



Childline

Gauteng

☎ 08000 55 555

Business Plan 2017-2018

DEPARTMENT OF SOCIAL DEVELOPMENT - NOT FOR PROFIT REGISTRATION NUMBER - 040-010-NPO
& A REGISTERED CHILD PROTECTION ORGANISATION

NOT FOR PROFIT COMPANY REGISTRATION NUMBER – 2015/173593/08

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Childline Community Based Centres

- **Childline Inner-City**, 305 Children's Memorial Institute, Hillside Street, Parktown – 011 645 2000
- **Childline Soweto**, Chris Hanani / Baragwanath Hospital, Old Potchefstroom Road, Soweto – 011 938 8745
- **Childline Sebokeng**, Emfuleni Municipality, 3 Moshoeshoe Street, Sebokeng – 016 592 5327
- **Childline Orange Farm**, Arekopaneng Youth centre, 14356 Extension B, Ward 4, Orange Farm - 072 597 9096
- **Childline Tembisa**, Rabasotho Community Centre, No.2 Qaga Street, Andrew Mapheto Drive, Tembisa – 011 926 1282/1983
- **Childline Katorus**, Resource Centre, 824 Ramokunopi West, Katlehong - 011 905 0920
- **Childline Diepsloot**, Winds of Life Community Centre, No. 6 Peach Road, Extension 6, Diepsloot – 087 150 2249
- **Childline Hammanskraal**, Tshwaranang Community Development for Orphans, 6456 unit 7 Temba, 0407 – 060 646 5928
- **Childline Mamelodi**, 081 886 1030
- **Childline Mabopane**, Care Net, Block A 1707 – 060 721 9266

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1. Message from the Director's Desk

Since our establishment in 1987 Childline Gauteng has promoted a child sensitive society through service excellence in early intervention and preventative services to children, families and communities in the form of: 24/7 toll free helpline; counselling and school talks in our 7 community based centres in the Inner City Johannesburg, Soweto, Sebokeng, Orange Farm, Katorus, Tembisa and Diepsloot; and protection services in our Sunlight Safe House project.

We are instrumental in the actualization of the SA Bill of Rights and Constitution focusing on children's rights as well as their responsibilities to their families and communities. We engage with approximately 500 000 vulnerable service recipients every year and with your help we hope to grow our Childline services to maximize the positive development of the next generation.

Our experience, well-known brand and our grassroots Community Centres gives us a unique position from which to intervene effectively to strengthen families and communities, promoting the African concept that children are central to our future.

We remain concerned for young people growing up in Gauteng with our rapid urbanization, informal settlements, single parent or child headed households, increased maternal HIV infection rate, poverty and difficulty in accessing child protection and other essential services. We seek to maximize our impact through continued services, digital information dissemination to empower communities to deal with these social ills and promote positive transformation.

Our counsellors intervene to assist youth and families to obtain psychological, educational, protective and socio-economic opportunities to address hardships and promote good values and respectful, disciplined children.

On Behalf of the Childline Gauteng Board of Directors, management, staff, volunteers, families and children we serve, we thank all our friends and partners for your long term support for our vision of creating a caring society for children through key professional services to families.

We have been assessed as a level 1 organisation by GrowthMap Infonomics with a sustainability score of 92.81% which was kindly sponsored by Investec. Please see Annexure C. This will give you the assurance that our governance policy and practices is exemplary and our projects are best practice and most cost effective in facilitating child safety and development.

Lynne Cawood

2. Childline's Vision Statement

Caring for Children.

3. Childline's Mission Statement

Service excellence to children and families facilitating: equality; human dignity; life; a name and nationality; family or alternative care; nutrition; shelter; education; health and social services; protection from maltreatment, neglect, abuse, degradation and exploitative labour practices; freedom from detention and armed conflict for every child as enshrined in the SA Bill of Rights (Act 108 of 1996).

4. Childline's Values

Childline subscribes to the following values:

- The best interest of the child - this principal governs all our work
- Child-Centeredness - provide child-centred services that take cognisance of the rights of children and young people and preserve the family unit where possible
- Child Participation - ensure children's voices are heard in all of our projects
- Accountability - remain accountable to the children we serve, the social work profession, our partners and the Childline team
- Transparency - remain transparent in all aspects
- Respect - demonstrate respect for persons of all class, race, language, religious, cultural and sexual orientations
- Communication - maintain open and direct communication
- Representation - reflect all South African cultures in our management team, staff and volunteers
- Development and Empowerment - develop efficient and effective staff, volunteers, organisational structures, policies and procedures that will enhance service delivery to children
- Confidentiality - work within a development model of social service delivery that respects the client's right to confidentiality within the limitations of the child protection system

These values enable us to deliver efficient, effective, specialised, culturally sensitive, accessible and supportive social services.

5. Introduction – Summary of Services

Childline Gauteng offers the following core Services:

- **24 Hour Help Line** - A toll-free telephone service offering counselling and support services to **300 000** children and their families for all issues including the facilitation of child protection services
- **Sunlight Safe House** - Provides a night time place of safety for over **200** children whose home circumstances are not conducive to their safety and wellbeing and long-term foster care for **116** children in volunteer community homes
- **Counselling and Support Services in our Childline Community Based Centres (CCBCs) in the Inner City, Soweto, Sebokeng, Orange Farm, Katorus, Diepsloot and Tembisa** – Our social workers provide **10 000** counselling and support services to abused and traumatised children and in so doing, strengthen the child protection system
- Partnership with **Soul City Institute** in Mabopane, Hammanskraal, Mamelodi, Olivienhoutbosch and Bronkhorstspuit with their Rise Young Women, Soul Buddyz Clubs, parenting programmes and keeping girls in school
- **Community Awareness and Prevention Programme (CAPP)** - Empowers **80 000** children and adults, thereby preventing child abuse and ensuring early intervention in cases of child abuse and neglect
- **Child Development Programme**- A variety of extra-mural and therapeutic interventions, which are designed to ensure the holistic development of children instilling cultural pride and creative abilities through arts and culture programmes, indigenous games and holiday programmes implemented at each CCBC

In addition each CCBC implements “**LEADers**” - a junior Leadership programme for young people with the overall aim of developing young people’s Leadership skills in order that they become confident, positive role models in their communities

- **Training and Development** - for all employees, volunteers, professionals and community members, including: social workers, Help Line counsellors, educators in the Community Awareness and Prevention Programme, community caregivers, lawyers and police officers who work in the field of Child Protection and Children’s Rights, reaching **10 000** trainees

6. Geographic Footprint

Childline Gauteng operates in the Gauteng province. We have seven Community Based Centres (CCBCs) in the province, namely: Johannesburg’s Inner City, Soweto, Tembisa, Katlehong, Sebokeng, Diepsloot and Orange Farm. Within these seven areas, each office operates as a walk-in centre and offers professional support services developed to meet the needs of vulnerable children in their communities in a comprehensive manner.

