



# health

Department of  
Health  
FREE STATE PROVINCE

**MANUAL OF THE FREE STATE DEPARTMENT OF HEALTH  
IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS  
TO INFORMATION ACT (ACT NO.2 OF 2000)**

**FINANCIAL YEAR PERIOD: 2019 / 2020**

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## 1. INTRODUCTION

The Promotion of Access to Information Act states that it was enacted to give effect to the constitutional right to information that is held by the State or any other institution that is required for the protection or enforcement of any right.

This Manual has been prepared in terms of Section 14 of the Promotion of Access to Information Act, 2000 to ensure compliance by the Free State Department of Health (herein referred to as FSDOH) with the Act.

## 2. ADDRESSES

The Head Office of the FSDOH is located at:

a) Postal Address:

PO Box 227  
Bloemfontein  
9300

b) Street Address:

Bophelo House  
Corner of Harvey Road and Charlotte Maxeke Street  
Bloemfontein  
9300

c) Information Officer:

Dr. D Motau  
Telephone Number: 051 408 1108  
Fax Number: 051 408 1950  
E-mail Address: [motaud@fshealth.gov.za](mailto:motaud@fshealth.gov.za)

d) Deputy Information Officer:

Mr. MJ Finger  
Telephone Number: 051 408 1483

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E-mail Address: [fingermj1@fshealth.gov.za](mailto:fingermj1@fshealth.gov.za)

### **3. DESCRIPTION OF THE GUIDE REFERRED TO IN SECTION 10**

The Human Rights Commission compiled a guide on how a person who wishes to exercise any right contemplated in the Promotion of Access to Information Act, Act 2 of 2000, should do such.

This guide is available on the website of the Human Rights Commission of South Africa ([www.sahrc.org.za](http://www.sahrc.org.za)) and explains the process of submitting a request, what could be expected from the information officer or the public body, when access to information may legally be refused and what may be done when requests are declined contrary to the provisions of the Promotion of Access to Information Act by the Information or Deputy Information Officer of the Public Body.

### **4. FUNCTION AND STRUCTURE OF THE DEPARTMENT**

#### **4.1 MISSION AND VISION**

##### **VISION**

A long and Healthy life for the Free State Community

##### **MISSION**

- To Providing quality, accessible and comprehensive health services through a family and community -based Primary Health Care (PHC) Approach to the Free State community;
- Optimally utilizing all its resources to provide the caring and compassionate services; Empowering and developing all its personnel and stakeholders and;
- Adopting evidence based and Information centred approach to planning and decision making for the achievement of better health outcomes.

## 4.2 STRUCTURE OF THE DEPARTMENT

The FSDOH<sup>1</sup> is under the leadership of the Member of the Executive Council and the Head of Department<sup>2</sup> and is divided into the following branches:

### PROGRAMME 1: ADMINISTRATION

**Purpose:** The aim of the Programme is to render the overall management and administration support to the Department.

**Programme 1 has the following sub programmes:**

- Office of the MEC
- Management

#### Office of the MEC

The office of the MEC delivers support to the MEC

#### Management

The management sub-programme of the administration: programme 1 covers the following directorates and chief directorates: Office of the HOD and FSDOH-executive management and support; strategic support Monitoring & Evaluation, Monitoring & Evaluation, Health Information Management and Research, Human Resources Management, SCM, Medical Depot and Asset Management, Information, Communication and Technology, Pharmaceutical Services, Security Administration Services, Public Relations, Communication and Services Marketing and Special Programmes (gender, disability management and youth development)

### PROGRAMME 2: DISTRICT HEALTH SERVICES (DHS)

#### PROGRAMME PURPOSE

This Programme is responsible for the rendering and the establishment of District Health Services. The Programme provides District Management, Community Health Clinics, Community Health Centres, Community Based Services, HIV/AIDS, Nutrition and District Hospitals.

