



FREE STATE DEPARTMENT OF SPORT, ARTS, CULTURE AND RECREATION (“DSACR”)

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

VISION OF DSACR

Championing social transformation.

MISSION OF DSACR

Creation of an enabling environment for social cohesion and nation building by -

- Establishing structures of civil society to improve levels of governance and administration within Sports, Arts, Culture and Recreation;
- Implementing inclusive programmes that enhance and retain Free State talent and capacity within Sport, Arts, Culture and Recreation
- Promoting intra-and inter-participation and cooperation within all spheres of government
- Promoting Sport, Arts, Culture and Recreation tourism within and into Free State province

STRATEGIC OBJECTIVES OF DSACR

Cultural Affairs

- To promote respect for cultural diversity and advancement of artistic disciplines into viable industries
- To accelerate the transformation of the country’s heritage landscape by establishing and managing museum and heritage services
- To promote multilingualism, redress past linguistic imbalances and develop the previous marginalised languages

Library and Archives Services

- Provision of library and information services which are free, equitable and accessible according to different information, reading and learning needs of people , which promote culture of reading, library use and lifelong learning
- To render archival and records management services

Sport and recreation

- To establish and support transformed institutional and physical structure to increase participation and excellence in sport
- To provide sustainable mass participation opportunities across the age spectrum to promote physical active lifestyle
- To ensure active participation, development and training of all learners and educators and the identification of talent in quality and sustainable sport and recreation programmes

LEADERSHIP OF DSACR

The Member of the Executive Council is Ms LP Mahasa
The Head of Department is the Ms Z Thamae (Acting)

A. CONTACT DETAILS

Information Officer

The Information Officer in this regard is the Head of the Department. His contact details are as follows:

Ms Z Thamae

Address: HoD Bldg FS Psychiatric Complex
BLOEMFONTEIN
9301

Postal address: Private Bag x 20606
BLOEMFONTEIN
9300

Tel: (051) 407 3520/22

Fax: (051) 407 3541

E-mail: hod@sacr.fs.gov.za / lisebo@sacr.fs.gov.za

Deputy Information Officer

The person designated to provide information to the public is the Security Manager. He is therefore the Deputy Information Officer for the DSACR.

Mr. Lerato Lengau

Address: Business Partners Building
C/O East Burger & Henry Street
BLOEMFONTEIN
9301

Postal Address: Private Bag x 20606
BLOEMFONTEIN
9300

Tel: (051) 410 4730 / 082 883 7305

Fax: 086 663 7305

E-mail: leratol@sacr.fs.gov.za

B. THE SECTION 10 GUIDE

The Information Regulator must update the guide compiled by the Human Rights Commission. Any queries about 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 email: infoereg@justice.gov.za

C. ACCESS TO THE RECORDS HELD BY THE DSACR

a) Automatic disclosures

The records on the website of DSACR, www.freestateonline.fs.gov.za, are available for viewing or downloading without a person having to make such a request in terms of the provisions of the Act. The following records are published and obtainable from the DSACR:

- Annual reports
- Newsletter
- Budget vote of the MEC

b) Records that may be requested

The following records may be made available, if all the procedural requirements in the Act relating to the request for access to that record have been met and access to that record is not refused on any grounds for refusal mentioned in the Act. The Deputy Information Officer could be contacted regarding further information on grounds for refusal.

- Minutes and agendas of meetings
- Papers delivered by the MEC and other personnel
- Workshops and seminars
- Reports or Archives records kept by the Provincial Archives Services
- Books
- Complaints received
- Press releases
- Policies
- Employment records
- Procurement policies
- Budgets
- Strategic plans
- MTEF submissions
- Procurement documents
- Memoranda and documentation

c) The request procedures

- A requester must use the form printed in the *Government Gazette*.
- 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 DSACR. 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 DSACR, 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 be 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 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 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.

- The deputy information officer must inform the requester by notice, requiring the requester to pay the request fee as prescribed 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 information officer has made a decision on the request the requester must be notified of such a decision in the manner requested by them and of any remedies available.
- If the request is granted then a further access fee must be paid as prescribed.
- The Information Officer has a period of 30 calendar days within which he/she must respond to the request.
- Under certain circumstances, the Information Officer may extend the 30-day period once only and for a further period of 30 days.

