

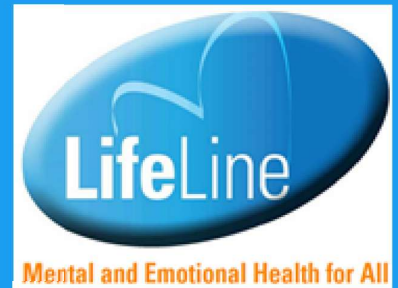
NEWSLETTER

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ISSUE 14



Integrated Monitoring and Evaluation Session

ABOUT LIFELINE

INTRODUCTION AND ORGANIZATION HISTORY

LifeLine was founded in 1963 in Australia by Reverend Dr. Allen Walker. Its first Centre in South Africa was established at Cape Town in 1968 by Bishop Peter Storey. LifeLine operates in 7 of the 9 Provinces of South Africa and is the member of LifeLine International.

KEY HISTORICAL HIGHLIGHTS

LifeLine has been a key figure in reshaping the history of South Africa when it was needed most. There are important events worth to be mentioned to demonstrate the role of LifeLine during the times of hardships. LifeLine:

- Provided counsellors to the victims testifying at the hearings of the Truth and Reconciliation Commission (TRC).
- Became a sanctuary for people who were living or affected by HIV during the devastating era of the epidemic by being offered to run the AIDS Helpline to provide psychosocial support service by government.
- Called to action during the COVID-19 Lockdown to attend to COVID-19 related services.

ORGANISATIONAL OWNERSHIP AND LEGAL STATUS

LifeLine South Africa is a Non-Profit organization registered with the National Department of Social Development. The registration number for the organization is 002-571NPO. In addition to that, LifeLine South Africa is registered with the South Africa Receiver of Revenue (SARS) as a Public Benefit Organization (PBO) with the following PBO Number: 930060252.

At the governance level, the organization is led by the National Board of Directors that provides the overall strategic visioning and guidance about what the organization should do. LifeLine South Africa at the management level is led by the Executive National Director: Mr. Molefi Jeremiah Takalo who is supported by the senior, middle and junior management services to run the daily affairs of the organization.

VISION

A Mentally and Emotionally Healthy South Africa.

MISSION

To offer mental and emotional health services within the culture of Human Rights, through preventative and responsive programmes.

VALUES

- **Integrity:** We believe in the value of Mental and Emotional Health; and we practice what we preach by seeking ways to pursue it for ourselves as well as others.
- **Diversity:** We deeply respect and value the differences in people, culture and believe that Mental and Emotional Health is a universal human need.
- **Passion:** We commit to do all we can to promote and facilitate Mental and Emotional Health.

LIFELINE AFFILIATES

- LifeLine International
- Society of AIDS in Africa (ICASA)
- Amnesty International
- International Federation of telephone Emergency services
- International Association of Suicide Prevention



OUR LIFELINE TEAM



TABLE OF CONTENTS

CONTENTS

PAGES

Numbers

Introduction

LifeLine Affiliates

- | | |
|--------------------------------|------|
| 1. Directors Corner | 1 -2 |
| 2. Managers Corner | 3 |
| 3. Local Events | 4 |
| 4. National Events | 5 |
| 5. Tips and Things | 6 |
| 6. One on One with Change | |
| Makers | 7 |
| 7. Training and Development | 8 |
| 8. Please donate | 9 |
| 9. LifeLine International | 10 |
| 10. Up Close and Personal with | 11 |
| 11. Future Events | 12 |
| 12. Our Partners | 13 |
| 13. Important Numbers | 14 |
| 14. Photo Dump | 15 |

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Lawrence Mogorosi

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Makhetha Thabana

THE NATIONAL DIRECTOR'S CORNER



DEPARTMENT: OFFICE OF THE EXECUTIVE NATIONAL DIRECTOR

During the reporting quarter, LifeLine South Africa continued to strengthen its institutional sustainability and operational effectiveness in line with its 2022/2023–2026/2027 Strategic Plan. The organisation maintained a strong focus on governance, strategic leadership, partnerships, operational planning, policy development, technology, and performance management. These efforts were aimed at ensuring that LifeLine South Africa remains a sustainable and accountable organisation capable of responding effectively to the growing need for mental and emotional wellness services across South Africa. Strategic leadership remained central to the organisation's activities. Regular Senior Management Team meetings provided an important platform for reviewing organisational priorities, monitoring programme and project implementation, identifying emerging challenges, and taking corrective action where necessary. These engagements also supported continued attention to compliance, governance, operational efficiency, and sustainability. Through consistent management oversight, the organisation ensured that its programmes and activities remained aligned with its mandate and strategic objectives.

