



LIFELINE JOHANNESBURG ANNUAL REPORT 2015

Chairman's Report

The vision and work of the Board and Management during the past financial year resulted in the continued growth and financial sustainability of the organization.

We entered the 2014/2015 financial year debt free and with the vision to further stabilize the organization from a financial perspective. This has been achieved by applying sound business principles including keeping overheads as low as possible while expanding our funder base.

For the year under review, the board's strategy was to expand the organization's community projects while maintaining a balance between growth on the one hand and capacity on the other. Care needs to be taken not to over-stretch the organization. With this in mind, LifeLine Johannesburg took two new projects on board namely Mobile HIV testing and counselling as well as the Leeuwkop Prisons Project.

Nombulelo Mabombo was appointed National director in August 2014. Her appointment brought leadership and direction to the organization on a national level. LifeLine Johannesburg works closely with the National office and the other LifeLine centres towards developing and strengthening the LifeLine brand.

My thanks to the LifeLine Johannesburg Board who worked as a team to build on the improved position achieved during the previous financial year to further secure LifeLine Johannesburg's stability and growth during 2014/2015. My further heart-felt thanks to both staff and counsellors who work with passion and dedication to maintain LifeLine's place as an important NPO delivering much needed services to the Johannesburg community. There are far too many individuals to mention everyone and you know who you are.

We also said goodbye to Nontlahla Tsutsu who was the Soweto centre coordinator. We thank her for her years of service to LifeLine and wish her well in her new endeavours. Tami Moticoe and Dudu Mazibuko have been appointed as Soweto centre coordinators. Within a short period of time, they have already proved their weight in gold.

We further welcome Judy Tsutsa as HCT coordinator of our mobile HIV testing and counselling project run from our Alex office. In addition to her considerable duties as Alexandra centre coordinator, Mavis Rathogwa has also very ably stepped into the shoes of HCT project manager. We thank both Mavis and Judy for making this new project a success.

Thanks to Richard Holden for the time and effort he regularly puts in to ensure that our Norwood premises and some of our other centres look as good as they do today.

Jason Viljoen served the board as treasurer from 2013 until his resignation in 2015 when he emigrated to New Zealand. Before he left, Jason married his partner, Donovan. Our thanks to Jason for his passion and dedication and we wish him and Donovan great success for their new life together in a new country. Sincere thanks to Cheryl Zeelie who stepped into Jason's shoes as acting treasurer. All the Board members have worked with commitment and dedication to LifeLine Johannesburg. Kate Ensor, Mark Annett, Gibson Sedibe and Desmond Thoabala give of their time unstintingly.

None of the developments over the past twelve months would have been possible without the dedication and hard work put in by our Director Isabella. Her vision has taken us forward to new endeavours and we look forward to this continuing in the New Year.

TREASURER'S REPORT

During the past financial year 2014/2015, LifeLine Johannesburg continued the progress made during the previous financial year and is now establishing a more stable financial position for the future.

With the exceptional efforts put in by LifeLine over the past year, funding has been obtained for a number of new and exciting projects. This additional funding, as well as continued funding from our established organizations and our own internal operations has enabled us to establish this sound financial basis for the future.

We have continued to focus on all expenses, however small, throughout the year and I would like to thank the staff for their continued efforts.

The NGO environment continues to be a difficult one but with our continued efforts and willingness to think on a broader scale Lifeline Johannesburg will continue to strengthen its financial position and deliver increasing services to our clients.

Cheryl Zeelie

Acting Treasurer

DIRECTOR'S REPORT

During the year under review, LifeLine Johannesburg has shown steady growth in the field of health, sexual reproductive health and sexual trauma. In these areas of focus, we embarked on two new projects.

We partnered with the Department of health delivering mobile HIV testing and counselling to the community. This is LifeLine Johannesburg's first dedicated and funded HIV testing and counselling project. It has opened doors for the organization in terms of new stakeholder relationships, new networking opportunities and the ability to take services to the community. This project in particular breaks the traditional LifeLine mould of service delivery based at a LifeLine office and increases our visibility in the streets of Johannesburg. Our gazebo's move from street corners to taxi ranks, events and shopping centres every month reaching over 350 individuals testing for HIV.

