention of Gender Based Violence (GBV) In Diepsloot. The Childline office opened in October 2012 and the Diepsloot community has warmly welcomed the Childline counselling and awareness and prevention services. The objective is to address the issue of GBV, holistically tackling the issue from early intervention, to prevention, to care and support, and finally through to advocacy.

A needs assessment revealed that the sexual and reproductive health needs of many teenagers are largely unmet. Many teenagers are sexually active and are in need of appropriate information and support if they are to enjoy safe and fulfilling relationships. Often these teenagers are exposed to incorrect information and are influenced into making decisions that affect their lives forever, such as falling pregnant at an early age or contracting sexually transmitted diseases such as HIV. It became essential that we provide the Diepsloot community with a programme that meets their needs. Thus an educational group consist of 23 teenage girls between the ages of fourteen and sixteen was started and ten sessions have been achieved.

In addition Childline Diepsloot participated in a door to door campaign to introduce the service, and 256 counselling sessions with abused children and their families were conducted. Training was offered to community members in dealing with GBV. A team of volunteers was trained to conduct the CAPP programme in schools, and five schools have already been completed, reaching 3 162 children. There is a low rate of disclosure in the schools we have visited so far in Diepsloot – we are not sure of the reason, but it may have to do with Childline being fairly unknown in the area.

Other partners in this programme are the National Children and Violence Trust, Sonke Gender Justice, People Opposed to Women Abuse (POWA), and the Teddy Bear Clinic. We thank First for Women for partnering with these credible organisations to bring the Wings of Life to vulnerable people in the Diepsloot community.

## TRAINING

Head of department	Gita Dennen (BA Hons Psychology; Master's Diploma Play Therapy)
Facilitator	Nozizwe Matibiri (BA Hons Social Work)
Co-facilitator	Gail Mabaso (BA Social Work in progress)

The Training Department offers training internally and externally to professionals and non-professionals who work with children. The department saves Childline a substantial amount of money that would otherwise be spent on training, and is also a source of some capital for Childline. The funds raised through paid-for training are channelled straight into the organisation and therefore contribute to the services all projects provide for children.

In 2012/13 our facilitators conducted workshops for 2 449 educators, parents, professionals and non-professionals. All of these adults improved their knowledge and skills, enabling them to contribute to a culture of child rights in South Africa.

We got four of our workshops accredited with SACSSP and were able to offer 20 CPD points of training altogether to our staff members.

We shared our training with the network, through Childline SA, and they have had five workshops accredited which we will be able to offer to external participants as a means of income in the next financial year.

The following training and development was rendered to community members:

- Child development: 3 x one-day workshops (Afrika Tikkun Diepsloot)
- CAPP Programme for volunteers (Diepsloot office)
- Crisis Line volunteer training (Childline head office)
- Facilitator and moderator training – Thogomelo Skills Development Programmes (Health Development Africa)
- Childline services and an overview of child abuse (various workshops for community members)
- Parenting skills for caregivers
- Child abuse and disclosure (SAPS, CPF and Youth Desk)
- Child abuse and disclosure (caregivers - Four Step Community Care Centre Organisation)
- Child abuse and disclosure (caregivers - Toughest Young Minds Community Care Centre)
- Child abuse and disclosure (ECD practitioners in seven schools)
- Child abuse and an Introduction to Basic Counselling Skills (SSH parents)
- Positive Parenting - community health care workers in Sebokeng
- Children's rights (SSH fathers)

## STAFF TRAINING AND DEVELOPMENT

Childline Gauteng is mindful of the responsibility to ensure the best possible treatment and care for all children, and to this end the development and training of staff members is vital. On-going professional development is also a requirement to

retain registration with the various professional boards. Much of the training, workshops and presentations attended by staff members was at no cost to the organisation, for which we are very grateful.

Training was offered to various staff members on the following topics:

- poverty, neglect, youth at risk, and youth in conflict with the law – 5 CPD points
- the Witness to Violence Interview – 5 CPD points
- domestic violence – 5 CPD points
- grief, loss and separation – 5 CPD points
- events planning – Busani Moyo
- cyber safety and cyber bullying (Teenworx)
- witchcraft and Satanism in SA (UNISA)
- Zakheni – Fire Maker workshop
- victim empowerment
- positive parenting, unaccompanied minors
- forming a child protection team (DSD)
- a screening of the documentary “Bully” (Khulisa)
- protective behaviours presentation (Hilda O’Callaghan)
- alternative emergency intervention, risk assessment, the Children’s Act and Sexual Offences Act – pertaining to children (Annelie Keyter)
- report writing, telephone etiquette (Anette Alan)
- telephonic trauma debriefing (Sarah Cowen-Swartz)
- sense of purpose – our careers, relationships, health, finances etc (Femi Abidanji)
- legal procedures (Desia Colgen)
- EAP course (UP)
- project management and statistical analysis (NWU)
- relationship training (Jocelyn Jardine)
- 5 auxiliary workers were trained (Aganang)
- supervision skills (Zelda Kruger)
- migrant rights training (UAM)
- HR training (Andries Mphala)
- court procedures within the Child Justice Act and inter-sectoral training (Department of Justice)

