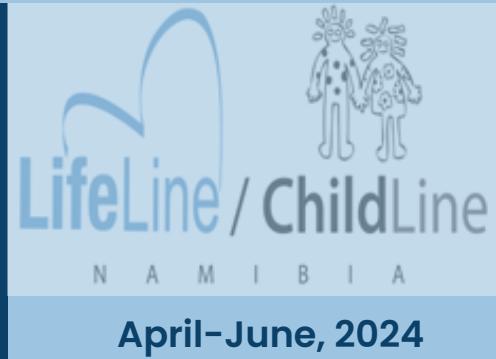


# LIFELINE/CHILDLINE NAMIBIA NEWSLETTER

[www.lifelinechildline.org.na](http://www.lifelinechildline.org.na) /

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## Top News

- *Project Close-out.*
- *Trainings/Workshops*
- *Our Services*
- *Our Programs*
- *Highlights from our departments*

Under the theme:

**“New Beginnings  
through Renewed  
Approaches”**



Phone or SMS our Toll-Free lines **247** Your mental health is our priority

## ABOUT US

*Lifeline/Childline Namibia is an internationally recognized resilience, wellbeing, and vicarious organisation focusing on mental health, capacity building supporting the Namibian Government to tackle Child Protection, social and Mental Health issues*

### Our Mission

To provide preventative, protective quality mental health and gender responsive services; HIV Prevention; and Capacity building in systemic preventative and responsive ways for improved well-being of children, families and communities in Namibia.



### Our Vision

Pledging for Safer, More Resilient Children, Families and Communities.



### Our Values

Caring, Confidentiality, collaboration, Integrity, and professionalism.



## Call for Free



## Contact Us



**Location:** 45 Simeon Shixungileni Street



**Email:** [info@lifeline.org.na](mailto:info@lifeline.org.na)



**Call:** +264 61 226 889

# Director's Note!!



**Nicolette Bessinger**

LLCL is Blessed with the continuation of long-term partnerships as well as short term consultancies in advancing our Mission. Its not always an easy task to secure long term funding but at LLCL we remain accountable, transparent and steadfast in growing with the technology in advancing the LLCL agenda.

Our experience working on the School Readiness Initiative (SRI) in partnership with NPC, MOE and MGPESW with financial support from Roger Federer Foundation, allowed us to expand our experience in gathering data electronically in real time. The implementation of the SRI based on the Kobo Toolbox, created an opportunity for us to expand to other projects in the organization. The use of the Tablets by the Community Based teams is not just about gathering real live data but serve as tool for communication and research to be continuously updated with development. This approach is now implemented in the //Karas and Hardap Region where community engagement with the focus on parenting and gender interventions are conducted with different stakeholders, in collecting data and remaining relevant.

I proudly salute the Board, Staff and Volunteers who diligently comply in performing their duties. The credit goes to each and everyone of you for your contributions to this organization's existence for the past 44 years.

## The Organization welcome on board our Social-Work interns and a new staff member !



**Social work intern students** from left to right, Thembekile Shalom Ncube, Caroline Shikwambi-Chakufiyali, and Mbapeua Marenga, are social work interns from the University of Namibia, who began their internship and will conclude it in November 2024.



The **Finance Department** is ecstatic to introduce Ester Asser, **Finance Assistant**, a new member to our organization.

### Why LifeLine/ChildLine

Internships at welfare organizations like LifeLine/ChildLine provide students with essential hands-on experience, direct client interaction, and interdisciplinary collaboration. Interns develop skills in case management, cultural competence, and ethical decision-making, all under expert supervision, preparing them to effectively support and advocate for vulnerable populations.

# COUNSELLING CENTRE AND CHILD PROTECTION DEPARTMENT

## Stakeholder engagement

LLCL hosted the National Suicide Prevention Taskforce stakeholder meeting whereby members from MOHSS, MOE, MGEPEW, Private psychologist, IUM and WHO were in attendance. Agenda points included management structures within the committee, having a mainstreamed reporting channel, better coordination of activities to encourage collaboration, discussions on the prevention and treatment of suicide attempts, develop a standard guiding document for para suicide cases and the importance of capacity building. Additionally, the need to get more active stakeholders on board was recognized and a follow-up meeting will be scheduled for June.

