



PUBLIC ACCESS TO INFORMATION MANUAL

PAIA Manual

Abstract

A reference as to the records held and the procedures that need to be followed to request access to such records.

A member of the Hospice Palliative Care Association of South Africa • **Building compassionate communities**

Section 51 Manual for The PlettAid Foundation t/a Hospice Plett

The purpose of this document is to serve as the Manual of Hospice Plett as a requirement in terms of the Promotion of Access to Information Act 2 of 2000, and to provide a reference as to the records held and the procedures that need to be followed to request access to such records.

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Introduction to the PlettAid Foundation t/a Hospice Plett

The PlettAid Foundation is a Non-profit Organisation (NPO) and a member of the Hospice Palliative Care Association of SA (HPCA) and as such is required to maintain set standards. We are accredited by the Council for Health Service Accreditation of Southern Africa (COHSASA).

Hospice Plett aims to uplift the quality of life of the Bitou communities by promoting health and wellbeing for all and providing compassionate care for those living with life limiting illness.

We are committed to filling a crucial role in the health and welfare service infrastructure of the region and ensuring all have access to quality care.

Contact Details

Registered Name	:	The PlettAid Foundation
Nature of business	:	Free Palliative Home-based Care and Community Wellness
Information Officer	:	Cecily van Heerden
Postal Address	:	PO Box 140, Plettenberg Bay, 6600
Street Address	:	Community Development Centre, Hillview Farm, Kwanokuthula, Plettenberg Bay, 6600
Telephone number	:	044 533 5616
Fax number	:	086 547 867
E-mail address	:	info@plettaid.org
Website address	:	www.plettaid.org

Board Members:

Mrs Hilary Matthews (Chairperson); Lady Annabelle Conyngham (Vice-Chair); Mr Bruce Ward-Smith; Mr Gavin George; Mrs Petronella Peters.

Management:

Chief Executive Officer	:	Cecily van Heerden (Information Officer)
Assistant General Manager	:	
Clinical Manager	:	Edward Muchenje
Trainer	:	Marlene Joseph
Bookkeeper	:	Wendy Craig
Administration Assitant	:	Shirley Viljoen (Deputy Information Officer)

Promotion of Access to Information Act 2 of 2000

Promotion of Access to Information Act 2 of 2000 after amendment by the Protection of Personal Information Act 4 of 2013; To give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; to provide that the Information Regulator, established in terms of the Protection of Personal Information Act, 2013, must exercise certain powers and perform certain duties and functions in terms of this Act.

It is available from the South African Human Rights Commission in all 11 official languages. The guide is available for inspection, inter alia, at the offices of the Human Rights Commission at 29 Princess of Wales Terrace, cnr York and Andrews Street, Parktown, Johannesburg, and on its website at www.sahrc.org.za. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit - The Research and Documentation Department

Postal address: Private Bag 2700, Houghton, 2041

Telephone: +27 11 484-8300

Fax: +27 11 484-7146

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

The Section 10 Guide On How To Use The Manual [Section 51(1)(B)]

This Manual has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA.

This manual serves to inform members of the public of the categories of information we hold, and which may, subject to the grounds of refusal listed in the Act, be disclosed after evaluation of an access application being made.

Applicable Legislation

Acts can be found online.

- Non-profit Organisations Act 1997 [Amendments 71 of 1997]
- Companies Act 71 of 2008- [Repeal Companies Act 61 of 1973; Amendments to Close Corporations Act 69 of 1984]
- Value Added Tax Act 89 of 1991
- Labour Relations Act 66 of 1995 [Amendments 42 of 1996; Amendments 127 of 1998; Amendments 12 of 2002]
- Employment Equity Act 55 of 1998
- Employment Services Act 4 of 2014
- Unemployment Insurance Contributions Act 4 of 2002

