



What is programming? Programming activities enable Hands at Work to effectively deliver the 3 Essential Services to the most vulnerable by creating, building into, and mobilising community based structures; models of holistic care which build 'walls of protection' around vulnerable children and their families in impoverished communities across Africa. Hands at Work provide this level of holistic care through regular mentorship and discipleship of local volunteer Care Workers, through workshops for Primary Care Givers and children, through peer support groups – known as Relationship Groups, through Holy Home Visits, and through modelling and implementing healthy play. These aspects are recognised through the Hands at Work model of creating 'Life Centres'. Hands at Work identifies, disciples and empowers African leaders to coordinate this work across Africa.

Zambia Regional Support Team:

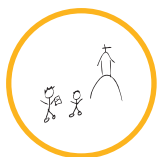
*Kabwe and Chisamba, Kitwe and Luanshya Service Centres (Zambia)
Likasi Service Centre (Democratic Republic of Congo)*

Bringing good news to the poor: Life Centre programming

What is the goal? Through Hands at Work's commitment to caring holistically for Africa's most broken children, support must extend beyond physical services. Hands at Work aim to communicate the truth of the Gospel to hurting children; that Jesus loves them, rescued them, and desires to bring them to a full sense of healing. These powerful truths are delivered through formal and informal opportunities and done so understanding that the goal of healing is a journey.

The vision of Life Centres include, but surpass, physical buildings.

True to their word, these are places of life, where the most vulnerable people can gather together finding community, support and healing. Life Centres reflect a culture of care and safety and comprise of a holistic picture of several key elements:



Church Mobilisation Engaging the church in the vision of Hands at Work is central to the model of care. In 2018, a focus in Zambia was challenging the local church on their doctrine, sharing the Biblical perspective of servanthood and responsibility towards the orphaned and widow. One example in 2018 was in the community of Kafubu Block, in Luanshya. Local pastors and church leaders had been challenged to take greater responsibility for their community whilst learning more about what Hands at Work was doing within the Community Based Organisation (CBO). The Luanshya Service Centre (SC) held a one-day intensive workshop and the initial response from the community was very good. However, there was still a persistent lack of engagement from local churches in the work of the CBO. In response, a three-day pastor's training followed in June where the Luanshya SC and Zambia Regional Support Team (RST) invited two church pastors from a US partner church in San Francisco. This multi-layered mobilisation – bringing together the local church in Kafubu Block, surrounding 'churches on the hill' from Luanshya, and partners from the International church connected to Hands – explored the Biblical mandate of the church, throughout scripture, to care for the most vulnerable.

Care Worker Support In Kitwe, Care Worker support has been a focus in the model community of Chibote. The Kitwe Service SC completed the training of a 'Village Savings and Loans Association' (VSLA) program with the CBO at the beginning of 2018, designed to assist the Care Workers in starting small businesses. Care Workers contribute a small amount of funds each week which provide mutually agreed-upon micro-loans. In Chibote, micro-loans were used to purchase chickens for rearing and selling within the local community. Two Care Workers, in particular, were able to profit from this and provide maize for their own families to see them through the 'hunger season'. In Luanshya, the Care Workers, many of whom are subsistence farmers, were given maize seeds and herbicides for their crops.



Maranatha Workshops There were a number of Maranatha workshops that took place in 2018 in both Zambia and the Democratic Republic of Congo (DRC). One such workshop took place in the community of Kisunka. The Likasi SC described the status of this community as 'unreached' in terms of this workshop being the first opportunity that Hands at Work have had to invest deeply into the lives of the Care Workers and their personal stories. During the workshop, the Care Workers shared about some of the deep wounds they had suffered throughout their lives and many sought forgiveness from one another. An exciting outcome from this workshop was the establishment of a weekly Relationship Group for Care Workers to delve deeply into scripture and provide one another a platform for continued healing.



Kids Camps Kid's camps are designed as week-long opportunities for vulnerable children to be brought into a safe, secure environment in a purpose-built facility at Kachele Farm where they are intensively invested into and cared for in a holistic manner. Here, a trained team of African leaders from Hands at Work, together with teams from International partner churches, run camps tailored to the needs and ages of the children. These camps include Care Workers from the community itself to be part of the continued growth and learning. In 2018, the following camps took place:

- Camp for 20 children from Maposa Community (Luanshya), supported by The Forge Community Church, UK
- Camp for 20 children from Chibuli Community (Luanshya), supported by New Horizons Church, Australia



Beyond the essentials: Service Centre and Regional Support Team Operations

What is the goal? Across Africa, Hands at Work has established a number of local, front-line teams who exist to serve the CBOs in their region. These are known by Hands at Work as 'Service Centres' and are manned by our African leaders. These local offices support the daily needs of the CBOs they support, working towards the goal of building a 'wall of protection' around each and every vulnerable child identified in the community.

