

LIFELINE JOHANNESBURG NEWSLETTER

Dear LifeLine Johannesburg Community

We trust this newsletter finds you in good health and high spirits. As we draw to the end of the year, we are excited to establish this connection through our quarterly newsletter. LifeLine Johannesburg extends beyond being just an organisation; it's a community and a family. As we reach the end of 2023, we are thrilled to share our latest updates and developments with you during this meaningful season of reflection and growth.

CONNECTING COMMUNITIES FOR 54 YEARS!

LifeLine Johannesburg is a community-based non profit organisation situated in the johannesburg Metro. Established in 1969, we have been delivering emotional health services free to our diverse communities for the past 54 years. We operate from 21 sites in greater Johannesburg, stretching from Lenasia South in the far South through to Alexandra in north.

Vision

An emotionally healthy South Africa

Mission

To offer emotional health services through programmes that are preventative and responsive

Principles

We uphold a set of guiding principles that govern the way we work and engage with communities

- Integrity
- Diversity
- Passion
- Innovation

Our Guiding Values

Introducing GEMCOP, our compass for shared values and collective strength:

G – Grace

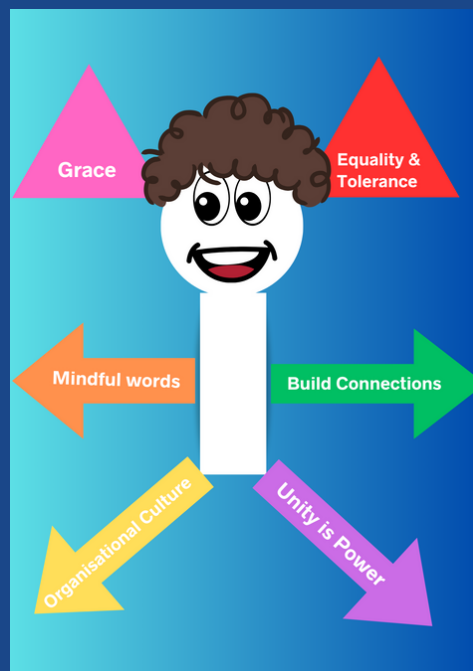
E – Equality & Tolerance

M – Mindful Words

C – Building Connections

O – Organisational Culture

P – Unity is Power



WORKING IN HARMONY

<p>1 Grace</p> <p>Show kindness and understanding in all interactions.</p>	<p>2 Equality and Tolerance</p> <p>An inclusive environment that celebrates diversity and respects all perspectives.</p>
<p>3 Mindful Words</p> <p>Speak with thoughtfulness and respect.</p>	<p>4 Building Connections</p> <p>Get to know each other on a personal level, fostering strong relationships that drive collaboration.</p>
<p>5 Organisational Culture</p> <p>Celebrate each other's achievements and contributions, nurturing a vibrant and supportive workplace.</p>	<p>6 Unity is Power</p> <p>Recognize that our collective strength is greater than individual efforts.</p>

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Chairperson's welcome

Dear LifeLiners

Welcome to the first issue of LifeLine Johannesburg's new quarterly newsletter. It aims to share news and information with you and keep you updated on matters related to the organisation.

Since the annual general meeting (AGM) on 13 July 2023, there has been some changes to the board. Due to work commitments, Rori Mongwaketsi resigned from the board in September. We thank her for her contribution. Susan Tohill, who joined the board in July, resigned in November due to capacity challenges. We also thank her for her contribution. Neil Butkow and Grace van Heeswijk joined the board in October, and we are excited to work with them over the next year.

There has also been some changes to LifeLine Johannesburg's staff complement. Vutivi Mabasa was appointed Office Administrator in June and has also taken on the role of caretaker of the Norwood property.

We bid farewell to the following Counselling Connect Counsellors at the end of the Lotto funding period: Kenosi Khambane, Ayanda Bebe, Ayanda Thwala, and Judy Tsutsa. Clara Singende, an HIV Counsellor on the Department of Health project, also left the organisation in July. We thank them for their service to LifeLine Johannesburg and wish them well in their future endeavours.