These services are as follows:

- **The Help Line Call Centre** is housed at the Inner City Community Based Centre together with the **Training and Development Department** and the **Sunlight Safe House**
- **Counselling** teams offer consultation to walk-in clients and long-term therapeutic support at all the CCBCs
- **CAPP** teams do community outreach work at schools and preschools as part of the prevention and early intervention component of our work
- **Child Development** programmes offer a variety of extra-curricular development activities specific to the needs of the children in each area, including the LEADers Programme and Holiday programmes
- Our partnership with **Soul City Institute** has allowed us to offer services in Mabopane, Hammanskraal, Mamelodi, Olivienhoutbosch and Bronkhorstspuit

7. Key Projects and Funding Focus Areas for 2017 - 2018

Childline Gauteng is in the business of child safety and positive development. Each year, we try to increase or enhance the services we offer to the community in order to build a caring environment for every child in our province. In the next year, our focus will be on programming for children and sustainability of our organisation, to ensure that the child safety net is sustained.

7.1 Help Line

Strategic Objective

Working collectively to protect and care for every child and family through preventative and supportive telephone counselling services and referrals for child protection services from statutory bodies.

Demographics of Beneficiaries

- **Age:** Children and families are the primary target group and anyone, irrespective of age, race, gender and/or socioeconomic status can call Childline Gauteng
- **Gender:** Male and female
- **Race:** Callers reflect the demographics of South Africa

Project Description

The Childline Gauteng Help Line is toll-free (from Telkom, MTN, Cell C and Vodacom) and accessible to all children, families and community members in Gauteng. We are linked to Childline services throughout South Africa. We operate 24 / 7 and 365 days a year.

The Call Centre service facilitates a child rights and responsibilities culture, through counselling regarding any child-related issue. This allows for the early identification of and practical intervention in children's problems, which averts the exacerbation of problematic situations and serves as a preventative measure.

The Help Line focuses on four specific areas of intervention: crisis intervention, facilitation of child protection, a referral and advisory service and counselling. Trained counsellors provide support, information and appropriate intervention including risk assessment, in the preferred language of the caller on issues such as: the physical, sexual and emotional abuse and neglect of children; adult survivors of abuse; perpetrators of abuse and sexual offenders; trafficking, abduction and prostitution of young boys and girls; exposure and witness to domestic and criminal violence; internet pornography; sexuality and gender discrimination; poverty, homelessness, begging and referrals for social grants; behavioural problems; family relationships and parenting skills; legal issues, maintenance, divorce, corporal punishment; bullying and school-related problems e.g. bursaries and school fees; disabled children at risk; physical health e.g. anorexia and emotional health e.g. depression and suicide; substance abuse; HIV/AIDS, child-headed households and bereavement; foreign nationals and refugee children.

Approximately 300 000 calls were handled in the financial year April 2016 - March 2017.

The pro bono Majestic data capturing system facilitates evidence-based reporting, improved monitoring and evaluation systems, detailed reports as well as quality assessment of services. The system will enable us to be paperless and allows for the consolidation of all statistical tools.

The Help Line further participates in business development. Special functions include:

- Research into children's challenges, data collection and analysis
- Legal assistance assisting clients with legal advice

Planned Activities

- The Help Line will provide counselling, support, referrals and information to callers in an ethical and professional manner. Facilitation of child protection interventions through referrals to our partner organisations is available
- Counsellors will respond sensitively to the needs of children who test the lines. We recognize that any form of disclosure is difficult to verbalise. Research conducted in Canada has shown that children will phone up to twenty times before they have enough courage to talk to the counsellor about the problem troubling them
- We will recruit, select and train new counsellors in order to ensure that the lines are covered adequately at all times and to minimise abandoned calls
- We continue to contribute to youth development in training and mentoring students and interns from the Foundation for Professional Development
- Supervisors and counsellors will receive on-going training in the form of case discussions, group supervision and monthly workshops. Specific focus will be given to statutory processes and the implementation of the Children's Act
- In order to increase our social service delivery and to maintain the standards set by the SA Council for Social Service Professions, on-going supervision and support will be provided to our Social Auxiliary Workers

Outputs

- 300 000 calls expected per annum, which are classified and captured on the database system
- Approximately 4000 cases to be opened for child protection interventions
- Approximately 14000 follow-ups to be made for case referrals
- 120 individual and 20 group supervision sessions to be held with staff & volunteers
- 10 training sessions for staff & volunteers
- 10 new telephone volunteers and 3 interns selected, screened, trained and supervised
- 20 networking sessions with the Call Centre Platform, Criminal Justice System Forum and Child Protection Services
- 500 email counselling contacts

7.2 Innovation Hub: Training, Development and Digital Information

Strategic Objective

Empowering communities with: information and advice regarding children's issues; and training and development of professional and lay persons working with children

Project Description

Provision of information on all child related issues through social media and updating our website with pertinent advice, resources and practical information will be implemented.

We recognise that on-going professional skills development is necessary to ensure services of a high quality, building confidence in all persons working with children including our employees and volunteers. Our ability to reach our goals depends on the attitudes, skills and knowledge. Child protection is a specialised field that requires people who are passionate and competent in their field to meet the complex needs of the beneficiaries. This is enhanced by the training and development department.

Our training and development department has both an internal and external component.

Internal Training -The training department addresses the training needs of the organisation both for staff and volunteers. Staff members require on-going training and skills development for Continued Professional Development (CPD) points. New volunteers are recruited each year for the Help Line and usually have no prior training or experience in the field of Child Protection. They therefore require in-depth initial training before they can begin their work as volunteers, as well as on-going training based on their needs and the needs of the clients. Having a team who is able to provide this training internally, saves on expenses and ensures that valuable intellectual property is kept within the organisation. Childline also sources donations of, or discounts on, training, which also reduces the training-related expenses of the organisation.

External Training - Many of the adults working with children have little or no training on issues related to children. Adult caregivers in drop-in centres and professionals such as attorneys frequently have no training in child development, management of behaviour, child abuse and how to handle disclosures. Such training of workers – both professional and non-professional - is essential in preventing the primary and secondary abuse of children in these settings.