In partnership with the French embassy, Just Detention International and OUT, we embarked on a new project involving issues of male sexuality and rape in prison. While the start of the project has been slow due to the complexities of working within the Correctional Services System, we are now able to officially launch the project on 25 June 2015.

Due to the vast area covered by our two Soweto Centres (Dobsonville and Central Western Jabavu), it has been necessary to increase our service points to improve access to counselling. We secured two more sites namely at the Anglican Church premises in Pimville as well as at Meadowlands Police station. We express our gratitude to Father Tsepo Matubatuba of the Anglican Church and the SAPS management at Meadowlands police Station for making this possible.

Facilitators who completed the facilitator and assessor accreditation training presented by NICDAM during 2014 recently received their certificates. We are now able to offer accredited training as well as accredit the next group of facilitators, which is planned for September.

The future of telephone counselling remains a concern and is under the spotlight – not only at LifeLine Johannesburg but also on a National level. The vastly changed communications landscape is necessitating LifeLine to re-evaluate the efficacy of telephone counselling while embarking on new methods of reaching the community. Towards this end, LifeLine Johannesburg hosted the e-mail counselling training presented by LifeLine Pietermaritzburg. One counsellor

from the various LifeLine centres respectively was trained. Thompson Charlie represented Lifeline Johannesburg and is currently piloting our participation in this new counselling format and structure.

We were shocked and deeply saddened by the senseless murder of Nhlanhla Nsibande. Nhlanhla joined LifeLine in 2013 as one of the Boys on the Move peer educators based in Alexandra. On 22 March 2015, he was senselessly murdered during a robbery. Our condolences to his family, friends and colleagues for whom his untimely death has left a big gap personally and also at LifeLine.

I am privileged and deeply grateful that I have the opportunity to work with a very big, dedicated and passionate group of Lifeliners. LifeLine does important work made possible by the continued and tireless efforts of staff, peer educators, victim supporters and volunteer counsellors and facilitators. My thanks to each and every one of you who make so many sacrifices to fly LifeLine's flag high in the communities we serve. On a daily basis, you not only touch lives but also change lives. This is deeply appreciated. My thanks also to our funders whose support of LifeLine's vision and work make the delivery of services possible.

LIFELINE JOHANNESBURG
ALEXANDRA, SOWETO AND NORWOOD COUNSELLING CENTRES

The Person-Centred Approach embodies the values of LifeLine Johannesburg with an emphasis on empowerment, self-determination and personal growth of clients. This ethos finds expression in our counselling and peer education services which remain a core LifeLine function.

We acknowledge the Anglo American Chairmans' Fund which supports our Soweto and Alexandra counselling Centres and without which delivering services to the community would not be possible. Stipends from the Independent Development Trust also plays a key role in making it possible for counsellors and peer educators to serve the community.

ALEXANDRA COUNSELLING CENTRE

AT A GLANCE

STAFF	Mavis Rathogwa – Alexandra Centre coordinator Judy Tsutsa – HIV project coordinator
COUNSELLORS	12
PEER EDUCATORS	10
NUMBER OF FACE-TO-FACE CLIENTS	4672
NUMBER OF COUNSELLING CALLS	492
HIV TESTING AND COUNSELLING: NUMBER OF CLIENTS	2502
NUMBER OF CONDOMS DISTRIBUTED	248200
SOCIAL MOBILIZATION BY PEER EDUCATORS	28291

The Alexandra community faces many challenges of poverty and trauma. LifeLine Alexandra, although working in these tough circumstances, serves the community with courage and a positive spirit towards healing and building community heart.

A dedicated team of counsellors and peer educators ensures that LifeLine is able to deliver its much needed services in Alexandra. During the year under review, the Alexandra office took on a new project funded by the Department of Health. The project entails mobile HIV Testing and Counselling.

The Alexandra office is ever active providing LifeLine Johannesburg's core services. The HIV testing and counselling project is adding to the offerings to the community. Mavis Rathogwa, the centre coordinator further runs a support group for abused women as well as debriefing for an organization called

Uncedolwabantu Home Based carers. LifeLine Alexandra also attends various stakeholder meetings raising LifeLine's profile and supporting campaigns run by various organizations.