- Basic Conditions of Employment Act 75 of 1997 [Amendments 11 of 2002]
- Occupational Health & Safety Act 85 of 1993 [Amendments 181 of 1993; Employment Equity Act 55 of 1998]
- Skills Development Act 97 of 1998 [Amendments 31 of 2003; Amendments - SETA's 2006]
- Skills Development Levies Act 9 of 1999
- Compensation for Occupational Injuries & Diseases Act 130 of 1993 [Amendments 61 of 1997]
- Child Care Act 74 of 1983
- Nursing Act 50 of 1978
- Nursing Act 33 of 2005
- Social Service Professions Act 110 of 1978
- The Health Professional Act 56 of 1974
- Pharmacy Act 53 of 1974
- Medicines and Related Substances Control Act 101 of 1965
- Prevention & Treatment of Drug Dependency Act 20 of 1992
- Tobacco Products Control Act 83 of 1993
- The Protected Disclosures Act 26 of 2000
- The Promotion of Administrative Justice Act 3 of 2000
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 54 of 2002
- Public Finance and Management Act 29 of 1999
- National Road Traffic Act 93 of 1996
- Administration of Road Traffic Offenses Act 46 of 1998
- Disaster Management Act 57 of 2002
- The Batho Pele Principles of 1997
- Income Tax Act 58 of 1962
- National Archives and Records Service of South Africa Act (Act No. 43 Of 1996)

Schedule of Records

The latest notice regarding the categories of records of Breede River Hospice, which are available without a person having to request access in terms of this Act in terms of section 52(2) [Section 51(1)(c)]:

At this stage no notices have been published on the categories of records that are automatically available without a person having to request access in terms of PAIA.

Subjects and Categories of records held and which may be requested, follows:

Access Level:

- Public – free access
- Request (restricted): as per government regulations and rules
- Confidential only through court orders or other legal avenues

All records are guided by the Information Management Policy 3.1 of BRH and therefore any listings not included below will be governed by policy 3.1, POPIA and relevant legislation.

CATEGORY OF RECORD	LISTING OF RECORDS	Department Head Title	Policy Link (Policy no – Section)	Access Level
Acts, Policies and Procedures	Government Acts	Various	All	Public
	All policies	Various	All	Public
	Procedures	Various	All	Request
Companies Act records	Statutory registers	CEO		Request
	Documents of Incorporation	CEO		Request
	Memorandum of Articles of Association	CEO		Request
	Records relating to the appointment of directors, auditor, public and other officers	CEO	1.1 - 4 1.3.1. – 4.18	Request
Financial Records	Annual Audited Financial Statements	CEO	1.3.1 – 4.3 12.2 – 8.1	Public
	Internal Accounting records	CEO	1.3.1 – 4.2, , 4.7	Request
	Banking records (i.e. Bank statements, paid cheques, electronic banking records)	CEO	1.3.1 – 4.2, 4.7	Request
	Asset register	AGM	1.3.1 – 4.5 1.3.3 - all	Request
	Rental and Service Level Agreements	AGM	1.3.1 - 4.13 1.3.2 – 4.7	Request
	Invoices	AGM	1.3.1 – 4.10, 4.11 1.3.5 - all	Request Confidential
	Budget	CEO	1.3.1 – 4.1, 4.14, 4.15 2.1.18 - 5	Request
	Government submissions <ul style="list-style-type: none"> ● PAYE ● Company Tax ● UIF ● Compensation Commissioner ● Workman’s Compensation ● Skills Development Levies ● IRP5’s and IT3’s 	AGM	1.3.1 -4.8.2	Request
	Section 18A Certificates	AGM	12.1 – 4.7	Confidential
Fundraising / Donor records	Project / Event records	AGM	12.2 - 6	Request
	Donors list / database	AGM	12.2 - 8	Confidential

	Fundraising Calendar	AGM	12.2 - 8	Public
	Proposals to private donors	AGM	12.2 – 8	Request
	Tenders to government funds	AGM	12.2 – 8	Request
	Standard Proposal Framework	AGM	12.2 – 8	Request
Human Resources	Staff recruitment & selection records	AGM	2.1.1 – 5 2.1.2 – 4.1.7, 4.1.23, 4.1.3.3 2.1.13 – 4.7 2.1.24 – 4 2.2.1 – 7.2	Request
	Remuneration records	AGM	2.1.2	Confidential
	Employment contracts	AGM	2.1.2 – 4.1.7, 4.1.23, 4.1.3.3 2.1.8 - 4	Confidential
	Employment Equity Plan	AGM		Public
	Disciplinary records and codes	AGM		Confidential
	Salary records	AGM	1.3.1 – 4.8 2.1.15 - all	Confidential
	Leave records	AGM	2.1.11 - 11	Confidential
	Personnel files	AGM	2.1.12 – all 2.2.1 – 7.2	Confidential
	Overtime records	AGM	2.1.16 - all 12.2 – 10	Request
	Staff appraisal records	AGM	2.1.6 – 5.1.6, 5.3	Confidential
	Position profiles	AGM	2.1.10 – 4.3	Request
	Salary scales	AGM		Request
	Staff development	AGM	2.1.6 – 2.1.27 2.2.1 – 9.2	Request
	Exit interviews	AGM		Confidential
Patient Care records	Medical / Nursing records & registers	Clinical Manager	3.4.1 – all 6.4 – all 6.7 6.8 7.1	Confidential
	Psychosocial worker records	Clinical Manager	7.2	Confidential

