



**Western Cape
Government**

Social Development

Promotion of Access to Information Manual, 2019
compiled in terms of section 14 of the Promotion of Access to
Information Act, 2000 for the Department of Social Development

Table of Contents

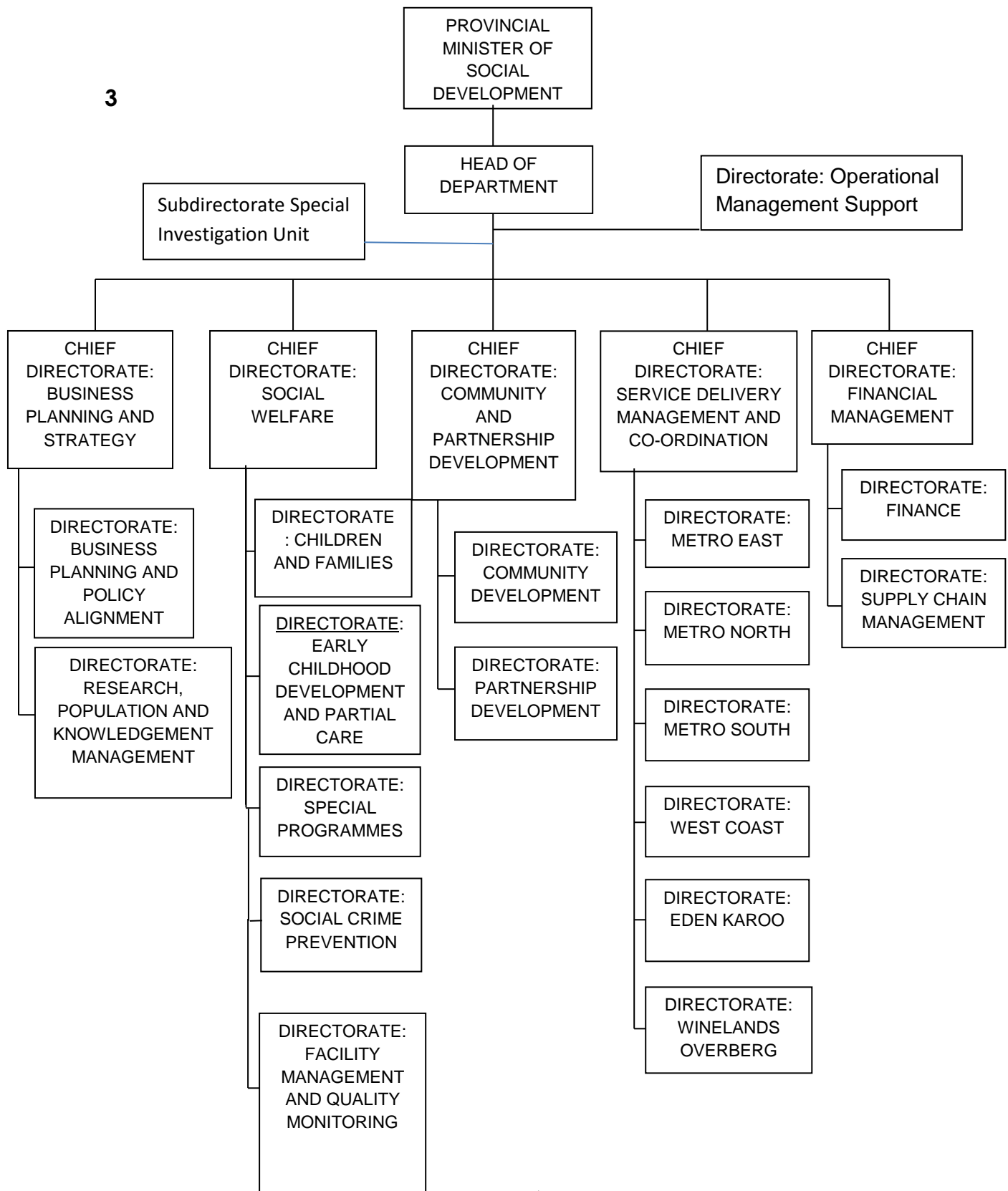
1	INTRODUCTION	3
2	STRUCTURE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT AS AT 1 MARCH 2017 – section 14(1)(a)	4
3	FUNCTIONS OF THE DEPARTMENT	5
	Core functions:	5
3.1	DIRECTORATE: OPERATIONAL MANAGEMENT AND SUPPORT	5
3.2	CHIEF DIRECTORATE: BUSINESS PLANNING AND STRATEGY	5
3.3	CHIEF DIRECTORATE: SOCIAL WELFARE	6
3.4	CHIEF DIRECTORATE: COMMUNITY AND PARTNERSHIP DEVELOPMENT	7
3.5	CHIEF DIRECTORATE: SERVICE DELIVERY MANAGEMENT AND COORDINATION 7	
3.6	CHIEF DIRECTORATE: FINANCIAL MANAGEMENT	8
4	CONTACT DETAILS OF THE INFORMATION OFFICER SECTION 14(1)(b)	8
4.1	CONTACT DETAILS OF DEPUTY INFORMATION OFFICERS	8
5	GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT SECTION 14(1)(c)	10
6	INFORMATION ON THE PROMOTION OF ACCESS TO INFORMATION ACT, 2002	11
6.1	SUBJECTS AND CATEGORIES OF DEPARTMENTAL RECORDS – section 14(1)(d)..	11
6.2	DEPARTMENTAL RECORDS THAT ARE AUTOMATICALLY AVAILABLE WITHOUT THE NEED TO REQUEST ACCESS – section 14 (1)(e)	14
6.3	SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC – section 14(1)(f)	17
6.4	ARRANGEMENTS FOR PUBLIC PARTICIPATION BY CONSULTATION AND/OR REPRESENTATION ON THE FORMULATION OF DEPARTMENTAL POLICY AND/OR PERFORMANCE OF FUNCTIONS – section 14(1)(g)	19
6.5	REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT BY THE DEPARTMENT - section 14(1)(h)	20
7	ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL – Section 14(3)	20
	APPENDIX A:	21
	GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE ...	21
	APPENDIX B: DEPARTMENT'S SERVICE CHARTER	25
	APPENDIX C: FORM A	26
	APPENDIX D: FORM B	29
	APPENDIX E: FEE SCHEDULE	33

