



Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA
REPUBLIEK VAN SUID-AFRIKA

Vol. 452

Pretoria, 18 February 2003
Februarie 2003

No. 24459

MANUAL

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)



AIDS HELPLINE: 0800-0123-22 Prevention is the cure

INDEX

Company Name	Gazette No.	Date	Page No.
Department of Social Services and Poverty Alleviation	24459	18-2-2003	3

DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

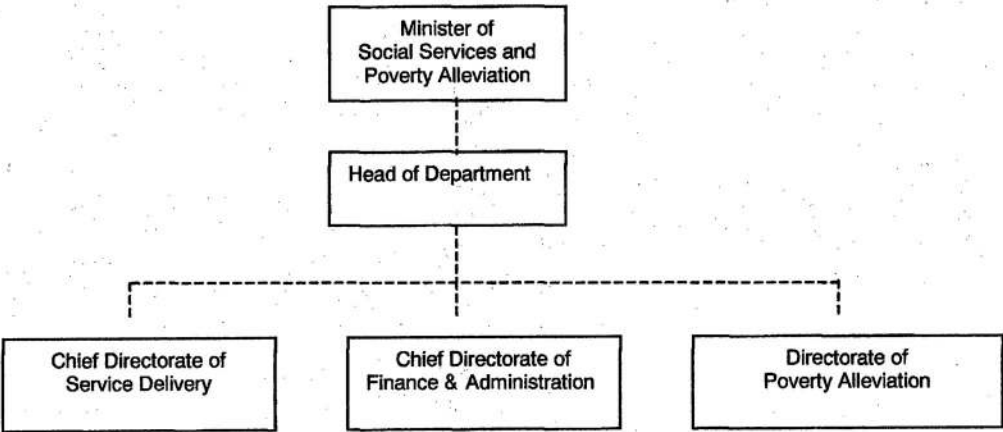
WESTERN CAPE PROVINCIAL ADMINISTRATION

TABLE OF CONTENTS

- 1. Structure of the Department**
- 2. Functions of the Department**
- 3. Contact details of deputy information officer**
- 4. Guide by South African Human Rights Commission on how to use the Act**
- 5. Records**
 - 5.1 Description of subjects on which the Department holds records**
 - 5.2 Records automatically available**
 - 5.3 Request procedure**
- 6. Services available to the public**
- 7. Arrangement allowing involvement in the formulation of policy and performance of functions**
- 8. Remedies available in respect of acts or failure to act**

1. STRUCTURE OF DEPARTMENT

SECTION 14(1)(a)



See Figure 1

See Figure 2

Figure 1

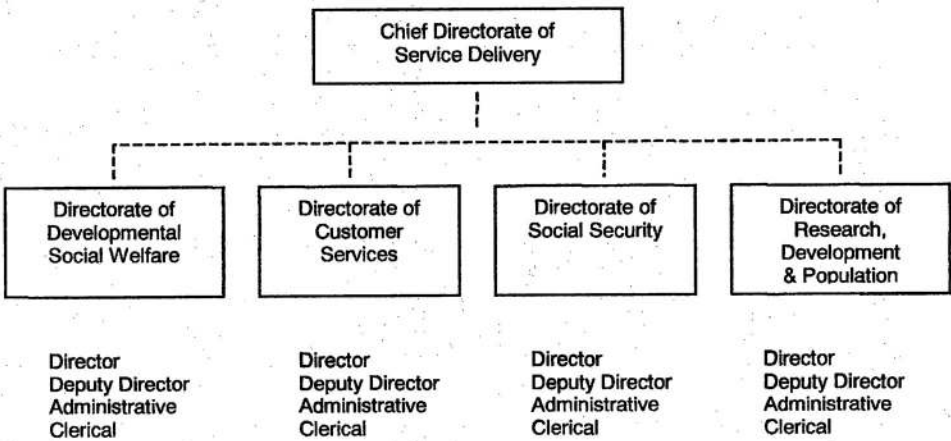
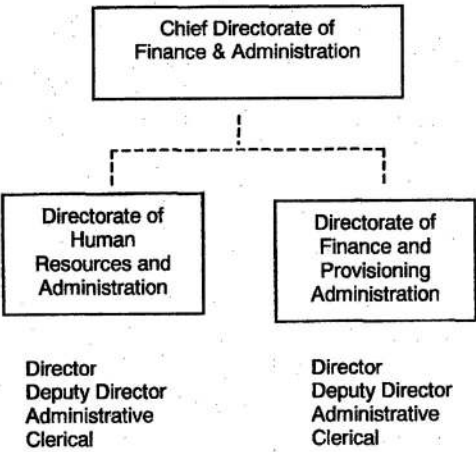


Figure 2



2. FUNCTIONS OF THE DEPARTMENT

Core Functions

- Administering social security
- Rendering developmental social welfare services

Support Functions

- Social Research
- Strategic Planning
- Population Development
- Communication and Marketing
- Financial Management
- Human Resource Management
- Customer Services
- Managing poverty alleviation initiatives

CHIEF DIRECTORATE OF SERVICE DELIVERY

- Managing developmental social welfare services
- Managing social security services
- Managing the delivery of a comprehensive, integrated and accessible customer service
- Managing population matters, social research, communication and marketing, and strategic planning

DIRECTORATE OF DEVELOPMENTAL SOCIAL WELFARE

- Managing developmental social welfare legislation/policy matters
- Developing and co-ordinating special social welfare programmes
- Managing funding transfers to social welfare service providers

DIRECTORATE OF CUSTOMER SERVICES

- Co-ordinating the operational functions and activities of district officers and facilities
- Monitoring and evaluating social service delivery
- Managing customer care matters

Fax: (011) 484-1360
Website: www.sahra.org.za
E-mail: PAIA@sahra.org.za

5. RECORDS

SECTION 14(1)(d)

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

- Social Services
- Legislation and Administration of Justice
- Organisation and Control
- Finances
- Personnel Matters
- Training
- Facilities
- Support Services
- Advertising, Publicity, Information and Publications
- Boards, Committees, Conferences and Conventions
- Meetings, Forums and Workshops
- Social Assistance grants
- Population Development
- Social Research
- Poverty Alleviation

5.2 RECORDS AUTOMATICALLY AVAILABLE

SECTION 14(1)(e)

No formal notice has been published regarding the categories of records within the Department that are automatically available to the public without a person having to request access in terms of the procedures provided for in the Promotion of Access to Information Act. Herewith a list of such records:

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)	
<u>Directorate of Social Security</u> (a) Qualifying requirements for social assistance grants and procedures that need to be followed (b) Guidelines for the means test (c) Allpay pay-out schedule <u>Directorate of Customer Services</u> (a) Service delivery standards documents and reports (b) Disaster relief statistics <u>Directorate of Finance and Provisioning Administration</u> (a) Annual budget: MTEF (Medium-term Expenditure Framework) (b) Adjustment estimates (c) Revenue and expenditure reports (d) Financial statements (e) Financial delegation document of the Department (f) Tender guidelines (g) Procurement legislation	Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Social Security, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000. Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Customer Services, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000. Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Finance and Provisioning Administration, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

