



DEPARTMENT OF SOCIAL DEVELOPMENT - 040-010-NPO & A REGISTERED CHILD PROTECTION ORGANISATION

NOT FOR PROFIT COMPANY REGISTRATION NUMBER – 2015/173593/08

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## **REPORT ON CHILDLINE HELP LINE SERVICES FOR COVID-19 LEVEL 5, 4, 3, 2 & 1 (INC RELAXED MEASURES AS ANNOUNCED BY PRESIDENT RAMAPOSA)**

### **LOCKDOWN PERIODS REPORTED ON:**

- LEVEL 5: 27<sup>th</sup> MARCH 2020 – 30<sup>th</sup> APRIL 2020: 35 DAYS
- LEVEL 4: 1<sup>st</sup> MAY 2020 – 31<sup>st</sup> MAY 2020: 31 DAYS
- LEVEL 3: 1<sup>st</sup> JUNE 2020 – 18<sup>th</sup> AUGUST 2020: 79 DAYS
- LEVEL 2: 19<sup>th</sup> AUGUST 2020 – 20<sup>th</sup> SEPTEMBER 2020: 32 DAYS
- LEVEL 1: 21<sup>st</sup> SEPTEMBER 2020 – 28<sup>th</sup> DECEMBER 2020: 98 DAYS
- LEVEL 3: 29<sup>th</sup> DECEMBER 2020 – 28<sup>th</sup> FEBRUARY 2021 – 63 DAYS

**(238 DAYS OF AROUND THE CLOCK SERVICE)**

**SERVING CHILDREN & FAMILIES 24/7 & 365 DAYS - IMPLEMENTING SECTION 28 OF THE  
BILL OF RIGHTS (1996)**

**AND**

**ESSENTIAL PART OF THE COMMUNITY ETHOS “YOUR CHILD IS MY CHILD”**

## 1. INTRODUCTION – CHILDLINE SERVICES

Childline Gauteng continued to serve vulnerable children and families 24/7 and 365 days a year with telephone counseling on our Help Line and taking children in life-threatening circumstances into Sunlight Safe House, including over the Festive Season. Our Community Based Counselling Centres provide psycho-social services and community support in Soweto, Sebokeng, Orange Farm, Tembisa, Katorus, Tembisa and Inner City Johannesburg.

The second wave, with increased daily infections and deaths, has been very hard on communities, struggling with job losses and missing families over Christmas and New Year.

**The Help Line** 201 192 calls were captured, 10 340 cases opened and 59 075 counselling sessions with 131 777 testing the Childline response before being brave enough to disclose their problems. COVID-19 is the main priority for clients and clients seeking services (often COVID-19 related). All forms of abuse is the second highest category and family problems third.

The structural inequality in our country results in the impact on vulnerable families being extreme with a great need for psycho-social and economic support.

As we collectively engage to assist the children of our nation, to emerge from the pandemic physically, mentally and emotionally stable, ensuring their positive growth for a sustainable future, Childline is committed to providing hope, counselling, access to protection and support services and information to deliver their basic needs. Together we can ensure a positive outcome for our youth and enhance their resilience to further their future goals.

We thank you for your support of children and hereby report on our analysis of child and family issues, as reported to Childline, since the declaration of the National State of Disaster, 27<sup>th</sup> March 2020 – 28<sup>th</sup> February 2021.

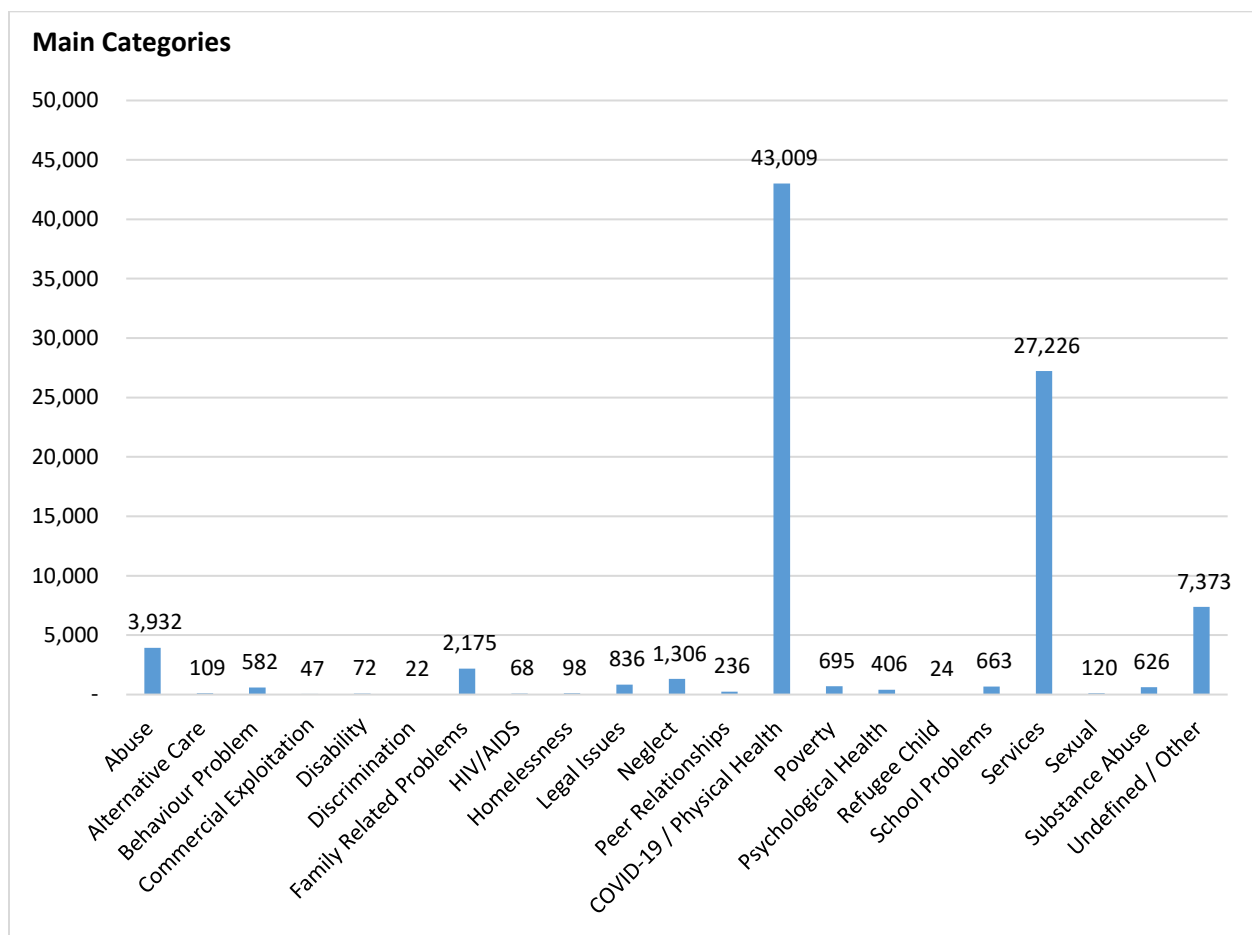
## 2. CHILDLINE HELP LINE SERVICES

### 2.1 Number and Categories of Callers Assisted – 27 March 2020 – 28 February 2021

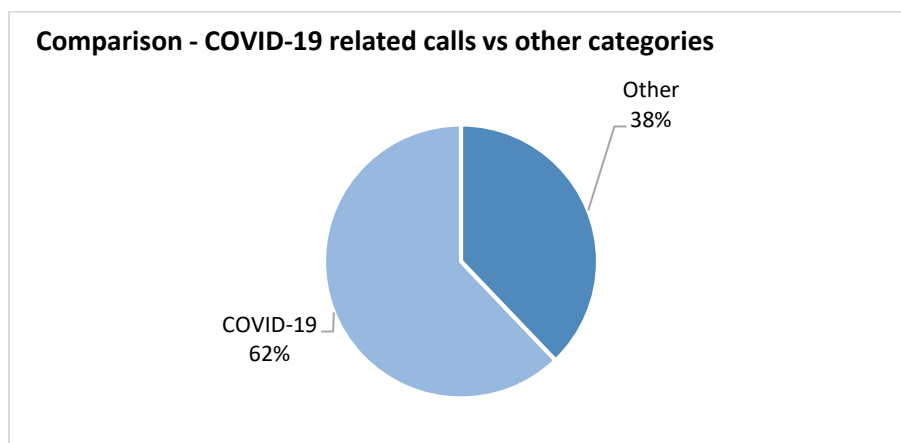
During the period under review, trained and professional counsellors captured 201 192 contacts on our data system categorised, as follows:

- 10 340 cases opened
- 59 075 counselling sessions issues
- 131 777 silent or testing the counsellor response - being unwilling or not ready to discuss their concerns. This aligns with international research indicating children will phone up to 20 times before they are brave enough to talk. We welcome this opportunity to promote positive relations with young people.

In summary, the highest categories of callers pertained to: Health and COVID-19 (43 009) and requests for services (27 226), many COVID related; all forms of abuse (3 932); family issues (2 175) linked to legal problems (836); neglect (1 306) and poverty (695); substance abuse (626) linked to children with behavioural problems (586); amongst others.



## 2.2 COVID-19 Related Cases



Callers demonstrate great anxiety and stress, with an increase in COVID-19 related cases (43 009), linked to requests for services at 27 226, mostly related to the pandemic, i.e. a total of 70 235 clients requiring information to deal with health problems and some needing urgent medical care.

We continually update the Childline Resource Manual on COVID-19 with accurate information as well as lists of emergency services for: Institute for Communicable Diseases, DSD, SAPS, DoH reporting lines,

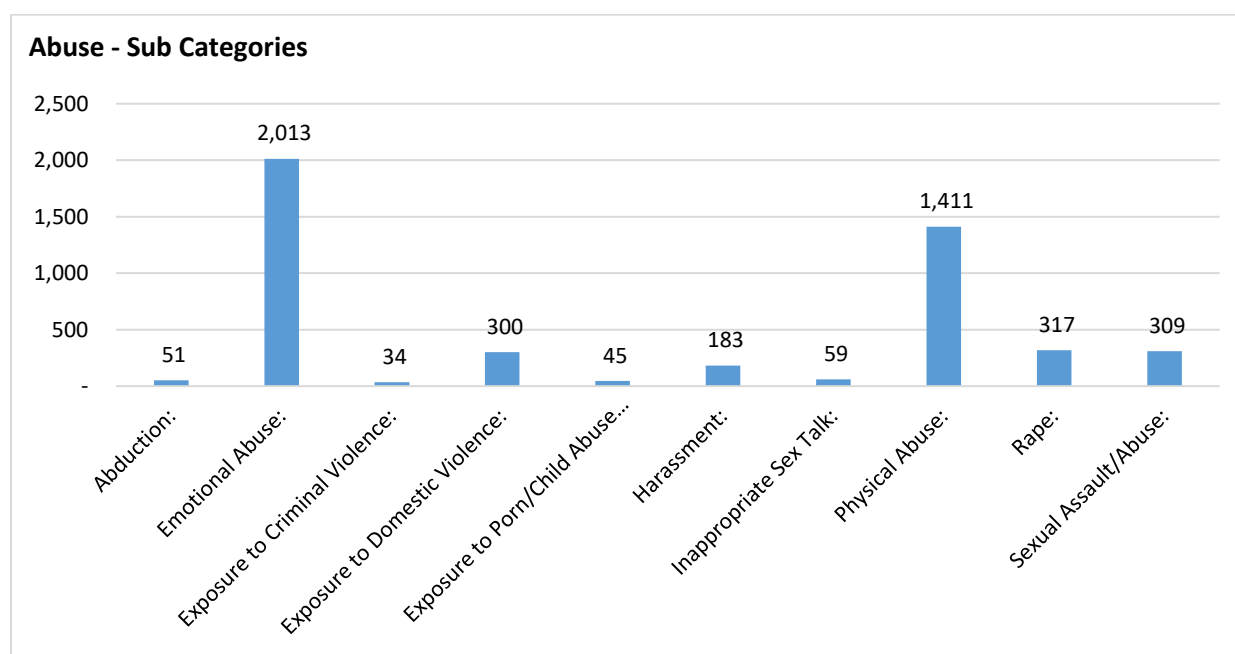
CYCC capacity for emergency placement of children, mental and health facilities, Presidential line and services available to communities.

The counsellors dispense valuable **COVID-19 information**; safety and prevention measures; health information re symptoms, testing and quarantine sites. **COVID-19 cases** include: community members in mourning due to the loss of loved ones, ambulance procurement/hospital services; fears for their own and family's health, concerned about their test results, fear of discrimination and stigma when they test positive, worried about children playing in the streets without masks; children or partners refusing to stay home posing a risk to the family.

The pandemic exacerbates all other child and family problems, such as abuse, psychological issues and GBV. Poverty-related concerns due to job losses, such as hunger requests for food parcels, neglect of children and information to access government support services.

### 2.3 Physical, Sexual and Emotional Abuse

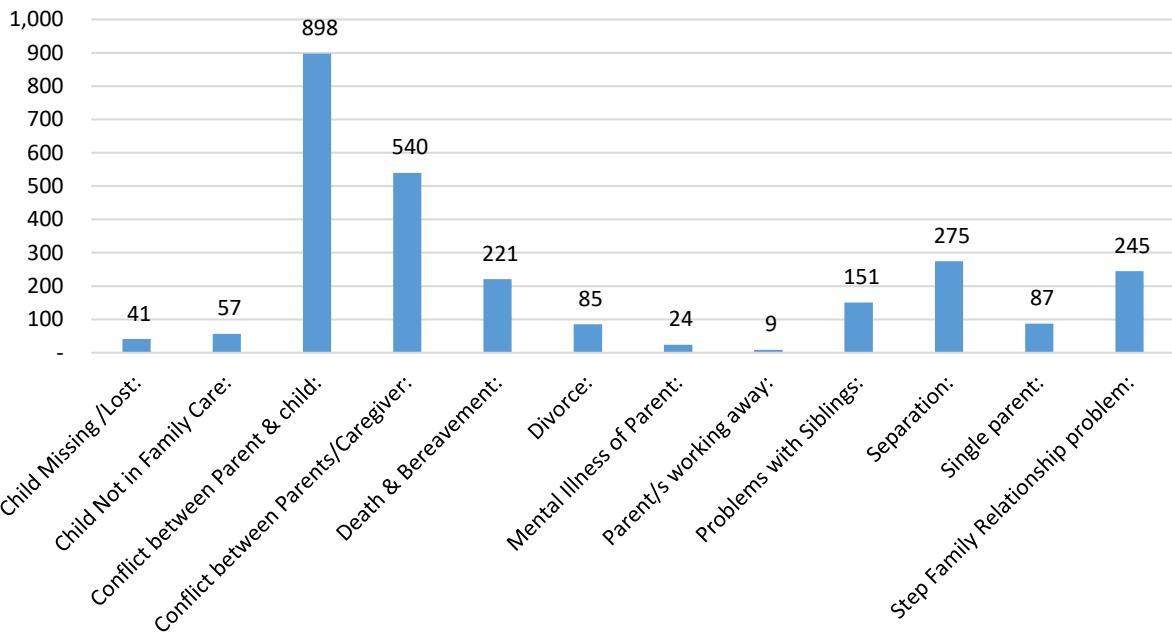
Abuse is the second highest category at 3 932 cases and pertains to: physical abuse (1 411); sexual violence – rape, assault, verbal and exposure to porn (913), emotional (2 013), abduction (51) and domestic violence (300). Clients are supported and risk assessment indicates the level of danger, after which, SAPS or child protection services from DSD are sought.



