



Member of Hospice Association of Kwa-Zulu Natal (HAKZN)  
 Member of Hospice Palliative Care Association of South Africa (HPCA)  
 Accredited by the Council for Health Services Association of South Africa (Cohsasa)  
 Registration No. 002-411-NPO | Practice Number: 079 0007900120  
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## PROMOTION OF ACCESS TO INFORMATION ACT MANUAL IN TERMS OF SECTION 51 OF THE PAIA 2 OF 2000

The purpose of this document is to serve as a reference to the records held and the procedures that need to be followed to request access to such records.

### AIM

To facilitate the requests for access to records of the company as provided for in

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### A. INTRODUCTION TO SOUTH COAST HOSPICE - NPO 002-411

South Coast Hospice Association is a non-profit organisation committed to serving the needs of the community of the UGU Health District in KwaZulu-Natal, using an interdisciplinary team approach across all our programmes, working in partnerships and contributing to the Strategic goals of the Department of Health

We provide Palliative Care and Support;

- To patients with Cancer, HIV/Aids and Motor Neuron disease
- To TB/MDR-TB patients and household members
- Psychosocial and bereavement support to families, youth and children
- Training for our staff and volunteers, other health care workers and the community

Care is given in the patient's own home, supported by our *Palliative Care Centre* and Inpatient unit. South Coast Hospice was established in June 1983, is a member of the Hospice Palliative Care Association of SA (HPCA) and as such is required to maintain set of quality standards. We are accredited by the Council for Health Service Accreditation of Southern Africa (COHSASA).

## **B. ORGANISATION DETAILS**

Registered Name: South Coast Hospice Association

Nature of business: Non-Profit Organisation, Palliative Care, Inpatient Unit, Home-based Care, Training and allied health services, in partnership with Department of Health and other partners

Information Officer: Diane Van Dyk –Chief Executive Officer  
Shamila Clothier – HR/Operations Manager

Postal Address: PO Box 504, Port Shepstone 4240  
Street Address: 29 Connor Street, port Shepstone, 4240  
Telephone number: 039- 6823031  
Fax number: 0865050046  
E-mail address: [info@schospice.co.za](mailto:info@schospice.co.za)  
Website address: [www.southcoasthospice.co.za](http://www.southcoasthospice.co.za)

### **Board Members:**

Mr. Dave Boyd (Chairperson); Mrs Tasmia Desai (Vice-Chair); Dr Hilton Horsley (Medical Director);  
Mr Richard Savage (Treasurer), Mr Rob Nicholas (Quality Assurance) Mr Roland Apostilides (Health & safety)  
Mr Thabo Ngundze (Youth Ambassador).

### **Management:**

Clinical Manager: Sr Dina Thorncroft  
Psychological Counsellor: Karin Warman  
Social Services: Baphiwe Duma  
Finance manager: Alfred Gore  
Fundraising Manager: Beatrice King  
Grants Administrator: Ronel Fitchet

## **C. PROTECTION OF PERSONAL INFORMATION ACT DEFINED**

This manual is published in terms of Section 51 of the Promotion of Access to Information Act No 2 of 2000 (PAIA) The Act gives effect to the provisions of Section 32 of the Constitution. The Constitution of the Republic of South Africa, Act No 108 of 1996, stipulates that everyone has the right of access to any information held by the State, and any information that is held by another person that is required for the exercise or protection of any rights and that national legislation must be enacted to give effect to this right. The Promotion of Access to Information Act gives effect to this constitutional right and came into effect on 9 March 2001. The object of the Act is to foster a culture of transparency and accountability in public and private bodies and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights. Section 10 of PAIA provides that the South African Human Rights Commission must compile simple and easily comprehensible guidelines on how to use the Promotion of Access to Information Act. This guide is available for access and viewing in all languages at the **South African Human Rights Commission offices**, at 29 Princess of Wales Terrace, Cnr. York and Andrews Street, Parktown, JOHANNESBURG

### **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](http://www.sahrc.org.za) E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

Due to the fact that some private bodies (private bodies other than public companies' in terms of section 20 of the Companies Act) have been temporarily exempted from publishing section 51 manuals the South African Human Rights Commission have not included the contact details of the private bodies in this first publication of the guide. An electronic version of the guide is kept on the website of the South African Human Rights Commission, [www.sahrc.org.za](http://www.sahrc.org.za) and is updated monthly to keep the public abreast of developments and changes regarding the contact details of information officers of public bodies and general information on PAIA.