Our sincere thanks to Mavis Rathogwa who leads the Alexandra office to ever greater heights. It is an active counselling centre well-known in the Alexandra community. Our thanks also to counsellors and peer educators who make it all happen and who so selflessly serve their community.

SOWETO COUNSELLING CENTRE

AT A GLANCE

STAFF	Dudu Mazibuko - Soweto Dobsonville coordinator Tami Moticoe - Soweto Central Western Jabavu coordinator
NUMBER OF VOLUNTEER COUNSELLORS	12
NUMBER OF VOLUNTEER PEER EDUCATORS	15
NUMBER OF FACE-TO-FACE CLIENTS	2187
NUMBER OF COUNSELLING CALLS	23

During the year under review, Tami Moticoe was appointed as centre coordinator at Soweto Central Western Jabavu while Dudu Mazibuko was appointed as centre coordinator at Soweto Dobsonville.

Soweto presents its own challenges in that the Soweto Counselling centres in Dobsonville and Central Western Jabavu serve a vast area covering the South of Johannesburg. This makes travelling to the 2 LifeLine centres costly for clients. We were fortunate to secured 2 satellite centres in Soweto to extend our services and make it more accessible. Father Tsepo Matubatuba from the Anglican Church in Pimville was instrumental in securing premises at the church for LifeLine. The Meadowlands SAPS also allocated a room to LifeLine for a satellite counselling office at the Meadowlands Police Station. Our sincerest gratitude to Father Tsepo and the Meadowlands SAPS for the support of the services we provide.

LifeLine Soweto focussed on our core services namely counselling and peer education. However, peer education in Soweto presents unique challenges as the Soweto community isn't easily accessible through door-to-door campaigns.

During the year under review, the Soweto coordinators joined stakeholder meetings and participated in several campaigns. They are raising LifeLine's profile in the greater Soweto community through networking, radio and television interviews as well as forming working relationships with other organizations.

This year, Soweto also ran the Growth and Counselling Skills Course as new counsellors are needed.

Challenges were experienced with the interruption of services due to the intermittent nature of the funding from the Independent Development Trust. As Soweto spans a very large geographic area, transport to the Dobsonville and Central Western Jabavu centres are costly for counsellors not receiving a stipend.

Our sincerest thanks to Tami Moticoe and Dudu Mazibuko for their exceptional leadership and enthusiasm. They are making strides in building the Soweto offices. Our thanks also to the management of the Tshepo Themba Private Hospital for making premises available to LifeLine Johannesburg at no cost in Dobsonville.

NORWOOD COUNSELLING CENTRE

AT A GLANCE

STAFF	13
NUMBER OF VOLUNTEER COUNSELLORS	49
NUMBER OF COUNSELLING CALLS	1008
NUMBER OF FACE-TO-FACE SESSIONS	2 117

The Norwood Centre offers telephone as well as face-to-face counselling. On a national level, the Lifeline centres are finding it difficult to fill telephone counselling shifts and therefore are combining their efforts to sustain a 24 hour line. Participating centres each have a National day when shifts have to be filled. LifeLine Johannesburg is one of the four centres participating in this collective effort. However, the continuation of telephone counselling is becoming more and more difficult. E-mail counselling, in partnership with LifeLine Pietermaritzburg is currently being piloted as a possible alternative.

The shift towards face-to-face counselling remains evident and the Norwood Centre continues to deliver this much needed service to the greater Johannesburg community. Requests for face-to-face counselling have increased to up to 35 per week which stretches the capacity of our counsellors as well as presenting challenges regarding availability of counselling rooms.

This year, the LifeLine Self-Growth and Counselling Skills Course were run at the Norwood Centre. Many counsellors volunteered their time to screen applications, run the information sessions and also do course administration. Facilitators gave up their time to facilitate the course. Thirty seven course participants were selected to progress to the internship and we welcome our new LifeLiners to the LifeLine family.

A big thank you goes to Thompson Charlie who takes care of the Norwood Centre and also very importantly plays a pivotal role in organizing telephone and face-to-face counselling. Our sincere thanks to Janet King who is performing many functions, both in the counselling room and in respect of the Self Growth and Counselling Skills Course. Lastly we express tremendous gratitude to all the counsellors and facilitators who selflessly continue to deliver counselling services and training to the community of Johannesburg.

