

## **CHAPTER 1**

# **Emergency Support and Protection Services**

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# Namibian Police (NAMPOL)

## CONTACT INFORMATION

### Region and Scope of Service

Head office: Khomas (Windhoek)  
Regional offices: see next page  
National coverage

### Head Office Street Address

NAMPOL Headquarters  
Corner of Lazarett Street &  
Independence Avenue  
Windhoek

### Head Office Postal Address

Private Bag 12024  
Ausspannplatz  
Windhoek

### Head Office Telephone Number

Office hours: 061-230410

### Head Office Fax Number

Office hours: 061-220621

### Head Office Contact Persons

Inspector Maureen Britz  
Inspector Hofni Hamufungu

### Affiliations

Multimedia Campaign on Violence  
Against Women & Children  
Interministerial Committee on  
Child Justice  
Child Justice Forum  
National Advisory Committee on  
Gender-Based Violence

## MAIN SERVICES

Law enforcement  
Protection  
Criminal investigation  
Referral

## NOTES / ADDITIONS / CHANGES

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## OVERVIEW OF MAIN SERVICES









NAMPOL is responsible for law enforcement. Complaints can be made at any NAMPOL charge office in the country (turn page for list of all charge offices). On receiving a complaint NAMPOL will:

- establish whether a crime has been committed;
- arrange for medical examinations and reports;
- submit medical specimens to the National Forensic Laboratory for testing;
- submit case dockets to the Criminal Investigation Department for further action where necessary;
- obtain supplementary affidavits where appropriate from witnesses who are readily available;
- refer victims of violence to other appropriate agencies such as the Women & Child Protection Units, Ministry of Health & Social Services, maintenance courts or Legal Assistance Centre.

## ADDITIONAL SERVICES

- Supplies police officers to staff the Women & Child Protection Units.
- Provides protection for victims of violence where this is deemed necessary by a court.
- Traces people, e.g. perpetrators of violence, or men who have failed to pay maintenance for their wives or children, or parents/guardians of children who get into trouble with the law.
- Serves summonses to appear in court, as well as court orders.

Note: Any complaints about police services can be directed to:

-  Commissioner Ndeitunga
-  NAMPOL Head Office  
P/Bag 12024 Ausspannplatz  
 061-220621  
 061-2093265
- or
-  Deputy Commissioner Visser
-  NAMPOL Head Office  
P/Bag 12024 Ausspannplatz  
 061-220621  
 061-2093264

## COSTS FOR SERVICES

All NAMPOL services are free of charge.

(Continued overleaf)



# Women & Child Protection Units (WCPUs - linked to NAMPOL)

**NOTE: The contact information for all Women & Child Protection Units is given on the reverse side of this page.**

## **T** Region and Scope of Service

- Khomas (Windhoek)
- Erongo (Walvis Bay)
- Hardap (Mariental)
- Karas (Keetmanshoop)
- Opuwo (Oshakati)
- Oshikoto (Tsumeb)
- Katima Mulilo
- Otjiwarongo
- Eenhana
- Rehoboth
- Lüderitz
- Gobabis
- Rundu
- Outapi

## **X** Affiliations

- Multimedia Campaign on Violence Against Women & Children
- Ministry of Health & Social Services
- Interministerial Committee on Child Justice
- Child Justice Forum

## **MAIN SERVICES**

- Law enforcement
- Protection
- Shelter (temporary)
- Counselling
- Advice
- Referral
- Aftercare and follow-up
- Training (counselling)
- Job-seeking assistance

## **NOTES / ADDITIONS / CHANGES**

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## **OVERVIEW OF MAIN SERVICES**

The WCPUs were established by NAMPOL to provide sensitised and integrated services to victims of violence and many forms of abuse. More specifically, the WCPUs take on cases involving rape, sodomy (and attempted rape or sodomy), indecent assault and assault with intent to do grievous bodily harm - especially where the victim (female or male) is under 18 years of age; crimes which contravene section 18(l) of the Children's Act 33 of 1960, such as the abuse, neglect, abandonment and abduction of children, childstealing and incest; and repeat domestic violence offences. The WCPUs essentially:

- provide police protection;
- offer a sympathetic ear to traumatised victims of rape, battering and other forms of assault;
- provide temporary shelter for victims in dire need of protection-;
- counsel, advise and refer victims to other agencies as deemed necessary, such as the State Hospital, the Directorate of Social Services in the Ministry of Health & Social Services, & the Legal Assistance Centre;
- assist with arresting and prosecuting perpetrators;
- respond to general enquiries on child maintenance, child abuse and neglect, other problems involving children, problems relating to alcohol and drug abuse, and other domestic problems.