D. SERVICES AVAILABLE DIRECTLY TO THE PUBLIC

a) Nature of services

The services of the DSACR are the following:

- Archival services
- Library Services
- Free State Sport and Recreation Facility
- Museum Services
- Arts & Culture Centres
- Secretariat Services: Provincial Geographical Names Committee (PGNC),
- Provincial Heritage Resources Authority (PHRA) and Provincial Arts and Culture Council (PACC)

b) How to gain access to these services

- Archival services can be obtained during office hours at -

Free State Archives, Badenhorst St 29, Universitas, Bloemfontein, Tel: (051) 5226762; and

Record Centre, Elizabeth 37, Bloemfontein, Tel: (051) 4477865

- Libraries** can be visited during office hours in almost all towns/cities in the Free State. The following is an alphabetical list of public libraries:

Library Name	Address	Town/City	Telephone Number
Albert Nzula Library	P O Box 8	ROUXVILLE	(051) 663-0008
Allanridge Public Library	Caledon Street	ALLANRIDGE	(057) 451-3443
Bakenpark Public Library	Bakenpark Gemenskap Sentrum	BETHLEHEM	(058) 41357
Bethlehem Public Library	H/v Boshoff & Cambridge	BETHLEHEM	(058) 303-2218
Bethulie Public Library	Joubert Street	BETHULIE	(051) 763-0243
Bloemfontein City Library	P O Box 1029	BLOEMFONTEIN	(051) 405-8242
Bohlokong Public Library	Manye 1005	BETHLEHEM	(058) 303-5732
Borwa Public Library	5 Paper Str	TWEESPRUIT	(051) 963-0061
Boshof Public Library	Voortreker Str, Next to municipal offices	BOSHOF	(053) 541-0014
Bothaville Public Library	P O Box 12	BOTHAVILLE	(056) 515-9213
Botshabelo Public Library	P O Box 5112	BOTSHABELO	(051) 534-1422
Brandfort Public Library	78 Voortrekker Street	BRANDFORT	(051) 821-2222
Brentpark Public Library	P O Box 302	KROONSTAD	(056) 216-9585
Bronville Public Library	P O Box 708	WELKOM	(057) 394-2040
Bultfontein Public Library	Bosman street	BULTFONTEIN	(051) 853-1111
Carnegie Libraries for All Projects	Private Bag X28	BETHLEHEM	
Clarens Public Library	P O Box 16	CLARENS	(058) 256-1411
Clocolan Public Library	P O Box 24	CLOCOLAN	(051) 943-0403
Cornelia Public Library	P O Box 9	CORNELIA	(058) 841-0631
Dealesville Public Library	P O Box 18	DEALESVILLE	(051) 811-0029
Deneysville Public Library	Wall Street, Deneysville	SASOLBURG	(016) 371-1130
Dewetsdorp Public Library	Private Bag X1	DEWETSDORP	(051) 541-0012
Diqhobong School/Community Library	P O Box 5350	PHUTHADITJHABA	(058) 712-7342
Ditlhake Public Library	491 Ntsawe Str, Ditlhake	KOFFIEFONTEIN	(053) 205-0007
Edenburg Public Library	Kerk Street	EDENBURG	(051) 743-1658
Edenville Public Library	P O Box 38	EDENVILLE	(056) 631-0040
Excelsior Public Library	P O Box 24	EXCELSIOR	(051) 973-0015
Ezenzeleni Public Library	P O Box 135	WARDEN	(058) 643-0005
Fateng-tse-ntsho Public Library	Site 416	PAUL ROUX	(058) 471-0862
Fauna Primary Library	P O Box 34076	FAUNASIG	(051) 421-2939
Fauresmith Public Library	63 Voortrekker Street	FAURESMTIH	(051) 723-0020
Fezile Dabi Dist : Reserve Store	Private Bag X11	KROONSTAD	056-2123591,2123590

