

# PROMOTION OF ACCESS TO INFORMATION ACT

2014

Building a Caring Society. Together.

[www.dsd.gov.za](http://www.dsd.gov.za)



**social development**

Department:  
Social Development  
REPUBLIC OF SOUTH AFRICA





## SECTION 14

### MANUAL FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT

CONTENT	PAGES
Forward by the Minister	2
Forward by the Director-General	3
PARTICULARS IN TERMS OF SECTION 14	5
The functions of the Department of Social Development	5
The functions of the Department of Social Development	5
Strategic priorities (Based on the Strategic Planning 2012-2014)	5
Contact details [Section 14(1)(b)]	6
Access to the Records held by the Department	7
[Section 14(1)(d)]	7
Automatic disclosure [Section 14(1)(e)]	7
Request for access to records in terms of Section 14	7
Structure of the Department of Social Development	8
List of Records	9
i Automatic Disclosure [Section 14(1)(a)]	9
ii Request for access to records in terms of Section 14	35
Request Procedure	37
Forms	39
Form A (Request for access to records of Public Body)	39
Form B (Notice of Internal Appeal)	43

## FOREWORD BY THE MINISTER



The transformation of the South African political landscape from the apartheid regime to the first ever democratic elections in 1994 was facilitated by several pieces of progressive legislation. Key amongst them is the Constitution of the Republic of South Africa (1996) which seeks to "lay the foundations for a democratic and open society in which government is based on the will of the people and every citizen is equally protected by law".

Section 32 of the Constitution guarantees every citizen the right of access to information held by the state and other persons or institutions. The Constitution, which serves as the supreme law in the country recognises that access to information is critical to the establishment and promotion of a democratic society.

The Promotion of Access to Information Act (Act No. 2 of 2000) commonly known as PAIA, takes its cue from the provisions of the Constitution and provides the necessary framework and procedures for citizens to exercise their rights. It also builds on the Batho Pele (People First), a government initiative aimed at promoting person-centred approach within the South African public service.

I have always maintained that Social Development is the heartbeat of our government. The publication of this manual should therefore not be seen as a mere compliance with statutes, but more as a strategic tool to empower the South African citizens to fully exercise their rights and to hold us accountable as a democratically elected government.

A handwritten signature in black ink, appearing to read 'B O Dlamini', written in a cursive style.

**Ms B O Dlamini, MP**  
**Minister of Social Development**  
**Republic of South Africa**

## FOREWORD BY THE DIRECTOR-GENERAL



Transparency and accountability are indispensable features of any democratic society. The Promotion of Access to Information Act (Act No. 2 of 2000) provides the legal instrument and procedures for citizens to exercise their constitutional right to information as enshrined in Section 32 of the Constitution of the Republic of South Africa (1996).

The ultimate purpose of the Promotion of Access to Information Act is to provide greater transparency in public matters and to ensure that all South Africans, irrespective of their social standing have the right to request and receive information from state institutions. To further the objective of promoting participatory democracy and building a humane society, the Department developed the sector-specific Customer Services Charter. Like PAIA, the Charter confirms the citizens' fundamental right to information.

Social Development is one of government's institutions that are in the forefront of promoting human rights and the publication of this manual re-affirms our on-going commitment to uphold our Constitutional obligation. This is also one way in which we seek to live up to the South Africa public service mantra: "we belong, we care, we serve".

A stylized, handwritten signature in black ink, consisting of a large, flowing 'C' followed by a smaller, more complex mark.

**Mr C Pakade**  
**Director-General**  
**Department of Social Development**

## **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 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 systems**

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 2012-2014)**

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

- Welfare services improvements
- Reduction of substance abuse
- Tackling of social crime
- Promotion and establishment of Early Childhood Development
- Community development through mobilization, advocacy and social facilitation
- Provision of comprehensive social security
- Strengthening of the capacity of non-governmental organizations
- Social Policy
- Promotion of population and development agenda
- Zero hunger

## 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 is the Information Officer in terms of the Promotion of Access to Information Act no. 02 of 2000. The Deputy Information officer of the DSD is the Chief Information Officer.

