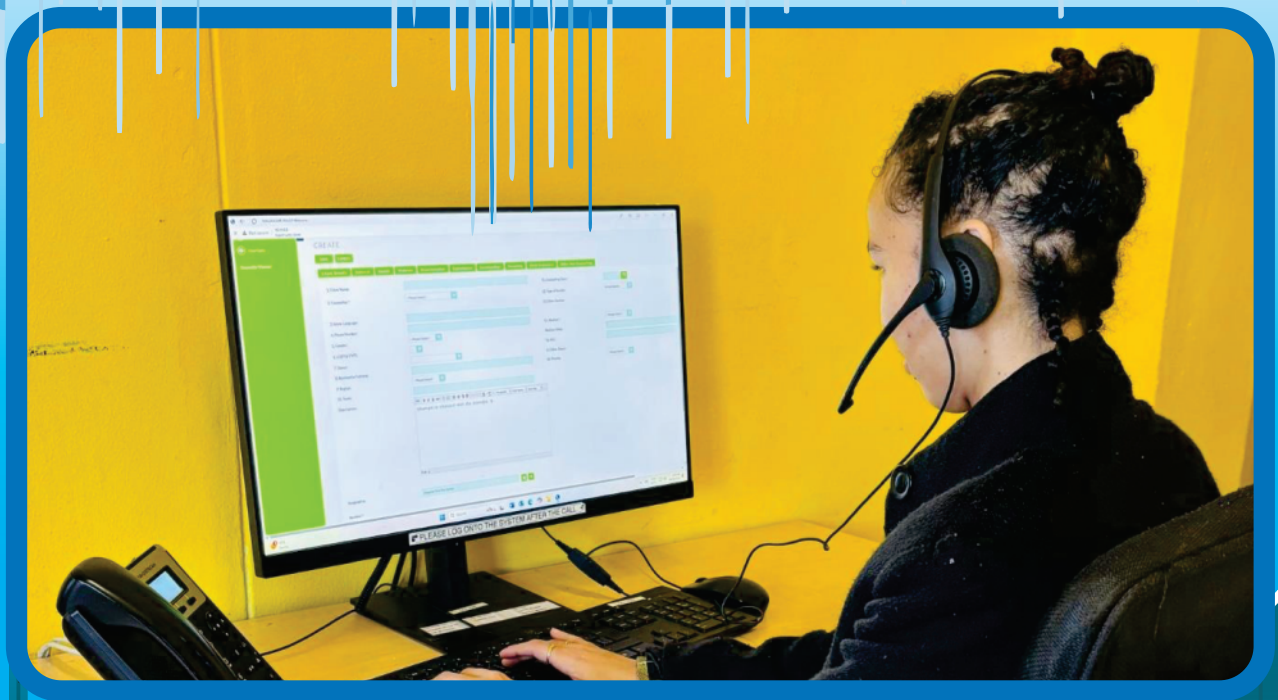




LLCL COUNSELLING CENTRE DATA REPORT FOR FINANCIAL YEAR 2021-2023



July 2025

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FOREWORD – DIRECTORS MESSAGE

As I reflect on the three years, I am filled with immense pride and deep gratitude for the remarkable achievements we have made together. Despite the unprecedented challenges we faced, our team remained steadfast in its commitment to providing essential care and support to children and families in need. It is with great honor that I present this report, highlighting our journey, our progress, and the unwavering dedication of every individual who contributed to our mission.

Our work is guided by our vision: "Pledging for Safer, More Resilient Children, Families and Communities." This framework is rooted in our commitment to both preventative and responsive services in child protection and mental health. By supporting children, families, and communities across Namibia, we aim to build resilience and foster holistic well-being in the face of adversity.

LifeLine/ChildLine Namibia has grown into a diverse organization, structured around core departments and divisions that translate our strategic goals into action. The approval of a Child Protection Agency Status in 2022 by the Ministry of Gender Equality & Child Welfare marked a significant milestone in our development. This recognition has empowered us to further strengthen the quality and reach of our services, underpinned by a robust child protection policy and clear procedural guidelines for responding to child protection concerns.

We give heartfelt gratitude to our valued development partners, especially Lifeline International, UNICEF, ChildHelpline International, Marrie Collins Foundation, FNB Foundation, British High Commission, Canada Aid and the Lisselotte Stiftung Foundation, and Global Fund for their consistent financial and technical support. Our strong collaborations with government ministries, non-governmental organizations, and international allies have been instrumental in enabling us to reach more communities and offer critical services where they are needed most.

The ongoing professional development of our staff and volunteers, supported by our partners, has been key to our organizational growth. Together, we remain committed to advocating for the rights and well-being of all children in Namibia. Mental wellness continues to be a critical focus area, as we witness the profound impact of violence and abuse. While we have made meaningful strides, much work remains. To every child and caregiver: You are not alone, our trained counsellors are available 24/7 on our toll-free helplines 116 and 106.

Furthermore, The Internet Watch Foundation (IWF) reporting portal is available on our website where images or videos of online child sexual exploitation and abuse can be reported anonymously. The link is available on our website [LifeLine/ChildLine Namibia](https://www.lifeline.org.na).

The recently released 2023 Population and Housing Census by the Namibia Statistics Agency revealed that 71% of Namibia's population is under the age of 35. This youthful demographic reinforces the urgency of data-driven planning and targeted policy development to unlock the country's demographic dividend. In 2021, LifeLine/ChildLine Namibia invested in the Halacoom Data System, which allows us to collect, manage, and analyze real-time data on counselling and child protection cases. This report presents key insights drawn from that system, covering the period from April 2021 to March 2023.

As we look to the future, let us continue working together to ensure that every child in Namibia can grow, thrive, and live free from harm.

Nicolette Bessinger: Director LifeLine/ChildLine Namibia

VISION

Pledging for Safer, More Resilient Children, Families and Communities

MISSION

Providing quality counselling, Social behavioural change interventions; 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.

VALUES

Accessibility - Fostering meaningful connections in our engagements

Caring – Acting with consideration and concern

Confidentiality – Ensuring confidentiality for stakeholders

Equity – Conducting fair and non-discriminatory business

Integrity – Endorsing honesty, trust and accountability

Partnerships – Making a difference in communities

Professionalism – Conducting business ethically, proficiently and responsibly

LIST OF ACRONYMS

CCPA	Child Care Protection Act
GBV	Gender - based violence
GRN	Government of the Republic of Namibia
IWF	Internet Watch Foundation
OCSEA	Online Child Sexual Exploitation and Abuse
LLCL	LifeLine ChildLine
LSF	Lisolette Stiftung Foundation
M&E	Monitoring & Evaluation
MGECW	Ministry of Gender Equality, & Child Welfare
MoEAC	Ministry of Education Arts and Culture
MOHSS	Ministry of Health and Social Services
NAMPOL	Namibian Police
PHC	Population and Housing Census
UNICEF	United Nations Children's Fund
VAC	Violence Against Children
WHO	World Health Organization

GLOSSARY OF TERMS (Explanation of Case Category Terminology)

Adoption – According to the Child Care and Protection Act 3 of 2015 (CCPA), adoption is a legal process through which a child becomes the permanent and lawful child of adoptive parents, with all the rights and responsibilities that biological parenthood entails.

Child in need of protective services – According to the CCPA, a child in need of protective services refers to a child who needs services aimed at providing care, protection or both care and protection to safeguard his or her safety, security and well-being, or improving such care, protection or both care and protection.

Child Protection – Refers to the safeguarding of children from abuse, neglect, exploitation, and any form of harm that may threaten their well-being, development, or survival.

Covid 19 – COVID-19 is a highly contagious respiratory illness caused by the novel coronavirus SARS-CoV-2. The disease was first identified in Wuhan, China in December 2019 and became a global pandemic, with millions of cases and deaths reported worldwide.

Custody and Guardianship – Custody and guardianship are legal terms that refer to different types of arrangements involving the care and responsibility of children or vulnerable individuals. According to the CCPA, guardianship is the right to make important legal decisions on behalf of the child. Custody is the responsibility for the day-to-day care of a child, including the power to make decisions relating to that care.

Discrimination and exclusion – The international human rights legal framework has instruments to tackle a range of specific forms of discrimination and exclusion. Discrimination is defined as any distinction, exclusion, or restriction made based on characteristics such as race, gender, religion, nationality, disability, or other status, which has the purpose or effect of impairing the recognition, enjoyment, or exercise of human rights and fundamental freedoms.