Library Name	Address	Town/City	Telephone Number
Fezile Dabi Dist: Acquisitions	Private Bag X11	KROONSTAD	056-2123591,2123590
Fezile Dabi Dist:Central Acquisitio	Private Bag x11	KROONSTAD	056-2123591,2123590
Fezile Dabi Distr : Cancellations	Private Bag X11	KROONSTAD	056-2123591,2123590
Fezile Dabi District:Public Library	Private Bag X11	KROONSTAD	(056) 212-3590/1
Fezile Dabi:Grant Libraries	Private Bag X11	KROONSTAD	(051) 212-3590/1
Ficksburg Public Library	P O Box 116	FICKSBURG	(051) 933-2862
Fouriesburg Public Library	21 Steyn Street	FOURIESBURG	(058) 223-0512
Frankfort Public Library	P O Box 2	FRANKFORT	(058) 813-1051
Gariepdam Public Library	P O Box 229	GARIEPDAM	(051) 754-0071
Harrismith Public Library	60 c/o Warden/Murry Str	HARRISMITH	(058) 622-2411
Heilbron Public Library	Pierce Street, Heilbron	HEILBRON	(058) 852-2014
Hennenman Public Library	P O Box 29	HENNENMAN	(057) 573-2055
Hertzogville Public Library	Private Bag X04	HERTZOGVILLE	(053) 421-9451
Hlohlolwane Public Library	P O Box 24	CLOCOLAN	(051) 943-0532
Hobhouse Public Library	P O Box 5	HOBHOUSE	(051) 983-0013
Hoopstad Public Library	P O Box 39	HOOPSTAD	(053) 444-1897
Hydropark Public Library	P O Box 229	GARIEPDAM	(051) 754-0071
Intabazwe Public Library	Ntshingila drive 2227	HARRISMITH	(058) 622-1061 x 255
Ithuteng Community Library	Private Bag X414	THREE RIVERS	(016) 457-1451
Itsoseng Day Care & Resource Centre	P O Box 301	WEPENER	(078 1289 138
Itumeleng Public Library	c/o Kerr & Sentraal Streets	JAGERSFONTEIN	(051) 724-0003
Jacobsdal Public Library	P O Box 4	JACOBSDAL	(053) 591-0072
Jagersfontein Public Library	c/o Kerr & Sentraal Street	JAGERSFONTEIN	(051) 724-0003
Kestell Public Library	Blignaut Str	KESTELL	(058) 653-1452
Kgotsong Public Library	2051 Molefe Str, Kgotsong	BOTHAVILLE	(056) 515-6103
Koffiefontein Public Library	Grootrek Str	KOFFIEFONTEIN	(053) 205-9974
Koppies Public Library	P O Box 14	KOPPIES	(056) 777-1713
Kroonstad Public Library	Corner Hill/Steyn Str	KROONSTAD	(056) 216-9245
Kutlwanong Public Library	P O Box 708	MERAFONG	(057) 361-596
Kwakwatsi Public Library	P O Box 14	KOPPIES	(056) 777-1819
Ladybrand Public Library	P O Box 64	LADYBRAND	(051) 924-0654
Lejweleputswa : Reserve Store	Private Bag X11	KROONSTAD	056-2123591;2123590
Lejweleputswa District: Public Libr	Private Bag X11	KROONSTAD	(057) 394-1957
Lejweleputswa:Grant Libraries	private Bag X11	KROONSTAD	(057) 394-1957
Lephoi Public Library	Jim Fouche Str, Lephoi	BETHULIE	(051) 763-0002
Leratswana Public Library	P O Box 174	ARLINGTON	(058) 453-0034
Lindley Public Library	P O Box 36	LINDLEY	(058) 463-0004
Lourier Park Community Library	C/O Doringklaat Avenue & Nanabessie	BLOEMFONTEIN	

Library Name	Address	Town/City	Telephone Number
Luckhoff Public Library	P O Box 7	LUCKHOFF	(053) 206-0033
Mahlatswetsa Public Library	Private Bag X2	EXCELSIOR	(051) 973-0015
Majwemasweu Public Library	Private Bag X8	BRANDFORT	(051) 821-2222
Makeleketla Public Library	P O B0x 203	WINBURG	(051) 881-0003
Mamafubedu Public Library	P O Box 26	REITZ	(058) 871-3131
Manyatseng Public Library	Muelli Str 1270	LADYBRAND	(051) 924-0654
Marquard Public Library	P O Box 44	MARQUARD	(051) 991-0021
Mashaeng Public Library	c/o Fouriesburg Intermediate School	FOURIESBURG	
Masilo Public Library	P O Box 8	THEUNISSEN	(057) 733-0106
Matlakeng Public Library	331 Chaka STR	ZASTRON	(051) 673-1018
Matlwangtlwang Public Library	497 Main Street	STEYNSRUS	(056) 471-0006
Matwabeng Public Library	P O Box 20	SENEKAL	(058) 481-2142
Meloding Public Library	1463 Meloding, Way	WELKOM	(057) 215-1091
Memel Public Library	Phumelela Municipality	VREDE	(058) 924-0000
Meqheleng Public Library	1192 No2, Meqheleng	FICKSBURG	(051) 938-0098
Metsi-matsho School/Community Libra	Private Bag X09	PHUTHADITJHABA	
Mmamahabane Public Library	P O Box 292	VENTERSBURG	(057) 651-4628
Moemaneng Public Library	P O Box 44	MARQUARD	(051) 991-0021 x 220
Mohato School/Community Library	P O Box 5442	PHUTHADITJHABA	(058) 715-0908
Monyakeng Public Library	P O Box 6	WESSELSBRON	(057) 899-8342
Morojaneng Public Library	552 Old Location	DEWETSDORP	836654084
Mosiuoa Lekota School/Comm Library	P O Box 6329	PHUTHADITJHABA	Cell: 073 212 2173
Multi-purpose Community Centre	c/o R J R Masiea Public Library	PHUTHADITJHABA	
Namahadi Public Library	P O Box 2	FRANKFORT	(058) 813-1051
Nkhobiso School/Community Library	P O Box 10725	MOKODUMELA	
Ntha Public Library	P O Box 36	LINDLEY	(058) 463-0004
Nyakallong Public Library	Caledon Street	ALLANRIDGE	(057) 451-2280
Odendaalsrus Public Library	P O Box 453	ODENDAALSRUS	(057) 391-8500
Oppermansgronde Public Library	Post Office : Doornfontein	OPPERMANS	(053) 209-5105
Oranjeville Public Library	P O Box 60	SASOLBURG	(016) 351-1610
Parys Public Library	Phillip Str	PARYS	(056) 811-2131
Pelonomi Branch Library	Private Bag X20581	BLOEMFONTEIN	(051) 405-1230
Petrus Steyn Public Library	P O Box 26	REITZ	(058) 871-3131
Petrusburg Public Library	Private Bag X4	PETRUSBURG	(053) 574-0207
Petsana Public Library	P O Box 26	REITZ	(058) 863-2811
Phahameng Public Library	P O Box 3	BULTFONTEIN	(051) 853-1111
Philippolis Public Library	Voortrekker Street	PHILIPPOLIS	(051) 773-0006

