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Childline Zimbabwe News

June 2010 Issue No. 1

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5. Glen View1 Community Centre, Glen View, Harare
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From the Director's desk

Childline Zimbabwe started 2010 as we ended 2009, with busy schedules of responding to reports of children being abused, training telephone helpline counsellors, & raising awareness in the community of our services, children's rights & the law within Zimbabwe to protect children from being abused & suffering harm.



Helpline Volunteers answering cries for help from children 24hours a day, 365 days of the year.

Newly recruited volunteers resident in Bulawayo completed 2 weeks of training to prepare them for their role in assisting Childline to follow-up in their communities on referrals received via Childline's toll-free helpline. Childline Zimbabwe has been piloting a new method of programming, whereby volunteers are recruited, screened & trained in basic counselling skills. These volunteers are then responsible for directly assisting the qualified Social Workers employed by Childline

to reach a greater number of vulnerable children in the quickest time possible. The volunteers conduct initial home visits within the communities they are residents within to verify whether the referral of a child being harmed is in fact true. These "community volunteers" strengthen the existing safety nets for children by providing assistance to the established child protection structures in their communities. For example, they report cases of abuse to the Department of Social Welfare Officer & Victim Friendly Unit Police Officers in their community. They work together with the School Head Teachers, Education Officers, the Health workers, clinics, etc in their communities providing counselling & monitoring the child's progress to ensure the child is safe from further harm. Their actions are guided by the national multi-sectoral referral protocol, linking the child with the relevant service & ensuring the child's needs are met so as to limit the impact of the abuse & harm caused to the child. The recruitment & training of community volunteers directly complements the work of the well-established telephone helpline & free postal service operating in Zimbabwe. In some areas the community volunteers have established "Drop-in Centres" where children & community members can access free counselling, advice & guidance relating to matters of child abuse, neglect & exploitation. Given this developing initiative we are learning lessons everyday as to the best practice of these community-based Drop-in Centres.

Childline Zimbabwe continues to be the elected representative for the African Region on the Principles, Standards & Practices Taskforce of Childline Helplines International, the international membership body of all child helplines operating in the world. Therefore, we have directly contributed to the establishment

of a new set of minimum standards. These standards provide a guide towards which Childline Zimbabwe is working towards, if we are not already fulfilling & meeting the minimum standards of operations.

A Cry For Help

The Helpline received a call at 6am on Thursday morning from a concerned neighbour who reported that a baby girl was being beaten with an electric cord on her back by her uncle. The neighbour explained that the child's parents have passed away & the extended family are now caring for 18-month-old Mary. The volunteer took as much information as possible & agreed to follow-up.

Childline made contact with the Victim Friendly Unit police officer in the area, & they completed a home visit together. The Police completed their investigations, whilst Childline focused on protecting the child. Childline explored the possibility of Mary being cared for by other more suitable extended family members. However, this was not possible.

Childline then completed a home visit with the Department of Social Welfare officer, who agreed to Mary being removed to a place of safety, with a concerned & caring neighbour, who the Department approved as a foster carer.

Childline's work was not complete. We linked the foster carer with Plan International who support Mary with food, & will assist with school fees when the time comes. We linked Mary & her carer with Medicine Sans Frontier /Doctors without Borders who provide Mary with necessary HIV treatment, given she is an AIDS orphan.

Lastly, Childline continues to complete follow-up home visits offering Mary's carer advice & support, monitoring that Mary is now safe & she receives the care she deserves.



Childline Bulawayo Branch Launches the 116 Helpline in Matabeleland Region during ZITF

This year's Zimbabwe International Trade Fair took place from 20th – 24th April 2010 in Bulawayo.



Posed for a photo moment after the 116 launch from left, Mrs Mary Nando (Byo Management Committee member) MICT Permanent Secretary Mr Kundishona, TOAZ Chairman Mr Reward Kangayi, Mrs Ruth Gomiwa (Byo Management Committee Chairperson), Mrs Margaret Madonko (Bulawayo Branch Co-ordinator), Ashley, our Child Advocate, Hon Deputy Minister Tracy Mutinhiri, Mr Sebastian ((Byo Management Committee member) & Patience Chiyangwa, Childline PR & Fundraising Officer. In Childline t-shirts are our star performers of the day from SOS Children's Villages.

