



Uma unemibuzo ephathelene nensizakalo yakho yomphakathi, kufanele uxhumane nomnakekeli we-SASSA kwamakhasimende ngenombolo yamahhala ku-08600-601-011.



Uma ungavumelani, ungaya kwisiGungu seziKhalazo zingakapheli izinsuku ezingu-90.

Uma unenkinga yokuxhumana ne-SASSA, ungaxhumana no-Black Sash Helpline ukuze uthole ukwesekwa kwamahhala kanye nezeluleko ku-072-663-3739.

Ngemuva kwezinsuku ezingu-90, izikhalazo zingenzeka kuphela ezimweni ezihlukile.



072-66 33 739
help@blacksash.org.za

Ungathumela futhi i-imeyili ngemibuzo yakho help@blacksash.org.za.



Kungani isibonelelo sengani yami simisiwe?

#knowyourrights



Yini okufnaele uyenze uma isibonelelo sezingane zakho simiswe?

iSASSA inganquma ukubuyekeza isibonelelo somntanako ukuqinisekisa ukuthi yibo kuphela abafanelekayo abayitholayo.

Uzotshelwa izinyanga ezintathu kusengaphambili uma isibonelelo sizobuyekwa.

Isibonelelo somntwana singasimiswa okwesikhashana noma ngaphezulu kwezizathu ezilandelayo:

1. Ingane ayisekho ukunakekelwa kwakho;
2. Kukhona impikiswano mayelana nokuthi ubani onakekela ingane oyinhloko (uphenyo luzokwenzeka);
3. Uma uhluleka ukubambisana lapho isibonelelo somntwana siphindwa;
4. Uma wenza ukukhwabanisa noma ukwehlisa ulwazi.



Isibonelelo somntanako singaphetha nangabe:

1. Ingane ifa;
2. Ingane ingeniswa esikhungweni sombuso;
3. Umnakekeli akaqoqi isibonelelo sezinyanga ezintathu ngokulandelana;
4. Ingane ayikho ezweni;
5. Lapho ingane iphenduka 18 (lokhu kuzokwenzeka kuphela ekupheleni kwenyanga lapho usuku lwabo lokuzalwa luwela khona).



Kuthiwani uma i-SASSA ihlola ukunikezwa kwengane yakho?

Uma isibonelelo sakho sizobuyekwa futhi ungaqiniseki ukuthi kungani, ungaya ehhovisi lakho lasekhaya le-SASSA.

Ngokuvamile inkinga ingaxazululwa ngokushesha.



iSASSA ingadinga ubufakazi bokuthi ingane ingubani, ihlole ukuthi ngabe ingane isesikoleni noma ihlola ukuthi ungumnakekeli oyinhloko.

iSASSA izogcwalisa ifomu lokuPhenywa (ifomu le-U4).

Uma udlula ukubuyekwa, isibonelelo sokusekelwa kwengane sizobuyiselwa.

Uma ungangambisani nawo wonke amadokhumenti adingekayo noma ulwazi lwe-SASSA lungakufaka uphenyo futhi luyeke umxhaso.

Uma ngabe isicelo sakho simiswe okwesikhashana noma singavunyelwe, kufanele ukwaziswe ngokubhaliwe.