Sustainability is also an issue that is to some degree addressed by offering training and workshops to paying clients. Some of our training generates income and thus contributes to the sustainability of the organisation.

Planned Activities

- Continue to train and develop Childline staff and volunteers
- Source experts from other organisations to provide presentations and workshops for staff on relevant topics.
- Develop and present short talks, courses and workshops at the request of NGOs, CBOs, Government Departments and other stakeholders
- Submit selected workshops and presentations for accreditation with the Social Work Council and SACE for CPD points and offer these workshops to both staff members and outside professionals as a source of income
- ART and WSP submitted to HWSETA
- Regular updates and share info and research on social media and website
- Upgrade our website to ensure easy access of information

Outputs

Staff, volunteer and external training:

- Therapeutic Work with Children (CPD Point accredited)
- Group Work with Child Victims of Abuse (CPD Point accredited)
- Common Behavioural Disorders in Childhood (CPD Point accredited)
- Childhood Depression (CPD Point accredited)
- 1 five day Help Line Course for volunteer counsellors
- Child Law Training through Childline SA
- Exploring the possibility of SETA accredited training opportunities

Topical presentations by guest speakers will be arranged monthly at staff meetings, to meet the needs of staff and volunteers. External training will be provided on request.

7.3 Sunlight Safe House

Strategic Objective

To ensure child safety by the provision of emergency overnight safe care for abandoned, abused, orphaned, neglected and exploited children who have to be removed by SAPS as well as foster care in loving family homes within the community

Target Beneficiaries

Age: 0-18 year old children and 18 – 25 young adults (Independent Living Programme)

Gender: Male and female

Socio-Economic Profile: Most of the children we provide services for are from marginalised families

Project Description

The Sunlight Safe House (SSH) started in 1997 as an after-hours service for abused and abandoned children. With traditional organisations closed at night and during weekends, many traumatised children were in the unfortunate position of having to stay at police stations until the welfare agencies opened their doors during office hours. This constituted secondary traumatisation for the child.

Childline Gauteng set up the SSH at the request of the Child Protection Unit (CPU) in conjunction with the local Child Welfare Societies and Department of Social Development, whose function it is to provide statutory child protection services.

Thus, the SSH provides emergency after hour care at our Sunlight Reception Centre. This accessible centre, receives children after-hours. They are welcomed by our child and youth care workers and the team is able to assess each child's needs immediately.

The South African Police Service (SAPS) bring the child/ren into overnight care and they are referred to statutory services for further investigation and the finding of suitable placement. To date we have provided care for approximately 7 021 children.

The project was extended in 2002 to provide foster care for HIV+ children and young people who are difficult to place.

We also offer training and capacity building to partner organisations in child and foster care.

Planned Activities

- Provision of overnight care for approximately 200 children removed under extreme circumstances at night or over weekends
- Professional foster care for 116 children who have been abandoned, abused, lost, neglected, or in need of care for other reasons
- Counselling services for the children in our care
- Children will be referred to the relevant statutory organisations for court orders
- Supervision services for children placed in foster care
- Reunification services for children in foster care and their biological families
- Preparing extension of foster care order reports for Children's Court and Social Development
- Provision of financial and material support to children in care and their caregivers
- Provision of group counselling focusing on psychosocial/educational issues for children in our care
- Monitoring of children in our care through home visits
- Assisting children in obtaining identification documents, assist parents to access government grants and provide support for court proceedings

- Provision of financial and material support to our 10 young adults in the Independent Living Programme and assisting them to get sponsorship for their tertiary education requirements for job placement

Outputs

- 300 Individual support & counselling sessions for our foster children
- Placement, debriefing and referral to statutory services for 200 overnight children
- 300 home visits and family support groups for foster parents
- 116 Individual Development/Care Plans for each child in foster care to be done by Heads of Departments, Social Workers, children mothers and statutory social workers
- Group Support Sessions: 30 group work sessions for pre-teens, teens and independent living groups to encourage life skills, HIV Free generation and resilience
- Community meetings with mothers and children to build the SSH community. The themes for this year are celebrating: positive values and healthy lifestyles; our proudly SA cultural heritage; Madiba Day; and child participation regarding rights and responsibilities
- Remedial classes for all children with educational difficulties
- Mothers mentor programme will include: 10 supervision and training sessions, support groups and individual sessions with foster mothers
- Mandatory monthly supervision and training services – all foster parents are required to attend 10 training meetings. Topics include: HIV/Aids; development of a care plan for each child; behavioural problems; indigenous child rearing practices; and, self-care
- Monthly support group for all foster parents according to the children’s different age groups
- Monthly supervision and training for all staff members (social workers and child care workers)
- Statutory reports - Section 159/186 or Transfer reports
- Team building to prevent burnout amongst staff

7.4 Counselling and Support Services

Strategic Objective

To care for children through counselling services to them and their families in a supportive, protective and culturally sensitive manner, with a view to assisting in the healing process and to enable the development of each child to reach their full potential and thereby prevent further violations of their rights.

Target Beneficiaries

- **Age:** 3-21 year old children, as well as adult care-givers
- **Gender:** Male and female
- **Socio-Economic Profile:** marginalised community members
- **Area Demographics:** The majority of our clients are Black, while the minority are Coloured, Asian and White

Project Description

Social work services are offered at the Inner-City, Soweto, Tembisa, Katlehong, Sebokeng, Diepsloot and Orange Farm, Community Based Centres.

The Therapeutic team offers a broad range of counselling services, including family counselling, play therapy, group and individual counselling, child development groups as well as criminal justice system advocacy services for children and their families who have survived a traumatic experience and/or whose rights have been violated. The main aim of counselling is to prevent further violation of those rights and to facilitate the process of healing. Referrals are received from the Help Line, the Community Awareness & Prevention Programme, schools, health facilities, churches, community members, professionals, other NGOs, and self-referrals.

The Social Work Team offers these services to child survivors (and their families) of sexual abuse; adult survivors of sexual abuse; survivors of neglect, emotional and physical abuse; children who present with behaviour challenges; children who are affected or infected by HIV and AIDS often requiring bereavement counselling; those with school related difficulties and parents requiring support and guidance as well as parenting skills.