## Marketing

During April, UNAM School of Medicine Main Campus conducted a marketing day event, that focused on mental health care, LLCL actively participated in the event along with several other organizations, each setting up a stall dedicated to various aspects of mental and physical health.



## Our School outreach

During this quarter, 3 schools were reached and some of the topics were facilitated using puppets to act out scenes pertaining to the topics. It was a success because the learners loved and enjoyed all elements of the outreaches, they interacted well and responded to the questions that were asked. An estimated number of 190 learners were reached during the school outreaches.

## Department Brief Overview

The Department focuses on counselling services that are provided through two main methods namely face to face counselling and toll-free Helplines. the department does not only focus on counselling services but it also provide/offers psychosocial support trainings such as Employee wellness activities at workplaces to corporates companies as its income generating initiative to sustain its self, given the fact that the organization is a non profit (Donor reliant).The Child Protection Department is committed to providing all children in

Namibia with care and protection from all forms of violence, abuse, neglect, and exploitation, as set out in the UN Convention on the Rights of the Child. It is dedicated to protecting vulnerable children and young people by strengthening child protection systems and promoting positive social norms in all contexts to prevent and respond to child abuse.

## Number of Toll free Calls

During this quarter, 10 101 calls were received through the different mediums whereby the highest number of calls were received in April 2024.



## Stakeholder engagement

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## Training/workshop



### **Suicide Prevention & Awareness Raising workshop that was conducted within the Hardap and Karas region.**

According to the Namibian newspaper (2023), suicide in Namibia has taken on an alarming dimension – a significant increase in the number of suicides among men. This indicates a cause for concern, not only within the nation but also on the international stage. Between April 2020 and March 2023, a staggering 1 542 Namibians took their own lives, painting a grim picture of the mental health crisis in our country. The statistics indicate that, on average, Namibia records more than one suicide a day, with the vast majority – about 82% – being men (Karuuumbe, 2023). During the week of the 22–26 April 2024, 5 team members (from the Counselling and Gender department) conducted mentoring and awareness workshop sessions with young men and boys through community dialogue in efforts to raise awareness, prevent suicide, reduce stigma, and promote health seeking behaviour. Stakeholders included the Ministry of Youth & Ministry of Health & Social Services. In total, 56 men and boys were reached.

## A Success Story



I am **Maria Panduleni Kalenga**, and I would like to share my story.

My journey at Lifeline Childline began as an intern, eager to learn and make a difference. The supportive environment ignited my passion for helping others and creating sustainable families.

After my internship, I started volunteering and received training in basic counseling and personal growth. This experience not only equipped me with essential skills but also boosted my self-confidence, shaping me into a more empathetic and resilient person.

Further more four months of dedicated volunteering, I applied for the position of administration assistant, which I became a successful candidate. This new role challenged me but also confirmed my ability to thrive in any capacity with passion and dedication.

Lifeline Childline has shown me that with hard work and passion, I can blossom in any area. The skills and confidence I've gained prepare me for future challenges, and I'm excited to continue making a positive impact.

### **Marie Collins Click to Path Child protection training**

The Click Path to Protection training was conducted in the Khomas region and the training is comprised of three (3) modules namely: Introduction to Child Protection, Click: Path to Protection Foundation and Click: Path to Protection Intermediate. This training explicates how professionals need to intervene to support the child and their family from the point of discovery of the abuse to recovery. It further aims to ensure that every professional working with children that are either at risk of, or the victims of online abuse, is aware of the roles played by the different child protection organizations. It covers topics around Child Protection, various forms of abuse and the reporting mandate. Additionally, the focus was on individuals from educational institutions. The training was conducted within one full day on the respective dates (24-27 June 2024) and 63 participants were in attendance.