These services are provided on a 24-hour basis. There are always two officers on standby equipped with two way radios and radio-page equipment. Victims normally remain at the unit for 2½ hours on average to allow for a proper investigation to be conducted. The units have a fully-equipped medical examination room with a doctor on call. The units do not have overnight facilities but refer victims to shelters or use state hospital facilities if shelter is needed. Transport to the shelter is provided.

Social workers are only at hand for counselling during working hours (due to financial constraints), but victims are referred for counselling the next day, or on Monday if the incident occurred over the weekend. Counselling is offered for women, children, men (but not abusers - see next page), couples and families. Where a case will involve a legal abortion, pre-counselling and aftercare services are provided. Aftercare and follow-up services are provided in conjunction with the Ministry of Health & Social Services.

*(Continued overleaf)*

Counselling is provided for:

- children who are victims of sexual assault and other forms of abuse;
- men in need of therapy and general advice on marriage and family-related problems, but abusers such as rapists are referred elsewhere for counselling;
- couples who need to deal with a domestic violence problem;
- families whose members are all affected by a domestic violence problem such as alcohol related abuse.

It is not necessary to make an appointment for counselling. People can approach the units as the need arises, especially if they are experiencing trauma and crisis. Counselling is generally given in person, but people who are in danger and in need of urgent advice can get this on the telephone.

#### ADDITIONAL SERVICES

- The WCPUs receive referrals from schools, hospitals and clinics, psychologists, family and friends of victims, police charge offices, the Legal Assistance Centre, Legal Aid (Ministry of Justice), the Department of Women Affairs, women's networks and other community groups and organisations.
- They run outreach programmes on violence against women and children for schools and tertiary educational institutions, church groups and women's groups.
- They advocate for policies and guidelines on violence against women and children.
- They provide training for police officers, social workers and other professionals. There is no minimum age for trainees, nor any educational requirements. Trainers include social workers and police officers attached to the WCPUS, members of the management committee and sometimes experts from other countries. Training is mostly funded by UNICEF and is free of charge. Courses are conducted all over Namibia (mainly at regional WCPUS), and they may run over 7 weeks, 3 weeks, 1 week or 1 day. The courses focus on one of the following: sexual abuse, domestic violence, dealing with traumatised victims, and investigating crimes of domestic violence. A course can also be a "sensitisation workshop". A certificate is issued. Advanced courses are available, and a job placement referral service is offered.

#### COSTS FOR SERVICES

All WCPU services are free of charge.

#### IMPORTANT NOTE

The services of different WCPUs may vary in minor respects, e.g. the minimum period of stay at a shelter. This is due to regional variances in service development generally, but all the main services listed on these pages are available in some form at every WCPU.

#### Contact information

##### Khomas (Windhoek)

*WCPU Commanding office*

- ☺ D/C/Insp. R.N. Shatilweh
- ☞ State hospital / Katutura
- ✉ P/Bag 13359  
Windhoek
- ☎ 061-2095375  
081 1289751
- 📄 061-2095226

##### Khomas (Windhoek)

*Windhoek Units*

- ☺ D/Insp. J.F. Haraes
- ☎ 061-2095226  
081 1293997
- 📄 061-2095226

##### Erongo (Walvisbay)

- ☺ D/W/O. Cronje
- ✉ P/Bag 5005, Walvis Bay
- ☎ 064-219 068
- 📄 064-219 066

##### Hardap (Mariental)

- ☺ D/W/O. Swartbooi
- ✉ P/Bag 2003, Mariental
- ☎ 063-240 574  
081 258 7941
- 📄 063-242 697

##### Karas (Keetmanshoop)

- ☺ Sgt. Ashikoto
- ✉ P/Bag 1234, Keetmanshoop
- ☎ 063-221 826
- 📄 063-221 826

##### Karas (Lüderitz)

- ☺ Sgt. Nangombe
- ✉ P.O. Box 86, Lüderitz
- ☎ 063-202 353  
081 269 6055
- 📄 063-202 353

## Hardap (Rehoboth)

☺ D/Sgt. Hochtritt  
✉ P.O. Box 1234, Rehoboth  
☎ 062 523 223  
📄 062 523 223

## Kunene (Opuwo)

☺ Sgt. Kawiwa  
✉ P/Bag 3014, Opuwo  
☎ 065-273 483  
📄 065-273 483

## Oshana (Oshakati)

☺ D/W/O Shimi  
✉ P/Bag X5501, Oshakati  
☎ 065-223 6056  
📄 065-223 6049

## Caprivi (Katima Mulilo)

☺ Sgt. Ndeyamo  
✉ P/Bag 12345, Katima  
☎ 066-252 677  
📄 066-253 060

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