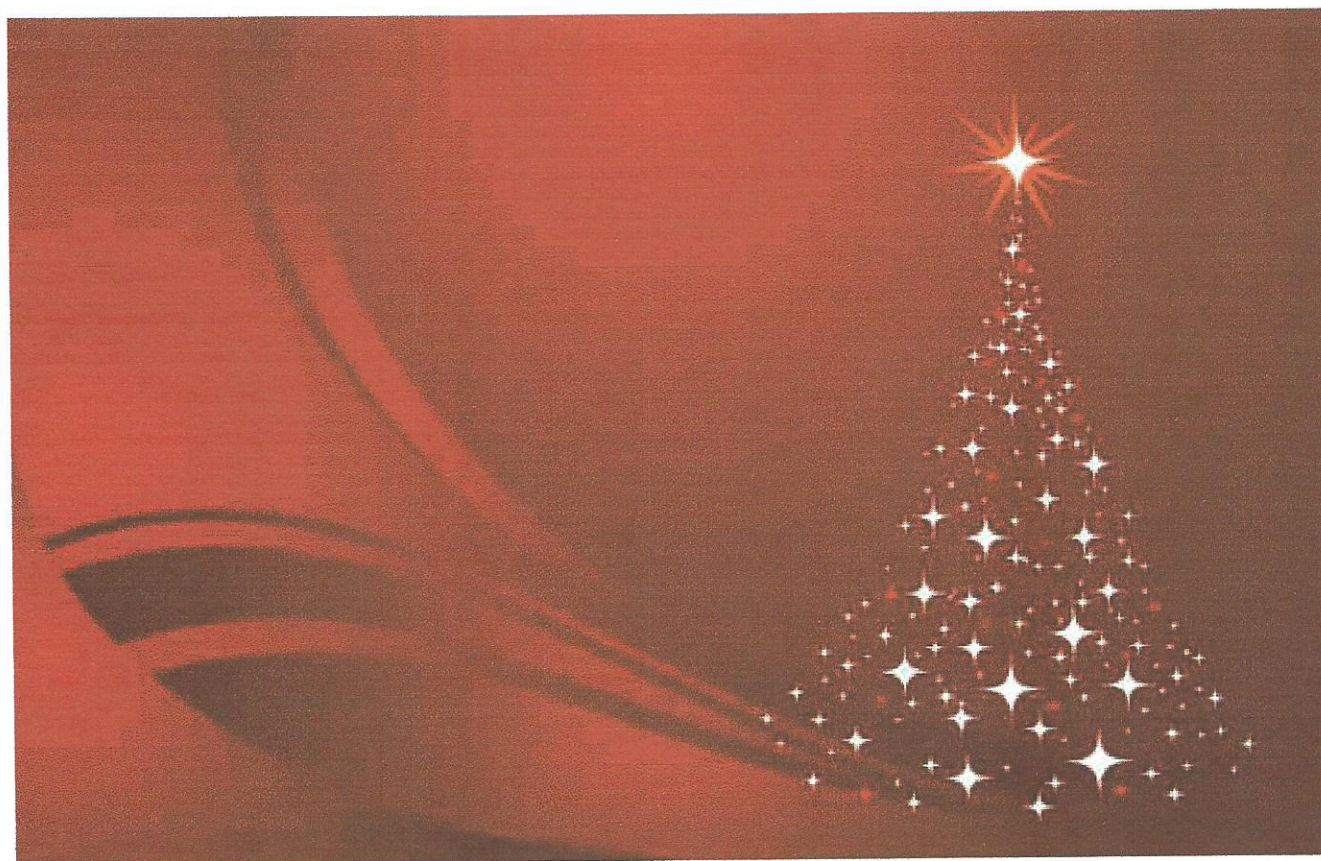


# BEFRIENDERS SOUTH AFRICA

*DECEMBER 2014*





## **BEFRIENDERS SOUTH AFRICA**

CONFIDENTIAL EMOTIONAL SUPPORT FOR DISTRESSED, DESPAIRING AND SUICIDAL PEOPLE

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Dear Reader,

How do we define a hero?

Anthony Robbins: "Those individuals who had the power to make a meaningful difference in the quality of our lives are the men and women, we call heroes."

Heroic Imagination Project: "Heroes are people who transform compassion (a personal virtue) into heroic action (a civic virtue). In doing so, they put their best selves forward in service to humanity."

Is a hero someone we simply admire, respect and look up to? What's involved in being a hero? When can you call yourself a hero? Do we have the innate capacity to be a hero – to take courageous and noble steps to make life better for our fellow human beings?

We need heroes in our every day life . . . without a costume and super powers or super strength. That individual, who act out of kindness, with the power to change the feelings of a person experiencing emotional distress and support them in confidentiality and without any judgement.

