



social development

Department of
Social Development
FREE STATE PROVINCE

FREE STATE FREE STATE DEPARTMENT OF SOCIAL DEVELOPMENT

MANUAL PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000)

THE VISION OF THE DEPARTMENT

A socially cohesive and empowered community of the Free State

THE MISSION OF THE DEPARTMENT

To meet the human and social needs of the poor and vulnerable communities of the Free State through an inter-sectoral and integrated developmental social service.

The MEC is Ms MG Qabathe

The Head of Department is Ms MME Nthongoa

A. CONTACT DETAILS

Information Officer

Address: Room 1 Standard Bank Building
Cnr West Burger and Charlotte Maxeke Street
BLOEMFONTEIN
9301

Postal address: Private Bag x20616
BLOEMFONTEIN
9300

Tel: (051) 409-0619/0617

Fax: (051) 409-0618

E-mail: Hodpa@fssocdev.gov.za

Deputy Information Officer

Adv KD Tsotetsi

Address: Room 3 Standard Bank Building
West Burger Street
BLOEMFONTEIN
9301

Postal address: Private Bag x20616
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9300

Tel: (051) 400-0326/7

Fax: 086 541 8423

E-mail: Daniel.Tsotetsi@fssocdev.gov.za
Keneilwe.Phejane@fssocdev.gov.za

B. THE SECTION 10 GUIDE

The South African Human Rights Commission has compiled a guide on how to use the Act. Any queries about the guide can be addressed to:

PAIA Unit
Research and Documentation Department
South African Human Rights Commission
Private Bag X2700
HOUGHTON
2041

Tel: (011) 877 3821/3645

Fax: (011) 403 0668

E-mail: tsebulela@sahrc.org.za

Website: www.sahrc.org.za

C. ACCESS TO THE RECORDS HELD BY THE DEPARTMENT

(a) Subjects and categories of records

The subjects and categories of records held by the Department include the following:

- Minutes of meetings
- Papers delivered by the MEC and other personnel
- Workshops and seminars
- Reports
- Books
- Complaints received
- Press releases
- Policies
- Employment records
- Procurement policies
- Budgets
- Strategic plans
- MTEF submissions

- Procurement documents
- (b) Request for information
- (i) Automatic disclosures

The following table sets out the records that are automatically available and the manner of access available:

AVAILABLE FOR COPYING	
(i) Building a Caring Society Together : Did You Know	*Copies available on request from Deputy Information Officer
(ii) You and Your Grants Together : Administered by SASSA	
(iii) Service Delivery Charter	
(iv) Bana Pele – Children First	
(v) Annual Report	
*Copies to be provided against payment of R0.60 per page unless it can be electronically send	

(ii) The request procedures for other requests

- A requester must be given access to the record of the Department if the requester complies with the following:
 - All the procedural requirements in the Act relating to the request for access to that record and access to that record is not refused on any grounds for refusal mentioned in the Act. The Deputy Information Officer may be contacted to provide further information regarding grounds of refusal.
 - A requester must use the form printed in the *Government Gazette*. A copy is attached.
- The requester must also indicate if the request is for a copy of the record or if the requester wants to peruse the record at the offices of the Deputy Information Officer.
- Alternatively, if the record is not a document it may be viewed in the requested form, if possible.
- If a person asks for access in a particular form the requester should be given access in the manner requested. Acceding to the request should not interfere unreasonably with the running of the Department, or damage the record, or infringe upon a copyright not owned by the State. If, for practical reasons access cannot be given in the required form but in an alternate manner, the fee must not be more than the fee calculated according to the person's first request.
- If, in addition to a written reply to their request for the record, the requester wishes to be told about the decision in any other way, e.g. by telephone, this must be indicated.

- If a requester asks for the information on behalf of somebody else, the capacity in which the request is being made should be indicated.
- If a requester is unable to read or write, or has a disability, they may make the request for the record orally. The Deputy Information Officer must fill in the form on behalf of the requester and give them a copy.
- Two types of fees have to be paid in terms of the Act, the request fee and the access fee. Information regarding the bank account and reference number can be obtained from the Deputy Information Officer. A requester is also made aware that the Minister has exempted certain categories of persons from paying access fees and could obtain further information regarding such exemptions from the Deputy Information Officer.
- A requester who seeks access to a record must pay the required request fee of R35.
- The Deputy Information Officer must inform the requester by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The requester may lodge an internal appeal, if appropriate, or an application to the court against the tender or payment of the request fee.
- After the Deputy Information Officer has made a decision on the request the requester must be notified of such a decision in the manner requested by them.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for the time exceeding the prescribed hours of searching and preparing the record for disclosure. The fees are prescribed by legislation and are attached hereto.

D. SERVICES AVAILABLE

i. Nature of services

The services of the Department are the following:

CORE FUNCTIONS

- Care and Support of the Vulnerable
- Development and Support

SUPPORT FUNCTIONS

- Provision of Corporate Support Services

- Collection and utilisation of Demographic, Economic and Social data and information for planning
- Infrastructure and Technology

ii. **How to gain access to these services**

To gain access to the services of the Department, requests must be made to the Head of Department.

E. ORGANISATIONAL STRUCTURE OF THE DEPARTMENT

The Department consist of the following programmes, namely:

1. Programme 1: Administration

This programme provides efficient, effective and comprehensive support services to the Department.

2. Programme 2: Social Welfare Services

The objective of this programme is to provide integrated developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organisations at provincial and district level.

3. Programme 3 Children and Families

To provide care and support services to children and prevent vulnerability in families as well as care and protection in terms of the Children's Act.

4. Programme 4 Restorative Services

To develop and implement social crime prevention programmes and provide probation services targeting children, youth and adult offenders.

F. ARRANGEMENT ALLOWING FOR PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY AND THE EXERCISE OF POWER

1. Campaigns, etc are arranged on regular intervals throughout the Province. The purpose is to bring about face-to-face provincial government interaction with communities to explain and account on policies, programs and projects.
2. In terms of the Rules and Orders of the Provincial Legislature, legislation is published for public comment before being tabled. The public is given an opportunity to make written representations or to appear before different portfolio committees.
3. Different provincial laws make provision for members of the public to nominate members who are to serve on certain committees. These representatives could influence decision-making.

4. In drafting of regulations, the public are also invited in terms of the provisions of the Promotion of Administrative Justice Act, 2000, to submit inputs with regard to matters affecting their rights.
5. Hlasela-TV is placed at the airport, hospitals and other public places on which information regarding the provincial government is made available to the public.
6. The media is used to provide information to the public.

G. THE REMEDIES AVAILABLE IF THE PROVISIONS OF THIS ACT ARE NOT COMPLIED WITH

A requester or third party may lodge an internal appeal against the decision of the Deputy Information Officer within 60 days to the MEC or a person designated by the MEC. The appeal must be submitted to the Office of the Deputy Information Officer, who must in terms of the Act forward it to the appeal authority. Furthermore, the requester may apply to a court for appropriate relief after the requester has exhausted the internal procedure. Fees are also prescribed for this process and such fees are also included on attached list of fees.

H. UPDATING OF THE MANUAL

The Department will, if necessary, update this manual.

I. AVAILABILITY OF THE MANUAL

The manual of the Department is made available in the following manner:

- A copy in each of the three official languages must be made available to the South African Human Rights Commission; and every office of that public body.
- The manual is to be published in Sesotho, English and Afrikaans.
- The manual is available on the website of the Department at www.freestateonline.fs.gov.za.