









## **CHAPTER 4**

# **Treatment and Rehabilitation Services**

# Aids Care Trust of Namibia

## CONTACT INFORMATION

-  **Region and Scope of Service**  
Khomas (Windhoek)  
National coverage
-  **Street Address**  
3681 Independence Avenue,  
Katutura Windhoek
-  **Postal Address**  
PO Box 8179 Bachbrecht  
Windhoek
-  **Telephone Number**  
*Office hours:* 061-259590/1  
*After hours:* 081-124 3461
-  **Fax Number**  
*All hours:* 061-218673
-  **E-mail Address**  
aidscares@iafrica.com.na
-  **Contact Persons**
-  **Affiliations**
  - Namibia Network of Aids Service Organisations (NANASO)

## MAIN SERVICES

Counselling  
Advice  
Medical support (incl. home care)  
Legal support  
Social welfare support  
Referral  
Counselling training  
Awareness-raising

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

The Aids Care Trust renders a range of therapeutic and support services for HIV/AIDS sufferers from anywhere in Namibia, as well as a training programme for counsellors and home care.

Counselling is offered for women, children, men, couples and families. People are referred for counselling by medical practitioners, who do not have time to counsel their patients. It is not necessary to make an appointment for counselling, but it is advisable because the counsellors may not be available throughout the day. Counselling is provided in person or on the telephone. Clients will be referred to other appropriate agencies for further assistance as required.

There is no minimum age nor any educational requirements for trainee counsellors. The trainers are staff members of the Aids Care Trust who have received specialist training in HIV/AIDS counselling. The course is run at the office in Katutura, or if this is unavailable, at any available venue in Windhoek. The course runs for a total of 6 months. It can be divided up into phases should the participants prefer this arrangement. There are 20-25 trainees per course. The course focuses on HIV/AIDS counselling and home-care skills. An attendance certificate is issued, stating that the trainee is qualified to counsel and provide home care for HIV/AIDS sufferers. There are no follow-up training or job placement services offered.

## ADDITIONAL SERVICES AND ACTIVITIES

- Provides education for school and adult groups on request.
- Facilitates community workshops on request.
- Participates in community action initiatives dealing with the HIV/AIDS pandemic.
- Joins radio/TV panel discussions on request, and issues media statements as necessary.
- Produces educational materials in the form of posters, pamphlets, booklets, videos and stickers, which are all available free of charge at the Katutura office.

## COSTS FOR SERVICES

All services are free of charge.



# Directorate: Developmental & Social Welfare Services

## CONTACT INFORMATION

**Region and Scope of Service**  
Head office: Khomas (Windhoek)  
Regional offices: see next page  
National coverage

**Street Address**  
Central Hospital Complex,  
Harvey Street, Windhoek West

**Head Office Postal Address**  
P/Bag 13198, Windhoek

**Telephone Number**  
Office hours: 061-2032602

**Fax Number**  
Office hours: 061-223573

**Contact Persons**  
Director: Ms BU Katjiungua  
Deputy Director:  
Ms Masebane-Coetzee

- Affiliations**
- Multimedia Campaign on Violence Against Women & Children
  - Women & Child Protection Units of the Namibian Police
  - Child Justice Forum
  - International Committee on Child Justice

## MAIN SERVICES

Counselling  
Advice  
Referral (shelter, legal, medical)  
Social welfare assistance  
Financial assistance  
Information  
Advocacy

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

Any member of the public can contact the nearest office of the Directorate of Social Services for just about any kind of health or welfare-related problem or emergency. Trained social workers will provide advice and individual counselling, and make appropriate medical, legal and other referrals to shelters and places of safety, support groups, professional institutions, etc. The Directorate is particularly sensitive to its legal duty to protect women and children against domestic violence, sexual abuse and neglect.

The Directorate receives referrals from a wide range of organisations and institutions dealing with victims of domestic violence and sexual abuse, and along with the Women & Child Protection Units, the Directorate occupies a central position in the continuum of services available for victims throughout Namibia. If a person in need of assistance is unsure where to go to find it, the nearest regional office of the Directorate is probably the best place to start.

It is notable that under the draft Child Care and Protection Act, any person who is paid to provide any service to children (e.g. a teacher, doctor, nurse) is required by law to report any information that would cause a reasonable person to suspect that a child is in need of protection to a social worker in the Ministry of Health & Social Services, or to the Commissioner of Child Welfare or NAMPOL.

The Directorate of Social Services administers matters relating to foster care, adoption and the temporary placement of minor children in registered places of safety - in accordance with the Children's Act or the new Child Care and Protection Act when it is passed by Parliament. The Directorate is also responsible for the placement of children in hostels and orphanages.

As a member of Interministerial Committee on Child Justice and all the Child Justice Forums in Namibia, the Directorate also assists children who conflict with the law. It has the authority to recommend an alternative to sentencing for a juvenile offender, and is responsible for providing aftercare services for these children.

Counselling is provided for women, children, men, couples and families - individually or in groups. People with alcohol or drug problems can also contact the Directorate for counselling and rehabilitation. Anyone needing counselling should contact the nearest regional office of the Directorate to arrange for it. Information and advice will be given on the telephone.

*(Continued overleaf)*

## ADDITIONAL SERVICES

Administers all social allowances, such as old age pensions, maintenance grants for low-income single-parent families, disability grants and pensions, foster parent grants and death and survivor benefits. Also assists in obtaining court orders for child maintenance payments and alimony payments.

The Directorate can assist with emergency relief for the payment of rent, the exemption or reduction of school and hostel fees, hospital fees and related medical costs, and also with funeral expenses.

The Directorate will make appropriate referrals for people to obtain food aid under the National Drought Relief Programme and the Namibian School Feeding Scheme, which are administered by other ministries and agencies. Other kinds of emergency food aid, as well as clothing, can also be arranged.

The Directorate also makes appropriate referrals for people to obtain assistance from the War Orphan's Fund of the Social Economic Integration Programme for Ex-Combatants (SIPE) or from the Sam Nujoma Orphan's Fund.

The Directorate assists with referrals in cases of HIV/AIDS, other critical illnesses and disability.

## OTHER ACTIVITIES AND INVOLVEMENTS

- Beneficiary of the UNICEF-funded Mobilisation for Children's & Women's Rights Programme, which aims to strengthen the capacity of Ministries and other agencies to advocate and lobby for children's and women's rights, and to assist children and women in especially difficult circumstances.
- Beneficiary of the Finnida-funded Health and Social Sector Support Programme, which aims to develop a comprehensive social welfare policy for Namibia, including advocating for the rights and protection of children and women as its first medium-term priority.
- Subsidises qualifying welfare organisations with state funds. The National Welfare Act requires all non-governmental organisations offering welfare services to register with the Directorate.
- The Ministry of Health & Social Services conducted a survey on domestic violence and its health consequences in conjunction with the World Health Organization (WHO), as part of a comparative study involving Namibia, the Pacific Islands, Japan, Brazil, Peru and Thailand.
- The Ministry is also in the process of preparing a training manual on how to counsel male perpetrators of violence. Contacts for this programme are Veronica Theron or Betsy Boza Reyes.

## COSTS FOR SERVICES


Government services are free of charge.

## REGIONAL & DISTRICT OFFICES OF THE DIRECTORATE OF SOCIAL SERVICES


The Directorate of Social Services has a Control Social Worker in each health region who can be contacted during office hours for assistance.

### North East Health Region

(Kavango, Caprivi)


 Rundu 066-265551  
Katima 066-253012

 Rundu 066-255371

 P/Bag 2094, Rundu

### North West Health Region

(Oshana, Ohangwena, Omusati, Oshikoto)

 Oshakati (Oshana) 065-220211


Ondangwa (Oshana) 065 258811

Engela (Ohangwena) 065-261104

Ongandjela (Omusati) 065-252013

Tsumeb (Oshikoto) 067 224050

 Oshakati 065-220303

 P/Bag 5538, Oshakati

### Central West Health Region

(Otjozondjupa, Erongo, Kunene)

 Otjiwarongo (Otjozondjupa) 067 303706

Grootfontein (Otjozondjupa) 067 242960

Otavi (Otjozondjupa) 067-234194

Okakarara (Otjozondjupa) 067-317004

Okahandja (Otjozondjupa) 062-503221

Khorixas (Kunene) 067-331493


Omaruru (Erongo) 064-570037

Usakos (Erongo) 064-530067

Swakopmund (Erongo) 064-412460

Walvis Bay (Erongo) 064-203441

 Otjiwarongo 067-303706

 P/Bag 2612, Otjiwarongo

### Central South Health Region

(Khomas, Omaheke, Hardap, Karas)

 Windhoek (Khomas) 061-2032602

Gobabis (Omaheke) 062-562940

Rehoboth (Hardap) 062-523811


Mariental (Hardap) 063-245281

Keetmanshoop (Karas) 063-223365

Karasburg (Karas) 063-270167

Lüderitz (Karas) 063-202446


 Windhoek 061-2032602


 P/Bag 13198, Windhoek


This organisation offers the full range of professional social welfare services for persons of any religious denomination or culture.


