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Childline Zimbabwe News

June-December 2011 Issue

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4. Mbare Netball Complex, Mbare
5. Glen View 1 Community Centre
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6. Dzivarasekwa Community Centre
Dzivarasekwa

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SPAR GOOD FOR YOU

Being the 10th Anniversary of the Childline-Spar Annual Family Fun Run, this year's event held in June was a record breaker! Starting with over 1,200 participants of all ages getting their T-shirts from the Round Table Number 1 registration stand. Nissan helped Childline add some fanfare to the day's festivities by letting off a 100 red balloons at the start of the race. Prizes donated by Spar were given to lucky participants for running, walking, cycling, walking their dogs, or pushing prams. The rest of the day was filled with other fun activities, including Jigija the Clown, rides on the rocking bull, soccer matches and many others. Crowds were drawn to the exciting soccer game between Childline and Spar, with a jammy 2-1 win in favour of Childline. There was great food available provided by various Spar Stores, and ice cold Schwepps water was handed out to exhausted runners at the end of their 10km run.



Childline Zimbabwe Soccer team

Helpline for children is available 24 hours a day, every day of the year. The trained telephone volunteer counsellors are now answering an average of 40,000 calls per month. Callers to the Helpline are children, their family members, and concerned community members reporting concerns they have about the welfare and care children are receiving. The majority of calls involve a child being abused physically, emotionally, sexually, or neglected. There are also many callers just wanting to discuss confidentially their concerns and worries about a child's behaviour or well-being, and to be able to receive advice and guidance should they need it. Childline Zimbabwe has expanded its face-to-face counselling services over the years in response to the growing need for counselling and support to children. Without the support of Spar, and the many community members who supported the Family Fun Run, Childline would not be able to reach so many vulnerable children in need.

Thank you Spar for another fantastic Fun Run, and for the unwavering support to Childline's good work, and we look forward to the soccer re-match in 2012.

THAMSANQA MOYO, CHILDLINE'S NEW AMBASSADOR

On Wednesday the 30th November, 13 year old Thamsanqa Moyo was inaugurated as Childline Zimbabwe's Child Ambassador. At the same time

she launched her incredible debut album 'Celebrate Yo Lyf'. The event was hosted by Westridge High School, who have supported Childline over the years. Childline National Director, Mrs Justine Passaportis delivered a speech, formally announcing Thamsanqa as Childline's new Ambassador.



Ambassador Thamsanqa Moyo(left) with Mr Kalan her junior school Headmaster (right).

The Minister of Media, Information and Publicity, Honourable Webster Shamuyarira was represented by Mr Alexio Kazingizi from the Press Department within the Ministry. In his speech he said that "in celebrating achievements, societal expectations should also be acknowledged. Those holding brands or positions should live up to the qualities expected of them. Some of the qualities are work productivity, moral standing, stature and originality. In these, Thamsanqa Moyo has shown the capacity to embrace them".

Thamsanqa, fondly referred to as "Tammy", has participated at some major events like the NAMA Awards and has even sang at the Madison Square in New York. Today Thamsanqa is the voice representing children through her role as Childline Ambassador. She even has written a song on the 'Cry For Help' asking fellow children to call Freephone 116 for help.

It was a celebration of a remarkable life of an upcoming musician to take the Zimbabwe music industry by storm. The event included a dance party involving a superb performance by Tammy. Musicians Alexio Kawara, Stunner and Baba Shupi complemented the occasion. Mr Kalan her junior school headmaster had the final bid in the auction for the first sale of Tammy's 'Celebrate Yo Lyf' album which fetched a price of \$100. It will be historically placed in the Lusitania Primary School

music hall. Westridge High School promised to play their part in helping her achieve her goals.

Tammy has been described as a polite, well mannered pupil who is consistently positive towards her school work. Tammy's mum Doris Moyo and her grandfather Mr Makwara must be commended for nurturing Tammy and also Richard Kohola, the manager, for nurturing her musical talent.

BRIDGING THE DIGITAL DIVIDE FOR THE SAFETY OF OUR CHILDREN



Childline's Helpline Manager, Jonathan Muchuchu presenting at the ICT Expo

Technological advancement is playing a major role in accelerating the protection of children at the same time as enhancing their development. The extensive usage of cell phones can be attributed to the affordability of sim cards and handsets which is enabling more children in Zimbabwe to gain access to the Childline toll-free number **116**.

Increased access to the Helpline through mobile phones has resulted in Childline receiving over 400,000 calls in 2011. This year's Information Communication and Technology (ICT) Africa Expo ran from the 5th to the 7th of October 2011 at the Rainbow Towers. Childline was afforded a complimentary stand by the Ministry of ICT to display our information promoting the prevention of child abuse and access to the 116 Helpline. Childline's Helpline Manager, Jonathan Muchuchu was given the honour to present on "The role of ICTs in the Protection of Children" at this expo. This is one of many events that Childline participates in annually along with other ICT operators.