## NETWORKING

Networking meetings were held with the following entities to ensure better collaboration and improved services for children:

Afrika Tikkun	Dept of Social	Justice sector	SADAG
Child Justice Forum	Development	strengthening	SANCA
Child Protection	FAMSA	programme	SAPS and VEP Centres
Committees	FCS forum	Kanya (Katlehong)	SASA
Child Welfare	Grant-in-Aid	Kidz Corner	SASSA (Dept of Home
Chris	Hands of Compassion	Lifeline	Affairs – documents
Hani/Baragwanath	Home Affairs	Medico-Legal	and grants)
Hospital	HPCSA	Mental Health	School of Yoga
CMR	HSRC	Narcotics Anonymous	St Nicholas
Dept of Community	Impilo	Nelson Mandela	Tara Hospital
Safety	JHB Gen Hosp	Children’s fund	The Teddy Bear Clinic
Dept of Education	JISS	POWA	Thusanani
		SABC	Wits Law Clinic

## MARKETING

Childline Gauteng’s marketing campaigns aim to raise our collective consciousness with regard to the importance of children and their inherent right to be treated with love and respect.

Childline SA continues to advocate and lobby for children’s rights. Dumisile Nala, our National CEO, represents Childline on many national and international forums. On a provincial level we participate actively in the Gauteng Children’s Rights Committee, a dynamic network of government and non-governmental organisations that are committed to ushering in a rights-based province.

Childline Gauteng has developed bold multi-media marketing campaigns which have as their primary aim the promotion of a child rights orientated society. Media partners SABC, Media Talk and Mindset Health have ensured that our social marketing messages regarding children have received widespread distribution:

- The Kings and Queens of Tomorrow campaign is based on a song composed by Skwatta Kamp for which they have generously given us unlimited licence. This has been developed into a music DVD, TV/radio commercial, posters and stickers geared to encourage young boys to call the Crisis Line and begin their own process of healing.
- The girl child campaigns, Lucy Moonflower (which won a silver award at Cannes) and Noah TV adverts, continue to be screened, compliments of our partnership with Media Talk and Mindset, on a daily basis. Bernie Roux

designed and created the “Noah - Love Me, Love Me Not” TV commercial which won second place in the Vuka Awards. This inspiring message to children and adults has drawn many compliments.

- Our patron, the Most Reverend Desmond Tutu, Archbishop Emeritus of Cape Town, recorded a series of inspirational messages with a stirring call for support for Childline’s work.
- The “Abangani Abakhulu Babantwana” (Big Friends of Children) campaign continued this year. The name was chosen by the Katorus LEADers who indicated that they needed to know that the adult generation would serve as Big Friends to all children. Many well-known South Africans have signed the pledge to serve children in the capacity of a Big Friend.
- Childline Gauteng’s online presence is growing steadily. You can now find Childline Gauteng on Facebook and can follow us on Twitter. Our beautiful and inviting website designed by Net#workBBDO is still generously hosted by E2. Visit us on [www.childlinegauteng.org.za](http://www.childlinegauteng.org.za).
- Childline Gauteng hosted Joburg’s Biggest Baby Shower in aid of the Sunlight Safe House Project. The event was co-ordinated by Travel Mice and Pink Mosquito, while HAVAS International assisted with the marketing materials and in the process rebranded the Sunlight Safe House.

Childline is in the fortunate position of being supported by many marketing partners: Net#workBBDO advertising agency, HAVAS International (for Sunlight Safe House), Fresh Eye Film Productions, Orchestra Blue, SABC2, Media Talk, Mindset Health, Travel Mice, Pink Mosquito, E2, PEAC, and Buttabing studio.

Our marketing partners have continued to assist us to advertise the Childline services and to develop our campaigns to increase public awareness of children’s rights. They continue to inspire us with their vision for a child-centred society and their endless creativity and enthusiasm. Our special thanks to all who have gone beyond the call of duty to offer time and expertise to ensure that the need for Childline’s services remains foremost in the public arena.

