

Project Title

SASSA STATUS CHECK



Introduction

Recognizing significant challenges faced by elderly citizens using the current SASSA Status Check app which includes intrusive advertisements, navigation difficulties, and complex design we are undertaking a complete redesign focused on accessibility and simplicity. Our mission is to transform the SASSA experience into an intuitive, stress-free tool tailored to the unique needs of senior users, eliminating clutter and prioritizing clarity to empower effortless grant status tracking.

Problem Statement

The current SASSA Status Check application presents significant barriers to elderly grant recipients due to its cluttered interface, intrusive advertisements, and complex navigation. These design flaws impede seniors' ability to independently access critical grant information, causing frustration, delayed payments, and increased dependency on in-person assistance. This contradicts SASSA's mission of equitable service delivery and fails to meet the accessibility needs of a vulnerable user group.

Requirement Gathering

To ensure the redesigned app aligns with user needs, we conducted requirement gathering using multiple methods. These included interviews with elderly users, surveys distributed through community centers, and usability testing with early prototypes.

Key findings from these activities include:

- Users prefer large fonts and high-contrast visuals for readability.
- Multilingual support is essential to accommodate diverse language backgrounds.
- An ad-free experience is critical to reduce confusion and cognitive load.
- Simple navigation with minimal steps is necessary for ease of use.
- Voice interaction and text-to-speech features are highly valued by users with limited vision.

Functional Requirements

- Multilingual support for all 11 official South African languages.
- Grant status check with ID number input.
- Text-to-speech output for critical information.
- Secure login and signup functionality.
- Update and manage banking details.
- Application form submission and tracking.

Non-Functional Requirements

- High performance and responsiveness on low-end devices.
- User-friendly interface with minimal cognitive load.
- Accessibility compliance with WCAG standards.
- Data security and user privacy protection.
- Offline access to basic information during poor connectivity.

Prototype Design Principles

To ensure our redesigned SASSA Status Check app meets the needs of elderly users, we applied key prototype design principles aligned with user-centred and iterative design methodologies:

1. Low-Fidelity Prototyping

We began with low-fidelity prototypes such as paper sketches and wireframes to quickly visualize layout ideas. These early models helped us:

- Explore multiple design alternatives.
- Focus on core functionality like grant status checking and language selection.
- Gather initial feedback from peers and potential users (Lecture Slides, 2025).

2. High-Fidelity Prototyping

Next, we developed high-fidelity prototypes using digital tools to simulate the final app experience. These included:

- Interactive screens with large touch targets.
- Multilingual interfaces with text-to-speech support.
- High-contrast modes and adjustable font sizes for readability (Lecture Slides, 2025).

3. Iterative Design

Our design process was iterative, meaning we refined the prototype based on feedback. Each cycle involved:

- Testing navigation flow (≤ 3 steps to check grant status).
- Adjusting icon-based menus and text labels.
- Improving accessibility features based on WCAG standards (Lecture Slides, 2025).

4. Evaluation Techniques

We used formative evaluation methods to assess usability:

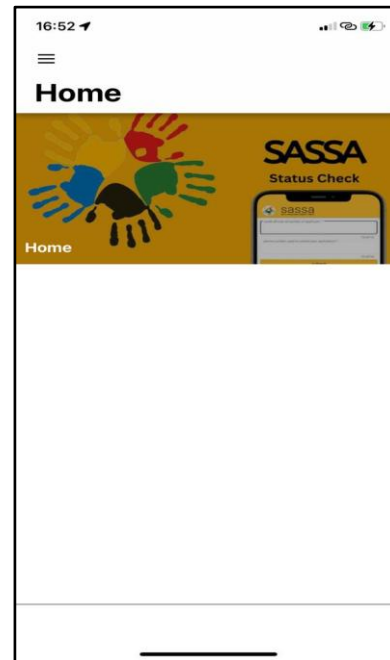
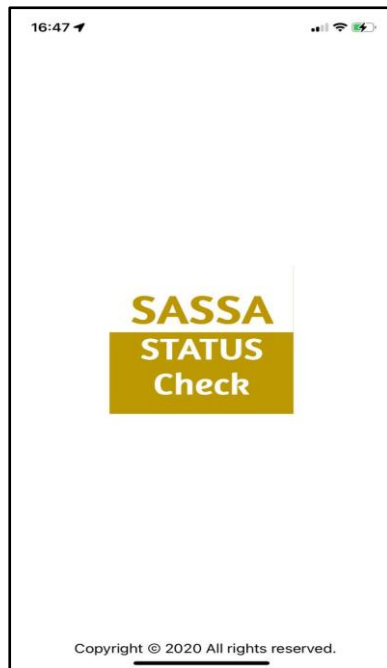
- Think-aloud protocols during user testing.
- Heuristic evaluations to identify design flaws.
- Feedback sessions with elderly users to validate clarity and ease of use (Lecture Slides, 2025).

