






Support

This guide was developed with support from **BLACK SASH** (http://blacksash.org.za/).

Know your rights

-  Section 27 of the Constitution (https://www.westerncape.gov.za/legislation/bill-rights-chapter-2-constitution-republic-south-africa#27) states that:
 - Everyone has the right to have access to (1)(c) social security, including, if they are unable to support themselves and their dependants, appropriate social assistance.
 - The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of each of these rights.
-  The Child Support Grant aims to cover the basic needs of children whose parents or guardians are not able to because of their financial circumstances. Children are defined as people who are younger than 18 years old – according to Section 8(1) of the country's Constitution, Section 1 of the Social Assistance Act of 2004 and Section 1(g) of the Children's Act of 2005.
-  The Social Assistance Act (http://www2.saflii.org/za/legis/consol_act/DEL/saa2004) states that a person is eligible for a child support grant if he or she is the primary caregiver of that child, along with other basic eligibility criteria. The current amount received per child is R400/m up to a maximum of 6 children (2018).
-  According to Section 137 of the Children's Act (http://www.ci.uct.ac.za/sites/default/files/image_tool/ima children aged 16 and over are recognised as child-headed households and are eligible to apply for a Child Support Grant if they have assumed the role of caregiver in respect of the children in the household.
-  Section 11(1) of the 2008 Regulations of the Social Assistance Act of 2004 (http://www2.saflii.org/za/legis/hist_reg/saa13o2004rang says that SASSA may accept alternative proof of identification where the person currently has no valid proof.

1 Determine if you are eligible for a Child Support Grant

Who is this for?

If you have a child under the age of 18 and struggle to provide for them due to your financial circumstances, you might be able to apply for a grant to assist you. Read more about who is eligible to apply for this grant.

What you need to know

- Can you answer yes to all these questions?**
- Are you 16 years or older?
 - Are you the primary caregiver of the child?
 - Does the child live with you?
 - Is the child's birth registered with the Department of Home Affairs?
 - Are you a South African citizen or hold permanent residence status or refugee status?
 - Do you and the child live in South Africa?
 - Do you earn under R4000/m as a single parent, or under R8000 as a married couple?
 - Do you have 5 or less children already receiving this grant?

If you said yes to all of these questions, you are eligible for a Child Support Grant.

2 Gather all the required documentation

Who is this for?

As part of the application process, SASSA will request some documentation of you. This step describes what eligible people must bring with them when applying for a grant.

What you need to know

Remember to take all the following documents with you:

- Your ID book
- Your child's birth certificate
- The ID of your spouse (if married)
- Proof of income and assets such as bank statements

If you do not have an ID or your child's birth certificate, you can still make an application. You will need to produce a sworn statement or affidavit. SASSA will help you with the forms you need to complete these.

3 Find your nearest SASSA office

Who is this for?

If you have everything you need to apply for the grant, you should find the SASSA branch most convenient for you to make your application.

What you need to know

- SASSA offices are open Monday to Friday between 07:30 and 16:00. The offices are closed on Saturday, Sunday and Public Holidays.
- Find your nearest SASSA office from the list provided below and arrange to go in to complete your application, taking all your documentation with you.

Cape Town
Physical Address: 48 Queen Victoria Street, 8000
Telephone: (021) 481 9700

Eerste River
Physical Address: 42 Main Road, Eerste River, 7100
Telephone: (021) 904 1021

George
Physical Address: Rentzburghof, 42 Courtney Street, George, 7100
Telephone: (044) 801 4300

Gugulethu
Physical Address: C/O Bishops Court and Fezeka, Gugulethu, 7760
Telephone: (021) 638 5151/2/3/4

Khayelitsha
Physical Address: Julius Tsolo Street, Khayelitsha (near station)
Telephone: (021) 364 1330

Mitchell's Plain
Physical Address: 45 Alpha Street, Wespoort Park, Mitchell Plain
Telephone: (021) 370 4800

Caledon
Physical Address: Melofin Building C/O Birkwood Street and Klipfontein, Athlone, 7760
Telephone: (028) 214 3000

Wynberg
Address: William Herbert Sports Ground, Rosmead Ave, Wynberg, Cape Town, 7800
Phone: 021 710 9800

Paarl
Address: 7 New St, Esterville, Paarl, 7646
Phone: 072 205 0685

Belville
Address: Belgravia, Cape Town, 7530
Phone: 021 944 7700

4 Make your application for the Child Support Grant

Who is this for?

If you have located your most convenient SASSA office and have the required documentation, this step describes what to expect of the application process.

What you need to know

- At the SASSA office, an official will assist you to complete the required forms. You will also be interviewed and have your fingerprints taken.
- If you cannot go to the offices yourself, you can send a friend or family member on your behalf, with a letter from you and your doctor explaining why you cannot personally come in. A SASSA official will then arrange a home visit.
- TIP!** When you make your application, you will select how you would like the money to be paid - have a think about what you would prefer, prior to going to apply. You can choose to collect cash on a specific day each month, or have it paid into a bank account. You can always change this preference at any time, by completing a form at a SASSA office.
- TIP!** You will receive a receipt from SASSA at the end of your application process. It is very important to keep this receipt as it is proof of your application.

5 Wait for SASSA to process your application

Who is this for?

People who have already applied for their Child Support Grant and want to know what to expect.

What you need to know

- SASSA has up to 90 days to process your application. You might hear right away whether your application was successful, or you might need to wait. You will receive a letter sent to the address you completed on the form, informing you of the outcome of your application.
- TIP!** If you move during the time from when you applied to when you expect to receive notification of the outcome, it is very important that you let SASSA know your new address. It is always important to keep all your contact details up to date with SASSA.
- You will be informed if your application was successful or not. If it wasn't successful, you can dispute that decision by talking to a SASSA official.
- If successful, your first payment will include any back-pay owing since the date of application.
- If you want to follow up on your application you can contact SASSA on their free helpline on 0800 601 011 (tel:0800601011).

6 Collect your Child Support Grant each month

Who is this for?

People who have been successful in their application for the Child Support Grant and want to understand what happens next.

What you need to know

- You will receive a monthly grant paid out in your preferred manner. If you selected to be paid into a bank account, this should happen automatically. If you selected cash, you will need to go collect it at a SASSA paypoint or a Post Office, each month.
- You can visit any paypoint each month, you do not need to go to the same one. You can even collect in a different province, if you like, although it is advised to use the same one to prevent potential issues. It is also advised that if you will be travelling to a different province, to let SASSA know in advance. You can contact them for free on 0800 601 011 (tel:0800601011).
- Your first payment will include back-pay since application date.
- If you selected to collect cash, it is important you collect it every month. If it has not collected for 3 consecutive months, the grant will elapse and you will need to reapply for it.
- There is no need to renew this grant - each year SASSA sends a registered letter asking for up to date information about your current financial circumstances.
- If your financial circumstances improve, you must let SASSA know - receiving a grant when one is not eligible is fraud!
- The grant payment will stop when the child reaches the age of 18, if the child is admitted to a state-funded institute for over 6 months, or if the child dies.
- TIP!** Always remember to keep all your contact details up to date with SASSA and inform them immediately if your or the child's circumstances change.

Find out who can assist

Black Sash Helpline
072 66 33 739 (tel:0726633739)
help@blacksash.org.za
(mailto:help@blacksash.org.za)

SASSA Helpline
0800 601 011 (tel:0800601011)