## Donations

Interpack recently teamed up with LLCL to share refreshing vita juice and soft drinks that can be further shared with our community beneficiaries.

Community engagement initiatives are always exciting, and it leads to fostering a positive impact and bringing smiles to the beneficiaries.



## Employee Assistance Programme

During this quarter, 3 site visits were conducted to Dundee Precious Metals Tsumeb (DPMT) as the EAP contracted service provider. The focus was to attend EAP related matters including counselling services, survey finalization, awareness raising sessions and debriefing sessions. The presence of the EAP service provider onsite is essential to attend to EAP related matters especially during the sale and transitioning period.

## Mental Health Awareness sessions

Lifeline Childline is dedicated to offering support and resources for mental health, part. Our services often extend beyond direct support to individuals and into the community, including companies and organizations. For the month of May LLCL provided mental health workshops to 2 companies upon request.

## Success stories

A client phoned in and shared his concerns pertaining to his critically ill neighbor. The client further requested the number of the ambulance and the counsellor managed to assist him accordingly by phoning the emergency responders. The ill patient was assisted and taken to the hospital. The client was thankful for the fast response and service provision-

## Uitani Childline Radio

During the month of April, the Uitani coordinator arranged for the LLCL head social worker, Desree Pedro, to be interviewed on Focus FM on the topic of OCSEA. After that interview, Focus FM will start airing the Lifeline/Childline Helpline ads on their radio station. This will be at no charge and is seen as a donation of radio airtime to LLCL. They will air the ads as often as they please. Stay tuned to Focus FM on 89.0FM to hear the 116 and 106 adverts.

The Uitani producer had the opportunity to travel to Keetmanshoop in April, where he then interviewed and did recordings with a few men from the town. These men shared testimonies on how they survived suicide attempts and how their lives have changed since then. These recordings will be i

On the 26th of May we celebrated Day of the African Child. As part of the celebrations, Uitani Radio had 4 presenters go live on air at Focus FM. Two presenters hosted the breakfast show at 7:30 and the other two hosted the afternoon show at 15:00. Uitani Radio also had two presenters go live on Good Morning Namibia at NBC TV.



# EDUCATION DEPARTMENT

## Department Brief Overview

Education Department with funding from the Roger Federer Foundation is Implementing the School Readiness Initiative aimed at working with early childhood development centers to capacitate the skills and capacities of edu-carers and pre-primary teachers of in seven regions; Zambezi, Kavango East and West, Otjozondjupa, Erongo, Hardap and Khomas. This program contributes to the achievement of SDG 4.2; By 2030 to ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education. This is done through a Memorandum of Understanding with National Planning Commission and the MGEPSW and MOE.



## Highlights



The Director of LLCL and Education Manager were invited to a ECD stock taking and planning workshop that took place at the Protea Hotel Furstenhoff from **12-15 February 2024**. The workshop focused on an in-depth analysis of components that make up a well-functioning Early Childhood Education & Care system and the enabling environment needed. Early Childhood Education (ECE) plays a crucial role in the development of child, without proper Early Childhood Education & Care, children may miss key developmental milestones which may affect them as adults. The workshop was attended by experts, high level government officials and other local CSOs from both the ECD and Education sectors. This workshop highlighted key issues facing ECD in the country, and proposed solutions for addressing such issues. The workshop was organized by Interteam in Collaboration with Ministry of Gender Equality Poverty Eradication and Social welfare (MGEPSW), and Ministry of Education, Arts and Culture (MoEAC).

### OUR GOALS THIS WEEK



## ECD Stocktaking and planning workshop

12<sup>th</sup> – 15<sup>th</sup> February 2024



### Staff Refresher/Orientation Training Otjiwarongo (25 – 27 March 2024)

Staff members from the Education department came together for an orientation and refresher training on the School Readiness Initiative in Otjiwarongo, Otjozondjupa region. The SRI is a technology-based program and as time goes, new technologies emerge, to ensure a smooth and consistent implementation of the program in all the regions, it was important that all staff are introduced to these technologies and are equipped with the necessary skills. The training also provided a platform for staff members to share success stories and challenges faced in their respective regions. This training signified LLCL's commitment in investing in human capital, subsequently improving productivity in the workplace.