To all our Befriender volunteers – the unsung heroes – thank you for your unselfish acts to treat our callers with dignity and humanity. Our Befriender emotional support service is not a duty but a habit and not necessarily an act of physical bravery.

Wishing you the Blessings of Peace; the Beauty of Friendship and the Spirit of Love during the Festive Season. May 2015 be filled with your commitment and dedication to our Befriender Organization.

God Bless.

Anna van Aswegen

President Befrienders South Africa.

December 2014



The optimist fell twelve storeys,  
and at each window bar,  
he yelled to his friends who were  
frightened below  
“Well, I’m all right so far!”

### The wounded healer

Since it is your task to make visible  
the first vestiges of liberation for others  
you must bind your own wounds carefully  
in anticipation of the moment when you will be needed.  
You are called to be the wounded healer,  
the one who must look after his own wounds  
but at the same time be prepared to heal the wounds of others.  
A deep understanding of your own pain makes it possible for you  
to convert your weakness into strength and to offer your  
own experiences as a source of healing to those who are often lost in  
the darkness of their misunderstood sufferings.  
Making one’s own wounds a source of healing  
call for a constant willingness to see  
one’s own pain and suffering  
rising from the depth of the human condition  
which all men share.  
*(Henri Nouwen)*



**FS Department of Social Development  
National Lotteries Board  
Witherow Trust**

**Dr. Bettie Luttig  
Stephanie Pretorius  
Befriender Directors and Volunteers  
Friends of the Befrienders**

**Pam & Pieter Williams  
Merab Mulindi**

**Irene Jacobs  
Jens Friis**

**Bloemnuus  
Radio Rosestad**

***PRESENTATION BY STEPHANIE PRETORIUS (WITHEROW TRUST) AT THE ANNUAL GENERAL MEETING OF BEFRIENDERS SOUTH AFRICA, BLOEMFONTEIN, ON 20 OCTOBER 2014***

The poignant lyrics of the song “Angel”, written and composed by Sarah Machlachlan, reminds me significantly of the situation that you, as volunteers of Befrienders South Africa, as well as all other volunteers counsellors, face on a daily basis. Providing a listening opportunity for those who have become tired of waiting for their second chance, for the break that would make it okay, not feeling good enough, becoming their “angel” and protecting them from the endlessness that they fear.

In the arms of the angel  
fly away from here  
from this dark cold hotel room  
and the endlessness that you fear  
you are pulled from the wreckage  
of your silent reverie  
you're in the arms of the angel  
may you find some comfort here

Having said this, I would like to share with you some thoughts today on why we volunteer to do what you do and asking myself and you all : “WHY DO WE DARE TO CARE”? Why do people get involved as a volunteer in an organisation, any organisation, this organisation? What is the motivation for people to take their time, money and talent to become involved? What does it take for volunteers to get involved and stay involved? The question is why?

Motivation is an inside job. People do things for their own reasons, not yours, so our role is to create an organisation culture that stimulates the inner motivation of each potential volunteer. Most people respond to three levels of motivation:

Basic level : Self-serving drive  
Secondary level : Relational drive  
Highest level : Belief drive

***The basic level of recruiting is self-serving***

People often join an organisation because it meets their needs. That need may be for business, for friendship, for belonging. Most organisations offer an associate membership for business and professional people to allow them an opportunity to offer their services. Networking is an incredible opportunity and benefit of volunteering. In your particular case the act of voluntarism may reflect a need of the individual due to a particularly challenging or emotionally distressing situation that they have experienced and overcome and their feeling of “wanting to give back” to society.

There are also the objectives of advocacy and/or lobbying, to work on behalf of those who seemingly cannot do so themselves or who may be at risk if they take a public stand on the particular matter. This helps create awareness, an increased visibility of the need for appropriate services for people who are at life's crossroads, emotional distress, mental health challenges. This remains a win/win for everyone involved. When we recruit at the basic level, we stress the personal benefits volunteers will receive when they work in our organisation.



### ***The second level is relational***

People also volunteer because of friendship. When a friend personally asks someone to volunteer, it is often hard to say, "No". If the friend is excited about a certain cause, he or she is the best person to do recruiting. Relational marketing is one of the most effective marketing tools. Investing in relationships is one of the strongest stimulators for our inner motivations. People have to be excited about the person and therefore excited about the cause. They have to be liked as individuals, to offer enduring friendship and therefore attract their friends to your cause.

### ***The third level is belief***

The level of belief is the strongest level of commitment. When people volunteer because of their passion for a cause, your cause – they actually believe in our cause – we have the strongest level of commitment. When people believe in the cause of the organisation, even if the cause will cost them a great deal of personal sacrifice and pain, that is when the volunteer is highly motivated. This is true inner sacrifice and pain, that is when the volunteer is highly motivated. This is true inner motivation that is on the level of individuals (e.g. Ghandi or Mother Teresa) who have truly served the peoples of the world. People join and volunteer because they believe the cause is right. This is the highest level of motivation.