Planned Activities

- Provision of counselling services for child survivors and their families, child headed household, behavioural problems and victims of bullying, through play therapy, family counselling, group counselling and individual counselling
- Provision of therapeutic group therapy depending on the needs of the case-loads
- Child development groups with vulnerable young people

- Community Prevention and Awareness Activities (Child Protection Week, and 16 days of activism). Child Protection Week is celebrated at end of May culminating on the 1st of June which is National Children’s Day. Sixteen Days of Activism For No Violence against Women and Children takes place in November each year culminating on the 1st of December which is World AIDS Day. Together with local child protection partners we will create and implement a programme of activities to raise awareness of child protection issues and services offered in each of the 7 communities

Outputs

Please refer to Childline Community-Based Centres in Section 5

7.5 Community Awareness and Prevention Programme (CAPP)

Strategic Objective

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

Target Beneficiaries

- Age:** 4 – 14 year old children as well as adults (educators & caregivers)
- Gender:** Male and female
- Socio-Economic Profile:** Most of the children we provide services for are from low-income families; many have no income other than Government grants.

Project Description

This programme embraces the principle of human rights, by encouraging a sense of responsibility towards children’s rights. It aims to educate children on their rights and responsibilities and equip educators and other adults working with children with the skills necessary to handle disclosures of abuse appropriately and sensitively. The programme is implemented in Tembisa, Katlehong, Sebokeng, Soweto and Inner city and supports the Department Of Education’s curriculum on Life Orientation.

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

The Community Awareness and Prevention Programme have schools-based activities at its core and targets primary school children. The CAPP schools programme involves class-by-class talks to primary school children and children in ECDs, as well as a voluntary presentation on child abuse and handling a disclosure for the educators at each school visited. In addition, children are invited to talk to the facilitators on a one-on-one basis should they need to discuss the matter with an adult. The Childline toll-free Help Line number is taught to all participants in a child-friendly interactive programme facilitated with each class.

In terms of capacity building, CAPP aims to share information and empower educators, learners, parents and all those who work with children about children’s rights and related issues. Our goal is capacity building for educators and other adults working with children, equipping them with skills to handle disclosures of any child rights violations appropriately and sensitively and educating children on their rights and responsibilities. Educators and parents receive presentations and workshops, which provide detailed information on children’s rights and explain that these exist to protect and uphold the rights of the child, but that the child also carries a certain responsibility with each right in order to ensure the fulfilment of rights for all. We also focus on how to identify and respond to child abuse and neglect. Without this service, children in these communities would remain uninformed and therefore vulnerable, and adults, including parents, caregivers, educators and child protection workers would be less able to identify and assist children who are being abused.

Planned Activities

- Facilitate talks with children in grade R-7 classes in selected schools about children's rights, responsibilities and abuse
- Educate children about services for abused children, i.e. Childline toll-free Help Line number
- Handle disclosures from children after the talks, conduct brief counselling sessions and refer them to the appropriate services
- Follow up on referrals made
- Facilitate presentations to educators on Child Abuse and Handling a Disclosure
- Facilitate parent talks and workshops on child rights issues and Positive Parenting Skills for parents at clinics and schools on request
- Events: Child Protection Week is celebrated at end of May culminating on the 1st of June which is National Children’s Day. Sixteen Days of Activism For No Violence against Women and Children takes place in November each year

culminating on the 1st of December which is World AIDS Day. Together with local child protection partners we will create and implement a programme of activities to raise awareness on child protection issues and services offered in each community

Outputs

Please refer to Community-Based Centres in Section 8

7.6 Child Development Programme

Strategic Objective

To facilitate the holistic development of children through creative arts celebrating their cultural heritage, so that they may become well-rounded, confident and well-adjusted individuals, and as a result, less vulnerable to abuse.

Target Beneficiaries

- **Age:** 12 – 14 year old children *Each community office has different age ranges, according to the needs of that community
- **Gender:** Male and female
- **Socio-Economic Profile:** Most of the children we provide services for are from low-income families; many have no income other than Government grants

Project Description

Child Development programmes are run in all our Gauteng offices with the aim of developing children's creativity and utilizing creative processes to enhance their development and healing. Each Community-Based Centre has conducted a needs assessment in the various communities to ensure that the programme is relevant for the beneficiaries in that community. The Child Development programmes offer a variety of extra-mural and therapeutic interventions, which are designed to ensure the holistic development of vulnerable children. Each Childline Community-Based Centre has designed custom-made projects through consultation, to assist children to continue to develop in a holistic manner by focusing on life skills and self-esteem. We have trained all staff members in the Zhakeni Fire Maker creative therapy model. The focus of this work is to facilitate creativity, expression of emotions, self-awareness, communication and expression, enhanced relationships, self-care, problem solving, conflict resolution, positive values and life skills in general.

Planned Activities

- **“LEADers” Project:** Leading by Example, Acting on our Dreams. The project encourages children to be positive role models in their communities. Educators nominate 15 primary school learners in Grade 6 that exhibit positive or negative leadership potential, to take part in the year-long project. This project is facilitated at our Inner City, Soweto, Sebokeng, Tembisa and Katlehong Community-Based Centres
- **Holiday Programmes:** Many children are without adult supervision during the school holidays. While many children go to rural areas to stay with family during the holidays, there are many children who stay in the townships. They often roam around the streets seeking their own entertainment. This leaves them extremely vulnerable and they frequently experience child abuse, neglect and exploitation during the holidays. The holiday programme involves a 5-day programme of creative activities designed to keep children off the streets as well as build resilience, self-esteem and life skills (team work, independence, mastery and creativity)
- **Christmas Parties:** Community-Based Centres will host Christmas parties to give clients and the children involved in the LEADers programme an opportunity to come to the end of the year on a positive note. Many clients live in poverty and the Christmas party is a highlight in their year. Children will be given presents, refreshments, fun-filled activities while socialising with peers. Approximately 100 beneficiaries attend these parties in each centre
- **Creative Arts Child Development Projects:** This project aims to facilitate the holistic development of children using creative arts, so that they may become resilient, well-rounded and empowered individuals, as a result, less vulnerable to abuse. It targets children from 6-18years and may be implemented in schools, children's homes or Childline offices. 15 to 20 children are recruited depending on the size of the team that facilitate the project. It targets children who are made vulnerable by their internal and or external world and have low self-esteem. The project will be implemented in the following CCBCs, Inner City, Sebokeng, Orange Farm, Tembisa, Katorus and Soweto this year

Outputs

Please refer to Childline Community-Based Centres in Section 8

8. Childline Community Based Centres (CCBCs)

Inner City, Soweto, Tembisa, Katlehong, Sebokeng, Diepsloot and Orange Farm

Childline Gauteng operates from Community-Based Walk-in Centres within townships and the Inner City. These centres house the Help Line (Inner City only), Training and Development (Inner City only), Clinical and Counselling support, CAPP and the Child Development Programme. Each centre is managed by a Centre Coordinator, who is supported by a team consisting of Social Workers, Social Auxiliary Workers and an Administrator.