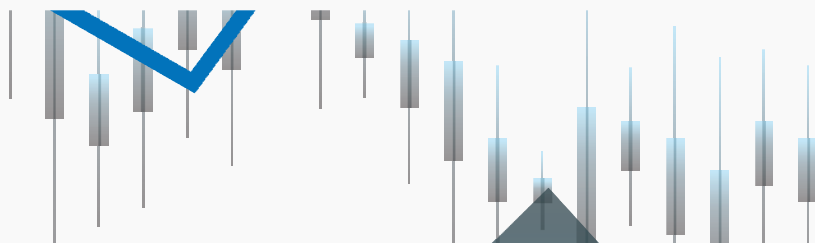
Exploitation – Online sexual exploitation and abuse, labour, child. According to the Child Care and Protection Act, exploitation includes prostitution or any form of sexual exploitation, forced labour or services, prohibited child labour or other economic exploitation, slavery or practices similar to slavery, including debt bondage or forced marriage servitude, the removal of any body parts or forcing a woman to become pregnant against her will in order to sell the child.

Foster Care – Refers to the care of a child by a person who is not the child's parent, guardian, family member, or extended family member. This arrangement is formalized through an order from the children's court, following a child protection hearing as outlined in Section 141.

Mental Health – Is “a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community” (World Health Organization).

Mental health includes: Negative symptoms: from mild distress to clinical levels of dysfunction. Positive mental health includes emotional, social, and psychological well-being.

Online Child Sexual Exploitation and Abuse (OCSEA) – Refers to any act of a sexually exploitative or abusive nature against a child that involves the use of digital technologies. This includes the internet, mobile devices, social media, messaging platforms, and other forms of information and communication technology.



Parental responsibilities and Rights – According to the CCPA, parental responsibilities and rights refer to the legal duties and entitlements that a parent has in relation to their child. These include care and guardianship, contact, maintenance, and decision-making.

Parenting and child rearing – The Child Care and Protection Act 3 of 2015 (CCPA) does not provide a single, formal definition of parenting or child-rearing as standalone terms. However, these concepts are deeply embedded in the Act through its provisions on parental responsibilities and rights, parenting plans.

Parenting – Refers to parental responsibilities and rights, which include caring for the child, maintaining contact, providing financial support, and making decisions in the child's best interests.

Physical health – Is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity. The overall physical condition of a person. For good health, the World Health Organization recommends being more active, eating healthy, and avoiding tobacco and harmful use of alcohol.

Precarious Situation – Refers to circumstances where a child's well-being, safety, or development is at serious risk due to instability, uncertainty, or harmful conditions.

Prevention and Early intervention – In child protection, prevention and early intervention efforts are focused on promoting the safety, well-being, and healthy development of children and families. According to the CCPA, these services are designed to reduce the risk of violence or other harm within the family environment.

Relationship – The way in which two or more people, groups, etc., talk to, behave toward, and deal with each other, e.g., parent-child relationship or marriage relationship.

School related issues – These include all challenges that learners face at schools, such as bullying, access to education.

Sexual awareness – Involves a child's growing knowledge of their body, consent, boundaries, and the ability to recognize inappropriate or harmful behaviour.

Sexuality – Refers to a child's developing understanding of themselves as a sexual being, including emotional, physical, and social aspects of identity and relationships.

Sexuality and Sexual Awareness – According to the World Health Organization, sexual health requires a positive and respectful approach to sexuality and sexual relationships, including the possibility of having pleasurable and safe sexual experiences free of coercion, discrimination, and violence.

Violence – Under Namibia's Child Care and Protection Act 3 of 2015 (CCPA), violence is not defined in a single standalone clause, but the Act addresses various forms of violence against children in its provisions.



CHAPTER 1: INTRODUCTION

This report presents key data and insights on counselling and child protection services in Namibia, as captured through LifeLine/ChildLine Namibia Helplines and case management interventions using the Halacoom data system. The information compiled here is intended to inform our organization, partners, government stakeholders, and communities at large.

The data is for the past three financial years, from 1st April 2021 till 30 April 2023 and illustrate national trends, gathered from users across all fourteen regions who accessed our services. While the data is collected nationwide, this report provides a general overview rather than region-specific analysis. It focuses on key indicators such as the number of calls received, case categories, age distribution, and child protection concerns.

To support interpretation and analysis, the report includes graphs, tables, and narrative commentary that illustrate key trends and patterns. These visual and narrative elements are designed to offer deeper insight into the data and highlight its relevance for planning, intervention, and advocacy efforts.

METHODOLOGY

This report presents analyzed data collected by LifeLine/ChildLine Namibia over a period of three financial years, from **1 April 2021 to 30 March 2023**. The data reflects national trends in counselling and child protection, gathered through our helplines and case management interventions.

Counselling Operations

The LifeLine/ChildLine Namibia Counselling Centre has been operational **24 hours a day, 7 days a week since June 2022**. Our toll-free helplines (116 for children and 106 for adults) serve as the primary entry points for individuals seeking psychosocial support, particularly in cases related to gender-based violence (GBV), violence against children (VAC), and other mental health-related concerns.

The helplines are staffed by approximately forty volunteer counsellors, who work in four-hour shifts to ensure continuous support. These counsellors come from professional backgrounds in counselling, psychology, and social work, and are carefully selected through a formal recruitment process. Once recruited, all counsellors undergo in-service training, with a strong focus on Personal Growth and Basic Counselling Skills to enhance the quality and effectiveness of the services provided.

To ensure ethical practice and confidentiality, all counsellors sign an Oath of Confidentiality, adhere to a Code of Ethics, and follow clearly defined Counselling Standard Operating Procedures (SOPs).

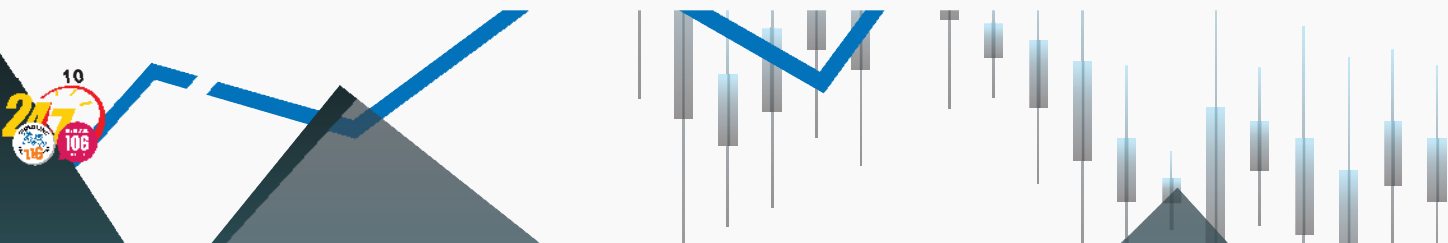
Data Collection and Management

The data presented in this report is captured and managed using the Halacoom Data System, a centralized platform that records all counselling and child protection cases received through the helplines and case management system.

This includes detailed information on:

- Number and types of calls received
- Case categories
- Age distribution of callers
- Child protection concerns mental health trends

While data is collected from all fourteen regions of Namibia, this report presents aggregate national trends rather than region-specific analyses.



Additional Services and Advocacy

In addition to direct service delivery, LifeLine/ChildLine Namibia actively engages in advocacy and awareness campaigns aimed at promoting mental health and raising awareness about crisis response resources.

These initiatives help to educate the public, reduce stigma, and encourage individuals in need to access available support. Through a combination of data-driven service delivery, trained personnel, and community engagement, this report aims to provide meaningful insights into the mental health and child protection landscape in Namibia.

CHAPTER 2: COUNSELLING CENTRE

Counselling Services at LifeLine/ChildLine Namibia

LifeLine/ChildLine Namibia offers a dual approach to counselling services, providing both face-to-face counselling and crisis support through our helplines. These services are designed to deliver high-quality, preventative, and protective mental health interventions to children, families, and communities. Our goal is to help individuals overcome challenges and build resilience, ultimately improving their mental well-being.

Face-to-Face Counselling

Face-to-face counselling is offered at our Windhoek Counselling Centre, located at the LifeLine/ChildLine Namibia Head Offices in Khomas. These counselling sessions are conducted in a safe, client-friendly environment, staffed by trained counsellors who provide personalized support.

The face-to-face counselling is provided through our Windhoek Centre. However, the **Call Centre** is responsible for handling calls from all regions of Namibia, providing 24/7 access to crisis support.

Crisis Support Helplines

In addition to in-person services, we operate a **24/7 helpline** system, available nationwide. Our toll-free numbers (**106** for children and **116** for adults) are accessible to individuals in crisis from all parts of Namibia. The Call Centre serves as the central hub, handling contacts through various channels, including **telephone, social media, and SMS**.