(h) Quarterly reports on tenders advertised and awarded

(i) Decisions of departmental Tender Committee

Directorate of Human Resources and Administration

(a) Personnel Plan

(b) Employment Equity Plan and related performance reports

(c) Skills Development Plan

(d) Employee Assistance Programme

(e) Labour Relations

(f) Performance Management System

Directorate of Research, Development and Population

(a) Five-year strategic plan of the Department

(b) Annual business plan of the Department

(c) Annual report of the Department

(d) Social research reports

(e) Documentation with regard to marketing and communication

(f) Population and demographic reports

Directorate of Developmental Social Welfare

(a) Approved policy documents

(b) Approved operational policy documents (implementation manuals)

(c) Information regarding organisations approved for funding

(d) Address lists of financed service

Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Human Resources and Administration, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Research, Development and Population, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Developmental Social Welfare, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

providers (non-profit organisations) (e) Approved departmental budget to the level of budget amounts for different sectors, e.g. the disabled and the aged, as well as different categories such as children's homes, protective workshops and community based services organisations (f) Information pertaining to non-profit organisation registration and contact numbers in Pretoria (g) Information regarding applications for subsidisation (h) Amount per item on the budget (e.g. amount allocated to Homes for the Aged)	
<u>Directorate of Poverty Alleviation</u> (a) Approved policies and procedures (b) Approved applications for financing (c) Address lists of financed service providers (d) Approved departmental budget (e) Government funding resources (f) Information on application for funding (g) Research reports	Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Poverty Alleviation, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.

- Provision is made on the afore-mentioned form for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- The form also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc.) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.
- A request fee is payable should the requester for instance need copies of the requested record. In certain instances, a requester may also be requested to pay a deposit. A requester may lodge an internal appeal against the payment of these fees. The fee payable with regard to an internal appeal is R50,00. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form

on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO THE PUBLIC

SECTION 14(1)(f)

6.1 Social Security Safety Net

This function has to do with the provision of a cash benefit to the monthly household income of people to prevent them from becoming poor(er). The Department is obliged to pay a number of social grants to beneficiaries who legally qualify for these grants. The Department pays the following grants on a yearly basis to approximately 310 000 people who qualify:

- Foster care grant
- Child support grant;
- Old-age pension
- War veteran's pension
- Grant-in-aid
- Disability grant
- Care dependency grant
- Social relief

6.2 Developmental Social Service Delivery

The Department is responsible for rendering developmental welfare services to those people who, because of circumstances, find it difficult to meet their welfare needs on their own. The Department performs this function in partnership with other government departments, local authorities, private welfare agencies and a range of non-governmental organisations. Social services must be delivered in a way that makes it possible for people to draw on their own strengths, and they must be nurtured and supported as they try to reach and maintain levels of self-reliance.

**7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE
FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS
SECTION 14(1)(g)**

In most instances legislation prescribes the procedures for making matters known and for public participation.

- Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers
- Workshops with concerned and affected groups
- Notification on the Department's website
- Manuals and guideline documents (sometimes)

**8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO
ACT
SECTION 14(1)(h)**

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or should no provision be made for such procedure, a court may be approached for an appropriate order.

DEPARTEMENT VAN MAATSKAPLIKE DIENSTE EN ARMOEDEVERLIGTING

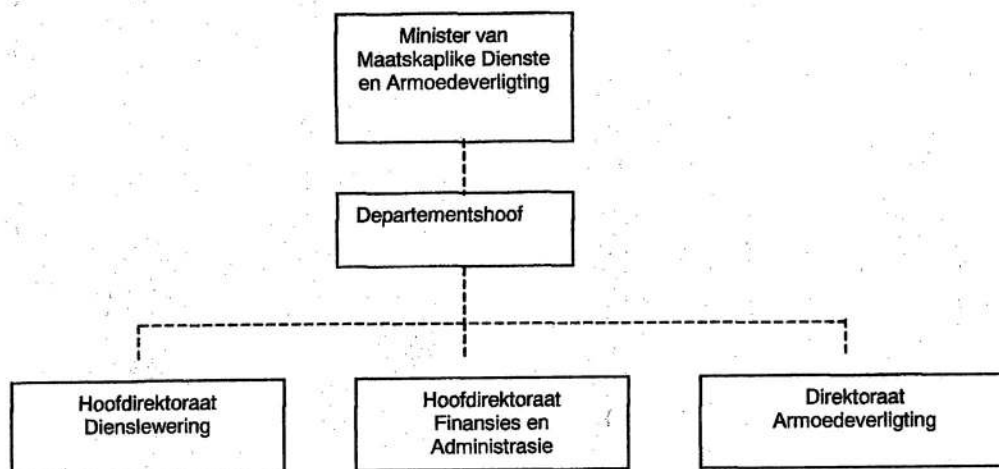
WES-KAAPSE PROVINSIALE ADMINISTRASIE

INHOUDSOPGAWE

- 1. Struktuur van die Departement**
- 2. Funksies van die Departement**
- 3. Kontakbesonderhede van die adjunk-inligtingsbeampte**
- 4. Gids deur die Suid-Afrikaanse Menseregtekommissie oor die
gebruik van die Wet**
- 5. Rekords**
 - 5.1 Beskrywing van onderwerpe waaroor die Departement rekord
hou**
 - 5.2 Rekords wat outomaties beskikbaar is**
 - 5.3 Versoekprosedure**
- 6. Dienste beskikbaar aan die publiek**
- 7. Reëling wat betrokkenheid by die formulering van beleid en die
uitvoering van funksies toelaat**
- 8. Regsmiddele beskikbaar ten opsigte van handeling of
versuim om te handel**

1. STRUKTUUR VAN DIE DEPARTEMENT

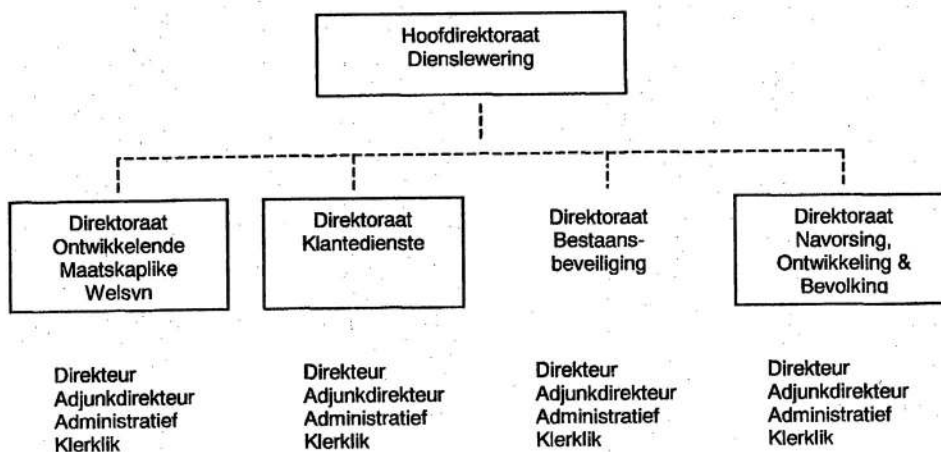
ARTIKEL 14(1)(a)



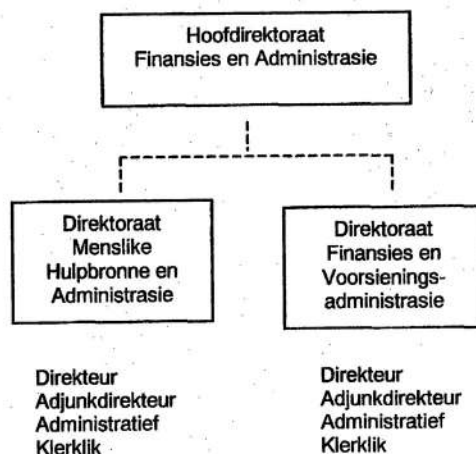
Kyk Figuur 1

Kyk Figuur 2

Figuur 1



Figuur 2



2. FUNKSIES VAN DIE DEPARTEMENT

Kernfunksies

- Administreer bestaansbeveiliging
- Lewer ontwikkelende maatskaplike welsynsdienste

Ondersteuningsfunksies

- Maatskaplike navorsing
- Strategiese beplanning
- Bevolkingsontwikkeling
- Kommunikasie en bemarking
- Finansiële Bestuur
- Menslikehulpbronbestuur
- Klantediens
- Bestuur armoedeverligtingsinisiatiewe

HOOFDIREKTORAAT DIENSLEWERING

- Bestuur ontwikkelende maatskaplike welsynsdienste
- Bestuur bestaansbeveiligingsdienste
- Bestuur die lewering van 'n omvattende, geïntegreerde en toeganklike klantediens
- Bestuur bevolkingskwessies, maatskaplike navorsing, kommunikasie en bemarking en strategiese beplanning

DIREKTORAAT ONTWIKKELENDE MAATSKAPLIKE WELSYN

- Bestuur wetgewing in verband met ontwikkelende maatskaplike welsyn/beleidskwessies
- Ontwikkel en koördineer spesiale maatskaplike welsynsprogramme
- Bestuur befondsingsoordragte na die verskaffers van maatskaplike welsynsdienste

DIREKTORAAT KLANTEDIENSTE

- Koördineer die bedryfsfunksies en aktiwiteite van distriksbeamptes en fasiliteite
- Moniteer en evalueer die lewering van maatskaplike dienste
- Bestuur klantesorgaangeleenthede

DIREKTORAAT BESTAANSBEVEILIGING

- Administreer wetgewing/beleidskwessies oor bestaansbeveiliging
- Bestuur die gerekenariseerde stelsel vir maatskaplike toelaes
- Bestuur die finansiële stelsel ten opsigte van maatskaplike hulp

DIREKTORAAT NAVORSING, ONTWIKKELING EN BEVOLKING

- Verskaf wetenskaplike inligting vir die beplanning van ingrypings in maatskaplike diens
- Lewer 'n bevolkingsontwikkelingsdiens
- Lewer 'n maatskaplike bemarkings-, inligtings- en kommunikasieondersteuningsdiens
- Fasiliteer die Departement se strategiesebeplanningsproses

DIREKTORAAT ARMOEDEVERLIGTING

- Koördineer, integreer en ontwikkel strategiese inisiatiewe ten opsigte van armoedeverligting
- Monitor en evalueer die Provinsiale Armoedeverligtingstrategie
- Bestuur befondsing aan diensverskaffers binne die konteks van armoedeverligting

HOOFDIREKTORAAT FINANSIES EN ADMINISTRASIE

- Bestuur 'n doeltreffende menslikehulpbrondiens
- Bestuur die finansiële bestuurstelsel van die Departement
- Bestuur doeltreffende interne beheer
- Bestuur doeltreffende voorsieningsadministrasie

DIREKTORAAT MENSLIKE HULPBRONNE EN ADMINISTRASIE

- Lewer 'n menslikehulpbronbestuursdiens

- Bevorder gesonde arbeidsverhoudinge in die Departement
- Lewer 'n kantoorondersteuningsdiens

DIREKTORAAT FINANSIES EN VOORSIENINGSADMINISTRASIE

- Administreer die funksies en verantwoordelikhede ten opsigte van die departementele rekeningdiens
- Lewer 'n doeltreffende begrotings-, bestedings- en inkomsteadministrasiediens
- Lewer dienste ten opsigte van voorsieningsadministrasie

3. KONTAKBESONDERHEDE VAN ADJUNK-INLIGTINGSBEAMPTE SECTION 14 (ARTIKEL1)(b)

Mev. V.L. Petersen

Queen Victoria-straat 14

OF

Privaat sak X9112

Kaapstad

Kaapstad

8001

8000

Tel.: (021)- 483-3083

Faks: (021) 483-4783

E-pos: Vlpeters@pawc.wcape.gov.za

4. GIDS DEUR DIE SUID-AFRIKAANSE MENSEREGTEKOMMISSIE OOR DIE GEBRUIK VAN DIE WET ARTIKEL 14(1)(c)

Die gids oor die gebruik van die Wet op Bevordering van Toegang tot Inligting, 2000, sal teen nie later nie as Augustus 2003 by die Suid-Afrikaanse Menseregtekommissie beskikbaar wees. Doen navraag by:

Suid-Afrikaanse Menseregtekommissie

Eenheid vir die Wet op Bevordering van Toegang tot

Inligting

Afdeling Navorsing en Dokumentasie

Posadres: Privaat sak 2700
HOUGHTON
2041

Tel.: 011 – 484 8300

Faks: 011 – 484 1360

Webwerf: www.sahra.org.za

E-pos: PAIA@sahra.org.za

5. REKORDS

ARTIKEL 14(1)(d)

5.1 BESKRYWING VAN ONDERWERPE WAAROP DIE DEPARTEMENT REKORD HOU

- Maatskaplike Dienste
- Wetgewing en Regsadministrasie
- Organisasie en Beheer
- Finansies
- Personeelaangeleenthede
- Opleiding
- Fasiliteite
- Ondersteuningsdienste
- Advertensies, Publisiteit, Inligting en Publikasies
- Rade, Komitees, Konferensies en Konvensies
- Vergaderings, Forums en Werksessies
- Maatskaplikehulptoelaes
- Bevolkingsontwikkeling
- Maatskaplike Navorsing
- Armoedeverligting

5.2 RECORDS AUTOMATICALLY AVAILABLE

SECTION 14(1)(e)

**BESKRYWING VAN KATEGORIEË REKORDS WAT OUTOMATIES
BESKIKBAAR IS VIR KOPIËRING OF AANKOPE INGEVOLGE ARTIKEL
15(1)(a)(ii)**

Direktoraat Bestaansbeveiliging

- (a) Kwalifiserende vereistes vir maatskaplikehulptoelaes en -prosedures wat gevolg moet word
- (b) Riglyne vir die middeletoets
- (c) Allpay-uitbetalingskedule

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Bestaansbeveiliging, Queen Victoria-straat 14, Privaat sak X9112, Kaapstad 8000.