Nompumelelo Mudzamba and Sindisiwe Magagula were appointed permanent co-directors effective 1 November 2023. Mpumi is responsible for human resources, finance and operations, while Sindi oversees the Victim Empowerment Programme (VEP) and LifeLine counselling. We wish them every success in their roles.

As many of you know, LifeLine Johannesburg has faced several challenges recently. The COVID-19 pandemic brought LifeLine Corporate (an essential source of income), face-to-face counselling and counselling skills courses to a halt. Although we are slowly returning to pre-pandemic activity levels, there's still a long way to go. Funding always remains a challenge, so if you would like to get involved, please get in touch with Mpumi to discuss opportunities.

The resignation of long-time director Isabella Holden in April necessitated significant reorganisation within LifeLine, including the appointment of our new co-directors. We brought in veteran LifeLiner Janet King to share her knowledge and help us run the Personal Growth and Counselling Skills course that commenced in August.

We have also been fortunate to secure the assistance of Bernadette Ogilvie, who successfully managed LifeLine Corporate in the period leading up to the COVID-19 pandemic. Bernadette is helping us to get this vital business unit back on track, which we believe is essential to Lifeline's long-term sustainability.

Change can be difficult, and to support staff and the co-directors following the reorganisation, we have called on the expertise of experienced corporate trainer Salli Reolon to provide organisational culture training and coaching. Salli's contribution has had an immediate positive impact, and we are encouraged by the progress already made.

Thanks

We thank our mentors who ran the internship for the February cohort, Neil Butkow, Carla Fitton, Michael Sears, Gayl Kennedy and Billy Joubert. A special thank you to Mickie Jacobs for her contribution to this internship. A further thank you to Janet King, who planned and facilitated the August 2023 counselling course alongside Chris Harley, Mbali Morgan, Ayesha Hoorzook and Liz Wolf.

The board held a strategy day on 21 October to assess the organisation's current situation and identify short and long-term goals to ensure LifeLine's sustainability. Given the financial constraints, the focus is on protecting the livelihoods of our people and growing our income streams with the relaunch of LifeLine Corporate coupled with more active marketing, fundraising activities and member participation.

Sadly, this is my last message to you as board chairperson. I am starting my M1 Clinical Psychology training next year, and due to my busy schedule, I am stepping down as chairperson at the end of 2023. Serving LifeLine Johannesburg as chairperson has been an honour, and I am grateful to everyone I worked with during my two-year tenure. A special thank you to the LifeLine Johannesburg board for your support and guidance.

In the interim, Khosie Thom will serve as chairperson until the next AGM. At the November board meeting, the board voted in favour of Sandi Vreugdenhil, current board treasurer, to take over the chairperson role. Over the next few months, Sandi, with the assistance of the board, will work to recruit and train a new treasurer.

As we approach the new year, we're seeking new board members to join the team. Your commitment and passion for our mission could make a meaningful impact, and I encourage anyone who is interested to reach out.

Yours sincerely,

Estelle Prinsloo

Meet the Team



Nompumelelo Mudzamba

Co-Director & Finance Manager

"Strength is not about standing firm in your struggles, but also about being the unwavering pillar for someone else in their storm"



Sindisiwe Magagula

Co-Director & Chief Social Worker

"LifeLine is a place I call home and where my heart is"

Directors' Desk

At LifeLine Johannesburg, we are the beacon of hope for those in need. With unwavering commitment, we strive to provide a lifeline to individuals and communities facing challenges. Our vision is to foster a LifeLine Johannesburg where every individual can access the support and resources they require, empowering them to lead fulfilling lives.

Our unwavering dedication extends to the empowerment of every individual in our community. By facilitating access to vital support, resources, and education, we aim to equip people with the tools they need to take charge of their mental well-being and lead meaningful lives.

At LifeLine Johannesburg, we don't just provide services; we nurture a sense of belonging and support within our community. Every individual's journey is unique, and we are here to accompany them on that path, offering guidance, understanding, and hope.

