



5 October 2020

## **MEDIA STATEMENT**

### **LEGAL AID SA OPENS DOORS TO WALK-IN CLIENTS UNDER STRICT PROTOCOLS**

Legal Aid South Africa (Legal Aid SA) has, following the move to Alert Level 1, revised its guidelines and regulations for walk-in clients, for both criminal and civil matters, as well as legal advice. The organisation has been operating on a minimal staff work plan and appointment basis during Lockdown Alert Levels 5-2. As from today, 5 October 2020, the Walk-in Client Programme will re-commence and clients will be able to go to their nearest office directly without having to first call the Legal Aid Advice Line to request an appointment. Operating hours of all offices, as well as the Legal Aid Advice Line, will also be extended to 8am – 4pm, weekdays only.

Legal Aid SA will however maintain strict COVID-19 Health and Safety Protocols at all Local and Satellite Offices. “We remain committed to taking proactive measures to ensure your safety and wellbeing during these trying times. With the announcement of Alert Level 1 coming into effect from 21 September, Management has updated our operations guidelines, with the aim of allowing walk-in clients at our offices, and slowly increasing the number of staff attending our offices,” says Legal Aid SA Communication Executive and National Spokesperson Mr Mfanafuthi Shabangu.

Members of the public are advised that they will not be granted access to Legal Aid SA offices without a face mask. You will also be required to sanitise your hands, have your temperature taken, which should not exceed 38 degrees Celsius, and abide by social distancing protocol.

– Ends –

**Issued by the Communications Department of Legal Aid South Africa.**

**For more information, please contact Legal Aid South Africa Communications Executive and National Spokesperson Mr Mfanafuthi Shabangu on 011 877 2056/066 301 6935 or the Media and Marketing Manager Mr Godfrey Matsobe on 011 877 2382/066 481 6792**

Visit our website at [www.legal-aid.co.za](http://www.legal-aid.co.za) or call the Legal Aid Advice Line on 0800 110 110

Please be reminded that the name of our organisation **Legal Aid South Africa** is correctly abbreviated as **Legal Aid SA** and not as LASA. We respectfully request that you use the correct abbreviation **Legal Aid SA** which is representative of our mission to deliver quality **legal aid** services to the indigent and vulnerable in South Africa.