GIRLS & BOYS ON THE MOVE SEXUAL AND REPRODUCTIVE HEALTH RIGHTS PROGRAMME

Funder	The Ford Foundation
STAFF	Programme Manager: Maphaladi Phaladi Soweto coordinator: Jabulile Nhlapo Alexandra Coordinator: Lebo Mahlaba Soweto mentor: Dumisani Mthembu Alexandra mentor; Bongane Luhanga

PEER EDUCATORS	Soweto: 11 Alexandra: 11
NUMBER OF SCHOOLS IN WHICH THE PROGRAMME WAS DELIVERED	Soweto: 16 Alexandra: 14
NUMBER OF ADOLESCENT BOYS AND GIRLS TRAINED	GRADE 6- 10 TOTAL OF 5127

The Girls and Boys on the Move Project provides adolescent girls and boys within Alexandra and Soweto access to gender and sexuality education. The project addresses gender disparity, teenage pregnancy, unhealthy sexual choices and HIV infection. The programme consists of 12 in-school modules delivered by selected, trained, young peer educators. It includes dialogues between the learners' caretakers and learners as well as social media messaging.

The Girls and Boys on the Move Project has a large area of reach. For the year under review, the programme was delivered in 16 Soweto schools reaching 1318 adolescent boys and 1290 adolescent girls. In Alexandra, the programme was delivered in 14 schools reaching 1258 adolescent boys and 1261 adolescent girls. In total, 5127 adolescent boys and girls benefited from the programme.

LifeLine Johannesburg participates actively in the sexual and reproductive health cluster coordinated by the Ford foundation. A key development is LifeLine initiating and coordinating a pilot Youth Helpline. The focus of the helpline is on sexual and reproductive health issues and is being developed by LifeLine Johannesburg, LifeLine National and the Mmoho Campaign.

During the year under review, peer educators received counselling and self-growth related training to enhance their skills.

In November 2014, Maphaladi Phaladi attended the Global Consultation on Early and Unintended Pregnancies hosted in Johannesburg by UNESCO. LifeLine Johannesburg was selected by the Ford Foundation to host the delegates on a site visit to Alexandra. Many dignitaries attended the visit which the Girls and boys on the Move team hosted both at the Alexandra Centre and at a school showcasing our work on the ground. Despite the complexities of the logistics (involving international dignitaries and large numbers of people) the event was a resounding success and a credit to the LifeLine team.

In December 2014, Maphaladi Phaladi and Sinenhlanhla Nyoni attended the Symposium on Adolescent Sexual and Reproductive Health Rights an international sexual and reproductive health conference in Zambia. LifeLine Johannesburg's work in this field was presented and well received.

We tragically lost one of our very enthusiastic and vibrant peer educators Nhlanhla Nsibande, who was murdered in Alexandra on the 22nd March 2015. This was a massive shock and a very big blow to the entire Girls and Boys on the Move team and indeed to LifeLine as a whole. We have been comforted by the tremendous support from friends, family and the extended LifeLine family.

Our appreciation goes to the entire LifeLine Johannesburg staff, board members and volunteers on various projects who support the project activities in numerous and important ways. Thank you to Sinenhlanhla Nyoni and the entire Girls and Boys on the Move team for their hard work and dedication. We also express our gratitude to our funder, the Ford Foundation for its continued support

HIV TESTING AND COUNSELLING

AT A GLANCE

STAFF	Project Manager - Mavis Rathogwa Project coordinator - Judy Tsutsa
HIV COUNSELLORS	2 counsellors
PEER EDUCATORS	10
NUMBER OF CLIENTS TESTED AND COUNSELLED FOR HIV	2502
NUMBER OF CONDOMS DISTRIBUTED	248200
SOCIAL MOBILIZATION	120531

HIV testing and counselling is a new project for LifeLine Johannesburg. It is funded by the Department of Health which came on board as from October 2014. Our brief is to offer mobile HIV testing and counselling. The rationale for the programme is to reach community members who may not be willing to go to the clinic for HIV testing and counselling. Offering testing at taxi ranks, shopping centres and on busy street corners as well as at events make testing more accessible. Individuals are more likely to test and establish their status.