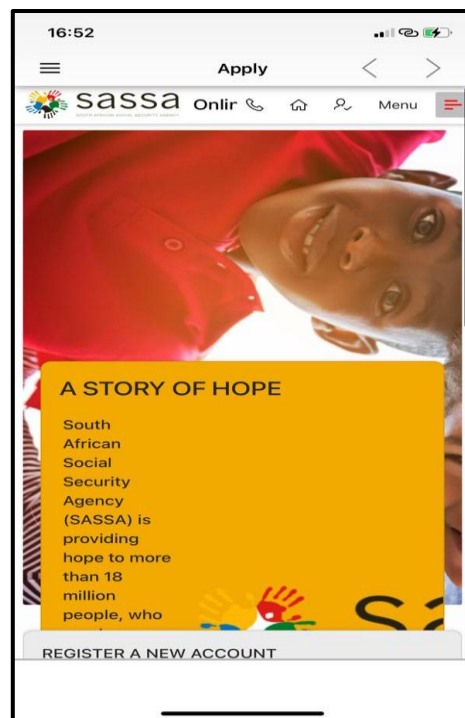
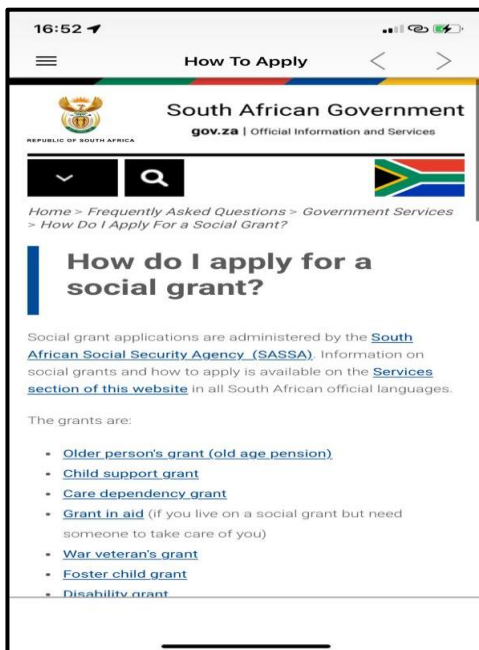
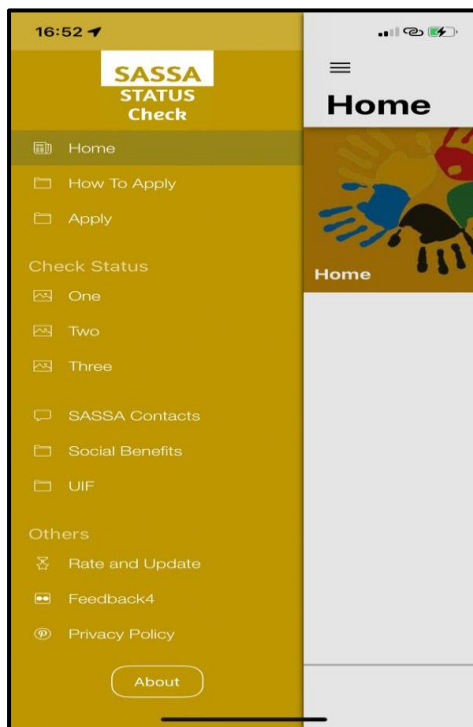
5. User-Centered Focus