Direktoraat Klantedienste

- (a) Dokumente en verslae in verband met diensleweringstandaarde
- (b) Statistiek oor rampverligting

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Klantedienste, Queen Victoria-straat 14, Privaat sak X9112, Kaapstad 8000.

**Direktoraat Finansies en
Voorsieningsadministrasie**

- (a) Jaarlikse begroting: Mediumtermyn-uitgaweraamwerk
- (b) Gewysigde begroting
- (c) Inkomste- en uitgaweverslae
- (d) Finansiële state
- (e) Finansiële delegasies van die Departement
- (f) Tenderriglyne

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Finansies en Voorsieningsadministrasie, Queen Victoria-straat 14, Privaat sak X9112, Kaapstad 8000.

- (g) Verkrygingswetgewing
- (h) Kwartaalverslae oor tenders wat geadverteer en toegeken is
- (i) Besluite van departementele Tenderkomitee

Direktoraat Menslike Hulpbronne en Administrasie

- (a) Personeelplan
- (b) Diensbillikheidsplan en verwante prestasieverslae
- (c) Vaardigheidsontwikkelingsplan
- (d) Werknemersbystandsprogram
- (e) Arbeidsverhoudinge
- (f) Prestasiebestuurstelsel

Direktoraat Navorsing, Ontwikkeling en Bevolking

- (a) Vyfjaar- strategiese plan van die Departement
- (b) Jaarlikse sakeplan van die Departement
- (c) Jaarverslag van die Departement
- (d) Verslae oor maatskaplike navorsing
- (e) Dokumentasie in verband met bemarking en kommunikasie
- (f) Verslae oor bevolking en demografie

Direktoraat Ontwikkelende Maatskaplike Welsyn

- (a) Goedgekeurde beleidsdokumente
- (b) Goedgekeurde bedryfsbeleidsdokumente (implementeringshandleidings)
- (c) Inligting in verband met organisasies wat vir befondsing goedgekeur is
- (d) Adreslyste van gefinansierde

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Menslike Hulpbronne en Administrasie, Queen Victoriastraat 14, Privaat sak X9112, Kaapstad 8000.

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Navorsing, Ontwikkeling en Bevolking, Queen Victoria Straat 14, Privaat sak X9112, Kaapstad 8000.

diensverskaffers (organisasies sonder winsoogmerk)

- (e) Goedgekeurde departementele begroting tot op die vlak van begrotingsbedrae vir verskillende sektore, byvoorbeeld die gestremdes en bejaardes, asook verskillende kategorieë soos kinderhuise, werkwinkels vir beskermde arbeid en gemeenskapsgebaseerde diensorganisasies
- (f) Inligting in verband met die registrasie van organisasies sonder winsoogmerk en kontaknommers in Pretoria
- (g) Inligting in verband met aansoeke om subsidiëring
- (h) Bedrag per item op die begroting (byvoorbeeld bedrag toegeken aan Tehuise vir Bejaardes)

Direktoraat Armoedeverligting

- (a) Goedgekeurde beleide en prosedures
- (b) Goedgekeurde aansoeke om finansiering
- (c) Adreslyste van gefinansierde diensverskaffers
- (d) Goedgekeurde departementele begroting
- (e) Befondsingshulpbronne van die Regering
- (f) Inligting oor aansoeke om befondsing
- (g) Navorsingsverslae

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe gelde verkry word by die Direktoraat Ontwikkelende Maatskaplike Welsyn, Queen Victoria-straat 14, Privaat sak X9112, Kaapstad 8000.

Afskrifte van hierdie rekords kan na betaling van die voorgeskrewe bedrag verkry word by die Direktoraat Armoedeverligting Queen Victoria-straat 14, Privaat sak X9112, Kaapstad 8000.

5.3 VERSOEKPROSEDURE

- 'n Versoeker moet Vorm A, soos voorgeskryf in die regulasies wat ingevolge die Wet op Bevordering van Toegang tot Inligting. (Regeringskennisgewing R223 van 9 Maart 2001) gepubliseer is, gebruik.
- 'n Versoekfooi ten bedrae van R35-00 is betaalbaar voordat die versoek verwerk sal word.
- Op die bogenoemde vorm word voorsiening gemaak vir die versoeker om aan te dui of hy/sy 'n afskrif van die rekord wil hê en of hy/sy bloot daarna wil kyk.
- Die vorm maak ook daarvoor voorsiening dat die versoeker kan aandui in watter taal die rekord verlang word, hoewel daar geen verpligting op die Departement rus om dit te vertaal nieseame.
- 'n Versoeker kan ook aandui op watter wyse (dit wil sê 'n afskrif op papier, 'n elektroniese afskrif, ensovoorts) toegang tot die rekord verleen moet word. Daar sal by hierdie versoek gehou word, tensy dit onredelik sal inmeng met die bedrywighede van die Departement of indien daar om praktiese redes nie in die spesifieke vorm of medium toegang tot die rekords verleen kan word nie.
- 'n Versoekfooi is betaalbaar indien die persoon byvoorbeeld afskrifte van die rekord verlang. In sekere gevalle mag die betrokke persoon ook versoek word om 'n deposito te betaal. Die versoeker kan 'n interne appèl indien teen die betaling van hierdie gelde. Die bedrag wat ten opsigte van 'n interne appèl betaalbaar is, beloop R50,00. Indien die versoeker 'n interne appèl wil indien, moet Vorm C (soos voorgeskryf in Regeringskennisgewing R223 van 9 Maart 2001) ingevul word.

- ☐ • Ingeval al die prosedures vir 'n interne appèl gevolg is en die versoeker nog nie tevrede is met die uitkoms nie, kan 'n hof genader word vir 'n toepaslike bevel.
- ☐ • Toegang tot 'n rekord sal weerhou word totdat al die toepaslike gelde betaal is.
- ☐ • Inligting kan namens 'n ander persoon aangevra word, maar daar moet aangedui word in watter hoedanigheid die versoek gerig word.
- ☐ • Indien die versoeker nie kan lees of skryf nie, of as gevolg van 'n gestremdheid nie die vorm kan invul nie, kan die versoek mondeling gerig word. Die inligtingsbeampte of 'n persoon aan wie die bevoegdheid gedelegeer is, moet dan die vorm namens hierdie persoon invul en vir hom/haar 'n afskrif van die voltooide vorm gee.

