



Zululand Hospice Association
18 Turnbull street
Empangeni
3880
Tel 035 7724910/4953
info.emp@zululandhospice.org.za
www.zululandhospice.org.za
NPO 004-135 PBO 130001345
Practise nr 7900279

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

MSUNDUZI HOSPICE ASSOCIATION MANUAL IN TERMS OF SECTION 14 OF PROMOTION TO ACCESS TO INFORMATION ACT 2 OF 2000 [as amended]

TABLE OF CONTENTS:

INTRODUCTION	<u>3</u>
ORGANIZATIONAL CONTACT DETAILS	<u>3</u>
PURPOSE OF THE PAIA MANUAL	<u>3</u>
HOW TO MAKE A REQUEST FOR ACCESS TO INFORMATION	<u>4</u>
AVAILABILITY OF THIS MANUAL APPLICABLE LEGISLATION	<u>4</u>
SCHEDULE OF AVAILABLE RECORDS	<u>5</u>
RECORDS IN PUBLIC DOMAIN	<u>5</u>
RECORDS THAT CAN BE REQUESTED IN TERMS OF SECTION 51(1)	<u>6</u>
FORM OF REQUEST	<u>6</u>
PRESCRIBED FEES	<u>7</u>
ANNEXURES	<u>7</u>

The PAIA Manual is useful for the public to:

- Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and categories of records held on each subject;
- Know the description of the records of the body which are available in accordance with any other legislation;
- Access all the relevant contact details of the information officer who will assist the public with records they intend to access;
- Know the description of the guide on how use the PAIA, as updated by the Regulator and how to obtain access to it;
- Know if the body will process personal information, the purpose of processing personal information and the description of the categories of data subjects and of the information or categories of information relating hereto;
- Know the description of the categories of data subjects and of the information or categories of information relating thereto;
- Know the recipients or categories of recipients to whom the personal information may be supplied;
- Know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients to whom the personal information may be supplied; and
- Know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

HOW TO MAKE A REQUEST TO ACCESS TO INFORMATION:

A request for access to a record is made by completing a request “Form 2” for private bodies.

“Form 2” is available on request from the ZULULAND HOSPICE ASSOCIATION offices or can be obtained from the offices and website of the information Regulator [**PAIA Guidelines- Information Regulator (info regulator.org.za)**]. The request form must be completed and submitted to the head of the private body from whom access to a record is sought. The Head of a private body must respond to the request within 30 days

AVAILABILITY OF THIS MANUAL:

A copy of this manual is available at the offices of the organization: 18 Turnbull Street Empangeni 3880

The website of the organization : www.zululandhospice.org.za

A copy of this manual is available in isiZulu and Afrikaans on request from the organization.

APPLICABLE LEGISLATION :

In terms of Section [1] of the Act, records are available in accordance with the following legislation:

- Basic conditions of employment act 75 of 1997;
- Employment Equality Act 55 of 1998;
- Health Professions Act 56 of 1974;
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- Non-Profit Organisations Act 71 of 1997;
- Promotion of Access to Information Act 2 of 2000;
- Protection of Personal information Act 4 of 2013.
- South African Revenue Services Act 34 of 1997;
- Skills Development Levies Act 9 of 1999;
- Skills Development Act 97 of 1998;
- Unemployment Insurance Act 63 of 2001;
- Compensation for Occupational injuries and Diseases Act 130 of 1993

SCHEDULE OF AVAILABLE RECORDS:

In terms of Section 51 [1] the following records are available

RECORDS IN THE PUBLIC DOMAIN:

- Newsletters;
- Pamphlets/brochures;
- Posters;
- Website;
- Facebook [social media]
- Instagram [social media]

RECORDS THAT CAN BE REQUESTED IN TERMS OF SECTION 51 [1]:

❖ ORGANISATIONAL:

- NPO Certificate
- Board attendance registers and minutes
- Schedule of Board members
- AGM Minutes

❖ OPERATIONAL:

- Employee records;
- Employment applications;
- Employment Contracts;
- Disciplinary Records;
- Provident Fund Details;
- IRP 5 and IT 3 Certificates
- Leave Details
- Medical Aid Records;
- Payroll;
- UIF and PAYE Returns;
- Policies and Procedures;
- Annual Financial Statements;
- Asset Register
- Tax returns
- Investment Records;
- Building Plans;
- Title Deeds;
- Management reports and minutes;
- Statistical information on activities;

❖ CARE RELATED RECORDS:

- Patient Files
- Assessment Documentation
- Care Plans
- Records of interventions

FORM OF REQUEST:

To facilitate your request please:

- ❖ Use the prescribed form available on the Website of the Information Regulator **[PAIA Guidelines-Information Regulator (infoeregulator.org.za)]**.
- ❖ Address your request to the head of the organization, the **General manager**
- ❖ Provide sufficient detail to enable the organization to identify:
 - The records requested
 - The requester [or if an agent is lodging the request, proof of capacity];
 - The form of access required
 - The postal address for fax number of the requester [in the Republic];
 - If the requester wishes to be informed of the decision in any manner [in addition to written] the manner and particulars thereof;
 - The right the requesters is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right;

Please see Form 2

PRESCRIBED FEES:

A fee structure applies to requests made:

- ❖ If the preparation of the record requested requires more than the prescribed hours [six], a deposit shall be paid [of not more than one third of the access fee which would be payable if the request were granted];
- ❖ A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- ❖ Records may be withheld until the fees have been paid;
- ❖ The fee structure is available on the website of the Information Regulator: **PAIA Forms-information Regulator [infoeregulator.org.za]**.

ANNEXURES:

All annexures and forms are available on request from Zululand Hospice Association information officer manager@zululandhospice.org.za - or call 035 772 4910 and ask for the **GM**

The following forms are available:

- ❖ Form 2 Request for access to a record
- ❖ Form 3- Outcome of request and fees payable.

Annexures :-

- ❖ MOU with Palliative care Medical Officer
- ❖ MOU with current Auditing firm

Change Log

DATE:	NATURE OF CHANGE	DETAILS OF CHANGE
25 MAY 2026	Created	GM Christiana Samuel – registered IO