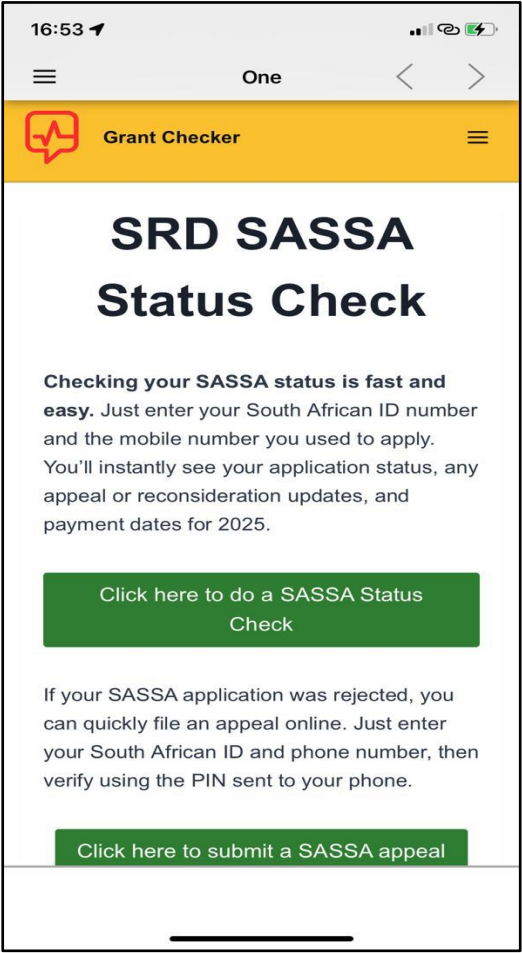
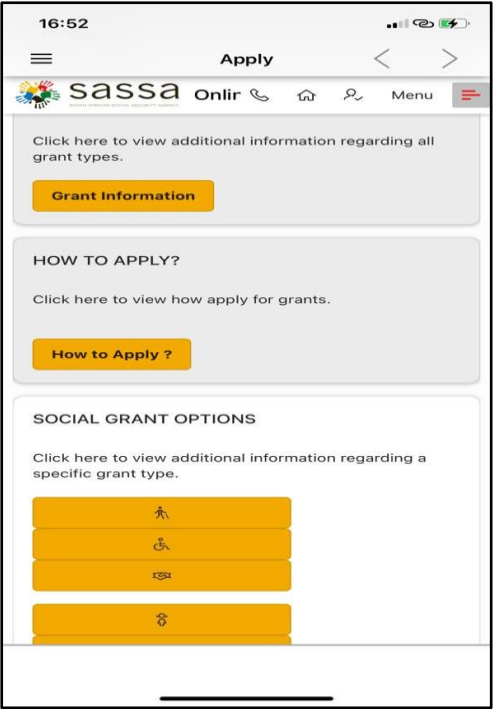
Throughout prototyping, we prioritized the needs of elderly users by:

- Minimizing cognitive load (e.g., removing ads).
- Supporting limited dexterity and vision impairments.
- Ensuring language inclusivity and intuitive interaction (Lecture Slides, 2025).

