

**PROMOTION OF ACCESS TO
INFORMATION ACT
(MANUAL)**

(Act No. 2 of 2000)

**NATIONAL DEPARTMENT OF SOCIAL
DEVELOPMENT**

Foreword by the Minister

The dawn of democracy in 1994 ushered in new ethos in our society. As a pillar of a democratic society, the public service underwent major transformation in line with government's mandate.

Section 32 of the Constitution guarantees to everyone the right of access to information held by the state and other persons or institutions. The Promotion of Access to Information Act 2 of 2000 (PAIA) provides the framework and procedures for citizens to exercise their constitutional right to information.

As one of government's lead institutions in addressing imbalances of the past, the Department of Social Development is committed to implementation of PAIA, not merely as a formality to comply with legislation, but to give effect to our mission of building a caring society.

Pursuant to the spirit of the Constitution, the Department has developed the fourth edition of the PAIA manual, which is available in English. Previous versions were published in isiZulu, isiXhosa, Setswana, Tshivenda, Sepedi, Braille and were also made available in audio tapes.

I hope that this manual will engender broader public interest and participation in the processes of government programmes and services that affect their lives.

MRS B.E.E. MOLEWA, MP
MINISTER FOR SOCIAL DEVELOPMENT

Foreword by the Director-General

The Department of Social Development strongly believes that information is a fundamental empowering tool for communities in a democratic society. As such we place great emphasis on building an organisational culture that promotes transparency, integrity and accountability.

As democracy take root in our society, the citizen's right to access information is garnering increased attention.

I am hopeful that improving the public's knowledge about the nature of programmes and services that we provide as a Department will result in increased access to those services. In a long term, this will improve the lives of ordinary South Africans.

MR. VUSIMUZI MADONSELA
DIRECTOR-GENERAL

SECTION 14

MANUAL FOR NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT

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Particulars in terms of section 14 of the Promotion of Access to Information Act, No. 2 of 2000

A. The functions Section 14(1)(a)]

This section determines that

“...the information officer of the public body concerned must compile in at least three official languages a manual containing: — a description of its structure and functions;”

i. The functions of the National Department of Social Development

The Department of Social Development has the following primary core functions:

- **To lead in the establishment of a comprehensive social security system**

Management and oversight over social security, encompassing social assistance and social insurance policies that aim to prevent and alleviate poverty in the event of life-cycle risks such as loss of income due to unemployment, disability, old age or death.

- **To provide developmental social welfare services**

To provide developmental social welfare services that provide support to reduce poverty, vulnerability and the impact of HIV and AIDS through sustainable development programmes in partnership with implementing agents such as state-funded institutions, Non-Governmental Organisations (NGOs), Community-Based Organisations (CBOs) and Faith-Based Organisations (FBOs).

- **To provide community development services**

Community development facilitates the implementation of appropriate policies, strategies and programmes aimed at promoting sustainable livelihoods and human development.

ii. Strategic priorities (Based on the Strategic Planning 2008-2011)

Based upon the foregoing, the Department has formulated and committed to the following strategic priorities:

- Tackling child poverty.
- Tackling adult and older persons poverty.
- Social cohesion.
- Youth development.
- Civil society and strengthening of communities.
- Governance and institutional development.
- Regional and international solidarity and engagement.

B. Contact details [Section 14(1(b))]

This section states that

“...the postal and street address, phone and fax number and, if available, electronic mail address of the information officer of the body and of every deputy information officer of the body” must be indicated in the Manual.

The Department of Social Development

The Director-General of the Department of Social Development (DSD) is its Information Officer in terms of the Promotion of Access to Information Act. The deputy information officer of the DSD is the Chief Information Officer.

Postal address: Private Bag X906
PRETORIA
0001

Street address: HSRC Building
134 Pretorius (C/o Pretorius and Bosman Streets)
PRETORIA

Telephone: 012-312 7500

The Minister Mrs B.E.E. Molewa, MP	Tel: (012) 312-7479 Fax: (012) 321-2502 (021) 465-4469 Private Bag X901 PRETORIA 0001
The Director General Information Officer Mr. V.P. Madonsela	Tel: (012) 312-7647 Fax: (012) 312-7822 or 0865172510 Private Bag X901 PRETORIA 0001
Deputy Information Officer Mr. J. Segole	Tel: (012) 312-7777 Fax: (012) 312-7824 Private Bag X 901 PRETORIA 0001 E-mail: juliuss@dsd.gov.za