Stakeholder engagement and partnership development continued to be an important priority, particularly in support of Pillar 5 of the Strategic Plan, which focuses on developing broad partnerships and stakeholder networks. LifeLine South Africa engaged with a range of existing and potential partners, including the National Lotteries Commission, Thriving Dirang, Vena College, SLR Consulting, and AB InBev. These relationships are important for expanding the organisation's reach, strengthening institutional capacity, mobilising resources, facilitating knowledge exchange, and creating opportunities for collaborative programme implementation.

A notable outcome of these partnerships was the in-kind donation of office furniture from SLR Consulting in February 2026. The donation will contribute to creating professional, functional, and appropriate working environments for the organisation. Beyond its material value, the contribution demonstrates the importance of strategic partnerships in supporting organisational development and sustainability. Such partnerships also help strengthen LifeLine South Africa's national profile and its position as a champion of mental and emotional wellness.



Operational planning was another significant area of focus during the quarter. The final Operational Planning Meeting for the 2026/2027 financial year was held on 30 March 2026. The meeting provided an opportunity to

consolidate priorities and ensure that planned activities were aligned with the organisation's strategic direction. Effective operational planning enables LifeLine South Africa to allocate resources appropriately, establish performance targets, clarify responsibilities, and strengthen the systems required for successful programme implementation. This structured approach demonstrates the organisation's commitment to translating strategic objectives into measurable activities and results. Governance, transparency, and accountability were further strengthened through the development of three key policies: The Strategic Management Policy, Policy Development Policy, and Fundraising Policy. These policies provide clearer frameworks for strategic decision-making, policy development and review, and resource mobilisation. Collectively, they contribute to strengthening organisational governance, promoting consistency in decision-making, and supporting responsible and transparent management. Additional policies remain under development and will further contribute to strengthening the organisation's institutional framework. Technology and information systems also continued to support organisational sustainability. LifeLine South Africa maintained its partnership with Jensam Technologies as its preferred IT service provider. Reliable technology infrastructure is increasingly essential for business continuity, communication, information management, reporting, and programme implementation. The continued relationship therefore provides important operational support and helps the organisation maintain effective digital systems.

Performance management and reporting remained a key organisational priority. LifeLine South

Africa continued to compile and submit statistical, progress, programme, and financial reports to relevant stakeholders. These reports provide evidence of organisational performance and enable management and stakeholders to monitor progress against planned activities, targets, and financial commitments. Systematic performance reporting also promotes evidence-based decision-making, strengthens accountability, identifies areas for improvement, and demonstrates responsible use of organisational resources.



Overall, the reporting quarter demonstrated meaningful progress in strengthening the institutional foundations of LifeLine South Africa. The combined focus on strategic leadership, partnerships, planning, governance, technology, and performance management has contributed to building a more accountable, efficient, and sustainable organisation. As LifeLine South Africa enters the new financial year, these initiatives provide a strong foundation for continued organisational growth, stronger stakeholder relationships, improved accountability, and enhanced service delivery. By maintaining its commitment to sound governance and effective implementation, the organisation is well positioned to translate its strategic objectives into measurable results and respond more effectively to the mental and emotional wellness needs of communities across South Africa.

Kgone Masemola

I am the Programme Manager: National Health Care, Wellness and Organizational Development at LifeLine South Africa. I was born at Mamelodi Township in Pretoria where I went through my schooling years. Later I went to the University of the North popularly known as Turfloop where I got my B Juris Degree. My passion has always been serving the community hence I ended up at Life Line in 2000 as a Stop Gender Violence counsellor and it has been my home ever since. My interests were formed by my family structure. I love travelling, music and the constant need to challenge myself. I was raised to be a better version of myself and not quit until I reach the stars. My desire is to touch each person that I come across with in life in a positive manner and to leave this world a better place than I found it.

