

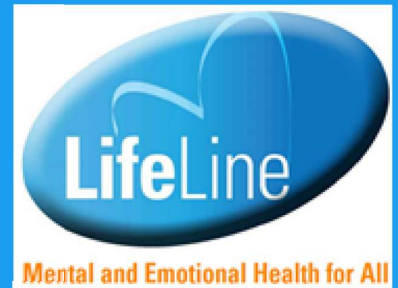
NEWSLETTER

NPO NUMBER: 002-571 NPO

PBO NUMBER: 930060252

APRIL | MAY | JUNE 2026

ISSUE 15



LifeLine South Africa was awarded an award for best refreshment station 2025. The ceremony was took place in May 2026 at the Comrade Marathon museum, Pietmaritzburg. Messrs Lawrence Sello Mogorosi (left) and Thomas Ramantsiboa Mokgotla (right) • (Comrade Marathon Facebook page)

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 attended 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



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DEPARTMENT: OFFICE OF THE EXECUTIVE NATIONAL DIRECTOR

National Director's Performance and Strategic Work Report 2025/26

This report provides a high-level overview of the National Director's performance and the strategic work undertaken during the period under review. It does not duplicate the detailed operational and performance information contained in the organisation's established Performance Information Management Systems. Rather, it highlights key strategic, governance, leadership and organisational development matters that require consideration by the Board and other governance structures.

The quarterly reporting process forms an important part of the organisation's accountability framework. Reports presented to and adopted by the Board throughout the year provide the basis for the annual consolidated report presented at the Annual General Meeting.

The 2025/26 year was characterised as a period of revival and resuscitation, with renewed emphasis on honouring the legacy of LifeLine South Africa's fallen heroes and Sheroes, including former Executive National Director Ms Nombulelo Mabombo and other colleagues who contributed significantly to the

organisation's development. The report further introduces the concept of Spiritual Intelligence as an exploratory dimension of leadership, complementing emotional and other forms of organisational intelligence.

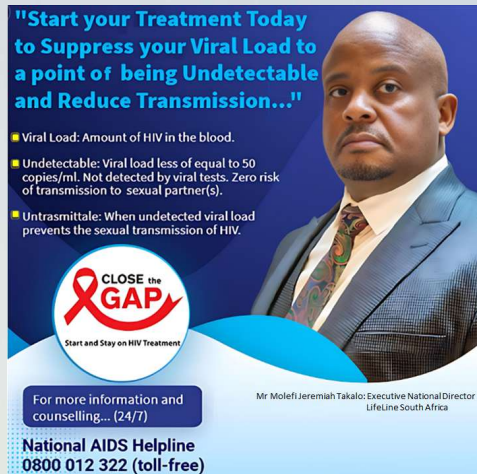
LifeLine South Africa continued supporting community initiatives such as the Makhalaneng Festive Season Community Games. The initiative contributed to safer communities, social cohesion, youth development and the identification of sporting, artistic and cultural talent. The programme was regarded as successful, with growing community, stakeholder and sponsor support.

The National Board demonstrated active participation in organisational processes, including funding adjudication engagements. Performance monitoring and evaluation systems remained operational, with quarterly reviews and validation of reported information. Staff capacity development was also prioritised through participation in corporate alignment, fundraising, grant management and organisational development training.

Significant engagements were undertaken with key stakeholders, including the National Department of Health and the Department of Basic Education. The emerging relationship with Basic Education presents an important opportunity to expand LifeLine's reach, particularly in addressing psychosocial challenges affecting learners, including bullying and other forms of vulnerability.

Despite significant international funding disruptions, LifeLine South Africa demonstrated organisational resilience through diversification of funding and revenue streams. The organisation secured support from the National Lotteries Commission, enabling the implementation of a Gender-Based Violence intervention across the five Gauteng regions and creating additional employment opportunities. The

organisation's multifaceted approach to fundraising, innovation and income generation remains central to its sustainability.