1 INTRODUCTION

- 1.1 The current constitutional dispensation in South Africa makes provision for the right of access to any information held by the State (subject to justifiable limitations) and to information held by a private body that is required for the exercise or protection of any right.
- 1.2 The Constitutional Court interpreted the right of access to information as not merely a right to obtain access to information for the exercise or protection of a right, but also to ensure that there is open and accountable administration at all levels of government.
- 1.3 Section 32(1)(a) and (2) of the Constitution of the Republic of South Africa, 1996 (the Constitution) reads as follows:
- “(1) Everyone has the right of access to –*
(a) any information held by the State; and
(b) any information that is held by another person and that is required for the exercise or protection of any rights.
- (2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.”*
- 1.4 The aforesaid resulted in the enactment of the Promotion of Access to Information Act, 2000 (PAIA). The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies and to empower and educate the people of South Africa to understand their rights.
- 1.5 In terms of section 14 of PAIA a public body must have a manual which sets out amongst others the functions of, and an index of records held by a public body. This manual gives effect to the provisions of section 14 of PAIA and also provides assistance on the procedure that must be followed to request access to a record that is being held by the Department of Social Development.

2 STRUCTURE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT AS AT 1 MARCH 2018 – section 14(1)(a)

3



FUNCTIONS OF THE DEPARTMENT

Core functions:

The department is committed to the following two core functions:

- A **Welfare Service** to the poor and vulnerable in partnership with stakeholders and civil society organisations; and
- A **Community Development** service that provides sustainable developmental programmes, which facilitate empowerment of communities

Support functions

- Strategic Planning
- Policy Alignment
- Communications and Marketing
- Social Research
- Population Development
- Knowledge Management
- Monitoring and Evaluation
- Finance
- Supply Chain Management

3.1 DIRECTORATE: OPERATIONAL MANAGEMENT AND SUPPORT

- Provide an operational support service
- Ensure the rendering of human capital, corporate assurance and legal support services to the Department by the CSC in terms of the provisions of the relevant service level agreement.
- Manage the professional development of OSD professions.
- Provide an executive support service to the HoD.

3.2 CHIEF DIRECTORATE: BUSINESS PLANNING AND STRATEGY

- Provide a strategy and policy alignment service to the Department
- Provide research, population development and knowledge management services

3.2.1 DIRECTORATE: BUSINESS PLANNING AND POLICY ALIGNMENT

- Facilitate the departmental strategic and operational planning process
- Ensure alignment of departmental policy, planning and budget processes
- Render corporate communication services
- Promote and facilitate departmental performance monitoring, evaluation, review and reporting

3.2.2 DIRECTORATE: RESEARCH AND KNOWLEDGE MANAGEMENT

- Plan, manage and co-ordinate social welfare and community development research
- Render a population development service
- Manage data, information and knowledge and co-ordinate the associated systems and ICT development

3.3 CHIEF DIRECTORATE: SOCIAL WELFARE

- Formulate and manage the children and families programme, namely early childhood development, child protection and services to families
- Formulate and manage own departmental residential facilities for children in conflict with the law, substance abuse rehabilitation centre and people with disabilities centre
- Formulate and manage the social crime prevention programmes, namely victim empowerment and crime prevention and support
- Formulate and manage special programmes, namely disability, older persons and substance abuse programmes

