UNHCR’s Toll Free Helpline

In line with UNHCR’s Urban Refugee Policy, UNHCR South Africa has established a **Toll Free Helpline** to provide the more than 1 million persons of concern residing in the Republic of South Africa access to UNHCR and UNHCR sponsored services. The Helpline will serve as a protection and outreach tool for persons of concern all over South Africa more so those living in areas either not currently served by UNHCR and or its partners or those who lack means to approach UNHCR/partners.

**What assistance will be offered on the Helpline?**

The Helpline will serve to monitor protection trends, provide access to information, identify and refer persons with specific or protection needs for appropriate intervention. Helpline staff will also conduct rapid telephonic assessments; provide legal counselling, schedule appointments and make referral to partners as necessary, as well as disseminate information to persons of concern.

Refugees/Asylum Seekers **who have not been registered before** and wish to book an appointment with UNHCR may do so by calling the helpline during operating hours (Mondays–Thursdays from 9am to 4pm; Fridays from 9am to 1pm.) Protection staff will undertake rapid needs assessment and thereafter schedule appointments, if need be, for persons with specific needs.

Refugees/Asylum seekers who have been interviewed by UNHCR previously and wish to receive an update on their situation may do so by sending an email to **rsacases@unhcr.org**

Refugees/Asylum seekers are reminded that the Helpline is **NOT** a channel to provide or follow up on resettlement enquiries.

**All UNHCR services are FREE of charge.**