

Concept on

**Exchange visit to an established
helpline by members of
Tithandizane Helpline from
YONECO**

Submitted By:

Mac Bain Mkandawire,
Executive Director,
Youth Net and Counseling,
Kazembe Location,
Near Likangala Secondary School,
P.O. Box 471
Zomba
Malawi

Tel: 265 1 525 674
Mobile: 265 8 958 726
Fax: 265 1 525 674
Email: director@yoneco.org.mw
Website: www.yoneco.org.mw

1.0 Introduction

Youth Net and counseling through its work realized that youth access to information on HIV/AIDS and Adolescent Reproductive Health was being hampered due lack of appropriate channels to provide relevant information in confidential manner. Further to this it was also realized that issues of child abuse were not being reported due to lack of facilities and services that make it easy for this to happen.

Through support from HIVOS/KPN, Youth Net and Counseling established a Child and Youth helpline facility that allows young people to call in and ask questions about HIV/AIDS and Adolescent Reproductive health. The facility also allows abused children to call in report issues of child abuse, and not only children are supposed to be calling but also adults on behalf of abuse children. The facility has proved to a success in the first five months of its inception evidenced by a lot of calls that have been received from youth and also by the cases of child abuse that have been successfully dealt with and concluded.

The Helpline reached 751 children and 994 adults in 2006 and has already reached over 976 children and 1194 adults in 2007. It should be emphasized that in adults also report cases of child abuse or ask questions on behalf of the children. While there has been good news in terms of the helpline response, there have also been a number of challenges encountered in the process. These have included inadequate referral system and poor management of data for the cases relating to children. In some instances, referred clients have not been properly handled rendering the whole system in effective. For example, in one case, it was difficult to have the children tested for possible abuse because the hospital was uncooperative.

The initiative is new in YONECO and most of members also implementing this project are doing it for the first time as such their experience is limited. This situation poses a great challenge as some of the activities may not be done

thoroughly well. Furthermore, YONECO has been the first organization to introduce a child helpline system in Malawi as a result there is no organization from which they can learn from in Malawi. The availability of specialized training in child help lines have not been available as well and therefore need to learn from established child helpline in Africa.

YONECO realizes that there are some Child/Youth Help lines that have been in operation in the region that are well established and have been operating for sometime now. YONECO would like to propose an exchange visit for YONECO Helpline team members to established helpline where they would learn on how other help lines are run.

YONECO proposes to visit the following Helpline:

- Childline (South Africa) which has been operating in the Child Activities for sometime now and have good programmes from which YONECO can learn. In addition to this, Childline (South Africa) have been coordinating the regional Childline activities for Southern Africa.
- Childline (Namibia) is another established child helpline that YONECO can learn from. Apart from the Childline activities, YONECO observes that Childline (Namibia) uses the radio operated by young people themselves and therefore YONECO would like to see how Childline (Namibia) uses the radio as a tool for communication to young people as well.

2.0 Vision for the visit

Tithandizane Child and Youth Helpline that provides quality on line counselling and protects children in need of special care

3.0 Overall goal for the visit

The overall goal of the exchange visit will be to increase the capacity of Tithandizane helpline members to implement project activities efficiently and effectively

4.0 Exchange visit objectives

The objectives of the visit will be as follows:

- To learn how to report and document child abuse cases from the contact with the child to the conclusion of the issue;
- To learn how to use data and information collected from the helpline for effective protection of children in need of special care;
- To learn how to establish linkages that between the helpline and other service providers involved in child abuse prevention and protection;
- To understand how help lines reach out youth and children who are in remote areas where phone lines can be problem;
- To acquire knowledge on strategies used to publicize the helpline a part from the traditional ones
- To share experience of the Tithandizane Helpline with other helpline providers in the region

5.0 How the knowledge gain will be used to

- Improve on the help line data management for Tithandizane Help line
- Improve how helpline publicity is done in Tithandizane helpline
- Develop a strategy for reaching out youth and children in remote areas
- Develop an approach for working with stakeholders in the area of child abuse prevention

6.0 Budget for the Exchange visit

Budget in Euros				
Budget Item	Rate	No of Days	Units	Total
Accommodation	100	6	4	2400
Meals & Incidentals	50	6	4	1200
Flight costs	500	1	4	2000
Local Transport	30	6	4	720
				6320

7.0 Participants on Exchange Visit

The following people will go on the exchange visit programme with specific places where they will be visiting:

Childline/Child Helpline South Africa

- Masozi Mkandawire – Project Coordinator
- Ms Talent Phiri – Helpline Project Assistant

Childline/Child Helpline – Namibia

- Ms Khumbo Gondwe – Assist Project Officer – Child Helpline
- Mr. Victor Mkolongo – Helpline Project Assistant

8.0 Proposed Dates of the Visit

The visit is being proposed to May 20 – 26, 2007.