

“Everyone has the right to administrative action that is lawful, reasonable, and procedurally fair... and everyone whose rights have been adversely affected by administrative action has the right to be given written reasons.”

Section 33 of the South African Constitution

LEGAL DISCLAIMER: Information and advice provided to clients is done in a confidential manner. In using the Helpline service you indemnify and hold the entire organisation Black Sash Trust blameless for any lawsuit, liability, damage or loss you may suffer as a result of claims, demands, costs or judgments arising from any advice given by the Black Sash in good faith. The indemnity is governed by the laws of the Republic of South Africa. Updated **April 2015**.

Contact the **Black Sash HELPLINE** paralegal support and advice:

- Tel: normal call charge
- SMS: normal cell rate
- Please call me: free
- Email.

YOU AND YOUR
RIGHTS

The Black
Sash
National
HELPLINE



072-66 33 739

B L A C K S A S H
MAKING HUMAN RIGHTS REAL

YOU AND YOUR RIGHTS

What is the Black Sash National HELPLINE?

The HELPLINE is a **free** (via *'please call me'*) national information, advice and referral service.

Through the HELPLINE you can communicate with a Black Sash Paralegal on any questions you have related to your rights.

In the event that your issue needs additional follow-up, you will be referred to the relevant Department, Agency, Advice Office or NGO for further support.

Who can use the HELPLINE?

Any person living within the Republic of South Africa.

How can you contact HELPLINE?

You may call, send a short message via sms or send a free notification via sms to be called back.

Dial **072 663 3739** (at normal telephone cost) or sms (at normal cell phone rate) or send a 'please call me' (free of charge)

The HELPLINE can also be contacted by email on help@blacksash.org.za

If you need us to contact you, send us your contact details and ask us to come back to you.

When can you contact the HELPLINE?

You can call the HELPLINE from;
Monday to Thursday: 8.00am till 16.00pm
Friday: 8.00am till 15.30pm

A Black Sash paralegal will call you on Monday.

Find Black Sash Rights Materials at
www.blacksash.org.za

What services are offered by the HELPLINE?

We will give you free paralegal advice, information or referral on socio-economic issues such as;

- **Social Insurance:** Pension funds; Provident Funds: UIF; Injuries at work; (COIDA/WCA); Road Accident Fund; Private Insurance and Maintenance.
- **Social Assistance:** Child Support Grant; Foster Child Grant; Disability Grant; Older person's Grant; Child Dependency Grant; War veteran's Grant; Grant-in-Aid and social relief of distress.
- **Labour:** Dismissals; Unfair Labour Practices; Retrenchments.
- **Basic Rights:** Education; School fees and Exemption; Indigence Subsidies (water, sanitation, refuse removals, electricity)
- **Consumer:** Debt and Credit

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