### 2.4 Family Related Problems

A total of 2 175 **family problems** and 836 related **legal issues**, pertaining to: family aggression; care, parenting plans and custody issues; single mothers struggling with great responsibilities; fathers feeling alienated; increase in corporal punishment; sibling rivalry and bullying; allegations of stepfathers treating their non-biological children with contempt; mothers who have given birth in this time feeling very vulnerable; separation from parents; and home fires. This gives rise to 406 **psychological problems** of depression, suicidal thoughts, anxiety and parents recalling traumatic childhood experiences which impact on their parenting.

**Family related problems- Sub Categories**

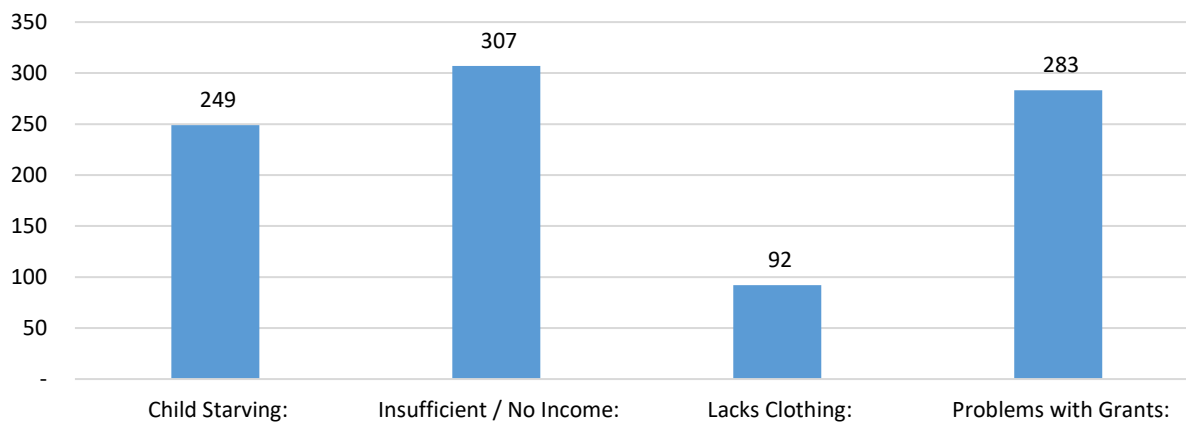


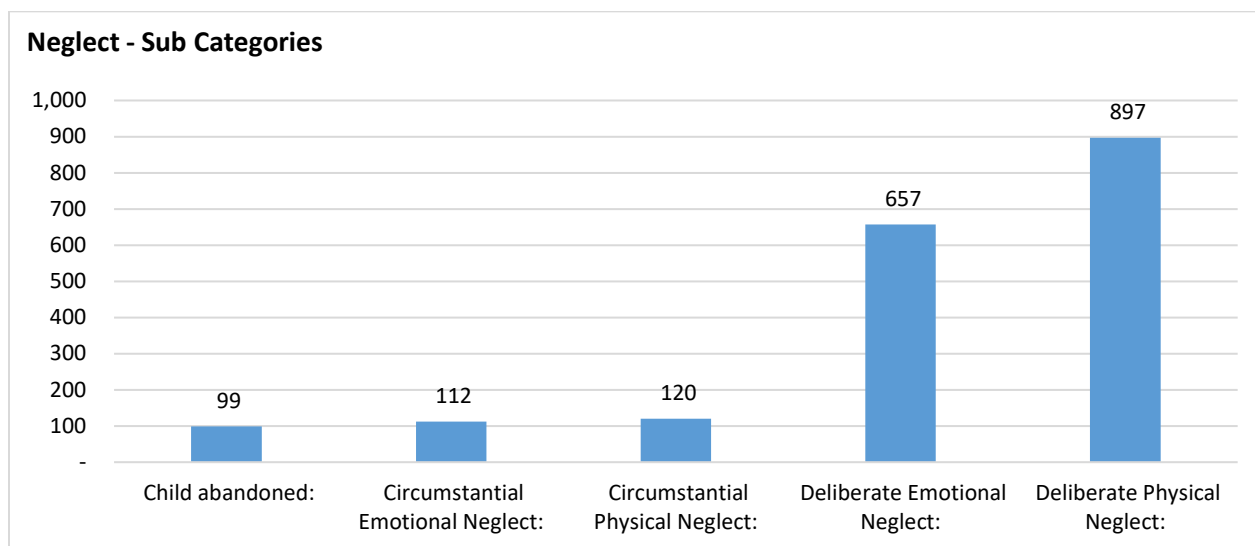
## 2.5 Poverty Related Concerns

**Poverty** related issues (695) cases resulting in hunger, homelessness, lack of clothes and food insecurity. This is aligned to cases of **neglect** at 1 306. We have been able to source food parcels from the HCI Foundation, Tzu Chi Foundation, D G Murray Trust, Afrika Tikkun and African Children's Feeding Scheme which we distributed to the most desperate families.

Cases pertaining to neglect and poverty include: toddlers being left alone at home with no caregiver; parents out partying; children left with grandparents for extended periods of time, with no support. Concerns regarding aggression by loan sharks; request for assistance in getting IDs from Home Affairs and grants; abuse of the Child Support Grant by parents; delay in grant payments; and, difficulty in accessing the unemployment grant.

**Poverty - Sub Categories**





## 2.6 Children with Behavioural Problems

586 children with **behavioural problems**, placing additional pressure on already overwhelmed families is gravely concerning. This behaviour is often a result of early childhood trauma and reflects in: teens refusing to stay at home; runaway children; refusal to do chores or school work; disrespecting caregivers; and even child physical violence towards family members. **Substance abuse** (626) cases including drinking, smoking dagga and '**nyaope**'. There have been a number of successful cases where counsellors have spoken to disobedient youth where they apologized and promised to behave better. Counselling to address early emotional trauma and tough love is helpful.

## 2.7 School-Related Concerns

Children are happy to be back at school but are concerned about infections and exam stress has been a major problem. 663 **school problems** and **peer relationships** (236). Many children are so appreciative of the feeding schemes which are currently operative. **The Childline services** provide an individualized assessment and risk analysis with all callers. This allows for reflection on the best plan of action for each client based on standard operating procedures for all issues. Solutions are devised with callers to mitigate the tremendous challenges they face. We rely on DSD and the SA Police Services (SAPS) and child protection services. The counsellors have persisted with follow-up calls until they are sure that children at risk have a safe solution.

Our focus is to build family resilience with counselling and information that assists them to deal with the challenges of the times. This enhances their coping skills and emotional intelligence and enables children to play a role in supporting their families. We honour our partners in child protection: community members, who often step up and assist the children in need; the health workers, SAPS and DSD who assist in finding solutions to children's problems. The African spirit of humanity is fully operational at this time.

## 3. TRENDS

Analysis of the Childline Help Line statistics (27 March – 28 December 2020) indicate the following:

- 59% increase in the number of calls dialled to the Help Line compared to the same period last year with a 145% increase in cases opened and 677% increase in the need for counselling/information calls.
- The COVID-19 pandemic has exacerbated psycho-social- economic challenges across all projects, with an increase of 54 914% health-related calls on the Help Line.
- Help Line calls pertaining to abuse has increased by 36% and has been heightened in all projects with emotional dominating, physical being second highest and sexual violence being the highest

among the Childline Community Based Centre, face to face Counselling clients. Our intervention often heals the rifts in families caused by abuse and is very helpful in limiting further behavioural problems in survivors. Domestic violence also features high on all projects.

- Children with behavioural problems increased by 48% and substance abuse up by 35% on the Help Line. Delinquency is usually associated with underlying trauma, a feature high in Counselling Services. These youth make themselves very vulnerable to further problems. Helping them to deal with their underlying trauma, often repairs their relationships with their parents, preventing further problems.
- Poverty and neglect are major contributors to heightened family and psychological problems in all the Childline programmes and has increased by 300% on the Help Line

#### **4. MYTHS THE COUNSELLORS ADDRESSED WITH CORRECT INFORMATION**

- Children believing that the corona crisis is over or that masks and hand washing precautions don't help
- Suggesting various cures, from the rain to standing in the wind to blow it away
- COVID-19 virus only affects rich white people as they travel a lot
- COVID-19 is spread through the phone or by mosquitoes
- All people who test positive will die
- COVID-19 will kill us all in view of the number of people dying every day and God is punishing us
- Red cheeks mean you have COVID-19
- Requesting Childline to fetch them as they are tired of corona and this violates their rights
- Only old people get sick from COVID-19 and children don't die from it

#### **5. SUCCESS STORIES**

We are heartened by the many children and parents who phone to: thank the counsellors; say a prayer; sing a song; wish our counsellors well and tell us to prevent COVID-19. We continue to be inspired by the resilience of our children, the high levels of care from community members and the support we receive from our extended Childline partners in finding solutions for every caller.

We honour the counsellors who have been tirelessly serving on the lines since the beginning of Lockdown, day and night, despite their own fears and family members falling ill and passing away.

#### **6. CHALLENGES**

Childline has been able to offer services for the entire period of Lockdown which has been eleven **months**. Whilst we are privileged to be able to assist, the counsellors are overwhelmed with the extent of suffering in our communities whilst having to deal with their own family's vulnerability to COVID-19. Ensuring staff safety at this time has been a major challenge. We have provided staff transport, changed the roster to ensure greater safety, provided periods of isolation for those exposed, and all PPE required.

Some of our staff tested positive for COVID-19 and apart from transferring the calls to KZN for two days while we tested all counsellors and sanitized the offices and electricity outages for two days, the service has continued uninterrupted.

We currently receive all the national Cell C, Vodacom and Telkom Mobile calls until they install the software to distribute to the province of the caller. Distributing donated food to those in dire straits has been an additional service we have offered to approximately 2 000 of our clients.

The following issues are of major concern to many of our callers, with levels and extent of violence increasing:

- Fear, stress and anxiety due to the high infection and death rates requires our counsellors to contain the high levels of emotion and assist in making positive choices regarding the way forward
- GBV and child abuse tends to be perpetrated by persons known to them, often within the family
- Economic hardships culminating in hunger is devastating and ensuring access to food parcels or vouchers is critical
- Many family problems are exacerbated at this difficult time and counselling services enable them to deal with these in a more emotionally intelligent manner
- Comparative studies for the same period last year indicate a massive increase in the number of calls and all categories of calls received. Ensuring child safety is a critical service at this stage. We follow up to ensure all children receive the necessary statutory services as per the Child Care Act. We have relied on community members, DSD and SAPS to assist. Many of the GBV shelters and Child and Youth Care Centres are full and finding a place for mothers and abused children is always a challenge
- Troubled children and teenagers are refusing to remain at home and are reportedly abusing substances. Their single mothers are finding it difficult to discipline them. This is putting the entire family at risk. Each case is handled according to the specific needs of the caller to find a solution

## 7. CONCLUSION

Childline Gauteng is extremely grateful to our partners who have assisted us to extend our capacity on the Help Line, enabling us to provide these vital services.

In summary, Childline Gauteng has assisted captured 201 192 callers on the Help Line. Vulnerable families bear the brunt of the pandemic and structural inequality in our country, with increased psycho-social and economic problems of: family functioning undermined by gender-based violence, emotional abuse and criminal violence; neglect, hunger and poverty; great anxiety regarding health issues; children behaving inappropriately; and difficulty in accessing support services at this critical time.

We continue to receive great support from community members demonstrating their concern and care for children, often to the point of putting themselves at risk, by taking them into their own homes. We are humbled by their spirit of African Humanity and are proud to be an essential part of “the village raising all children” at this time.

The SA Police Service and DSD have delivered services to children and families at this time. We honour them, the medical workers, the essential services organisations and the many people who have risen up to serve those that are vulnerable at this time.

**We thank our partners** for your support in enabling Childline to render these critical psycho-social and child protection services. Despite the many challenges that we know you are facing in terms of the difficult economic climate and troubling COVID-19 statics.

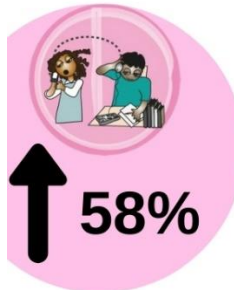
We trust that we will collectively overcome this traumatic time and a new South Africa will emerge from the lessons learned during COVID-19 where: compassion; equality, dignity and life is assured; a reduction of gross economic inequality; increased services and support for vulnerable people; and a restoration of pride in our country and our people working together to build a great nation demonstrating our African Humanity.

**Lynne Cawood**  
**Director**  
**3 March 2021**



# CHILDLINE GAUTENG HELP LINE

27 MAR 2020 - 28 FEB 2021

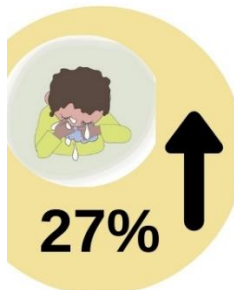
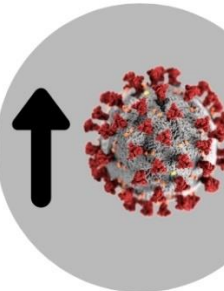


## TOTAL CALLS

During the period under review, trained and professional counsellors captured 201 192 contacts on our data system of calls dialed to the Childline 08000 55555 number in Gauteng. This is an increase of 58% compared to same period in 2019-2020.

## COVID-19

Callers demonstrate great anxiety and stress. A total of 43 009 clients called in about Physical Health, COVID-19 and related issues compared to 88 calls for the same period in 2019/2020.

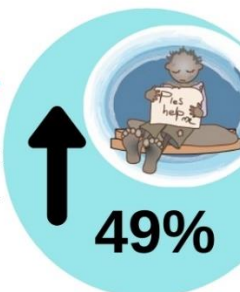


## ABUSE

Abuse is the second highest category at 3,932 cases and pertains to: physical abuse (1,411), exposure to criminal violence (34), sexual violence – rape, assault, verbal and exposure to porn (913), emotional (2,013), abduction (51) and domestic violence (300).

## POVERTY & NEGLECT

Poverty related issues (695) resulting in hunger, homelessness, lack of winter clothes and food insecurity. This is aligned to cases of neglect at 1,306.



## FAMILY & LEGAL ISSUES

A total of 2,175 family problems and 836 related legal issues, pertaining to: family aggression; custody issues; single mothers struggling with great responsibilities; fathers feeling alienated; increase in corporal punishment; sibling rivalry and bullying; separation from parents; and home fires.