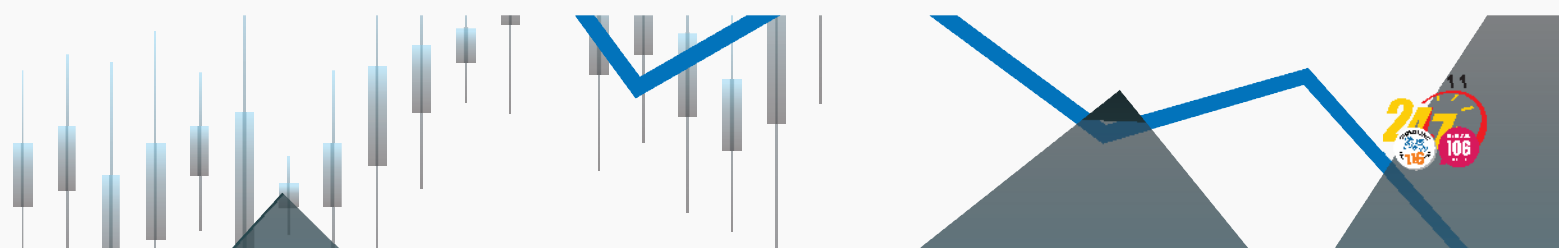
Internet Watch Foundation Reporting Portal

In collaboration with the Internet Watch Foundation and UNICEF Namibia, LLCL embedded the IWF reporting portal on its website to ensure that Namibia joins the global fight against child sexual content. Namibian Citizens can now report child sexual abuse imagery and videos online into the global network of the IWF and the wider hotline system.

Once reported, the IWF's content analyst assesses the content and trace the child abuse website globally, once identified international stakeholders including law enforcement agencies are notified and action is taken to remove the material from the internet.

Data Collection and Response

Both face-to-face and telephonic counselling services are subject to detailed **record-keeping**. Data is categorized based on the type of crisis support requested and the age of the client. This system ensures that we can track trends in mental health and child protection needs, while also monitoring the effectiveness of our services.



COUNSELLING STATISTICS

Calls received

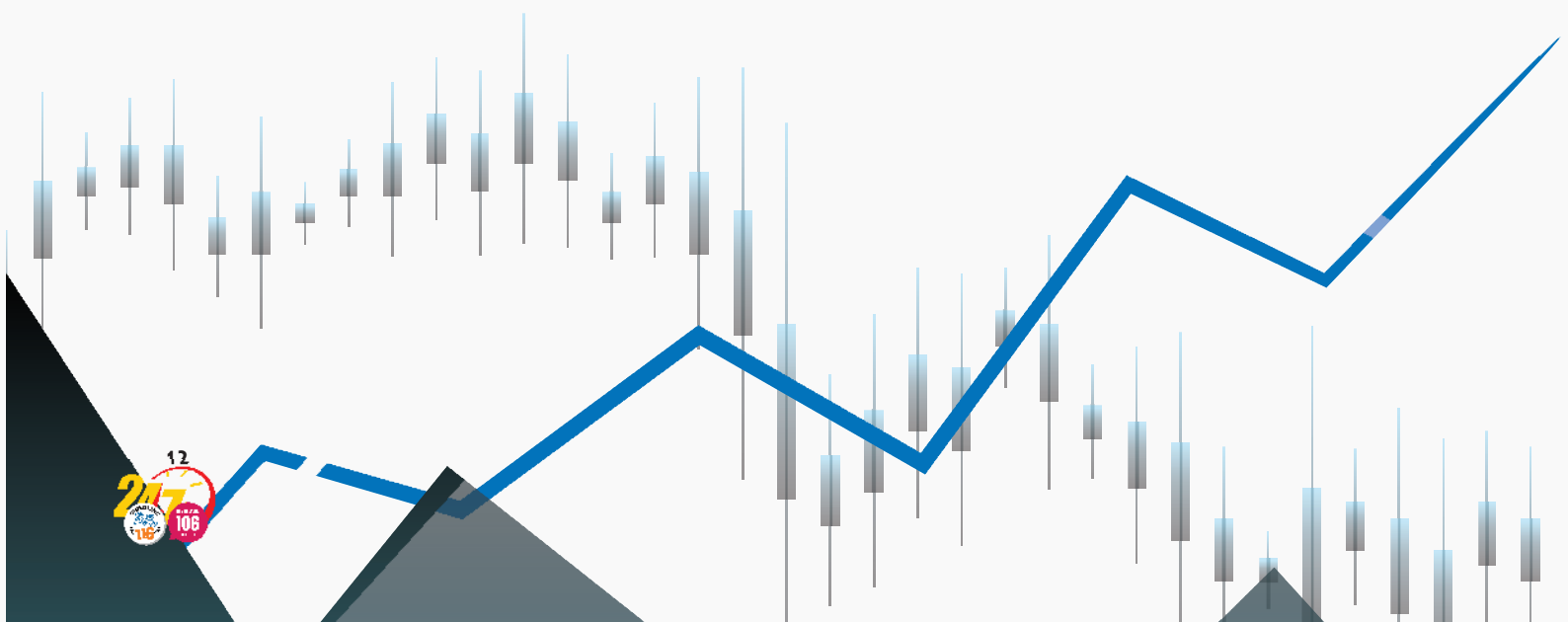
The database system managing the Helplines Toll free number (106 & 116), detects every call coming through the Helplines Toll free number (106,116) and reflects it as calls received. However, the calls answered are actual calls where counsellors were in contact with clients.

LifeLine/ChildLine Namibia consistently receives a high volume of contacts from individuals in crisis. For the reporting period 2021-2023, over **217,641** calls were picked up by the call center, while **103,650 contacts** were made for the period through our **helplines, social media platforms, SMS, and face-to-face services**.

The percentage of actual calls answered varied over time from 47% in 2021 with slight decrease in 2022 to 45% and an increase to 51% in 2023. Overall answering rate for the reporting period was 48%.

Table 1.1: Number call received and answered for the period 2021-2023.

Year	Call Received	Call Actual	% Actual
2021	70,194	32,991	47%
2022	74,200	33,138	45%
2023	73,247	37,521	51%
Total	217,641	103,650	48%



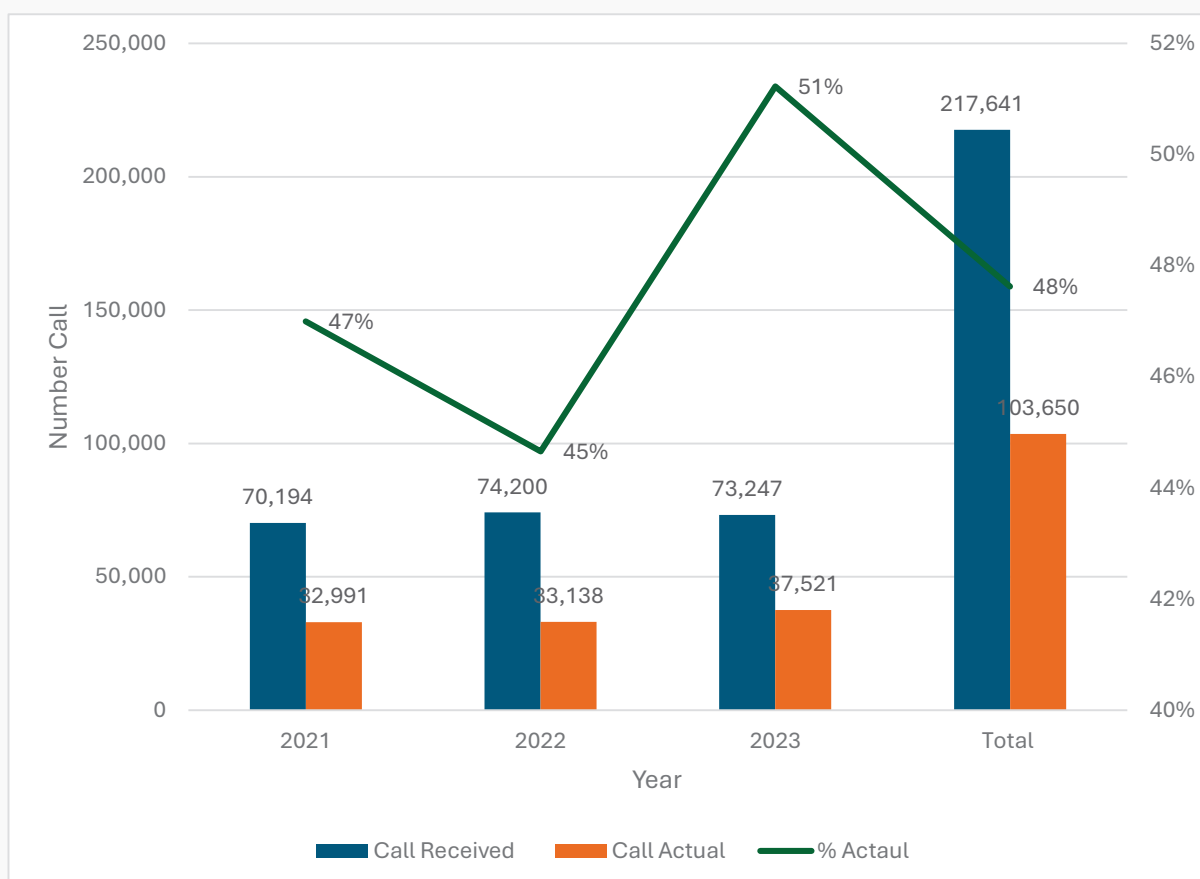


Figure1: Number of calls received vs the number and percentage answered pe year 2021-2023.

