

REFERRAL DIRECTORY

R E F E R S A
I T H H C W

F R I E N D
S H A C I S



Introduction

The Campus Sexual Harassment Prevention Intervention (CSHP), implemented by Women Unlimited Eswatini in partnership with the Bantwana Initiative, is a transformative, three-year intervention (Nov. 2023–Oct. 2026) addressing the pervasive issue of sexual harassment in Higher Education Institutions (HEIs) in Eswatini. Funded by the UK Aid, Foreign, Commonwealth and Development Office (FCDO) through the What Works to Prevent Violence Innovation Grants (What Works 2 Programme), the initiative aims to foster safer campuses by equipping students with knowledge and skills essential for VAW risk reduction, and strategic engagements with university and other stakeholders to enhance awareness and readiness to strengthen institutional response to sexual harassment.

The project is implemented at the University of Eswatini's (UNESWA) Kwaluseni Campus, with a particular focus on young women and marginalized groups. Building on the findings of the Gendered Political Economy Analysis (GPEA), conducted in June 2024, this three-year project engages stakeholders from government, academia, civil society, and communities to collectively address entrenched societal norms, institutional gaps, and power imbalances that perpetuate sexual harassment in harassment in Higher Education Institutions.

As part of strengthening the support system for students affected by sexual harassment, the project has developed a *Stakeholder Referral Directory*. This directory serves as a practical tool for students to easily access critical services, including but not limited to counselling, psychosocial support, medical care, legal services, and law enforcement assistance, all aimed at ensuring that their needs are met holistically and, where necessary, that justice is served. Under this intervention, *Women Unlimited Eswatini* and *Bantwana Initiative* act as the primary first responders, providing immediate support and guidance. However, students are also strongly encouraged and fully supported to seek help from the wide range of other service providers listed in the directory, based on their needs and preferences.

This directory was adapted from a *Stakeholder Referral Directory* initially developed by the *Swaziland Action Group Against Abuse (SWAGAA)*, with appreciation for their foundational work in mapping support services for survivors of gender-based violence.

University of Eswatini

Services Provided:

- Psychosocial support
- Clinical services
- Disciplinary services
- Referrals

Location	Contact	Contact Person	Fee Required	Time	Day
University of Eswatini (Kwaluseni Campus)- Dean of Student Affairs Office	Tel: 76690757/76030336	Dean of Student Affairs – Babili Kunene	None	24 Hours	Monday-Friday
University of Eswatini (Kwaluseni Campus)- Clinic	Tel: 76247566	Nurse- Mrs Mzileni	None	24 Hours	Monday-Friday
University of Eswatini (Kwaluseni Campus)- Wardens Office	Tel: 76025163	Warden- Khona Dlamini	None	24 Hours	Monday-Friday
University of Eswatini (Kwaluseni Campus)- Security	Tel: 76085901	Head of Security- Mr Mavimbela	None	24 Hours	Monday-Friday

Women Unlimited Eswatini

Services Provided:

- Counselling and psychosocial support
- Referrals
- Public Education

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, Plot 173 Tsekwane Street	Tel:24114425/ 76025807 Email: info@womenunlimited.africa	Case Manager	None	8.00am-5.00pm	Monday-Thursday Friday

				8.00am- 1.00pm	
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Bantwana Initiative Eswatini

Services Provided:

- Psychosocial support
- Referrals

Location	Contact Details	Contact Person	Fee Required	Time	Day
Manzini, 482, Corner of Mimosa syringa road, Coates Valley	Tel: 25052848 Email: info@bantwana.org.sz Website: Bantwana.org.sz	Nomalanga Sibeko	None	8.00am- 5.00pm	Monday- Thursday
				8.00am- 3.00 pm	Friday

Royal Eswatini Police Domestic Violence and Child Protection Units (DCS)

Services Provided:

- Domestic Violence related cases,
- Child protection matters and sexual offence,
- Short term counselling,
- Investigations and arrests.

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, Police Headquarters	P.O.Box 49, Mbabane Tel: 24048209/24047838 Toll free line:999/9999	DCS Officers	None	24hrs	Daily
Hhohho Region					
Hhohho Regional Headquarters: Mbabane	Tel:24041052/24044525	DCS Officers	None	24hrs	Daily
One Stop Centre- Mbabane	Tel:24049880	DCS Officers	None	24hrs	Daily
Lobamba Police Station	Tel:24161221/324161130	DCS Officers	None	24hrs	Daily
Piggs Peak Police Station	Tel: 4371222/24371184	DCS Officers	None	24hrs	Daily
Shiselweni Region					
Shiselweni Regional Headquarters- Nhlango	Tel: 22078222/422078224	DCS Officers	None	24hrs	Daily
Hlathikhulu Police Station	Tel: 22176222/3/4/6	DCS Officers	None	24hrs	Daily