## **D. THE MANUAL [SECTION 51(1)(B)]**

This Document 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 document 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.

## **E. APPLICABLE LEGISLATION:**

In terms of section 51 (1) of the Act, records are available in accordance with the following legislation:

*(All Acts can be found online)*

1. Non-profit Organisations Act 1997 [Amendments 71 of 1997]
2. Value Added Tax Act 89 of 1991
3. Labour Relations Act 66 of 1995 [Amendments 42 of 1996; Amendments 127 of 1998; Amendments 12 of 2002]
4. Employment Equity Act 55 of 1998
5. Unemployment Insurance Contributions Act 4 of 2002 Act 63 of 2001;
6. Basic Conditions of Employment Act 75 of 1997 [Amendments 11 of 2002]
7. Occupational Health & Safety Act 85 of 1993 [Amendments 181 of 1993; Employment Equity Act 55 of 1998]
8. Skills Development Act 97 of 1998 [Amendments 31 of 2003; Amendments - SETA's 2006]
9. Skills Development Levies Act 9 of 1999
10. Compensation for Occupational Injuries & Diseases Act 130 of 1993 [Amendments 61 of 1997]
11. Child Care Act 74 of 1983
12. Nursing Act 50 of 1978
13. Nursing Act 33 of 2005
14. Social Service Professions Act 110 of 1978
15. The Health Professional Act 56 of 1974
16. Pharmacy Act 53 of 1974
17. Medicines and Related Substances Control Act 101 of 1965
18. Tobacco Products Control Act 83 of 1993
19. The Protected Disclosures Act 26 of 2000
20. Promotion of Access to Information Act 54 of 2002
21. Public Finance and Management Act 29 of 1999
22. Disaster Management Act 57 of 2002
23. Income Tax Act 58 of 1962
24. National Archives and Records Service of South Africa Act (Act No. 43 Of 1996)
25. South African Revenue Services Act 34 of 1997;

## **F. SCHEDULE OF AVAILABLE RECORDS:**

In terms of section 51(1) the following records are available:

### **F.1 Records in the public domain:**

- a. Newsletters;
- b. Pamphlets/brochures;
- c. Posters;
- d. Website;
- e. Facebook (social media);
- f. Annual Reviews

### **F.2 RECORDS THAT CAN BE REQUESTED IN TERMS OF SECTION 51(1):**

#### **F.2.1 Organisational:**

- a. NPO certificate;
- b. Board attendance registers and minutes of meetings
- c. Schedule of board members;
- d. AGM minutes;
- e. Governing Body Policies

#### **F.2.2 Operational:**

- a. Employee records; incl. applications; contracts; Disciplinary records; Provident fund details;
- b. IRP 5 and IT 3 certificates;
- c. Leave details;
- d. Medical aid records;

- e. Payroll;
- f. UIF and PAYE returns;
- g. Policies procedures;
- h. Annual Financial Statements;
- i. Asset register;
- j. Tax & VAT returns;
- k. Investment records;
- l. Building plans;
- m. Title deeds;
- n. Lease Agreements
- o. Management reports and minutes;
- p. Statistical information on activities;

**F.2.3 Care related records:**

- a. Patient files;
- b. Assessment documentation;
- c. Care plans;
- d. Records of interventions;

**G. CATEGORY OF RECORDS AND ACCESS LEVEL**

CATEGORY OF RECORD	LISTING OF RECORDS	ACCESS LEVEL
<b>ACTS, POLICIES AND PROCEDURES</b>	Government Acts	Public
	All policies	Request
	Procedures	Request
<b>COMPANIES ACT RECORDS</b>	Statutory registers	Request
	Constitution	Request
	Records relating to the appointment of directors, auditor, public and other officers	Request
<b>FINANCIAL RECORDS</b>	Annual Audited Financial Statements	Public
	Internal Accounting records	Request
	Banking records (i.e. Bank statements, paid cheques, electronic banking records)	Request
	Asset register	Request
	Rental and Service Level Agreements	Request
	Invoices	Request Confidential
	Budget	Request
	Government submissions PAYE Company Tax UIF Compensation Commissioner Workman's Compensation Skills Development Levies IRP5's and IT3's	Request
	Section 18A Certificates	Confidential
<b>FUNDRAISING / DONOR RECORDS</b>	Project / Event records	Request
	Donors list / database	Confidential
	Fundraising Calendar	Public
	Proposals to private donors	Request
	Tenders to government funds	Request
	Standard Proposal Framework	Request
<b>HUMAN RESOURCES</b>	Staff recruitment & selection records	Request
	Remuneration records	Confidential