Figure 1 and Table 1.1 above present the **case categories** of callers who reached out for support during the **FY21-FY23** period. The data show that the team responded to 32,991 calls in 2021, 33,138 of calls in 2022 and 37,521 calls in 2023. In **2021**, our team responded to **70,194 calls** in the **2021 financial year**. Of these, **32,991 calls** were answered by counsellors, representing **47%** of the total calls received. In the 2023 financial year the number of calls responded to show a remarkable improvement to 51% from the previous year's 2021 and 2022 response rate of **47%** and **45% respectively**. It is important to note that these figures reflect only the calls answered by our counsellors and do not include **face-to-face counselling sessions** or **outreach cases**.

Table 1.2 below show an increase in the number of cases recorded from 1675 cases recorded in 2021, to over ten thousand cases in 2023. (2021: 1,675 cases, 2022: 5,253 cases (+213% from 2021), 2023: 10,395 cases (+98% from 2022), Total over 3 years: 17,323 cases

This indicates rapid growth in case reporting or incidents. Most cases, accounting for 48.3%, were related to Information other than counselling services, followed by cases classified under the Unlisted Category at 29.4%, and Mental Health at 6%. In contrast, the least recorded categories were Discrimination and Exclusion and Precarious Situation, each comprising just 0.3% of the total cases.

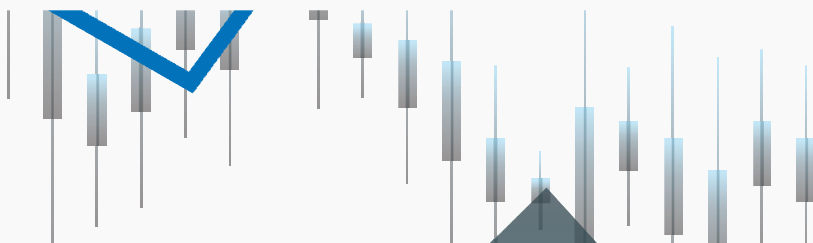
	Year				
Case Category	2021	2022	2023	Grand Total	Percentage
Information non other than counselling	653	1919	5787	8359	48.30%
Unlisted Category	346	1987	2762	5095	29.40%
Mental Health	130	348	566	1044	6.00%
Parenting child rearing	98	244	384	726	4.20%
Relationships	141	249	298	688	4.00%
Violence	124	173	224	521	3.00%
School related issues	76	110	161	347	2.00%
Physical Health	33	70	107	210	1.20%
Child Protection	25	94	16	135	0.80%
Exploitation	0	39	55	94	0.50%
Discrimination and exclusion	2	20	35	57	0.30%
Precarious Situation	47	0	0	47	0.30%
Grand Total	1675	5253	10395	17323	100.00%
Percentage	9.70%	30.30%	60.00%	100.00%	

Table 1.3 illustrates the number of cases recorded by each medium. The data reveal that, out of a total of 17,323 cases, call helplines accounted for the majority, receiving 15,348 cases—approximately 88.6% (some calls are prank (1.2%) or silent (0.5%)).

Where face to face are the second highest followed by National Crime Agency (NCA).

Channels like **SMS, Email, Facebook, Care_Comm, Outreach, Corporate Partners, and Donor funded community interventions**, each contributed **less than 0.2%** of total cases. Despite low usage, they may still be valuable for reaching specific populations or for inclusivity

Medium	Year			Grand Total	Percentage
	2021	2022	2023		
Call (116 &106)	1029	4688	9344	15061	86.9%
Call (116 &106) Prank	53	15	137	205	1.2%
Call (116 &106) Silent			82	82	0.5%
Face-to-face	89	481	583	1153	6.7%
None	224	5		229	1.3%



Donor funded	190			190	1.1%
Please Select	1		162	163	0.9%
Other		18	50	68	0.4%
GBV_Unit	57			57	0.3%
SMS	3	22	17	42	0.2%
Email		20	12	32	0.2%
Facebook	3	4	8	15	0.1%
Care_Comm	9			9	0.1%
Corporate	9			9	0.1%
Outreach	6			6	0.0%
Donor Funded – Community Interventions	2			2	0.0%
Grand Total	1675	5253	10395	17323	100%

Table 1.4 below, show that Females account for the highest known proportion of cases (42.5%) and male account for the (19.85%) of reported cases. More than one-third (37.5%) of cases have no recorded sex, limiting gender-responsive analysis and programming. LGBTQI cases account only for (2%).

Table 1.4: Number of Cases received by sex and type of Medium for the period 2021-2023					
Medium	Female	LGBTQI	Male	Unknown	Grand Total
Call	6101	24	2793	6143	15061
Face_to_face	732	11	383	27	1153
None	146		61	22	229
Prank Call	53		27	125	205
Silent Call	134		56		190
Please_Select	42		35	86	163
Silent Call	3		1	78	82
Other	34	2	27	5	68
GBV_Unit	44		13		57
SMS	20		10	12	42
Email	25		5	2	32
Facebook	6		8	1	15
Care_Comm	6		3		9
	7		2		9
Outreach	5		1		6
	1		1		2
Grand Total	7359	37	3426	6501	17323
Percentage	42.5%	0.2%	19.8%	37.5%	

Table 1.5 below shows that, nearly half of all cases (49.1%) lack regional data, making geographical analysis highly constrained. Khomas (20.8%) is the most reported known region, followed by Erongo (12.0%) and Oshana (2.33%0. Karas, Omaheke and Kunene has the lowest reported case reported. While we have some cases from Angola (4) and South Africa (1).

Table 1.5 Number of Cases received by per region per year					
Region	2021	2022	2023	Grand Total	Percentage
Unknown	419	1534	6553	8506	49.10%
Khomas	412	1152	2032	3596	20.76%
Erongo	335	1395	354	2084	12.03%
Oshana	43	145	216	404	2.33%
Ohangwena	79	118	180	377	2.18%
Otjozondjupa	113	103	157	373	2.15%
Oshikoto	44	111	176	331	1.91%
Omusati	17	134	108	259	1.50%
Hardap	48	100	108	256	1.48%
Kavango_West	15	121	92	228	1.32%
Zambezi	26	73	124	223	1.29%
Kavango East	25	73	118	216	1.25%
Kunene	41	112	53	206	1.19%
Omaheke	33	41	65	139	0.80%
Karas	25	40	55	120	0.69%
Angola		1	3	4	0.02%
South Africa			1	1	0.01%
Grand Total	1675	5253	10395	17323	

Figure 2 below, shows that nearly 80% of all cases involve adults aged 25 and above, while Children aged 0–9 account for less than 2% of cases combined. All age groups show rising numbers over time, especially in adults above 24: from 1,252 (2021) to 8,462 (2023), Teens (15–19): From 199 (2021) to 851 (2023). The data indicates that reporting is improving across the population, but especially among adults.

