

# Edenvale Old Age Home t/a Edenhaven

[Reg No 001-824 NPO]

## **ACCESS TO INFORMATION MANUAL**

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

## 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 Edenvale Old Age Home.

## 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

### Contact details [Section 51(1)(a)]

Compliance Officer:	Ms V Lombaard
Street address:	1 12 <sup>th</sup> Street Edenvale 1610
Postal address:	P O Box 661 Edenvale 1610
Tel number:	(011) 609-2204
Fax number:	(011) 609-2326
Email:	<a href="mailto:edenhaven@iburst.co.za">edenhaven@iburst.co.za</a>
Website:	<a href="http://www.edenhaven.co.za">www.edenhaven.co.za</a>

## 3. Guide on how to use the Act [Section 51(1)(b)]

A Guide will be compiled by The South African Human Rights Commission by August 2003. It will be published in the Government Gazette and will be available for inspection at the offices of the Human Rights Commission. Inquiries should be directed to The South African Human Rights Commission, PAIA Unit, Research and Documentation Department, Private Bag 2700, Houghton 2041 tel (011) 484 8300; fax (011) 484 7146; [www.sahrc.org.za](http://www.sahrc.org.za)

## 4. Records available without a request [Section 51(1)(c)]

No notice has been given in terms of s 52(2) of records available without a request.  
[s 51(1)(c)]

## 5. Records available in terms of any other legislation [Section 51(1)(d)]

If, and to the extent that, such records are required to be kept by the above-named person, records are available in accordance with the following legislation:

- Basic Conditions of Employment Act 97 of 1997
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Skills Development Act 97 of 1998
- Value Added Tax Act 89 of 1991
- Short Term Insurance Act 53 of 1998
- Medical Schemes Act 131 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2002

- Non-profit Organisations Act 71 of 1997.
- Occupational Health and Safety Act 85 of 1993
- Employment Equity Act 55 of 1998
- Environment Conservation Act of 1989

## **6. Description of subjects & categories of records held [Section 51(1)(e)]**

- Clients and customers
- Staff and human resources
- Financial, insurance, taxation
- Minutes and records of meetings
- Contracts
- Correspondence
- Policies

## **7. Request procedures [Section 51(1)(e); section 53(1)–(2)]**

A request for access to a record must be made on the prescribed form as set which can be found at [http://www.justice.gov.za/forms/paia/J752\\_paia\\_Form%20C.pdf](http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf), addressed to the Compliance Officer, at the address, fax number or electronic mail address mentioned above.

7.1 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.

7.2 The requester must provide sufficient detail on the request form to enable the information officer to identify the record and the requester.

7.3 The requester should specify his or her postal address in the Republic; [s 53(2)(a) and (b) and (c)]

7.4 If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, that manner and the necessary particulars must be specified. [s 53(2)(e)]

7.5 If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request [s 53(2)(f)].

## **8. Other prescribed information [Section 51(1)(f)]**

At the time of the compilation of this manual, no further information has been prescribed.

## **9. Fees [Section 54]**

The Act provides for two types of fees, namely:

- a request fee, being a standard fee; and
- an access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

9.1 When a request is received by Edenhaven it will, by written notice, require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing the request.

9.2 A fee will be required by the head before further processing of the request in terms of S54 of the Act.

9.3 A prescribed requester fee should be paid, this amount will be refunded should the request for access be refused.

9.4 A portion of the access fee (not more than one third) may be required before the request is considered.

9.5 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.

9.6 The head may withhold a record until the requester has paid the applicable fees

## **10. Availability of the manual [Section 51(3)]**

This manual is available for inspection by the general public upon request during office hours at our offices at the above-mentioned address.

Copies may also be requested from the South African Human Rights Commission at the address indicated below.

### **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**

Postal Address:	Private Bag 2700 Houghton 2041
Phone:	011 484 8300
Fax:	011 484 0582
Email:	PAIA@sahrc.org.za
Website:	www.sahrc.org.za

## **11. Reservation of rights**

Nothing in this Manual is to be construed as a waiver of the right to the confidentiality of any document or any legal privilege or right of non-disclosure attaching to any document mentioned herein, whether in terms of any statute or under the common law. All rights in this regard are fully reserved.