People often join an organisation at level one or two, but in time they become true believers and passionate about the cause. This is our goal with each member of our organisation. In any organisation we find recruits at all three levels and we can use each kind of motivation to enlist volunteers and serve the aims and objectives of our organisation.

There are, however, ***seven deadly sins of recruiting volunteers!*** Seven deadly sins, you say, oh yes, indeed.

### ***We expect announcements to gain volunteers***

Announcements or advertisements not only cost money, they are notoriously unsuccessful. Ask. Ask personally and be specific about what you want or need. Most people need to feel wanted and you asking them to do a particular job for you (as a friend) will more often than not, do the trick. Why are people not volunteering, because people WANT to be asked.

### ***We go it alone***

Establish a volunteer recruiting task team. Partnering is another effective way to recruit volunteers. Partner with local organisations, churches, women's groups, professional organisations, student and youth groups, etc.

### ***We aim to recruit life-time individuals, not short-term project assistants***

Recruiting teams, rather than individuals, is particularly effective with younger volunteers. Many people are afraid of getting tied into a job for a lifetime (your organisation and your volunteers are, however, a contradiction in terms, having so many volunteers who have made a significant investment in their association with Befrienders South Africa), never being able to get out of it. They get burned out and then quit the organisation as a way to quit their volunteer role.

Putting together a project-team with the following objectives in mind, may be a solution to some of the challenges we experience:

**Objective one** : volunteers are more willing to say yes to a short-term commitment with an end-date in sight;

**Objective two**: volunteers have the opportunity to catch the vision of the organisation because they are working with a passionate leader;

**Objective three**: leaders become mentors for future passion driven teams. We are always looking for new leadership, are we not?

### ***No does mean “Never”***

Timing is everything. When we get the courage to recruit someone and then they say “no”, we often feel rejection, but sometimes (mostly) “no” means “not now”. Sometimes it simply means that the prospect volunteer feels that he/she would rather do something else. When the answer is “no”, one could ask if there are any positions in the organisation that they would love to do, but were thus fare never asked to fulfill.

### ***Falling into the “BIC”-trap***

We often fall into the trap of suffering the “body in chair” syndrome. Because we are in desperate need for a/volunteers and need them quickly, we plead our case to anyone who seemingly fits the profile. Most times the chair is better empty than filled with the wrong person who does nothing or is high maintenance.

### ***Our campaigns are position driven, rather than people driven***

We approach people to become part of our organisation, indicating that we serve a great cause, have a great time and need their expertise, without being specific about what we want them to do. People are often overwhelmed with what we give them to do, rather than them doing what they are passionate about, they become overwhelmed, disappointed and quit. We do not simply want to fill the seats (often this happens with a coerced transformation process as had been experienced here in South Africa most recently), we need to ask ourselves that positions need to be filled to accomplish our mission, what do we want the team members to do and then look for the people who can fill those positions.

### ***We give people the wrong job title***

What's in a name? Plenty. We call our staff and volunteers by the wrong name and it is sending the wrong message to them, especially when we engage their services. They come to the job (and remember volunteering is also a job with a specification and responsibility, the only exception is it is without pay) with the wrong credentials and the wrong expectations. By the names we use for our non-profit staff and volunteers, we are telling them that volunteer administration is not their primary job – which it really is. We recruit professional staff, but not professional volunteer administrators.

It is time that we review the manner in which we package the concept of voluntarism, the process by means of which we recruit and select and finally the manner in which the incredible services of incredible people are utilised within our organisations. To do something well, you need to do it right!

Thank you for the opportunity to share these thoughts with you today, your hospitality and last, but not least, your friendship.

Stephanie Pretorius  
20 October 2014



**16 DAYS OF ACTIVISM AGAINST VIOLENCE AGAINST WOMEN AND CHILDREN.** 25/11/2014 – 10/12/2014 – Count me in: Together moving a Non-Violent South Africa forward.

**UNICEF Goodwill Ambassador Laurence Fishburne visited South Africa in June 2003:**

What is a Man?  
"I'm Laurence Fishburne.  
What is a man?  
How do we define him?  
Does a man dominate his  
woman with violence?  
Does he teach the women of his  
community to fear him?  
Or, does a man respect his  
Mothers, grandmothers, daughters, sisters,  
aunts, babies?  
What do you think?"

**The South African Campaign Theme: 'Peace begins at home: end violence! Empower women!'**

**We cannot give callers power and we cannot make them empowered – we, as Befrienders, provide the emotional support so that they need to become involved in and take control over their own lives.**

*New York: 8-10 May 2002:*

"I am the voice of all the children who have suffered throughout the world .... You who are members of mankind – why have you let these things happen?" (Marie-Claire Umuhoza, 17yrs, from Rwanda: About the impact of genocide on children).