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<sup>1</sup> Free State Department of Health

<sup>2</sup> HOD

***Programme 2 has the following sub-programmes:***

- District Management
- Community Health Clinics
- Community Health Centres
- Community Based Services
- HIV/AIDS
- Nutrition
- Coroner Services
- District Hospitals

**PROGRAMME 3: EMERGENCY MEDICAL SERVICES (EMS)**

**Programme Purpose**

The aim of Programme 3 is to provide Medical Rescue, Clinical and Transport support to ensure that the patients are rapidly stabilised and transported to get the care they need within the shortest possible time.

**Programme Description**

This programme has the following sub programmes:

- Emergency Transport
- Planned Patient Transport

**The services rendered include:**

- Pre-Hospital emergency care:
  - o Emergency Rapid Response Services
  - o Rescue Services
  - o Ambulance Services
  - o Aero medical services
- inter-facility medical care and transportation
- Planned Patient transport services
- Disaster Response Management

## **PROGRAMME 4: PROVINCIAL HOSPITALS SERVICES**

### **Programme Purpose**

The aim of the Programme is the overall management, monitoring and rendering of Level 2 and Psychiatric services in the Free State, based on district health system.

### ***Programme 4 has the following sub-programmes***

- General Hospitals
- Public-private Partnership
- Psychiatric/Mental Hospitals

## **PROGRAMME 5: CENTRAL HOSPITALS SERVICES**

### **Programme Purpose**

The aim of Programme 5 is to manage, monitor, organise and render Level III and IV tertiary services in the Free State Province and also training, education, research service and service delivery of the medical school and other schools in the faculty.

It has the following sub-programmes:

- a) Central Hospital Services (Universitas Academic Hospital)
- b) Public Private Partnership
- c) Provincial Tertiary Services.

## **PROGRAMME 6: HEALTH SCIENCES AND TRAINING (HST)**

### **Programme Purpose**

The Programme is primarily responsible to provide training to Emergency Medical and Nursing personnel (Primary Health Care training included), as well as promoting research and development of health systems.

### **Programme 6 consists of 5 sub-programmes:**

- Nurse Training Colleges
- EMS Training College
- Bursaries
- Primary Health Care Training
- Training, Other.

## **PROGRAMME 7: HEALTH CARE SUPPORT SERVICES (HCSS)**

### **Programme Purpose**

The aim of this programme is to render the support services required by the Department to fulfil its aims.

### **Programme 7 consists of the following programmes:**

- Laundries
- Orthotic and Prosthetic
- Medicine Trading Account

## **PROGRAMME 8: HEALTH FACILITIES MANAGEMENT (HFM)**

### **Programme Purpose**

The programme is responsible for the provision of adequate health facilities and infrastructure.

### **Programme 8 consists of 3 sub-programmes:**

- Community Health Facilities
- District Hospital Services
- Provincial Hospital Services

## **4.3 INSTITUTIONS FALLING UNDER THE DEPARTMENT**

### a) Regional Hospitals

1. Bongani Regional Hospital
2. Boitumelo Regional Hospital
3. Dihlabeng Regional Hospital
4. Mofumahadi Manapo Mopeli Regional Hospital

### b) Tertiary Hospitals

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1. Pelonomi Hospital
2. Universitas Academic Hospital

c) District Hospitals / Complexes

1. Elizabeth Ross District Hospital
2. Katleho / Winburg District Hospital
3. Metsimaholo / Parys District Hospital Complex
4. Phekolong / Nketoana District Hospital Complex
5. Thebe / Phumelela District Hospital Complex
6. Thusanong / Nala / Mohau District Hospital Complex
7. Tokollo / Mafube District Hospital Complex
8. Moroka / Mantsopa Hospital Complex
9. Botshabelo District Hospital
10. Phuthuluha / Itemoheng/ DJ Newberry Hospital Complex
11. Embekweni / Stoffel Coetzee Hospital Complex
12. Diamant District Hospital
13. National District Hospital

e) Specialized Hospitals

1. Free State Psychiatric Complex

f) Other Structures

1. Free State College of Emergency Care;
2. Community Health Care Centers and Clinics;
3. Free State School of Nursing;
4. Medical depot;
5. Laundry services.