The geographic area of focus for the project is region E, a big area stretching from Midrand through to Norwood and Orange Grove. As Alexandra is an important area of focus, the project is run from our Alexandra offices. Running the programme is pressurized as specific targets need to be reached on a monthly basis. It also involves attending many events and work over weekends. The numbers of people reached through this project are high.

To achieve the required high level of energy and drive to attain project targets need sustained stamina and motivation. Our thanks to Mavis Rathogwa and Judy Tsutsa who are managing the project. They meet their considerable challenges month after month with flair and a positive attitude. Also our thanks to our HIV counsellors who are doing the testing and counselling. We recognize that HIV testing is a strenuous task. It stretches counsellors both physically and emotionally. Rain or shine, our peer educators are involved in social mobilization spreading the word regarding the importance of knowing one's status while distributing condoms. We applaud everyone involved in this project for the sterling job they do every day.

VICTIM EMPOWERMENT PROGRAMME

At a glance

FUNDER	The Department of Social Development
Area of operation	Soweto, Lenasia and the inner city
STAFF	Programme manager: Matome Moremi Auxiliary social worker: Busi Buthelezi Auxiliary social worker: Refilwe Hume
NUMBER OF VICTIM SUPPORTERS (PAID A STIPEND)	58

NUMBER OF VOLUNTEER VICTIM SUPPORTERS (NOT PAID A STIPEND)	11
NUMBER OF VICTIMS ATTENDED TO 2014/2015	7 153

LifeLine Johannesburg's Victim Empowerment Programme is funded by the Department of Social Development. This programme provides services to victims of crime at 17 police stations in the inner-city of Johannesburg, Soweto including Lenasia and Lenasia South. The communities we serve have a strong relationship with the Victim Empowerment Centres using the service as an empowerment resource.

For the year under review, Sine Nyoni managed the programme, assisted by Busi Buthelezi and Nokuthula Ngwepe. Nokuthula, who was part of the programme since its inception in 2011, left in December 2014 to further her studies. Refilwe Hume stepped into her shoes.

Stationed daily at the Victim Empowerment Centres are 58 victim supporters that receive a monthly stipend. A further 11 victim supporters assist despite not receiving the Department of Social Development stipend which brings the total number of victim supporters to 69.

A total number of 7 153 victims were attended to this year. The reality behind this statistic is the thousands of distressed and traumatized individuals who came to the Victim Empowerment Centres seeking help. This large number of mothers, fathers, children and families assisted reflects the truly remarkable nature of the work done by the VEP team. We thank the VEP team for their hard work for the year delivering this extensive programme with limited resources.

Training for the year consisted of various programmes attended by staff and victim supporters. A workshop delivered by Valued Citizens (Isiqalo) focussed on working with children. The Department of Social Development trained the VEP staff on Victim Empowerment Statistical Systems related to tracking Older Persons. Other important training opportunities related to Gender Based Violence (GBV) and training through World Vision on child Protection. The latter was attended by the VEP team as well as other LifeLine staff members. Several victim supporters are currently completing a social auxiliary course through Korema in order to further their careers to more formalized and permanent employment. LifeLine Johannesburg intends to make more of such accredited training possible.

Over the course of the year, the VEP team in partnership with the South African Police Services, other stakeholders and various organisations participated in a number of awareness campaigns in different communities. In March 2014, we participated in Condom Week launched as a movement from Walter Sisulu Square in Soweto. International Women's Day was celebrated in collaboration with Afrika Tikun and the Department of Community Safety at the Bophelong Sports Centre in Diepsloot. Dobsonville VEC and the SAPS distributed pamphlets in the community through their door to door campaign educating the community on the different services provided by the VECs and the SAPS. In December 2014, LifeLine Johannesburg, the Victim Empowerment Centres in Soweto and the staff from the Telkom foundation took part in an outreach campaign on domestic violence in the Moroka area.

LifeLine was part of two events in the Brixton area. The Child Abuse Awareness campaign was hosted at the E.P Bauman School as well as a door to door campaign on child abuse education in Slovo Park. We participated in the Human rights campaign hosted at Jeppe in the Rhodes and Fuller Park areas.

