Registered Law Clinic

1st Floor West Wing, Women's Jail, Constitution Hill, 1 Kotze Street, Braamfontein
PO Box 4193 Johannesburg 2000
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NPC No. 2007/002099/08 • NPO No. 124-651 • PBO No. 930025348 • S. 18A tax exempt

MASTER'S OFFICE HELP DESK WORK FLOW

1. The office of the Master will allocate an office for the help desk, including furniture and office equipment.

2. Operational hours : 09h00am - 11h00am. The day of the week is yet to be confirmed.

3. The Master's office (estate control official) is responsible for pre-booking clients in accordance with our means test.

4. ProBono.Org's intern will be present on each working day of the help desk.

5. The intern will complete the intake sheet and our indemnity agreement (client to sign same and a copy to be handed to client), interpret and provide further administrative support as may be required.

6. Attorneys are required to complete the intake sheet diligently. The facts of the matter should be concise but detailed.

7. Attorneys will then proceed with giving the client the relevant legal assistance depending on the facts of the case.

8. Once the consultation is completed copies of the client's supporting documentation will be made and attached to the original intake sheet.

Directors: Mohamed Randera, Ilan Lax, Janet Love, Khalik Mayet, Teresa Yates, Wendel Bloem

9. Once the consultation is finalised, the attorney will either accept the mandate, or will refer same back to ProBono.Org. The intake sheet should be handed back to the ProBono.Org intern.