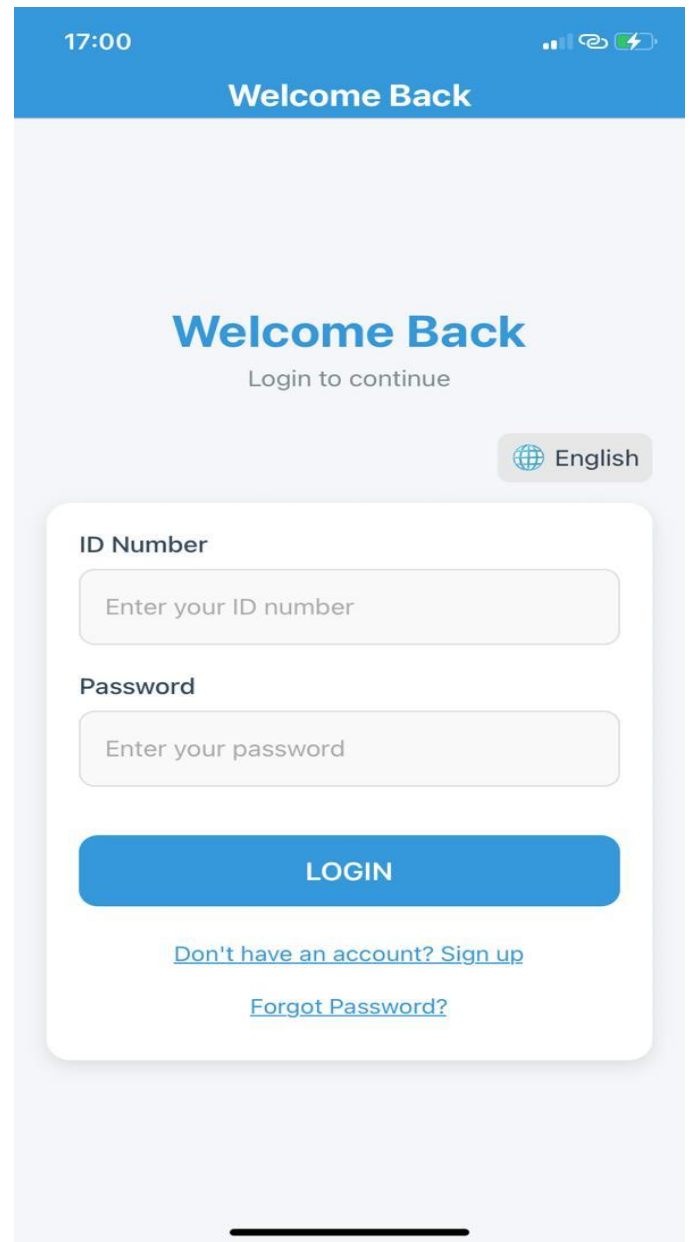
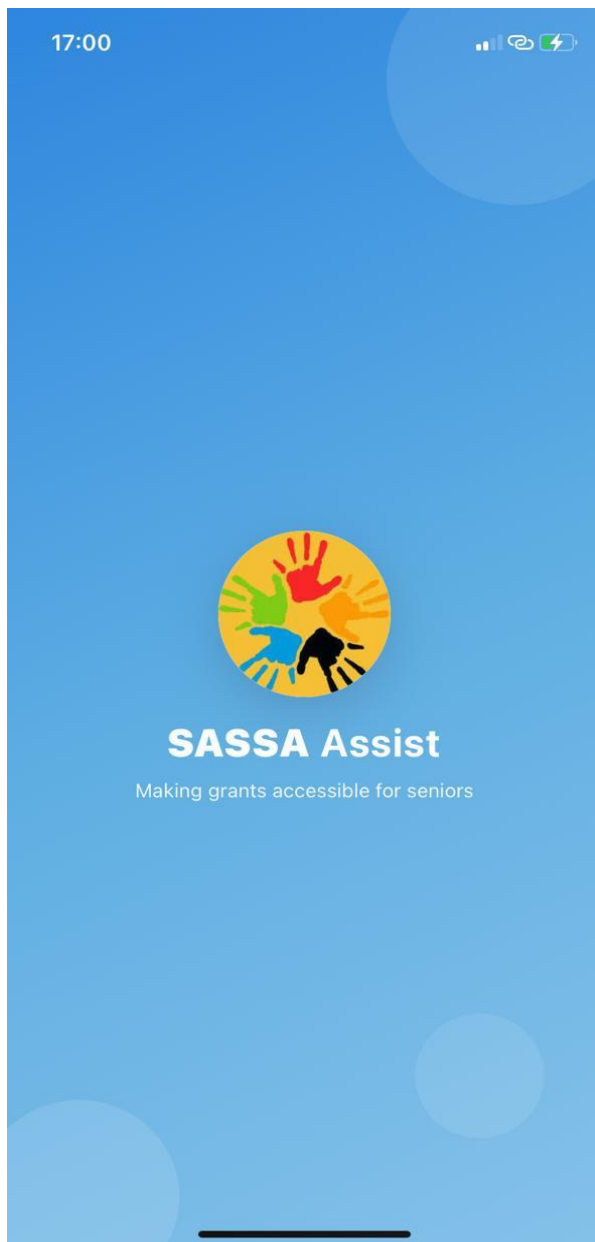
Before (SASSA STATUS CHECK)