# Helping Hand Welfare Organisation


## CONTACT INFORMATION

 **Region and Scope of Service**  
Khomas (Windhoek)  
National coverage


 **Street Address**  
Corner Pasteur & Schonlein  
Streets, Windhoek

 **Postal Address**  
PO Box 2842, Windhoek

 **Telephone Number**  
*Office hours:* 061-257986

 **Fax Number**  
*Office hours:* 061-257986

 **E-mail Address**  
ncccwhk@iway.na

 **Contact Persons**  
Chairperson:  
Bishop WF Abrahams  
Alternative: Mr C Nyambe

 **Affiliations**  
None

## MAIN SERVICES

Day-care centre for children  
Counselling  
Advice  
Referral (legal, medical, job placement)  
Social welfare support  
Training (counselling)  
Education

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

The Helping Hand Welfare Organisation is a registered interdenominational church group which provides a range of support services for victims of domestic violence and abuse, the sick, the needy, and anyone in need of a helping hand. It also runs a day-care centre for abused, neglected or needy children.

Counselling is offered for women, children, couples and families. It is only provided in person, and it is necessary to make an appointment. Counselling is available for HIV/ AIDS sufferers, and prayer services for the sick are also offered. No referrals are needed for counselling. Helping Hand will refer people to other organisations for further assistance where necessary.

Counselling training is also available - focusing specifically on domestic violence and related issues. There are no restrictions in qualification to attend the courses. The basic courses are run at the Helping Hand Counselling Centre over a period of 3 week-ends, with 15 trainees per course. There is no certificate provided, nor any follow-up training, but job seekers will be referred to organisations needing their counselling skills.

All meals and other daily necessities are provided for the children at the day-care centre, as well as counselling especially for abused children - and first-aid services. The centre is fully secured. People can contact the centre directly without a referral.

## ADDITIONAL SERVICES AND ACTIVITIES

- Provides education for school and adult groups on request.
- Facilitates interest-group workshops on request.
- Participates in community action initiatives dealing with domestic violence, all forms of abuse against women and children, and HIV/AIDS.
- Joins radio/TV panel discussions on request.

## COSTS FOR SERVICES

All services are free of charge.

# Katutura Place of Safety

## Michelle McLean Children's Trust - (MMTC)

### CONTACT INFORMATION

**Region and Scope of Service**  
Namibia office: Khomas  
(Windhoek) National coverage  
(Also has contact point in Walvis  
Bay & an office in Cape Town, SA)

**Street Address**  
Office: 28 Robert Mugabe Ave.

**Postal Address**  
PO Box 97428, Windhoek

**Telephone Number**  
Windhoek (*office hours*):  
061- 240807 / 240809  
Walvis Bay Office:  
064-206441

**Fax Number**  
Windhoek (*office hours*):  
061-240808

**Contact Persons**  
Co-ordinator & Project Manager  
in Namibia: Ms T van Els

**Affiliations**

- Ministry of Health & Social Services
- Ministry of Basic Education, Sport & Culture
- Collaborates with a wide range of Namibian, South African and foreign governmental and non-governmental organisations, private institutions & individual philanthropists

### MAIN SERVICES

Place of safety for children  
Project funding  
Social welfare support  
Medical support  
Educational support  
Referral

### NOTES/ADDITIONS/CHANGES

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### OVERVIEW OF MAIN SERVICES

The MMCT was established by Namibian-born Michelle McLean soon after she was crowned Miss Universe in 1992. The MMCT has since been involved in numerous projects, and encourages children participating in these projects with Michelle's own motto: "If you can imagine it, you can do it." The organisation's mission is to assist and encourage youth to commit themselves to their future and the future of Namibia, to accept accountability for their actions, to achieve all they are capable of achieving, and in doing so, to help prepare future generations of Namibians for success. The MMTC is registered as a non-profit welfare Organisation.

