



PAIA MANUAL 2021

**Promotion of Access to Information (PAIA) Manual, 2021
compiled in terms of section 14 of the Promotion of Access to
Information Act, 2000 (as amended) for the Department of Social
Development**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

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|-------|--------------------|--|
| 1.1. | “DIO” | Deputy Information Officer |
| 1.2. | “DoTP” | Department of the Premier |
| 1.3. | “DSD” | Department of Social Development |
| 1.4. | “HOD” | Head of Department |
| 1.5. | “IO” | Information Officer |
| 1.6. | “MEC” | Member of the Executive Committee |
| 1.7. | “PAIA” | Promotion of Access to Information Act, 2000 |
| 1.8. | “PFMA” | Public Finance Management, 1999 |
| 1.9. | “POPIA” | Protection of Personal Information Act, 2013 |
| 1.10. | “PSA” | Public Service Act, Proclamation 103 of 1994 |
| 1.11. | “Regulator” | Information Regulator |
| 1.12. | “the Constitution” | Constitution of the Republic of South Africa, 1996 |
| 1.13. | “WCG” | Western Cape Government |

2. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1.** check the nature of the records which may already be available at the Department of Social Development, without the need for submitting a formal PAIA request.
- 2.2.** understand how to make a request for access to a record of the Department of Social Development.
- 2.3.** obtain all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 2.4.** be aware of all the remedies available from the Department of Social Development regarding a request for access to the records, before approaching the Regulator or the Courts.
- 2.5.** obtain a description of the services available to members of the public from the Department of Social Development, and how to gain access to those services.
- 2.6.** obtain a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it.
- 2.7.** know if the Department of Social Development will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto.
- 2.8.** know if the Department of Social Development has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.
- 2.9.** know whether the Department of Social Development has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. ESTABLISHMENT OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

The Department of Social Development is a provincial structure within the public service which is established in terms of section 197 of the Constitution. The PSA which gives effect to section 197 of the Constitution provides in section 7 thereof for provincial departments.

3.1. Objectives/Mandate

Section 28 (1) of the Constitution of the Republic of South Africa (1996) ("the Constitution"), sets out the rights of children with regard to appropriate care (basic nutrition, shelter, health care services and social services) and that the detention of children is a measure of last resort. The Department of Social Development is committed to the following two core functions:

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

Social Welfare services include:

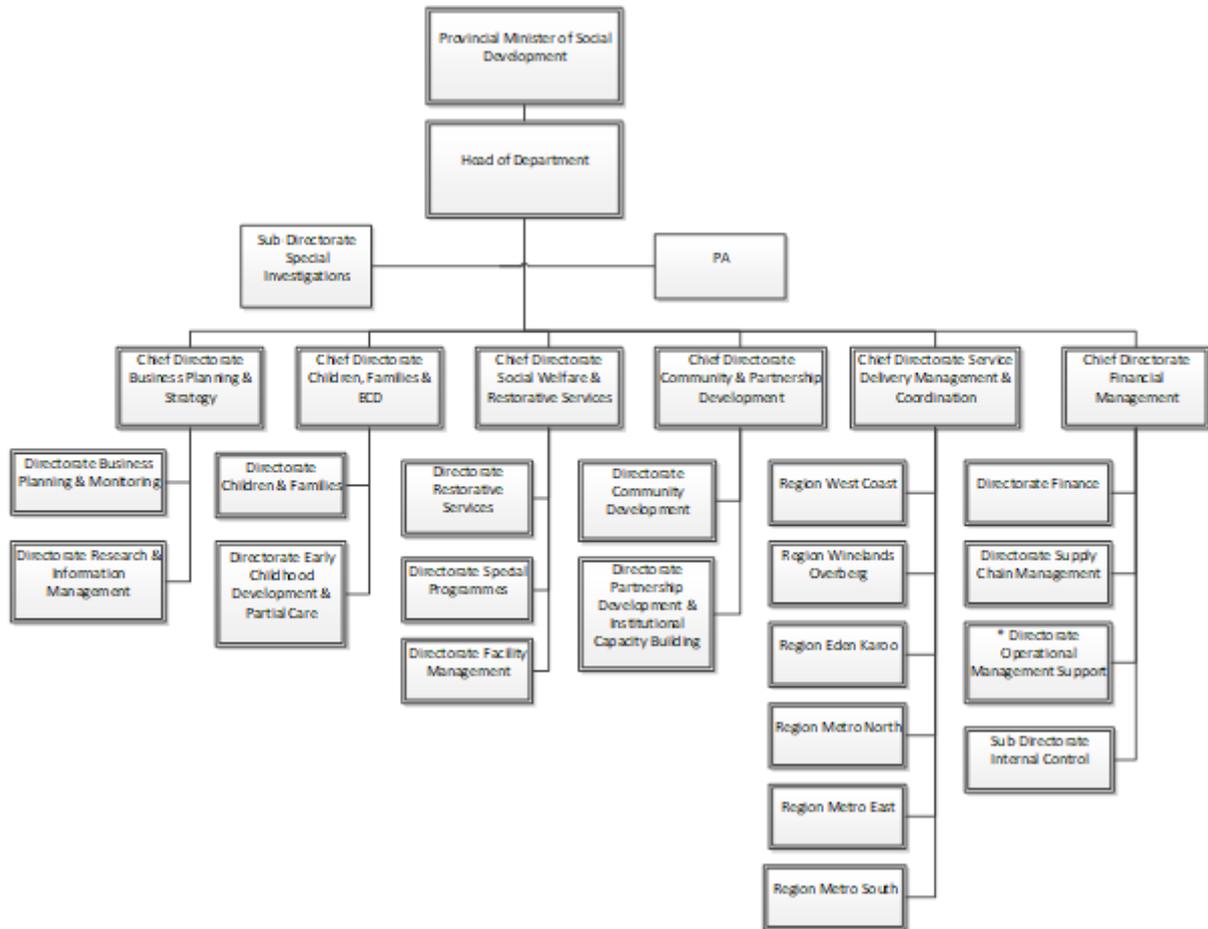
- Children and Families
- Probation services to adults and youth in conflict with the law
- Early Childhood Development
- Older Persons
- Service to Persons with Disabilities
- Substance Abuse
- Social Crime Prevention and Support
- Victim Empowerment
- Gender Based Violence (GBV), and
- Facility care services to children and youth

Community Development services include:

- Sustainable Livelihoods which include poverty alleviation and food relief
- Capacity building in the NPO sector
- Social Relief
- Youth services, and
- Partnership development

4. STRUCTURE OF THE DEPARTMENT OF SOCIAL DEVELOPMENT AND FUNCTIONS

4.1. Structure



Operationally, the Directorate Operational Management Support reports to the Head of Department

4.2. Functions

Describe the functions of each unit depicted in the organogram

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, Marketing and Customer Care
- Social Research
- Population Development
- Record and Knowledge Management
- ICT Governance and System Administration
- Monitoring and Evaluation
- Finance
- Supply Chain Management

4.3. CHIEF DIRECTORATE: BUSINESS PLANNING AND STRATEGY

- Render strategy, policy, performance monitoring and communication services to the Department
- Provide research and information management services to the Department

4.3.1. DIRECTORATE: BUSINESS PLANNING AND MONITORING

- Coordinate the strategic and operational planning processes for the Department
- Ensure alignment of Departmental policy and support the development of policies within the Department
- Coordinate and enhance Departmental performance monitoring, review and reporting
- Provide corporate communication and customer care services

4.3.2. DIRECTORATE: RESEARCH AND INFORMATION MANAGEMENT

- Render population development services to inform Provincial-Wide and Departmental planning
- Plan, manage and coordinate ethical social and evaluation research
- Manage and coordinate Departmental records and strategic knowledge resources
- Manage and coordinate the Departmental information systems and ICT governance processes

4.4. CHIEF DIRECTORATE: SOCIAL WELFARE AND RESTORATIVE SERVICES

- Formulate and manage restorative services namely victim empowerment, crime prevention and support as well as substance abuse programmes
- Formulate and manage special programmes namely disability and older persons programmes
- Formulate and manage the facilities management function

4.4.1. DIRECTORATE: RESTORATIVE SERVICES

- Formulate and manage the victim empowerment programme
- Formulate and manage the crime prevention and support programme
- Formulate and manage the substance abuse programme
- Contract management of funded NGO's