Exhibiting at the ZITF provides Childline with an opportunity to reach children out of school as well as raise awareness of children rights & Childline's counselling services to a wide range of community members across social & economic barriers. It also provides a networking opportunity with potential corporate sponsors & private individual donors. This year Childline had the pleasure of attending the Tel*One cocktail party & the Ministry of Labour Public Service & Social Welfare staff party.

However, the major social event of ZITF was our own launch of the 116 regional short code in Matebeleland on 22nd April 2010. Deputy Minister of the Ministry of Labour & Social Services, Hon Dr Tracy Mutinhiri was the Guest of Honour who delivered a speech commending Childline's work in partnership with her ministry. The Ministry of Information Communications & Technology (ICT) was represented by Permanent Secretary Mr Kundishona. Mr Reward Kangayi also delivered a speech as Chairman of the Telecommunications Operators Association of Zimbabwe (TOAZ). The Chairperson of Bulawayo Management Committee, Mrs Ruth Gomiwa & Branch Co-ordinator Mrs Margaret Madonko delivered keynote speeches. Our star of the evening was Ashley who delivered the Child Advocate's speech in the absence of Axcill Jefferies & the late Sam Mtukudzi, our

Ambassadors of Goodwill. Ashley now over eighteen years old is a survivor of child abuse. He reiterated on how Childline services had empowered him. How he had been assisted in coping with the trauma of dealing with abuse. It was overwhelming listening to this young man recount the benefits of his encounter with Childline. Ashley was accompanied by his dad who gave moral support & confirmed his approval of his son's bold actions & statement. As this copy goes to press Ashley's court case has been finalised, the perpetrator has been sentenced & Ashley is a regular visitor to our office in Bulawayo, updating us on his progress & accessing advice & support when he needs it. Thank you to the children from SOS Children's Villages who provided entertainment at the launch.



Children came to learn more about our services at our ZITF stand & were lucky to walk away dressed in a Childline t-shirt & with informative child-friendly sticker gifts

Our ZITF stand was as busy as usual with many children, their family members & individuals from the private sector requesting information & advice from our counsellors. Twenty-one (21) reports of abuse were received at the stand. Childline provided counselling to those reporting the abuse, & committed to make a follow-up home visit to ensure the safety & well-being of the child concerned. The child abuse reports included rape, neglect, physical & emotional abuse, or concerns of juvenile delinquent behaviour placing the child at risk of suffering harm. Other concerns were those of children being involved in acts of child labour thereby denying them their right to a childhood & those relating to inheritance issues.

Indeed Disability Could Never Be Inability

Amazing sportsmanship was displayed in the disciplines of goal ball, 5 & 11-a-side soccer, wheelchair basketball, & athletics at the 2010 Paralympic Games. Childline Zimbabwe played a crucial role, advising & participating in the most appropriate child-friendly & disability-friendly manner in which the Edutainment Committee could best engage athletes at these

games, disseminate information on their rights & access to reporting mechanisms. Athletes included those hard of hearing, visually impaired, amputees, mentally & physically challenged boys, girls, men & women. Experts such as sign language interpreters facilitated communication with the athletes. The Sports & Recreation Commission (SRC), Childline & partners including Mercy Corps & Red Cross were members of the Edutainment Committee at the games. The athletes impressed the Childline staff with their knowledge of issues to do with child abuse. Where possible & appropriate we engaged the athletes by giving them a blank paper to make drawings on of their feelings on child abuse as well as anything they felt like communicating to us. This was followed by discussions with individuals on their drawings. Athletes then received chocolate bars for their efforts courtesy of Crystal Candy which really sweetened up the exercise!!!



Thank you Crystal Candy for the kind donation of chocolates!!

In the evenings, musical entertainment was provided on a special outdoor stage to wind up the day. Childline joined in the festivities with the athletes on the dance floor. The games were officially opened by Vice President John Langa Nkomo in the presence of Governor Christopher Mushowe & a number of government & municipal officials. Deputy Minister of Education, Hon Lazarus Dokora officiated at the closing ceremony where the Zimbabwean flag was handed out to the Mashonaland West Governor Faber Chidarikire representing the next hosting province. Childline's Doris Luwaca & Patience Chiyangwa had the wonderful & unexpected opportunity to chat to Deputy Prime Minister Thokozani during breakfast on the Wednesday morning. We discussed Childline & the inclusion of pertinent children's issues in the constitution. We also engaged athletes on their expectations & input on constitutional matters.