Outputs: Each of our seven centres has developed activities for 2017-18 according to the needs of their communities, as shown below:

8.1 Inner City

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions per social worker (2)	These sessions are for children who have suffered trauma or abuse in any environment including in schools and present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma.
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers
	10 Networking meetings	Stakeholders include the SAPS, Child Protection Forums, the Department of Social Development, health professionals and the Criminal Justice System
	1 supervision session per Social Worker per month	The HOD provides support and empowers social workers with therapeutic skills.
	6 Case conferences	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Inner City office also offers court preparation and support for all survivors of physical and sexual abuse on request.	
CAPP	9 School Talks	Class-by-class talks will be facilitated to all classes from Gr R to Gr 7.
	9 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure.
	7 ECD Programmes	Awareness and Prevention talks with Children and teachers.
	4 Parent Talks/Workshops	Positive parenting sessions to encourage supportive parenting.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	*Workshops and presentations will be facilitated, on request, for NGOs, CBOs, SAPS, Government Departments and other stakeholders.	
	1 Supervision session per social worker per month.	
	1 Supervision session per Social Auxiliary Worker per month.	
Child Development	16 Sessions for the LEADers Programme	15 children from 1 school in the Inner City are chosen for the LEADers Programme. The sessions cover communication skills, creativity and

Programme		problem solving, leadership skills and a community project.
	4 Positive Parenting Sessions with Parents of LEADers	Parents/caregivers will develop positive parenting skills, and will be more encouraging and supportive of their children.
	1 Holiday Programme (5 days)	15 Children will be selected to participate in a 5-day holiday programme which focusses on creative activities designed to build resilience.
	20 Child Development Sessions	15-20 children will participate in development sessions. They will be given an opportunity to have fun while acquiring skills using creative arts through the following mediums, play, art, drama and music.
	1 Christmas Party for 150 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.2 Tembisa

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions per social worker (2)	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 networking and stakeholder sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	1 supervision session per Social Worker per month	The HOD provides support and empowers social workers with therapeutic skills.
	6 Case conferences per annum	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Tembisa office also offers court preparation and support for all survivors of physical and sexual abuse (on demand)	
CAPP Prevention and Awareness	14 School Talks	Class-by-class talks will be facilitated to all classes from Grade R to Grade 7.
	14 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure.
	15 ECD Programmes	Awareness and Prevention talks with Children and teachers.
	4 Parent Talks/ Workshops	Positive parenting sessions to encourage supportive parenting.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	1 Supervision session per social worker per month.	
	1 Supervision session per Social Auxiliary Worker per month.	

	*Workshops and presentations will be facilitated, on request, for NGO's, CBO's, SAPS, Government Departments and other stakeholders.	
Child Development Programme	16 Sessions on the LEADers Programme	15 children from one school in Tembisa are chosen for the LEADers Programme. The sessions cover communication skills, creativity and problem solving, Leadership skills and a community project.
	4 Positive Parenting Sessions with Parents of LEADers	Parents/caregivers will develop positive parenting skills, and will be more encouraging and supportive of their children.
	1 Holiday Programme (5 days)	15 Children will be selected to participate in a 5-day holiday programme which focusses on creative activities designed to build resilience.
	20 Creative art sessions	15-20 Children from a local schools and Childline clients, who are orphaned, vulnerable or have experienced trauma will be given an opportunity to have fun while acquiring skills using creative arts through the following mediums, play, art, drama and music.
	1 Christmas Party for 150 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.3 Soweto

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions per social worker (2)	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma
	5 Day residential therapeutic camp for sexually abused girls or boys who act out sexually and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 Networking sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	1 supervision sessions per Social Worker per month	The HOD provides support and empowers social workers with therapeutic skills.
	6 Case conferences per annum	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Soweto Office also offers court preparation and support for all survivors of physical and sexual abuse (on demand)	
Community Awareness and Prevention Programmes	20 School Talks	Class-by-class talks will be facilitated to all classes from Grade R to Grade 7.
	20 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure.
	15 ECD Programmes	Awareness and Prevention talks with Children and teachers.
	15 Parent Talks/ Workshops	Positive parenting sessions to encourage supportive parenting.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.

	1 Supervision session per social worker per month.	
	1 Supervision session per Social Auxiliary Worker per month.	
	*Workshops and presentations will be facilitated, on request, for NGO's, CBO's, SAPS, Government Departments and other stakeholders.	
Child Development Programme	16 Sessions on the LEADers Programme	15 children from one school in Soweto are chosen for the LEADers Programme. The sessions cover communication skills, creativity and problem solving, leadership skills and a community project.
	4 Positive Parenting Sessions with Parents of LEADers	Parents/caregivers will develop positive parenting skills, and will be more encouraging and supportive of their children.
	1 Holiday Programme (5 days)	15 Children will be selected to participate in a 5-day holiday programme which focusses on creative activities designed to build resilience.
	10 Creative art sessions	15 -20 Children from a local schools and Childline clients, who are orphaned, vulnerable or have experienced trauma will be given an opportunity to have fun while acquiring skills using creative arts through the following mediums, play, art, drama and music.
	1 Christmas Party for 150 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.4 Sebokeng

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma.
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 Networking sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	1 supervision session per Social Worker per month	The HOD provides support and empowers social workers with therapeutic skills.
	6 Case conferences per annum	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Sebokeng office also offers court preparation and support for all survivors of physical and sexual abuse (on demand).	
Community Awareness and Prevention Programmes	18 School Talks	Class-by-class talks will be facilitated to all classes from Gr R to Gr 7.
	18 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure
	15 ECD Programmes	Awareness and Prevention talks with Children and teachers.