Major projects of the MMTC include, among others: the Heart of a Child Fund, which funds heart surgery for children; Operation Snowball, which donates clothing and blankets to needy children; a place of safety for children; a feeding scheme which provides daily meals for needy children in Katutura; a hospice for child cancer patients; a school project for schools which cannot afford essential items-, an AIDS orphan project; and a home-care project which provides a qualified nurse for people needing medical care at home. The MMTC also assists children with eye problems and life-threatening illnesses. It also provides educational backup in maths, science, history and English for rural children or less fortunate children at Grade 10-12 level. The MMTC runs a range of annual and ongoing fundraising activities to support its projects, Through the Envelope Project, for example, tourists staying at leading hotels can place their change and foreign currency in MMTC envelopes.

The MMTC place of safety for children is situated in Katutura. The children must be referred there by the MMTC office or by a social worker in the Ministry of Health & Social Services. A maximum of 10 children can stay in this place of safety. Meals and other daily essentials are provided. Counselling can be arranged for children in need of this service, but it is not provided at the shelter. Medical care will also be arranged as necessary.

### ADDITIONAL SERVICES

- The MMTC produces educational materials and it has also produced a video on the Namibian environment, but these materials are produced specifically for MMTC projects and are not made available to the public.
- A Christmas Art Competition is held annually, and 20 works are selected for the production of Christmas cards to sell for fundraising purposes. The cards are sold in packs of varying amounts.

### \$ COSTS FOR SERVICES

All services for children are free of charge.

# Ministry of Education

## Regional Offices and Centres

### CONTACT INFORMATION

**T Region and Scope of Service**  
*Directorate of Youth Head Office:*  
 Khomas (Windhoek)  
*Regional Youth Offices & Centres:*  
 see next page  
 National coverage

**📍 Street Address**  
 Juvenis (Nictus) Building 380  
 Independence Ave., Windhoek

**✉ Postal Address**  
 P/Bag 13359 Windhoek

**☎ Telephone Number**  
*Office hours:* 061-220066

**📠 Fax Number**  
*Office hours:* 061-245939

**😊 Contact Persons**  
*Director of Youth:* Mr E Pretorius

- 🏢 Affiliations**
- Multimedia Campaign on Violence Against Women & Children
  - Interministerial Committee on Child Justice
  - Child Justice Forums

### MAIN SERVICES

- Peer counselling (all youth issues)
- Advice
- Information dissemination
- Education
- Training (Skills, leadership, self-esteem, etc.)
- Job-seeking assistance
- Referrals (lagal, medical)

### NOTES/ADDITIONS/CHANGES

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### OVERVIEW OF MAIN SERVICES

The MYS was established to ensure that issues of concern to Namibia's youth are dealt with within the basic human rights framework of the Constitution. ("Youth" is defined as people of both sexes aged 15-30 years). The MYS is responsible for co-ordinating all activities for youth facilitated by itself, other line ministries and non-governmental organisations.

The Directorate of Youth is responsible for actively promoting the contribution of youth to national social and economic development. Enhancing the access of unemployed youth and school dropouts to social and economic services is emphasised. The programmes developed by the Directorate are implemented by the regional youth officers and other staff of the regional youth offices and centres, in collaboration with regional and district youth forums and groups.

The Directorate's programmes include: the National Juvenile Justice Programme, the Youth & Child Rights Advocacy Programme, the Environmental Education Programme, the Integrated Rural Youth Development Programme, the Youth Health Programme, the Youth Information Programme, the Youth Exchange & Hostelling Programme, and the Provision & Maintenance of Infrastructures Programme.

For the purposes of this directory the most important service of the Directorate is the peer counselling and guidance provided by youth officers at the regional offices and centres. The centres are all tasked to provide the same range of services, though in each region there are variations and some services are more developed than others.

To give an example of services offered in the regions (now or in the future), the Windhoek Multi-Purpose Youth Resource Centre in Katutura offers the following services, among others: career guidance and counselling, skills training and job-seeking assistance for unemployed youth; a library containing information materials and manuals on all kinds of issues affecting young people; a Health Drop-in Centre where youth can receive health services and counselling on issues like HIV/AIDS and other sexually transmitted diseases in a friendly atmosphere; environmental education clubs and support for environmental income-generating projects; leadership training and activities to build self-esteem.

The regional youth offices and centres are there to serve the youth of Namibia, and people aged 15-30 years who need information about or who have been traumatised by domestic violence or sexual abuse can go to any of them to talk to another young person who has been trained to counsel and generally guide them, using the wide range of available resources.