Together, we are the lifeline that illuminates the way for those in need, offering a brighter, more inclusive future for all.

Warm regards,
Sindisiwe
Nompumelelo



Vutivi Mabasa

Office Administrator

"LifeLine is a community and I am glad to be part of it"



Katlego Zasekhaya

Marketing and Communication Specialist

"Bringing our LifeLine story to the world, one message at a time"



Pascalina Matanjana

Housekeeper

"I appreciate the opportunity to contribute to the well-being of our community. Grateful to be part of the LifeLine journey!"



Kgomotso Seolwane
Counselling Cordinator

"I am very passionate about being able to help people in need; I am very grateful that LifeLine has offered me that opportunity".



Connie Mahange
HTS Manager

"LifeLine is my home away from home. I am because you are"

Corporate Training



Salli Reolon

Salli is a dedicated and experienced professional in the field of corporate training. With a passion for helping individuals and organisations develop essential soft skills, she plays a crucial role in creating a positive impact within the companies we work with. Salli excels in assessing the unique needs of each client and tailoring training programmes to address those specific requirements. Her expertise extends to topics such as stress and anxiety management, emotional intelligence, conflict resolution, and communication skills. Salli's commitment to delivering experiential and participatory training sessions ensures that participants not only learn but also integrate these skills effectively in their work and personal lives. Salli's dedication to our mission of providing paid corporate training to fund our free community services demonstrates her unwavering commitment to making a positive difference in both the corporate world and the community.



Bernadette Ogilvie

Bernadette has been involved with LifeLine Johannesburg since 2013 where she first completed the personal growth course and started volunteering for LifeLine as a telephone, face to face and couple's counsellor. Shortly after, she managed the Corporate Training division LifeLine Corporate where it acted as an income generating initiative to provide funds to LifeLine and fund the crisis line. Bernadette has worked in EAP managing large teams of psychologists and call centre agents, in the medico-legal space by providing training to health care professionals on 3rd party injuries and in the educational sector by providing leadership training towards young adults.

Growth & Counselling Skills Course



Janet King

I first came to Johannesburg in 1986 to 1988 and I just hated the thought of being in a country where Apartheid ruled. But my partner needed to come. And I learned so very much. In 1991 when I came back, I was privileged to experience the change to democracy with the tensions and the joys. I came to join Lifeline in 1992. I wanted to find a counselling organisation because I had been with the Samaritans in England. It was so fortuitous that I joined Johannesburg because I also saw East Rand when I was looking, and no one answered the phone when I called. So, I am with Johannesburg. How wonderful was that? I loved doing the course and it was so lovely to be accepted as a counsellor. The thing I loved most with Lifeline was being accepted as a facilitator. I have done this for so long and every single course I have done has reminded me that this course is a truly wonderful growth experience. I have loved being in South Africa. I have worked for several companies, I guess the one that taught me most about SA and its politics was what was called at that time The Weekly Mail, and then it changed to the Mail & Guardian. So now I am sort of retired, but somehow I have no spare time. Not sure why that is???

Funding

We are incredibly grateful to have the steadfast support of key government departments that enable us to carry out our essential programmes. Our Victim Empowerment Programme, which is at the core of our mission to provide vital support to those affected by various forms of crime and abuse, is made possible through generous funding from the Department of Social Development. Their financial commitment empowers us to offer a lifeline support to individuals who have experienced trauma, guiding them on a path towards recovery and self-empowerment. This funding not only sustains our operations but also allows us to expand our reach, making a significant impact on the lives of countless members of our community.

Our HIV Testing and Counselling services, a critical component of our public health initiatives, are made feasible thanks to the funding provided by the Department of Health. This partnership is instrumental in our efforts to provide accessible and confidential HIV testing and counselling services to individuals in our community. By ensuring early detection, prevention, and support, we contribute to the broader public health agenda.