	4 Parent Talks/ Workshops	Positive parenting sessions to encourage supportive parenting.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	1 Supervision session per social worker per month.	
	1 Supervision session per Social Auxiliary Worker per month.	
	*Workshops and presentations will be facilitated, on request, for NGO's, CBO's, SAPS, Government Departments and other stakeholders.	
Child Development Programme	16 Sessions on the LEADers Programme	15 children from one school in Orange Farm/Sebokeng are chosen for the LEADers Programme. The sessions cover communication skills, creativity and problem solving, leadership skills and a community project.
	4 Positive Parenting Sessions with Parents of LEADers	Parents/caregivers will develop positive parenting skills, and will be more encouraging and supportive of their children.
	1 Holiday Programme (5 days)	15 Children will be selected to participate in a 5-day holiday programme which focusses on creative activities designed to build resilience.
	20 Creative art sessions	15-20 Children from a local schools and Childline clients, who are orphaned, vulnerable or have experienced trauma will be given an opportunity to have fun while acquiring skills using creative arts through the following mediums, play, art, drama and music.
	1 Christmas Party for 100 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.5 Katlehong

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma.
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 Networking sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	1 supervision session per Social Worker per month	The HOD provides support and empowers social workers with therapeutic skills.
	6 group debriefing sessions per annum	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Katlehong office also offers court preparation and support for all survivors of physical and sexual abuse (on demand).	
Community	18 School Talks	Class-by-class talks will be facilitated to all classes from Grade R to

Awareness and Prevention Programmes		Grade 7.
	18 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure.
	15 ECD Programmes	Awareness and Prevention talks with Children and teachers.
	15 Parent Talks/ Workshops	Positive parenting sessions to encourage supportive parenting.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	1 Supervision session per social worker per month.	
	1 Supervision session per Social Auxiliary Worker per month.	
	*Workshops and presentations will be facilitated, on request, for NGO's, CBO's, SAPS, Government Departments and other stakeholders.	
Child Development Programme	16 Sessions on the LEADers Programme	15 children from one school in the Katlehong are chosen for the LEADers Programme. The sessions cover communication skills, creativity and problem solving, leadership skills and a community project.
	4 Positive Parenting Sessions with Parents of LEADers	Parents/caregivers will develop positive parenting skills, and will be more encouraging and supportive of their children.
	1 Holiday Programme (5 days)	15 Children will be selected to participate in a 5-day holiday programme which focusses on creative activities designed to build resilience.
	10 Creative art sessions	15-20 Children from a local schools and Childline clients, who are orphaned, vulnerable or have experienced trauma will be given an opportunity to have fun while acquiring skills using creative arts through the following mediums, play, art, drama and music.
	1 Christmas Party for 100 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.6 Orange Farm

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma.
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 Networking sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	12 supervision session	The HOD provides support and empowers social workers with more therapeutic skills.
	6 Case conferences	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.

	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Orange Farm office also offers court preparation and support for all survivors of physical and sexual abuse (on demand).	
Community Awareness and Prevention Programmes	3 Assembly Talks	Assembly talks will be done to raise awareness about Childline's services, and to encourage children to come forward if they are experiencing problems.
	3 Teachers Workshops	Workshops or presentations will be facilitated for educators on Child Abuse and Handling a Disclosure.
	3 ECD Programmes	Awareness and Prevention talks with Children and teachers.
	Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	*Workshops and presentations will be facilitated, on request, for NGO's, CBO's, SAPS, Government Departments and other stakeholders.	
Child Development Programme	10 Creative art sessions	15-20 Children from a local schools and Childline clients, who are orphaned, vulnerable or have experienced trauma will be given an opportunity to have fun while acquiring skills using creative arts trough the following mediums, play, art, drama and music.
	1 Christmas Party for 150 children	The Christmas party is a wonderful opportunity for clients to celebrate the end of the year and have a fun filled day.

8.7 Diepsloot

Programme	Output	Comments
Clinical and Counselling Support	909 individual counselling sessions	These sessions are for children who have suffered trauma or abuse, present behavioural challenges, are infected or affected by HIV/AIDS, or have suffered bereavement; and are also for parents who need guidance and for adult survivors of abuse.
	8 sessions of group therapy for children	Therapeutic group sessions for children who have suffered different kinds of trauma.
	5 Day residential therapeutic camp for sexually abused girls and their care givers	A short term, intensive, residential intervention is arranged for a group of 15-30 children and care givers. The program is scheduled during the school holidays and provides individual therapy and educational / psychosocial workshops for girls and a 4 half day workshops for their care givers.
	10 Networking sessions	Stakeholders include the SAPS, the Social Services Forum, the Department of Social Development, health professionals and the Criminal Justice System.
	12 supervision session	The HOD provides support and empowers social workers with therapeutic skills.
	6 Case conferences	A consultant psychologist is invited to come to these case conferences to help with more difficult cases.
	Events: Child Protection Week & 16 Days of Activism	Together with local child protection partners we will create and implement activities to raise awareness on child protection issues.
	* The Diepsloot office also offers court preparation and support for all survivors of physical and sexual abuse (on demand).	

8.8 Hammanskraal, Mabopane & Mamelodi

In conjunction with Soul City Institute the Tshwane Childline Community Based Centres deliver the following services aimed to prevent HIV/Aids, teenage pregnancy and TB infections:

- Soul Buddyz Clubs – 50 primary schools in association with the Gauteng Department of Education
- Rise Young Women Clubs – 50 high schools in association with the Gauteng Department of Education

- District meetings with primary and high school youth focusing on psycho-social skill development
- Parenting groups with all Soul Buddyz Club parents
- Teen parenting groups with young parents
- Keeping Girls in School – health workshops and career jamborees
- Child protection residential camps for sexually abused girls and their care givers
- Child protection residential camps for boys with sexually acting out behaviour and their care givers

9. Partnerships in Service Delivery

We continue to work in close partnership with other organisations to improve child protection services. We are gratified by our positive relationships with the Gauteng Department of Social Development, the Gauteng Department of Education, the Criminal Justice System including the SA Police Service and our sister organisations: Child Welfare Societies, Teddy Bear Clinic, POWA, Sonke Gender Justice, Afrika Tikkun, National Children and Violence Trust, Nkosi’s Haven, SANCA, Tusanani Foundation, Hospice, Zakheni, Lefika Art Therapy Centre amongst others.

This gives credence to our vision of ‘Caring for Children’ and we look forward to a time when children’s rights are honoured by all in Gauteng.

10. Monitoring and Evaluation

Monitoring and Evaluation (M&E) is a very important part of any development programme and is of special importance to programme donors and beneficiaries. M&E allows programme leaders to assess the progress and achievements made against programme aims and objectives as well as making sure the programmes are on track while allowing reflective changes to be made for the betterment of the programmes.

Detailed M&E plans have been developed for each programme, which contains:

- Targets for each project are established
- Data collection from all projects collected monthly and reported to the Childline board
- Log frames for each project as related to the 2030 sustainable development goals will be updated
- Supervision and file examination by Heads of Departments on a monthly basis for each staff member
- Information pertaining to each programme, as well as standard procedures for collecting, capturing and reporting on data
- Quarterly and annual analysis of all data providing valuable insight to children’s issues as reported to Childline enabling implementation of projects to meet the needs of children in each community we serve

The Department of Social Development as well as other partners regularly request the opportunity to provide external M&E process which is welcomed.

This allows Childline Gauteng to provide a comprehensive reporting service to our donors.

8. Sustainability

Childline Gauteng has been assessed by GrowthMap Infonomics as a Level 1 organisation with a 92.81% sustainability score funded by Investec. We are aware of the rapidly changing funding environment and we are looking at ways to enhance our financial sustainability. We have developed a few opportunities to raise self-generated income.

- On-line shop which sells “Happy Childhood” memories. Attention will be focused on increasing traffic to this shop
- Payment for training services on child abuse issues to professionals and lay persons such as police personnel, social workers, occupational therapists, nurses and doctors, generates a small income
- Renting out our rooftop training room and garden at the Sunlight Safe House
- Sale of second hand goods
- Sale of annual calendars
- Applications for tenders and contracts to provide our services
- We have a large community of supporters who donate items such as advertising and marketing materials, food, clothes, office equipment, computers and even training which means that we are able to save considerable amounts on some line items. We actively encourage this kind of support from volunteer groups
- Childline Gauteng has in the past been given donations expressly for investment, with only the interest earned utilised by Childline Gauteng. The remaining funds remain invested in the unwelcome event of other sources of funding drying up

However, given the nature of our work and the age and vulnerability of the children we serve, our opportunities for self-sustainment are limited. We invest in the children in order that they may be well-rounded, whole and contributing members of society as they grow into adulthood.

8. Administration and Finance

The Administration and Finance Department is well equipped to provide administrative support to all of Childline Gauteng's programmes in order to deliver efficient services.

An Employment Equity Plan in compliance with new labour laws indicates our commitment to all projects reflecting the demographics of our country.

The organisation's steady growth over the last three decades has seen the development of a well-structured administration and financial support system which ensures Childline's accountability to its donors.

We have a Black Beneficiary Base of 99% and have a BBBEE SED recognition of 100%. Childline Gauteng also has Section 18A Tax status, which permits the issuance of a certificate and tax savings for donors.

We continue to raise funds from CSI departments and Trusts and Foundations and are grateful to all our financially supportive partners as well as Bitco for their donation of ITC and Majestic3 for their support in hosting our database of supporters.

In order to curtail financial expenses in the coming year a concerted effort will be made to raise donations-in-kind, especially food and groceries, as well as volunteer support.

Mindful of the need to continue proving that we offer a significant social return on the investments made by corporates, we continue to run the organisation prudently, maintaining the best interests of the children as our guiding factor.

9. Marketing

Strategic Objective

To increase awareness of children's issues and Childline services in order implement our vision of caring for children.

Activities and Outputs

It is essential for children's issues to be kept high on the Gauteng political agenda and that Childline Gauteng raises the collective consciousness of the importance of caring for children. In 2017-18 Childline Gauteng's Social Marketing Department seeks to achieve this in addition to a campaign to facilitate transfer of knowledge via digital media and encourage funding for the provision of children's services.

We will pilot a marketing project highlighting categories of problems children bring to us through recordings and their view of how Childline has assisted them. These will be uploaded onto our website and our social media sites.

We seek to reach parents and adults involved in children's lives to address the misconception that Childline is only available to children. Families and communities are vitally important to ensure the wellbeing of children and our role is to assist them in transitioning to a child sensitive consciousness.

The following activities will be continued:

- TV adverts like Lucy Moonflower and Noa are flighted regularly courtesy of the SABC and Mindset Health to encourage children to speak about their experiences of any child rights violations
- The "Big Friends of Children" campaign, which aims to encourage adults to get actively involved in the promotion and protection of children's rights. Individuals, companies and Not-for-Profit organisations are invited to join our organisation to actualise our vision. Big Friends receive information about our activities and are encouraged to join us on Facebook
- Net#work BBDO will continue to assist us with on-line crowd sourcing for the on-line shop and upgrade our website to ensure cell phone accessibility
- The Childline Gauteng Website is managed by E2
- The Childline Gauteng Facebook page will be updated and we will engage with our Twitter followers regularly
- Posters and pamphlets will be developed by Net#work BBDO and distributed to schools and public places especially during Child Protection Week if funding allows

Media Partners

The following partners continue their long-standing relationship with Childline to achieve the abovementioned aims:

- Net#work BBDO Advertising Agency develops marketing materials for Childline
- E2 hosts our website
- SABC offers airtime on television and radio
- Mindset Health broadcasts our adverts during educational programmes for health workers and patients across the country in 212 sites with a projection of 4000 sites in the future

10. Organisational Structure

Childline Gauteng is governed by a Board of Directors which meets eight times a year. Childline ensures that our project managers are both people- and task-centred for each of our key programmes. All project managers form part of the internal management team which aids effective service delivery.

Patrons:

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

Childline Gauteng Board of Directors:

Tshebo Mokeona (Chairperson), Oscar Lockwood (Vice-Chairperson), Nick Dennis, Olivier Barbeau (Treasurer), Clive Fletcher, Anne Letsebe (Secretary), Sandi Mbatsha, Siphon Mdluli, Prelene Schmidt, Gillian Stern, Andile Stofile, Vivienne Davidoff (Help Line Volunteer Rep.), Thandi Xaba (Sunlight Safe House Rep.) and Lynne Cawood (Director).