CATEGORY OF RECORD	LISTING OF RECORDS	ACCESS LEVEL	
	Employment contracts	Confidential	
	Employment Equity Plan	Public	
	Disciplinary records and codes	Confidential	
	Salary records	Confidential	
	Leave records	Confidential	
	Personnel files	Confidential	
	Overtime records	Request	
	Staff appraisal records	Confidential	
	Job descriptions	Request	
	Salary scales	Request	
	Staff development	Request	
	Exit interviews	Confidential	
<b>PATIENT CARE RECORDS</b>	Medical / Nursing records & registers	Confidential	
	Psychosocial worker records	Confidential	
	Medication records	Confidential	
	Patient Statistics	Public	
	Patient Care Plan files	Confidential	
<b>ADMINISTRATION RECORDS</b>	Vehicle records	Request	
	Building / premises records	Request	
	Equipment records	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	Request	
	Correspondence (Emails, WhatsApp messages etc.)	Confidential	
	<b>MARKETING / PUBLIC RELATIONS RECORDS</b>	Information Pamphlets	Public
		Marketing Plan	Request
		Marketing material	Public
Website information		Public	
Social Media analytics		Request	

**G.1.SUBJECTS AND CATEGORIES OF RECORDS HELD AND WHICH MAY BE REQUESTED, IS AS FOLLOWS:**

**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 of South Coast Hospice association and therefore any listings not included will be governed by this policy, POPIA and relevant legislation.

## H. REQUEST PROCEDURE

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

1. Use the prescribed form, available from South Coast Hospice by email on [info@schospice.co.za](mailto:info@schospice.co.za) or as attached to this manual. (Annexure A)
2. Address your request to the Information Officer
3. Provide sufficient details to enable South Coast Hospice to identify:
  - a. The record/s requested;
  - b. Who The requester is
  - c. The type of access required
  - d. The postal address or email address of the requester 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.

### H.1 PRESCRIBED FEES

The following applies to requests

1. All requests for a record pertaining to those listed as public access are free of charge.
2. For All other requests for records:
  - a. The requester is required to pay the non-refundable fee of R50.00 (fifty rand) before a request will be processed.
  - b. If the request for information is approved, records are available at a cost of R5 per page for a photocopy
  - c. All fees are payable before records are made available to the requester.
  - d. All records will be withheld until the fee has been received by South Coast Hospice.

**DATE APPROVED:** 21 July 2021

Diane Van Dyk  
CEO NAME

Shamila Clothier  
MANAGER NAME

**REVIEW DATE:** July 2023



CEO SIGNATURE



MANAGER SIGNATURE

## ANNEXURE A: PAIA REQUEST FORM

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

### PARTICULARS OF SOUTH COAST HOSPICE

Postal Address : PO Box 504 Port Shepstone 4240  
Street Address : 29 Connor Street Port Shepstone  
Telephone number: 039-6823031  
Fax number : 0865050046  
E-mail address : info@schospice.co.za  
Address requests to the Information Officer / CEO

### PARTICULARS OF PERSON REQUESTING TO ACCESS RECORDS:

The details of the person who requests access to the record must be given below

The address and / or email address in South Africa to where the information must be sent must be given

Proof of the capacity in which the request is made, if applicable, must be given.

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

### PARTICULAR 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

<b>Full Name and Surname</b>	
<b>Identity Number</b>	

### PARTICULARS OF RECORD

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.

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.

<b>Description of record or relevant part of the record</b>	
<b>Reference number, if available</b>	
<b>Any further particulars of the record</b>	

**FORM OF ACCESS TO RECORD**

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
	view the images	copy of the images"	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	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

**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.....On This..... day of .....20

.....  
**SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE**