

RELIGIOUS REHABILITATION GROUP (RRG) ANNUAL IFTAR 2015 CUM LAUNCH OF RRG HELPLINE

RRG Helpline

RRG has set up a helpline to provide the public with easy and convenient access to a legitimate reference point on religious matters, so that they will not turn to non-credible Internet sources for clarification. The helpline will also provide advice to members of the public who are concerned that someone they know may have become radicalised.

Details of Helpline

2 The toll-free RRG Helpline 1800-7747747 would be operational from 1 July 2015, Monday to Friday, 0900hrs to 1700hrs. During non-office hours, callers would be diverted to a mailbox where they can leave a message and their contact numbers. The RRG members will return the calls the next working day.

Personnel behind the Helpline

3 The Helpline will be manned by RRG counsellors who have been trained to conduct counselling through the phone. These RRG counsellors have conducted research on extremism/radicalisation, and religious concepts misused by extremists. They have experience in counselling individuals who have imbibed radical ideology. The RRG counsellors manning the Helpline are also qualified religious teachers who are registered in the Asatizah Recognition Scheme.

Target Audience

4 The Helpline is targeted at several segments of the community: (1) those seeking information about extremism and radicalisation issues; (2) those seeking clarification on religious concepts misused by extremist groups and radical preachers; and (3) those seeking advice with regard family members or friends whom they suspect to have been radicalised.

Purpose of Helpline

5 The RRG will be able to provide counselling over the phone to individuals in the nascent stages of radicalisation who wish to seek clarification and guidance. Follow-up counselling sessions at the RRG Resource and Counselling Centre or in a nearby mosque can also be arranged. For calls beyond the scope of radicalisation and extremism, RRG would refer the callers to the relevant agencies.