4.4.2. DIRECTORATE: SPECIAL PROGRAMMES

- Formulate and manage the disability programme
- Formulate and manage the older person's programme
- Contract management of funded NGO's

4.4.3. DIRECTORATE FACILITY MANAGEMENT

- Develop and facilitate the implementation of a facility management plan for the department and provide professional support to facilities
- Ensure effective and efficient management of insourced residential care centres
- Quality assures, monitor and report on facilities
- Render an administrative service to the component and facilities

4.5. CHIEF DIRECTORATE: CHILDREN, FAMILIES AND ECD

- Formulate and manage the children and families' programme
- Formulate and manage early childhood development and partial care programmes.

4.5.1. DIRECTORATE: CHILDREN AND FAMILIES

- Formulate and manage the child protection programme (including HIV/AIDs)
- Formulate and manage the services to families' programme
- Contract management of funded NGO's

4.5.2. DIRECTORATE: EARLY CHILDHOOD DEVELOPMENT AND PARTIAL CARE

- Participate in the formulation of policy/legislation at National and Provincial level (including policy guidelines and education)
- Manage the development of an implementation framework
- Design, manage and evaluate pilot and special programmes
- Manage and coordinate interdepartmental committees including stakeholders
- Manage the assessment of NGO' for funding and contract management
- Manage the monitoring of the implementation of norms and standards for the programme
- Manage the centralised registration of partial care facilities and ECD programmes
- Manage the ECD conditional grant programme
- Manage and monitor the implementation of ECD and partial care facilities and ECD programmes
- Manage all information within the programme including the non-financial data (NFD) gathering process
- Manage the Ministerial and public complaints and investigations

4.6. 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
- Manage the administrative process for the funding of NGOs in accordance with regulatory frameworks

4.6.1. 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 poverty programmes to minimize poverty and hunger

4.6.2. DIRECTORATE: PARTNERSHIP DEVELOPMENT & 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

4.7. CHIEF DIRECTORATE: SERVICE DELIVERY MANAGEMENT AND COORDINATION

- Manage the implementation and quality of developmental social welfare and community development interventions in the regions

4.7.1. DIRECTORATE: REGIONAL OFFICE (x 6)

- 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

4.8. CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure departmental management and financial accounting services.
- Provide and manage supply chain management services
- Provide an operational support service
- Ensure sound internal control practices

4.8.1. DIRECTORATE: FINANCE

- Ensure a departmental management accounting service

- Ensure a departmental financial accounting service

4.8.2. 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

4.8.3. DIRECTORATE: OPERATIONAL MANAGEMENT SUPPORT*

- Ensure the rendering of ICT, human capital, corporate assurance, legal and communication 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.
- Coordinate security management, occupational health and safety and accommodation matters

*** The incumbent of this post reports directly to the HOD**

4.8.4. SUB- DIRECTORATE: INTERNAL CONTROL

- Ensure proper governance
- Render assurance services
- Provide an effective and efficient fraud and losses management service

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

5.1 Information Officer

Name: Dr Robert Macdonald Head of Department

Tel: 021 483 3083

Email: Robert.Macdonald@westerncape.gov.za

5.2 Deputy Information Officer

5.2.1 Name: Mr Gavin Miller

Location: Head Office

Tel: 021 483 4168

Email: Gavin.Miller@westerncape.gov.za

5.2.2 Name: Ms Martha Harris

Location: Regional Office Metro East

Tel: 021 812 0921

Email: Martha.Harris@westerncape.gov.za

5.2.3 Name: Ms Soraya Abrahams

Location: Regional Office Metro North

Tel: 021 483 7673

Email: Soraya.Abrahams@westerncape.gov.za

5.2.4 Name: Mr Quinton Arendse

Location: Regional Office Metro South

Tel: 021 763 6206

Email: Quiton.Arendse@westerncape.gov.za

5.2.5 Name: Mr Dirk Eland

Location: Regional Office Winelands-Overberg

Tel: Tel: 023 348 5300

Email: Dirk.Eland@westerncape.gov.za

5.2.6 Name: Dr Willem Du Toit

Location: Regional Office West Coast

Tel: 022 713 2272
Email: Willem.Dutoit@westerncape.gov.za

5.2.7 Name: Ms Marshionette Jonkerman
Location: Directorate Facility Management
Tel: 021 202 9251
Email: Marshionette Jonkerman@westerncape.gov.za