Annexure A. Budget

Expenditure Budget 1 April 2017 – 31 March 2018

Description	HELP LINE	SAFE HOUSE	CAPP	CLINICAL	TOTAL
Payroll	1 899 181	2 319 496	2 870 326	3 687 296	10 776 298
Shift Allowance	326 750	29 260	0	0	356 010
Call Allowance	0	20 800	0	0	20 800
Temp Staff	400	2 600	400	600	4 000
Travel Expenses	5 600	14 550	33 100	31 650	84 900
Cell Phones	6 696	26 344	21 696	30 144	84 880
Consultants	12 800	19 200	12 800	22 200	67 000
Childs Rights	0	0	0	7 000	7 000
Training & Development	10 136	64 750	21 850	28 050	124 786
Therapy & Development	0	166 100	121 100	36 700	323 900
Rental	30 000	163 847	39 620	54 620	288 087
Audit Fee	9 200	13 800	9 200	13 800	46 000
Bank Charges	6 667	15 000	6 667	10 000	38 333
Insurance	26 000	39 000	26 000	39 000	130 000
Office Expenses	13 958	18 387	16 358	17 787	66 490
Security	1 000	1 500	1 000	1 500	5 000
Stationery & Printing	2 400	3 600	2 400	3 600	12 000
Telecoms	80 000	22 500	45 000	62 500	210 000
Meetings/Networking	1 000	1 500	22 550	2 700	27 750
Equipment Maintenance	74 130	109 796	75 530	108 796	368 252
Equipment	123 400	5 100	2 400	24 900	155 800
Children's Grants	0	496 080	0	0	496 080
Special Needs Transport	0	53 280	0	0	53 280
Social Relief	0	4 000	0	6 000	10 000
Creche Fees	0	16 800	0	0	16 800
Reception Centre	0	14 400	0	0	14 400
Vehicle Repairs	3 000	4 500	9 000	4 500	21 000
TOTAL	2 632 318	3 646 190	3 336 997	4 193 342	13 808 847

Annexure B. Resources Required

The following items are needed by the organisation. Food and stationary are on-going requirements and we would welcome donations of these items as a cost saving against the budget.

Non-perishable foods:	Group Work for Children:	Toiletries:	Stationery:
Tea Bags – Ceylon	Baked Beans	Toothpaste	Paper for Printing
Tea Bags – Rooibos	Spaghetti & Meatballs	Toothbrushes	Exam Pads
Coffee	Pilchards	Shampoo	Pens
Sugar	Mayonnaise	Cotton Buds	Pencils
Long life milk	Vouchers for Bread	Sanitary protection	Pritt Glue sticks
Milk	Tuna	Deodorant	HP 12A Laser Jet Cartridge
Jam	Oros or similar	Soap	Flip Chart Paper
Peanut Butter	Crisps	Combs	Manilla Folders
Oros or similar	Biscuits	Vaseline	File Fasteners
Mielie Meal	Sweets / Treats	Face Cloths	Lever Arch Files
Cereals	Fruit	Body Lotion	Erasers
Morvite		Nappies	Invoice Books
2 Minute Noodles	Play Therapy Equipment:	Baby Products	Post Its
Tinned Pilchards	Wax Crayons	Dettol	Document Wallets
Tinned Corned Beef	Coloured Pencil Crayons	Panado Syrup	Envelopes – varying sizes
Baked Beans	HB Pencils	Borstol cough syrup	Plastic Sleeves
Nan 1	Glitter Sticks		Prestik
Nan 2	Brush Paint	Cleaning Materials:	Staples
Purity	Finger Paint	Toilet Paper	Petty Cash Vouchers
Cerelac	Glue Sticks	Tissues	Message Book
Rice	Scissors	Air freshener	Crayons
Packets of Soup	Play Dough	Washing Powder	Colouring Books
Mayonnaise	Erasers	Handy Andy	White Board Markers
Sweets	Coloured A4 Card	Dishwashing liquid	Correction fluid
	Puzzles	Jik	Rubber Bands
Fresh Produce:	Colouring Books	Domestos	Paper Clips
Bread	Black Board	Floor Cleaner	Dividers
Margarine	Soccer & Rugby Balls	Furniture Polish	Shorthand Notebooks
Tomatoes	Board games	Refuse Bags	Cellotape
Onions		Insect Repellent	Exercise Books
Potatoes	Asset Requirements:	Hand Wash Liquid	Labels
Carrots	Mugs, Glasses, Cutlery	Hand Sanitiser	Calculators
Cabbage	10 Laptops		Punch
Meat- mince, chicken, wors.	40 Desktop Computers	Child Development Groups:	Stapler
Fruit	Four plate stove with oven	A3 paper	Scissors
	Folding Table & Chairs	Flipchart paper	A3 Batteries
LEADers Parents' Workshops:	Fans x 7	Kokis	Maths Sets
5 table cloths (trestle table)	Electrical Extension cords 10m x 4	Pencil Crayons	
100 x glasses	Laminating Machine	Poster Paint	Clothing:
100 x mugs	Digital Camera x 2	Pritt Glue sticks	Underwear-Boys & Girls
100 x teaspoons	Single Bed Linen	Craft Glue	School Uniforms & shoes
5 x platters (for biscuits)	Book Shelves x 4	Wool	
5 x kettles	Metal Filing Cabinets x 4	Ribbons	
Biscuits	Garden Umbrellas	Scarves	
Tea/ Coffee/ Milk/Sugar	Two plate stove x 2	Fabric	
Oros		Needles and thread	
		Buttons	



NPO SUSTAINABILITY RATING™ CERTIFICATE

THIS IS TO CERTIFY THAT

CHILDLINE GAUTENG

305 Memorial Institute for Child Health and Development
Joubert Street Extension, Johannesburg
Registration No: 2015/173593/08

Has been independently verified by GROWTHMAP INFONOMICS and has been awarded the following sustainability level based on International Social-Ratings Standards

SUSTAINABILITY LEVEL			LEVEL ONE (I)	
BLACK BENEFICIARIES			MORE THAN 99%	
ELEMENTS	ACHIEVED	WEIGHT	SUSTAINABILITY LEVEL	PERCENTAGE
GOVERNANCE	25	25	LEVEL 1	≥ 90%
FINANCIAL STABILITY	20	30	LEVEL 2	≥ 80% BUT < 90%
EXPERIENCE & ASPIRATIONS	10	10	LEVEL 3	≥ 70% BUT < 80%
ORGANISATIONAL SKILLS	10	10	LEVEL 4	≥ 60% BUT < 70%
CREDIBILITY	10	10	LEVEL 5	≥ 50% BUT < 60%
HUMAN RESOURCES	5	5	LEVEL 6	≥ 40% BUT < 50%
IMPACT & REACH	44	44	LEVEL 7	≥ 30% BUT < 40%
REGULATORY COMPLIANCE	5	5	LEVEL 8	< 30%
TOTAL SCORE ALLOCATED	129	139		
PERCENTAGE ACHIEVED	92.81%	100%		
CERTIFICATE NUMBER:	NPO-CG-00102-170		MR. THOKOZANI THWALA GROWTHMAP INFONOMICS AUTHORISED SIGNATORY	
DATE OF ISSUE:	01 FEBRUARY 2017			
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GROWTHMAP INFONOMICS

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