Celebrating International World Telecoms & Child Helplines Day 2010

International World Telecoms Day is celebrated annually on 17th May which is also recognised at the International Day of Child Helplines. By virtue of Childline Zimbabwe operating the only child crisis line in the country, using the regional number of 116 Childline has become a project falling under the Ministry of Information, Communications & Technologies (MICT). As a result we partner with all other players in the ICT industry with commemorations being co-ordinated by the Posts & Telecommunications Regulatory Authority of Zimbabwe (POTRAZ). This year's theme was "Better Cities, Better Lives with ICTs".



Childline volunteers, Charity Kaumriwo, Sabina Maredza, Irene Makwiyana, Bianca Madamombe, Jethro Juru, Barbara Marange & Brian Hove participating in the "clean-up" community service exercise marking the Commemorations.

Commemorations were held at the Harare gardens with various government officials as well as key players in the industry including service providers. As a community service, partners including Econet, Telecel, Net*One, Tel *One, Africomm, etc joined together in a cleanup campaign of Leopold Takawira Street between Herbert Chitepo & Samora Machel Avenue, as well as the Harare gardens on Friday 14th May 2010. Monday 17th May 2010 saw the main commemorations taking place at the Harare gardens.

Ministry of ICT Minister, Hon. Nelson Chamisa was the Guest of Honour at the event who reiterated on his Ministry's undaunted efforts to make ICTs available to marginalized communities in Zimbabwe. In so doing the MICT will complement Childline's efforts of reaching out to all children in every corner of the country. He acknowledged service providers for the work they have done to make cell phones accessible & commended progress in the network coverage to date. As Childline Zimbabwe we are privileged to have the unwavering support of service providers who facilitated Childline Zimbabwe's change in number from the old 961 to the new regional 116 number. With this united support from all service providers operating in the country

Childline Zimbabwe has become a leading child helpline in the African region, ahead of countries like South Africa, Botswana, Malawi & Namibia.



MICT minister addressing participants at the International World Telecommunications Day Commemorations

Careers Day & Motivational Workshop for children at Emerald Hill & Harare Children's Home

A Careers Day was held for Emerald Hill & Harare Children's home girls at the Greenhouse in Avondale on 8th May 2010. This activity was funded by support from UNICEF through the Programme of Support which is serving to fulfil the country's National Action Plan for Orphans & Vulnerable Children Strategy (NAP for OVC 2004). Childline, within this Reunification & Community Reintegration Project (RCR) works with children in institutions. The initiation of the Career's Day formed part of the support to the children being cared for in these two institutions in contributing to their Life Skills Training Programme. This was followed by a Motivational Workshop entitled "Unveil the Dream, Unveil the Queen" facilitated by Nyaradzo Mavindidze at the Childline House on 19th June 2010.



Christine Beadon, PA to Mr Khalfan of Catercraft & Acting Chairman of Childline's Board of Trustees addressing the girls at the Careers Day

The Careers Day featured presentations from various professionals from as wide a range of careers as possible. Childline is grateful to those community members who took time out of their busy schedules to share their

experiences in their careers with the girls from these two children's homes. They include:

- Ms S Muengwa - Lawyer, Justice for Children Trust,
- Dr Felix - Veterinary Doctor,
- Ms T Mhuka - Accountant at AMG Global,
- Mr J. Malainga of Commerical Bank of Zimbabwe's Sponsorship Department,
- Mrs C. Beadon - PA at Catercraft,
- Mr M Farrell, from Meikles Hotel,
- Mrs F Peresu from SPAR,
- Ms Charity Maruta - Film-maker, International Video Fair,
- Alexio Kawara, a local Musician,
- Helen, a Beauty Therapist,
- Mr J Malinga - Poet & Journalist with ZBC; &
- Chengetayi Nyamukapa, Case Manager from Childline Zimbabwe.

The Department of Social Welfare was also present, supporting these activities as guardians of all children in the care of all residential institutions in Zimbabwe.

The Motivational Workshop was aimed at boosting the girls' confidence, empowering them with life skills that will make them more assertive & confident on exiting institutional life after reaching the age of eighteen. Oprah Winfrey, a survivor of sexual abuse at the age of nine, of very humble beginnings & now worth a net of \$2.4 billion was presented to the girls as a practical example. Indeed dare to dream!