The support from these government departments goes far beyond monetary contributions; it represents a shared commitment to the well-being and empowerment of our community. Their investment in our work is not only a testament to the importance of our mission but also an acknowledgment of the significant impact we collectively make. We are dedicated to continuing to deliver high-quality services, expand our outreach, and meet the ever-evolving needs of those we serve.

We also extend our heartfelt gratitude to our dedicated individual donors whose unwavering support has played a pivotal role in advancing our mission. Their generosity goes beyond financial contributions; it embodies a shared vision for a community where individuals those affected by abuse and health challenges find strength, support, and empowerment. It is through their commitment that our Victim Empowerment Programme and HIV Testing and Counselling services have flourished, reaching and positively impacting thousands of lives. Their belief in our work fuels our passion to continually innovate and adapt to the evolving needs of our community. We express our deepest thanks to each donor, recognizing that their compassion and commitment are integral to the success of our initiatives. Together, we stride forward with determination and gratitude, united in our mission to create a healthier and stronger community for all.



Projects

At LifeLine Johannesburg, our commitment extends beyond our immediate programmes. We actively engage with our community, forming partnerships and driving initiatives that contribute to the well-being of the people we serve. Here, we proudly present some of our recent community involvement efforts:

GBV Youth Dialogue and Pride Month Celebration

The VEP (Victim Empowerment Programme) hosted the GBV Youth Dialogue, an impactful gathering that went beyond addressing gender-based violence. It was also a celebration of the spirit of Pride Month. The atmosphere was charged with positivity, empowerment, and a collective determination to build a more inclusive society.

At this event, young voices came together to discuss critical issues, share stories, and inspire change. The dialogue served as a powerful reminder of the strength and resilience of our community. We're immensely proud to have been part of this event and look forward to more opportunities to foster unity and progress.



Honoring our senior citizens with acts of kindness

On the 18th of July 2023, our team had the privilege of spending 67 meaningful minutes at the Ephraim Zulu Senior Centre, dedicated to showing love, support, and care to our cherished senior citizens.

During our visit, we shared heart-warming moments and provided goodies, cozy blankets, and care packs to the residents. It was a day filled with smiles, laughter, and the uplifting exchange of stories and experiences.

At LifeLine Johannesburg, we understand the importance of nurturing a culture of empathy and care, not just within our organisation but also within the wider community. Our commitment to community involvement is a reflection of our core values, and we embrace the opportunity to make a positive difference in the lives of those who paved the way for us.

We extend our gratitude to all team members who participated and contributed to making this event a memorable and touching experience for our senior citizens.

We look forward to continuing our journey of community involvement and making a meaningful impact in the lives of those we serve.



Wellness Day with PIK IT UP Employees at Norwood Branch

There was a fantastic turnout at our Wellness Day event for Pikitup staff at Norwood depot. Our HIV Testing Services (HTS) team, together with Catholic Health Care Association (CATCHA), offered both health screenings and HIV/AIDS testing. The enthusiasm of participants was contagious, turning this event into a true celebration of prioritising health and well-being in our community.

CATHCA and our team ensured that every participant felt heard and cared for. We provided more than just a health check; but a commitment to a healthier, happier workplace. A massive shoutout to the dedicated HTS team and all the employees who made this event a standout success! Let's continue this journey towards a healthier community!



Setswetla Outreach

October was a month of transformative outreach by our dedicated HIV Testing Services (HTS) team at the Setswela informal settlement in Alexandra. Going door-to-door, our team reached every corner of the community, spreading essential knowledge on HIV/AIDS, TB, STIs, and overall health. It was not just about information; we shared practical tools for safety, handing out condoms to empower the community in safeguarding their well-being. This initiative reflects our commitment to building a healthier, informed, and resilient community. Together, we shine brighter!



Spread the word: 2024 course now recruiting

Do you have a passion for helping others? Are you looking to make a meaningful impact in your community? LifeLine Johannesburg invites you to join our Personal Growth & Counselling Skills Course to become a Lay Counsellor.

By enrolling in this course, you will gain the skills and knowledge needed to support individuals facing various challenges in their lives. As a Lay Counsellor, you can be a source of hope and guidance for those in need.