6. DIENSTE BESIKBAAR AAN DIE PUBLIEK

ARTIKEL 14(1)(f)

6.1 Veiligheidsnet vir Bestaansbeveiliging

Hierdie funksie het te doen met die voorsiening van 'n kontantvoordeel vir die maandelikse huishoudelike inkomste van mense om te verhoed dat hulle arm(er) word. Die Departement is verplig om 'n aantal maatskaplike toelaes te betaal aan begunstigdes wat volgens die wet vir hierdie toelaes kwalifiseer. Die Departement betaal die volgende toelaes op 'n jaarlikse grondslag aan ongeveer 310 000 mense wat kwalifiseer:

- Pleegsorgtoelaag
- Kindersorgtoelaag
- Ouderdomspensioen
- Pensioen vir oorlogsveterane
- Hulptoelaag

- Ongeskiktheidtoelaag
- Afhanklikheidsorgtoekenning
- Maatskaplike verligting

6.2 Ontwikkelende Maatskaplikedienslewering

Die Departement is verantwoordelik vir die lewering van ontwikkelingswelsynsdienste aan diegene wat as gevolg van omstandighede dit moeilik vind om self in hul welsynsbehoeftes te voorsien. Die Departement verrig hierdie funksie in vennootskap met ander regeringsdepartemente, plaaslike owerhede, privaat welsynsagentskappe en 'n reeks nie-regeringsorganisasies. Maatskaplike dienste moet gelewer word op 'n manier wat dit vir mense moontlik maak om hul eie sterk punte te benut, en hulle moet gehelp en ondersteun word wanneer hulle probeer om vlakke van selfstandigheid te bereik en in stand te hou.

7. REËLING WAT BETROKKENHEID BY DIE FORMULERING VAN BELEID EN DIE UITVOERING VAN FUNKSIES TOELAAT

ARTIKEL 14(1)(g)

die meeste gevalle skryf wetgewing die prosedures vir die bekendmaking van aangeleenthede en vir openbare deelname voor.

- Kennisgewing in die media, byvoorbeeld die Provinsiale Koerante, provinsiale nuusblaaië en plaaslike of gemeenskapskoerante.
- Werksessies met groepe wat betrokke is en geraak word
- Kennisgewings op die Departement se webwerf
- Handleidings en riglyndokumente (soms).

8. REGSMIDDELE BESKIKBAAR TEN OPSIGTE VAN HANDELINGE OF VERSUIM OM TE HANDEL

ARTIKEL 14(1)(h)

Wetgewing wat op die Departement van toepassing is, kan voorsiening maak vir 'n interne hersienings- of appèlprosedure. Indien hierdie prosedure gevolg is, of indien daar nie vir sodanige prosedure voorsiening gemaak is nie, kan 'n hof vir die toepaslike bevel genader word.

ISEBE LEENKONZO ZENTLALO NONCIPHISO KWENTLUPHEKO

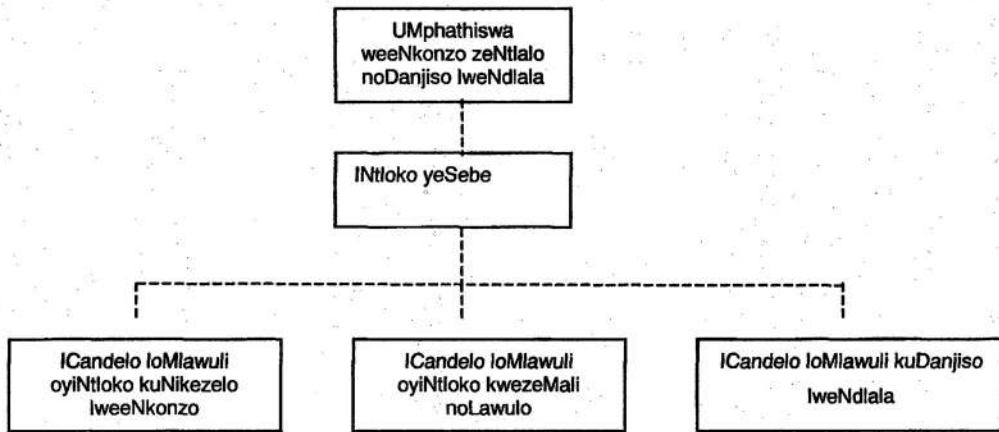
ULAWULO LWEPHONDO LENTSHONA KOLONI

ISIQULATHO

- 1. ULwakhiwo lweSebe**
- 2. Imisebenzi yeSebe**
- 3. linkcukacha zoqhagamshelwano negosa elilisekela lolwazi**
- 4. Isikhokhelo seKhomishoni yamaLungelo oLuntu eMzantsi
Afrika**
- 5. lingxelo**
 - 5.1 Inkcazelo yezinto ezigcinwe liSebe**
 - 5.2 lingxelo ezivele zifumaneke**
 - 5.3 Indlela yokucela**
- 6. linkonzo ezifumaneka kuluntu jikelele**
- 7. Amalungiselelo avumela ukuthatha inxaxheba kwisiseko
semigaqo-nkqubo kwakunye nokwenziwa kwemisebenzi**
- 8. Izilungiso ezikhoyo ngokunxulumene nemithetho okanye
ukungaphumeleli komthetho**

1. ULWAKHIWO LWESEBE

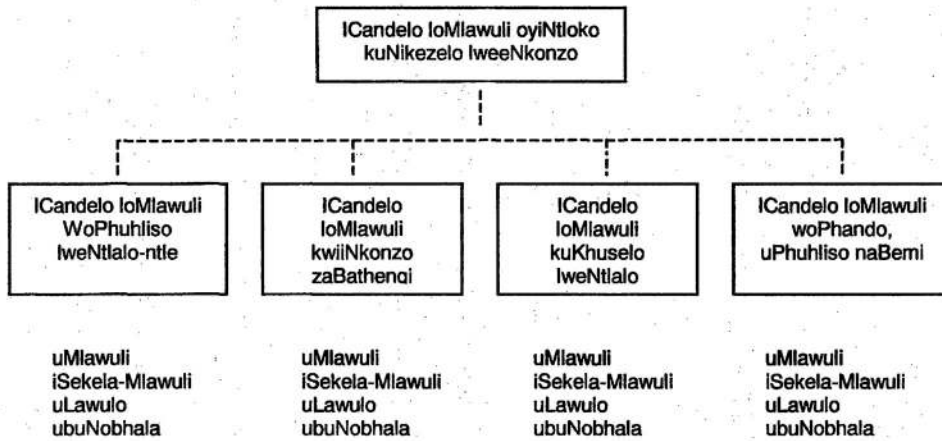
ICANDELO 14(1)(a)