Luanshya, Zambia



HIGHLIGHTS

- Despite the small size of the SC, they felt united as a team and enjoyed strong relationships with one another.
- A new bookkeeper was appointed – Luwis – who integrated very quickly into the team, joining the rhythms of the SC both in the field and office.
- The Service Centre received weekly support from the RST which was vital to their growth as a Service Centre and for each member personally.

CHALLENGES

- The SC team is small – ending 2018 with just 3 members – but supporting the largest number of CBOs per SC across Africa (8 CBOs).
- The Luanshya SC hosted 8 International teams and 2 kid's camps which was a heavy burden on a small team.
- Maranatha Workshops and Foundation Trainings needed weekly follow-ups which stretched the capacity of the SC team.

Kitwe, Zambia



HIGHLIGHTS

- Several International teams visited Kitwe communities, including a 'Nurses for Africa' team which had a significant impact on providing life-saving nursing care to rural communities which don't have a clinic/hospital.
- The October Gathering was a significant event for the Kitwe SC team to enable personal growth and to sharpen key skills useful for the field.

CHALLENGES

- The 'upgrading' of Mwaiseni community caused significant challenges in 2018. In the event that the community will be demolished, the SC needed to make contingency plans for the children and Care Givers who would lose their homes. The upgrading still has not taken place.
- The loss of Charity, a dearly loved child from Zimba hit the Kitwe team very hard as they knew her and her family very well.

Kabwe, Zambia



HIGHLIGHTS

- The increases of children in Chisamba (100 to 150) and Miswa (50 to 110) were highlights for Peter and Cecelia who coordinate the Chisamba 'satellite' SC near to Kabwe.
- A 'Nurses for Africa' team, in partnership with local Zambian nurses, treated over 1,100 people in the community of Miswa, which does not have its own clinic.

CHALLENGES

- There were significant changes in the Kabwe SC team throughout 2018, resulting in a complete rebuilding starting at the end of the year. This will be a key focus for the Zambia RST in 2019.

Likasi SC, DRC



HIGHLIGHTS

- Francis, the Likasi SC bookkeeper, has grown so much in 2018, carrying a significant load for Erick and Angel in financial and project management.
- The Advocates day in Toyota was a big success, where community stakeholders were invited to hear more of what the CBO is doing. As a result, clean water that the CBO previously had to pay for is now free. Children also have access to much cheaper education than before, and clinic fees have been reduced.

CHALLENGES

- The illegal mining that took place – after the precious mineral Cobalt was found in the community of Kikula – was a big challenge for the SC. Much work went into ensuring the children were kept safe and contingency plans were made for homes that were demolished.
- A drought started to affect the communities in the DRC with water shortages causing many challenges.

The Zambia RST leadership is overseen by Levy Mwenda (Zambia) and Melissa Warren (International volunteer, Australia). Here, they share their highlights and challenges from 2018:

“This year has been a huge lesson in empowering and equipping others.” – Levy Mwenda

Who have you walked with this year?

We have seen African leaders like Ritha and Gideon grow before our eyes this year! The way they have said yes, to go wherever we have asked them, has been amazing. We have invested deeply in them, and encouraged our local SCs - in DRC, Zimbabwe, Mozambique and Malawi - to do the same. We have also invested in Blessings (Kitwe SC) and Angel (Likasi SC) who both shared brilliantly during the October Gathering. We could see the amazing growth in these two key leaders.

What are some highlights for you this year?

A major highlight for us was coming together in October (2017) to do the planning for 2018, mapping out our priorities for each of the communities and creating activities on a calendar. This meant that we hit the ground running in January, and we were much more effective in how we actioned those priorities.

We’ve also seen so much growth in our children and the way we are holistically caring for them. We’ve also developed the way we support our Primary Care Givers and Care Workers.

We have also grown in our financial stability in Zambia; we have a much more robust financial system which everyone understands.

Having a healthy and functioning project support team at Kachele has been the result of much hard work, over many years!

Mel: when I came to Zambia 5 years ago, I was the only person doing project support for 5 Service Centres. Now we see growth in our weekly ‘Service Centre Support Council’ meetings to discuss all aspects relating to supporting our SCs.

“Over the years we dreamed of having a team of project support people to be able to support our SCs well. That dream has come to life!” – Mel Warren

What were some of your challenges this year?

The Cholera outbreak at the beginning of the year was difficult to manage, derailing some of the plans we had for January and February. It was challenging to cease feeding our children for a couple of weeks amidst the height of the crisis, as we adhered to strict Government protocol.