Course Fee: R7500

Your journey to making a difference starts here.

To apply, visit our website at lifelinejhb.org.za or contact us at 011 728 1331 for more information.

Don't miss this opportunity to become a Lifeline for those seeking support. Join us in creating a brighter, more inclusive future for all.



**LifeLine Self-Growth
and Counselling
Skills Course**

Early Bird Offer!

Applications are open!!

Early Bird Fee: R6500

Don't miss this opportunity!
Apply now to secure your spot and save.

Contact us for more information:
course@lifelinejhb.org.za or 011 728 1331

Visit our website to apply:
lifelinejhb.org.za



**PERSONAL GROWTH
& COUNSELLING
SKILLS COURSE**

Are you ready to embark on a transformative journey towards personal growth and becoming a skilled lay counselor? Look no further; LifeLine Johannesburg presents an empowering opportunity for you to embark on this life-changing course. Whether you prefer learning online or offline, we've got you covered!

Course Details:
Course Fee: R7500

How to Apply:
To apply or for more information, visit our
Website: lifelinejhb.org.za
Call: 011 728 1331
Email: course@lifelinejhb.org.za

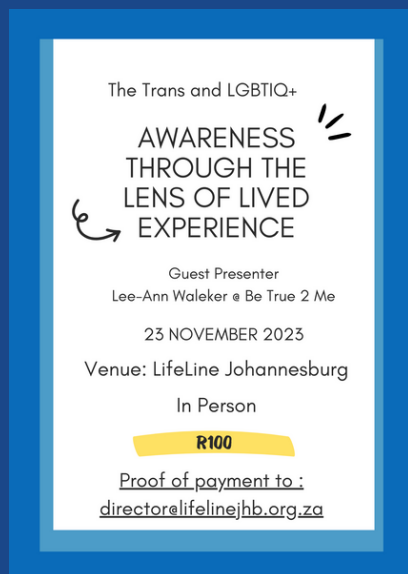


Ongoing training

Counsellors play a pivotal role in helping individuals navigate challenging life situations. To ensure they are well equipped to provide the highest level of care and support, we host ongoing training events that are designed to sharpen their skills, expand their knowledge, and enable them to effectively address a wide range of cases, including but not limited to sensitive areas like rape, HIV counselling and trauma.

we extends beyond knowledge dissemination as they also foster a sense of community and collaboration within the counselling goup. Our guest speakers often serve as mentors and role models, inspiring counsellors to strive for excellence and more meaningfully impact on their client's lives. Moreover, they provide a platform for networking and exchanging ideas among fellow counsellors, creating a supportive environment where professionals can learn from one another and build a strong and interconnected counselling community.

Our recent training session took place on the 23rd of November 2023, with the focus on LGBTQ+ issues. The objective was to equip our counsellors with the essential tools and understanding necessary to effectively address the unique challenges that arise in this area.



Volunteer spotlight: Katie Cohen



Meet Katie Cohen, a dedicated and enthusiastic member of our volunteer community. Katie's commitment to our cause and her willingness to go above and beyond are truly commendable.

1. Can you describe your journey as a volunteer at LifeLine, including how long you've been volunteering with the organisation and what initially inspired you to get involved?

I have been a volunteer counsellor at LifeLine for a year since completing my training and internship in 2022. The journey has been so much more enlightening and meaningful than I had ever imagined. My motivation for becoming involved was to learn a new skill and to be of service to my community at a time when I was entering a new phase of my life. My children both moved away from home to study and would require less of my time, energy and care. LifeLine provided a space to occupy that attention while offering me a renewed sense of purpose and the opportunity to be instrumental in making a difference in the lives of others, however small.

2. Your dedication as a volunteer has made a significant impact on LifeLine's mission. Can you share a specific story or accomplishment that you're particularly proud of and how it has contributed to the organisation's goals?