3.3.1 DIRECTORATE: CHILDREN AND FAMILIES

- Formulate and manage the early childhood development programme
- Formulate and manage the child protection programme
- Formulate and manage the services to families programme

3.3.2 DIRECTORATE: EARLY CHILDHOOD DEVELOPMENT AND PARTIAL CARE

- Participate in the formulation of policy/legislation at National and Provincial level (including policy guidelines and education)
- Develop an implementation framework
- Design, manage and evaluate pilot and special programmes
- Manage and coordinate interdepartmental committees including stakeholders
- Monitor the implementation of norms and standards for the programme
- Manage the registration of partial care facilities and ECD programmes
- Manage and monitor the implementation of ECD and partial care programmes
- Manage all information within the programme including the non-financial data (NFD) gathering process

3.3.3 DIRECTORATE: SOCIAL CRIME PREVENTION

- Formulate and manage the social crime prevention programme

- Formulate and manage the victim empowerment programme
- Formulate and manage the crime prevention and support programme

3.3.4 DIRECTORATE: SPECIAL PROGRAMMES

- Formulate and manage the disability programme
- Formulate and manage the older persons programme
- Formulate and manage the substance abuse programme

3.3.5 DIRECTORATE FACILITY MANAGEMENT AND QUALITY MONITORING

- Develop and facilitate the implementation of a facility management plan for the department and professional support facilities
- Ensure effective and efficient management of facilities
- Inspect and report on facilities
- Render an administrative service to the component and facilities

3.4 CHIEF DIRECTORATE: COMMUNITY AND PARTNERSHIP DEVELOPMENT

- Formulate and manage community development programmes namely sustainable livelihoods, youth development, social relief and poverty.
- Create and sustain strategic partnerships and manage Institutional Capacity building programmes

3.4.1 DIRECTORATE: COMMUNITY DEVELOPMENT

- Formulate and manage the sustainable livelihoods programmes (including EPWP)
- Formulate and manage youth development programmes
- Formulate and manage social relief programmes
- Formulate and manage anti-poverty programmes

3.4.2 DIRECTORATE: PARTNERSHIP DEVELOPMENT AND INSTITUTION CAPACITY BUILDING (ICB)

- Promote inter-departmental, intergovernmental and stakeholder relationships
- Leverage resources and elicit the implementation of PPP projects for the department
- Formulate and manage ICB programmes

3.5 CHIEF DIRECTORATE: SERVICE DELIVERY MANAGEMENT AND COORDINATION

- Manage the implementation and quality of developmental social welfare and community development interventions in the six regions
- Provide a mechanism for members of the public to provide feedback and complaints regarding the department's service delivery and other related matters

3.5.1 DIRECTORATE: REGIONAL OFFICE

- Manage and monitor the implementation of programmes within the Service Delivery Units / Local Offices
- Co-ordinate and support the implementation of programmes within the region
- Manage corporate services within the region

3.6 CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- To ensure departmental management and financial accounting services.
- To provide and manage the supply chain process
- To ensure sound internal control practices

3.6.1 DIRECTORATE: FINANCE

- Ensure a departmental management accounting service
- Ensure a departmental financial accounting services

3.6.2 DIRECTORATE: SUPPLY CHAIN MANAGEMENT

- Render a governance and demand management service
- Render a service with regard to acquisition, contract and logistics management
- Manage departmental assets

4 CONTACT DETAILS OF THE INFORMATION OFFICER SECTION 14(1)(b)

Adv. B Gerber
 Legislature Building
 15 Wale Street / PO Box 659
 Cape Town / Cape Town, 8000
 Tel: 021 467 6032 / Fax: 021 467 3300
 E-mail: Brent.Gerber@westerncape.gov.za

4.1 CONTACT DETAILS OF DEPUTY INFORMATION OFFICERS SECTION 14(1)(b)

1. Dr R Macdonald
14 Queen Victoria Street / Private Bag X9112
Cape Town / Cape Town, 8000
Tel: 021 483 3083 / Fax: 021 483 4783
E-mail: Robert.macdonald@westerncape.gov.za
2. Mr G Miller
48 Queen Victoria Street / Private Bag X9112
Cape Town / Cape Town, 8000
Tel: 021 483 4168 / Fax: 021 483 5602
E-mail: Gavin.miller@westerncape.gov.za
3. Ms S Abrahams
Goulburn Centre
18 Goulburn Street / Private Bag X2
Goodwood / Goodwood
7500 / 7459
Tel: 021 483 7673 / Fax: 021 483 7921
E-mail: Soraya.abrahams@westerncape.gov.za
4. Mr Q Arendse
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41 Rosmead Avenue / Private Bag X11
Wynberg, / Wynberg 7800
Tel: 021 763 6206 / Fax: 021 763 6246
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5. Ms M Harris
Khayelitsha Shared Services Building / Private Bag X001
Corner of Steve Biko & Walter Sisulu Roads / Khayelitsha, 7784
Khayelitsha
Tel: 021 812 0921 / Fax: None
E-mail: Martha.harris@westerncape.gov.za
6. Dr L Rossouw
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8. Ms M Hendricks
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Cnr York & St John Street / PO Box 1012
George / George
6529 / 6530
Tel: 044 6141687 / Fax: 044 6732901
E-mail: Marie.hendricks@westerncape.gov.za

