

DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

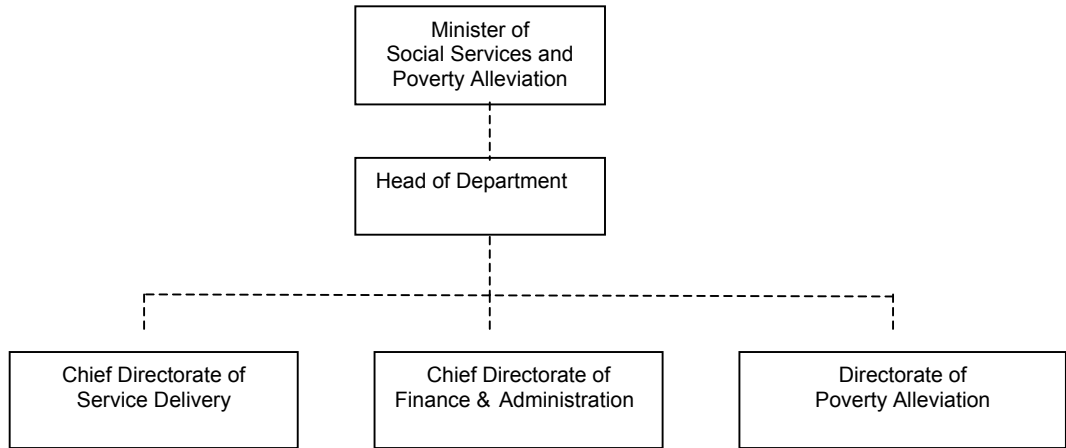
WESTERN CAPE PROVINCIAL ADMINISTRATION

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1. STRUCTURE OF DEPARTMENT

SECTION 14(1)(a)



See Figure 1

See Figure 2

Figure 1

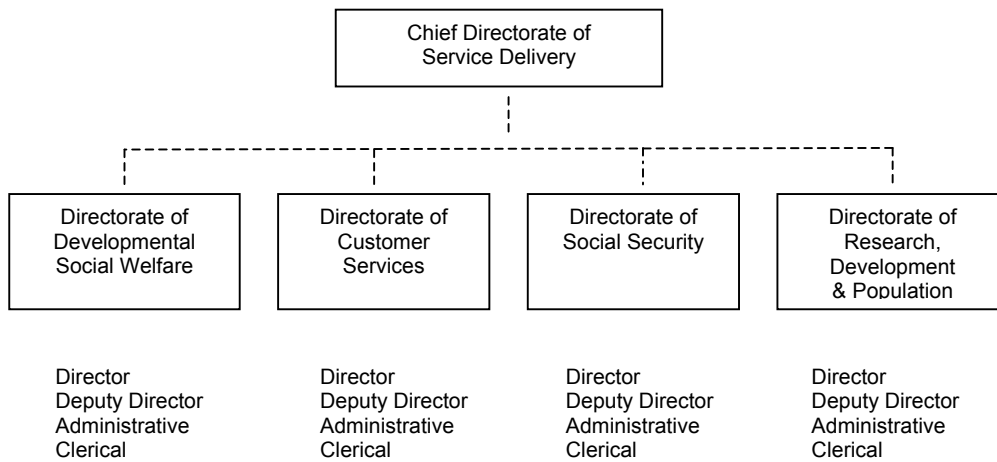
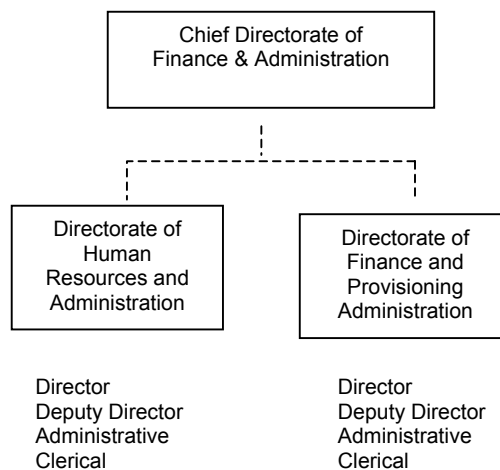


Figure 2



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

DIRECTORATE OF SOCIAL SECURITY

- Administering social security legislation/policy matters
- Managing the computerised social grants system
- Managing the financial system in respect of social assistance

DIRECTORATE OF RESEARCH, DEVELOPMENT AND POPULATION

- Providing scientific information for the planning of social service interventions
- Rendering a population development service
- Rendering a social marketing, information and communication support service
- Facilitating the Department's strategic planning processes

DIRECTORATE OF POVERTY ALLEVIATION

- Co-ordinating, integrating and developing strategic initiatives relating to poverty alleviation
- Monitoring and evaluating the provincial Poverty Alleviation Strategy
- Managing funding to service providers within the context of poverty alleviation

CHIEF DIRECTORATE OF FINANCE AND ADMINISTRATION

- Managing an effective human resource service
- Managing the financial management system of the Department
- Managing effective internal control
- Managing effective provisioning administration

DIRECTORATE OF HUMAN RESOURCES AND ADMINISTRATION

- Providing a human resource management service
- Promoting sound labour relations in the Department
- Rendering an office support service

**DIRECTORATE OF FINANCE AND PROVISIONING
ADMINISTRATION**

- Administering the functions and responsibilities regarding the departmental accounts service
- Providing an efficient budget, expenditure and revenue administration service
- Rendering services with regard to provisioning administration

**3. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER
SECTION 14(1)(b)**

Ms V.L. Petersen

14 Queen Victoria Street
Cape Town
8001

OR

Private Bag X9112
Cape Town
8000

Tel.: (021) 483-3083

Fax: (021) 483-4783

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

**4. GUIDE BY THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION
ON HOW TO USE THE ACT
SECTION 14(1)(c)**

The guide on how to use the Promotion of Access to Information Act, 2000, will be available from the South African Human Rights Commission by no later than August 2003. Queries can be made at:

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

Postal address: Private Bag 2700
HOUGHTON
2041

Tel.: (011) 484-8300

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)	
<p><u>Directorate of Social Security</u></p> <p>(a) Qualifying requirements for social assistance grants and procedures that need to be followed</p> <p>(b) Guidelines for the means test</p> <p>(c) Allpay pay-out schedule</p> <p><u>Directorate of Customer Services</u></p> <p>(a) Service delivery standards documents and reports</p> <p>(b) Disaster relief statistics</p> <p><u>Directorate of Finance and Provisioning Administration</u></p> <p>(a) Annual budget: MTEF (Medium-term Expenditure Framework)</p> <p>(b) Adjustment estimates</p> <p>(c) Revenue and expenditure reports</p> <p>(d) Financial statements</p> <p>(e) Financial delegation document of the Department</p> <p>(f) Tender guidelines</p> <p>(g) Procurement legislation</p>	<p>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.</p> <p>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.</p> <p>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.</p>

(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.

<p>providers (non-profit organisations)</p> <p>(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</p> <p>(f) Information pertaining to non-profit organisation registration and contact numbers in Pretoria</p> <p>(g) Information regarding applications for subsidisation</p> <p>(h) Amount per item on the budget (e.g. amount allocated to Homes for the Aged)</p> <p><u>Directorate of Poverty Alleviation</u></p> <p>(a) Approved policies and procedures</p> <p>(b) Approved applications for financing</p> <p>(c) Address lists of financed service providers</p> <p>(d) Approved departmental budget</p> <p>(e) Government funding resources</p> <p>(f) Information on application for funding</p> <p>(g) Research reports</p>	<p>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.</p>
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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.