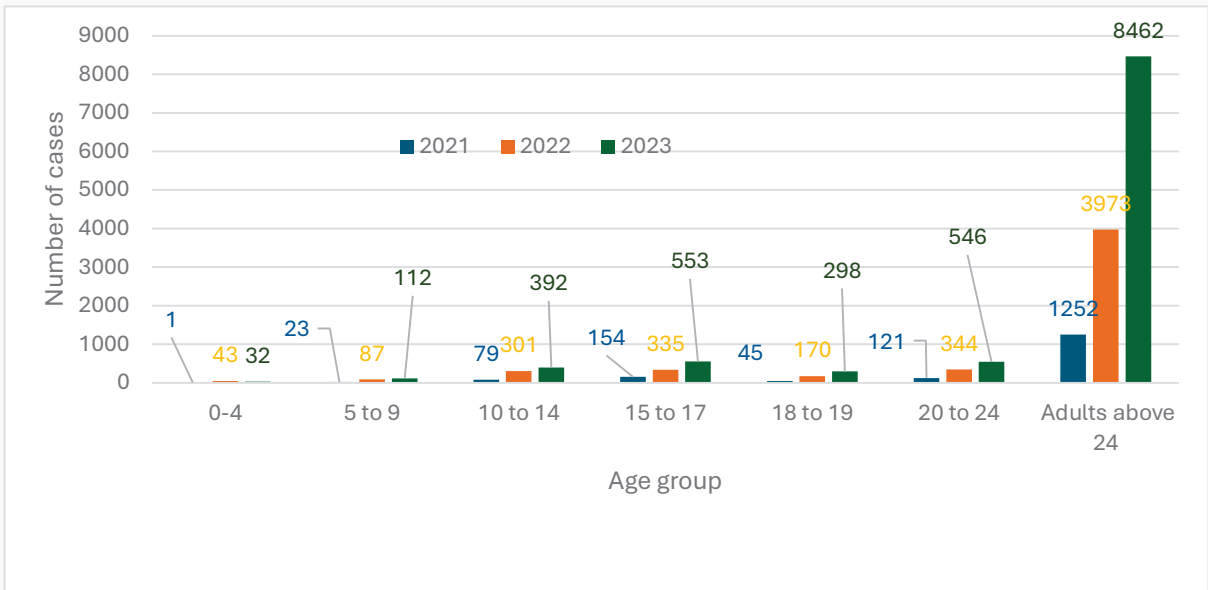


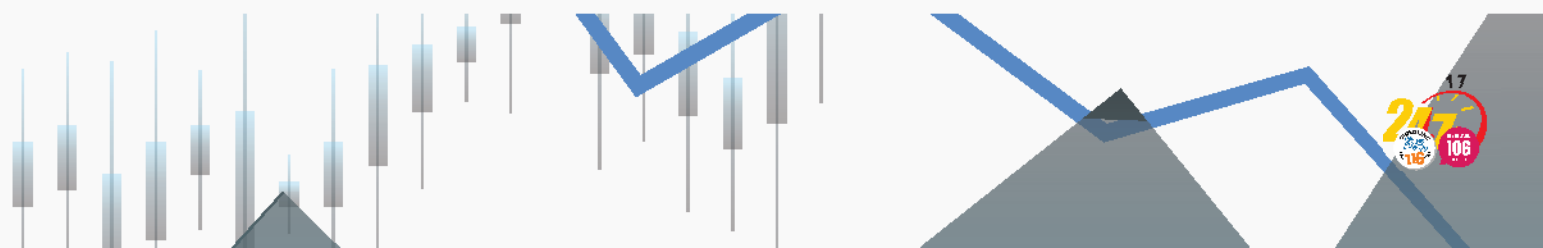
Figure 2 Number of Cases received by age group per year

Face-to-Face Counselling Cases: Trends and Analysis

The following table (Table 1.6) presents the number of face-to-face counselling cases handled by LifeLine/ChildLine Namibia across three consecutive years, from 2021 to 2023. The data includes the type of cases, the number of cases handled, the percentage of total cases, and the percentage change between each year. The data presented in Table 1.6 reflects notable shifts in the types of cases handled by LifeLine/ChildLine Namibia over the past three years. These trends provide valuable insights into emerging issues within the Namibian society and help to shape our understanding of the evolving mental health and child protection landscape.

Key Insights:

- **Child Protection:** Child protection cases decreased by 94% from 2021 to 2022 and dropped to 0 cases in 2023, highlighting a significant reduction or change in how these issues were being reported or addressed.
- **Discrimination and Exclusion:** Cases of discrimination and exclusion have decreased by 90% from 2021 to 2022 and rose by 700% in 2023, suggesting a change in focus or greater awareness of these issues in the later year.
- **Mental Health:** Cases related to mental health dropped by 96% from 2021 to 2022, but then surged by 2933% in 2023, reflecting an alarming increase in mental health issues, possibly exacerbated by societal stressors.
- **Parenting and Childrearing:** This category also experienced a sharp decline, with a drop of 88% from 2021 to 2022. However, the number of cases rebounded in 2023, increasing by 611% from the previous year, highlighting a potential resurgence of issues related to parenting and child-rearing challenges.

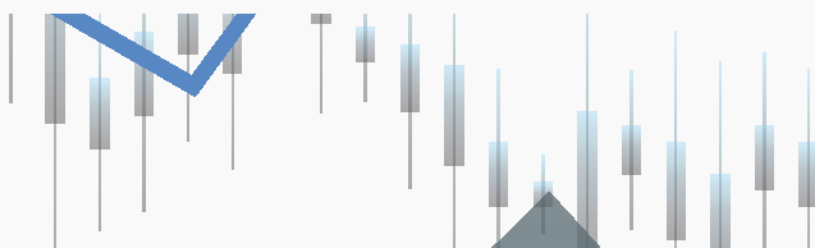


- **Physical Health:** There was an 83% decrease in physical health-related cases from 2021 to 2022, but a remarkable 1750% increase in 2023. This significant rise may reflect the broader impacts of mental and physical health crises, especially in the context of the ongoing socio-economic challenges.
- **Precarious Situations:** The category of precarious situations began in 2022 with 4 cases, but increased significantly in 2023 to 124 cases, a 3000% increase, showing a dramatic rise in urgent situations.
- **Relationships:** The number of cases related to relationship issues showed a significant decline, from 122 cases in 2021 to just 25 cases in 2023, representing a sharp 56% decrease from 2021 to 2022, and another 54% drop from 2022 to 2023. This suggests a notable shift in the focus of the cases we are receiving.
- **Sexuality and Sexual Awareness:** Notably, sexuality and sexual awareness cases, which were not recorded in 2021 and 2022, saw an increase of 258 cases in 2023, making up 22% of all cases in that year. This could indicate growing awareness or increasing demand for education and support on these topics.
- **Violence:** In contrast, cases of violence surged dramatically in 2023, from 23 cases in 2022 to 232 cases in 2023. This marks a staggering 909% increase from 2022 to 2023, emphasizing the growing crisis related to violence. The table below shows data on different subcategories of violence for FY21-FY23.

Table 1.6: Number of Face-to-Face Cases Handled for the Entire Period (2021-2023)

	Number of Cases				Percentage of cases				Percentage Change		
Type of Cases	2021	2022	2023	Total	2021	2022	2023	Total	2021 - 2022	2022-2023	
Child protection	53	3	0	56	9%	2%	0%	3%	-94%	-100%	
Covid-19	6	1	62	69	1%	1%	5%	4%	-83%	6100%	
Discrimination and exclusion	10	1	8	19	2%	1%	1%	1%	-90%	700%	
Exploitation	17	1	11	29	3%	1%	1%	1%	-94%	1000%	

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Mental health	135	6	182	323	22%	5%	15%	17%	- 96%	2933 %	
Parenting childrearing	150	18	128	296	24%	14%	11%	15%	- 88%	611 %	
Physical health	35	6	111	152	6%	5%	9%	8%	- 83%	1750 %	
Precarious Situation	0	4	124	128	0%	3%	10%	7%		3000 %	
Relationships	122	54	25	201	20%	41%	2%	10%	- 56%	-54%	
School related issues	46	15	53	114	7%	11%	4%	6%	- 67%	253 %	
Sexuality and sexual awareness	0	0	258	258	0%	0%	22%	13%			
Violence	47	23	232	302	8%	17%	19%	16%	- 51%	909 %	
Total	621	132	1,194	1,947	100 %	100 %	100 %	100 %	- 79%	805%	

Figure 3, 4, and 5 below showed that the top three most frequent case categories are Mental Health, Violence, and Parenting & Childrearing. While mental health is the most prominent in terms of total volume, violence and parenting issues also significantly contribute to the overall caseload. Cases on the Rise: The most dramatic increases are seen in Precarious Situations (3000%), Mental Health (2933%), and Violence (909%). This suggests that economic pressures, post-pandemic stress, and increased awareness of mental health have played key roles in driving up these cases. Declining or Low Frequency: Relationship issues and child protection cases have seen a sharp decline. This could reflect shifts in reporting patterns, successful prevention programs, or changes in how people access support for these issues.

These trends suggest that while certain issues like violence and mental health are on the rise, others like relationship conflicts and child protection need further exploration to understand the underlying causes of decline and potential gaps in service delivery

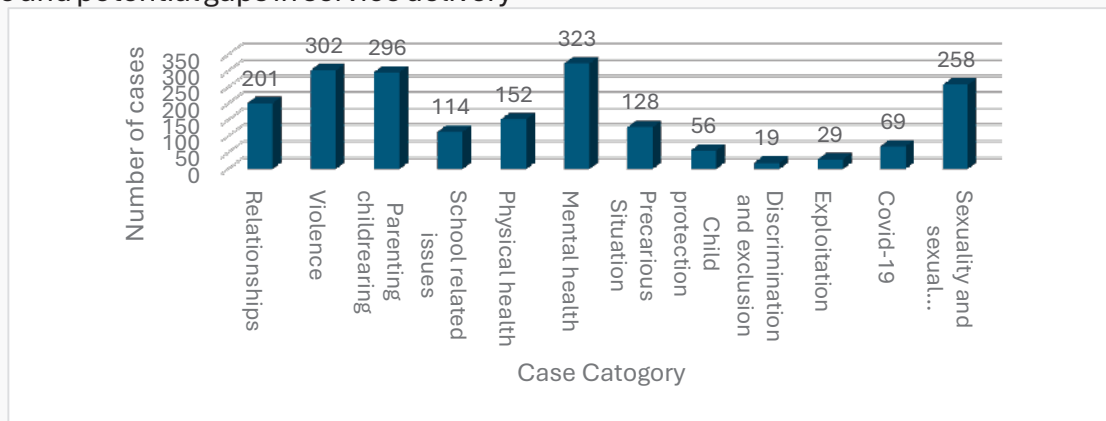


Figure 3: Number of Calls responded to by case type for the period 2021-2023.