Library Name	Address	Town/City	Telephone Number
Phiritona Public Library	P O Box 45	HEILBRON	(058) 852-3075
Phomolong Public Library	P O Box 29	HENNENMAN	(057) 574-5264
Qalabotjha Public Library	P O Box 134	VILLIERS	(058)8210072/8210314
R J R Masiea Children's Library	Private Bag X805	PHUTHADITJHABA	(058) 713-0596
R J R Masiea Public Library	Private Bag X805	PHUTHADITJHABA	(058) 718-3782
Rammulotsi Public Library	Private Bag X02	VILJOENSKROON	(056) 343-9400
Reddersburg Public Library	Andries Pretorius Street	REDDERSBURG	(051) 553-0141
Reitz Public Library	P O Box 26	REITZ	(058) 863-2811 x 215
Riebeeckstad School/Community Libra	P O Box 66385	RIEBEECKSTAD	(057) 388-1884
Rosendal Public Library	Botha Str	ROSENDAL	(058) 211-0620
Rouxville Public Library	P O Box 8	ROUXVILLE	(051) 663-0008
Sandersville Public Library	P O Box 45	HEILBRON	(058) 852-2014
Sasolburg City Library	P O Box 60	SASOLBURG	(016) 976-0029
Schonkenville Public Library	P O Box 359	PARYS	(056) 819-6060
Sedibeng Public Library	Corner Kobus, Louw & Caswell, Koekoe	KROONSTAD	(056) 216-9508
Seloshesha Public Library	Private Bag X6	THABA 'NCHU	(051) 873-2993
Senekal Public Library	P O Box 20	SENEKAL	(058) 481-2142
Smithfield Public Library	Private Bag X02	SMITHFIELD	(051) 683-1143
Springfontein Public Library	Christiaan Strauss Street	SPRINGFONTEIN	(051) 783-0004
Steynsrus Public Library	P O Box 6	STEYNSRUS	(056) 471-0006
Thaba Patchoa Public Library	177 Hobhouse Road	THABA PATCHOA	(051) 964-0012
Thabong I Public Library	6331 Constantia Str, Motse Thabong	WELKOM	(057) 355-1251
Thabong II Public Library	c/o Buick Tshabalala & Mike Chaotsane	WELKOM	(057) 382-1770
Thembalihle Public Library	Vilane Str, Thembalihle Location	VREDE	(058) 913-1222
Theunissen Public Library	P O Box 8	THEUNISSEN	(057) 733-0106
Thutong Public Library	P O Box 359	PARYS	(056) 811-2131
Tikwana Public Library	P O Box 39	HOOPSTAD	(053) 333-2399
Trompsburg Public Library	Voortrekker Str 80	TROMPSBURG	(051) 713-0460
Tsholo School/Comm Library	Private Bag X133	MOKODUMELA	
Tsiame Public Library	P O Box 43	HARRISMITH	(058) 622-2411
Tswelopele Public Library	P O Box 302	KROONSTAD	(056) 216-9565
Tweeling Public Library	Jan Van Riebeeck Street	TWEELING	(058) 881-0364
Van Stadensrus Public Library	P O Box 7	VAN STADENSRUS	(051) 584-1107
Ventersburg Public Library	P O Box 292	VENTERSBURG	(057) 651-5101
Verkeerdevlei Public Library	P O Box 13	VERKEERDEVLEI	(051) 841-1147
Viljoenskroon Public Library	Private Bag X02	VILJOENSKROON	(056) 343-9400
Villiers Public Library	P O Box 23	VILLIERS	(058) 821-0008/226

Library Name	Address	Town/City	Telephone Number
Virginia Public Library	Virginia Garden's Circle	WELKOM	(057) 212-0468
Vooruitsig Branch Library	P O Box 302	KROONSTAD	(056) 216-9250
Vrede Public Library	P O Box 155	VREDE	(058) 913-1174
Vredefort Public Library	P O Box 16	VREDEFORT	(056) 931-0011
Vredeshoop Public Library	P O Box 16	VREDEFORT	(056) 931-0012
Warden Public Library	P O Box 135	WARDEN	(058) 643-0005
Welkom City Library	Hv Graaf & Reinett Str	WELKOM	(057) 391-3911
Wepener Public Library	Private Bag X5	WEPENER	(051) 583-1703
Wesselsbron Public Library	P O Box 6	WESSELSBRON	(057) 899-1818
Winburg Public Library	P O Box 26	WINBURG	(051) 881-0361
Xhariep District : Public Libraries	Private Bag X01	TROMPSBURG	(051) 713-0441/6
Xhariep District : Reserve Store	Private Bag X20606	BLOEMFONTEIN	051-4054769;4471993
Xhariep District:Grant Libraries	Private Bag X01	TROMPSBURG	(051) 713-0441/6
Yakhisizwe School/Community Library	P O Box 480	PARYS	(056) 819-7200
Zamani Public Library	P O Box 58	MEMEL	(058) 924-0000
Zamdela Public Library	P O Box 60	SASOLBURG	(016) 974-2163
Zastron Public Library	P O Box 20	ZASTRON	(051) 673-1173

- Free State **Sport and Recreation** could be contacted during office hours at -

Name	Address	Town/city	Telephone Number
Free State Sport Science Institute	President Brand Street (Premises of Free State Psychiatric Complex)	BLOEMFONTEIN	(051) 407 3507

- The following **museums** can be visited during office hours:

Museum Name	Address	Town/city	Telephone Number
Military Museum Fort	116 Church Street	BLOEMFONTEIN	Tel.: (051) 4475478 Fax: (051) 4054259
Old Presidency Museum	Pres. Brand Street	BLOEMFONTEIN	Tel.: (051) 4480949 Fax: (051) 4054259
Free State Voortrekker Museum	Near N1	WINBURG	Tel: (051) 8810130
Pellisier House Museum	1 Voortrekker Street	BETHULIE	Tel.: (051762) 68 Fax: (051762) 2
Riemland Museum	Langmark Street	HEILBRON	Tel.: (05889) 22014 (museum), (05889) 30957 Fax: (05889) 21764
Transgariëp Museum	Voortrekker Street	PHILIPPOLIS	Tel.: (051772) 216 or (051) 7730216
Nasionale Afrikaanse Letterkunde Museum en Navorsing Sentrum	4 President Brand Street	BLOEMFONTEIN	Tel: 051-4054034 or 051-4054013
Sesotho Literary Museum	4 President Brand Street	BLOEMFONTEIN	Tel: 051-4054034 or 051-4054013
Basotho Cultural Village	Golden Gate	QWAQWA	Tel: (058) 7210300

- The following **arts and culture** centres can be visited during office hours:

Name	Address	Town/city	Telephone Number
Musicon	1 st Avenue, Westdene	BLOEMFONTEIN	Tel: (051) 4308831
Mmabana Arts Centre	103/104 Market Square	THABA NCHU	Tel: (051) 8751640
Fezile Dabi Arts Cente	6045 Chris Hani, Zamdela	SASOLBURG	Tel: (016) 9749108
Lejweleputswa Arts Centre	8366 Constantia Road, Thabong	WELKOM	Tel: (057) 3556757

- Provincial Geographical Names Committee (PGNC)
Tel. 051 410 4753
- Provincial Heritage Resources Authority (PHRA)
Tel (051) 410 4750
- Provincial Arts and Culture Council (PACC)
Tel (051) 410 4703/4

E ORGANIZATIONAL STRUCTURE OF THE DSACR

Program 1:

This program supports the DSACR in realizing its strategic goal of the promotion, development and transformation of Sport, Arts, Culture and Recreation in order to contribute to sustainable economic growth and opportunities, nation-building, good governance and social and human capital development.

Program 2:

This program promotes, develop and transform Arts, Culture, Museums, Heritage and Language Services in order to contribute to:

- sustainable economic growth and opportunities,
- nation building,
- good governance and
- social and human capital development.

Program 3:

This program's objective is the promotion, development and transformation of sustainable Library, Information and Archive Services, which will contribute to:

- sustainable economic growth and opportunities,
- nation building,
- good governance and
- social and human capital development.

Program 4:

This program's objective is to improve the quality of life of all South Africans through the development, transformation and promotion of sustainable sport and recreation programmes that will lead to increased participation and global competitiveness of sport persons.

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

- 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.
- 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.
- 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.
- 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.
- Hlasela-TV is placed at the airport, hospitals and other public places on which information regarding the provincial government, including DSACR is made available to the public.
- 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 may lodge an internal appeal against the decision of the information officer to the MEC or a person designated by the MEC. A requester may also lodge a complaint at the Information Regulator after he/she has exhausted the internal appeal procedure. Said complaint must be submitted within 180 days of the decision. 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.

H. PROCESSING OF PRIVATE INFORMATION

1. Purpose of use of personal information

- a) To manage human resources;
- b) To manage procurement and finances of the Department;
- c) To manage the bursary function for local and international students;
- d) To manage access control to offices of the Department;

- e) To gather contact information in order to consult and communicate with stakeholders;
- f) To confirm identities to promote good governance and for the detection and prevention of fraud, crime, corruption or other malpractice;
- g) For audit and record keeping purposes;
- h) To report to oversight bodies and national departments;
- i) To keep statistical data for research purposes;
- j) In connection with legal proceedings and legal advice.

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.

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 Department of International Affairs, Embassies, Universities, Service Providers who renders 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.

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.

I. UPDATING OF THE MANUAL

The DSACR will, when necessary, update this manual.

J. AVAILABILITY OF THE MANUAL

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

- 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 on the website of the DSACR at freestateonline.fs.gov.za.