REDESIGNED SASSA STATUS CHECK



17:00

< Back

Create Account

Create Account

Sign up to get started

English

First Name

Enter your first name

Last Name

Enter your last name

ID Number

Enter your ID number

Phone Number

Enter your phone number

Password

Create a password

REGISTER

[Already have an account? Login](#)

17:01

SASSA Assist

SASSA Assist

English

Welcome

Your simple guide to SASSA grants and services

Explore services

Quick actions at your fingertips

Apply for Grant

Apply for a SASSA grant

>

Check Status

Check your grant application status

>

Apply Guide

Step-by-step application guide

>

Benefits

Learn about available grants

>

Banking Details

Update your banking information

>

About SASSA

Information about SASSA services

>

17:01

Back

Grant Application

SASSA Grant Application

Step 1 of 5

Personal Details

First Name *

Enter your first name

Last Name *

Enter your last name

ID Number *

Enter your ID number

Gender *

Select Gender

Date of Birth *

DD/MM/YYYY

Marital Status *

Select Marital Status

17:01

Back

Grant Application

SASSA Grant Application

Step 2 of 5

Contact Details

Phone Number *

Enter your phone number

Email Address

Enter your email address

Physical Address *

Enter your physical address

Postal Address

Enter your postal address

Previous

Next

17:01

Back

Grant Application

SASSA Grant Application

Step 3 of 5

Banking Details

Bank Name *

Select Bank

Account Number *

Enter your account number

Branch Code *

Enter branch code

Account Type *

Select Account Type

Previous

Next

17:01

Back

Grant Application

SASSA Grant Application

Step 4 of 5

Grant Information

Grant Type *

Select Grant Type

Monthly Income (ZAR) *

Enter your total monthly income

Number of Dependents *

Enter number of dependents

Previous

Next

17:01



< Back

Grant Application

SASSA Grant Application

Step 5 of 5

Declaration

I hereby declare that the information provided in this application is true and correct to the best of my knowledge. I understand that providing false information may lead to my application being rejected or grant being terminated.

I authorize SASSA to verify any information provided in this application. I understand that I may be required to provide additional documentation to support my application.

I consent to receiving communication from SASSA via SMS, email, or telephone regarding my application.

☐ I agree to the terms and conditions

Previous

Submit
Application

17:01



< SASSA Assist **Check Status**

Check Your Grant Status

Enter your South African ID number to view your latest grant status.

 13-digit SA ID (e.g., 8001015009087)

Enter your 13-digit ID number.

Check Status

Need Help?

If your status shows as **"Pending"** for more than **30 days**, please visit your nearest SASSA office or call **0800 60 10 11**.

17:02

[SASSA Assist](#) Check Status

Check Your Grant Status

Enter your South African ID number to view your latest grant status.

 0304130431089

ID looks valid.

[Check Status](#)

Need Help?

If your status shows as **"Pending"** for more than **30 days**, please visit your nearest SASSA office or call **0800 60 10 11**.

[Done](#)

1

2

ABC

3

DEF

4

GHI

5

JKL

6

MNO

7

PQRS

8

TUV

9

WXYZ

0



17:02

[SASSA Assist](#) Check Status

Check Your Grant Status

Enter your South African ID number to view your latest grant status.

 0304130431089

ID looks valid.

[Check Status](#)

Application Status

APPROVED

Grant Type

Old Age Grant

Next Payment

25 September 2025

Amount

R 2,080

Last Updated

28 August 2025

[Refresh](#)[Need Help?](#)

Need Help?

If your status shows as **"Pending"** for more than **30 days**, please visit your nearest SASSA office or call **0800 60 10 11**.