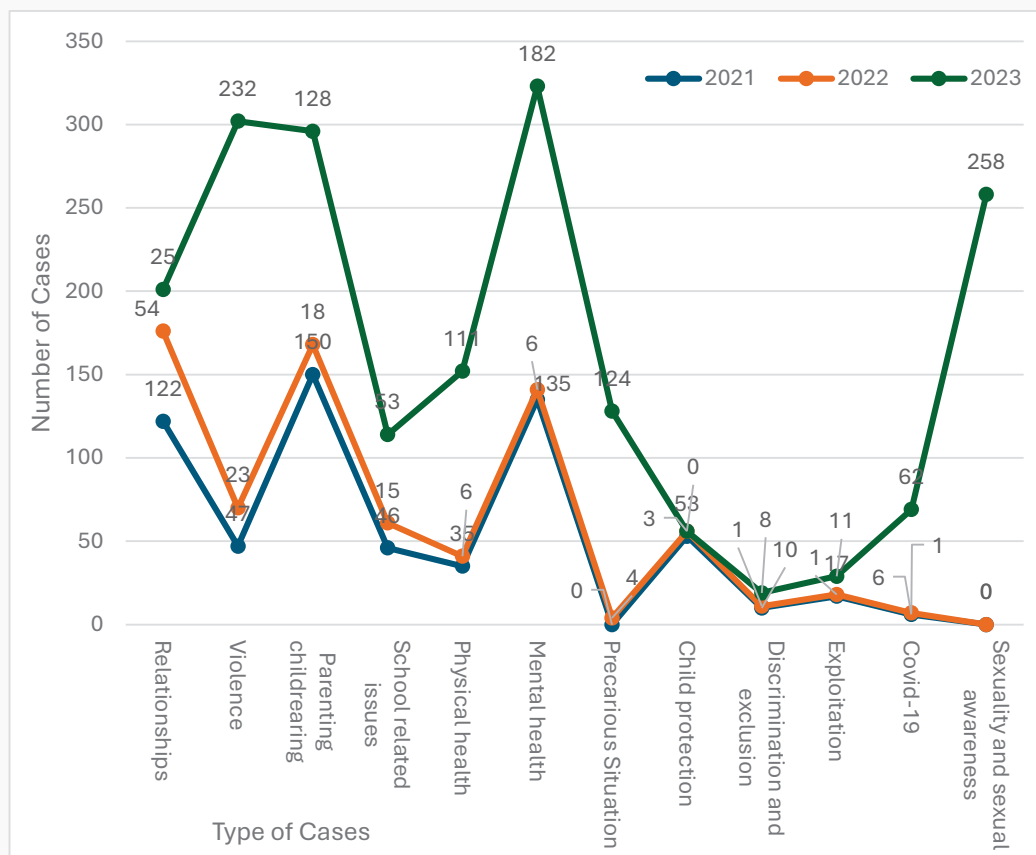


Figure 4: Number of Calls handled by case type by financial year, 2021, 2022, and 2023.

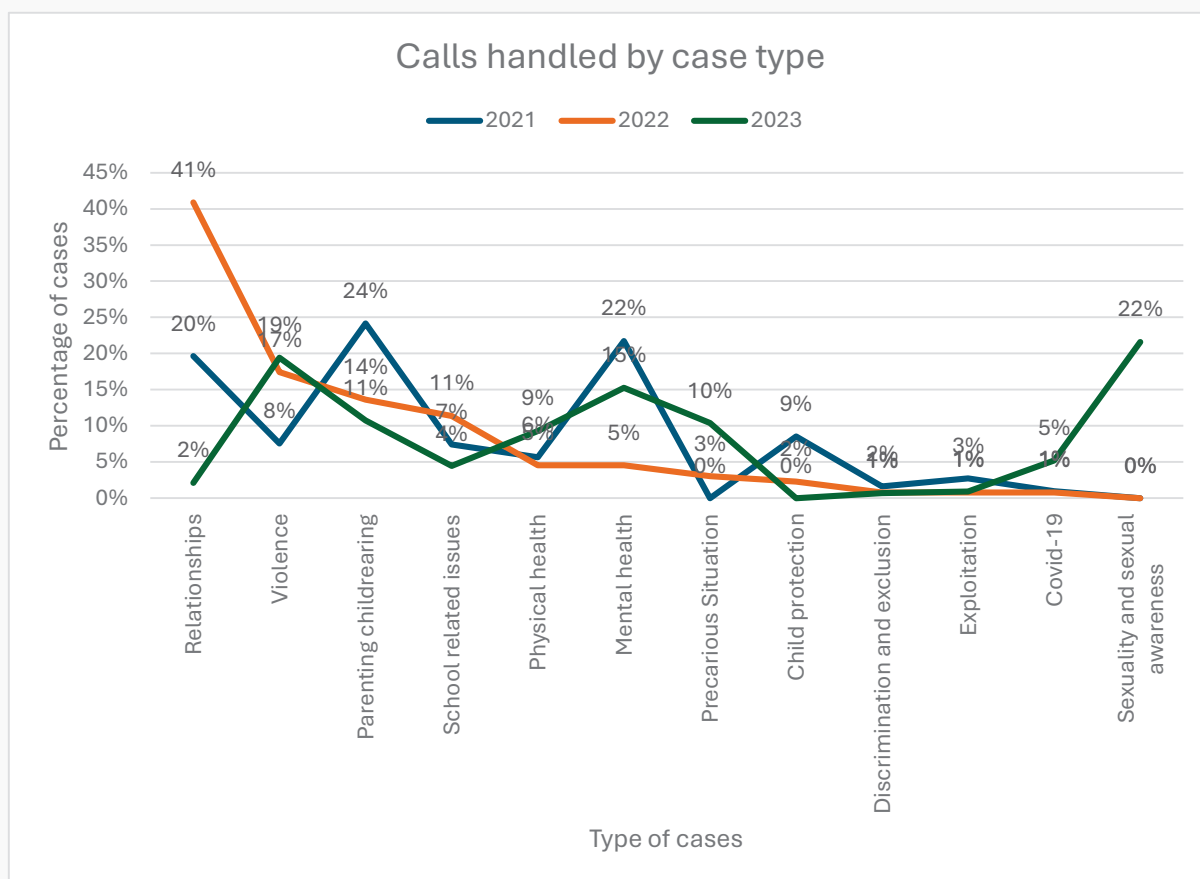


Figure 5: Percentage of Calls handled by case type by financial year, 2021, 2022, and 2023.

CHAPTER 3: CHILD PROTECTION

The Counselling Department was granted approval by the Ministry of Gender Equality & Child Welfare (MGE CW) in June 2021 to operate as a Child Protection Agency under Section 33 of the Child Care & Protection Act, 3 of 2015, and received its Designation Certificate.

To improve the protection of children and women, the Child Protection Unit collaborates with the Namibian Police (NAMPOL), social workers from MoHSS and MGE CW, as well as community leaders. Child protection referrals are from the Call Centre, regions, and public sector organizations (MoHSS, NAMPOL, and MGE CW). For GBV and VAC situations (among other cases), the counselling centre, and Child protection department provide pre-post-violence assistance for psychological services, guaranteeing access to advance support services. Social workers within collaboration with other stakeholders on these cases.

The Figure 1.6 shows enormous differences in how many child protection challenges were reported in 2021, and 2022. This can be attributed to LLCL being granted Child Protection agency status by MGECW. In 2021, there were four cases, however close to 70 cases were reported in FY23 showing a huge increase in issues around children needing protection, awareness raising on the services were done.