Childline Pioneering Engagements With Children in Mashonaland Central Province



Children just love our new informational t-shirts! Childline Volunteer Brighton Mudiwa (behind in white t-shirt) at the Bindura Book Fair

Our one-on-one date with children from Mashonaland Central Province kicked off with our Exhibition at the Bindura Book Fair from 20th - 22nd May 2010. Children swarmed to our child-friendly stand which never seemed to miss the attention of any child passing by. As they took turns to come to our stand we addressed them on issues of abuse & handed out poetry books with our 116 stickers on them. Minister Goche was our most esteemed

guest who was quick to express his antipathy to males that rape little girls. Children from Avoca, Amandas, Bindura, Chipindura, Chipadze, Delmond, Academy, Foothills Primary, Chipadze, Hermaine Germainer, Herentals College, International Techinal College, Rusungunuko Primary, Tariro Pre-School, Shutu Secondary, Madziva High, Tsakari/Tabeth High received information on issues of child abuse, children's rights, & how to contact to Childline if they have any concerns. All teachers accompanying the groups of students were given Childline Break the Silence Posters & Child Trafficking informational posters to display at strategic points at their schools. We were honoured to receive the certificate of participation but especially the ***Child Best Interest Exhibitor Award***.



Patience Chiyangwa, Childline Zimbabwe's PR & Fundraising Officer hosting Hon Nicholas Goche at our Bindura Bookfair stand

On 4th June 2010, we had the privileged to be part of the Rujeko High School, Glendale Careers Day involving schools in the Mazowe District of Mashonaland Central Province. Students attending the festivities included those from Batanayi, Mazowe Citrus, Nzvimbo & Shingirayi Secondary, Kundayi & Rujeko High Schools. Childline was officially welcomed to our exhibition classroom by the Acting District Education Officer (DEO), Mr Mutema & Education Officer for Careers Guidance, Mr Sithole. The event was officially launched by the Provincial Education Director, Mr Mazhibheli. Mrs Mabika, the Headmistress of Rujeko High School was pleased to host the event. Her narration of the plight of orphans & vulnerable children in her community was very moving given the extent of the needs highlighted. Of the 1,171 children at her school, 370 are orphans & vulnerable children. It was commendable that 125 children were receiving support for school fees from the recently resuscitated government initiative BEAM - Basic Education Assistance Module. In addition, 119 children were receiving support to access education through the generous donations from Capernaum Trust. She

reiterated on how the HIV/ AIDS pandemic is one of the major result of high numbers of OVC in her community. She cited many instances of grandmothers that are involuntarily left with the role of looking after grandchildren after the death of their sons or daughters. In a rather outstanding move, Mrs Mabika herself, created a Head's Trust that funds school fees for 10 children & pays examination fees for 5 children. Her initiative is praiseworthy as today calls for responsible citizens that can go the extra mile in assisting the increasing numbers of less fortunate children due to today's volatile & harsh economic climate.



Children who attended Rujeko High School Careers Day in Glendale

Childline Zimbabwe's core business is the 116 crisis line which will link children to a specific service unique to their needs in our vast network of contacts, resources & referral organisations within the field of children's welfare. Our observations will lead to informed strategies in addressing the very situation in Glendale & many other similar ones. Our engagement with the children of the Mashonaland Central Province ended with another exhibition on 12th June 2010 at Mt Darwin High School with schools in that district. Indeed it was a wonderfully long overdue rendezvous with children in this district. The messages of children's rights & responsibilities and the link to child abuse sparked an animated, very heated debate with the children, who initially opted to dwell on access to their rights ignoring their responsibilities. After all was said & done we were all agreeable that rights & responsibilities are reciprocal & all children should have fulfilment of both rights & responsibilities.

