



**Hands at Work**  
AFRICA

Report on

# Zambia RST Programming

2017

HANDS AT WORK IN AFRICA *in partnership*  
with Peppercorn

**Zambia Regional Support Team:**

*Kabwe Kitwe Luanshya – Zambia Service Centres*

## Life Centre Programming

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

In Kitwe, church mobilisation has become a regular part of the weekly rhythm of the Service Centre (SC). Church leaders are visited by the SC and accompany Care Workers on Holy Home Visits. A large 'Church on the Hill' supports a Community Based Organisation (CBO) with food donations throughout the year and local pastors in Kamakonde, Chibote, Amlew and Racecourse are regularly involved in activities at the Life Centre. In Luanshya, pastors from local churches have come together with 'Churches on the Hill' to help mediate challenges in CBOs. In one CBO, New Wells - which has been rebuilt in 2017 – a pastor has opened his church for the secure storing of food. His wife plays a role in assessing daily feeding in the community. In Likasi, the rebuilding of the Toyota CBO has seen local pastors become more involved in advocacy for the most vulnerable children (e.g. securing children access to school places).



### Maranatha Workshops

In Luanshya, Maranatha workshops took place in Chibuli – for PCG and children. A workshop also took place in the community of Maranatha for newly appointed Care Workers. A refresher workshop also took place in neighbouring Katetaula for a number of new Care Workers. In Likasi, a 'Foundations Training' and Maranatha workshop took place in the newly rebuilt Toyota CBO. There were many testimonies of people receiving personal transformation and healing through these workshops.



### Basic Facilities

In Kitwe, a new Life Centre was constructed in 2017 and has been well-received in the community. Pastors publicly spoke of their support to uphold the rights of all vulnerable children. The Racecourse CBO also moved into their own renovated Life Centre and Ventilated Improved Pit latrines (VIP) toilets were built. The Kamakonde community school was upgraded and a fence installed around the property. Mwaiseni and Mulenga CBOs also received new VIP toilets. In Luanshya, new land was secured in Kafubu Block community, with Maposa and Chibuli community schools also receiving upgrades. In Chibuli, a safe room was built for storing exam papers enabling the school to become an 'exam centre'. This negates the need for children to walk 2 hours to sit essential school exams. In Kabwe, a kitchen was renovated in Chisamba to secure daily food provision all year round. In Likasi, VIP toilets and a kitchen/eating structure were constructed in Kisunka, making the environment safe and secure for children to gather daily.

## Kids Camps

Kid's camps are designed as week-long opportunities for vulnerable children to be brought into a safe, secure environment at 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 run camps, tailored to the needs and ages of the children and include Care Workers from the community itself to be part of the continued growth and learning. In 2017, the following camps took place:

- Follow-up youth leader camps for those identified in 2016 - in April (week-long) and August (weekend camp)  
Camp included children from:  
Kamakonde (x3), Zimba (x5), Mulenga (x5), Chibote (x5) and Mwaiseni (x5) – Kitwe communities  
Chibuli (x5) – Luanshya community
- Camp for 20 children from Nissi community (Kabwe). Goal was to identify 5 youth leaders from this camp.
- Camp for 20 children from Maposa community (Luanshya) run by Hands at Work and Maposa's partner church, The Forge, UK.
- Youth weekend camp for all identified children as above, including 5 Nissi youth – in November (weekend camp).

## Service Centre and Regional Support Team Operations

### *Luanshya, Zambia*



#### HIGHLIGHTS

The SC moved into its own building in the centre of Luanshya town.

The investment of attending weekly Relationship Groups alongside Care Workers has seen groups flourish.

Good accountability with one another – time keeping, good organisation, good communication.

“When we're in the community, even if alone, you can lead a Relationship Group. It's what we do!”

– Luanshya SC team

#### CHALLENGES

The bookkeeper was dismissed from Hands at Work, leaving a gap in the SC.