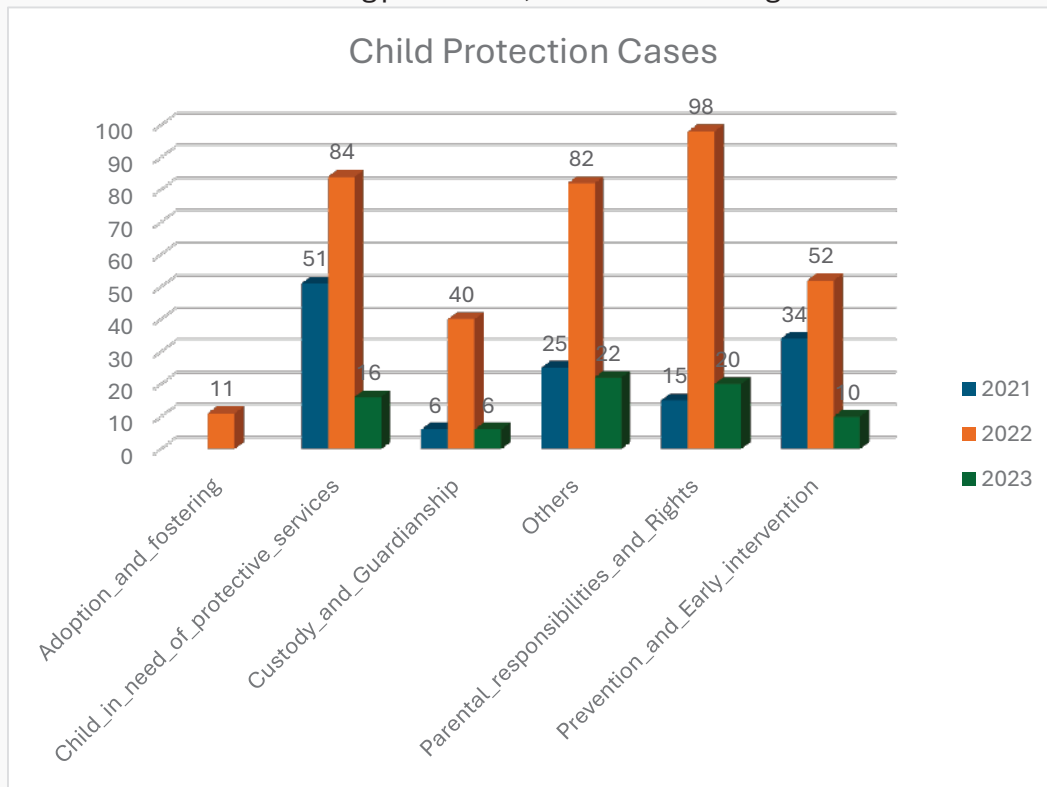


Figure 6: Number *child protection challenges* reported in 2021, 2022 and 2023

CHAPTER 4: CASES REFERRED TO LLCL

For the reporting period from 2021 to 2023, Lifeline/Childline (LLCL) received a total of 168 cases referred by various stakeholders and community members. As illustrated in Table 1.7 below, referrals from all stakeholders increased over the reporting period, LLCL received 32 cases in 2021, 43 cases in 2022, and 93 cases in 2023. This growing trend suggests that stakeholders are becoming more aware of LLCL's services and are gaining greater confidence in the organization's ability to address the needs of individuals in crisis.

Table 1.7: Number of Cases referred to LLCL for the period 2021, 2022 and 2023 and by refereeing entity.					
Referred by	2021	2022	2023	Total	%
Family	11	9	26	46	27%
Friends & Colleagues	10	14	10	34	20%
MGECW	3	1	13	17	10%
Social Worker	0	1	12	13	8%
Min Health Social Services	2	3	5	10	6%
GBVIU	1	6	3	10	6%
City Police	0	1	8	9	5%
Life Skill Teachers	0	2	7	9	5%
Ministry of Education Arts and Culture	1	0	4	5	3%
NAMPOL	1	2	2	5	3%

School Principal	0	0	3	3	2%
Radio	0	3	0	3	2%
Pastor	1	1	0	2	1%
TV	2	0	0	2	1%
Total	32	43	93	168	100%

Family emerged as the largest source of referrals, with 46 cases over the three years, followed by friends and colleagues with 34 cases, and MGECW with 17 cases. TV, Pastor and Radio turned to have the lowest referral cases of 2, 2, and 3 respectively over the entire reporting period. However, the number of referrals from family members increased significantly in 2023, indicating that more families are seeking professional support for their members, especially in times of crisis.

There is a notable increase in referrals from government agencies like MGECW, Social Workers, and the Ministry of Health and Social Services. The significant increase from MGECW in 2023 suggests improved collaboration between Lifeline/Childline and governmental agencies, possibly linked to wider advocacy efforts or new initiatives for addressing vulnerable groups.

Referrals from City Police and NAMPOL increased over the three-year period. This could indicate that law enforcement agencies are more frequently recognizing the need for psychosocial support in cases of violence, abuse, and crisis situations.

There seems to be a rising Awareness in Educational Institutions with an increase in referrals from life skills teachers and the Ministry of Education suggests a growing awareness within educational settings about the need for mental health and counselling services, especially for young people facing stress, trauma, or social challenges.

While family remains the dominant referral source, expanding partnerships with law enforcement, educational institutions, and government agencies could enhance referral pathways and ensure that more individuals are connected to the support they need. It is also worth noting that media referrals (such as radio and television (TV)) and Face Based Organization (FBO's) - religious institutions (such as Pastors) are minimal, suggesting an opportunity to increase public awareness about available services with these institutions.

CHAPTER 5: CASES REFERRED FROM LLCL

This data outlines the number of referrals that Lifeline/Childline (LLCL) made to various external services and agencies over the three-year period (2021-2023). The total number of referrals made by LLCL during this period is **740**, with each service receiving varying volumes of referrals.

In 2021, 424 cases have been referred followed by 111 in 2022 and then 205 in 2023. The data showed that although 2021 had the highest number of cases referred to by LLCL, there is an increase between 2022 and 2023.

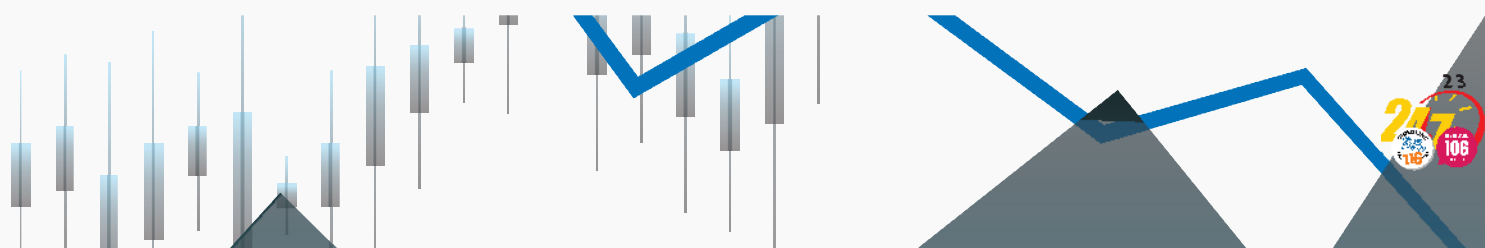


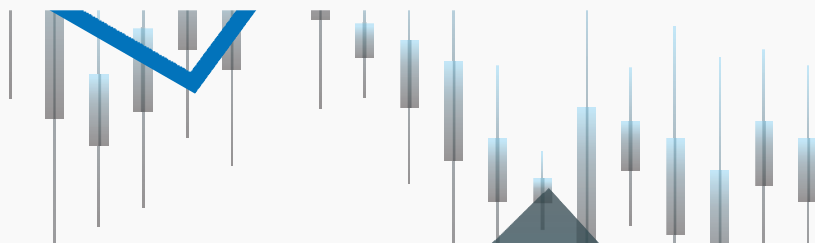
Table 1.8: Number of Cases referred by LLCL to other service providers for the period 2021, 2022 and 2023.					
Referred to other Services	2021	2022	2023	Total	%
Ministry of Gender Equality and Child Welfare	152	37	37	226	31%
Ministry of Health Social Services	76	17	26	119	16%
NAMPOL	55	11	10	76	10%
GBVIU	29	3	10	42	6%
Life Skill Teacher	23	3	15	41	6%
Social workers	0	5	35	40	5%
Ministry of Home Affairs	13	7	10	30	4%
Family	11	9	7	27	4%
Internal referral	3	0	18	21	3%
Colleagues	14	5	2	21	3%
City Police	10	2	7	19	3%
Ministry of Justice	8	5	5	18	2%
Ministry of education	8	3	6	17	2%
Ministry of labor and social welfare	8	1	1	10	1%
Council's office	7	0	1	8	1%
School Principal	5	0	2	7	1%
Psychologist	2	2	1	5	1%
Legal assistance center	0	0	4	4	1%
Namibia Red Cross	0	1	3	4	1%
Community leader	0	0	3	3	0%
Psychiatrists	0	0	2	2	0%
Total	424	111	205	740	100%

While the number of referrals to MGECW dropped significantly in 2022 and 2023 compared to 2021, it remains the primary service LLCL refers clients to, accounting for 31% of all referrals. The decrease could indicate a change in referral patterns or the availability of other resources to handle cases that were previously referred to MGECW or a decline in number or client.

The Ministry of Health and Social Services significantly decreased from 76 in 2021 to 26 in 2023. Despite the decrease, this ministry continues to receive a substantial portion of LLCL's referrals, 16%. This suggests either a change in needs (such as fewer cases requiring health interventions) or improved health support services within LLCL itself.

NAMPOL has significantly decreased from 55 in 2021 to 10 in 2023. GBVIU (Gender-Based Violence Investigation Unit) saw a significant drop from 29 in 2021 to 3 in 2022, before slightly increasing to 10 in 2023.