**ADDENDUM 2 – COMPARISON OF ALL CATEGORIES OF HELP LINE CASES & COUNSELLING CLIENTS  
ACROSS ALL COVID-19 LEVELS: 27 March 2020 – 28 February 2021**

	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1	LEVEL 3	TOTAL
<b>SUB-CATEGORIES</b>							
<b>ABUSE:</b>	552	358	843	392	1,140	647	3,932
Abduction:	6	4	10	6	18	7	51
Emotional Abuse:	240	168	395	205	616	389	2,013
Exposure to Criminal Violence:	4	2	3	4	19	2	34
Exposure to Domestic Violence:	52	33	57	32	79	47	300
Exposure to Porn/Child Abuse Images:	4	6	6	4	15	10	45
Harassment:	48	30	28	16	39	22	183
Inappropriate Sex Talk:	8	3	11	5	19	13	59
Physical Abuse:	214	142	301	129	408	217	1,411
Rape:	41	15	74	31	93	63	317
Sexual Assault/Abuse:	34	21	67	46	96	45	309
<b>ALTERNATIVE CARE:</b>	24	13	26	9	18	19	109
Problems with Adoption:	3	1	1	1	2	2	10
Problems with Foster Care:	5	4	4	3	4	3	23
Problems with Informal Boarding:		1	1	1	1	1	5
Problems with Institutional Care:	4	1	2	1	3	1	12
<b>BEHAVIOUR PROBLEMS:</b>	67	51	143	57	171	93	582
Aggressive Child:	25	9	40	21	48	38	181
Child Runaway:	4	8	12	6	24	17	71
Criminal Activity:	3	4	12	6	9	6	40
Discipline Problems:	23	24	60	34	91	43	275
Hyperactivity/Attention Deficit:	2	1	2	1	5	2	13
Uncontrollable child:	28	29	64	23	83	41	268
<b>COMMERCIAL EXPLOITATION</b>	8	6	5	4	20	4	47
Child Begging:		1	-	2	5	2	10
Child Prostitution:	2	-	-	-	4	-	6
Child Trafficking:		-	-	-	2	-	2
Child used by adults in crime:		2	-	-	1	-	3
Child used in a criminal act:		1	2	-	2	-	5
Child Vendors:		-	-	-	-	-	-
Domestic Child Labour:	2	1	-	-	4	1	8
Farm Child Labour:		-	-	-	-	-	-
General Child Labour:	1	-	-	1	2	-	4
Involved in Child Pornography:	3	-	-	-	-	-	3
<b>DISABILITY:</b>	6	12	24	8	13	9	72
Child Mentally Disabled:	1	1	12	3	6	5	28
Child Physically Disabled:	6	7	6	4	7	4	34
Family Disabled:	2	2	5	2	-	-	11
Gender:2	3	-	1	-	-	-	4
<b>DISCRIMINATION:</b>	6	2	4	2	5	3	22
Access to School:		-	-	-	-	1	1
Racial:		-	1	-	-	-	1
Religion:	2	-	-	1	-	1	4
Sexual Orientation:		1	-	-	3	-	4
<b>FAMILY REL PROB:</b>	267	211	508	239	590	360	2,175
Child Missing /Lost:	2	1	13	3	15	7	41
Child Not in Family Care:	8	7	16	7	13	6	57
Conflict between Parent & child:	91	77	188	99	294	149	898
Conflict between Parents/Caregiver:	59	71	151	70	111	78	540
Death & Bereavement:	32	18	39	26	66	40	221
Divorce:	14	6	24	9	14	18	85
Mental Illness of Parent:	8	3	4	1	3	5	24
Parent/s working away:		2	3	1	-	3	9
Problems with Siblings:	18	19	41	11	40	22	151

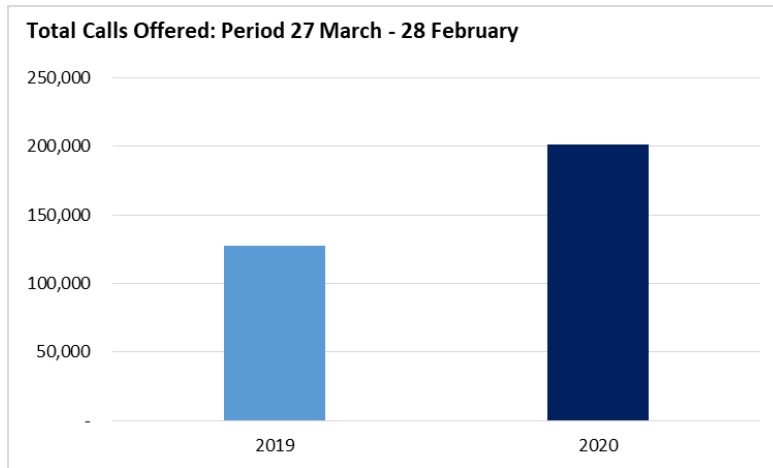
Separation:	31	29	65	30	68	52	275
Single parent:	14	7	17	8	21	20	87
Step Family Relationship problem:	34	14	33	26	90	48	245
<b>HIV/AIDS:</b>	<b>16</b>	<b>7</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>9</b>	<b>68</b>
Bereavement:	1	-	-	-	-	-	1
Both Parents Deceased:		-	-	-	2	-	2
Child Headed Household:	3	6	5	-	4	5	23
Child Infected:	5	-	4	1	4	2	16
Child Receiving Treatment for HIV:	3	-	1	2	2	1	9
Father Deceased:		-	-	-	-	1	1
Father Ill:		1	-	1	-	-	2
Information re HIV:	2	-	2	1	-	-	5
Mother Deceased:	3	-	-	1	-	1	5
Mother Ill:	4	1	2	2	4	1	14
Other Family Member Ill:		-	1	-	-	-	1
Pre/Post Test Counselling:		-	-	-	-	-	-
Vulnerable due to HIV:	5	-	2	-	-	-	7
<b>HOMELESSNES:</b>	<b>18</b>	<b>15</b>	<b>20</b>	<b>7</b>	<b>24</b>	<b>14</b>	<b>98</b>
Family Without Shelter:	10	9	11	6	12	10	58
Street Child:	7	4	5	1	10	3	30
<b>LEGAL ISSUES:</b>	<b>145</b>	<b>85</b>	<b>233</b>	<b>92</b>	<b>176</b>	<b>105</b>	<b>836</b>
Access/Contact:	46	23	64	26	46	29	234
Adoption:	7	4	12	5	17	6	51
Child in Police Cells:	1	-	2	2	-	-	5
Child Offender:	3	2	3	3	-	-	11
Child witness:		1	-	-	-	-	1
Custody / Care:	51	24	56	22	31	27	211
Lack of Birth Documents:	19	23	50	19	39	22	172
Maintenance:	29	14	46	20	60	34	203
<b>NEGLECT:</b>	<b>168</b>	<b>104</b>	<b>296</b>	<b>141</b>	<b>398</b>	<b>199</b>	<b>1,306</b>
Child abandoned:	14	12	17	8	34	14	99
Circumstantial Emotional Neglect:	15	9	15	12	39	22	112
Circumstantial Physical Neglect:	18	12	22	9	30	29	120
Deliberate Emotional Neglect:	85	45	132	58	218	119	657
Deliberate Physical Neglect:	103	62	210	97	285	140	897
<b>PEER RELATIONSHIPS:</b>	<b>31</b>	<b>24</b>	<b>47</b>	<b>32</b>	<b>64</b>	<b>38</b>	<b>236</b>
Bullying (Out of School):	9	6	18	15	22	11	81
Relationship Problem:	20	17	30	21	45	27	160
<b>PHYSICAL HEALTH:</b>	<b>1,316</b>	<b>2,167</b>	<b>8,691</b>	<b>7,339</b>	<b>16,736</b>	<b>6,763</b>	<b>43,012</b>
Body Image:	10	15	56	117	228	37	463
Health Info:	1,042	1,817	7,108	6,825	16,024	6,667	39,483
Health Problems:	208	302	992	118	147	71	1,838
Needs Medical Care:	47	20	53	25	75	33	253
<b>POVERTY:</b>	<b>166</b>	<b>108</b>	<b>148</b>	<b>58</b>	<b>156</b>	<b>59</b>	<b>695</b>
Child Starving:	61	35	29	27	74	23	249
Insufficient / No Income:	80	54	62	20	64	27	307
Lacks Clothing:	13	12	16	12	28	11	92
Problems with Grants:	56	43	79	23	66	16	283
<b>PSYCHOLOGICAL HEALTH:</b>	<b>60</b>	<b>44</b>	<b>96</b>	<b>39</b>	<b>109</b>	<b>59</b>	<b>407</b>
Anorexia:		-	1	-	1	1	3
Anxiety:	7	3	14	10	24	11	69
Bereavement -Peer:	1	-	3	-	-	3	7
Bulimia:		-	-	-	3	1	4
Child has difficulty communicating:	2	1	2	4	8	5	22
Depression:	17	9	30	8	30	16	110
Lack of Confidence:	1	2	1	2	7	-	13
Lack of Life Purpose:	2	2	1	6	6	4	21
Loneliness:	4	5	13	2	6	3	33
Mental Illness Child:	9	1	3	1	8	4	26
Self Harm:		1	-	9	5	4	19