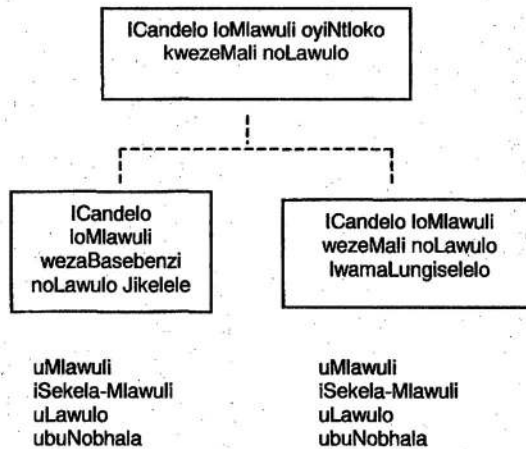
Jonga umfanekiso 1

Jonga umfanekiso 2

Umfanekiso 1



Umfanekiso 2



2. IMISEBENZI YESEBE**Imisebenzi engundoqo**

- Ulawulo lokhuselo lwentlalo
- Unikezelo lweenkonzo zophuhliso lwentlalo.

Imisebenzi yenkxaso

- Uphando lwentlalo
- Isicwangciso seqhinga lobuchule
- Uphuhliso lwabemi
- Uqhagamshelwano noShishino
- Ulawulo lwezeMali
- Ulawulo lwezaBasebenzi
- Iinkonzo zabathengi
- Ulawulo lwamanyathelo okuqala kudanjiso lwendlala.

**ICANDELO LOMLAWULI OYINTLOKO KUNIKEZELO
LWEENKONZO**

- Ulawulo lweenkonzo zophuhliso lwentlalo-ntle ekuhlaleni
- Ulawulo lweenkonzo zokhuseleko lwentlalo
- Ulawulo lonikezelo lweenkonzo ezibanzi, ezimanyanisiweyo nezifikelekayo kubathengi
- Ulawulo lwemiba yabemi, uphando lwentlalo, uqhagamshelwano kunye noshishino, kwakunye nesicwangciso seqhinga lobuchule.

ICANDELO LOMLAWULI WOPHUHLISO LWENTLALO-NTLE

- Ulawulo lwemiba yomgaqo-nkqubo / uwiso-mthetho kuphuhliso lwentlalo-ntle
- Uphuhliso nolungelelaniso lweenkqubo ezizodwa zentlalo-ntle
- Ulawulo logqithiselo lwenkxaso-mali kubanikezeli beenkonzo zentlalo-ntle

ICANDELO LOMLAWULI KWIINKONZO ZABAXHAMLI

- Ulungelelaniso lwemisebenzi nokufuneka kwenziwe ngamagosa ezithili kunye nezibonelelo
- Ukongamelwa nokuvavanywa konikezelo lweenkonzo zentlalo
- Ulawulo lwemiba enxulumene nenkathalelo yabaxhamli.

ICANDELO LOMLAWULI WEZIBONELELO ZORHULUMENTE

- Ulawulo lwemiba yomgaqo-nkqubo / uwiso-mthetho kuphuhliso lwentlalo
- Ulawulo lwenkqubo yeminikelo yentlalo esebenzisa ikhompyutha
- Ulawulo lwenkqubo yezemali ngokunxulumene noncediso lwasentlalweni.

ICANDELO LOMLAWULI WOPHANDO, UPHUHLISO NABEMI

- Unikezelo lolwazi lobunzululwazi kwisicwangciso samanyathelo okuqala kwinkonzo yentlalo
- Unikezelo lwenkonzo yophuhliso lwabemi
- Unikezelo loshishino lwentlalo, ulwazi kunye nenkonzo yenkxaso kuqhagamshelwano
- Ukubhexesha iinkqubo zocwangciso lweqhinga lobuchule kwiSebe.

ICANDELO LOMLAWULI KUDANJISO LWENDLALA

- Ulungelelaniso, umanyaniso kunye nophuhliso lwamanyathelo okuqala kwiqhinga lobuchule ngokunxulumene nodanjiso lwendlala
- Ukongamela kunye nokuvavanya iQhinga loBuchule kuDanjiso lweNdlala kwiphondo
- Ulawulo lwenkxaso-mali kubanikezeli beenkonzo ngaphakathi kumxholo wodanjiso lwendlala.

ICANDELO LOMLAWULI OYINTLOKO KWEZEMALI NOLAWULO**JIKELELE**

- Ulawulo lwenkonzo esebenzayo kwiinkonzo zabasebenzi
- Ulawulo lwenkqubo yolawulo lwezemali kwiSebe
- Ulawulo olusebenzayo kwimpatho yangaphakathi

- Ulawulo olusebenzayo kumalungiselelo olawulo.

**ICANDELO LOMLAWULI WEZABASEBENZI NOLAWULO
JIKELELE**

- Unikezelo lwenkonzo yolawulo lwezabasebenzi
- Ukunyusa umgangatho wonxibelelwano olufanelekileyo kwimiba yezabasebenzi kwiSebe
- Unikezelo lwenkonzo yenkxaso yomsebenzi.

**ICANDELO LOMLAWULI WEZEMALI NOLAWULO
LWAMALUNGISELELO**

- Ulawulo lwemisebenzi noxanduva olunxulumene nenkonzo yeencwadi zemali kwisebe
- Unikezelo lohlahlo lwabiwo-mali olunempumelelo, inkcitho kunye nenkonzo yolawulo lwengeniso
- Unikezelo lweenkonzo ezinxulumene nolawulo lwamalungiselelo.

**3. IINKCUKACHA ZOQHAGAMSHELWANO ZEGOSA ELILISEKELA
LENGCACISO
ICANDELO 14(1)(b)**

Ms V.L. Petersen

14 Queen Victoria Street
Cape Town
8001

OKANYE

Private Bag X9112
Cape Town
8000

Inombolo yefowuni: (021) 483-3083

Inombolo yefeksi: (021) 483-4783

E-mail: Vlpeters@pawc.wcape.gov.za

**4. ISIKHOKELO SENDLELA YOKUSEBENZISA UMTHEHO
ICANDELO 14(1)(c) SEKOMISHONI YAMALUNGELO OLUNTU
LOMZANTSI AFRIKA**

Isikhokelo sendlela yokusebenzisa umthetho oyiPromotion of Access to Information Act, 2000, siya kufumaneka kwiKomishoni yaMalungelo oLuntu loMzantsi Afrika ingedlulanga inyanga kaAgasti 2003. imibuzo ingabhekiswa kwi:

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

Idilesi yePosi: Private Bag 2700
Houghton
2041

Ifowuni: 011 – 484 8300
Ifaksi: 011 – 484 1360
IWebsite: www.sahra.org.za
E-meyile: PAIA@sahra.org.za

5. IINGXELO ICANDELO 14(1)(d)

5.1 INKCAZELO YEZINTO EZIGCINWE LISEBE

- IiNkonzo zeNtlalo
- Uwiso-mthetho kunye noLawulo lwezoBulungisa
- Ulwakhiwo kunye neMpatho
- Ezemali
- Imiba yaBasebenzi
- Uqeqesho
- Izibonelelo
- IiNkonzo zeNkxaso
- Izibhengezo, ukwaziswa koLuntu, uLwazi jikelele kunye noPapasho
- IiBhodi, iiKomiti, iiNkomfa kunye neeNgqungquthela

- Iintlanganiso, iiforam kunye neeNdibano zeeNgxoxo
- IMinikelo eNcedisayo eNtlalweni
- UPhuhliso lwaBemi
- UPhando lwaseNtlalweni
- UkuNcitshiswa kweNdlala.