A client once booked a follow up session with me simply for the purpose of sharing her gratitude to LifeLine for the positive change her counselling session had brought to her life. I felt proud that I was able to contribute to that but mostly astounded at the power of the human spirit to overcome adversity if only afforded the opportunity to access that resilience. It was humbling to realise that I did nothing more than provide a safe space in which the client could explore her thoughts and feelings with curiosity and find the comfort to her distress within herself. It took so little effort from me to "hold a mirror up to her" but the effect was profound.

3. Where do you believe the organisation can make improvements or enhancements in its services or support for both volunteers and the people it serves?

The counselling training provided by LifeLine is thorough and life changing. The Personal Growth module focuses on understanding and accepting ourselves before we enter the world of another. Counselling skills and internship training teach us how to be in that world. Learning is never complete but a continual, life long process and there is always room for refinement, expansion and improvement. LifeLine offers ongoing training to its volunteers in specific areas of counselling which I feel is essential to the continued effectiveness of the work we do. I would like to see this training and its frequency brought into the foreground of priorities at LifeLine and made imperative if not mandatory to its volunteers. Our world is ever changing and, like any successful organisation, we need to continually sharpen our skills and improve the service we offer.

4. What words of encouragement or advice would you like to share with other volunteers who are passionate about making a difference in their communities and who are considering volunteering for LifeLine?

"The degree to which I can create relationships, which facilitate the growth of others as separate persons, is a measure of the growth I have achieved in myself." Carl R. Rogers

Having an opportunity to contribute to a much needed cause, whose aim is to alleviate some of the suffering being experienced by so many during our modern day mental health crisis, is invaluable in itself in providing one with a sense of altruism. However, the greater gift I have received from my involvement with LifeLine is the insight and growth I have experienced personally. Through learning and practicing not just listening to, but really hearing another person, speaking less and just being in a space for a moment with a fellow human being, has transformed how I relate to others as well as to myself. I would strongly encourage anyone who is considering delving into volunteer work to consider doing so through LifeLine. I can say with conviction that the personal rewards far outweigh the gifts of our time and presence that we give.

5. In your time as a dedicated volunteer, how has your commitment to Lifeline and its mission evolved, and what has been the most rewarding aspect of your journey as a volunteer with the organisation?

The work being done by LifeLine goes far deeper than the "surface level" counselling by its volunteers. The organisation is continually expanding and modernising. Many volunteers are dedicating their time and expertise to upgrading systems, reworking training techniques and researching ways of improving the service LifeLine offers. I have had the privilege of participating in a small way in some of the "sub-surface" aspects of the organisation, such as guiding new trainees through their first interactions with clients and assisting in the redrafting of documentation. There is a host of opportunity at LifeLine to contribute to its functioning beyond the essence of its foremost mission which is to provide a counselling service to those in need. Many of those who have been with the organisation for longer periods are offered the opportunity to be trained as course facilitators, mentors and supervisors. Essentially, there is a need for a variety of skill and time availability from its volunteers and there are opportunities to grow within the organisation and contribute beyond the role of volunteer counsellor. I am ever so grateful to the many people who have held my hand through my journey so far at LifeLine, which is really just beginning. Their unwavering dedication to this cause, their commitment; not only to our clients and the organisation, but also to the volunteer community through steadfast supervision, has been beyond inspirational.

Closing message

As we conclude this edition, we extend our heartfelt gratitude to everyone in the LifeLine Johannesburg community for your continued support. Your commitment is the lifeline that fuels our mission, and your dedication and belief in our cause propel us forward. Together, we are making a difference in our community, one at a time.

With your continued participation we are confident that the path ahead is filled with opportunities to create positive change, foster inclusivity, and empower individuals to lead fulfilling lives. Our journey is a collective one; together, we are forging a brighter, more compassionate, and more inclusive future.

We express our sincere appreciation to each member of our LifeLine Johannesburg family. Your involvement makes a difference, and we look forward to continuing this impactful journey with you!

Warm regards,
LifeLine Johannesburg

Connect with Us



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011 728 1331

We are here for you. Reach out through your preferred channel, and let's navigate the path to support and empowerment together.