

Notes about this Directory

COMPREHENSIVENESS

This directory is by no means comprehensive. It should be regarded as an effort to compile a database of services available in Namibia for victims of domestic violence and sexual abuse. The organisations covered are kindly requested to notify the Gender Research & Advocacy Project of any inaccuracies or omissions in this publication. Many organisations to which the compilers were guided no longer exist, or are dormant, or the officer in charge did not think the organisation should be listed in this directory. One guiding rule was that organisations not reached after repeated attempts should not be covered, because the people being served should not be inconvenienced in their search for assistance.

METHODOLOGY

A simple questionnaire was used. It was either completed by the interviewer in a telephonic interview, or it was faxed or hand-delivered to the organisation and returned to the interviewer completed. Most organisations preferred to take the latter route. Some key information was extracted from additional resource materials provided, such as annual reports and pamphlets.

FORMAT AND CONTENT

The aim was to present very specific basic information as briefly as possible. The guiding rule on the format was one page per organisation. Some entries run onto two pages because the organisation concerned provides a very wide range of services and/or has regional offices whose contact details had to be listed.

Repetitions: Several pages are repeated in full in different chapters, or they have been slightly adapted for different chapters. This system was deemed more convenient for users than a cross-referencing system.

Exclusions: Among the organisations excluded were the trade unions. All the federation head offices contacted said that they do not offer any services for victims of domestic violence or sexual abuse, or even sexual harassment in the workplace. The reason seems to be that gender issues are new to the unions and although most unions have a women's desk, those contacted said they have not set up structures to deal with these problems specifically.

Affiliations: The information on affiliations is neither comprehensive nor consistent. Although the questionnaire asked for "Network / Affiliation (if any)", many respondents only noted those which are relevant to the topic, and a high number left the space blank even if they are involved in, for example, the Multimedia Campaign on Violence Against Women & Children. The compilers tried to fill the gaps in this regard but only if an affiliation or close networking relationship was obvious.

Fax numbers: For fax numbers a distinction had to be drawn between "all hours", "office hours" and "after hours": "all hours" means that a fax will be seen by the receiver at whatever time of day it arrives - not only during office hours or only after hours. The distinction may prove necessary in cases of emergency.

PROBLEMS

The cut-off point for new information was extended several times, but eventually the directory had to go to press. Many organisations to which the compilers were guided were not reached at all for one reason or another: the telephone was never answered, there was no response to messages to return calls, etc. Quite a high number of those reached after repeated attempts never returned the questionnaire even after several follow-up calls. In many cases the information provided was extremely scanty and key information was missing, or the information given was contradictory and confusing. The compilers attempted to fill the gaps and resolve the contradictions, but this was not always possible: the contact person was overseas, off sick, etc., and no one else on the staff could help.