At each event we receive many queries as to the link between Childline's work with abused and vulnerable children and ICTs. Clarifying these queries Childline's presentation explained how the

welfare of children is dependent on ICT's and how the protection of children is inextricably linked with ICTs. Firstly, the toll-free 116 Helpline is dependent on telephone-based communications. In recognition of its importance all the mobile / cell phone network providers have enabled toll-free access to 116, without any charge to the caller. Secondly, Childline Zimbabwe is planning to develop a toll-free SMS/ Text Message for children to 116, taking the lessons learned from New Zealand and Ireland where more children are preferring to sms/ text message the Helpline rather than make a voice call to the helpline. This also enables disabled children with hearing difficulties to access the services of the Helpline. Thirdly, Childline Zimbabwe plans to establish an online chat service for children and youth, as access to internet increases in Zimbabwe and new developments in technology are trendy and attractive to children and youth. Lastly, there is a need to ensure children are safe when using ICTs, as this new interactive and communication tool has created along with it new forms of child abuse and exploitation. Therefore Childline will be working with the government, regulatory authority, the various ICT operators and the general public to ensure there are sufficient protective laws and regulatory frameworks in place to ensure children are protected from cyber-crimes, and that whilst online there are certain measures in place to ensure children's safety and security. Childline's awareness raising activities provide vital information for parents and carers to ensure that whilst their children use ICTs they are safe online.

A UNIQUE PARTNERSHIP WITH AFRICAN SUN HOTELS

As part of African Sun Hotels Corporate Social Responsibility they have joined up with Childline Zimbabwe in an effort to tackle concerns of child abuse (physical, sexual and neglect) and the growing incidence of child trafficking. The Hotel Group has opened its doors to Childline to sensitize all their staff on the signs and symptoms of child abuse, children's rights, positive parenting techniques and what to do when there are concerns of a child being abused. Childline has tailor-made the sensitization meetings to be interactive in an effort to provide skills on keeping children safe in the home, in the community as a whole, and in the work place.

Childline Zimbabwe has hosted the country's anti-trafficking toll-free 0800 3 222 222 hotline since 2009, with funding support from the International Organization for Migration (IOM). Therefore, the

partnership with African Sun Hotels builds on the work and services Childline offers via the anti-trafficking hotline. The partnership has provided Childline with a unique opportunity to reach individuals within the corporate and private sector with information on children's issues and child protection.

So far, Childline's Training Officer, Marshall Kaseke, has conducted sensitization meetings with the various personnel at Elephant Hills Hotel, Carribea Bay Hotel and Holiday Inn, Bulawayo. Apart from receiving support from the Board and Management within African Sun Hotels to undertake this work, Childline has been humbled by the enthusiasm of all staff at the Hotels to attend the sensitization meetings and to participate in the meetings. Hotel staff across all the departments, from administration to housekeeping, kitchens to ground keeping have eagerly attended the meetings between their shifts whilst on their break, filling the conference rooms to the point where there has been standing room only. Gaining an audience with individuals in the private sector has been a privilege for Childline, as the majority of work we do is limited to schools, and the public sector. The popularity of these meetings has spurred Childline on to eventually reach all staff within the African Sun Hotels promoting the prevention of child abuse and reporting concerns when they arise.



Sensitisation Meeting at one of the African Sun Hotels

POVERTY, ONE OF THE MAJOR CAUSES OF CHILD ABUSE

Childline Zimbabwe's vision is to be an organization synonymous with the well being of children in all parts of Zimbabwe. Our mandate is to encourage and advocate for the protection and care of all children in all parts of Zimbabwe working with their families or those involved with the children.

Unfortunately, many parents and carers in Zimbabwe struggle to provide appropriate care for

their children. The HIV and AIDS pandemic has resulted in thousands of children moving to live with extended family members who are often already facing challenges in providing 'good enough care' to their own children. Through Childline's work, the extent of the hardship is most pronounced amongst families living in the remote rural areas due to the impoverished conditions they live in. The following case story is one of many reports that Childline receives whilst conducting follow-up home visits across the country.

Repai is a single mother of five, including a 1 month old baby, living in Goromonzi District. The family does not have decent shelter and of her four children only one is attending school. Repai says she has failed to get birth certificates for the children and it has been worsened by the absence of her husband who has since run away from home for greener pastures.



(Left) Repai's home Before assistance

At the time of Childline's visit they were left with little food, expected to last them just five more days. Despite her desperate circumstances, Repai remained positive about her

life and the future lives of her children. It appeared to Childline as though she had become so accustomed to her circumstances of living hand to mouth, that she was no longer crippled by the stress of living in such poverty.

Thanks to donations received by Childline, we were able to give Repai clothes for the entire family, including nappies for the newly born child. The family also received food items and also some pots. Through Childline's network of services, the Department of Social Services (DSS) has since acquired birth certificates for all the children. The children have also been listed in the Orphans and Vulnerable Children's (OVC) Register which enables them to access the government's Basic Education Assistance Module (BEAM). This payment of schools fees will allow the children to return to school. Furthermore, the Rotary Club of Harare West will renovate the house into a more decent

structure and they have since grown a vegetable garden for Repai.

Childline would also like to thank UNICEF for the pots and IOM for the groceries in helping us to help them thus enabling Childline to achieve our goal.

THANK YOU TO PRINTWORKS FOR PRINTING THIS NEWSLETTER FOR CHILDLINE