*(Continued overleaf)*



## Regional Youth Offices and Resource Centres



### CAPRIVI

#### Katima Mulilo

- Office hours: 066-253668
- Office hours: 066-253187
- PO Box 1069 Ngweze



### ERONGO

#### Omaruru

- Office hours: 064-570546
- Office hours: 064-570278
- PO Box 474 Omaruru

#### Swakopmund

- Office hours: 064-404816
- Office hours: 064-405373
- PO Box 5023 Swakopmund



### HARDAP

#### Mariental

- Office hours: 063-242450
- Office hours: 063-242404
- PO Box 755 Mariental

#### Rehoboth

- Office hours: 062-524691
- Office hours: 062-524683
- PO Box 4065 Rehoboth



### KARAS

#### Keetmanshoop

- Office hours: 063-222884
- Office hours: 063-222884
- PO Box 836 Keetmanshoop

#### Lüderitz

- Office hours: 063-203420
- Office hours: 063-203420
- C/o PO Box 104 Lüderitz

#### Karasburg

- Office hours: 063-270059
- Office hours: 063-270256
- PO Box 397 Karasburg



### KAVANGO

#### Rundu

- Office hours: 067-255189
- Office hours: 067-255710
- PO Box 2085 Rundu

#### Nkurenkuru

- Office hours: 067-257902
- Office hours: 067-257921
- PO Box 6089 Nkurenkuru



### KHOMAS

#### Windhoek

- Office hours: 061-263281
- Office hours: 061-261459
- P/Bag 13359 Windhoek



### KUNENE

#### Khorixas

- Office hours: 067-331392
- Office hours: 067-331213
- PO Box 510 Khorixas



### Opuwo

- Office hours: 065-273195
- Office hours: 065-273195
- P/Bag 3022 Opuwo



### OHANGWENA

#### Eenhana

- Office hours: 065-263030
- Office hours: 065-263033
- PO Box 2023 Ongangwa



### OMAHEKE

#### Gobabis

- Office hours: 062-562249
- Office hours: 062-562808
- PO Box 1604 Gobabis

#### Otjinene

- Office hours: 062-567573
- Office hours: 062-567573
- P/Bag 1005 Otjinene



### OMUSATI

#### Outapi

- Office hours: 065-251076
- Office hours: 065-251135
- PO Box 197 Outapi



### OSHANA

#### Ondangwa

- Office hours: 065-240255
- Office hours: 065-240548
- P/Bag 2044 Ondangwa

#### Oshakati

- Office hours: 065-220354
- Office hours: 065-220310
- P/Bag 5557 Oshakati



### OSHIKOTO

#### Tsumeb

- Office hours: 067-220534
- Office hours: 067-221935
- PO Box 743 Tsumeb



### OTJOZONDJUPA

#### Tsumkwe

- Office hours: 067-244012
- Office hours: 067-244013
- P/Bag 2091 Windhoek

#### Grootfontein

- Office hours: 067-243079
- Office hours: 067-242015
- P/Bag 204 Grootfontein

#### Otjiwarongo

- Office hours: 067-302268
- Office hours: 067-304073
- PO Box 1178 Otjiwarongo

#### Okakarara

- Office hours: 067-317256
- Office hours: 067-317266
- P/Bag 2119 Okakarara

### YOUTH SKILLS TRAINING CENTRES

#### Kai//ganaxab Youth Skills Training Centre

- Office hours: 063-240808
- Office hours: 063-242511
- P/Bag 2008 Mariental

#### Friedenau Youth Centre

- Office hours: 061-234223
- Office hours: 061-245939
- P/Bag 13359 Windhoek

#### Frans Dimbare Integrated Rural Youth Development Centre

- Office hours: 066-258307
- Office hours: 066-258307
- PO Box 5066 Divundu

#### Keetmanshoop Multipurpose Youth Centre

- Office hours: 063-222883
- Office hours: 063-222699
- PO Box 836 Keetmanshoop

#### Okahao Green Skills Training Centre

- Office hours: 065-252045
- Office hours: 065-252045
- P/Bag 58 Ogandjera

#### Oshakati Multi-Purpose Youth Resource Centre

- Office hours: 065-220354
- Fax: 065-220310
- P/Bag 5557 Oshakati

#### Opuwo Multi-Purpose Youth Resource Centre








- Office hours: 065-273195
- Office hours: 065-273195
- P/Bag 3022 Opuwo

#### Farm Du Plessis Rural Youth Development Centre

- Office hours: 062-568334
- Office hours: 062-568334
- PO Box 522 Gobabis

# Ministry of Safety and Security Services

## CONTACT INFORMATION

-  **Region and Scope of Service**  
*Head office:* Khomas (Windhoek)  
 National coverage
-  **Street Address**  
 Brandan Simbwaye Square  
 Goethe Street, Windhoek
-  **Postal Address**  
 P/Bag 13281 Windhoek
-  **Telephone Number**  
*Office hours:* 061-2846111
-  **Fax Number**  
*Office hours:* 061-272487
-  **Contact Persons**  
 Head of Social Worker  
 Ms A R Katjivena
-  **Affiliations**
  - Women & Child Protection Units of the Namibian Police
  - Windhoek Child Justice Forum
  - Interministerial Committee on Child Justice