A significant challenge was in the Kabwe SC where we had to dismiss the bookkeeper and a field coordinator due to mismanagement of funds. This was coupled with the coordinator resigning to refocus her time on her young family. This left us with us one member of the Kabwe SC, Stephen. Losing Key African leaders that we have invested in is very tough for us. I (Levy) felt this very personally after years of investment. Though I can reflect back on many times where I missed investing into leaders personally, I’m looking forward to walking much closer with individuals in 2019.

Support Trips in 2018:
Kabwe: 1 trip per month
Kitwe: 1 trip per week
Luanshya: 2 trips per week
Likasi: 6 trips in 2018



What is the goal? Hands at Work's leadership development program is divided into 2 main categories. The first is new and upcoming leaders where we intentionally invest into them in both theory and practical work; the methodology, core values, Hands model and Hands DNA. The second category is where we invest into existing African leaders who are stepping up into the most senior roles within Hands.



Throughout the year, key times for the Hands at Work family and leaders to come together have proved beneficial. These not only foster an environment of unity, but help to sharpen the skills, experience and insight of leaders which has a direct bearing on Hands at Work's development. In 2018, 4 key gatherings of this kind took place:

January Watchword – South Africa and Zambia

A time for African leaders and International Volunteers to come together and be envisioned to start the year well.

September Leaders Workshop – South Africa

A time for RST leadership and SC Coordinators to come together to discuss key priorities for the upcoming year. The program for the October gathering is created from these priorities.

African Leaders Training – Malawi

This gathering saw senior existing African leaders come together in Malawi to both sharpen their skills in key sessions taught by George Snyman, and time in the field, learning from one another.

“One senior African leader commented that this training was ‘the most defining moment of her journey with Hands over the past 10 years and redefined her role completely’ – George Snyman

October Gathering – Zambia

This gathering pulls together representatives from all Service Centres across Africa, plus key support staff. It is a time to reflect back on the year's activities and how well these met the goals and objectives, and look ahead to the following year to set new plans and priorities. Service Centre leaders take back these plans to their teams who then prepare budgets to match the planned upcoming activities.



Luwis Lengwe: Developing a New African Leader

The Luanshya SC was looking for a bookkeeper and Levy Mwende approached the Apostolic Church in Luanshya (a 'Church on the hill'), asking for any recommendations. Luwis's name came forward. Luwis says: *"Even though I knew nothing about Hands at Work, I had always wanted to be a bookkeeper. I knew this would be a good job for me because I love calculations and numbers. I had no idea how this dream would happen until my pastor told me about the job in Luanshya Service Centre. When I first joined the SC, I did not do much bookkeeping! For the first 3 months I walked with Michael (SC Coordinator), to understand the vision of what they were doing. I learnt their heart for the vulnerable. Those first 3 months were incredibly challenging, but I got a better understanding for the children I would be serving. Now, settled into my role, I have learnt some valuable skills. And thanks to the daily rhythms of Hands at Work, my relationship with God has improved immensely. My thirst for God has grown greatly since being involved with Hands."*

Hands at Work's leadership development program is based on two pillars. Firstly, we develop character and spiritual growth; we want leaders who can influence their communities and break the cycle of poverty through godly living. Secondly, we develop specific skills in our leaders to be effective and well equipped to manage the work of Hands at Work in a professional manner. Our goal is to find "diamonds in the dust".



Gideon Mbuzi: Investing into an Existing African Leader

"I never wanted to be involved in charity work of any kind! When my dreams of becoming a teacher were dashed, I did what many Zambians do; I went to work in the mines. While I was working there, a local Care Worker asked me to start a youth group. As a young guy working in the mines, this was not something that initially appealed to me. However, the Care Worker was persistent. I eventually agreed to start a youth group, where I was joined by 10 other youth leaders. And by doing this, I was exposed to some of the areas that Hands at Work was involved in. It was very different to anything I had ever heard of before. I got to know Levy Mwenda during this time, who asked me to join one of the CBOs as their bookkeeper and spending time in the community exposed me to many people who were very sick. Meeting these vulnerable people in my own communities was a turning point for me and I eventually came to know the Lord. I was nurtured in this relationship by Levy and George Snyman. That was in 2011 and since that time I have been involved in many aspects of the ministry and travelled to many different countries, learning about them and developing as a leader. I have learnt so many valuable skills - from driving a car, to working on a computer, and how to speak in front of people. More importantly than these things, I have learnt to be humble and obedient to God. And thanks to Levy walking closely with me, I have learnt to be a better husband and father."

Gideon currently lives with his wife and young daughter at Kachele Farm, Zambia and serves as project support to the Kabwe Service Centre.