## g) Boards and Councils

1. Hospital Boards
2. Mental Health Review Board
3. Free State School of Nursing Council
4. Free State School of Nursing Senate
5. Free State College of Emergency Care Council
6. Free State College of Emergency Care Senate

**5. PROCESS FOR REQUESTING ACCESS TO A RECORD, DESCRIPTION OF THE SUBJECTS ON WHICH THE FSDOH HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT.**

a) Process for requesting access to record in terms of Regulation 6.

A requester must be granted access to a record of a public body if he/she complies with the procedural requirements in the Act and the access to the requested record is not refused on any of the ground of refusal mentioned in the Act. Any request for access to a record that is not automatically available

must be submitted by completing and submitting the Access Request Form (Form A) to the Deputy Information Officer of the FSDOH.

Any such request (excluding a personal requester) must be accompanied by proof of payment of the initial non – refundable request fee in the amount of R 35.00, as amended from time to time in terms of the Regulations.

If a request for access is granted the requester will be required to pay the reproduction or access fees, calculated in accordance with the regulations issued in terms of the Promotion to Access to Information Act, and requester will be informed of the form in which the access will be granted and will also be provided with the notice that the requester may lodge an appeal with the MEC and if not satisfied, lodge an application with a court against the payment of the access fee and the procedure for lodging the application.

If the request for access has not been granted, the requester will be informed of the reasons for such refusal and will also be informed that he /she may lodge an application with a court against the refusal of the request as well as the procedure.

Requestors will be notified within 30 days of receipt of the completed Access Request Form whether their application was granted or not, except if the period has been extended in terms of the Act.

All payments must be made into the bank account of the FSDOH, with the following particulars:

**Bank:** Standard Bank

**Type of account:** Cheque

**Account Holder:** FSPG: Department of Health

**Account number:** 240 323 165

**Branch Code:** 0555 3400

**Branch name:** Brandwag Branch

**Reference** : 3800000 Surname and initial of requester

b) Appeal

The requester may lodge an appeal against the outcome and process with the Member of the Executive Committee and if not satisfied, lodge an application with a court.

c) Record Subjects and Categories (Section 14)

The following applies:

DESCRIPTION OF RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE AND FOR WHICH MAY BE APPLIED IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT.

- Minutes of all meetings (management, staff, committees and Boards)
- Employee Employment records
- All Medical records
- Ambulance records
- Contracts, service level Agreements and Transversal Contracts
- Investigation and disciplinary reports
- Bid documents and other supply chain documents
- Internal submissions, circulars and documents
- Learner / student academic results
- All registers (i.e assets, loss, donation and visitor access control)
- Postmortem reports
- Health Hotline reports
- National Anti-corruption Hotline reports
- Presidential hotline reports
- Private Hospital license applications
- Private Hospitals inspection reports

**6. Categories of Records which are available without a person having to request access in term of the Promotion of Access to Information Act.**

The Minister must in terms of Section 15(2) of the Promotion of Access to Information Act publish in the Government Gazette a notice of records that are automatically available.

DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALL AVAILABLE IN TERMS OF SECTION 15(1)(a) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS (e.g. website) (SECTION 15(1)(b))
<b>FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i):</b>	
<ul style="list-style-type: none"> <li>• Departmental policies, legislations and regulations</li> <li>• Annual reports</li> <li>• Strategic Plans (Annual performance Plans)</li> <li>• Employment Equity plans</li> <li>• Employment Equity Reports</li> <li>• Human Resources Management Plan</li> <li>• Court decisions</li> <li>• Arbitration awards</li> <li>• Department's Contact numbers</li> <li>• Departmental or Government Forms</li> <li>• MEC Speeches and Budget vote</li> <li>• Newsletters, posters and Publications</li> <li>• Health Pamphlets</li> <li>• Customer satisfaction statistics and reports</li> <li>• Statistics regarding grievance lodged</li> <li>• Bargaining Chamber Resolutions</li> <li>• Media enquiries and responses</li> <li>• Health Guidelines</li> <li>• Standard operating procedures</li> <li>• List of non-Governmental Organizations working with the Department.</li> </ul>	<ul style="list-style-type: none"> <li>• The records may be inspected after an arrangement has been made with the Deputy Information Officer and / or were available by visiting <a href="http://www.fshealth.gov.za">www.fshealth.gov.za</a>.</li> </ul>

<b>FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii):</b>	
<ul style="list-style-type: none"> <li>• Duplicate qualification certificates</li> <li>• Free State College of emergency Care standard operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>• By requesting those through the Principals of Schools of Nursing and College of Emergency Care and on payment of fees prescribed by the colleges.</li> </ul>
<b>FOR COPYING INTERMS OF SECTION 15(1)(a)(ii):</b>	
<ul style="list-style-type: none"> <li>• Student own academic records or results</li> <li>• Departmental policies and regulations</li> <li>• Annual reports</li> <li>• Strategic Plans (Annual performance Plan)</li> <li>• Employment Equity plans</li> <li>• Department`s Contact numbers</li> <li>• Departmental Forms</li> <li>• MEC Speeches</li> <li>• Newsletters, posters and Publications</li> <li>• Health Pamphlets</li> <li>• Bargaining Chamber Resolutions</li> <li>• Media enquiries and responses</li> <li>• Health Guidelines</li> <li>• Standard operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>• For academic records the relevant school or college principal must be contacted.</li> <li>• The records may be obtained on request in writing to the Deputy Information Officer and on payment of the fees prescribed / alternatively they may be downloaded by visiting <a href="http://www.fshealth.gov.za">www.fshealth.gov.za</a> where applicable.</li> </ul>
<b>AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii):</b>	
<ul style="list-style-type: none"> <li>• Colleges brochures</li> <li>• Colleges prospectus</li> <li>• Contact numbers</li> <li>• MEC Speeches</li> <li>• Newsletters, posters and Publications</li> <li>• Health Pamphlets and posters</li> </ul>	<ul style="list-style-type: none"> <li>• By visiting the Schools of Nursing and college of emergency or the Department and requesting them at reception.</li> </ul>

**7. DESCRIPTION OF THE SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO THESE SERVICES.**

The services rendered by the FSDOH are health care services that are available at the Regional and District Hospitals, the Clinics and other facilities referred to in Paragraph 4 herein above.

**8. ARRANGEMENTS IN TERMS OF SECTION 14(1)(G) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY).**

When decisions are taken by the FSDOH, the FSDOH will comply with the provisions of the Promotion of Administrative Justice Act and allow persons whose rights are affected to make representations (i.e public hearings or notice and comment procedure) prior to a decision being taken by the FSDOH.

**9. REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE FSDOH.**

Should a requester not be satisfied with the outcome of his/her Request for Access to Information, he/she may lodge an appeal with the MEC and thereafter approach a court of law after exhausting internal remedies.

Any such act or failure to act should be brought to the attention of the Executing Authority, failing resolution; it may be reported to any of the institutions listed in Chapter 9 of the Constitution of South Africa and the Public Service Commission, where relevant.

**10. UPDATING AND AVAILABILITY OF THE MANUAL**

The Manual will, if necessary be updated at intervals of not more than a year in line with the requirements of the Act.

The Manual is available as prescribed by the Legal Deposit Act and is obtainable on the website of the FSDOH ([www.fshealth.gov.za](http://www.fshealth.gov.za)) and submitted to the South African Human Right Commission.

**For office use only:**

**Approval of this Manual by the Head of the Department:**

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_