## MAIN SERVICES

Therapy and counselling  
 Education and training  
 Awareness-raising and information  
 Other support (child allowances, legal and medical referrals, etc.)

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

The MPCCS provides a range of therapeutic and rehabilitative services for prison inmates. These services are mainly rendered to sentenced prisoners, and due to a shortage of specialised personnel the MPCCS currently concentrates on long-term prisoners who need more intensive services of this kind. The MPCCS categorises its services as follows:

### Education and Training

Formal education (literacy, secondary, tertiary) is provided in co-operation with the Ministry of Basic Education and Culture, the Namibian Open College of Learning (NAMCOL) and other tertiary institutions. Non-formal education in the areas of small business management, communication skills, leadership and first aid is provided through courses run in co-operation with other ministries and non-governmental organisations. Vocational training in various trade areas is provided in workshops housed in the prisons, and trainees can undergo examinations at the national level to obtain certificates and diplomas in their chosen trade. Informal skills training is provided in areas like needlework and art.

### Awareness and Information

Awareness-raising is an important part of the rehabilitation programme in prisons. The MPCCS concentrates on “burning issues”, such as HIV/AIDS, violence against women and children, alcoholism and drug abuse.

### Therapy and Counselling

Social workers provide counselling and other therapeutic services for individual inmates and groups of inmates, and their family members are involved where necessary.

### Support and Assistance









The MPCCS ensures that inmates have contact with their families so that their relationships can be rebuilt while the inmates are still in prison. The ministry also assists with allowances to support the children of inmates through the term of imprisonment. Referrals for legal, medical and other forms of support are also made by the social workers.

### COSTS FOR SERVICES

Government services are free of charge.

# Namibia Red Cross Society

## CONTACT INFORMATION

-  **Region and Scope of Service**  
 Khomas (Windhoek)  
 National coverage
-  **Street Address**  
 Erf 2128 Independence Ave  
 (Shoprite Centre), Katutura
-  **Postal Address**  
 PO Box 346, Windhoek
-  **Telephone Number**  
*Office hours:* 061-235226
-  **Fax Number**  
*Office hours:* 061-228949
-  **E-mail Address**  
 enquiries@redcross.com.na
-  **Contact Persons**  
 Secretary-General:  
 Ms R Kauaria
-  **Affiliations**
  - International Red Cross Society

## MAIN SERVICES

First-Aid  
 Training (First Aid)  
 Emergency Social Welfare Support  
 (food, clothing)  
 Day-care for small children  
 Support for Street Children (Rundu)  
 Tracing of family members  
 Advice  
 Referral

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

The Namibia Red Cross Society essentially provides emergency medical and welfare services such as first aid, food aid and clothing. The society will not as a rule provide direct assistance to victims of domestic violence or sexual abuse, but people in urgent need may certainly approach the society for a referral to the appropriate Organisation, such as the Women & Child Protection Unit of NAMPOL or the Ministry of Health & Social Services.

Another central function of the Red Cross Society is to provide first-aid training. The course is run countrywide and is promoted under the slogan "First Aid Saves Lives!" There is no minimum age or educational requirement for trainees. A first-aid manual and certificate is included in the course fee (see below).





The Red Cross Society also helps to trace people's family members. To do this it sends messages by various means. The Red Cross Society has helped to establish several day-care centres (crèches) in the country. All but two of these have been handed over to the staff who run them, so the society now only controls one centre in Windhoek and one in Katutura. It also runs a street children's project (drop-in centre) in Rundu.

## \$ COSTS FOR SERVICES

The training course fee in First Aid (basic) for students and full-time employees is N\$200. (First Aid Kit included) The society also sells first-aid kits to raise funds for its activities. All other services are free of charge.