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The Postcode Lottery Visit (9-10 April 2024): The Postcode Lottery Group is a social enterprise, 100% owned by a foundation, that contributes to a healthier, fairer, greener world. It started in 1989 with the Nationale Postcode Loterij in the Netherlands with the goal of contributing to a better world through the operation of charity lotteries. Its sole objective is to support charitable and social initiatives worldwide. The two-day visit to the School Readiness Initiative in Namibia included a visit to Lifeline/Childline Offices, a site visit to Dina Preschool in Hakahana Informal Settlement, and a Q&A dinner in Swakopmund. The second day featured visits to Swakopmund Primary School, Hildegardt Early Childhood Development Centre, and meetings with regional officials.



Site 1. Swakopmund Primary School

The delegates were welcomed by the Erongo regional Director for Education Ms Elfriede Stephanus and proceeded to the pre-primary classes where the pre-primary teachers demonstrated the Early Learning Kiosk in practice. The teachers demonstrated how seamless it is to carry out assessments on the tablet, how the activities are child oriented and encourage participation. The ELK afford teachers time to focus on teaching as administration work is reduced. The tablet automatically saves assessment marks, calculate averages as per government regulations and produce reports. The delegates were impressed with the wonderful work the teachers are doing and how the tablet compliments their great work. The CEO of the Roger Federer Foundation, Ms Janine Haendel, argued that the playground at Swakopmund Primary School is one of the best in Namibia if not the best. The playground was renovated through collaborative efforts from parents and community members of Vineta through SRI playground improvement program. LLCL Swakopmund Education staff oversaw the process.



Site 2. Hildegardt Academy

Hildegardt Academy & Pre School is situated in Wagdaar informal settlement Northeast of Swakopmund. Hildegardt demonstrated to the delegates how the tablet makes classroom management easier, how to carry out outside activities in an orderly manner ensuring that all children are engaged while carrying out the assessments and how the kindergarten infrastructure was improved through the help of the SRI, the parents and LLCL staff members. Despite the prevailing socio-economic conditions in the Wagdaar location, Hildegardt serves her community with passion and enthusiasm, ensuring that all children receive quality early childhood education whether they can afford school fees or not.



3. Meeting with Regional Governor

After two insightful site visits, the delegates paid a courtesy visit to the office of the regional governor of Erongo region, Hon Neville Andre. The Governor was briefed on the purpose of the visit, the progress of the SRI in the region. Hon Andre expressed gratitude for the efforts made towards the Early Childhood Development in the region, and said his office is open for collaboration with local and international partners.

#### Cohort 5 Principal Trainings teacher orientation

LLCL introduced and trained 91 school Principals and 115 preprimary teachers to the School Readiness Initiative for the latest batch schools and ECD centres included in the School Readiness Initiative. These trainings took place between 15 - 24 April 2024 in the Zambezi, Kavango East & Kavango West regions. The aim of these trainings was to increase quality of preschool teaching by introducing pre teachers to the Early Learning Kiosk on the tablet, Establish peer learning and mentoring mechanisms, apply a holistic approach in the management and utilization of the tablet, by introducing and training principals on the Early Learning Kiosk (Tablet), which primarily will be used by pre-primary teachers.



# GENDER DEPARTMENT

## Department Brief Overview

The Gender Department at LifeLine/ChildLine Namibia implements projects with the overall goal to promote Gender Equality and address Harmful Gender Norms in a gender transformative approach. The Department's goal is also to have an environment where men and boys in Namibia promote gender equality, and see themselves as change agents, advocates, partners and beneficiaries in the promotion of gender equality. The Gender department as well focuses on eliminating all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation. The Department also focuses at empowering communities to take action against violence (GBV and Child Abuse) by strengthening family systems and social support systems