5.2 IINGXELO EZIVELE ZIFUMANEKE

ICANDELO 14(1)(e)

Akukho saziso sike sapapashwa bgokubhekiselele kwizigaba zezi ngxelo kwiSebe ezivele zifunyanwe luluntu ngaphandle kokuba umntu ethe wenza isicelo sokuzifumana ngokwemiqathango yeenkqubo ezilandelwayo ngokomthetho oyiPromotion of Access to Information Act. Nalu uluhlu lweengxelo ezilolo hlobo.

INKCAZELO NGEENDIDI ZEENGXELO EZIVELE ZIFUMANEKE EKUKOPENI NASEKUTHENGENI PHANTSI KWECANDELO 15(1)(a)(ii)

ICandelo loMlawuli wezibonelelo zoRhulumente

- (a) Iimfuno ezinelungelo kwiminikelo encedisayo entlalweni kwakunye neenkqubo ekufuneka zilandelwe
- (b) Izikhokelo zovavanyo lwale ndlela
- (c) Inkqubo yentlawulo iyonke ekhutshwayo.

ICandelo loMlawuli weeNkonzo zaBathengi

- (a) Amaxwebhu emigangatho yonikezelo lweenkonzo kunye neengxelo
- (b) Ingqokelela yamanani entlangulo kwiintlekele.

likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli woKhuselo lweNtlalo, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli weeNkonzo zaBathengi, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

ICandelo loMlawuli wezeMali noLawulo lwamaLungiselelo

- (a) Uhlahlo lwabiwo-mali lwarhoqo ngonyaka: MTEF (iSikhokhelo-nkqubo seNkcitho kwisiqingatha sonyaka)
- (b) Uqikelelo lohlenga-hlengiso
- (c) Ingeniso kunye neengxelo zenkcitho
- (d) Iingxelo zemali
- (e) Ixwebhu lomiso lwezemali kwiSebe
- (f) Izikhokhelo zoqikelelo lwexabiso (ithenda)
- (g) Uwisomthetho lokuthengwa kwempahla karhulumente
- (h) Iingxelo zarhoqo ngekota yonyaka kuqikelelo lwamaxabiso athe abhengezwa aze anikezwa
- (i) Izigqibo zeKomiti yoQikelelo lwamaXabiso kwisebe.

ICandelo loMlawuli wezaBasebenzi noLawulo Jikelele

- (a) Isicwangciso saBasebenzi
- (b) Isicwangciso soLungelelaniso lwezeNgqesho kunye neengxelo zomsebenzi onxulumene noku
- (c) Isicwangciso soPhuhliso loBuchule (Skills)
- (d) INkqubo yoNcedo loMsebenzi (EAP)
- (e) Unxibelelwano lwezaBasebenzi
- (f) INkqubo yoLawulo lwendlela yokusebenza.

ICandelo loMlawuli woPhando, uPhuhliso naBemi

- (a) Isicwangciso seminyaka emihlanu

likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli wezeMali noLawulo lwamaLungiselelo, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli wezaBasebenzi noLawulo Jikelele, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

seqhinga lobuchule kwiSebe (b) Isicwangciso sarhoqo ngonyaka soshishino kwiSebe (c) Ingxelo yonyaka yeSebe (d) Iingxelo zophando entlalweni (e) Ukwenziwa kwamaxwebhu ngokunxulumene noshishino kunye noqhagamshelwano (f) Iingxelo zenani labemi kunye neendawo abahlala kuzo. <u>ICandelo loMlawuli woPhuhliso lweNtlalontle</u> (a) Amaxwebhu awamkelweyo omgaqonkqubo (b) Amaxwebhu awamkelweyo omgaqonkqubo wendlela yokusebenza (iincwadi zozalisekiso) (c) Ulwazi olunxulumene nemibutho eyamkelweyo kunikezelo lwenkxaso-mali (d) Uluhlu lweedilesi zabanikezeli beenkonzo abahlawuliweyo (imibutho engenzi ngeniso) (e) Uhlahlo lwabiwo-mali olwamkelweyo lwesebe kumgangatho wemali ezabelwe amacandelo awohlukeneyo, umzekelo, abakhubazekileyo nabadala, kwakunye neendidi ezohlukeneyo ezinjengamakhaya abantwana, iindibano zeengxoxo zokhuseleko, kunye nemibutho yeenkonzo esekelwe kwimimandla yoluntu. (f) Ulwazi olunxulumene nobhaliso	likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli loPhando, uPhuhliso naBemi, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000. likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli woPhuhliso lweNtlalontle, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.
--	---

lwemibutho engenzi ngeniso kunye neenombolo zoqhagamshelwano ePitoli (g) Ulwazi olunxulumene nezicelo zenkxaso-mali karhulumente (h) Ixabiso lwento nganye ekuhlahlo lwabiwo-mali (umzekelo, imali eyabelwe amakhaya abantu abadala).	
<u>ICandelo loMlawuli kuNcithiswa</u> <u>kweNdlala</u> (a) Imigaqo-nkqubo eyamkelweyo kunye neenkqubo (b) Izicelo ezamkelweyo kwinkxaso-mali (c) Uluhlu lweedilesi zabanikezeli beenkonzo abahlawuliweyo (d) Uhlahlo lwabiwo-mali olwamkelweyo lesebe (e) Oovimba benkxaso-mali kaRhulumente (f) Ulwazi ngezicelo zenkxaso-mali (g) Iingxelo zophando	likopi zezi ngxelo ziyafumaneka xa uthe wahlawula umrhumo ochaziweyo kwiCandelo loMlawuli woDanjiso lweNdlala, 14 Queen Victoria Road, Private Bag X9112, Cape Town, 8000.