5.2.8 Name: Ms Annemie Van Reenen
Location: Office of the HoD
Tel: 021 483 3125
Email: Annemie.vanReenen@westerncape.gov.za

5.3 Head Office

Postal Address: Private Bag X9112, Cape Town, 8000

Physical Address: 14 Queen Victoria Street, Union Building, Cape Town, 8001

Telephone: 021 483 5045

Email: hod.dsd@westerncape.gov.za

Website: <https://www.westerncape.gov.za/dept/social-development>

6. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE DEPARTMENT OF SOCIAL DEVELOPMENT

Legislation applicable to the Department of Social Development 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 in terms of the Promotion of Administrative Justice Act, 2000.

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

- Tel: 021483 5045 between 7h30 and 16h00 on workdays
- E-mail: SD.CustomerCare@westerncape.gov.za
- visit the Department at Union House, 14 Queen Victoria Street, Cape Town on week days between 7h30 and 16h00

Click on the link below to view the Department's Service Delivery Charter:

<https://www.westerncape.gov.za/general-publication/department-social-development-service-delivery-charter>

7. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

7.1 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

7.2 The Guide is available in each of the official languages.

7.3 The aforesaid Guide contains the description of-

7.3.1 the objects of PAIA and POPIA;

7.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

7.3.2.1 the Information Officer of every public body, and

- 7.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 7.3.3 the manner and form of a request for-
 - 7.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 7.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 7.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA.
- 7.3.5 the assistance available from the Regulator in terms of PAIA and POPIA.
- 7.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 7.3.6.1 an internal appeal;
 - 7.3.6.2 a complaint to the Regulator; and
 - 7.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*



- 7.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 7.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 7.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 7.3.10 the regulations made in terms of section 92¹¹.
- 7.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-
- 7.4.1 upon request to the Information Officer;
- 7.4.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>). The contact details of the Regulator are in the table below.

The Office of the Information Regulator	
Telephone	Not available
Fax	Not available

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”



General inquiries:	enquiries@inforegulator.org.za
Complaints	PAIAComplaints@inforegulator.org.za POPIAComplaints@inforegulator.org.za
Registration of Information and Deputy Information Officers	Registration.IO@inforegulator.org.za
Compliance Matters	POPIACompliance@inforegulator.org.za PAIACompliance@inforegulator.org.za
Postal Address	P O Box 31533 Braamfontein, Johannesburg, 2017
Street Address	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
Website	https://www.justice.gov.za/inforeg/

8. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE DEPARTMENT OF SOCIAL DEVELOPMENT

The Department holds records on the following subjects and categories:

CATEGORIES AND SUBJECT MATTER	Programme Requires a request	Programme Automatically available (Open Data)
Organisation and Control <ul style="list-style-type: none"> • Delegation of Powers • Planning • Office instructions and codes • Organisational Performance Systems • Annual publications / Reports • Policy and Strategy 	Office of the HOD	

CATEGORIES AND SUBJECT MATTER	Programme Requires a request	Programme Automatically available (Open Data)
Statutory and Regulatory Framework / Legislation <ul style="list-style-type: none"> • National Legislation (Social Development) • Western Cape Provincial Legislation (Social Development) • Policies (Social Development) 	Office of the HOD	
Corporate Service Relations (CRU) and Professional Development <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 	Director Operational Management Support	
Internal Financial Management <ul style="list-style-type: none"> • Budget • Accounting responsibility • Expenditure • Banking Arrangements • Funds • Corporate Assurance • Internal Audit • Audit report 	Office of the Chief Financial Officer	

CATEGORIES AND SUBJECT MATTER	Programme Requires a request	Programme Automatically available (Open Data)
Supply Chain Management <ul style="list-style-type: none"> • Procurement • Provisioning • Asset management 	Office of the Chief Financial Officer	
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	
Internal Travel and Transport Services <ul style="list-style-type: none"> • Transport 	Office of the Chief Financial Officer	
Internal Information Services <ul style="list-style-type: none"> • Internal records management • Information management • Knowledge management 	Director: Research, Population & Knowledge Management	
Communications <ul style="list-style-type: none"> • Internal communications • Awareness Programmes • Events • Participation in events • Publications • Contact details • Customer Care 	Chief Director: Business Planning and Strategy	
Children, Families and Early Childhood Development Services <ul style="list-style-type: none"> • Care and Services to Families • Child Care and Protection • Early Childhood Education and Partial Care 	Chief Director: Children, Families and ECD's	