The Victim Empowerment team participated in assisting victims of floods in Kliptown in March 2014 offering soup and donations of necessary items such as clothing. The VEP team with the Kliptown Victim Empowerment Centre continued to assist school going children with donations of new school shoes.

One of the focus areas for the coming year is offering accredited training to victim supporters, better stakeholder coordination and prevention of crime and violence through effective outreach programmes, particularly in schools.

LifeLine's Victim Empowerment work remains important and is recognized as such in the community. It continues to be a pillar of strength and healing for clients in need of assistance. This is thanks to the hard work and dedication of every member of the VEP team.

LIFELINE CORPORATE TRAINING DIVISION

Soft Skills Training

AT A GLANCE

STAFF	Corporate manager Candice Cohen
TRAINERS	Salli Reolon Toni Shortt Marisa Fantin Julie Greensmith Sheila Meyer Ami Mendelsohn John Biyase Dumisani Nxumalo Candice Goldsmith Cohen
NUMBER OF TRAINING DAYS	76
CLIENTS	Investec Deloitte Mac Steel Thebe Med FEW

LifeLine Corporate offers soft skills training to companies and organizations. Our courses cover a wide range of interpersonal skills. We offer LifeLine's unique brand of experiential learning through group work as well as individual coaching.

The year under review included growth through innovation. Accreditation, a whole new direction for LifeLine Johannesburg, has been high on the agenda. In partnership with NICDAM, a number of LifeLine Johannesburg facilitators were accredited with the Health and Welfare SETA. This enables us to offer accredited training going forward.

A further new development are the stand-alone Growth and Counselling Skills courses that were developed and offered to individuals who approach LifeLine throughout the year asking for training in these areas. This expanded our market and reached new people. This new venture proved to be successful and profitable. Consistent training made a substantial contribution to the financial sustainability of the organization. Our 2 major clients, Investec and Deloitte, make up a large percentage of the training revenue. We are highly regarded by both organisations and training evaluations continue to be exceptional.

Our client base and number of training days are as follows:

Investec: 30 training days

Deloitte: 12 training days

Mac Steel: 3 training days

Thebe Med: 2 training days

FEW: 5 training days

Open Assertiveness Training: 2 training days

Open Your Journey Course: 15 training days

Open Your Skills Course: 5 training days

I-capital bereavement presentation

Sincere thanks to all our clients for the continued support that this division receives. We thank the trainers who make the training happen and who facilitate the impact on the participant's lives. Your skill and dedication to LifeLine is enormously valued.

EMPLOYEE WELLNESS SERVICE 2015

AT A GLANCE

STAFF	Project manager Sine Nyoni
NUMBR OF FACE-TO-FACE CLIENTS	151
NUMBER OF AD HOC CLIENTS FACE-TO-FACE	126
NUMBER OF COUNSELLING CALLS	30

LifeLine offers an Employee Wellness Service to companies. The service comprises a 24 hour telephone line as well as case-managed face-to-face counselling and therapy. We further participate in wellness days and give talks on various topics related to wellness and the workplace.

We have two categories of clients, contract and ad hoc. We contract with companies, delivering the wellness service in lieu of a monthly retainer. Ad hoc clients contact LifeLine only if and when there is a need for assistance.

Several of our clients have a national footprint. Consequently, we developed a country-wide network of professionals who provide services to employees. Our network comprises of psychologists, social workers, psychiatrists, occupational therapists, registered counsellors and more. As with community

counselling, the trend among clients show a preference for face-to-face counselling and therapy as opposed to telephonic counselling.

LifeLine's contract clients are Chubb, Iliad Africa, Legal Aid Board and Tshikululu. Ad hoc clients include Foschini Group, Shoprite, Pick'n Pay , JD Group and Imperial.

Financially, our Employee Wellness Division contributes to LifeLine's income and sustainability. Our thanks to Tshego Makgale who was EWS coordinator for several years. Tshego started working at LifeLine in 2007. She resigned in April to pursue other opportunities and we wish her well on this journey. We welcome Sine Nyoni who has taken over the reins from Tshego. We also express our gratitude to all the counsellors who assist the EWS Division.