Sleep disorder:	4	-	-	3	1	-	8
Suicidal Feelings:	13	11	11	11	21	18	85
Suicide attempt:	8	8	13	7	16	8	60
Suicide of a Family Member:	1	-	1	1	1	-	4
Suicide of a Friend:	1	-	-	-	2	2	5
Unmanageable Anger & Frustration:	5	8	11	4	15	7	50
<b>REFUGEE CHILD:</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>24</b>
Fear of Repatriation:		1	2	-	1	-	4
Lack of Documents:	1	-	5	1	4	4	15
Wanting to Return Home:		1	1	1	1	-	4
Xenophobia:		-	-	-	-	-	-
<b>SCHOOL PROBLEMS:</b>	<b>49</b>	<b>32</b>	<b>145</b>	<b>63</b>	<b>277</b>	<b>97</b>	<b>663</b>
Bullying:	9	8	36	23	94	28	198
Physical:	6	3	13	10	43	13	88
Emotional:	5	4	24	16	58	21	128
Cyber:		-	4	1	6	4	15
Child Not Attending School:	9	3	37	17	39	24	129
Child Truanting School:		-	1	-	2	-	3
Corporal Punishment:		-	1	2	3	1	7
Homework:	5	1	8	10	20	2	46
Lack of Money for Fees:		-	3	-	5	6	14
Learning Problems:	10	3	11	7	28	9	68
Parents Refusing School Attendance:	1	1	6	3	8	5	24
Performance Anxiety/Exam Stress:	1	1	8	2	44	3	59
Problems with Educators:		-	1	1	11	5	18
Problems with Learner:		2	10	-	12	2	26
Study Tips:	6	12	21	3	37	5	84
Gangsterism:		-	-	-	-	-	-
Harmful religious practices:		-	-	1	1	-	2
Trauma:	1	1	5	2	20	11	40
Suspension / Expulsion:		-	1	-	2	1	4
<b>SERVICES:</b>	<b>1,109</b>	<b>1,605</b>	<b>6,606</b>	<b>3,541</b>	<b>9,256</b>	<b>5,110</b>	<b>27,227</b>
Complaints about service:	6	6	9	1	16	7	45
Abuse to Counsellor:	89	150	476	188	412	224	1,539
Harassment by adults:	30	29	44	8	40	10	161
Request for Information:	728	640	2,178	956	1,754	1,027	7,283
Thanks for CL Service/Happy Child:	186	720	3,078	2,052	6,231	3,590	15,857
<b>SEXUAL:</b>	<b>11</b>	<b>15</b>	<b>34</b>	<b>7</b>	<b>43</b>	<b>10</b>	<b>120</b>
Abortion/ Termination of Pregnancy:	1	1	-	-	7	1	10
Contraception:		-	4	1	6	1	12
Information Regarding Sex:		-	2	-	2	1	5
Pregnancy:	2	5	9	1	9	3	29
Saying No To Sex:		1	1	-	1	1	4
Sexual Identity:	1	1	1	1	2	1	7
Sexual Problem:		-	-	-	-	-	-
Sexualised Behaviour:	2	4	9	1	17	4	37
Sexually Exploitive Behaviour:	2	4	3	2	5	3	19
Sexually Transmitted Diseases:		1	-	2	1	1	5
<b>SUBSTANCE ABUSE:</b>	<b>87</b>	<b>50</b>	<b>133</b>	<b>75</b>	<b>179</b>	<b>102</b>	<b>626</b>
Child Alcohol Abuse:	6	4	7	6	16	5	44
Child Drug Abuse:	22	13	30	12	47	31	155
Drug Dealing:	3	3	2	1	2	-	11
Information on Alcohol & Drugs:	4	1	4	3	10	12	34
Parent /Caregiver alcohol abuse:	38	19	66	45	89	38	295
Parent /Caregiver Drug abuse:	22	14	35	14	37	26	148
<b>UNDEFINED / OTHER:</b>	<b>583</b>	<b>868</b>	<b>2,427</b>	<b>928</b>	<b>1,836</b>	<b>732</b>	<b>7,374</b>

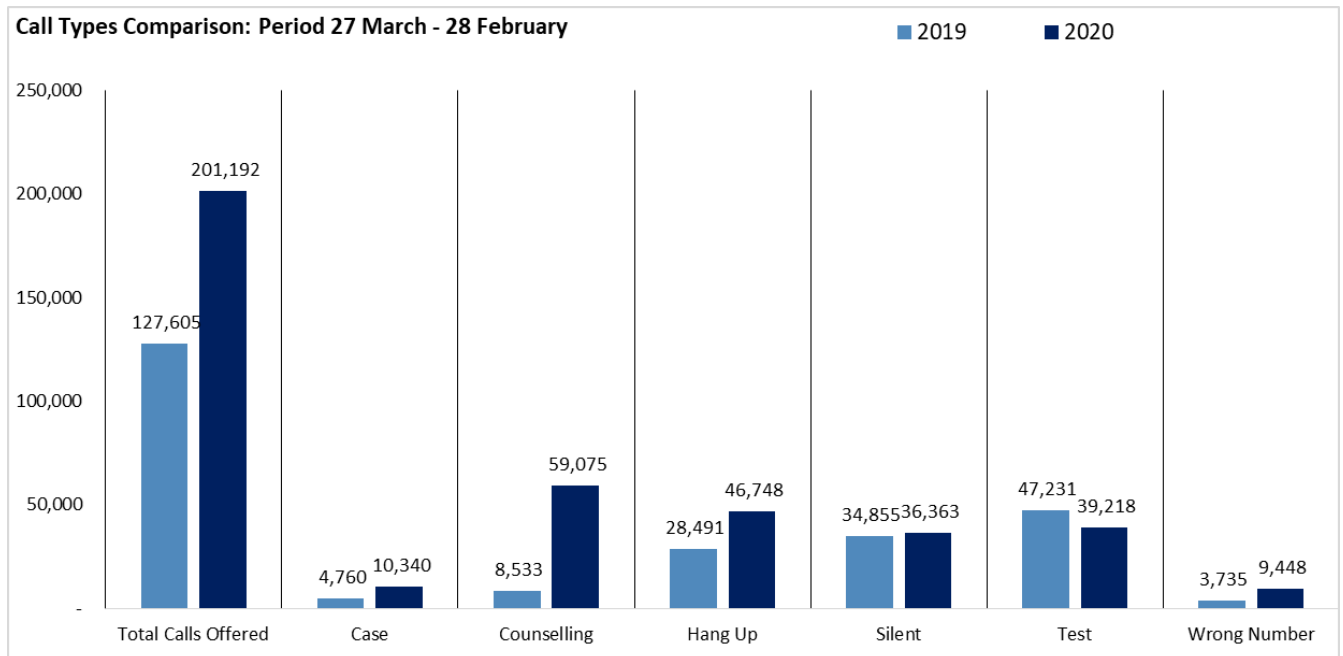
### ADDENDUM 3 - COMPARATIVE HELP LINE STATISTICS