Gifts of Uniforms Brings Sunny Smiles on Children's faces in Mabvuku

Chiyedza Primary School was identified for its heartrending uniqueness to benefit from a kind donation from Tselentis Wholesalers. A retired teacher, motivated by the need to provide the

increasing numbers of out-of school children with an education, started providing free schooling from his own house. The Salvation Army then offered him the use of their premises where they are currently building a church. The lessons for the upper Grades 4 to 7 students of Chiyedza School now takes place at the incomplete church building which acts as their classroom. This currently stands at roof level, without a floor & yet to be fitted with windows in Mabvuku. The classes for the pre-school & grades 0 - 3 year students take place in a makeshift structure comprised of pole & scrap metal. Over a hundred orphans & vulnerable children attend classes for free here at this "informal" school as they cannot afford the minimal fees of \$10 per term being charged by the formal schools. It is an interim initiative, but a cherished blessing by the children who come from extremely disadvantaged households in Mabvuku, Tafara & the nearby Bhobho farming community where some families who were displaced during Murambatsvina now reside.

The children's smiles warmed our hearts as they all gathered in the rundown shed classroom giving us curious glances & obviously excited about the coming moment that would make a huge significance in their lives.



Chiyedza Primary School children in their classroom being addressed by Childline Volunteer, Pamela Tsarara

A Friend of Childline, Tselentis Wholesalers was about to give the image of this school a brilliant facelift. Each child received a school uniform which they proudly wore, cherishing the chance of looking like any other privileged child attending school in the country.

The excitement was inevitable as the children lined up to receive their newly acquired identity for their time while attending school at Chiyedza Primary. By the time we completed the exercise schools were breaking for lunch, as children poured onto the streets from the other schools in the community my ears could not help but overhear words of the more privileged school children passing through Chiyedza Primary School entrance, "Haasi mashura here aya?" (This can't be real, is this

some sort of a miracle!") Need I say more, thank you Tselentis Wholesalers for Helping Us To Help Them & putting smiles on the faces of these innocent souls.



Jubilant children from Chiyedza Primary School displaying their new uniforms, thanks to the kind donation from Tselentis Wholesalers

Chiyedza Primary School requires stationery, desks & chairs & above all a roof over their head. Another donation of maroon or brown school jerseys would go a long way in warming them up this winter.

Working out for a Cause at pro-Fitness Gym! **Funk-a-Thon & Zumba-Thon 2010**

Childline staff along with other Pro-Fitness Gym members & the public all got down to business & were involved in workout sessions of aerobics & spinning on 20th February. Childline Ambassador, Axcill Jefferies also participated in the frenzy of activity. Participants donated cans of tinned food & clothing for children at Mudavanhu Zimcare Trust in Gweru delivered on 27th February 2010 by Childline Zimbabwe. A subsequent Zumbathon comprising of a four hour dance marathon was also held at Pro-Fitness Gym on 29th May 2010, this time a winter warmer for the children with disabilities at Mudavanhu Zimcare Trust once again. Certainly more fun & excitement for a worthy cause resulting in donations of soups & woollies courtesy of Pro-Fitness Gym members & Zumba dance fanatics that took to the floor!!! Thank you for your enthusiastic support.

Peer Education Training in Gweru

Glenda Mudzikitiri & Claudius Chigaba from Childline Zimbabwe facilitated a two-day peer education training workshop in Gweru. The training was attended by four schools in the area & conducted as part of a component in the CERF Project in which peer educators were to be trained & then cascade the information learned to over 400 recipients. The main goal of the training was to help the children in discussing daily issues that impact on their lives & how they can help each other cope with the challenges they face as they grow up.

Participants at the workshop were involved in several activities to highlight what they would like peer educators to do in their schools, what they feel are the problems young people are facing, & ways to deal with these problems by helping each other. An introduction to the use of the Auntie Stella Toolkit was presented & participants had to discuss & give feedback on how they found the use of the pack. Overall, most participants found Auntie Stella to be "helpful" & "interesting." Numerous other activities were conducted with the participants including community mapping to identify risk areas, & a discussion on what helps & hinders young people in learning.



Participants engage in community mapping of the risk areas on their journey to & from school.

Day two of the workshop addressed the different methods of using the Auntie Stella toolkit & participants later went on to consider the qualities that make up a good peer educator & the role they should play & the challenges associated with being a peer educator. At the end of the workshop, participants were challenged to make a plan of action as a way forward which they could use when returning to their schools. Much was taken away from the training & by & large it was a success.



Exploring the qualities of a good peer educator.