"Give us – your children – a good today. We will, in turn, give you a good tomorrow." (Toukir Ahmed, 16yrs, from Bangladesh).

Nothing changes until it is understood and nothing is understood until it is out in the open.

## OBITUARY FROM THE LONDON TIMES

Today we mourn the passing of a beloved old friend, Common Sense, who has been with us for many years.

No one knows for sure how old he was, since his birth records were long ago lost in bureaucratic red tape.

He will be remembered as having cultivated such valuable lessons as: *Knowing when to come in out of the rain; Why the early bird gets the worm; Life isn't always fair; Maybe it was my fault.*

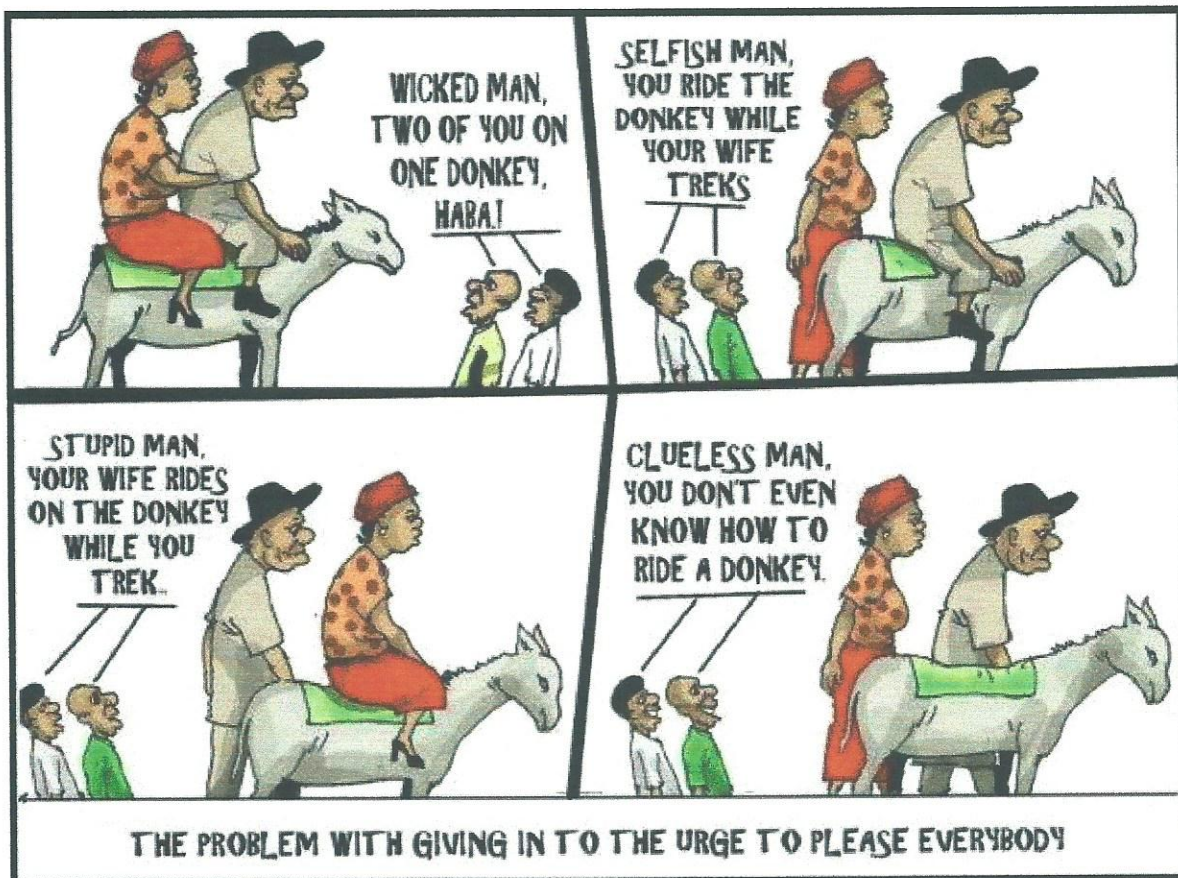
Common sense lived by simple, sound financial policies (don't spend more than you can earn) and reliable strategies (adults, not children, are in charge).

His health began to deteriorate rapidly when well-intentioned but overbearing regulations were set in place.

Common Sense was preceded in death by his Parents, Truth and Trust; by his wife, Discretion; by his daughter, Responsibility; and by his son, Reason.

He is survived by his four stepbrothers: I Know My Rights; I Want It Now; Someone Else Is To Blame; I'm A Victim.

Not many attended his funeral because so few realised he was gone .....





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