Period: 27/03/2019 – 28/02/2020 compared to 27/03/2020 – 28/02/2021

#### 1. TOTAL CALLS RECEIVED



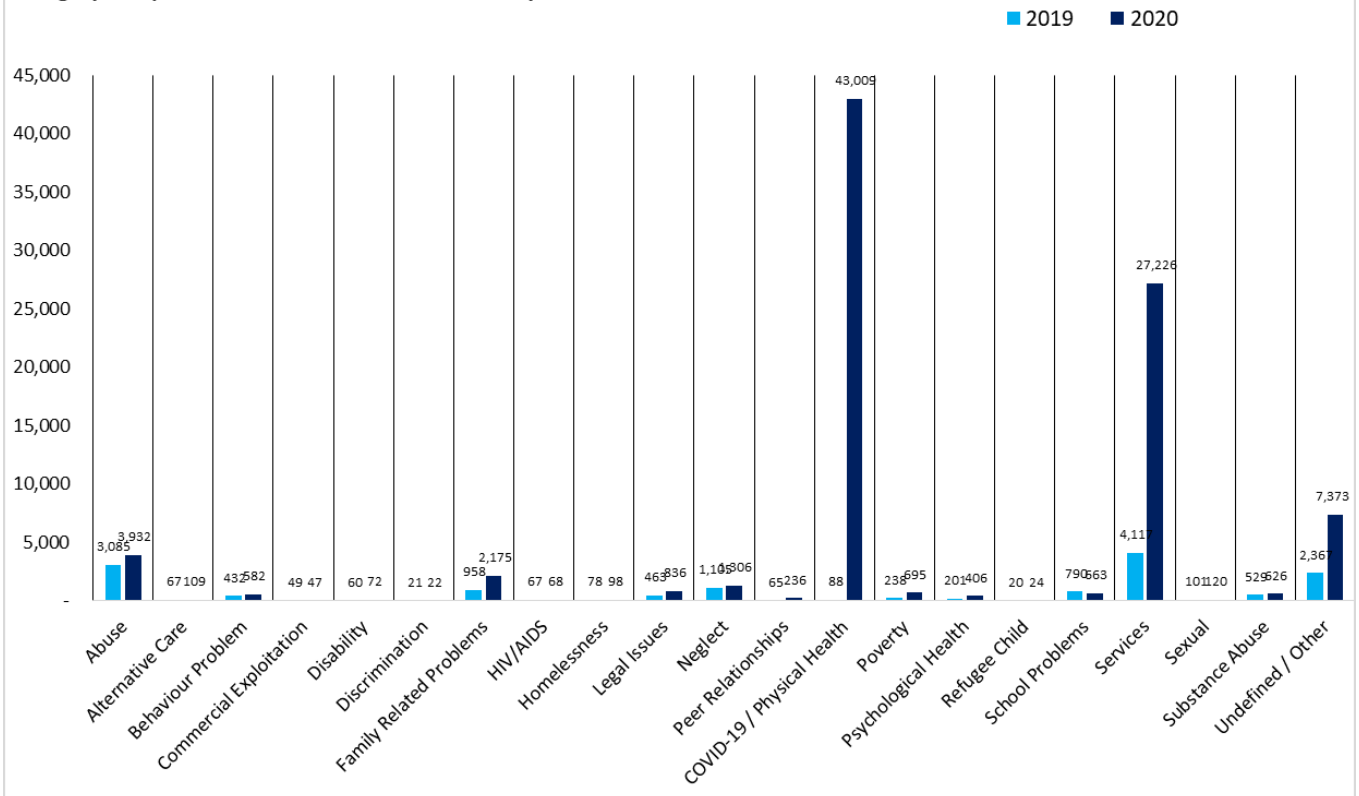
	2019	2020	%
Case	4,760	10,340	117%
Counselling - Want to Talk	8,533	59,075	592%
Hang Up	28,491	46,748	64%
Silent	34,855	36,363	4%
Test	47,231	39,218	-17%
Wrong Number	3,735	9,448	153%
Grand Total	127,605	201,192	58%



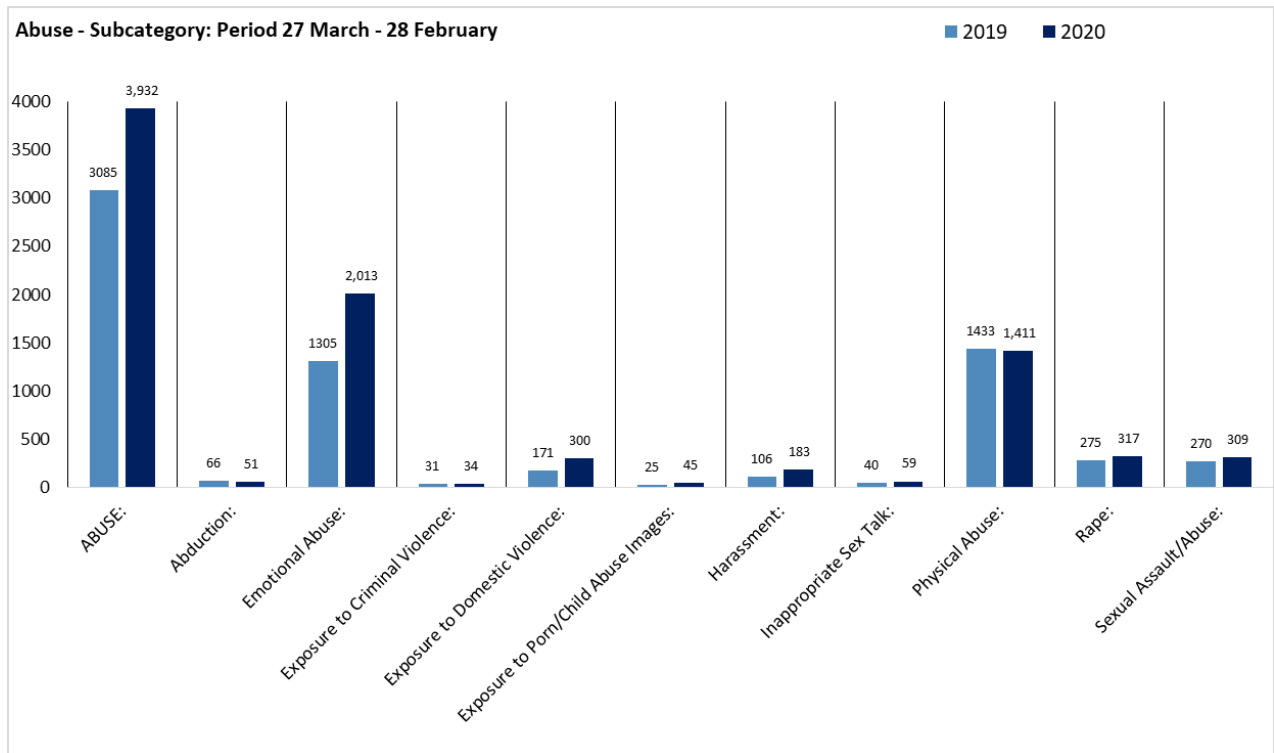
## 2. CATEGORIES – ALL

	2019	2020	% Increase
<b>ABUSE:</b>	3,085	3,932	27%
<b>ALTERNATIVE CARE:</b>	67	109	63%
<b>BEHAVIOUR PROBLEMS:</b>	432	582	35%
<b>COMMERCIALISATION</b>	49	47	-4%
<b>DISABILITY:</b>	60	72	20%
<b>DISCRIMINATION:</b>	21	22	5%
<b>FAMILY REL PROB:</b>	958	2,175	127%
<b>HIV/AIDS:</b>	67	68	1%
<b>HOMELESSNES:</b>	78	98	26%
<b>LEGAL ISSUES:</b>	463	836	81%
<b>NEGLECT:</b>	1,105	1,306	18%
<b>PEER RELATIONSHIPS:</b>	65	236	263%
<b>PHYSICAL HEALTH:</b>	88	43,009	48774%
<b>POVERTY:</b>	238	695	192%
<b>PSYCHOLOGICAL HEALTH:</b>	201	406	102%
<b>REFUGEE CHILD:</b>	20	24	20%
<b>SCHOOL PROBLEMS:</b>	790	663	-16%
<b>SERVICES:</b>	4,117	27,226	561%
<b>SEXUAL:</b>	101	120	19%
<b>SUBSTANCE ABUSE:</b>	529	626	18%
<b>UNDEFINED / OTHER:</b>	2,367	7,373	211%