CATEGORIES AND SUBJECT MATTER	Programme Requires a request	Programme Automatically available (Open Data)
Social Welfare and Restorative Services <ul style="list-style-type: none"> • Services to Older Persons • Services to Persons with Disabilities • Social Relief • Community-Based Services for Children • Crime Prevention and Support – Probation Services • Victim Empowerment and Shelters • Substance Abuse Prevention and Rehabilitation • Child and Youth Care Centres 	Chief Director: Social Welfare and Restorative Services	
Community Development Services <ul style="list-style-type: none"> • Institutional Capacity Building and Support for NPO's • Poverty Alleviation and Sustainable Livelihoods • Youth Development • Population Policy Promotion 	Chief Director: Community & Partnership Development	

9. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

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 DSD 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)
<p>Directorate: Operational Management and Support</p> <ul style="list-style-type: none"> • None 	
<p>Directorate: Business Planning and Monitoring</p> <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 	<p>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</p>
<p>Directorate: Research, Population and Information Management</p> <ul style="list-style-type: none"> • Social research reports* • Population and demographic reports 	<p>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</p>
<p>Directorate: Children & Families</p> <p>Legislative service standards</p>	<p>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</p>
<p>Directorate: Special Programmes</p> <p>Legislative and programme specific service standards (substance abuse; older persons and disabilities)</p>	<p>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</p>
<p>Directorate: Social Crime Prevention</p> <p>Legislative and Programme specific service standards</p>	<p>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</p>

10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DEPARTMENT OF SOCIAL DEVELOPMENT AND HOW TO GAIN ACCESS TO THOSE SERVICES

The Public Body renders the following services directly to the public:

Services rendered by the Department	How to access these services
<p>10.1 Social Welfare Service (Programme 2)</p> <p>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:</p> <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 	<p>The following number can be contacted to determine where this service can be accessed</p> <p>Tel: 0800 220 250</p>
<p>10.2 Children and Families (Programme 3)</p> <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>The following number can be contacted to determine where this service can be accessed:</p> <p>Tel: 0800 220 250</p>

Services rendered by the Department	How to access these services
<p>10.3 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>10.4 Development and Research (Programme 5)</p> <p>Provide Sustainable development programmes, which facilitate empowerment of communities, based on 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 	<p>The following number can be contacted to determine where this service can be accessed:</p> <p>Tel: 0800 220 250</p>

Services rendered by the Department	How to access these services
<p>partners in their own development and that of their communities</p> <ul style="list-style-type: none"> 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 	

11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY DEPARTMENT OF SOCIAL DEVELOPMENT

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

12. PROCESSING OF PERSONAL INFORMATION

12.1 Purpose of the Processing

12.1.1 Personal Information is processed to comply with the Public Body's constitutional and legislative mandates as set out in its Annual Strategic, Business and Performance Plans available at <https://www.westerncape.gov.za/dept/social-development/documents>

12.1.2 Personal Information is used for:

- Rendering of welfare and community development services such as services to children and families, older persons; crime prevention, substance abuse and youth
- Human resources and employment purposes such as (1) recruitment, selection and placement; (2) administration of compensation and benefits; (3) performance management and training; and (4) government reporting.
- Risk management which includes physical and electronic security and access control;

- Planning; and
- Procurement of goods and services.