### *Kabwe, Zambia*



#### HIGHLIGHTS

Much work was done to preventing early marriages with young girls.

The 2018 budget planning helped the SC establish their calendar of activities and priorities for the year ahead.

Weekly prayer meetings have helped the team to grow spiritually. A particular highlight was the Watchword study.

#### CHALLENGES

Several communities faced challenges with water as wells ran dry.

Youth are especially vulnerable – often ending up on the streets or girls becoming pregnant. Early marriages are a continuous challenge.

Up to 70% of children still do not have or use effective mosquito nets.

The roads going into the communities are extremely bad causing access difficulties.

### *Kitwe, Zambia*



#### HIGHLIGHTS

New skills were acquired by the team including laptop use and 2 members pursuing driving qualifications.

There is unity and transparency in the team with lots of delegation and good communication!

#### CHALLENGES

There were challenges with community leaders in Mwaiseni who opposed the vision of Hands at Work. Relationship issues also occurred in Racecourse with leaders fighting with one another.



## HIGHLIGHTS

The SC felt so well supported by the Regional Support Team (RST) in 2017; visits from Mateo, Melissa, George, Levy and Prag.

Levy brought wisdom and insight about how to relate to and communicate well with pastors.

The October gathering was a huge highlight – hearing testimonies from other SCs on our commitments across Hands at Work.

Investment into people has proved successful – seen in Francis (new bookkeeper) and Sammy (administrator).

## CHALLENGES

Access to rural communities like Kisunka was difficult.

Staffing of the SC has been a challenge with the loss of Papa Martens and then Angel on maternity leave.

Food storage in the communities has been a challenge – keeping food safe and secure from theft in very vulnerable locations.

### Support Trips in 2017:

Kabwe: 1 trip per month

Kitwe: 1 trip per week

Luanshya: 1 trip per week

DRC: 8 trips in 2017

The Zambia RST leadership is overseen by Levy Mwenda (Zambia) and Melissa Warren (International volunteer, Australia). Here, they share their highlights and challenges from 2017:

*“Our relationship with the Service Centres in 2017 has grown much stronger. It has come from them seeing me as their brother, not a boss.”* –Levy Mwenda

### Who have you walked with this year?

Ritha (Luanshya) and Reuben (Kitwe): We visited Chisamba (Kabwe) for an exchange visit and we demonstrated how to do effective Holy Home Visits in the community – and how to model them.

Peter (Kabwe): We invested much in Peter as a growing African leader. This involved starting days together in prayer, walking in communities together and challenging him towards growth. Staying in Peter's home for a week was a big part of this investment, as was his visit to the DRC with George. Peter is growing so fast.

### What are some highlights for you this year?

We have grown a deep relationship with Erick (Likasi SC) and the RST have visited DRC on average of once per month. In Kabwe, we have been welcomed into their weekly rhythms of their lives and their work and it has been great. Dawson (International volunteer, Canada) has picked up several responsibilities and brought stability and order. The 'Service Centre Support Council' has been a great platform to be able to discuss issues in a wider group and make specific plans to move our work forward.

Communication has improved through the use of regular Whatsapp groups. People communicate clearly where they are going, what they are doing, and what action points need to be taken forward. This helps us keep the SCs accountable.

### What were some of your challenges this year?

When visiting the communities to help with challenges, there is a tendency to solve issues, rather than help the communities work through their own challenges and seek a way forward which they own. Though we have been in the field much more, there were some communities which weren't visited because of time constraints.





## Capital Investments and Community Mobilisation

In order to maintain the current operations of Hands at Work, and to continue to develop its capacity, the Hands at Work infrastructure must be strong, robust and fit-for-purpose. Upgrades were made to property, transportation, communication and equipping SC and RST offices:



In 2017, Hands at Work operated from 3 Regional Support Teams, serving 11 local Service Centre offices. The local offices exist as frontline service providers to ensure the identified most vulnerable children receive access to life-sustaining support through daily food security, access to education and to basic health care ('3ES'). The Service Centres are manned by local African staff, trained and equipped by Hands at Work to reach the vulnerable communities in their region.

South Africa	Swaziland	Mozambique	Zimbabwe	Zambia	Malawi	DRC	Nigeria
<b>Communities with new 3ES in 2017:</b>							
<b>Houtbos</b>	<b>Msengeni B</b>		<b>Chinyausunzi</b>				<b>Temitope</b>
50 children October 2017 <i>Partner: UK</i>	50 children October 2017 <i>Partner: GE</i>		50 children (Jan) 75 children (July) <i>Partner: CA</i>				50 children (Feb) 75 children (July) <i>Partner: AU</i>
<b>Communities beginning 3ES in 2018:</b>							
<b>Sthobela B</b>		<b>Chigodole</b>	<b>Chinaka B</b>		<b>Kawaza</b>		<b>Ilaje New Area</b>
Aiming for March 2018 start for 50 children <i>Partner: CA</i>		Aiming for April 2018 start for 50 children <i>Partner: GE</i>	Aiming for July 2018 start for 50 children <i>Partner: AU</i>		Aiming for July 2018 start for 50 children <i>Partner: US</i>		Aiming for July 2018 start for 50 children <i>Partner: CA</i>
		<b>Matsinho B</b>			<b>Mpata</b>		
		Aiming for July 2018 start for 50 children <i>Partner: UK</i>			Aiming for April 2018 start for 50 children <i>Partner: CA</i>		

By the end of 2017, Hands at Work cared for 5990 children across 57 communities. By the end of 2018, Hands at Work projects to increase its support with a year-end total of 7020 children across 64 communities.



Throughout the year, key times for the Hands at Work family and leaders to come together have proved so 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 2017, 3 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 the executive team to come together to discuss key priorities for the upcoming year. The program for the October gathering is created from these priorities and a specific attendees list set.

### **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.

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".



### **Here, Michael Mwila (Luanshya SC Coordinator) shares his story: From Gardener to Leader**

Hands at Work is not like a job you would find in different companies. It is to serve people. And you are serving for life. Working with Hands at Work has helped change my life. From what I understand about Hands at Work, it is a calling. God's called me to serve, no matter what the circumstances or challenges. In 2017, I was given a chance to go to the DRC with Levy to help lead the Foundation Training (Toyota CBO). This encouraged me so much! God has impacted my life in a way that I can now share what I have learnt with other people. When doing this training I thought, at first, it was for training other people. It turns out that I was also refreshed and encouraged!

The journey which led me into my current position today has been a long one! In 2009, I started working with Hands as a gardener, farming land at Kachele Farm. This then developed to helping with cultivation techniques in the local communities. That's when I started to understand the Hands at Work core values. Two of the Service Centres in Zambia experienced many challenges over the years and I became part of helping to find a way forward. I joined a team called 'Team Luanshya' which was formed to help support many of the communities I had been gardening in. We worked as a team but to begin with, there wasn't a bookkeeper or a coordinator. At first, I played a role as a field coordinator, given my experience in the communities. But over time, and through the investment of Levy (Zambia RST) and many others, my role developed along with my confidence. By 2017, I was asked to step into the role of the coordinator of the newly formed Luanshya Service Centre. It was daunting, but exciting! I knew God had brought me thus far and would not leave me in these new responsibilities. There have been challenges in 2017, especially when we lost our bookkeeper. It was not just an impact on the work but on the relationships that had been formed. But through the support of the RST and people willing to step in to gaps, we have seen this go from a challenge to a success.

Ritha (Luanshya SC), a member of Michael's team, reflects on his growth:

"I can say Michael has developed much! Years back he was just working in the gardens, but now he has developed and we can see courage in him. When he sees something wrong, he is not afraid to speak up and confront things. He is a good leader. I would say Michael's 3 top gifts are: Leadership, encouragement and teaching."