Postal address: Private Bag X901  
PRETORIA  
0001

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

Telephone: 012-312 750

The Minister Ms B Dlamini, MP	Tel: (012) 312-7479 (021) 465-4011 Fax: (012) 321-7071 (021) 465-4469 Private Bag X901 PRETORIA 0001
Information Officer Mr C Pakade	Tel: (012) 312-7647/7676 Fax: (012) 312-7822 or 0865172510 Private Bag X901 PRETORIA 0001 E-mail: <a href="mailto:Cocekop@dsd.gov.za">Cocekop@dsd.gov.za</a>
Deputy Information Officer Mr. M M Machubeng	Tel: (012) 312-7839 Fax: 086 214 6801 Private Bag X 901 PRETORIA 0001 E-mail: <a href="mailto:michaelm@dsd.gov.za">michaelm@dsd.gov.za</a>

## 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 Department of Social Development holds records on different subjects.

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

**The automatic disclosures 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 disclosure of records have been divided into the structure of the organisation as set out below in a table format and divided into four columns. The records are listed in table format. There are four columns:

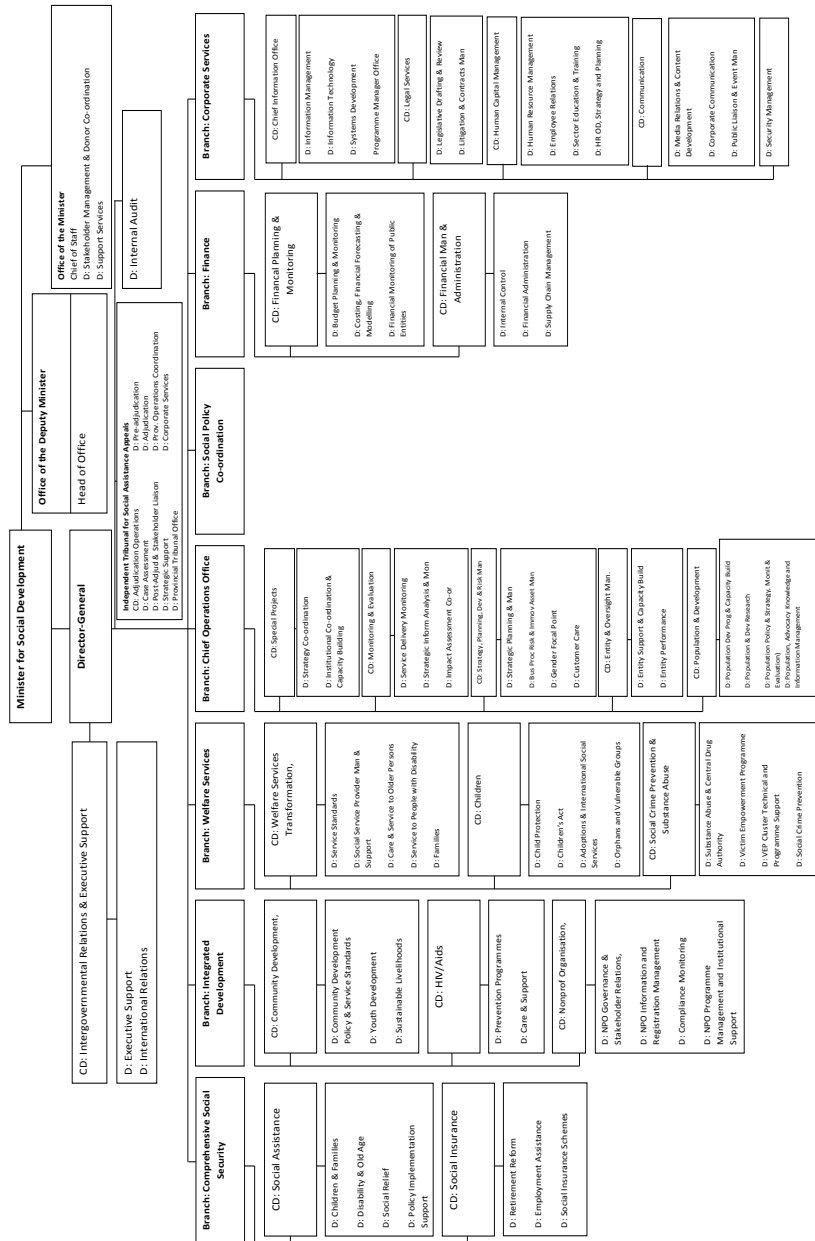
- Programme
- Chief Directorate
- Directorate
- Records

Records refer to any form of media, e.g. paper-based documentation, electronic records and websites.

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



### D.STRUCTURE:



## E. LIST OF RECORDS

### i. Automatic Disclosure [Section 14(1)(a)]

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
I. COMPREHENSIVE SOCIAL SECURITY				
	I.1 Common Directorates Records in Comprehensive Social Security			
			Background research papers to committee of inquiry report	
			Report of the Committee of Inquiry into a Comprehensive System of Social Security for SA	
			An overview of South Africa's Social Security System	
	I.2 Social Assistance			
			DSD You and your GRANTS 2002	
			Amendments to legislation on Child Support Grant (CSG)	
			Child Monitor	
			Research monograph on children	
			Audit research template for Policy and Planning – Chief Directorate	
		I.2.1 Disability & Old Age	Amendments on Social Assistant Act on Older Person's Grant	
			Speaking Books on Social Grant	
			Social Assistant Amendment Act on Care Dependency Grant to Refugee Children with Disabilities	
	I.2.2 Social Relief			
			Protocol on the Boards of the Relief Funds	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Social Relief of Distress Procedure Manual	
			Fund Raising Act No. 107 of 1978	
	1.2.3 Protocol on the Boards of the Relief Funds			
			Promulgated Legislation on Social Assistant (Act & Regulation for Social Assistant	
			Information on Grant Values	
			Norms and Standards Research Report on Social Grant	
			Policy Implementation Support	
	1.2.4 Social Insurance			
			Discussion document on retirement provisions	
			Feasibility study on retirement provisions	
			Comfortable retirement for everyone	
2. INTERGRATED DEVELOPMENT				
	2.1 Community Development			
		2.1.1 NPO Compliance & Capacity Building	Non-profit Organisations Act 71 of 1997	
			Research Report on the Impact Assessment of the NPO Act	
			The Register of Non-profit Organisations. Can also be accessed on <a href="http://www.npo.gov.za">www.npo.gov.za</a>	
			Policy on Financial Awards	
			NPO Directorate Business Plan	
			The State of NPO in SA 2009	
			The State of NPO in SA 2010	
			The State of NPO in SA 2011	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			The State of NPO Register KwaZulu Natal 2010-2011	
			The State of NPO Register Free State 2010-2011	
			The State of NPO Register Western Cape 2010-2011	
			The State of NPO Register Northern Cape 2010-2011	
			The State of NPO Register North West 2010-2011	
			The State of NPO Register Limpopo 2010-2011	
			The State of NPO Register Eastern Cape 2010-2011	
			The State of NPO Register Gauteng 2010-2011	
			Impact Assessment Study	
			Literature Review on Developing Good Governance	
			DSD Governance Report	
			Constitutions and annual reports of registered NPOs	
			Application form to register as a Non-profit 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	
			Developing Good Governance practice within the South African NPO Sector Chapter 1	
			Developing Good Governance practice within the South African NPO Sector Chapter 2	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Developing Good Governance practice within the South African NPO Sector Chapter 3	
			Business Plan National Organizations	
			Information brochure on the registration process	
			Provincial quarterly reports (HCBC Support Groups)	
			Guidelines on establishment and management of support groups for children and adults	
			Guidelines on psychosocial support for children living with HIV and chronic conditions	
			Child Protection Curriculum	
			Supportive Supervision for Community Caregivers	
			Psychosocial Support Wellbeing for Community Caregivers	
			National Audit of Registered and Unregistered Home and Community Based Care Audit in South Africa	
			Norms and Minimum Standards for Home and Community Based Care (HCBC) and support Programme	
			Policy Framework and National Action Plan for OVC	
			Leaflet on Home and Community Based Care (HCBC) and Support Programme	
			National compliance Monitoring Tool	
			Integrated Monitoring and Evaluation System for Home and Community Based Care (HCBC) and support Programme Training Manual	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
		2.1.2 Community Development Policy & Service Standards		
			An Audit of International, National and Provincial Social Development Policies that have an impact on Community Development Practice in South Africa	
		2.1.3 Youth Development		
			Impact Evaluation of Masupatsela	Confidential
			Masupatsela Youth Pioneer Programme	
		2.1.4 Sustainable Livelihoods		
			Toolkit for Community Development Practitioners in South Africa.	
			Funded project information	Restricted
			Monthly Expenditure Reports – Payments to projects per financial year allocation (IDT Reports)	Restricted
			Guidelines for Community Mobilisation	
			Guidelines for change agents and support	
	2.2 HIV/AIDS			
		2.2.1 Prevention		
			National Guideline for Social Services to Children infected and affected by HIV/AIDS	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			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	
			Provincial quarterly reports (HCBC Support Groups)	
			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	
			Guidelines on establishment and management of support groups for children and adults	
			List of NGO's funded projects	
			Guidelines on psychosocial support for children living with HIV and chronic conditions	
			Guidelines on psychosocial support for adults living with HIV and chronic conditions	
			Child Protection Curriculum	
			supportive Supervision for Community Caregivers	
			National Audit of Registered and Unregistered Home and Community Based Care (HCBC) and Support Programme	
			Framework Policy and National Action Plan for OVC	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Government Departments Integrated development Program (IDC)	
			Integrated Monitoring and Evaluation System for Home and community Based Care (HCBC) and Support Programme Manual	
			Leaflet on Home and Community Based Care (HCBC) and Support Programme	
	2.3 Non-profit Organisations & Partnership Training	2.3.1 Registration & Compliance Facility		
3. WELFARE SERVICES	3.1 Welfare Services Transformation			
			Child Protection Register	
			Legislation (including Bills & Acts)	
			Policies & Strategies	
			Master Plans & Action Plans	
			Programmes	
		3.1.1 Service Standards	White Paper for Social Welfare Integrated Service Delivery Model (ISDM)	
			Generic Norms and Standards for Social Welfare Services	
			Social Welfare Services framework	
			Generic Intervention Processes Model for Social Welfare Services	
			Careers Faire Strategy Careers Faire Strategy	
			Recruitment and Retention Strategy for Social workers	
			Supervision Framework for Social Work Profession	



Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			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	
		3.1.2.Social Service Provider Management & Support		
			Records of the appeal cases of Social Workers	Confidential
			DVD record of the Social Work Day event	
			Social Services Professions Act No. 110 of 1978	
		3.1.3 Care & Support to Older Persons	Administrative Tools: Strategy Plan. Progress Report in terms of business. Assessment Grid Service Level Agreement/MOU or Contract National Baseline Costing Models South African Plan of Action on ageing Implementation Plan	
			South African Policy for Older Persons 2005	
			Protocol on the management of abuse of older persons	
			Guidelines for frail care services	
			Older Persons Act No. 13 of 2006	
			National Register on Elder Abuse	Confidential
			Register for care Givers	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			UN declaration on the rights of older persons	
			South African Older Persons National Forum (SAOPNF) newsletter	
		3.1.4 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.	
			Brochure on Services to Families	
		3.1.5 Service to People with Disability	RESEARCH REPORTS Audit on Residential facilities for Children and Adults with Disabilities Policy on Social Development service to people with disabilities aligned to the UN Convention Strategy for Integrated Services for children with disabilities	
			POLICIES Policy on Disability Policy guidelines on Residential Facilities Policy guidelines on the Management and Transformation of Protective Workshops Policy guidelines on Rehabilitation and Community Based Services for People with Disabilities Minimum standards on Residential Facilities HR Strategy on Disability	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			TRAINING MANUALS 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	
			MINIMUM STANDARDS	
			STRATEGIES / GUIDELINES	
			PAMPHLETS /BROCHURES / INFORMATION LEAFLETS Z card and Resource Directory	
			REPORTS / CONCEPT PAPER	
			Specifications on service delivery to people with disabilities by NGOs	
	3.2 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	
		3.2.1 Child Protection		
			Child Protection Register	
			Foster Care	
			Child Protection	
		3.2.2 Adoptions & International Social Services (ISS)		

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Brochures: Adoption	
			Adoption Policy Framework and strategy	
		2.2.3 Orphans & Vulnerable Children		
			Strategy and guidelines for children living and working in the street	
			National Guidelines for strategy services to Child Headed Household	
			Brochure: on Services for children living and working on the street Services to children in child headed household	
	3.3 Social Crime Prevention & Substance Abuse			
		3.3.1 Substance Abuse and Central Drug Authority		
			Minimum norms and standards for inpatient and outpatient treatment centres	
			Treatment Model for Youth	
			Draft National Drug Master Plan 2012-2016	
			Prevention and Treatment of Substance Abuse Act 70 of 2008	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Resource directory on substance abuse facilities/services	
			CDA Strategic Plan	
			Annual report for CDA 2004/5, 2005/06, 2009/10 and 2010/11	
			Brochures/Pamphlets/Booklets Z-CARDS on Kemoja Information on drugs Say NO to Drugs	
			Anti-substance Abuse Programme of Action	
			A wide range of topical issues related to population and development in electronic format	
			Printed publications / official releases on population issues	
			Draft Regulation for the Prevention and Treatment for Substance Abuse Act	
			Substance Abuse Prevention Model for Adults	
			Community based Service Model	
			Integration and Aftercare Model	
			Ke-Moja awareness campaign strategy	
			Monitoring and evaluation tool for Substance Abuse	
			Draft Cannabis a Position Paper for South Africa	
		3.3.2 Victim Empowerment Programme	VEP Policy	
			Victim's Charter	
			Fact Sheet on VEP	
			Domestic Violence Act	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Policy framework and strategy for shelters for victims of domestic violence in SA	
			Everyday Heroes	
			Manual on the Establishment of Khuseleka one stop centre model One stop centre manual	
			Minimum standards for service delivery in victim empowerment (victims of crime and violence)	
			National directory on services for victims of violence	
		3.3.3 Social Crime Prevention		
			Minimum Norms and Standards for Diversion	
			Integrated Social Crime Prevention Strategy Sept 2011	
			Reception Assessment and Referral Centres (RAR)	
			National Policy	
			Guidelines on Home-Based Supervision 2009	
			Blue Print Minimum Norms and Standards for Secure Care Facilities in South Africa August 2010	
			Policy Framework for Accreditation of diversion services in South Africa May 2010	
			National Policy Guidelines on Pre-Sentence Evaluation Committees (PSEC) March 2011	
			Guidelines for Probation Officers, Assistant Probation Officers, Child and Youth, Care Workers to provide Appropriate Services to Children in conflict with the Law	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			National Resource Directory	
4. CHIEF OPERATIONS OFFICER				
	4.1 Special Projects			
		4.1.1 Strategy Co-Ordination		
		6.1.2 Institutional Co-Ordination & Capacity Building		
	4.2 Monitoring & Evaluation			
		4.2.1 Service Delivery Monitoring		
			Annual Report 2010/2011	
			Quarterly Programme Performance Report	
			Programme of action reports	
			Key Statistical Report on Social Assistance	
			Key Statistical Report on Vulnerable Groups	
		4.2.2 Strategic Information Analysis & Monitoring		
			Non-Financial Data Reports 2011/12	
			Quality Assessment Reports	
		4.2.3 Impact Assessment Co-Ordination	Evaluation Reports	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
	4.3 Strategy, Planning, Development and Business Improvements &			
		4.3.1 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 Departments	
			Booklets on HIV/AIDS and related population & development issues	
			Research publications and reports on population & development issues produced by HSRC, MRC, DBSA, Universities, etc.	
			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	



Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Printed publications/ official releases on population issues	
		4.3.2 Gender Focal Point		
			DSD Women's Empowerment and gender Equality Policy	
			Gender Mainstreaming Guidelines	
			GFP – Profile Pamphlets	
			Regional & International instruments relevant for DSD	
	4.4 Population & Development			

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			<p>POPULATION AND DEVELOPMENT KIT</p> <p>Towards a Ten year review book</p> <p>Population Policy</p> <p>Strategy on Population and Development 2004 – 2009</p> <p>SAMCP+D Report of the Southern African Minister' Conference on Population and Development</p> <p>SAMCP+D brochure</p> <p>Towards a Ten year review brochure</p> <p>State of South Africa population report 2000</p> <p>State of South Africa population report 2000 booklet</p> <p>Population and Development in the New Millennium booklet</p> <p>Country report on the International Conference on Population and Development + 10 (ICPD+10 country report)</p> <p>A Comparative analysis of 1996 and 2001-census data on vulnerable and special target groups</p> <p>Focus on Population and Development 2004 (Sunday Independent)</p> <p>Population and Gender Equality in South Africa</p> <p>Republic of South Africa: Demographic and Statistical overview 1994 - 2004</p> <p>Southern African Population and development collaboration</p> <p>Overview of the current state of South Africa's population</p> <p>Synthesis report</p> <p>SADC report</p>	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			<p>HIV/AIDS RESOURCE KIT</p> <p>Population, HIV/AIDS and Development: A resource document (blue book)</p> <p>Population, HIV/AIDS and Development: A resource document booklet (small blue book)</p> <p>HIV/AIDS Case studies in South Africa volume 1</p> <p>Documenting HIV/AIDS Case studies in South Africa volume 2</p> <p>HIV/AIDS Round Table Forum (cedpa book)</p> <p>Appraisal of Home/Community-based care projects in South Africa 2002-2003</p> <p>HIV/AIDS Case studies in South Africa volume 3</p> <p>CD KIT</p> <p>Population Policy for South Africa</p> <p>Population &amp; Development Youth</p> <p>Joint Population Conference 2003</p> <p>Joint Population Conference 2004</p> <p>Joint Population Conference 2005</p> <p>Strengthening local government and civic responses to the HIV/AIDS epidemic in South Africa</p>	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			<p>PAMPHLETS</p> <p>Services provided by the Directorate: Population and Development Research</p> <p>The training course on the Population, environment and development nexus</p> <p>The primary HIV/AIDS Capacity building course for government planners</p> <p>The APSTAR training pamphlet</p> <p>Pamphlet on functions of population units</p> <p>BOOKMARKS</p> <p>Population policy for South Africa (in brief)</p> <p>Population and development information service</p>	
5. SOCIAL POLICY				
	5.1 Economics of Social Protection			
		5.1.1 Economics of Social Protection: Social Security		
		5.1.2 Economics of Social Protection: Integrated Development		

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
		5.1.3 Social Policy Planning & Co-Ordination		
		5.1.4 Social Policy Research & Co-Ordination		
6. FINANCE	6.1 Financial Planning & Monitoring	6.1.1 Budget, Planning & Monitoring	Annual Budget Review / National Treasury	
			Estimates of National Expenditure / National Treasury	
			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	
			Treasury Regulations (as amended)	
7. CORPORATE SERVICES	7.1 Chief Information Officer	7.1.1 Information Management	Government Information Technology Office Council	
			Information Management Policy Documents	
			Information Management Strategy	
			Management	
			Provincial Liaison Documentation	
			Reports	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
			Departmental	
			Conferences	
			Library Materials	
			Books	
			Journals	
			Telephone Directories	
			Street maps	
			Library Broacher	
		7.1.2 Information Technology	Information Security Policy	
		7.1.3 Systems Develop- ment	Internet Webpages - HIV/Aids <a href="http://population.pwv.gov.za/aidshiv/hivIndex2.htm">http://population.pwv.gov.za/aidshiv/hivIndex2.htm</a>	
			None Profit Organisation <a href="http://socdev/Projects/NPO/index.htm">http://socdev/Projects/NPO/index.htm</a>	
			Internet - Central Drug Authority : <a href="http://www.cda.gov.za">http://www.cda.gov.za</a>	
			Internet Web Pages - Population and Development <a href="http://population.pwv.gov.za">http://population.pwv.gov.za</a>	
	7.2 Human Capital Management	7.2.1 Human Resource Management	HR Management Policies	
			Public Service Act	
			Employment Equity Act	
			Basic Conditions of Employment Act	
			Public Service regulations	
			HIV/AIDS Workplace Policy and Programme	
			Quarterly Progress Report on the HIV/AIDS Workplace Programme	

Programme	Chief Directorate	Directorate	Records	Classification Confidential/Secret/Top Secret
		7.2.2 Employee Relations		
			PSCBC Collective Agreements	
			PHSDSBC Collective Agreements	
			Disciplinary Code	
			Disciplinary Guidelines	
			Standard Operational Procedures	
			Grievance Procedure Guidelines	
			Performance Management and Development System	
			Training, Education and development	
			HRD annual implementation plan	
			Skill Development Act	
			Workplace Skills Plan	
			Human Resource Development Strategy for the Public Sector	
			HRD Policies such as: The Bursary policy; Internship Policy	
			Training Report Public service Education Training Authority (PSETA)	
			Curriculum for Social Security	
			Training Schedule	
			Notch and Merits Reports	Confidential
			Incentive Framework Policy	
			Chapter 4 of SMS handbook as amended	
		7.2.4 Organisational Development	HR Business Plan	

			Department's Organisational Structure and Establishment	
			Employment Equity Plan	Restricted
			Employment Equity Report	
			Representative Profile of the Department	
			HRM Annual Report in terms of the Public Service Regulations	
			EE Reports 2000, 2001, 2002	
			Job Evaluation Reports	
			Top Structure of Department	
			Departmental Establishment	
			Job evaluation and organizational design policy	
			HR Plan & Progress Report	
			Cost of living adjustment SMS Handbook Dispensation for Special Advisors	



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

The following records are divided into the following main categories, namely, Legal, Financial, Organisation and Control, Human Resources, Minutes and Other (Operational records) and may be requested as well.

Legal  
Legislation  
Legal Opinions  
Contracts and Agreements

Financial  
Budgets  
Statements  
Invoices  
Audit records (e.g. work plans, working papers, and 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 A and submit to the Information Officer address. A requester must clearly indicate the following on the request Form A:

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.

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 of Social Development.

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

### (i) FORM A

J750



REPUBLIC OF SOUTH AFRICA

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 6]

#### FOR DEPARTMENTAL USE

Reference number: .....

Request received by .....  
..... (state rank, name and surname of information officer/deputy information officer) on ..... (date) at .....  
..... (place).

Request fee (if any): R .....

Deposit (if any): R .....

Access fee: R .....

.....

SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

#### A. Particulars of public body

The Information Officer/Deputy Information Officer:

The Information Officer  
The Department of Social Development  
Private Bag x901  
PRETORIA  
0001

## 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: .....

Telephone number: (.....) ..... Fax 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 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 below, 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 <b>X</b> .	
NOTES:	
(a) Compliance with your request for access 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	<input type="checkbox"/>	<input type="checkbox"/>
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*	<input type="checkbox"/>
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/> listen to the soundtrack (audio cassette)	<input type="checkbox"/> transcription of soundtrack* (written or printed document)	<input type="checkbox"/>	<input type="checkbox"/>
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/> printed copy of record*	<input type="checkbox"/> printed copy of information derived from the record*	<input type="checkbox"/> copy in computer readable form* (stiffy or compact disc)	<input type="checkbox"/>

*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
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.		
In which language would you prefer the record?		



**G. 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  
..... year .....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

(i) **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**

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
- (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) *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.*

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**

*This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.*

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:*

<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26 (1) of the Act
<input type="checkbox"/>	Decision in terms of section 29 (3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	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

**FOR DEPARTMENTAL USE:**

**OFFICIAL RECORD OF INTERNAL APPEAL:**

Appeal received on------(date) by  
------(state rank, name and surname of information  
officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information of-  
ficer's decision and, where applicable, the particulars of any third party to whom or which  
the record relates, submitted by the information officer/deputy information officer on-----  
------(date) to the relevant authority.

**OUTCOME OF APPEAL:**

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CON-  
FIRMED/ SUBSTITUTED BY NEW DECISION

NEW DECISION: -----  
-----  
-----  
-----  
-----

RELEVANT AUTHORITY:----- DATE:-----  
-----

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER  
FROM THE RELEVANT AUTHORITY ON (date):-----  
-----














Chief Directorate Communication, Department of Social Development  
Private Bag X901, Pretoria, 0001, Republic of South Africa  
Tel: +27 (0)12 312 7500/7653, Fax: +27 (0) 12 312 7949  
Website: [www.dsd.gov.za](http://www.dsd.gov.za)