17:02



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Application Guide

How to Apply for a SASSA Grant

Follow these steps to apply for a SASSA grant. Make sure you have all the required documents ready before starting your application.

1

Step 1: Gather Required Documents

ID document, proof of income, bank statements, and proof of address.

2

Step 2: Complete the Application Form

Fill in the SASSA application form with your personal details.

3

Step 3: Submit Your Application

Visit your nearest SASSA office or apply online through the official portal.

4

Step 4: Wait for Assessment

SASSA will assess your application within 30 days.

5

Step 5: Receive Notification

You will receive an SMS notification about the outcome of your application.

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Application Guide

Documents

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Need Assistance?

Visit your nearest SASSA office or call the toll-free number: 0800 60 10 11

[Find Nearest Office](#)

17:02



< SASSA AssisGrant Benefits



Search grants (e.g., child, disability, old age)

6 results

SASSA provides social grants to South Africans in need of financial support. Below are the different types of grants available.



Old Age Grant

R2,080 per month

60 years or older, South African citizen, meet means test



Disability Grant

R2,080 per month

18–59 years, medically certified disability, meet means test



Child Support Grant

R500 per month per child

Primary caregiver of child under 18, meet means test



Foster Child Grant

R1,130 per month per child

Foster parent of child placed by court order



Care Dependency Grant

17:03



< SASSA AssisGrant Benefits



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6 results

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Disability Grant

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18–59 years, medically certified disability, meet means test



Child Support Grant

R500 per month per child

Primary caregiver of child under 18, meet means test



Foster Child Grant

R1,130 per month per child

Foster parent of child placed by court order

17:03



< SASSA Assistance Grant Benefits

Disability Grant

R2,080 per month

18-59 years, medically certified disability, meet means test

Child Support Grant

R500 per month per child

Primary caregiver of child under 18, meet means test

Foster Child Grant

R1,130 per month per child

Foster parent of child placed by court order

Care Dependency Grant

R2,080 per month

Care for severely disabled child under 18, meet means test

War Veterans Grant

R2,080 per month

65 years or older or disabled, served in WW2 or Korean War, meet means test

Important Note:

All grants are subject to a means test. You must meet the financial eligibility criteria to qualify for any SASSA grant.

17:03



< Back

Banking Details

Update Banking Details

Please provide your banking information to receive your grant payments. Ensure all details are correct to avoid payment delays.

Bank Name

Account Number

Account Type

Branch Code

[Update Banking Details](#)[Clear Form](#)

Important Information

- SASSA will never ask for your banking PIN or password
- Always use your own bank account, not someone else's

17:03

[SASSA Assist](#) **About SASSA**

About SASSA

Who We Are

The South African Social Security Agency (SASSA) is a national agency of government created to administer South Africa's social security system, including the management of social grants.

Our Mission

To administer quality social security services to eligible and potential beneficiaries in an efficient and effective manner.

Our Vision

A leader in the delivery of social security services to the poor and vulnerable in South Africa.

Contact Information



Toll-Free Helpline
0800 60 10 11



Email
info@sassa.gov.za



Website
www.sassa.gov.za

Office Hours

17:03

[SASSA Assist](#) **About SASSA**

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Website
www.sassa.gov.za

Office Hours

Monday to Friday: 7:30 AM - 4:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Public Holidays: Closed

17:03



SASSA Assist

SASSA Assist

English

Welcome

Choose Language / Khetha Ulwimi

English

isiZulu

Afrikaans

isiXhosa

Sesotho

Close

Update your banking
information



Information about SASSA
services



Prototype description

1. Splash Screen

Purpose: Initial loading screen that displays the SASSA logo and branding

Features: Displays for 2.5 seconds before automatically navigating to the Login screen

Design: Uses SASSA's official blue background with your custom image

2. Login Screen

Purpose: Allows existing users to access their SASSA account

Features:

ID number and password input fields

Language selector

Links to Signup and Password Recovery

Design: Large, high-contrast input fields for elderly users

3. Signup Screen

Purpose: Allows new users to create a SASSA account

Features:

Personal information collection (name, ID, contact details)

Secure password creation

Language selector

Design: Simplified form with only essential fields

4. Home Screen

Purpose: Main navigation hub after login

Features:

Grid of large, clearly labeled action buttons

Language selector

Access to all app functionalities

Design: Icon-based menu with text descriptions for clarity

5. Application Guide Screen

Purpose: Provides step-by-step instructions for applying for grants

Features:

Detailed breakdown of application process

Document requirements list

Contact information for assistance

Design: Sequential steps with clear numbering and explanations

6. Application Form Screen

Purpose: Digital form for applying for SASSA grants

Features:

Multi-section form (Personal, Contact, Banking, Grant Info, Declaration)

Progress indicator

Save and continue functionality

Dropdown selectors for easier data entry

Design: Responsive layout that prevents overlapping on mobile devices

7. Status Screen

Purpose: Check the status of existing grant applications

Features:

ID number input to retrieve status

Detailed status display (approved, pending, rejected)

Payment information and dates

Help information for pending applications

Design: Clear status indicators with colour coding

8. Benefits Screen

Purpose: Information about available SASSA grants

Features:

List of all grant types with amounts

Eligibility requirements for each grant

Important notes about means testing

Design: Card-based layout for easy scanning of information

9. Banking Screen

Purpose: Update banking details for grant payments

Features:

Form to update bank information

Security information about SASSA payment processes

Important warnings about fraud prevention

Design: Simple form with clear security messaging

10. About Screen

Purpose: Information about SASSA and contact details

Features:

SASSA mission and vision statements

Contact information (phone, email, website)

Office hours and location information

Design: Clean informational layout with clickable contact options

Additional Components

Language Modal

Purpose: Select preferred language for the application

Features:

Support for all 11 official South African languages

Persistent across all screens

Easy access from header area

Design: Simple modal with large touch targets

Responsive Design

Purpose: Ensure app works well on all device sizes

Features:

Scalable text sizes

Adaptive layouts

Large touch targets for elderly users

Design: Uses responsive scaling functions for consistent experience

Tools used

- React native
- Expo snack

Challenges & Future Improvements

Challenges

- Designing and making human-computer interfaces can be hard and take a lot of time. One challenge we faced was designing for older users, making sure the system is easy for them to understand and use, like having bigger icons, clear fonts, and simple layouts they are familiar with. (Sharp, et al., 2019)
- Another challenge was updating an existing app. We had to keep all the features from the old app while improving it, making sure everything worked the same way as before.
- It was important to make sure the system gives clear feedback, so users understand what is happening after they interact with it.
- Because we have many different users, we also learned about ethical design to make sure everyone is treated fairly, and their privacy is respected.
- Finally, involving users in the design process was a challenge but very important to make sure the system really meets their needs.

Improvement

- **Add Voice Commands and Interaction:** Let users talk to the app to check their status, instead of just tapping. This helps users who find typing difficult. The app could also read the grant status out loud for users with poor eyesight.
- **WhatsApp Chatbot Integration:** Many users don't check the app every day. We can send them a simple text message or a WhatsApp alert when their status changes or a payment is made.
- **Work Better with Poor Internet:** Improve the app so it can load basic information even with a slow or unstable internet connection.
- **Add a "Help Me" Button:** A big, easy-to-see button on every screen that connects the user directly to a SASSA helpline or a step-by-step guide.
- **Send SMS or WhatsApp Notifications:** Many users don't check the app every day. We can send them a simple text message or a WhatsApp alert when their status changes or a payment is made.

Conclusion

This SASSA app is specifically designed with elderly users in mind, featuring large text, high contrast colours, simple navigation, and clear instructions throughout all screens. The colour scheme follows SASSA's official branding with blue as the primary colour and yellow as an accent colour.

References

Lecture Slides, 2025. *Unit 2 - The Process of Interaction Design*. Johannesburg: University of Johannesburg.

Sharp, H., Precce, J. & Rojers, Y., 2019. *Interaction Design: Beyond Human Computer Interaction, 5th Edition* by H. Sharp, J. Preece, Y. Rogers, s.l.: Jim Minatel.