



Islamic Helpline

Counselling service



HISTORY

The Islamic Helpline was initiated in 1999 as a project of the Jamiatul Ulama, after we established a need for an Islamic counselling service, in Lenasia. Soon we realised that this need extended to surrounding areas and in fact the whole country and abroad. Our doors were opened to people of all races and religions.

We started with a group of 6 counselors, operating from a 2 room flat. Today 26 years later we have over 30 office staff; which includes a social worker, psychologist, counsellors, occupational therapists and receptionists. Other volunteers who are at the Helpline include 20+ frail care workers and pro-bono lawyers.

What is Counselling?

When life becomes stressful, counselling is a form of talk therapy that allows the client to express their problems and feelings in a safe environment which is confidential. The role of the counsellor is to listen to the clients empathetically, to help clients explore and deal effectively with their feelings & help to develop self-awareness.

PROJECTS

SENIOR CITIZEN MONTHLY PROGRAM

On the first Tuesday of the month, we host a program for the seniors; we have guest speakers to empower and educate seniors.

Once a year we have an excursion; this promotes healthy living and encourages the elderly to go out and socialize with people their age.

HOME VISITS TO ELDERLY

If you or anyone you know is elderly and in need of some tender love & care; pass on their details to the Islamic Helpline staff. We will assign a home based volunteer to visit the senior citizen. This visit is aimed at making our mothers feel special & loved.

SUPPORT GROUPS

Various forums have been created to help individuals deal with their emotional needs and mental well-being. We currently have a drug support group which is run by the Magaliesburg rehab and counsellors from the Helpline. This group meets on a Tuesday night. Other groups include divorcee and widow support group. These Self-help groups sustain each other and assist with coping with the everyday challenges experienced by recovering drug addicts, divorcees & widows.

YOUTH PROJECTS

On a regular basis we have arts & crafts as well as self-empowerment & life skills workshops to empower the youth. The objective of these projects is to help our youth make the right choices in our evolving society; where youth are constantly faced with difficult circumstances.

TRAINING PROGRAMMES

These are some of the training programmes we offer:

- Basic Counselling Course
- Advanced Counselling Course
- Self Enhancement Courses
- Parenting Workshops

SERVICES:

We provide counselling in the following areas:

FAMILY COUNSELLING:

Families come together to tell their tale, the counsellor listens and strategically works with every member of the family to recreate a healthy tale in which every person is heard and acknowledged; with the main aim of building healthy relationships.

MARITAL COUNSELLING:

Marriage is a partnership; it cannot be left to any one spouse. Each partner should play their part; the counsellor can step in and assist in bringing unity to the home. Couples counselling can help improve communication, help clarify misunderstandings, discover each other's expectations, gain insight into personality & finally balance parenting and marriage. Individuals thrive in a home where there is commonality of vision.

PLAY THERAPY:

Children need the freedom and time to play, play is not a luxury but a necessity. As counsellors we play with our clients, from this we are able to understand them better. Play is used as a medium of communication. We are able to assist the child through merely playing with them.

INDIVIDUAL COUNSELLING:

This includes talking about you, what worries you, your fears, your needs, and most importantly your goals. The counselors provide a safe space for talk therapy and focuses on empowering the individual.

ADDITIONAL SERVICES OFFERED BY THE ISLAMIC HELPLINE

MARRIAGE PREPARE & ENRICH:

This is an electronic assessment which highlights the strengths & weaknesses in a couple's marriage. The questionnaire focuses on roles & responsibilities, finances, children and can be customized for step-families and parenting.

OCCUPATIONAL THERAPY:

We have occupational therapists who assist children with improving gross motor skills, fine motor skills, visual perception skills and sensory integration. This service is offered at a reduced rate for clients going through financial difficulties.

UMAR R.A. LEGAL CLINIC

This registered legal entity aims to move to a client-centric approach to the legal issues which fall under the realm of family law by providing legal services to our communities most vulnerable. Attorneys provide brief legal advice at the clinic (they will not always represent you) Matters will be assigned to a relevant attorney per subject. Only clients that qualify under a means test will be eligible for representation. Please bring all important documentation pertaining to your case.

FRAIL CARE CENTRES

There are two frail care centres. Khadijatul Kubra frail care centre for females and Ahmed Mia Cassim centre for males. These are full time care centres aimed at looking after the frail and elderly.

WELLNESS CENTRE

Islamic helpline has now opened up a wellness centre for clients going through addiction. It is a stay-in rehabilitation facility.

Structure Of Counselling Services:

Counselling sessions are usually 1 hour long. There is a once of administration fee and a minimal fee per session; which can be discussed with your counsellor. Play therapy sessions run for 30 minutes. Sessions are conducted once a week.

If you or anyone else needs help, please contact us;

Physical Address: 34 Cuckoo Avenue, Extension 1, Lenasia

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