



health

Department of  
Health  
FREE STATE PROVINCE

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

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## **TABLE OF CONTENTS**

- 1. Introduction**
  - 2. Addresses**
  - 3. Description of Guide referred to in Section 10.**
  - 4. Description of structures and functions.**
  - 5. Process for requesting access to a record, description of the subjects on which the FSDOH holds records and categories of records held on each subject.**
  - 6. Categories of records which are available without a person having to request access in terms of this Act.**
  - 7. Description of services available to members of the public.**
  - 8. Arrangements in terms of Section 14(1) (g).**
  - 9. Remedies available in respect of an act or a failure to act by the FSDOH.**
  - 10. Processing of private information**
  - 11. Updating and availability of the manual**
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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:

4<sup>th</sup> Floor  
Bophelo House  
Corner of Harvey Road and Charlotte Maxeke Street  
Bloemfontein  
9300

### Postal Address:

PO Box 227  
Bloemfontein  
9300

### a) Information Officer:

Mr. MNG Mahlatsi  
Head of Department  
Telephone Number: 051 408 1108  
Fax Number: 051 408 1950  
E-mail Address: [hodpa@fshealth.gov.za](mailto:hodpa@fshealth.gov.za)

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b) Deputy Information Officer:

Mr. MS Motingoe

Director Legal Services

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

Telephone Number: 051 408 1483

**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.

Any queries pertaining to the guide can be addressed to:

**The Information Regulator (South Africa)**

**JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.**

PO Box 31533, Braamfontein, Johannesburg,2017.

General enquiries: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**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 provide 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 centered approach to planning and decision making for the achievement of better health outcomes.
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## **4.2 ORGANISATIONAL STRUCTURE AND FUNCTIONS 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**

#### **Programme 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

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**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.

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***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.

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**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

1. Pelonomi Hospital
  2. Universitas Academic Hospital
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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

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;
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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 as prescribed.

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.

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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** : 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.

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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.

The Request to complete forms for Road Accident Fund (RAF1) and for Insurance purposes may be requested directly from the Institutions.

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DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY 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.

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## **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 Executive 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. PROCESSING OF PRIVATE INFORMATION**

### **1. Purpose of use of personal information**

- a) To provide health care;
- b) For research on or experimentation with human subjects;
- c) To keep statistical data for teaching and research purposes;
- d) For legal proceedings and legal advice;
- e) To manage human resources;
- f) To manage procurement and finances of the Department;
- g) To manage the bursary function for local and international students;
- h) To manage access control to offices of the Department;
- i) To gather contact information in order to consult and communicate with stakeholders;
- j) To confirm identities to promote good governance and for the detection and prevention of fraud, crime, corruption or other malpractice;
- k) For audit and record keeping purposes;
- l) To report to oversight bodies and national departments;

The Department shall use personal information only for the purposes for which it was collected and/or agreed with a person. In addition, where necessary your information may be retained for legal, audit or research purposes.

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## **2. Disclosure of information**

The Department may disclose personal information to service providers who are involved in the delivery of products or services, e.g. consideration of temporary incapacity leave or information technology services. The Department includes provisions in agreements with service providers to regulate the confidentiality and privacy of information.

Furthermore, the Department may disclose personal information to oversight bodies, national departments, external auditors, pension funds, audit committee members and law enforcement agencies.

The Department may also disclose personal information:

- a) Where there is a duty or a right to disclose in terms of a law or as required by a court order;
- b) In terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). Requesters must follow the application procedure in terms of the PAIA Manual on website and contact the Information Officer or the Deputy Information Officer. Such access request may be subject to a payment of prescribed fees;
- c) Where it is necessary to protect the rights of the Department.

## **3. Flow of Information outside borders**

In support of the international bursary programme of the Department, personal information of students may be shared with the Department of International Affairs, Embassies, Universities and Service Providers who render services to students. Furthermore, personal information of staff and political office bearers may be shared with Department of International Affairs, Embassies, Service Providers when such persons travel abroad for work related matters. Consent of persons are obtained.

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#### **4. Information security**

The Department must provide adequate protection for the personal information to prevent unauthorized access and use of personal information. Therefore, the Department is committed to reviewing of security controls and related procedures to ensure that personal information remains protected. The following is relevant in this regard:

- a) Physical security;
- b) Computer and network security;
- c) Record Management;
- d) Investigation of security incidents;
- e) Inclusion of provisions in contracts to regulate confidentiality of personal information.

#### **5. Correction of information**

Persons may ask to update, correct or delete any personal information. The Department will require as a minimum a certified copy of an Identity Document to confirm the requester's identity before considering the request to make changes to personal information, where necessary and legally allowed. The Department strives to keep personal information as accurate as possible.

### **12. UPDATING AND AVAILABILITY OF THE MANUAL**

The Department will, when necessary, update this manual.

- A copy in each of the three official languages (Sesotho, English and Afrikaans) is available at the Office of the Deputy Information Officer.
  - The manual is available at the Office of the DIO, 4<sup>th</sup> Floor Block A - West, Corner Harvey and Charlotte Maxeke Street, Bloemfontein, as well as on the website of the Department at [www.fshealth.gov.za](http://www.fshealth.gov.za).
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