The organisation continued contributing to national HIV&AIDS and TB priorities, including preparations for the 1.1 Million ART Gap Campaign and strengthening the AIDS Helpline's contribution. Internationally, LifeLine South Africa remained engaged with LifeLine International and supported the development of strategic partnerships, including the emerging relationship with the Kenya Red Cross.

The LifeLine Johannesburg matter highlighted significant gaps and ambiguities within the existing constitutional framework, particularly regarding the relationship between the National Office and LifeLine Centres. Following legal advice and the outcome of the court proceedings, attention has shifted towards constitutional review, governance reform and strengthening organisational accountability. A Special National Council Meeting held on 9 May 2025 endorsed a consultative process towards addressing these weaknesses.

The National Director continued driving the organisation's growth and expansion agenda through the development of the 2025/26 Operational Plan and

implementation of the Growth, Development and Expansion Plan. The strategy seeks to establish additional regional structures and partnerships with like-minded NPOs and CBOs, thereby increasing LifeLine South Africa's national footprint and accessibility.

Overall, the organisation demonstrated resilience, strategic growth and continued commitment to its mandate despite significant external and internal pressures. The experience of the period under review, particularly the governance challenges, provides an important opportunity for institutional introspection, constitutional reform and strengthening of governance practices.

The organisation is therefore encouraged to embrace renewal, innovation, sound governance, constitutionalism, emotional intelligence and emerging forms of leadership intelligence as foundations for a stronger and more sustainable LifeLine South Africa. The ultimate objective remains to expand the organisation's physical presence, strengthen partnerships and ensure that its services reach more communities while preserving the values and legacy upon which LifeLine South Africa was founded.



Picture was taken on 13 October 2023

LifeLine South Africa and Neema Foundation held a partnership initiation meeting at Neema's offices in Kensington, Johannesburg. In photo from left to right, Mr Makhetha Thabana (Manager: Business Development and Management Services - LifeLine South Africa), Ms Maria Morgan (Deaf Coordinator: Neema Foundation) and Mrs Fatima Cele (CEO- Neema Foundation).

MANAGER'S CORNER



Annette Trapps



I have dedicated 36 years to LifeLine. My journey began in 1990 as a volunteer and counsellor at LifeLine West Rand. In 2004, I joined LifeLine South Africa as an administrator before becoming the Personal Assistant to the Management Committee. I stepped into the role of Human Resource Manager in 2012. Since 2017, I have proudly served as the Senior Manager for Administrative Support Services.

Outside of work, I am a proud mother of two daughters and a grandmother to one grandchild. I live in a cozy townhouse in Chanciff, Krugersdorp, alongside my two beloved Yorkshire Terriers.

I am a passionate animal lover who enjoys daily walks with my dogs and relaxing with a good book. I also love catching up with friends over a great meal.

"Once a LifeLiner, always a LifeLiner. It becomes part of who you are."



AnnetteT@lifeline.org.za

011 715 2000

LOCAL EVENTS

11/04/2026: Our colleagues attended a workshop on GBV and Family Conflict Resolution for deaf and hard hearing community. The workshop was hosted and conducted by our official partners, the Neema Foundation for the Deaf . The event took place at MCK Special School, Lenasia, Johannesburg.



17/04/2026: The organization held a quarterly general staff meeting.



NATIONAL EVENTS

05/06/2026: The organization was invited by the National Department of Health to provide mobilization activities at the official launch of the National Rollout of Lenavapavir where the President Cyril Ramaphosa gave a key note address. The LifeLine AIDS Helpline mobilizing time also provided counselling services to anyone who required psychosocial support. (Lilian Ngoyi Stadium in Secunda, Mpumalanga)



14/06/2026: The organization manned the Comrades Marathon Refreshment Station at Inchanga area together with its stakeholders in LifeLine Durban, The Department of Health South Africa, Inchanga Community, and The Red Cross Provincial Office KwaZulu Natal.





The poster features a world map in the background. At the top right, it says "#Lenacapavir4HIVPrevention" and "Lenacapavir Take control Stay protected". The main title "LENACAPAVIR ROLLOUT" is in large red letters. Below the title, there are icons for a virus, a syringe, a pill bottle, and a person. At the bottom, there are social media icons for YouTube, Twitter, Facebook, and Instagram, along with the text "@healthZA".