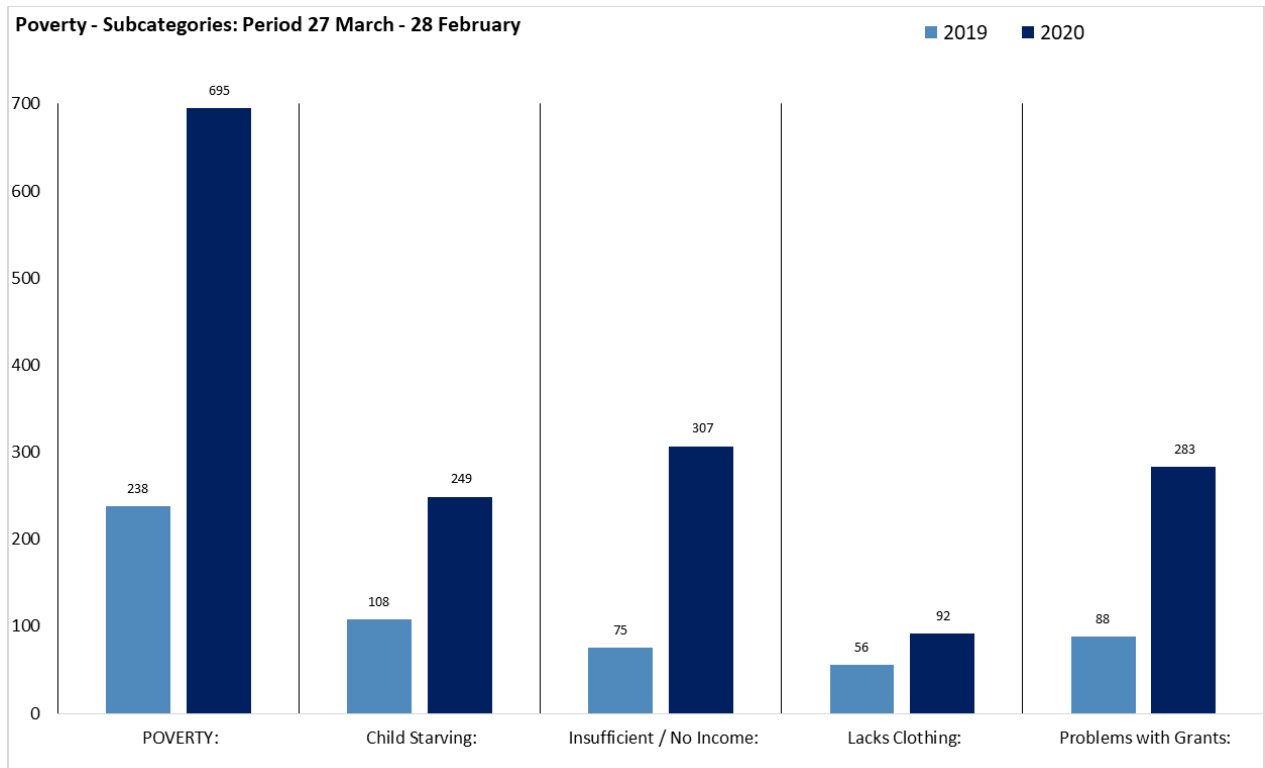
Category Comparison: Period 27 March - 28 February



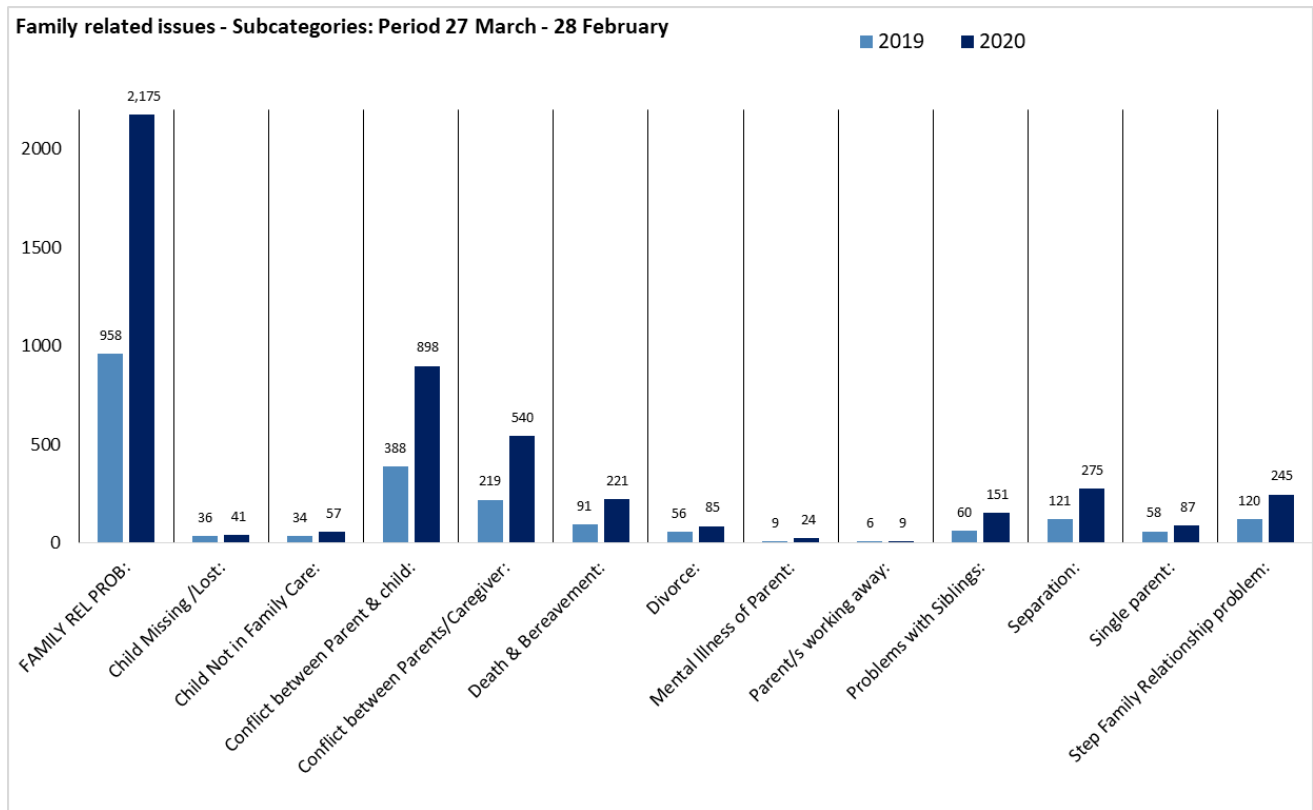
### 3. ABUSE SUB-CATEGORIES



### 4. POVERTY SUB-CATEGORIES



## 5. FAMILY RELATED ISSUES SUB-CATEGORIES



## 6. SUICIDE / PSYCHOLOGICAL HEALTH