Referrals to social workers have increased sharply, from none in 2021 to 35 in 2023. This indicates a growing awareness among LLCL's and a greater recognition of social workers as a viable support option for individuals in need.



CONCLUSION

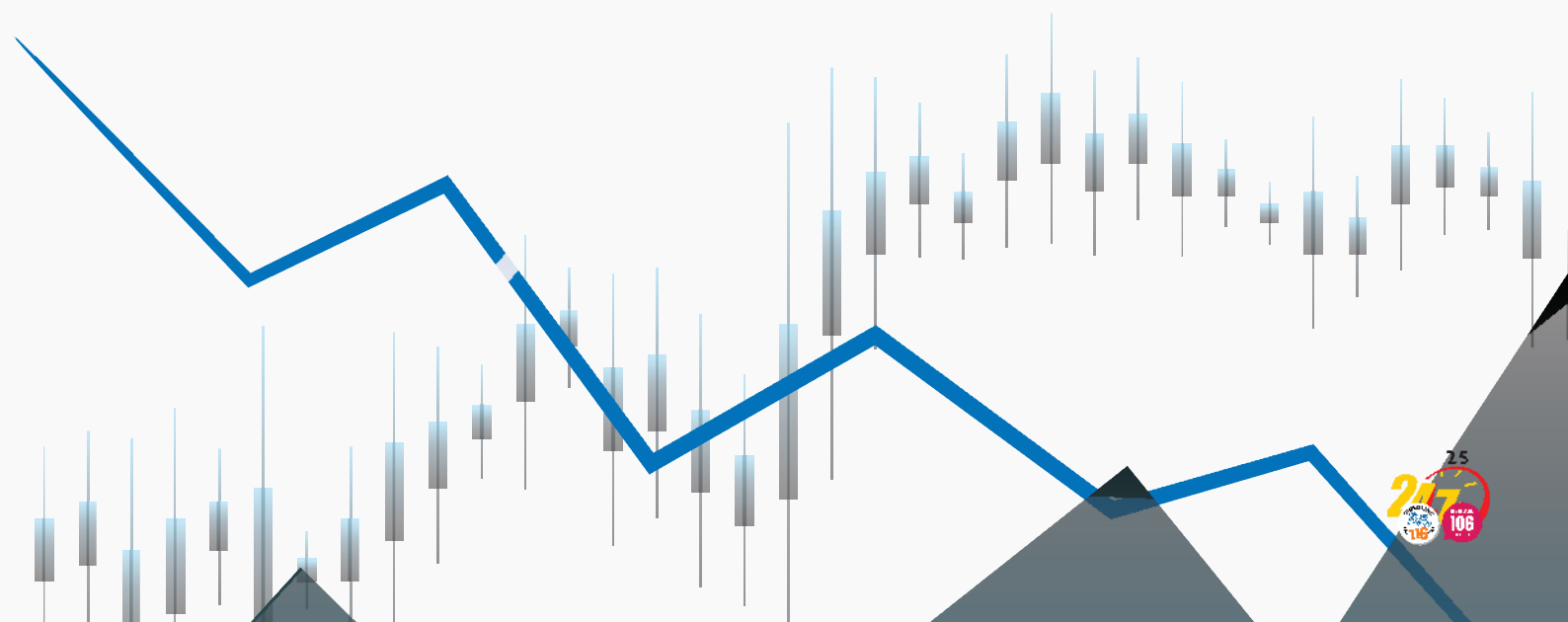
The data presented in this report paints a vivid and compelling picture of the mental health and child protection landscape in Namibia from 2021 to 2023. LifeLine/ChildLine Namibia has played a pivotal role in responding to the psychosocial needs of children, adults, and families across all 14 regions, with its 24/7 toll-free helplines and face-to-face counselling services serving as critical lifelines for thousands.

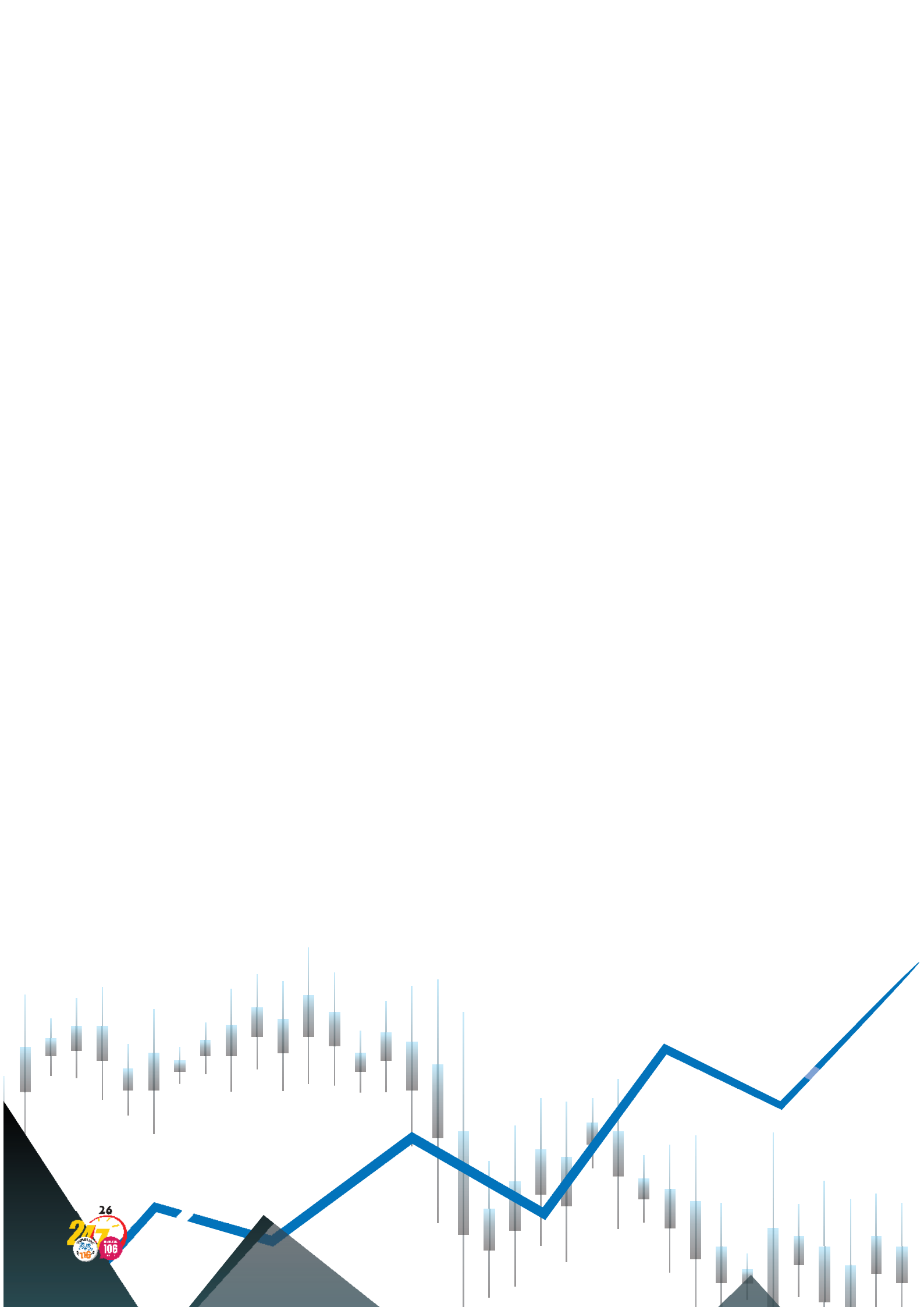
Over the three-year period, LLCL responded to more than 103,000 calls and handled 17,323 documented cases. While the volume of calls remained consistently high, the increase in actual calls answered—culminating in a 51% response rate in 2023—demonstrates continuous operational improvement. The data further underscores an alarming rise in mental health concerns, violence, precarious living situations, and sexuality-related issues, particularly in 2023. These shifts reflect broader socio-economic stressors and a growing public awareness of available services.

Equally notable is the rising confidence in LLCL's capacity, reflected by the increased referrals from government entities, educational institutions, and community members. The designation of LLCL as a Child Protection Agency in 2022 significantly expanded its mandate and reach, enabling it to provide more structured, multi-sectoral interventions in cases involving vulnerable children.

However, the report also highlights gaps that warrant attention—such as the high percentage of missing data on gender, region, and age, which limits granular analysis and targeted programming. Furthermore, categories like child protection and relationship issues saw a marked decrease, suggesting a need to reassess awareness and reporting mechanisms in these areas.

As Namibia continues to navigate complex psychosocial challenges, LLCL's commitment to resilience-building, data-driven service delivery, and multi-stakeholder collaboration remains more critical than ever. Sustained investment in systems, training, and outreach—coupled with stronger data completeness—will be essential for deepening impact and ensuring that every child and adult in need receives timely, appropriate support.







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