Lenacapavir (LEN): Possible Side Effects

Most people tolerate LEN well. Mild side effects may include: nausea, headache, dizziness

These side effects are usually mild and do not last long. They often go away on their own without treatment.

If your symptoms persist, become severe, or if you are concerned about any side effects, return to your clinic or speak to a healthcare provider for advice and a check-up.

Free health screening and testing services will be provided: HIV, TB, Diabetes, Hypertension, Cancer, etc.

health
Department of Health
REPUBLIC OF SOUTH AFRICA

NDP

What is Lenacapavir?

Lenacapavir is a prescription medicine approved by the U.S. Food and Drug Administration (FDA). It is approved under two different brand names for the following uses:

Lenacapavir oral tablet and injection (brand name: Sunlenca)

For the treatment of HIV in adults for whom other HIV medicines have not worked and who meet certain requirements, as determined by a health care provider. Lenacapavir for HIV treatment is always used in combination with other HIV medicines.

Lenacapavir oral tablet and injection (brand name: Yeztugo)

For HIV PrEP to reduce the risk of HIV in adults and adolescents who weigh at least 77 lb (35 kg), are HIV negative, and are at risk of getting HIV from sex. Lenacapavir for PrEP should always be used in combination with safer sex practices, such as using condoms, to reduce the risk of getting other sexually transmitted infections.



Moretiemang Ennie Tsagae

My name is Moretiemang Ennie Tsagae, but most people know me as Poppy. I was born in Itsoseng, outside Lichtenburg in the North West Province.

My journey with LifeLine started in 2000, when I began volunteering at LifeLine Mafikeng. In 2003, I came to LifeLine in Braamfontein as a volunteer during the 16 Days of Activism campaign. In early 2004, posts were advertised, and I decided to apply. I went for the interview, was successful, and I have been part of LifeLine ever since.

Today, I oversee the day-to-day running of the Call Centre, working with a team that reports directly to me. What makes my job fulfilling is having supportive colleagues, opportunities to grow and, of course, being able to make a difference through the work that I do.

One of my proudest personal achievements was completing my first Comrades Marathon in 2019. I started the race without really knowing what I was getting myself into. About 15 kilometres into the race, I experienced complications, but I refused to give up. I pushed through and eventually crossed the finish line in 11 hours and 52 minutes. That experience taught me a lot about perseverance.

My passion for serving communities started long before I joined LifeLine. Back home, I worked as a home-based carer, collecting medication for people who were unable to go to the clinic themselves. I also worked with Social Services on door-to-door campaigns to identify child-headed households and ensure that they received the support they needed.

Today, I continue to serve my community by helping raise awareness about Gender-Based Violence in churches and institutions of higher learning across Gauteng. For me, community work is about being present, listening and helping wherever I can.

When I think about the future, I have realised that the future is not promised. I therefore choose not to worry too much about planning it. I live in the present, appreciate each day and continue doing what I can to make a difference.

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...👉



www.lifelines.co.za

TRAINING & ORGANISATIONAL DEVELOPMENT

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

COURSES OFFERED

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

For More Info:

 KgoneM@lifeline.org.za

PLEASE DONATE

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 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.



ACCOUNT NUMBERS....

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



Mental and Emotional Health for All

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





From Local Volunteer to International Leader: Webster Gonzo Joins the Board of LifeLine International

Webster Gonzo was appointed to the **Board of Directors of Lifeline International** earlier this year and was recently elected as Deputy Board Chair.

Webster's journey from volunteer to board member is a powerful reminder that values-based leadership rooted in empathy and service is hugely impactful.

Commenting on his Directorship of Lifeline International, Webster said: *"Lifeline International serves as an important space for all of our members to learn from one another, to draw strength from our collective experiences, and to chart a course that embraces resilience, fosters connection and hope."*

Webster's story is one of deep commitment, resilience, and leadership. 29 years ago, he began with **Lifeline Namibia** as a volunteer answering calls to the crisis helpline. His early experiences on the front lines of crisis support shaped his understanding of the challenges faced by people and ignited a lifelong passion for service.