C. Access to the records held by the Department [Section 14(1)(d)]

This section prescribes that the Department must provide “...sufficient detail to facilitate a request for access to a record of the body, a description of the subjects on which the body holds records and the categories of records held on each subject;”

The National Department of Social Development holds records on different subjects.

i. Automatic disclosures [Section 14(1)(e)]

The automatic disclosure of records referred to in this section are those categories of records “...of the body which are available without a person having to request access in terms of this Act;”

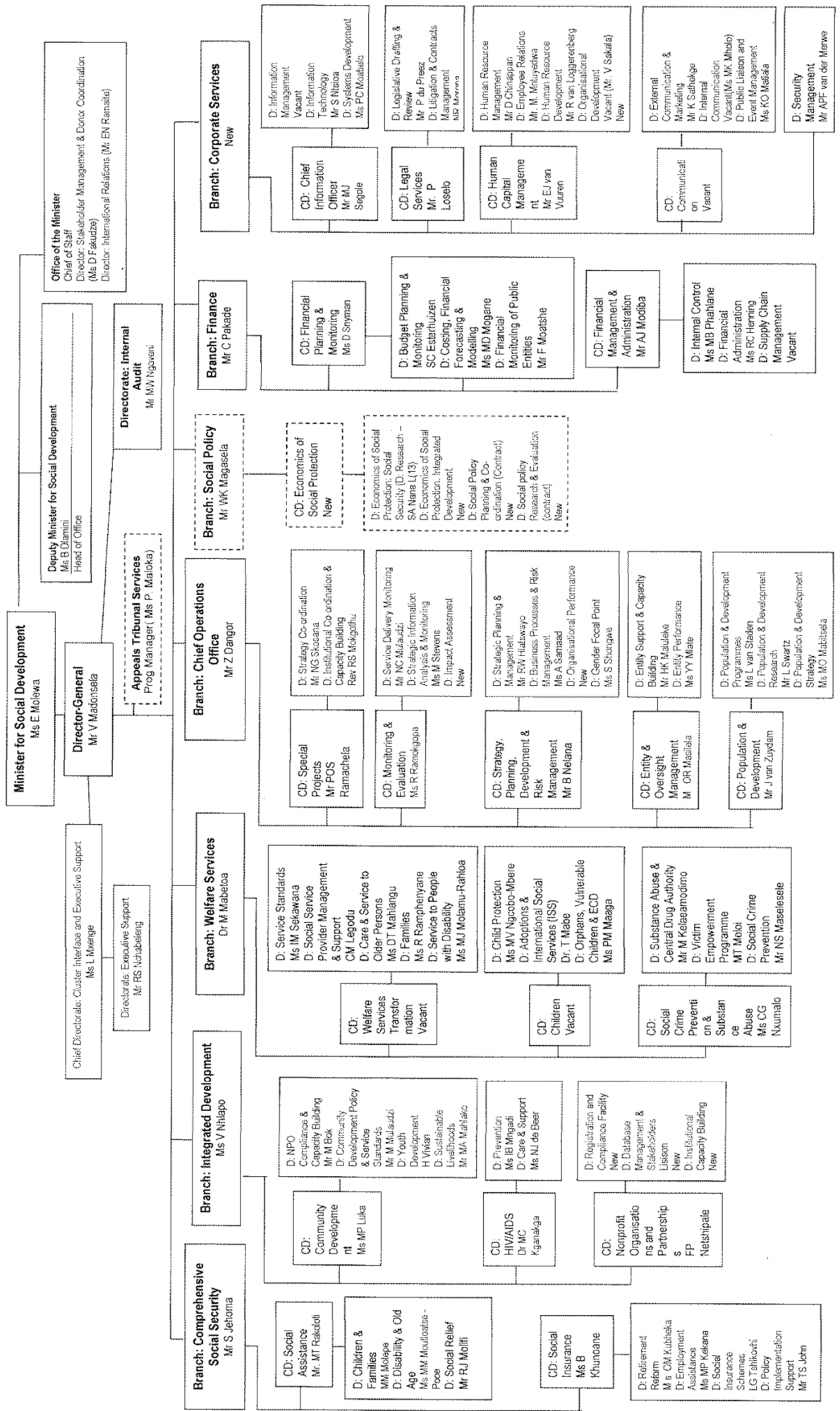
All automatic disclosed information has been divided into the structure of the organisation as set out below. The records are listed in table format. There are four columns, being:

1. Programme
2. Chief Directorate
3. Directorate
4. Records

Some records refer to the programme as such, some to the chief directorate, some to the directorate. “Records” refer to different media, e.g. paper-based documentation, electronic records and websites.

ii. Request for access to records in terms of Section 14

NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT



D. STRUCTURE:

1. OFFICE OF THE DIRECTOR-GENERAL

Cluster Interface & Executive Support
Executive Support

Appeals Tribunal Services

Internal Audit

2. COMPREHENSIVE SOCIAL SECURITY

Social Assistance

Children & Families
Disability & Old Age
Social Relief

Social Insurance

Retirement Reform
Employment Assistance
Social Insurance Schemes
Policy Implementation Support

3. INTERGRATED DEVELOPMENT

Community Development

NPO Compliance & Capacity Building
Community Development Policy & Service Standards
Youth Development
Sustainable Livelihoods

HIV/AIDS

Prevention
Care & Support

Nonprofit Organisations and Partnerships

Registration and Compliance Facility
Database Management & Stakeholders Liaison
Institutional Capacity Building

4. WELFARE SERVICES

Welfare Services Transformation

Service Standards
Social Service Provider Management & Support
Care & Services to Older Persons
Families
Services to People with Disability

Children

Child Protection
Adoptions & International Social Services (ISS)
Orphans, Vulnerable Groups & ECD

Social Crime Prevention & Substance Abuse

Substance Abuse & Central Drug Authority
Victim Empowerment Programme
Social Crime Prevention

5. CHIEF OPERATIONS OFFICER

Special Projects

Strategy Co-Ordination
Institutional Co-Ordination & Capacity Building

Monitoring & Evaluation

Service Delivery Monitoring
Strategic Information Analysis & Monitoring
Impact Assessment Co-Ordination

Strategy, Planning, Development & Risk Management

Strategy Planning and Management
Business Processes & Risk Management
Organisational Performance
Gender Focal Point

Entity Performance & Oversight Management

Entity Co-Ordination & Interface Reporting
Social Security Oversight

Population & Development

Population & Development Programmes
Population & Development Research
Population & Development Strategy

6. SOCIAL POLICY

Economics of Social Protection

Economics of Social Protection: Social Security
Economics of Social Protection: Integrated Development
Social Policy Planning & Co-Ordination
Social Policy Research & Co-Ordination

7. FINANCE

Financial Planning & Monitoring

Budget Planning & Monitoring
Costing, Financial Forecasting & Modelling
Financial Monitoring of Public Entities

Financial Management & Administration

Internal Control
Financial Administration
Supply Chain Management

8. CORPORATE SERVICES

Chief Information Officer

Information Management
Information Technology
Systems Development

Legal Services

Legislative Drafting & Review
Litigation & Contracts Management

Human Capital Management

Human Resource Management
Employee Relations
Human Resource Development
Organisational Development

Communication

External Communication & Marketing
Internal Communication
Public Liaison & Events Management

Security Management

E. List of Records**i. Automatic Disclosure**

Programme	Chief Directorate	Directorate	Records
1. COMPREHENSIVE SOCIAL SECURITY			
	1.1 Social Assistance		
		1.1.1 Children & Families	Constitution of South Africa, Act 108 of 1996
			DSD Customer Charter
			DSD You and your GRANTS 2002
			Rulings on Litigation in Social Assistance Vol 1 (100 cases)
			Proccol on the Boards of the Relief Funds
			Protocol for assessment panels on disability and care dependency
			Background research papers to committee of inquiry report
			The Tiny Little Book That Tackles Great Big Issues (a guide to Social Security in South Africa)
			Draft Report of the Committee of Inquiry into a Comprehensive System of Social Security for SA
			Amendments
			Child Monitor
			Research monograph on children
			Audit research template for Policy and Planning – Chief Directorate
		1.1.2 Disability & Old Age	

Programme	Chief Directorate	Directorate	Records
	1.1.3 Social Relief		
	1.2 Social Insurance		
		1.2.1 Retirement Reform	
		1.2.2 Employment Assistance	
		1.2.3 Social Insurance Schemes	
		1.2.4 Policy Implementation Support	
2. INTERGRATED DEVELOPMENT			
	2.1 Community Development		
		2.1.1 NPO Compliance & Capacity Building	Nonprofit Organisations Act 71 of 1997
			Research Report on the Impact Assessment of the NPO Act
			The Register of Nonprofit Organisations. Can also be accessed on www.npo.gov.za
			Constitutions and annual reports of registered NPOs
			Application form to register as a Nonprofit Organisation in terms of the NPO Act
			Model Constitution to assist organisations to register
			Narrative Reporting Format to assist registered organisations to comply with the reporting requirements of the NPO Act
			Codes of Good Practice for SA NPOs to promote good governance
			Information brochure on the registration process

Programme	Chief Directorate	Directorate	Records
		2.1.2 Community Development Policy & Service Standards	
		2.1.3 Youth Development	
			Youth Strategy
			Dept. Progress Report
			Youth Poster
		2.1.4 Sustainable Livelihoods	
			Draft procedures manual – Finalised by March 2003
			National Business Plan for Poverty Relief
			Quarterly Reports for the unit
			National Treasury Reports
			Funded project information
			Monthly Expenditure Reports – Payments to projects per financial year allocation (IDT Reports)
			Minutes of Meetings
			Strategic Planning Documents
	2.2 HIV/AIDS		
		2.2.1 Prevention	
			National Guideline for Social Services to Children infected and affected by HIV/AIDS
			HIV/AIDS Information brochure
			A Call for Co-ordinated Action for Children Affected and infected by HIV/AIDS Conference Report 2-5 June 2002
		2.2.2 Care & Support	HIV/AIDS Business Plan Home/Community Based Care

Programme	Chief Directorate	Directorate	Records
			Support Programme Manual Situational Analysis Concerning
			Children and Families infected and affected by HIV/AIDS Report: October 2000
			Home/Community Based Care and Support Business Plan 2002/2003
			Child HIV/AIDS Services: A Directory of Organisations in SA
			Quarterly Reports for the Unit
			Child Care Forum Manual
			List of NGO's funded projects
			Monthly Expenditure Reports
			Financial reports on the National Integrated Plan (NIP) for children infected and affected by HIV/AIDS
			Transfer of conditional grants to provinces per financial year
			Public-Private Partnership between SA Government and Kaizer Family Foundation in support of the Love Life Programme (A National HIV/Aids Prevention Programme for SA Youth) information
			Gender and HIV/AIDS Training Manual
			Partnership Against HIV/AIDS for Government Departments (IDC)
			Workplace Policy on HIV/AIDS
			Managing HIV/Aids in the Workplace: A Guide for Government Departments

Programme	Chief Directorate	Directorate	Records
			Generic HIV/AIDS Annual Reports
	2.3 Nonprofit Organisations & Partnership	2.3.1 Registration & Compliance Facility	
		2.3.2 Database Management & Stakeholder Liaison	
		2.3.3 Institutional Capacity Building	
4. WELFARE SERVICES	4.1 Welfare Services Transformation		
			Child Protection Register
			Legislation (including Bills & Acts)
			Policies & Strategies
			Master Plans & Action Plans
			Programmes
		4.1.1 Service Standards	White Paper for Social Welfare Integrated Service Delivery Model (ISDM)
			Generic Norms and Standards framework for Social Welfare Services
			Quality Assurance Frame work for Social Welfare Services
			Implementation Strategy for the Quality Assurance framework for social welfare services
			A Frame work for the training guidelines on the Quality assurance framework
			Recruitment and Retention Strategy for Social workers
			Marketing brochure on Social Work Profession

Programme	Chief Directorate	Directorate	Records
			Marketing brochure on Social Auxiliary Social Work
			A national plan of Action on Scholarship programme
			Final report on Rapid Analysis for physical working conditions of social workers
		4.1.2.Social Service Provider Management & Support	Policy on Financial Awards and to Service Providers Procedure Guidelines
			Administrative Tools: <ul style="list-style-type: none"> ○ Business Plan. ○ Progress Report. ○ Assessment Grid ○ Service Level Agreement/MOU or Contact National Baseline Costing Models
			Draft Policy on the provision of Social Services
			Parliamentary questions and answers on the issues of the Directorate
			Social Services Professions and Occupations Bill, 2008
			Records of the appeal cases of Social Workers
			DVD record of the Social Work Day event
			Research Report on the status quo of the violation of Human Right in provinces
			Discussion document on the Management of Human Rights Violation.

Programme	Chief Directorate	Directorate	Records
			Minutes and reports <ul style="list-style-type: none"> ○ Social Development and Human Rights Forum. ○ Celebration International Human Rights Day and 60th Anniversary of the Universal Declaration of Human Rights. ○ Training on the Promotion of Administrative Justice Act and Promotion of Access to information Act.
			National Human Rights Day Exhibition.
		4.1.3 Care & Support to Older Persons	Administrative Tools: <ul style="list-style-type: none"> ○ Business Plan. ○ Progress Report. ○ Assessment Grid <ul style="list-style-type: none"> ▪ Service Level Agreement/MOU or Contract ▪ National Baseline Costing Models
			South African Policy for Older Persons
			Protocol on the management of abuse of older persons
			Guidelines for frail care services
			Older Persons Bill
			Alzheimer Brochure and Booklets
			UN declaration on the rights of older persons

Programme	Chief Directorate	Directorate	Records
			Annual Reports
			South African Older Persons National Forum (SAOPNF) newsletter
		4.1.4 Families	Framework of Positive Values
			Manual for Families in Crises
			Manual on Family Preservation Services
			Manual on Marriage Preparation and Marriage Enrichment
			Resource Directory on Services to Families
			Social Development Strategy for Services to Families.
		4.1.5 Service to People with Disability	<p><u>RESEARCH REPORTS</u></p> <ul style="list-style-type: none"> • Audit on services to Children with Disabilities • Research on social needs of people with disabilities • Database on facilities and services to people with disabilities
			<p><u>POLICIES</u></p> <ul style="list-style-type: none"> • Policy on Disability • Policy on Residential Facilities • Policy on the Management and Transformation of Protective Workshops • Policy on Rehabilitation and Community Based Services for People with Disabilities

Programme	Chief Directorate	Directorate	Records
			<p><u>TRAINING MANUALS</u></p> <ul style="list-style-type: none"> • Training and Implementation Manual – Policy on Disability • Training and Implementation Manual – Minimum Standards on Residential Facilities • Training Manual on the Management and Transformation of Protective Workshops
			<p><u>MINIMUM STANDARDS</u> Minimum Standards on Residential Facilities for Persons with Disabilities</p>
			<p><u>STRATEGIES / GUIDELINES</u> Strategy on Support Services for Children with Disabilities</p>
			<p>Strategy on the implementation of the Policy on Disability</p>
			<p><u>PAMPHLETS /BROCHURES / INFORMATION LEAFLETS</u> Z card and Resource Directory</p>
			<p><u>REPORTS / CONCEPT PAPER</u> Implementation of the minimum standards on residential facilities</p>
			<p>Macro costing report on the Policy on Disability</p>
			<p>Costing report on minimum standards on residential services to people with disabilities</p>
			<p>Resource directory/booklet for implementation of minimum standards on residential facilities</p>

Programme	Chief Directorate	Directorate	Records
			Specifications on service delivery to people with disabilities by NGOs
			Concept paper on the My Confidence workshops for women with disabilities
	4.2 Children		Children's Act (Act 38 of 2005)
			Policy framework and strategic plan for the prevention and management of child abuse, neglect and exploitation
			National Adoption Register
			Guidelines of Early Childhood Development services
		4.2.1 Child Protection	Child Protection Register
		4.2 .2 Adoptions & International Social Services (ISS)	Brochures: Adoption Foster Care Child Protection Register
		4.2.3 Orphans & Vulnerable Children	
	4.3 Social Crime Prevention & Substance Abuse		
		4.3.1 Substance Abuse and Central Drug Authority	
			Fact sheet: Substance abuse and CDA
			Minimum norms and standards for inpatient treatment centres
			Model for the treatment of youth dependant on substances

Programme	Chief Directorate	Directorate	Records
			Draft National Drug Master Plan 2005-2010
			Policy on the management of substance abuse
			Prevention and Treatment of Substance Abuse Bill 2006
			Resource directory on substance abuse facilities/services
			- CDA Stratplan
			Annual report for CDA 2004/5
			Brochures/Pamphlets/Booklets - Z-CARDS on Kemoja awareness programme Pamphlets on Substance Abuse and HIV and AIDS
			Strategic Plans for the Department
			Five-year Strategic Plan for the CDPD
			Business and Project Plans since 1999/2000
			A wide range of topical issues related to population and development in electronic format
			Printed publications / official releases on population issues
		4.3.2 Victim Empowerment Programme	VEP Policy
			Victim's Charter
			Fact Sheet on VEP
			Domestic Violence Act
			Policy framework and strategy for shelters for victims of domestic violence in SA