## Media Opportunities

Talk Radio 702 x 6 – child protection, paedophilia, rape, complaints about the crisis line  
 Beeld – Mothers of Africa Make our Future  
 Citizen – 16 Days of Activism  
 Citizen – CPW  
 East Rand Radio – Childline services  
 Gauteng News – reasons for child abuse  
 Great Expectations – child protection, Childline services  
 Heat – bullying  
 Independent Newspapers – SSH role in relation to SAPS

KasieFM – rape  
 KayaFM – child protection  
 Kids News – CPW  
 Kyknet  
 LesediFM – Children’s Day  
 Move Mag – Childline services  
 NE Tribune – incest  
 New Nation – SAPS stats  
 PUT News – CPW  
 Radio Pretoria – Childline services  
 Radio Pulpit x 4 – child rights, human rights  
 Mothers of Africa Make our Future  
 Rooi Rose- Baby Shower

SABC – all radio stations – holiday safety  
 SABC 1 – human rights and HIV  
 Sowetan x 4 – child sexuality, rape and disability, teen pregnancy, TOP  
 Star x 3 – 16 Days of Activism, child rape, stats  
 Sunday Rapport  
 The Big Issue  
 The Times x 3 – abandoned babies, child abuse  
 TuT FM – abandoned babies

## SUPPORT SERVICES

### Administration/M&E/Finance/Human Resources

Admin team	Glenis Kay; Suzy Beaumont; Sipokazi Gumpe (BCom Accounting); Esther Mukwevho; Precious Thabalala
Volunteer finance advisor	Clive Fletcher (CA)
Volunteer treasurer	Digby Jennings (CA)
Monitoring & Evaluation officer	Alex Spyrelis (MA Research Psychology)
Volunteer Social Enterprise	Phillipa Reekie (LLB)
HR	Andries Maphala
Consultant accountant	Iain Holdsworth (BCom)
Payroll consultant	Dave Phillips
Resource Mobilisers	Angela Bishop, Busani Moyo

We acknowledge the outstanding work our administrative team has done this year to ensure that the financial and administrative infrastructure continues to support the social service of the organisation. Congratulations to Sipokazi Gumpe for guiding the team through another successful audit process.

## Monitoring & Evaluation

Monitoring and Evaluation (M&E) is a very important part of any development programme and is of special importance to programme donors, in that it allows programme leaders to assess the progress and achievements made against programme aims and objectives.

Childline Gauteng runs monitoring and evaluation systems for all programmes and projects implemented by the organisation. Logical frameworks (logframes) and M&E tools are in place for each project.

Analyses of programme data for the past financial year were conducted as part of the evaluation process, the results of which are reported in the programme reports.

## Fundraising

The past year has been very challenging as the global economic meltdown started to show an impact on giving patterns in South Africa. Despite the dire situation in the NGO sector Childline was able to grow its Corporate Social Investment support base, for which we are extremely grateful.

A few initiatives are in place to raise self-generated income for Childline. Our Training Department developed courses which have been registered for CPD points for social and social auxiliary workers. We have continued our partnership with Mzansi Recycling, an initiative to recycle cartridges. Second-hand shops such as Bounty Hunters, Junkies for Love, and Hospice sell second-hand goods for us, and we are registered with My School/My Village.

Our generous partners continue to support us and we thank them all for their commitment to support the children of Gauteng. We pay a special tribute to our Platinum donors: The Gauteng Department of Social Development, Unilever, Dimension Data, Genesis Steel, Investec, Pfizer, Charity Circle, PEPFAR, Nedbank Private Wealth, Anglo American, the National Lotteries Distribution Fund, and Telkom, all of whom have loyally continued their grants in support of children's services. A very big thank you goes to the Investec volunteer team who have refurbished all of our Community Based offices. All of the reception areas were repainted, new furniture and flooring was supplied, new kitchen units were fitted in three centres, and new play therapy equipment and many other goods were provided. The refurbishment has given us all a new sense of pride in the work that we do. Discovery staff volunteer teams assisted us to raise funds to refurbish our training room which we rent out to supplement our income. The Discovery team assisted in many functions and also hosted a wellness day for our staff.

Many people and organisations have provided material, emotional, financial and skills-based support and we honour each and every one of you who has given according to your means. We consider you all part of the extended Childline community. The generosity is overwhelming and the value of our donations-in-kind exceeded R1m. Thank you for enabling us to sustain our services in the interests of the children of Gauteng.