## CONTACT INFORMATION FOR DAY-CARE CENTRES

### Rundu Street Children's Drop-in Centre

-  Elcin Street Rundu
-  066-256216
-  066-255783
-  Supervisor Ms N Bessinger  
 Regional Manager: Ms M Manyando

# National Aids Control Programme

## MINISTRY OF HEALTH AND SOCIAL SERVICES

### CONTACT INFORMATION

**Region and Scope of Service**  
 Khomas (Windhoek)  
 National Coverage

**Street Address**  
 Central State Hospital Complex  
 Harvey Street, Windhoek West

**Postal Address**  
 P/Bag 13198 Windhoek

**Telephone Number**  
*Office hours:* 061-2032825

**Fax Number**  
*Office hours:* 061-224155

**Contact Persons**  
 Mr Abner Xoagub

**Affiliations**  
 None

### MAIN SERVICES

- Counselling
- Advice
- Information
- Referral (medical, legal, social welfare)
- Support groups
- Home-based care
- Training
- Education & awareness-raising

### NOTES/ADDITIONS/CHANGES

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### OVERVIEW OF MAIN SERVICES

The primary aim of the National Aids Control Programme is to stop the HIV/AIDS pandemic from spreading. In its efforts to achieve this aim the programme provides a wide range of services for people living with HIV/AIDS, as well as for their families, and for people who are at risk of contracting the virus, such as teenagers who have become sexually active.

Two central functions of the programme are to counsel sufferers and to strengthen counselling services throughout the country by providing counselling training. A crucial aspect of the programme's work is to encourage voluntary testing for HIV, meaning that it tries to get all sexually active people to go to a hospital or clinic to be tested for the virus. Voluntary testing is crucial because it is obviously impossible to stop the virus from spreading if people do not know that they are carrying it. Linked to this is the other crucial aspect of the programme's work: education. The programme has a wide range of information materials to offer - adapted for all language groups and literacy levels - and it provides education for community groups of all kinds (especially school groups), focusing mainly on preventing infection. The information materials, as well as condoms, are all distributed free of charge. Radio is used regularly to raise awareness about HIV/AIDS and related issues.

Efforts are underway to bring people with HIV together to assist each other to live positively with the virus. The vision is to establish local and/or regional support groups throughout the country. Home-based care initiatives are being implemented now, and one of these initiatives is to distribute home-based care kits free of charge.

Counselling trainees may be employees of the MOHSS (e.g. nurses), staff of other organisations such as Catholic Aids Action, or any member of the public who would like to counsel people with HIV/AIDS. There is no minimum age or educational requirement for trainees. Another training course run by the programme focuses on the management of sexually transmitted diseases generally. This course is chiefly aimed at the relevant local and/or regional government bodies, but other organisations interested in sending staff for training are welcome to contact the programme for details.









### **\$ COSTS FOR SERVICES**

All government services are free of charge.



# Walvis Bay Child & Family Centre

## CONTACT INFORMATION

-  **Region and Scope of Service**  
 Erongo (Walvis Bay)  
 Serves entire Erongo region
-  **Street Address**  
 Old North Hospital (behind police station), 11th Street, Walvis Bay
-  **Postal Address**  
 PO Box 2481, Walvis Bay
-  **Telephone Number**  
*Office hours:* 064-209457
-  **Fax Number**  
*Office hours:* 064-209457
-  **E-mail Address**  
 wbcfc@iafrica.com.na
-  **Contact Persons**  
 Chairperson: King Muatanga  
 Manager: Ms E Murangi  
 Manager: Ms E Nash  
 Social worker: Ms M Richter
-  **Affiliation**
  - Multimedia Campaign on Violence Against Women & Children
  - Ministry of Health & Social Services
  - Women & Child Protection Units of the Namibian Police

## MAIN SERVICES

Therapy & rehabilitation for alcoholics and drug addicts  
 Service for people with disabilities  
 Support groups  
 Counselling  
 Advice  
 Information  
 Referral (medical, legal, welfare, etc)  
 Temporary shelter for women & children

## NOTES/ADDITIONS/CHANGES

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## OVERVIEW OF MAIN SERVICES

The Walvis Bay Child & Family Centre is a multi-purpose facility which houses the Sunshine Centre for people with mental and physical disabilities, the Alcohol Rehabilitation Centre and the local Women & Child Protection Unit of the Namibian Police. Most people are referred to the centre by the unit or by state social workers, but anyone can contact the centre directly without a referral.