Over the years, that passion for crisis support services led him to join the Board of Lifeline Namibia, and then as the **Chairperson of LifeLine/ChildLine Namibia**, where he plays a pivotal role in expanding the organization's reach and impact. Lifeline Namibia has strengthened its services, including face-to-face and telephone counselling through toll-free helplines (116 and 106), and continues to be a beacon of hope for children, families, and communities across the country.

Professionally, Webster brings to his involvement with Lifeline a wealth of experience in organisational development, human capital strategy, and executive leadership. He holds advanced degrees in psychology, English and labour law, and draws on the knowledge gained through his career that includes senior roles in Namibia's transport and housing sectors.

Webster's voice has been impactful in national and international forums, advocating for mental health awareness and suicide prevention. He is a strategic thinker and is deeply committed to suicide prevention and community wellbeing, both nationally and globally. (LifeLine International Website)



Monica Modlehi Noosi

Born in Bethlehem, Free State, and raised in the Vaal Triangle, Gauteng, Modlehi Monica Noosi is a dedicated professional whose journey reflects growth, resilience and a commitment to making a difference.

After completing her National Diploma in Law: Paralegal at the University of Johannesburg in 2009 and an Advanced Programme in Human Resources through UNISA in 2014, Monica gained experience in various sectors, including JD Group, the South African Police Service and the Free State Department of Social Development.

She later joined LifeLine South Africa, where she served as Manager of the Nerve Centre. She currently serves as Manager: Integrated Planning, Monitoring and Evaluation, leading processes that strengthen programme delivery, performance monitoring, data management and informed decision-making across the organisation.

Known for her dedication, ambition and proactive leadership, Monica continues to contribute to LifeLine South Africa's mission through her commitment to excellence and teamwork.

Outside the workplace, she enjoys music, cooking and spending quality time with her three children and grandchild, especially through family board games.

Her journey is a reminder that growth is continuous, and purposeful leadership can make a lasting difference.

FUTURE EVENTS

DATE	EVENT NAME	VENUE
01/07/2026	The 2026 ABC Motsepe SASCE National Championships (LifeLine South Africa AIDS Helpline mobilizing team)	Moreleta Kerk, Pretoria
14/07/2026	HIV Testing Services (LifeLine South Africa HTS unit)	Randburg (taxi rank)
14/07/2026	First Quarter review session (Integrated Monitoring and Evaluation team)	LifeLine South Africa boardroom
21/07/2026	Provincial Coordinators workshop (Specialized Health and Social Services Unit)	St Andrews Hotel, Germiston
23/07/2026	Capacity Building Workshop on Ebola virus disease (Bundibugyo strain) for National Health Helpline teams convened by the National Department of Health under Health Promotion. (AIDS HELPLINE COUNSELLORS)	LifeLine South Africa boardroom
25/07/2026	Men's Health and Mental wellness awareness day.	Eldorado Park
03/08/2026	Community Engagement Workshop by Neema Foundation for the deaf. (	Driekoppies, Ehlanzeni Mpumalanga
7-11/08/2026	SPAR National Netball Championships	Stellenberg, Capetown
31/08/2026	Commemoration of Traditional Medicine Day	Kwamhlushwa Townsh.ip, Mpumalanga
03/09/2026	Awareness training session about LGBTQI by FEW and QUEERWELL.	LifeLine South Africa boardroom
04/09/2026	Mental Health and Suicide Prevention awareness	VVM Randburg

OUR PARTNERS

C



IMPORTANT NUMBERS AND SOCIAL MEDIA HANDLES



AIDS HELPLINE
0800-012-322

WhatsApp: 084 922 8808
Email: Health@lifeline.org.za



NERVE CENTER
National health services
0800 012 322



STOP GENDER VIOLENCE
0800-150-150
TOLL-FREE HELPLINE

Call/WhatsApp: 0800 150 150



NATIONAL COUNSELLING LINE
0861-322-322

WhatsApp: 060 715 4415
Email: safetalking@lifeline.org.za

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....