TommyM@lifeline.org.za

LOCAL EVENTS



KgoneM@lifeline.org.za

011 715 2000

2026/02/28: The organization was proud to receive an invitation from the National Department of Health (South Africa) to join the official opening of the Smart Eco Park-1 Mamelodi, an initiative by the Back-Yard Farmers NGO, in partnership with the National Department of Health. (Mamelodi, Tshwane, Pretoria)



2026/03/05: The organization exhibited at the Rotary Family Health Days held at Kagiso Community Hall, Kagiso Township, Mogale City. The event offered free health screenings to the public.



NATIONAL EVENTS

2026/03/07: The organization was proud to be part of the TOP 4 Tournament that was hosted by our partners, the [National Department of Health \(South Africa\)](#) through the Chief Directorate: HIV, AIDS and STIs and the Employee Health and Wellness Programme.

The event took place at Ga-Motla Village, Moretele in the North West Province, bringing together public servants to promote employee wellness, unity, and a healthy active lifestyle.



Mr Refilwe Shuping (left) from NDOH with Mr Chocolate Gwambe from LifeLine South Africa

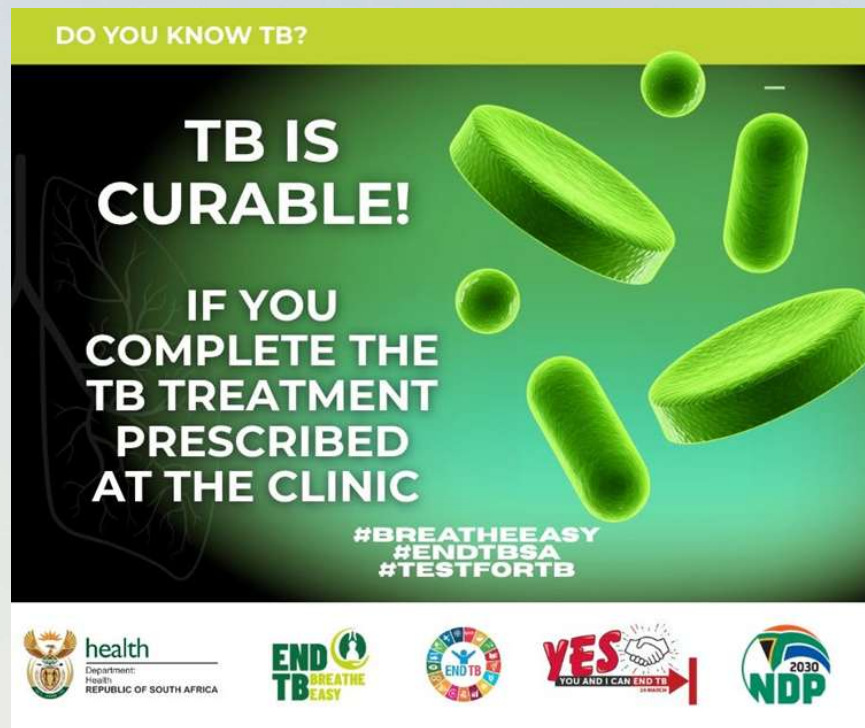


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2026/03/24: The organization was invited by the NDOH to provide mobilization activities at the World TB day event that was held at Caledon, Western Cape. The event was held at Caledon Sports Grounds (Swartberg, Western Cape). (Photos were taken inside the hall where all exhibitors were hosted.)



TIPS AND THINGS



5

TB is Curable: Finishing the Journey to Full Health

Every year, thousands of people successfully overcome Tuberculosis (TB), proving that this condition is entirely curable. However, achieving a total cure relies on one critical factor: completing the full course of treatment exactly as prescribed by your local clinic.

When a person starts taking TB medication, they often begin to feel significantly better within just a few weeks. While this is a wonderful sign of healing, it can be misleading. Feeling better does not mean the bacteria are completely gone from the body. Stopping the treatment early, or skipping doses, allows the strongest bacteria to survive, adapt, and mutate.

This mutation can lead to Drug-Resistant TB (MDR-TB). Drug-resistant strains are far more complicated to treat, require much stronger medications, and take a significantly longer time to cure.

Completing your treatment doesn't just protect your own health; it also safeguards your community. A fully completed regimen ensures that you can no longer pass the bacteria to family members, friends, or co-workers.

In South Africa, TB testing, counselling, and medications are provided entirely free of charge at all public healthcare clinics. If you or someone you know is currently on TB treatment, remember that every single dose matters. Let's support one another to finish the treatment journey strong and move toward a healthier, TB-free future.

