



inner city, soweto, tembisa, katorus, sebokeng, orange farm, diepsloot

## VISION

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Caring for Children.

## MISSION STATEMENT

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Service excellence to children and families facilitating: equality; human dignity; life; a name and nationality; family or alternative care; nutrition; shelter; education; health and social services; protection from maltreatment, neglect, abuse, degradation and exploitative labour practices; freedom from detention and armed conflict for every child as enshrined in the SA Bill of Rights (Act 108 of 1996).

## VALUES

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- The best interest of the child - this principal governs all our work
- Child-Centeredness - provide child-centered services that take cognisance of the rights of children and young people and preserve the family unit where possible
- Child Participation - ensure children's voices are heard in all of our projects
- Accountability - remain accountable to the children we serve, the social work profession, our partners and the Childline team
- Transparency - remain transparent in all aspects
- Respect - demonstrate respect for persons of all class, race, language, religious, cultural and sexual orientations
- Communication - maintain open and direct communication
- Representation - reflect all South African cultures in our management team, staff and volunteers
- Development and Empowerment - develop efficient and effective staff, volunteers, organisational structures, policies and procedures that will enhance service delivery to children
- Confidentiality - work within a development model of social service delivery that respects the client's right to confidentiality within the limitations of the child protection system