5.3 INDLELA YOKUCELA

- Umntu owenza isicelo kufuneka asebenzise iFomu A neyenzelwe ukusetyenziswa kwimimiselo epapashwe ngokwemiqathango yomthetho oyiAccess to Information Act (Government Notice R233 of March 2001).
- Umrhumo wesicelo ngama-R35,00 kwaye ahlawulwa ngaphambi kokuba kusetyenzwe ngezicelo.
- Kukho imimiselo eyenziweyo kule fomu ikhankanywe ngasentla ukuze lowo wenza isicelo abonise ukuba ingaba uyayifuna na ikopi yengxelo okanye ufuna ukuyijonga nje.

- Le fomu ikwachazela ocelayo ukuba abonise ukuba luluphi na ulwimi afuna ingxelo le ikhutshwe ngayo, nakuba kungekho zimbophelelo kweli sebe zokuba iguqulwe.
- Ocelayo angabonisa kwakhona ukuba ufuna ibe kweyiphi na imo ingxelo leyo (ok.kkt. ibe sephepheni, ibe sekhompyutheni, njl,njl). Kuya kuqhutywa ngale ndlela ngaphandle kokuba ukwenza oku kuye kwaphazamisana neSebe eli ekuqhubeni imisebenzi yalo okanye ngezizathu ezithile akuyi kubakho mvume yokufikelela kule ngxelo iya kukhutshwa kwifomu.
- Umrhumo wesicelo kufuneka umntu ocelayo umzekelo xa efuna iikopi zengxelo ecelwayo. Kwezinye iimeko, umntu ocelayo kufuneka akhuphe idiphozithi. Lowo ucelayo angafaka isibheni sangaphakathi malunga nokuhlawula le mirhumo. Umrhumo ohlawulwa ngokuphathelele kwisibheni sangaphakathi yiR50,00. Xa ngaba umntu ocelayo efake isibheni sangaphakathi, kufuneka kuzaliswe uFomu C (ekhutshwa kwiSaziso soRhulumente esinguR233 somhla we 9 kuMatshi 2001).
- Xa kuthe inkqubo elandelwayo yokubhena yangaphakathi yarhoxiswa waza umntu ocelayo wabe akakoniseliseki ziziphumo, kungadityanwa nenkundla ukuze ibe yiyo ekhupha umyalelo ofanelekileyo.
- Ukufikelela kwezi ngxelo kuya kuqhutywa de imirhumo efunekayo ibe ihlawulwe.
- Ingcaciso ingacelwa egameni lomnye umntu, kodwa eyona nto ifunelwa yona ingcaciso leyo kufuneka ixelwe.
- Ukuba umntu ocelayo akakwazi, ukufunda okanye ukubhala, okanye akakwazi ukuzalisa ifomu ngenxa yokukhubazeka, isicelo eso singenziwa nangomlomo. Igosa lengcaciso, okanye umntu ungummeli, kufuneka ibe nguye ozalisa ifomu.

6. IINKONZO EZIFUMANEKA KULUNTU JIKELELE ICANDELO 14(1)(f)

6.1 UThungelwano oluKhuselekileyo kwiZibonelelo zoRhulumente

Lo msebenzi unxulumene namalungiselelo okufumana inzuzo yekheshi kumvuzo womzi warhoqo ngenyanga wabantu ekubakhuseleni ekubeni bangabingawo amahlwempu. ISebe lizimisele ukuhlawula inani leminikelo yentlalo kubantu abafumana inzuzo bekwanelungelo ngokwasemthethweni lokufumana le minikelo. ISebe lihlawula le minikelo ilandelayo rhoqo ngonyaka kubantu abamalunga nama-310 000 abanelungelo loku:

- Umnikelo wokondla abantwana abangengobakho
- Umnikelo oyinkxaso yabantwana
- Umhlala-phantsi wabantu abadala
- Umhlala-phantsi wamaxhego emfazwe
- Umnikelo woncedo (Grant-in-aid)
- Umnikelo wokukhubazeka
- Umnikelo wokuxhomekeka
- Intlangulo yaseNtlalweni.

6.2 UNikezelo lweeNkonzo zoPhuhliso lweNtlalo

ISebe linoxanduva lokunikezela iinkonzo zophuhliso lwentlalo-ntle kwabo bantu abathe ngenxa yeemeko ezithile abakwazi ukujongana neemfuno zabo zentlalo-ntle ngokunokwabo. ISebe lenza lo msebenzi ngokudibene namanye amasebe korhulumente, iziphatha-mandla zeengingqi, uncedo okanye ii-arhente zentlalo-ntle ezisekhusini kwakunye noluhlu lwemibutho engekho phantsi korhulumente. Iinkonzo zentlalo kufuneka zinikezelwe ngendlela eya kuthi yenze lula ukuba abantu bakwazi ukusebenza ngamandla abo, kwaye kufuneka

bondliwe bekwaxhaswa xa bezama ukufikelela kokuthile kwanokugcina imigangatho yokuzithemba.

**7. AMALUNGISELELO AVUMELA UKUTHATHA INXAXHEBA
KWISISEKO SEMIGAQO-NKQUBO KWAKUNYE NOKWENZIWA
KWEMISEBENZI
ICANDELO 14(1)(g)**

Kumaxesha amaninzi, uwiso-mthetho luchaza iinkqubo zokwenza imiba ethile ukuba yaziwe kwakunye nokuba uluntu jikelele luthathe inxaxheba.

- Ukwaziswa kumajelo eendaba, anjengamaphephandaba engingqi/ kuluntu jikelele.
- Ucweyo kunye namaqela achaphazelekayo
- Ukwazisa okwenziwa ngewebsite yeSebe
- Iincwadana ezifundisayo kunye nezikhokelo (ngamanye amaxesha)

**8. IZILUNGISO EZIKHOYO NGOKUNXULUMENE NEMITHETHO
OKANYE UKUNGAPHUMELELI KOMTHETHO
ICANDELO 14(1)(h)**

- Uwiso-mthetho olusebenzayo kwiSebe lunganikeza uhlaziyo lwangaphakathi okanye inkqubo yesibheni. Xa inokuthi le nkqubo ipheliswe, okanye kungabikho malungiselelo awenziweyo kwinkqubo enjalo, kungaqhagamshelwana nenkundla ukuze kufumanekwe umyalelo ofanelekileyo.

Printed by and obtainable from the Government Printer, Bosman Street, Private Bag X85, Pretoria, 0001

Publications: Tel: (012) 334-4508, 334-4509, 334-4510

Advertisements: Tel: (012) 334-4673, 334-4674, 334-4504

Subscriptions: Tel: (012) 334-4735, 334-4736, 334-4737

Cape Town Branch: Tel: (021) 465-7531

Gedruk deur en verkrygbaar by die Staatsdrukker, Bosmanstraat, Privaatsak X85, Pretoria, 0001

Publikasies: Tel: (012) 334-4508, 334-4509, 334-4510

Advertensies: Tel: (012) 334-4673, 334-4674, 334-4504

Subskripsies: Tel: (012) 334-4735, 334-4736, 334-4737

Kaapstad-tak: Tel: (021) 465-7531