9. Ms Annemie van Reenen
14 Queen Victoria Street / Private Bag X9112
Cape Town / Cape Town, 8000
Tel: 021 483 3125 / Fax: 021 483 4783
E-mail: Annemie.vanReenen@westerncape.gov.za

10. Ms Leana Goosen
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Old Paarl Road / Kraaifontein
Kraaifontein / 7570
Tel: 021 202 9251 / Fax: None
E-mail: Leana.Goosen@westerncape.gov.za

5 GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT SECTION 14(1)(c)

5.1.1 The Human Rights Commission updates and makes available a guide compiled by it in terms of section 10 of the PAIA which informs persons of:

- the objects of PAIA and how to exercise their rights in terms of these two acts;

- the contact details of the information officer and deputy information officer (where applicable) of every public body and the assistance available from them;
- how to access records of public bodies; and.
- the legal remedies that are available when there is a failure to act in accordance with PAIA.

5.1.2 All enquiries to obtain access to this guide should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 877 3900
Fax	+27 11 403 0684
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: Promotion of Access to Information Private Bag 2700 Houghton 2041
Street Address	South African Human Rights Commission 33 Hoof Street Braamfontein 2017 JOHANNESBURG
Website	www.sahrc.org.za

5.1.3 **Appendix A** to this manual includes information on how to access records of the Department of Social Development, its internal appeal procedure, or applying to a court against decisions by the Information Officer or Deputy Officers, as the case may be.

6 INFORMATION ON THE PROMOTION OF ACCESS TO INFORMATION ACT, 2002

6.1 SUBJECTS AND CATEGORIES OF DEPARTMENTAL RECORDS – section 14(1)(d)

CATEGORIES AND SUBJECT MATTER		Programme
		Requires a request
6.1.1	Organisation and Control	Office of the HOD
	– Delegation of Powers	

<ul style="list-style-type: none"> – Planning – Office instructions and codes – Organisational Performance Systems – Annual publications / Reports – Policy and Strategy 	
<p>6.1.2. Statutory and Regulatory Framework / Legislation</p> <ul style="list-style-type: none"> – National Legislation (Social Development) – Western Cape Provincial Legislation (Social Development) – Policies (Social Development) 	Office of the HOD
<p>6.1.3 Human Resource Management</p> <ul style="list-style-type: none"> – Organisational Development – Departmental (i) organisational behaviour reports; (ii) business process reports; (iii) organisation design reports – Transversal service delivery intervention reports – Human Resource Management – Posts Control – Conditions of Service – Vacancies and Appointments – Termination of Service – Qualifications, Training and Skills Development – Staff movement – Staff control 	Office of the HOD
<p>6.1.4 Internal Financial Management</p> <ul style="list-style-type: none"> – Budget – Accounting responsibility – Expenditure – Banking Arrangements 	Office of the Chief Financial Officer

	<ul style="list-style-type: none"> – Funds – Corporate Assurance – Internal Audit – Audit reports 	
6.1.5	Supply Chain Management <ul style="list-style-type: none"> – Procurement – Provisioning – Asset management 	Office of the Chief Financial Officer
6.1.6	Internal Facilities Management <ul style="list-style-type: none"> – Buildings and Grounds – Equipment and Furniture – Telecommunication services – Occupational Health and Safety 	Office of the HOD
6.1.7	Internal Travel and Transport Services <ul style="list-style-type: none"> – Transport 	Office of the Chief Financial Officer
6.1.8	Internal Information Services <ul style="list-style-type: none"> – Internal records management – Library management – Information management – Knowledge management – 	Director: Research, Population & Knowledge Management
6.1.9	Communications <ul style="list-style-type: none"> – Internal communications – Awareness Programmes – Events – Participation in events – Publications – Contact details 	Chief Director: Business Planning and Strategy