12.2 Description of the categories of Data Subjects, information processed and recipients thereof

DATA SUBJECTS	INFORMATION	RECIPIENTS
Prospective employees, current employees, consultants, interns and volunteers	<ul style="list-style-type: none"> • Name, identification number, biographical information; • Contact details; • Educational, employment and criminal history; • Biometric and health information; • Psychometric assessments; and • References, background checks. 	Relevant Provincial and National Government Departments and their agents.
Current employees, consultants, interns	<ul style="list-style-type: none"> • Account information; • Performance reports; and • Skills/training reports. 	Relevant Provincial and National Government Departments and their agents
Prospective and current suppliers, service providers, contractors, sub-contractors and business partners	<ul style="list-style-type: none"> • Name, identification number/company registration number; • Relevant registration number; • Contact details; • Financial history; • References, background checks; • Account information; and • Performance reports. 	Relevant Provincial and National Government: <ul style="list-style-type: none"> - Departments; - Public Entities; - Business Enterprises; and their agents.
Service users (clients / customers) and visitors.	<ul style="list-style-type: none"> • Name, identification number, biographical information • Contact details • Compliments or complaints 	Relevant Provincial and National Government: <ul style="list-style-type: none"> - Departments - Public Entities; Public Enterprises; and their agents.
Social Welfare and Restorative Services	<ul style="list-style-type: none"> • Name, identification number, • Contact details • Background checks; • Medical information 	Relevant Provincial and National Government Departments and their agents.
DATA SUBJECTS	INFORMATION	RECIPIENTS

Children and Families and ECD services	<ul style="list-style-type: none"> • Name, identification number, • Contact details • Background checks; • Medical information 	Relevant Provincial and National Government Departments and their agents.
Community Development Services	<ul style="list-style-type: none"> • Name, identification numbers • Contact details • Background checks; 	Relevant Provincial and National Government Departments and their agents.

12.3 Planned transborder flows of personal information

None planned.

12.4 General Description of Information Security Measures to be implemented by the Department to ensure the confidentiality, integrity and availability of the information

12.4.1 The integrity and confidentiality of personal information is protected against anticipated threats and unauthorised access by employing security safeguards that are reasonable and appropriate to the identified risks and the sensitivity of the information.

12.4.2 These safeguards include the following:

12.4.3 Organisational measures:

- The Head of Department takes overall responsibility for the security of all Departmental information.
- The Departmental Security Manager manages this security function in DSD on behalf of the HoD supported by a DotP Security Committee.
- The Departmental Security Manager ensures that appropriate measures are in place to safeguard ICT infrastructure, networks and systems. This includes taking responsibility for third parties that develop, access, or use ICT infrastructure, networks and systems. Not applicable to DsD?

- A Chief Information Security Officer (CISO) assesses and documents enterprise information risk and manages the risk in respect of ICT infrastructure, networks and systems.
- Safekeeping and security responsibilities are included in the responsibilities of employees working with personal information and they have to adhere to information security laws, policies, plans and procedures.
- Security incidents are reviewed and reported on.

12.4.4 Physical measures:

- Access to facilities and equipment is controlled and auditable.
- Access points are limited with provision for physical security controls, such as window bars, grilles, shutters and security doors. Where required access points are enhanced by the use of intruder detection systems, guard services and/or closed-circuit television surveillance.
- Access is controlled and monitored through a combination of manned guarding, electronic access control systems, ID access cards, visitor management systems, biometric activation doors, turnstiles and entry & egress searching.

12.4.5 Technical measures

- The Information Security standards issued for the public service is adhered to.
- Agreements concluded with third parties include the protection of the integrity and confidentiality of information by the third parties.
- Risks are assessed during the development of new applications and systems, when changing existing systems, when changing business processes and when areas of concern are identified.
- Risk to the ICT infrastructure, networks and systems is managed through vulnerability and threat testing and awareness, audit controls, incident management and security awareness training.

12.4.6 Similar safeguards are required from service providers, suppliers and business partners who receive personal information from or on behalf the WCG during their relationship with DSD.

13. ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL

13.1 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 Department's Head Office situated at Union House, 14 Queen Victoria Street, Cape Town.
- the office of the Deputy Information Officer Mr Gavin Miller at: Huguenot Memorial Building, 48 Queen Victoria Street, Cape Town.

13.2 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/dept/social-development/documents>

14. UPDATING OF THE MANUAL

Department will review the manual annually and, if necessary, update and publish this manual.

