



social development

Department of
Social Development
FREE STATE PROVINCE

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 M Koloji

The Head of Department is Adv TJ Phahlo

A. CONTACT DETAILS

Information Officer

Address: Office 11 Standard Bank Building
1st Floor
Cnr West Burger and Charlotte Maxeke Street
BLOEMFONTEIN
9301

Postal address: Private Bag x20616
BLOEMFONTEIN
9300

Tel: 082 0440 057
E-mail: Hodpa@fssocdev.gov.za

Deputy Information Officer

Adv KD Tsotetsi

Address: Office 3 Standard Bank Building
4th Floor
West Burger Street
BLOEMFONTEIN
9301

Postal address: Private Bag x20616
BLOEMFONTEIN
9300

Tel: 066 4876 155

E-mail: Daniel.Tsotetsi@fssocdev.gov.za
Refihlile.Lesaoana@fssocdev.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: inforeg@justice.gov.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*.
- 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 as prescribed.
- 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.

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:

PROGRAMME 1: ADMINISTRATION

Purpose: To provide administrative support to core business programmes, namely Social Welfare and Community Development

Sub-Programme: Corporate Services Management

Purpose: To institutionalise good governance through sound business process and practices in support of effective service deliver

PROGRAMME 2: SOCIAL WELFARE SERVICES

Purpose: To provide integrated developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organizations

Sub-Programme: Services to Older Persons

Purpose: To create an environment that enables the promotion of the development of older persons and the protection of their rights

Sub-Programme: Services to the Persons with Disabilities

Purpose: To protect and promote the rights of people with disabilities including social security rights

Sub-Programme: HIV and AIDS

Purpose: To reduce the incidence and minimize the psycho-social impact of HIV and AIDS.

Sub-Programme: Social Relief

Purpose: To respond to emergency needs identified in communities affected by disasters not declared, and or any other social condition resulting in undue hardship.

PROGRAMME 3: CHILDREN AND FAMILIES

Purpose: To provide comprehensive child and family care and support services to communities in partnership with stakeholders and civil society organisations.

Sub-Programme: Care and Services to Families

Purpose: To ensure the provision of quality services to children and youth including those in need of care and protection.

Sub-Programme: Child Care and Protection

Purpose: To ensure the provision of quality services to children and youth including those in need of care and protection

Sub-Programme: ECD and Partial Care

Purpose: To ensure the provision of quality early childhood development services and partial care services to children.

Sub-Programme: Child and Youth Care Centres

Purpose: To support vulnerable children and youth through alternative care

Sub-Programme: Community Based Care Services for Children

Purpose: To protect, care and support vulnerable children in communities.

PROGRAMME 4: RESTORATIVE SERVICES

Purpose: To provide integrated developmental social crime prevention and anti-substance abuse services to the most vulnerable in partnership with stakeholders and civil society organisations

Sub-Programme: Crime Prevention and Support

Purpose: To reduce crime.

Sub-Programme: Victim Empowerment

Purpose: To reduce the risk of sexual and physical violence against women (gender-based violence).

Sub-Programme: Substance Abuse, Prevention and Rehabilitation

Purpose: To reduce substance abuse

PROGRAMME 5: DEVELOPMENT AND RESEARCH

Purpose: To render developmental social welfare services to vulnerable people and groups in collaboration with partners to reduce their vulnerabilities and promote community empowerment.

Sub-Programme: Community Mobilisation

Purpose: To build empowered cohesive communities

Sub-Programme: Institutional Capacity Building and Support for NPOs

Purpose: To develop institutional capacity of NPO`s to partner with the department in service delivery.

Sub-Programme: Poverty Alleviation and Sustainable Livelihoods

Purpose: To implement a comprehensive poverty reduction strategy to ensure universal access to basic services.

Sub-Programme: Community Based Research and Planning

Purpose: To develop and manage action research systems to support community evidence-based planning and service delivery.

Sub-Programme: Youth Development

Purpose: To develop youth with support programmes to enhance their sustainable livelihoods.

Sub-Programme: Women Development

Purpose: To develop women with support programmes to empower improve sustainable livelihoods.

Sub-Programme: EPWP

Purpose: Create work opportunities

Sub-Programme: Population Policy Promotion

Purpose: To promote integration of population development needs into all government development plans

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. 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 Department will, when necessary, update this manual.

J. 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 (Sesotho, English and Afrikaans) is available at the Office of the Deputy Information Officer.
- The manual is available on the website of the Department at freestateonline.fs.gov.za.