Gege Police Station	Tel: 22078229/22078318	DCS Officers	None	24hrs	Daily
Lvumisa Police Station	Tel: 23046000/23046023	DCS Officers	None	24hrs	Daily
Lubombo Region					
Lubombo Regional Headquarters	Tel: 23434422	DCS Officers	None	24hrs	Daily
Siteki Police Station	Tel:23434223	DCS Officers	None	24hrs	Daily
Lomahasha Police Station	Tel:23236222	DCS Officers	None	24hrs	Daily
Tshaneni Police Station	Tel:23232074/5	DCS Officers	None	24hrs	Daily
Simunye Police Station	Tel:23838845	DCS Officers	None	24hrs	Daily
Siphofaneni Police Station	Tel:23441222	DCS Officers	None	24hrs	Daily
Lubuli Police Station	Tel:23030222/3	DCS Officers	None	24hrs	Daily
Big Bend Police Station	Tel: 23636322	DCS Officers	None	24hrs	Daily
Manzini Region					
Manzini Regional Headquarters: Manzini	Tel:25052861	DCS Officers	None	24hrs	Daily
Manzini Police Station	Tel:25052222	DCS Officers	None	24hrs	Daily
Matsapha Police Station	Tel:25187111	DCS Officers	None	24hrs	Daily
Mafutseni Police Station	Tel:25011746	DCS Officers	None	24hrs	Daily
Mankayane Police Station	Tel:25388222	DCS Officers	None	24hrs	Daily
Mliba Police Station	Tel: 23840173/5	DCS Officers	None	24hrs	Daily
Sidvokodvo Police Station	Tel: 25373016/8	DCS Officers	None	24hrs	Daily
Mankayane Police Station	Tel:25283011	DCS Officers	None	24hrs	Daily
Bhunya Police Station	Tel:24526090/3	DCS Officers	None	24hrs	Daily

One Stop Centre

Services Provided:

- Provide comprehensive services to victims of violence
- Provide health services, psychological services

<ul style="list-style-type: none"> Provide legal services 					
Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane Government Hospital	P.O. Box 1055, Mbabane Tel:24049880	Site Coordinator	None	8.00am-5.00pm	Monday-Friday
RFM		Site Coordinator	None	8.00am-5.00pm	Monday-Friday

Swatini Action Group Against Abuse/Ingungu Yematsemba					
Services provided: <ul style="list-style-type: none"> Counselling Public Education, Legal Aid 					
Location	Contact Details	Contact Person	Fee Required	Time	Day
Manzini: Main Office- Esser Street	P.O.Box 560, Matsapha Tel:5057514 Toll free line: 95 Fax:5052899 Email: swagaa@swagaa.org.sz	Case Manager- casemanagement@swagaa.org.sz	None	8.00-4.30pm 8.00-1.00pm	Monday-Thursday Friday
Mbabane Government Hospital (O.P.D)	Tel:24118000/24042111	Case Manager- casemanagement@swagaa.org.sz	None	8.00-4.00pm 8.00-1.00pm	Monday-Thursday Friday
Hlathikhulu Government Hospital	Tel: 22178000	Case Manager- casemanagement@swagaa.org.sz	None	8.00-3.00pm	Monday & Wednesday
Simunye-Simunye Community Services	Tel: 23134000 Ext:4418	Case Manager- casemanagement@swagaa.org.sz	None	8.00-4pm	Tuesday & Thursday
Mankayane Town Board	Toll Free:951 Tel:25052899/25057514	Case Manager- casemanagement@swagaa.org.sz	None	9.00-3.00pm	Tuesday & Thursday
Piggs Peak Town Board	Toll Free:951 Tel:25052899/25057514	Case Manager- casemanagement@swagaa.org.sz	None	9.00-3.00pm	Monday, Wednesday & Friday

Kwakha Indvodza

Services Provided:

- Psychosocial support
- Public Education
- Legal services

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, 24 JSM Matsebula Street	Tel: 78334491/24042265 Email: mayanda@kwakhaindvindza.com ; communications@kwakhaindvodza.com	Project Coordinator	None	8.30am-5.00pm 8.30-2.00pm	Monday - Thursday Friday

Health Plus for men

Services Provided:

- Psychosocial support

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, by EBIS	76892903-wandile Gama	Wandile Gama-76892903	None		

Women and Law (WLSA)

Services Provided:

- Research in the socio-legal field
- Counselling
- Lobbying for legal reforms and policy change in laws and practices that disadvantage women

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, Embassy	Tel: 76699233 Box 508 Mbabane	Legal Officer	None	8.00am-4.00pm	Monday-Thursday

House by EBIS	Email: thabsilemavimbela62@gmail.com			1.00pm	Friday
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World Vision Eswatini					
Services Provided:					
Location	Contact Details	Contact Person	Fee Required	Time	Day

The Deputy Prime Minister's Office-Department of Social Welfare					
Services Provided:					
<ul style="list-style-type: none"> Public assistance, military pensions, disaster, support to persons with disabilities, child welfare, family counselling and the elderly 					
Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane, DPM's Office	P.O.Box A33, Swazi Plaza Toll free line: 116 Tel:24040260	Senior Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Hhohho Region					
Mbabane Interministerial Offices	Tel:24047890	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Lobamba Inkhundla	Olivia Ndlangamandla 76130693	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Pigg's Peak	Tel:24371939	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Mayiwane Inkhundla	Bongiwe Vilane 76176076	Senior Social Welfare Officer/ Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday

Mkhuzweni Health Centre	Tel:24316106	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Madlangempisi	Tel:23851040	Social welfare officer/ Assistant welfare officer	None	8.00am-4.45pm	Monday-Friday
Dvokolwako Health centre	Bongiwe Vilane 76176076	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Piggs Peak Government Hospital	Tel:24371111	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Manzini Region					
Manzini (Regional Administration Offices)	Tel: 25052291	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Mankayane (Regional Administration Offices)	Tel:25388233	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Bhunya Town	Tel:24526524/ 78460652	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Malkerns	Tel;25283684	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Sidvokodvo (Luke Commission)	Bongile Dlamini 76124652	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Mhlabanyatsi (Inkhundla)	Nozipho Shongwe 76802507	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Shiselweni Region					

Nhlangano (Regional Offices)	Tel:22077268	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Gege(Inkhundla	Ms. Sifundzile Manana 76226935	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Hlathikhulu (Regional Administration Offices)	Tel: 22176213	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Hluthi	Tel:22275268	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Lavumisa (Town Board)	Tel:23046862	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Lubombo Region					
Siteki (Regional Administration Offices)	Tel:23436775	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Simunye (Simunye Clinic)	Tel:23838571	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Mhlume (Tjaneni Police station)	Tel:23232311	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Siphofaneni (Inkhundla)	Tel:23441979	Senior Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Big Bend (Matata)	Tel:23646352	Senior Social Welfare Officer/Assistant	None	8.00am-4.45pm	Monday-Friday

		Social Welfare Officer			
Sithobeleni (Inkhundla)	Tel:23441603	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Mpholonjeni (Inkhundla)	Fortunate Mahlabezulu 76502702	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Lugongolweni Service centre	Thando Dube 76287477	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday
Malindza (Behind Vet Offices)	Elivis Dlamini 76238591	Social Welfare Officer/Assistant Social Welfare Officer	None	8.00am-4.45pm	Monday-Friday

Ministry of Education & Training -Guidance and Counselling (ETGPS)

Services Provided:

- Working with vulnerable children
- Counselling
- Awareness raising
- Advocacy

Location	Contact Details	Contact Person	Fee Required	Time	Day
Mbabane: Headquarters (Ministry of Education and Training Building)	P.O. Box 762, Mbabane Tel: 4042491 / 4041366 Fax:4043380 Childline:9664 Email: mthwazi@yahoo.com dube.ngci@gmail.com ;	Guidance Officer	None	8.00am-4.45pm 8.00-4.30pm	Monday-Thursday Friday
Mbabane:Hhohho Regional Education Office (Dlanubeka Building)	P.O.Box 39, Mbabane Tel: 24043056/24043761 Email:	Guidance Officer	None	8.00am-4.45pm 8.00-4.30pm	Monday-Thursday Friday
Manzini Regional Education Office	Tel: 25052248/25056067 Email: zwakmo@gmail.com jennynjillani@gmail.com	Guidance Officer	None	8.00am-4.45pm 8.00-4.30pm	Monday-Thursday Friday

Shiselweni Regional Education Offices	Tel:22078239 Fax: 22078004 Email: kaikapah@yahoo.com ;	Guidance Officer	None	8.00am-4.45pm 8.00am-4.30pm	Monday-Thursday Friday
Lubombo Regional Education Offices	Tel: 23434127 Fax:23434507 Email:	Guidance Officer	None	8.00am-4.45pm 8.00am-4.45pm	Monday-Friday Friday

Ministry of Health

Services Provided:

- Provide holistic health care to survivors
- Medical Emergency Management
- Examination (Physical/Biometric/Laboratory investigation)
- Medico-legal examination
- Facilitating the reporting of incidents to relevant service providers outside the health sector
- Provision of short to/ or long-term service such as psychosocial management needs to both the client and family/those closely affected

Location	Contact Details	Contact Person	Fee Required	Time	Day
-	Emergency Line (911)	-	None	24 hours	Daily
National Psychiatric centre- Manzini	Tel:25480247	Senior nurse	Yes	8.00am-5.00pm	Monday-Friday
Kwaluseni Clinic	Tel:25186628/5276	Doctor/Nurse	Yes	8.00am-5.00pm	Monday-Friday
Mbikwakhe Clinic	-	Doctor/Nurse	Yes	8.00am-5.00pm	Monday-Friday
MSF/IHF Matsapha	Tel:25185711	Doctor/Nurse	Yes	8.00am-5.00pm	Monday-Friday
Raleigh Fitkin Memorial Hospital	Tel:25055077/25084000	OPD/Casualty	Yes (none for elderly)	24 hours	Daily
King Sobhuza II public Health Unit	Tel:25053902	OPD	Yes (none for elderly)	24 hours	Monday-Friday
Occupational Health Services -Matsapha	Tel:25184110/6107/6285/4713	Doctor/Nurse	Yes	8.00am-5.00pm	Monday-Friday
Family Life Association Clinic (Manzini)	Tel: 25053586/5852/3191	Doctor/Nurse	Yes	8.00am-5.00pm	Monday-Friday