The centre offers a 28 day in-patient rehabilitation programme for alcoholics, which is administered by professional counsellors. The programme aims for the total restoration of the patient's relationship with self, family, employer & community. Patients must stay for the full 28 day term. Aftercare is left to the social workers attached to the centre, and there is a support group for them should they need one. Patients may also choose to join an Alcoholics Anonymous (AA) support group.

People with disabilities at the Sunshine Centre receive vocational skills training in areas such as leatherwork, woodwork, gardening, needlework, knitting & sports. A total of 25 people can be trained at the same time. The items produced are sold, and the profits are divided between the crafter and the centre. The centre ploughs the profits into developing its services for people with disabilities. The centre is now envisaging measures to sensitise the local business community about the skills that the trainees can offer, in the hope that they will be employed, become financially independent and be fully integrated into the community. The centre also facilitates a support group for children with disabilities.

## ADDITIONAL SERVICES

- Support group for families with alcoholic members
- Educational programme for school groups
- Occasional community workshops are run to raise awareness on human rights issues
- Has participated in a TV panel discussion
- Educational video for hire (no charge)
- Organise cultural activities (drama/poetry/song & dance) for children at the Sunshine Centre

## COSTS FOR SERVICES

All services are free of charge.

## Additional Services

Below is a listing of other counselling, treatment and rehabilitation services, and services for people with disabilities. These services are not being covered in full in this directory - either because they did not want to be included in a directory focusing specifically on domestic violence and sexual abuse, or because they really aren't relevant for the purposes of this directory, or because they did not provide the information requested by the time of going to press, or because the directory was already complete when the compilers came to hear of them. The compilers decided that they should at least be listed for the reader's information. All these organisations serve any person in Namibia (i.e. they provide national coverage). Some have regional branches, and people wanting to know whether there is a branch in a particular region should contact the Windhoek branch to ask.

### SERVICES FOR ALCOHOLICS AND DRUG ABUSERS

#### Christelike Alkoholiste Diens

This is one of the services of the Dutch Reformed Church Benevolence Board (see chapter 3 and 5)

- ☎ Office hours: 061-237296
- 📄 Office hours: 061-227287
- ✉ PO Box 3307 Windhoek

#### Drug Action Group and

#### Teenagers Against Drug Abuse (TADA)

TADA is a project of the Drug Action Group. It provides peer counselling services in schools.

- ☎ Office hours: 061-230296
- 📄 Office hours: 061-230296
- ✉ PO Box 20490 Windhoek

#### Nova Vita Drug and Alcohol Rehabilitation Centre

- ☎ Office hours: 061-201 2380  
After hours: 061-201 2374
- 📄 Office hours: 061-221519
- ✉ PO Box 3660 Windhoek
- 📄 E-mail: novavita@telecom.na

#### Etegameno Rehabilitation & Resource Centre

- ☎ Office hours: 061-269348/256697/  
250404
- 📄 Office hours: 061-223573
- ✉ P/Bag 13198

### SERVICES FOR PEOPLE WITH DISABILITIES

#### Ehafo Trust (Head Office & Vocational Training Centre)

- ☺ The Director
- ☎ Office hours: 061-237500/1 or 220644
- 📄 Office hours: 061-234972
- ✉ P/Bag 13316 Windhoek
- 📄 E-mail: ehafoh-o@africaonline.com.na

#### Ministry of Lands, Resettlement & Rehabilitation: Directorate of Resettlement Rehabilitation Division Rehabilitation

- ☺ The Director
- ☎ Office hours: 061-257104
- 📄 Office hours: 061-245920
- ✉ P/Bag 13343

#### Namibian Federation of the Visually Impaired

- ☺ The Director
- ☎ Office hours: 061-220835/225717
- 📄 Office hours 061-231428
- ✉ PO Box 8480 Bachbrecht (Windhoek)
- 📄 E-mail: scwi@iway.na

#### Namibian National Association of the Deaf (NNAD)

- ☺ The President
- ☎ Office hours: 061-244811
- 📄 Office hours: 061-244811
- ✉ PO Box 21040 Windhoek
- 📄 E-mail: nnad@iway.na

#### National Association of Differently Abled Women

- ☺ The Steering Committee Chairperson
- ☎ Office hours: 061-225717
- 📄 Office hours: 061-249905
- ✉ PO Box 70406 Khomasdal Windhoek

#### National Association of Disabled People in Namibia (In the process of opening new offices in regions)

- ☺ The Secretary-General
- ☎ Office hours: 061-225717, ext. 19
- 📄 Office hours: 061-249905
- ✉ PO Box 70406 Khomasdal Windhoek