Issued by

Dr Robert Macdonald
HEAD OF DEPARTMENT

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 2** 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 2 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 2. The requester must also submit proof of the capacity in which the request is made, to the reasonable satisfaction of the Information Officer/Deputy Information Officer.
 - A requester (data subject) seeking to confirm whether his/her personal information is held by the public body or the identities of third parties who had access or requires access to his/her own personal information must provide proof of their identity and is required to supply a certified copy of their identity document for authentication purposes.
- 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 R100.00 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 2 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 impractical, 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 R100,00 and the completed Form 2, 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 4** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. **COMPLAINT TO INFORMATION REGULATOR – sections 77A and 77B**

Only after an internal appeal has been lodged and the requester or third party remains unsatisfied with the outcome of the internal appeal a complaint may be lodged to the Information Regulator.

5.1 Requester

- A requester may complain to the Regulator in respect of:
 - an unsuccessful internal appeal;
 - a disallowed late appeal;
 - a refusal of a request for access to information;
 - a decision about fees;
 - a decision to extend the time to deal with a request; or
 - a decision to provide access in a particular form.

5.2 Third party

- A third party may complain to the Information Regulator in respect of:
 - an unsuccessful internal appeal,
 - any grant of a request for access to information.

5.3 Format

A complaint to the Information Regulator must be made in writing in the prescribed form (**Form 5** attached) within **180 days** of the decision giving rise to the complaint.

6. **APPLICATION TO COURT – section 78**

6.1 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
- a complaint was lodged with the Information Regulator and the complainant remains unsatisfied with the outcome of the complaint.

6.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal or the decision by the Information Regulator, as the case may be.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name
 Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD (Mark the applicable box with an "X")

Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS (Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	

Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE B FEES

Fees in Respect of Public Bodies

<u>Item</u>	<u>Description</u>	<u>Amount</u>
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc . If provided by requestor . If provided to requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from the Service Provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24,00
8.	Copy of an audio record on: (i) Flash drive (to be provided by requestor) (ii) Compact disc . If provided by requestor . If provided to the requestor	R40,00 R40,00 R60,00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100,00 R300,00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?		Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED

(mark the appropriate box with an "X")

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the 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 requested by the requester	
Decision to grant request for access	

GROUND FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)

<p>State the grounds on which the internal appeal is based:</p>	
<p>State any other information that may be relevant in considering the appeal:</p>	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

COMPLAINT FORM

FORM 5

[Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@justice.gov.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

Complainant Personally

Representative of Complainant

Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes		No	
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes		No	
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes		No	
Have you applied to Court for appropriate relief regarding this matter?	Yes		No	

FOR INFORMATION REGULATOR'S USE ONLY

Received by: (Full names)				
Position				
Signature				
Complaint accepted	Yes		No	
Reference Number				

<i>Date stamp</i>

Postal address	Facsimile	Other electronic communication <i>(Please specify)</i>

**PART A
PERSONAL INFORMATION OF COMPLAINANT**

Full Names				
Identity Number				
Postal Address				
Street Address				
E-Mail Address				
Contact numbers	Tel. (B)		Facsimile	
	Cellular			

**PART B
REPRESENTATIVE INFORMATION**
(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full Names of Representative				
Nature of representation				
Identity Number / Registration Number				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

**PART C
THIRD PARTY INFORMATION**
(Please attach letter of authorisation)

Type of Body	Private		Public	
Name of Public / Private Body				
Registration Number (if any)				
Name, Surname and Title of person authorised to lodge a complaint				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile	
	Cellular			

**PART D
BODY AGAINST WHICH THE COMPLAINT IS LODGED**

Type of body	Private		Public	
Name of public / private body				
Registration number (if any)				

Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile
	Cellular		
Reference Number given (if any)			

**PART E
COMPLAINT**

Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)

Date on which request for access to records submitted.			
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.			
Have you attempted to resolve the matter with the organisation?	Yes		No
If yes, when did you receive it? (Please attach the letter to this application.)			
Did you appeal against a decision of the information officer of the public body?	Yes		No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?	Yes		No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.			

**PART F
DETAILED TYPE OF ACCESS TO RECORDS**

(Please select one or more of the following to describe your complaint to the Information Regulator)

Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>	
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>	
Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	
	<i>The tender or payment of a deposit.</i>	
Repayment of the deposit (Section 22(4) of PAIA) <i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	

Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied (Section 29(3) or 60 (a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record) .	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/ unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access (Section 56(3) (a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other (Please explain)		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H AGREEMENTS		

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.

The information in this Complaint Form is true to the best of my knowledge and belief.

I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.

I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.

If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party