### 1. Training For Traditional & Religious Leaders on Gender, GBV, Child Protection & Marriage



LifeLine/ChildLine Namibia in collaboration with Australian Development Agency through the Linking Policy & Implementation for Gender Equality project conducted a (3) three days' workshop which focused on Gender, GBV, Child Protection & Child marriage. The workshop took place from (12 -14 March 2024) in Kunene region, in Opuwo at the Opuwo Urban Constituency Office. The workshop served to establish and build a positive and collaborative relationship between the traditional, religious leaders and law enforcement (NAMPOL) in the Kunene region and strengthening their communities and child protection systems that promote and support action against child marriage and to identify and confront harmful cultural and religious practices.

### 2. BFTW Project (Close-Out) Stakeholder Engagement.

During the past (3) years (2021 – 2023) LifeLine/ChildLine Namibia has been implementing the *"Empowering Communities and Individuals to take Action against Violence by Strengthening Social Support Systems and Structures"* project, funded by "Brot fur die Welt" (BFTW) in Hardap and Khomas Region. The project targeted 6 communities in Khomas (Windhoek rural areas) and Hardap Region (Rehoboth, Kalkrand, & Mariental). The aimed at strengthening and stabilizing social structures and systems to counter, resist and defuse the negative impact Gender Based Violence & Violence Against Children's imparts on our communities.

These engagements aimed at providing feedback to stakeholders on the measures when it comes to how closely the project met community's needs, what worked well on the project and what needs improvements.



2BFTW Project Close-Out Stakeholders Engagement for Hardap (Rehoboth), that took place on the 27th May 2024 at the Rehoboth Town Council Chambers



Hardap Region (BFTW Close-Out Stakeholders Engagement in (Kalkrand) that took place on 15th May 2024, at the Ministry of Gender, Equality Poverty Eradication & Social Services, Boardroom.



BFTW Project Close-Out Stakeholders Engagement for Hardap (Mariental), that took place on 14th May 2024 at the Hardap Regional Council.



BFTW Project Close-Out Stakeholders in Khomas Region (Windhoek) that took place on the 28th May 2024 at Lifeline/Childline Namibia

## Farewell !!!!

To our BFTW Desk Officer for Namibia / eSwatini-Swaziland (Mr. Wolfgang Koepp)



Words cannot express how saddened we were to hear you were retiring.

Thank you for all your years of selfless service to our great country. May you continue to find success wherever you may be.

Thank you for giving us the opportunity to work and continue working on such an innovative project. Your support and advice have always helped us as an organization to reach where we are today. It has been an amazing journey working with you Wolfgang.

Lifeline/Childline Namibia in collaboration SONKE through the Linking Policy & Implementation for Gender Equality project funded by ADA (Australian Development Agency) conducted a Media & Communication training with Men Engage Namibia network members & some staffs from LL/CL. This training took place at Lifeline/Childline Namibia training Hall from the 10th to 11th of June 2024..



# Our Services

- Free telephonic Counselling
- Face to Face Counselling
- Mental Wellness Support
- Trainings
- Child protection services;(Adoption/Custody/Guardianship/Child Neglect/Child Abuse)
- Psycho-Social support
- Report Abuse/Violence/Rape
- Report Trafficking in Person
- Bereavement
- Report Bullying
- Report Sexual Exploitation
- Counselling for Online child sexual Exploitation and Abuse (OCSEA)

# OUR PROGRAMS

\*Male Engagement

\*Positive Parenting

\*Personal Growth & Basic Counselling

\*Gender, GBV

\*MenCare (focusing on fatherhood, the roles fathers play in the lives of their children)

\*School Readiness Initiatives

\*Community & school's outreach programs

*We provide trainings to corporate companies based on their need  
e.g. Conflict management at workplace/employee wellness*

## Uitani Radio

Tune in to our **Uitani Radio** on the following;

\*National FM 92.6 on Saturday at (09h00- 10h00)

\*Focus FM 89.0 on Saturday at (11h00- 12H00)

\*Omulunga Radio 100.9 on Sunday at (14h00-15h00)