			7.3	
	Medication records	Clinical Manager	9 all policies	Confidential
	Patient Statistics	Administration Assistant	3.4 3.4.1	Public
	Patient Care Plan files	Clinical Manager	7.1 8.1 and 8.2 all policies	Confidential
Administration records	Vehicle records	Administration Assistant	4.3 - all	Request
	Building / premises records	Administration Assistant	4.2	Request
	Equipment records	Administration Assistant	1.3.3 8.1.9	Request
	Minutes of meetings - Board - AGM - Finance Committee - Executive Committee - Management Committee - Shop managers - Risk, Health & Safety - Quality Improvement Programme - Employment Equity Committee - Fundraising Team - Community Health Workers meetings	AGM	1.3.1 – 4.18	Request
	Correspondence (Emails, WhatsApps etc.)	CEO		Confidential
Marketing / Public Relations records	Information Pamphlets	Administration Assistant	12.5 - 8	Public
	Marketing Plan	AGM	12.5 - all	Request
	Marketing material	AGM		Public
	Website information	AGM	12.5 – 6.1	Public
	Social Media analytics	AGM	3.6 12.5 – 6.2	Request

Request Form

To facilitate the processing of your request for information, kindly;

- 1.1 Use the prescribed form, available from Hospice Plett by email from info@plettaid.org or as attached to this manual. (Annexure A)
- 1.2 Address your request to the Information Officer
- 1.3 Provide sufficient details to enable Hospice Plett to identify:
 - a) The record/s requested;
 - b) The requesters
 - c) The form of access required
 - d) The postal address or email address of the requested in South Africa
 - e) The right which the requester is seeking to exercise or protect with an explanation of the reason why this is necessary.

Prescribed Fees

The following applies to requests

- 1.4 All requests for a record pertaining to a requester e.g. a patient, a discharged patient, staff member or an ex staff member, as well as those listed as public access are free of charge.
- 1.5 All other requests for records: The requester is required to pay the non-refundable fee of R50.00 (fifty rand) before a request will be processed.
- 1.6 If the request for information is approved, records are available at a cost of R5 per page
- 1.7 All fees are payable before records are made available to the requester. All records will be withheld until the fee has been received by Hospice Plett.

Signed off by Hilary Matthews (Chairperson): and filed in the PAIA Manual File located in the CEO's office.

.....
.....
SIGNATURE _____ DATE _____
CHAIRPERSON OF THE BOARD

.....
.....
SIGNATURE _____ DATE _____
CHIEF EXECUTIVE OFFICER

Annexure A Form: PAIA request

Request for Access to records from Hospice Plett in terms of Section 53(1) of the Promotion of Access to Information Act 2 of 2000 Regulation 10

A. Particulars of Hospice Plett

Postal Address : PO Box 140, Plettenberg Bay
Street Address : Community Development Centre, Hillview Farm, Kwanokuthula,
Plettenberg Bay, 6600
Telephone number : 044 533 5616
Fax number : 086 547 867
E-mail address : info@plettaid.org

Address requests to the Information Officer / CEO

B. Particulars of person requesting to access records:

- a) The particular of the person who requests access to the record must be given below
- b) The address and / or email address in South Africa to where the information must be sent must be given
- c) Proof of the capacity in which the request is made, if applicable, must be given.

Full name and surname	
Identity Number	
Postal address in South Africa	
E-mail address	
Telephone number in South Africa	
Capacity in which the request is made, when on the behalf of another person	

C. Particular of person on who behalf request is made

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

Full Name 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.

Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of the record	

Signature of requester _____

Date of request: _____