CHAPTER 1

Emergency Support and Protection Services
Namibian Police (NAMPOL)

CONTACT INFORMATION

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

Head Office Street Address
NAMPOL Headquarters
Corner of Lazarett Street & Independence Avenue
Windhoek

Head Office Postal Address
Private Bag 12024
Ausspannplatz
Windhoek

Head Office Telephone Number
Office hours: 061-230410

Head Office Fax Number
Office hours: 061-220621

Head Office Contact Persons
Inspector Maureen Britz
Inspector Hofni Hamufungu

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

MAIN SERVICES
Law enforcement
Protection
Criminal investigation
Referral

OVERVIEW OF MAIN SERVICES

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

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

ADDITIONAL SERVICES

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

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

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

COSTS FOR SERVICES

All NAMPOL services are free of charge.

(Continued overleaf)
## NAMPOL Charge Offices

### EMERGENCY TELEPHONE NUMBER IN ALL REGIONS AND LOCALITIES - 10111 (no code!)

**Note:** Use this emergency number to contact the police if you do not find the required local charge office number listed on the right.

### WINDHOEK CENTRAL POLICE STATION

**Telephone Number**
- All Sections: 061-2093111 (office hours)
- Charge Office: 061-223367 (all hours)
- Flying Squad: 10111 (all hours)
- Protective Unit: 061-252207 (office hours)

**Contact Person**
- Inspector Blanche Nel

### KATUTURA POLICE STATION

**Telephone Number**
- Charge Office: 061-2095111
- Wanaheda Police Station: 061-2096111

### NAMPOL PUBLIC RELATIONS OFFICE

**Telephone Number**
- Office hours: 061-2093111

**Fax Number**
- Office hours: 061-226380

**Contact Person**
- Inspector Hofni Hamufungu

### NOTES / ADDITIONS / CHANGES

- Arandis 064-510018
- Aranos 063-272002
- Aroab 063-280504
- Bethanie 063-283001
- Gibeon 063-251005
- Gobabis 062-562315
- Gochas 063-250001
- Grootfontein 067-242476
- Henties Bay 064-502001
- Kalkfeld 067-290003
- Kalkrand 063-264015
- Kamanjab 067-330004
- Karasburg 064-270228
- Karibib 064-550008
- Katima Mulilo 066-253060
- Keetmanshoop 063-221800
- Khorixas 067-331039
- Leonardoville 062-569103
- Lüderitz 063-202255
- Maltahöhe 063-293005
- Mariental 063-240485
- Okahandja 062-503013
- Okakarara 067-317015
- Omaruru 063-570010
- Ondangwa 065-260039
- Ongwediva 065-231671
- Oshakati 065-2236000
- Otavi 067-234006
- Otjiwarongo 067-302081
- Outjo 067-313005
- Rehoboth 062-523223
- Rundu 066-255014
- Stampriet 063-260005
- Swakopmund 064-402431
- Tsumeb 067-2235000
- Usakos 064-530003
- Uis 064-504007
- Walvis Bay 064-219048
- Witvlei 062-570002

---

---

---

---

---

---

---

---

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

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

**Region and Scope of Service**
Khomas (Windhoek)  
Erongo (Walvis Bay)  
Hardap (Mariental)  
Karas (Keetmanshoop)  
Opuwo (Oshakati)  
Oshikoto (Tsumeb)  
Katima Mulilo  
Otjiwarongo  
Eenhana  
Rehoboth  
Lüderitz  
Gobabis  
Rundu  
Outapi

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

**MAIN SERVICES**
Law enforcement  
Protection  
Shelter (temporary)  
Counselling  
Advice  
Referral  
Aftercare and follow-up  
Training (counselling)  
Job-sseking assistance

**OVERVIEW OF MAIN SERVICES**
The WCPUs were established by NAMPOL to provide sensitised and integrated services to victims of violence and many forms of abuse. More specifically, the WCPUs take on cases involving rape, sodomy (and attempted rape or sodomy), indecent assault and assault with intent to do grievous bodily harm - especially where the victim (female or male) is under 18 years of age; crimes which contravene section 18(l) of the Children’s Act 33 of 1960, such as the abuse, neglect, abandonment and abduction of children, childstealing and incest; and repeat domestic violence offences. The WCPUs essentially:
- provide police protection;  
- offer a sympathetic ear to traumatised victims of rape, battering and other forms of assault;  
- provide temporary shelter for victims in dire need of protection;  
- counsel, advise and refer victims to other agencies as deemed necessary, such as the State Hospital, the Directorate of Social Services in the Ministry of Health & Social Services, & the Legal Assistance Centre;  
- assist with arresting and prosecuting perpetrators;  
- respond to general enquiries on child maintenance, child abuse and neglect, other problems involving children, problems relating to alcohol and drug abuse, and other domestic problems.

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

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

(Continued overleaf)
Counselling is provided for:

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

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

ADDITIONAL SERVICES

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

COSTS FOR SERVICES

All WCPU services are free of charge.

IMPORTANT NOTE

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

Contact information

Khomas (Windhoek)

WCPU Commanding office

D/C/Insp. R.N. Shatiweh
State hospital / Katutura
P/Bag 13359
Windhoek
061-2095375
081 1289751
061-2095226

Khomas (Windhoek)

Windhoek Units

D/Insp. J.F. Haraes
P/Bag 13359
Windhoek
061-2095226
081 1289751
061-2095226

Erongo (Walvisbay)

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

Hardap (Mariental)

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

Karas (Keetmanshoop)

Sgt. Ashikoto
P/Bag 1234, Keetmanshoop
063-221 826
063-221 826

Karas (Lüderitz)

Sgt. Nangombe
PO. Box 86, Lüderitz
063-202 353
081 269 6055
063-202 353
<table>
<thead>
<tr>
<th>Region</th>
<th>Officer</th>
<th>Address</th>
<th>Phone 1</th>
<th>Phone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardap (Rehoboth)</td>
<td>D/Sgt. Hochtritt</td>
<td>P.O. Box 1234, Rehoboth</td>
<td>062 523 223</td>
<td>062 523 223</td>
</tr>
<tr>
<td>Kunene (Opuwo)</td>
<td>Sgt. Kawiwa</td>
<td>P/Bag 3014, Opuwo</td>
<td>065-273 483</td>
<td>065-273 483</td>
</tr>
<tr>
<td>Oshana (Oshakati)</td>
<td>D/W/O Shimi</td>
<td>P/Bag X5501, Oshakati</td>
<td>065-223 6056</td>
<td>065-223 6049</td>
</tr>
<tr>
<td>Caprivi (Katima Mulilo)</td>
<td>Sgt. Ndeyamo</td>
<td>P/Bag 12345, Katima</td>
<td>066-252 677</td>
<td>066-253 060</td>
</tr>
</tbody>
</table>