<p>6.1.10 Social Welfare Services</p> <ul style="list-style-type: none"> – Services to Older Persons – Services to Persons with Disabilities – Social Relief – Care and Services to Families – Child Care and Protection – Early Childhood Education and Partial Care – Child and Youth Care Centres – Community-Based Services for Children – Crime Prevention and Support – Probation Services – Victim Empowerment and Shelters – Substance Abuse Prevention and Rehabilitation 	<p>Chief Director: Welfare Services</p>
<p>6.1.11 Community Development Services</p> <ul style="list-style-type: none"> – Institutional Capacity Building and Support for NPO's – Poverty Alleviation and Sustainable Livelihoods – Youth Development – Population Policy Promotion 	<p>Chief Director: Community & Partnership Development</p>

6.2 DEPARTMENTAL RECORDS THAT ARE AUTOMATICALLY AVAILABLE WITHOUT THE NEED TO REQUEST ACCESS – section 14 (1)(e)

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

Documents that are available for download from the WCG portal at www.westerncape.gov.za/dept/social-development/documents free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk.

DESCRIPTIONS OF CATEGORIES	MANNER OF ACCESS to records section 15(1)(b)
Directorate: Operational Management and Support <ul style="list-style-type: none"> • None 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Operational Management and Support, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000.
Directorate: Business Planning and policy Alignment <ul style="list-style-type: none"> • Five year strategic plan of the Department* • Annual Performance Plan* • Annual Report* • Approved policy documents • Generic norms and standards for social welfare services 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Business Planning and policy alignment, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000. It is also available on the Internet at http://www.westerncape.gov.za/dept/social-development/documents
Directorate: Research, Population and Knowledge Management <ul style="list-style-type: none"> • Social research reports* • Population and demographic reports 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Research, Population and Knowledge Management, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Children & Families <ul style="list-style-type: none"> • Legislative service standards 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Children & Families, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Special Programmes <ul style="list-style-type: none"> • Legislative and programme specific service standards (substance abuse; older persons and disabilities) 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Special Programmes, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Social Crime Prevention <ul style="list-style-type: none"> • Legislative and Programme specific service standards 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Social Crime Prevention, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000

Directorate: ECD and Partial Care <ul style="list-style-type: none"> Legislative and Programme specific service standards 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Social Crime Prevention, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Facility Management and Quality Monitoring <ul style="list-style-type: none"> Legislative and Programme specific service standards 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Facility Management and Quality Monitoring, Private Bag X 1, Old Paarl Road, Kraaifontein, 7570
Directorate: Community Development <ul style="list-style-type: none"> None 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Community Development, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Partnership Development <ul style="list-style-type: none"> None 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Partnership Development, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Finance <ul style="list-style-type: none"> Annual budget: MTEF Adjustment estimates Revenue and expenditure reports Financial statements Financial delegations document 	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Finance, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Supply Chain Management <ul style="list-style-type: none"> Standard Bidding Documents including General Conditions of Contract Advertised and Awarded Bids/Tender Documents/Files Copy of Departmental Contracts Copy of Departmental Service Level Agreements Supply Chain Management Booklet for Suppliers/Vendors 	Copies of these records may be obtained free on written request from the Directorate: Supply Chain Management, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000

<ul style="list-style-type: none"> Supply Chain Management Brochure for Suppliers/Vendors 	
Chief Directorate: Service Delivery Management and Coordination <ul style="list-style-type: none"> None 	Copies of these records may be obtained on payment of the prescribed fee from the Chief Directorate: Service Delivery Management and Coordination, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000

6.3 SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC – section 14(1)(f)

The Department provides a number of services to the members of the public and these services are outlined below and per the Departments Service Charter included as per Appendix B and which can also be accessed at:

https://www.westerncape.gov.za/sites/www.westerncape.gov.za/files/all.regions.charter.english.final_signed.off_2015.signature.pdf

Services rendered by the Department	How to access these services
6.3.1 Social Welfare Service The Department is responsible to provide an integrated developmental social welfare service to the poor and vulnerable in partnership with stakeholders and civil society organisations. The objectives of these services are to: <ul style="list-style-type: none"> Design and implement integrated services for the care, support and protection of older persons Design and implement integrated programmes and provide services that facilitate the promotion of the well-being and the socio economic empowerment of persons with disabilities To respond to emergency needs identified in communities affected by disasters declared, and/or non-declared or any other social condition resulting in undue hardship 	The following number can be contacted to determine where this service can be accessed: Tel: 0800 220 250
6.3.2 Children and Families (Programme 3)	The following number can be contacted to determine where this service can be accessed:

<p>Provide comprehensive child and family care and support services to communities in partnership with stakeholders and civil society organisations. The objectives for these services are to:</p> <ul style="list-style-type: none"> • Provide integrated and targeted programmes and services to promote functional families and to prevent vulnerability in families • Design and implement integrated programmes and services that provide for the development, care and protection of the rights of children • Provide comprehensive early childhood development services • Provide alternative care and support to vulnerable children 	<p>Tel: 0800 220 250</p>
<p>6.3.3 Restorative Services (Programme 4)</p> <p>Provide integrated developmental social crime prevention and anti-substance abuse services to the most vulnerable in partnership with stakeholders and civil society organisations. The objectives of these services are to:</p> <ul style="list-style-type: none"> • Develop and implement social crime prevention programmes and provide probation services targeting children, youth and adult offenders and victims in the criminal justice process • Design and implement integrated programmes and services to support, care and empower victims of violence and crime in particular women and children • Design and implement integrated services for substance abuse, prevention, treatment and rehabilitation 	<p>The following number can be contacted to determine where this service can be accessed:</p> <p>Tel: 0800 220 250</p>
<p>6.3.4 Development and Research (Programme 5)</p> <p>Provide Sustainable development programmes, which facilitate empowerment of communities, based on</p>	<p>The following number can be contacted to determine where this service can be accessed:</p>

<p>empirical research and demographic information. These objectives are to:</p> <ul style="list-style-type: none"> • To support NPO registration and compliance monitoring, NPO stakeholder liaison and communication, provide institutional capacity building, manage NPO funding and monitoring and create a conducive environment for all NPOs to flourish • Manage Social Facilitation and Poverty for Sustainable Livelihood programmes (including EPWP) • Create an environment to help young people to develop constructive, affirmative and sustainable relationships while concurrently providing opportunities for them to build their competencies and needed skills to engage as partners in their own development and that of their communities • To promote the implementation of the Population Policy within all spheres of government and civil society through population research, advocacy, capacity building and by monitoring and evaluating the implementation of the policy 	<p>Tel: 0800 220 250</p>
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6.4 ARRANGEMENTS FOR PUBLIC PARTICIPATION BY CONSULTATION AND/OR REPRESENTATION ON THE FORMULATION OF DEPARTMENTAL POLICY AND/OR PERFORMANCE OF FUNCTIONS – section 14(1)(g)

Provincial Policies that have an external impact will require Public Participation and the process to be followed will be approved of by the Provincial Cabinet on a case by case basis

6.5 REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT BY THE DEPARTMENT

- section 14(1)(h)

Legislation applicable to the Department (as set out in its Departmental Annual Performance Plan¹) may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

Questions, complaints or comments regarding any service delivery by the Department of the Department of Social Development may be made as follows:

Call: 0800 220 250 (Toll free from Telkom numbers and Sharecall from mobile numbers)

- Monday to Sunday from 7am to 7pm. There is a voice mail system after 7pm.

Fax: 021 483 7216

E-mail: service@westerncape.gov.za

Visit: the Contact Centre at 9 Wale Street, Cape Town – Monday to Friday from 7:30am to 4pm and Saturday from 8am to 12pm.

7 ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL – Section 14(3)

7.1 The manual is available in English, Afrikaans and Xhosa for viewing between 7.30 and 16.00 Mondays to Fridays (excluding public holidays) at

- the WCG Information Kiosk situated in the concourse between 4 Dorp Street and 2 Wale Street, Cape Town; and
- the office of the Deputy Information Officer Mr G Miller at: Union House, 14 Queen Victoria Street, Cape Town.

7.2 The manual and Afrikaans and Xhosa translations thereof, may be accessed online through the World Wide Web by visiting the following web address:

<https://www.westerncape.gov.za/general-publication/access-information-department-social-development-section-14-manual>

¹ Available at <https://www.westerncape.gov.za/documents/plans/2016>

APPENDIX A:

GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

1 COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS – sections 18, 19, 22, 29 and 31.

1.1 Application form

- A prescribed form (attached as **FORM A**) must be completed by the requester and submitted to the Information Officer/Deputy Information Officer.
 - If a requester cannot read or write or complete the form due to a disability, the request may be made orally. The Information Officer/Deputy Information Officer will then complete Form A on behalf of the requester, keep the original and give the requester a copy thereof.
 - A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form A.

1.2 Fees

- The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA.
(Attached as **FEE SCHEDULE**) The following fees are payable:
 - Request fee of R35.00 for each request;
 - Access fee for the reasonable time spent to search for and prepare the record, if it takes more than an hour to search and prepare a record. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
 - For making copies of the record.

1.3 Applicants who are exempt from paying a request fee:

- A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof.)
- A person requesting a record that contains his/her personal information.

1.3 Applicants who are exempt from paying an access fee:

- A person requesting a record that contains his/her personal information.
- A single person whose annual income does not exceed R14 712 per annum.
- Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

1.4 Form of access

- A requester must indicate on Form A if a copy or an inspection of the record is required.
 - If a copy is required the requester must indicate the form thereof (e.g. printed or electronic) and the preferred language (where the record is available in more than one language). The Department does not translate records that are only available in one language.
- The record will be provided in the requested format unless it is unpractical or it will unreasonably interfere with the running of the Department's business

2 DECISION TO GRANT OR REFUSE ACCESS – Sections 25 and 26

2.1 Time period to make a decision

The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R35 and the completed Form A, but at least within **30 days** of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.