6

ONE ON ONE WITH CHANGE MAKERS



Ntloko Mokgokoloshi

I was born in Pudiakgopa Village in Limpopo, and my journey has always been centred around communication, people and community development.

I hold a National Diploma in Public Relations from UNISA and have gained experience in public relations, client relations, labour relations, training and communication.

My journey with LifeLine began in 2002 when I joined LifeLine Johannesburg.

I started by participating in Personal Growth programmes, which helped me develop a deeper understanding of people, emotions and personal development.

I later completed an internship with LifeLine Johannesburg and further developed my skills through Train-the-Trainer training.

In 2017, I joined LifeLine South Africa, where I continue to serve to this day.

I currently serve as an Assistant Communications Officer, Content Creator and Newsletter Editor, using my communication and creative skills to share the organisation's work, programmes and impact with communities and stakeholders.

I also serve in the NEHAWU union, where I have gained valuable experience in supporting workers and contributing to matters affecting employees and their well-being. This experience has strengthened my understanding of labour relations, advocacy and the importance of giving people a voice.

Beyond my communications role, I continue to contribute to LifeLine's mission through my involvement as a volunteer and facilitator, providing non-diagnostic counselling and crisis support and facilitating workshops on emotional literacy, grief and stress management.

TRAINING AND DEVELOPMENT

Training and development programs typically involve educational activities that advance a worker's knowledge and instill greater motivation to enhance job performance. These initiatives help employees learn and acquire new skill sets and gain the professional knowledge that is required to progress their careers. (IBM)

Get to know about the LifeLine South Africa Training and Organizational Development program...👉



TRAINING & ORGANISATIONAL DEVELOPMENT

COURSES OFFERED

- Personal Growth
- Basic Counselling Skills
- Mental Health
- Suicide Prevention
- Trauma Debriefing
- Positive Parenting
- HIV Testing Services

- Leadership & Management
- Strategic Management
- Community Project Management
- Board Basics
- Conflict Handling
- Volunteer Management

For More Info:

 KgoneM@lifeline.org.za

The levels of crime are escalating in South Africa and no one is spared from the wrath of the criminals. Individuals and organizations alike are victims to an assortment of criminal

PLEASE DONATE

activities. LifeLine South Africa lost its Toyota Quantum due to high jacking last year around July 2024 and was not recovered despite having a tracking device!

Since then, the organization has not recovered fully from this loss.

To restore LifeLine South Africa to its former glory days, you can donate in cash on the following account number and use reference "Quantum" or kind (vehicle). Your support will be appreciated.

LIFELINE INTERNATIONAL

ACCOUNT NUMBERS....



Dr Alan Woodward – Suicide is now the third leading cause of death for people aged 15-29

LIFELINE SOUTH AFRICA Bank: Nedbank Branch: Bedfordview Branch code: 195505 Account.: 1925032558 Account Name: LifeLine South Africa Ref: WEBSITE DONATE EMAIL: MelindaJ@lifeline.org.za	AIDS HELPLINE Bank: Nedbank Branch: Business East Rand Branch code: 128842 Account Number: 1288029454 Account Name: LifeLine Counselling Centre Ref: WEBSITE DONATE EMAIL: MelindaJ@lifeline.org.za 	STOP GENDER VIOLENCE HELPLINE Bank: Nedbank Branch: Business Central Branch code: 128405 Account Number: 1284040461 Account Name: LifeLine South Africa Ref: WEBSITE DONATE EMAIL: MelindaJ@lifeline.org.za
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Suicide is now the third leading cause of death amongst people aged 15-29 years worldwide, according to key facts on suicide the World Health Organization just released on 29 August 2024. This raises suicide from the fourth leading cause of death for this age cohort in 2019.

We also see in the WHO key facts that 73% of global suicides occur in low-and middle-income countries. These are the same countries that are home for 90% of the world's adolescents. We also know that over half (58%) of those who die by suicide globally are under 50 years of age.

In some countries, the situation is even more concerning: in Australia suicide is the leading cause of death for people aged under 29 years; the same is the case in Japan. In the USA, between 2007 and 2017, the suicide rate for Black Youth almost doubled from 2.55 to 4.82, a rise that was greater than any other racial/ethnic group in that period. In India, in 2019, youth suicides accounted for 35% to 40% of all suicides in that country, with young women overrepresented in these deaths.