Programme	Chief Directorate	Directorate	Records
			Minimum standards for service delivery in victim empowerment (victims of crime and violence)
			National directory on services for victims of violence
		4.3.3 Social Crime Prevention	
5. CHIEF OPERATIONS OFFICER			
	5.1 Special Projects		
		5.1.1 Strategy Co-Ordination	
		5.1.2 Institutional Co-Ordination & Capacity Building	
	5.2 Monitoring & Evaluation		
		5.2.1 Service Delivery Monitoring	
		5.2.2 Strategic Information Analysis & Monitoring	
		5.2.3 Impact Assessment Co-Ordination	
	5.3 Strategy, Planning, Development and Business Improvements &		
		5.3.1 Strategy Planning and Management	Reports on a range of population and development issues, including HIV/AIDS
			Annual Reports produced by different government departments
			Newsletters of government Depts
			Booklets on HIV/AIDS and related population & development issues
			Research publications and reports on population & development issues produced by HSRC, MRC, DBSA, Universities, etc.

Programme	Chief Directorate	Directorate	Records
			State of SA Population Reports
			Quarterly progress reports for the CDPD
			Annual Vote documents (Vote 18 & 19)
			Speeches and Papers
			Diagrams/ organograms of the CDPD and the DSD
			Strategic Plans for the Department
			Five-year Strategic Plan for the CDPD
			Business & Project Plans since 1999/2000
			A wide range of topical issues related to population and development in electronic format
			Printed publications/ official releases on population issues
		5.3.2 Business Processes & Risk Management	
		5.3.3 Organisational Performance	
		5.3.4 Gender Focal Point	
	5.4. Entity Performance & Oversight Management		
		5.4.1 Entity Co-Ordination & Interface Reporting	
		5.4.2 Social Security Oversight	
	5.5 Population & Development		
		5..5.1 Population & Development Programmes	

Programme	Chief Directorate	Directorate	Records
		5.5.2 Population & Development Research	
			Website, http://population.pwv.gov.za
			Research Reports
			Stats in brief
			Mathematical and Statistical Models of Population Growth and Development
		5.5.3 Population & Development Strategy	
			Population Policy South Africa, April 1998
			Monitoring Population Policy Document
			Population Policy Pamphlet
			Strategic and Business Plan
			World Population Day Publicity Material
			State of SA Population Report 2000
			State of SA Population Report in brief
			State of SA Population Report 2001/2
			State of SA Population Report 2001/2 in brief
			Population and Development in the new millennium booklet
			UNFPA country support programme pamphlets
			HIV/AIDS case studies Volume 1

Programme	Chief Directorate	Directorate	Records
			Joint Population Conference Papers: the demographic impact of HIV/AIDS on SA and its provinces
			Fertility – Current SA issues: poverty, youth and HIV/AIDS
			Proceedings and presentations during the Third African Population Conference held in Durban 1999 (4 volumes)
			Draft Report database on cross-boarder migration in SA
6. SOCIAL POLICY			
	6.1 Economics of Social Protection		
		6.1.1 Economics of Social Protection: Social Security	
		6.1.2 Economics of Social Protection: Intergrated Development	
		6.1.3 Social Policy Planning & Co-Ordination	
		6.1.4 Social Policy Research & Co-Ordination	
7. FINANCE			
	7.1 Financial Planning & Monitoring		
		7.1.1 Budget, Planning & Monitoring	
			Annual Budget Review / National Treasury
			Estimates of National Expenditure / National Treasury

Programme	Chief Directorate	Directorate	Records
			Adjustments Estimates / National Treasury
			Monthly Reporting on Expenditure / National Treasury
			Annual Financial and Fiscal Review / National Treasury
			Quarterly section 32 Publication of Conditional Grant sending / National Treasury
			Public Finance Management Act
			Annual Division of Revenue Act
			Treasury Regulations (as amended)
		7.1.2 Costing, Financial Forecasting & Modelling	
		7.1.3 Financial Monitoring of Public Entities	
	7.2 Financial Management & Administration		
		7.2.1 Internal Control	
		7.2.2 Financial Administration	
		7.2.3 Supply Chain Management	
8. CORPORATE SERVICES			
	8.1 Chief Information Officer		<u>Government Information Technology Office Council</u>
		8.1.1 Information Management	
			<u>Information Management Policy Documents</u>
			Information Management Strategy
			<u>Management</u>

Programme	Chief Directorate	Directorate	Records
			Provincial Liaison Documentation
			Reports
			Departmental
			Conferences
			Library Materials
			Books
			Journals
			Telephone Directories
			Street maps
			Pamphlets
			SA Statutes
		6.1.2 Information Technology	
			Strategic Plans
			Information Security Policy
			SITA
		6.1.3 Systems Development	
			Internet WebPages - HIV/Aids http://population.pwv.gov.za/aidshiv/hivIndex2.htm
			None Profit Organisation http://socdev/Projects/NPO/index.htm
			Internet - Central Drug Authority : http://www.cda.gov.za
			Internet WebPages - Population and Development http://population.pwv.gov.za
			Website: www.dsd.gov.za
	8.2 Legal Services		Intranet: http://intranet
			Annual Reports
		8.2.1 Legislative Drafting & Review	
		8.2.2 Litigation & Contracts Management	

Programme	Chief Directorate	Directorate	Records
	8.3 Human Capital Management		
		8.3.1 Human Resource Management	
			HR Management Policies
			Performance Management and Development System
			Public Service Act
			Employment Equity Act
			Basic Conditions of Employment Act
			Public Service regulations
			PSCBC Collective Agreements
			PHWSBC Collective Agreements
			HR Business Plan
			HIV/AIDS Workplace Policy and Programme
			Quarterly Progress Report on the HIV/AIDS Workplace Programme
			Department's Organisational Structure and Establishment
			Employment Equity Plan
			Employment Equity Report
			Representativity Profile of the Department
			HRM Annual Report in terms of the Public Service Regulations
			EE Reports 2000, 2001, 2002
			E-HR website
			Job Evaluation Reports
			Top Structure of Department
			Notch and Merits Reports
		8.3.2 Employee Relations	
		8.3.3 Human Resource Development	

Programme	Chief Directorate	Directorate	Records
			Workplace Skills Plan
			Human Resource Development Strategy for the Public Welfare Sector
			HRD Policies such as: The Bursary policy; Internship Policy
			Training Report
			Curriculum for Social Security
			Training Schedule
		8.3.4 Organisational Development	Departmental Establishment
	8.4 Communication		
			<u>Brochure/Pamphlets/Booklets</u>
			Families are forever
			Customer Charter
			You & your Grants
			Flier on Back Pay Project
			Social Grants for Children
			Calendars
			Stop Women Abuse – Zulu (old Document)
			<u>Posters of Departmental Events</u>
			<u>Newsletters: Itireleng</u> DSD News
			<u>DSD Annual Reports: 2000/2001 - 2008</u>
			Report of the Committee of Inquiry into a Comprehensive Social Security for SA
			National Report on the Status of Older Women
			Population Report 2000
			White Paper on Population Policy 1998

Programme	Chief Directorate	Directorate	Records
			National Consultative Process 12-22/10/00 (on request)
			<u>Internally Created</u>
			Budget
			Finance
			Exco
			International Desk
			Line Function
			Payment Advice
			Calendar of Events
			Minister Speeches
			Ministerial Visits
			Personnel (Workplans, Resignations)
			Meetings
			HSD
			Events (Child Protection Week)
			WSSD
			Quarterly Reports
			Performance Agreement
			Individual Files of Personnel
			<u>Externally created</u>
			Inter-Departmental
			Provinces
			Printing Companies
			Media Releases
			HSRC
			Stakeholder
			Volunteers
			Address Book (Both Internal & External Stakeholders)
		8.4.1 External Communication & Marketing	

Programme	Chief Directorate	Directorate	Records
		8.4.2 Internal Communication	
		8.4.3 Public Liaison & Events Management	
			Departmental Annual Reports
			Customer Charter
			You and Your Grants
			Inquiry into a Comprehensive Social Security for SA
			Report of the Committee of
	8.5 Security Management		

ii. Request for access to records in terms of Section 14

These records are divided into the following main categories, namely, Legal, Financial, Organisation and Control, Human Resources, Minutes and Other (Operational Documentation)

Legal

Legislation

Legal Opinions

Contracts and Agreements

Financial

Budgets

Statements

Invoices

Audit records (e.g. work plans, working papers, Internal Audit reports)

Business Plans

Tender Documentation (including State Tender Board General Conditions and Procedures)

Procurement: Suppliers database; Preferential Procurement Policy

Motivations for expenditure

Financial reports

Organisation & Control

Meetings (Minutes etc.)