2.2 Extension of time period

The Information Officer / Deputy Information Officer may extend the period of 30 days, **once** for a further period of **30 days** in the following circumstances:

- the request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;
- the request requires a search for records from an office that is not in the same town or city as that of the Information officer/Deputy Information Officer;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

3. RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES – sections 47, 48

3.1 Notification:

The Information Officer/Deputy Information Officer must take all reasonable steps to inform a third party as soon as possible, but at least within **21 days**, of receipt of any request for a record that contains:

- a third party's personal information;
- a third party's trade secrets;
- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;
- information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or
- information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.

3.2 Third Party representations and consent

Within **21 days** of the notification (3.1 above) a third party may either (i) make written or oral representations to the Information Officer/ Deputy Information Officer why the request should be refused; or (ii) give written consent for the disclosure of the record.

3.3 Decision on representation for refusal

The Information Officer/ Deputy Information Officer must as soon as reasonable possible, but at least within **30 days** after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

4. INTERNAL APPEAL – sections 74 and 75

4.1 Requester

A requester may lodge an internal appeal, within **60 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to:

- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access(see 2.2 above).

4.2 Third party

A third party may lodge an internal appeal, within **30 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 3 above).

4.3 Manner of internal appeal

An internal appeal is lodged by completing the prescribed form (**Form B** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. **APPLICATION TO COURT**

5.1 A requester or third party may apply to court for appropriate relief if

- an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal ; or

5.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal.

APPENDIX B: DEPARTMENT'S SERVICE CHARTER

SERVICE CHARTER

DEPARTMENT OF SOCIAL DEVELOPMENT

THE DEPARTMENT IS COMMITTED THROUGH THIS SERVICE CHARTER TO PROVIDE SERVICES TO YOU. LET'S MAKE SERVICE DELIVERY BETTER TOGETHER.

YOUR RIGHTS

OUR RESPONSIBILITY TO YOU:

- To be courteous and respectful
- To consult with you about your service needs
- To deliver prompt and efficient services
- To correct services that have lapsed
- To respond transparently to your requests for information
- To strive to deliver value for money
- To answer telephone calls within 5 rings

OUR VISION

"A self-reliant society"

OUR PURPOSE

To ensure the provision of a comprehensive network of social development services that enables and empowers the poor, the vulnerable and those with special needs

WE VALUE BEING ACCESSIBLE

That's why our buildings are accessible for people living with disabilities

WEST COAST REGIONAL OFFICE

Address: Corner of Mark and Proses Streets, Vredenburg 7380

Tel: +27 22 713 2272

Fax: +27 86 748 0865

Email: Lynette.Rossouw@westerncape.gov.za

OFFICE HOURS:
Mon - Fri 07:30 - 16:00

The contact details of the Department's Management as well as the Department's Service Standards can be accessed at:
<http://www.westerncape.gov.za/dept/social-development>

YOUR OBLIGATIONS

YOUR RESPONSIBILITY TO US:

- To be courteous and respectful
- To be honest in your discussions with us
- To provide us with accurate information and supporting documentation on request
- To be available and willing to participate in transversal programmes
- To actively apply and implement plans, initiatives and advice received from the Department

Care and Support Services to Families

Targeted interventions focussed on building strong family units

ECD and Partial Care

Provide comprehensive early childhood developmental services

Child Care and Protection Services

Promote the well-being of children and build the resilience of families and communities to care for and protect their children

Victim Empowerment

Design and implement integrated programmes and services to support, care and empower victims of violence and in particular women and children

Care and Services to Older Persons

To care, support and protect older persons with a strong focus on the poor and vulnerable within communities

Services to Persons Living with Disabilities

Provision of integrated services to people living with disabilities and their family/ caregiver

Substance Abuse, Prevention and Rehabilitation

Provide integrated services for substance abuse: prevention, treatment and rehabilitation

Crime Prevention and Support

Reduce the contributing factors of social crime and to reduce re-offending through an effective probation service to all vulnerable children, youth and adults

Youth Development

Facilitate services that promote positive lifestyles and responsible citizenship

Poverty Alleviation and Sustainable Livelihoods

Provide access to appropriate nutrition and social support services for children, youth, their primary caregivers and/ or households at risk of hunger

Social Relief

Facilitate access to immediate and temporary social relief of distress services to those affected by undue hardship and disaster

Institutional Capacity Building and Support

Capacity development and support services to identified funded NPOs and indigenous civil society organisations

