

# **ACCESS TO INFORMATION MANUAL**

## **CAMDEBOO HOSPICE**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION  
OF ACCESS TO INFORMATION ACT 2 OF 2000**

*Blignaut*  
**gb&g**

## 1. Purpose of the Manual in terms of PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from *Camdeboo Hospice*.

## 2. Request for access to information

In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact *Mrs. Susan van de Linde*. In terms of section 25(2) states that:

(2) If the request for access is granted, the notice in terms of subsection (1)(b) must state—

(a) **the access fee** (if any) to be paid upon access;

(b) the form in which access will be given; and

(c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

(3) If the request for access is refused, the notice in terms of subsection (1)(b) must—

(a) state adequate reasons for the refusal, including the provisions of this Act relied upon;

(b) exclude, from such reasons, any reference to the content of the record; and

(c) state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

## 3. Main activity of business

To entity provides home care to patients.

## 4. Organisation Details

Chair Person: S. van de Linde  
Business Postal address: 18 Church Square  
GRAAFF-REINET  
6280

**Information officer:** S. van de Linde  
Business Physical address: 18 Church Square  
GRAAFF-REINET  
6280

Telephone number: (049) 8924732  
E-mail address: [camdeboohospice@telkomsa.net](mailto:camdeboohospice@telkomsa.net)

Fax number: (049) 8925734  
Mobile: 0765101042

## **5. Section 51(1) (c)**

In terms of Section 52, a private body may, on a voluntary and periodic basis, submit to the Minister a description of categories of records which are automatically available without a person having to request access in terms of this Act. This includes records which are available:

- for inspection
- for purchase or copying from the private body; and
- from the private body free of charge

## **6. Section 51(1) (d)**

Information is available in terms of certain provisions of the following legislations:

- Arbitration Act 42 of 1965
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Protection Act 68 of 2008
- Copyright Act 61 of 1978
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Insolvency Act 24 of 1936
- Income Tax Act 58 of 1962
- Insurance Act 27 of 1943
- Intellectual Property Law Amendments Act 38 of 1997
- Interception and Monitoring Prohibition Act 127 of 1992
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Prevention of Organised Crime Act 121 of 1998
- Protection of Businesses Act 99 of 1978
- Regional Services Councils Act 109 of 1985
- Skills Development Act 97 of 1998
- Stamp Duties Act 77 of 1968
- The National Credit Act 34 of 2005
- Trade Marks Act 194 of 1993
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002

## 7. Section 51(1) (e)

This section of the manual set out a description of the subjects on which the organisation holds record, and categories of records held on each subject. These include operational records of the organisation utilised in the day to day running and administration of its administration, such as :

- Accounting records
  - Annual Financial Statements and working papers
  - General Ledger
  - Bank Statements, Cheque books and cheques
  - Deposit slips
  - Tax returns and assessments
  - Accounting Officer's Report
  
- Client Databaes
- Information Techonology
- Intellectual Property
- Personnel Records
- Internal Phone Lists
- Directives
- Minutes of meetings
- Administrative information

## 8. Requesting Procedure

A person who wants access to the records must complete the necessary request form, as set out in Annexure 1, and the completed form must be sent to the address or fax number provided in this manual, and marked for the attention of the information officer.

The requester must indicate which form of access is required, and identify the right that is sought to be exercised or protected, and provide an explanation of which the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requester is requesting the information, must be given.

## 9 Availability of the Manual

- 9.1 This manual is available for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices (*where is it available*). Copies of the manual may be made available subject to the prescribed fees.
- 9.2 Copies may also be requested from the South African Human Rights Commission at the address indicated below.

## 10 Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fees. Any other requester who is not a personal requester must pay the required fee:

- 10.3.1 A fee will be required by the head (*contact person*) before further processing of the request in terms of S54 of the Act
- 10.3.2 A requester fee of R50 should be paid, this amount will be refunded should the request for access be refused
- 10.3.3 A portion of the access fee (not more than one third) may be required before the request is considered
- 10.3.4 The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act
- 10.3.5 The head may withhold a record until the requester has paid the applicable fees

## 11 Details of the South African Human Rights Commission

Any queries with regard to this manual should be directed to:  
The South African Human Rights Commission; PAIA Unit  
Research and Documentation Department  
Private Bag 2700  
Houghton  
2041

Phone: 011 484 8300  
Fax: 011 484 0582  
Email: [PAIA@sarhc.org.za](mailto:PAIA@sarhc.org.za)  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

**FORM B**

**REQUEST FOR ACCESS TO RECORD OF CAMDEBOO HOSPICE**

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000)  
(Regulation 4)

**A. Particulars of private body:** \_\_\_\_\_

The Head:

**B. Particulars of person requesting access to the record**

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

Full name 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 therefore.

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: \_\_\_\_\_

#### NOTES:

- (a) Your indication as to the required form of access depends 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:

- Copy of record\*
- 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\*
- Transcription of the images\*

3. If record consists of recorded words or information which can be reproduced in sound:

- Listen to the soundtrack
- 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\*

\*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

A postal fee is payable.

**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.

Indicate which right is to be exercised or protected: \_\_\_\_\_

\_\_\_\_\_

1. Explain why the requested record is required for the exercising 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 thereof 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**