A tragedy is unfolding before our eyes. It seems we are going backwards in our attempts to prevent suicides amongst younger people, despite the lofty target to reduce suicides by 30% by 2030 in the Sustainable Development Goals.

These are young lives lost – people who otherwise would have been expected to live much longer. They are sons and daughters, brothers and sisters, loved and lost to their families, local towns and cultural communities.

One thing that can be done is to reach and respond to young people in distress and offer help. We can offer that help immediately, easily and in a low-cost way through digital crisis support services such as telephone crisis lines, online chat and crisis text.

Young people use the internet and mobile technologies so these are mediums through which we can encourage their help-seeking in times of difficulty and despair, or during a mental health crisis. A systematic review of research studies has concluded: "Approaches to improving help seeking by young people should consider the role of the internet and online resources as an adjunct to offline help-seeking."

Digital crisis support services can prevent youth suicide. We have known this for more than 20 years, as shown in an Australian study of a national youth hotline that revealed decreased suicidal ideation and urgency at the end of calls. Text based crisis services have been found to be effective in reaching highly distressed young people, particularly females, including individuals from culturally diverse and minority populations who do not necessarily seek help elsewhere. One study of a crisis text service found 90% of contacts reported the conversation as helpful and almost half stated that they were less suicidal at the end of the text interaction.

The challenge is to find ways to promote and provide digital crisis support services in every country so that young people see these services are relevant, safe and helpful. Refinements and improvements to the existing digital crisis support services can be made, with the guidance and involvement of young people. Most of the existing services are in western countries and they may not suit the preferences of young people in low- and middle-income countries. The cultural and social settings in each country and community will need to be addressed. This can be done through the civil society organizations in these countries. They just need investment and support to do so.



Ms. Dolly Monyai

Born and raised in Limpopo, Dolly Monyai was brought up by two strong women—her mother, a single parent, and her grandmother. Their strength and resilience helped shape the values that continue to guide her today.

In 1998, Dolly moved to Gauteng to pursue her studies. Her educational journey took her from CJC College to what was then Vista University. Financial challenges interrupted her academic journey, leading her to enter the workforce, where she gained experience in retail.

However, Dolly soon realised that her true passion was working with people. She began volunteering in Alexandra, supporting communities through organisations such as Uncedolwabantu in home-based care and LifeLine Johannesburg as a peer educator. She later resumed her studies through UNISA and obtained a degree in Health and Social Welfare Science.

Today, Dolly serves as a Counsellor at LifeLine South Africa, turning her life experiences, education and passion for people into a career dedicated to helping others.

Her journey is a powerful reminder that setbacks do not have to determine the destination. Dolly's story is one of resilience, purpose and compassion—and through her work, she continues to remind people that they are not alone, their stories matter, and there is always hope beyond difficult moments.

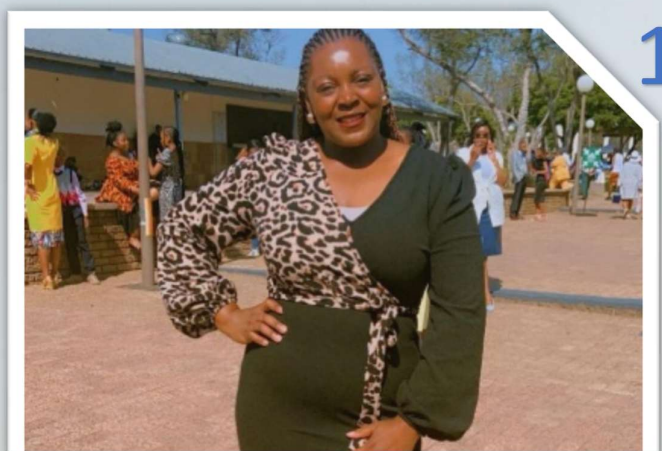
DATE	EVENT NAME	VENUE
12/04/2026	GBV and Femicide (GBV-F) awareness. (By the LifeLine Stop Gender & Interpersonal Violence programme)	Dash Call Centre, Randburg offices.
13/04/2026	Extended Management Meeting.	LifeLine South Africa House, Emmarentia
16/04/2026	Youth Prevention and Wellness (LifeLine South Africa HTS Unit)	Randburg (Taxi rank)
13/05/2026	International Nurses Day event (AIDS Helpline mobilization team)	Dr AB Xuma Building, Pretoria
15/05/2026	Comrades Marathon Refreshment station meeting	Comrades House/Museum Pietermaritzburg
17/05/2026	GBV awareness. (By the LifeLine South Africa Stop Gender Violence and Interpersonal Violence programme)	St Peters Presbyterian Church, Tembisa, Ekurhuleni.
05/06/26	Lenacapavir launch	Secunda, Mpumalanga
08-11/06/2026	South Africa TB Conference	Birchwood Hotel & OR Tambo Conference Centre in Boksburg, Gauteng
14 June 2026	Comrades Marathon (Manning of refreshment station at Inchanga)	Kwazulu Natal