## FRIENDS AND PARTNERS

### Donations-in-kind:

A. Allan	Cottage Montessori	Global Messaging	L. Sherman
A. McMaster	(Featherbrook Estate)	Group Five	Luwasi Ngwenya
A. Soorjbully	D. Segal	Guvon Academy	Legal Aid South Africa
A. Spyrelis	D. Sekgororwana	H. Austen	M. Cronje
A. Voutsas	Dimension Data	Havas Worldwide	M. Markantonis
African Business Travel	David Filer	Heartworx	M. Maseko
Alison Lowry	DGB	Heavenly Soap	M. Robertson
Ashraf Coovadia	Dlemont	High Street	M. Young
Assoc of Chartered	Discovery volunteers	Auctioneers	Majestic Interactive
Certified Accountants	Damelin volunteers	Ignition Corporate Gifts	Mango Cherri
Avanti Coffee	E2 Solutions	& Clothing	Mathilda Pansegrow
BitCo	Earth Patrol	Investec	Marketing
Brain Boosters	Esse Organic Skincare	J. Burger	Medal Paint
Buttabing Studios	Eurolux	Jani Visser	MIE
C. Duggan	Express Verification	Jellycat London	Mioja Skincare
C. Katz	Services	Johnny and Gary	Mother Nature
Café Fleur	Faber Goertz Attorneys	K. Cochrane	Mercia Smith Photos
Chubby Chums	Flight Centre	K. Moodley	Mr & Mrs Kruger
Clearwater -	Fresh Eye Productions	K. Letlhaku	N. Maphiri
Promotional Gifts	Fusion Software	Kloofzicht Lodge	N. Wilson
Cordeiro family	Glen Afric	L. Wolfaardt	Nedbank Parktown



Net#work BBDO	Pink Party Hire	S. Brewitt	Talk Radio 702
Norman Goodfellows	PWC	S. Du Plessis	Teddy Bear Clinic
Olive Grove- Retirement Village	R. Sibiya	S. Mdluli	Third World Dist
Orient Group	R. Thomas	S. Rawlings	Thusanani
P. Quinton	Riaan and Michelle	SA School of Yoga	Travel Mice
P. Reekie	Garforth-Venter	Samantha Cowen	Universal Flooring
Pink Mosquito	Rocket Restaurant & Cocktail Bar	Sasol Synfuels Int	V. Davidoff
Pridwin Preparatory School	S. Ackerman	Showgroup	Volition
	S. Aoun	Sight & Sound	Westcliff Hotel
		Sounds Vital	Wheel Well

## Financial Contributions:

Acoustic Gardens	Group Five	Robert Niven Trust	C. Diener
ACSA	H Evertson Trust Fund	Saturn Financial	C. Katz
ACTSA	HCI Foundation	Services	D. C. Moephuli
AECI	Hlac Main	Scarab Projects	D. De Jager
Affinity Health	Integrity Control	Sedisa	D. Epstein
Amathuba	Systems	Soliditech	D. Kirkman
Aqua Avivo	Investec	Soul City	D. Parkinson
Argo Icarus	ITMSA	Sync Systems	Desmond
Argo Publications	JET Lee Will Trust	Telkom	E. Riley
BOE Charitable Foundation	Kirkness Charitable Trust	Tiber Bonvec Construction	F. Bird
BP Empire	Lewis Stores	Tile Africa	G. Davids
Childline SA	Loewenstein Trust	TLC Logistics	G. Pavlu
Clamber Club	Love to Do Good	Triangle Administrators	Hammon
Clive-Smith Charitable Trust	Ludwig's Roses	Tshala Tshala Plant Brokers	J. Wrench
Darest SA	Macsteel (The Eric Samson Foundation)	Turnberry Insurance Group	Jivan H
De Beers	Mason Brothers	Unilever SA	J. Burger
Dept Social Devt	Merril Lynch	United International	K. Allan
Dimension Data	Montessorri	Pictures (UIP)	K. Navina
Discovery	Munich Reins	Unitrans Service	K. Pillay
Eazi Access Rental	Mwlf Architects	Van Flyman	K. Ruder
Ellies Electron	National Lottery	Winner's Family	Kamala
Emperors	New Edge Tech	World Vision	L. James
Envioware	Nocross SA	Xerox	L. van Vught
Farmwise Grains	Opti Baby	Zonke Engineering	Mr B
Federal Mogul	Paintcor cc		M. Govender
First for Women	Peermont		M. Longma
Gauta	PEPFAR	Individuals:	Mark Wade
Genesis Steel	Pfizer	A. Castro	P. Fruin
Grant Thornton	Q Talk	B. Boikanyo	P. Proctor
Greater Good South Africa (GGSA)	Quizzical Pictures	B. Brom	Thomas Claiborne
	Randpark Ridge Ext 37	B. Pietersen	Tina Briggs
			V. Davidoff
			V. Mihalik

The AUDITED FINANCIAL REPORT is attached as a separate document.