Inputs

Plans

Security

Information Management (Policy Documents, Administrations Documents, Management Documents, Provincial Data Documents, etc.)

Norms and standards

Information Technology Records

Human Resources

Personnel files

Performance Agreements

Workplace Skills Plan

Training Reports

PMDS Reports

Agenda & Minutes

Extended Committee (EXCO)

MANCO

Heads of Social Services

Policy Forum

Other (Operational Documentation)

Project Files

Information for funded projects

Parliamentary Questions & Answers

MTEF Inputs

SACENDU Research
Investigations at treatment centres
Funding of SANCA and others
Pilot projects
Correspondence re Social Crime Prevention and Youth Development
Extension of child support grant
Heads of Social Security documentation
Particular information on beneficiaries regarding their specific circumstances.

F . Request procedure

- A requestor must complete the attached **FORM C** and submit to the Information Officer's address The Department of Social Development. A requester must clearly indicate on the request form:
 - the form or manner of access required
 - Specify a postal address or fax number in South Africa, or an e-mail address
 - Identify the right he/she wants to exercise or protect and give an explanation why the record is needed for this purpose
 - Indicate the form of reply to his/her request, other than a written reply, which he/she prefers, with the relevant particulars
 - Give proof of the capacity in which he/she is acting, if requesting access on behalf of another.

If a requester is uncertain as to the exact location and specific description of the record concerned, he/she is invited to contact the Deputy Information Officer who will assist in identifying the record concerned.

Telephone requests:

Telephonic requests are not forbidden by the Act. An individual, who cannot read or write or has a disability, can make such a request to the Information Officer/Deputy Information Officer at the telephone number given in this manual. The Information Officer/Deputy Information Officer will complete the form on behalf of such requester and furnish the requester with such completed form.

iv. Internal appeal procedures against refusal of access to information

- If after complying with the procedural requirements mentioned above:
 - The Information Officer refuses to grant access to information; and
 - Such refusal is not based on any ground of refusal mentioned in the Act the requester may appeal against the decision of such Information Officer to the Minister.
- When the requester lodges an internal appeal, the prescribed appeal form must be completed (**Form B**):
 - (i) within 60 days;
 - (ii) if notice to a third party is required by section 49(1)(b), within 30 days after notice is given to the appellant of the decision appealed against or, if notice to the appellant is not required, after the decision was taken;
- The form must be delivered or sent to the information officer of the public body concerned at his or her address, fax number or electronic mail address;

- Must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant;
- If the requestor is not satisfied with the decision of the Information Officer as stated in No. iv above, then an appeal may be lodged with the Minister for Social Development;
- The requestor may lodge a Court application for further relief if not satisfied with the appeal decision of the Minister for Social Development;
- If no such application is filed within 30 days of the decision, the decision of the Minister for Social Development will be adhered to.

G. FORMS

FORM C

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))

[Regulation 10]

A. Particulars of public body

The Head:

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
(b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
(c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

Fax number: _____ Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
 (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record:
2. Reference number, if available:
3. Any further particulars of record:

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
 (b) You will be notified of the amount required to be paid as the request fee.
 (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
 (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
-------------	-----------------------------------

Mark the appropriate box with an **X**.
 NOTES:
 (a) Compliance with your request in the specified form may depend on the form in which the record is available.
 (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
 (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record
--	---

2. If record consists of visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images		copy of the images*		3. transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES	NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20-----

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

Form B

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 8]

STATE YOUR REFERENCE NUMBER: _____

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

<p>(a) <i>The particulars of the person who lodge the internal appeal must be given below.</i></p> <p>(b) <i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i></p> <p>(c) <i>If the appellant is a third person and not the person who originally requested the information, the particulars of the requestor must be given at C below.</i></p>

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged: _____

C. Particulars of requester

<p><i>This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.</i></p>

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:

	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act
	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access

E. Grounds for appeal

If the provided space is inadequate, please continue on a separate folio and attach it to this form. You must sign all the additional folios.

State the grounds on which the internal appeal is based: -----

State any other information that may be relevant in considering the appeal: -----

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:-----

Particulars of manner: -----

Signed at----- this-----day of-----20-----

SIGNATURE OF APPELLANT