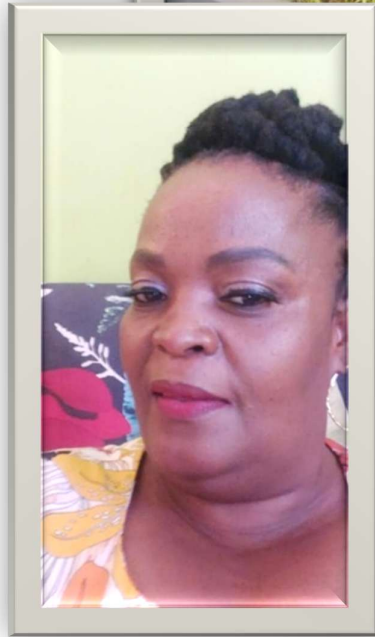
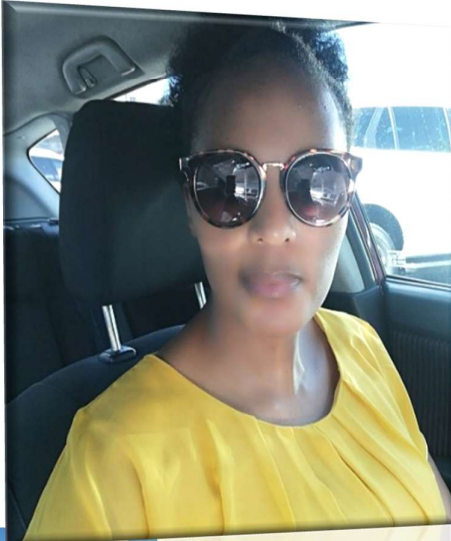
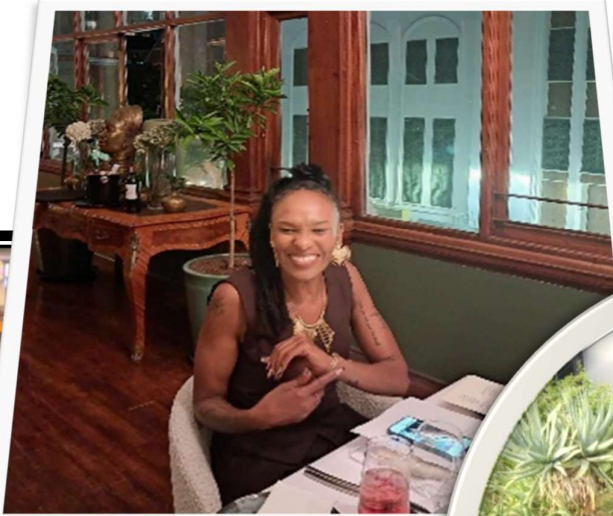
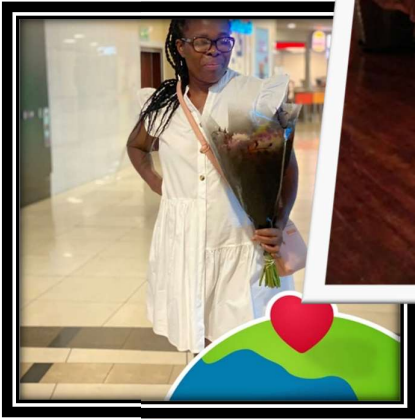
OUR PARTNERS



SOCIAL MEDIA HANDLES		
Facebook	Profile: TheLineLineSouthAfrica	
LinkedIn	Profile: LifeLine South Africa	
Twitter	Profile: LifeLine SA	
YouTube	Profile: LifeLine South Africa	
Instagram	Profile: LifeLine South Africa National Office	
TikTok	Profile: LifeLine South Africa	

PHOTO DUMP





End....