Fighting Child Trafficking: **One Awareness Campaign At A Time**

Through a recent partnership with Childline Zimbabwe and the International Organisational for Migration (IOM) Doris Luwaca & Marshall Kaseke of Childline Zimbabwe & Nyararai

Kwenda of IOM facilitated five anti-trafficking workshops carried out in the provinces of the Midlands, Matebeleland North & South, Masvingo & Bulawayo. The target group of these workshops were children in schools & teachers. The focus of the workshop was to address the issues of irregular migration & the risks associated with it, options for safe migration, child abuse issues, places of safety & where to get help should you have concerns relating to child trafficking.

The overall aim of these workshops is for the children & teachers who attend the training to then be responsible for disseminating the information on the training they receive issues to their peers & the wider school community at large. Follow-up visits to over 15 of the participating schools have been scheduled to verify the extent of the dissemination of the information on anti-trafficking, & to provide additional support & mentorship to those who were trained should they need access to refresher information. One goal agreed during the trainings was for schools to come up with activities such as drama competitions, quizzes, debates on issues relating to child abuse & trafficking with the aim of assisting to disseminate information in a more child-friendly & participatory manner.



A lighter moment in the field! Liz Siyachitema, Childline Counsellor & children in Silobela on a follow-up home visit.

Thank you's:

Childline would like to thank Spar Zimbabwe for their ongoing support of Childline's work. They gave children an opportunity for fun at the recent Spar Tankard held at the Borrowdale Race Course. It is through events such as these & other kind donations & support that Childline is able to continue its efforts to tackle child abuse. In addition to Spar, Childline would like to acknowledge Mweb & Safeguard for their monthly waiver of fees for Childline to continue to benefit from their services, as well as Printworks for their kind donation of printing this Newsletter free of charge. Tendo Electronics essentially donated a motherboard for our UPS to keep the Helpline operational during electricity outages. There are too many to mention in this short newsletter, but to you all we are most grateful.



Children playing on the Jumping Castle courtesy of Spar as they celebrated the annual Spar Tankard

ORBITUARIES

Childline Zimbabwe began the year on a very sad & tragic note with the untimely passing members of our family. These members of our Childline family will be greatly missed & may their dear souls rest in eternal peace.



Robert Atherstone Stumbles

Bob served as Childline Zimbabwe's Chairman of the Board of Trustees for over a decade. He gave of his expertise in the legal fraternity & his death creates a challenge for the organisation to find a replacement. We will cherish his immense contribution to Childline as a whole but especially the needy, orphans & vulnerable children & all children of Zimbabwe whose lives he touched indirectly through his dedication to his role as Chairman of the Board. He will be remembered by many other charity organisations which he selflessly gave of his expertise & leaves behind a legacy of loyalty to the work of helping & giving for the benefit of those less fortunate.



Florence Sibusiso Mnkandla nee Ngulube
Born 09/07/1965 died 08/03/2010

Florence joined Childline on 1st September 2008. She spent her days counselling children who had been victims of sexual, physical, emotional abuse & neglect. Florence made a big impact at Childline Bulawayo deputizing in the absence of the Branch Co-coordinator.



Samuel Gweja
Born 12/09/1968 died 10/03/2010

Samuel joined Childline as a volunteer in 2005. He became the Training officer in 2008, training Childline Counsellors & Volunteers community members, stakeholders in

appropriately counselling children that are abused & advocating for children's rights.



Sam Mtukudzi
Born 01/04/1988 died 15/03/2010

Childline Zimbabwe champions & promotes children's rights reminding all children to be aware that rights coincide with responsibilities which must be honoured in order to be enjoyed. Our 116 Helpline seeks to empower all children in Zimbabwe & Childline acknowledges "Daddy Tuku" for his exemplary parenting in giving Sam, our Ambassador of Goodwill the wings to fly under his skilful guidance. Sam was afforded, by his father, the very best until the end. An amazingly mature young man, who was passionate about championing Childline Zimbabwe's work through his role as our Ambassador of Goodwill. Sam had written songs on children's issues he was scheduled to play to our guests in Bulawayo at the launch of our 116 Helpline in the Matabelel& region on 22nd April 2010. He also had presented very brilliant ideas of how he was going to fulfil his ambassadorial role this year, which unfortunately will never be.



Superstar Oliver Mtukudzi standing next to Sam's coffin addressing mourners at Pakare Paye Arts Centre during his son's funeral before being finally laid to rest at Warren Hills Cemetery in Harare.