FEEDBACK IS IMPORTANT TO US. LET US KNOW:

- If you have an enquiry and/ or complaint, please tell us. We will respond to all written enquiries/ complaints within 48 hours
- If we cannot deal with your written queries immediately, we will provide you with the name of the person to whom the enquiry will be referred to and give you an indication of when a reply can be expected
- We will provide you with a reference number if you contact our toll free number to follow up on any matter raised with us

HOW CAN YOU MAKE A COMPLAINT:

- Call our toll-free number 0800 220 250
- Or send an e-mail to SD.CustomerCare@westerncape.gov.za or service@westerncape.gov.za
- Or visit your nearest local office and speak to a Customer Care Official
- Or you can deposit your comments/ inputs into the suggestion boxes which is available in our offices
- Or you can request a survey form from the Customer Care Officials to rate our services

Toll-Free Number

0800 220 250

Western Cape Government

Social Development

BETTER TOGETHER.

EXECUTIVE AUTHORITY DECLARATION:

I, Albert Fritz, commit the Department of Social Development in terms of Part III C2 of the Public Service Regulations, 2001, as amended, to adhere to this charter.

A FRITZ
MINISTER OF SOCIAL DEVELOPMENT

25 March 2015

DATE

APPENDIX C: FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

FOR DEPARTMENTAL USE

Reference number: _____

Request received by _____ (state rank, name and surname of information officer/deputy information officer) on (date) at _____ (place).

Request fee (if any): R

Deposit (if any): R

Access fee: R

SIGNATURE OF INFORMATION
OFFICER/DEPUTY INFORMATION
OFFICER

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

_____ Fax number:

Telephone number: _____ E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

- (a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

- | |
|---|
| <p>(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be notified of the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>(d) If you qualify for exemption of the payment of any fee, please state the reason therefore.</p> |
|---|

Reason for exemption from payment of fees:

F. Form of access to record

<p><i>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</i></p>

Disability:	Form in which record is required:
-------------	-----------------------------------

Mark the appropriate box with an "X".

NOTES:

- | |
|---|
| <p>(a) Your indication as to the required form of access depends on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p> |
|---|

<p>1. If the record is in written or printed form -</p>
--

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
--------------------------	-----------------	--------------------------	----------------------

<p>2. If record consists of visual images -</p>
--

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
--------------------------	-----------------	--------------------------	---------------------	--------------------------	------------------------------

<p>3. If record consists of recorded words or information which can be reproduced in sound -</p>

	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
--	--	--	---

4. If record is held on computer or in an electronic or machine-readable form -					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.	YES	NO
--	-----	----

<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.</i>
In which language would you prefer the record?

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

APPENDIX D: FORM B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

**STATE YOUR REFERENCE
NUMBER:**

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who is lodging the internal appeal, must be completed below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be stated at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number: _____ E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname:

Identity number:

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:

	Refusal of request for access.
	Decision regarding fees determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.
	Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.
	Decision to grant request for access.

E. Grounds for appeal

*If the provided space is inadequate please continue on a separate folio and attach it to this form. **You must sign all the additional folios.***

State the grounds upon which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____ 20

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by

(state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

CONFIRMED/SUBSTITUTED BY NEW DECISION

NEW DECISION:

DATE

RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY:

APPENDIX E: FEE SCHEDULE

Annexure A GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act No. 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

PART I **FEES IN RESPECT OF GUIDE**

1. The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3 (4) (c) is R0,60 for every photocopy of an A4-size page or part thereof.

PART II **FEES IN RESPECT OF PUBLIC BODIES**

1. The fee for a copy of the manual as contemplated in regulation 5 (c) is R0,60 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 7 (1) are as follows:

	R
(a)	
For every photocopy of an A4-size page or part thereof	0,60
(b)	
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)	
For a copy in a computer-readable form on—	
(i) stiffy disc	5,00
(ii) compact disc	40,00
(d)	
(i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e)	
(i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00.

4. The access fees payable by a requester referred to in regulation 7 (3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	5,00
(ii) compact disc	40,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(2) For purposes of section 22 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	

PART III FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10

(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)For a copy in a computer-readable form on—	
(i)stiffy disc	7,50
(ii)compact disc	70,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)For a copy of visual images	60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
(1)(a)For every photocopy of an A4-size page or part thereof	1,10
(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)For a copy in a computer-readable form on—	
(i)stiffy disc	7,50
(ii)compact disc	70,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)For a copy of visual images	60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)For a copy of an audio record	30,00
(f)To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

(2)For purposes of section 54 (2) of the Act, the following applies:

- (a)Six hours as the hours to be exceeded before a deposit is payable; and
- (b)one third of the access fee is payable as a deposit by the requester.

(3)The actual postage is payable when a copy of a record must be posted to a requester.

