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M A N U A L

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO

INFORMATION ACT (NO. 2 OF 2000)



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

**KWAZULU-NATAL DEPARTMENT OF HEALTH
MANUAL ON THE
PROMOTION OF ACCESS TO INFORMATION ACT, 2000
(ACT NO. 2 OF 2000)**

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**KWAZULU-NATAL DEPARTMENT OF HEALTH
MANUAL ON THE
PROMOTION OF ACCESS TO INFORMATION ACT, 2000
(ACT NO. 2 OF 2000)**

1. Introduction

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), referred to in this Manual as the Information Act, originates from section 32 of the Constitution of Republic of South Africa Act, 1996 (Act 108 of 1996), referred to as the Constitution in this Manual, which states:

- “(1) Everyone has the right of access to -
- (a) information held by the state; and
 - (b) any information that is held by another person and that is required for the exercise or protection of any rights.
- (2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.”

The goal of the Information Act is to promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights fully.

On 2 February 2000 the National Legislature enacted the Information Act to comply with section 32 of the Constitution to ensure that the right of access to information is protected. With the exception of sections 10, 14, 16 and 51, the Information Act came into effect on 9 March 2000. Sections 10, 14, 16 and 51 came into effect on 15 February 2002.

This means that the Information Act is available to any person who wishes to request information from a public body or private body. The person making the request for information is known as the “requestor”.

Every public and private body is required to compile a manual in at least three official languages explaining how to use the Information Act. This Manual has been designed to assist a requestor who wishes to obtain information from the KwaZulu-Natal Department of Health, which is a public body. This Manual is available in English, isiZulu and Afrikaans.

This Manual does not contain information about how to make a request to other government bodies or a private body. If a requestor wishes to make a request to a government body other than the KwaZulu-Natal Department of Health, the requestor should obtain a copy of the manual from the relevant government body. If a requestor wishes to make a request to a private body, the requestor should obtain a copy of the manual from the relevant private body.

This Manual is divided into sections to assist a requestor with obtaining information from the KwaZulu-Natal Department of Health.

2. Description of the KwaZulu-Natal Department of Health and Its Functions

The KwaZulu-Natal Department of Health is part of the KwaZulu-Natal Provincial Government and is responsible for integrated provincial health care network in the KwaZulu-Natal Province. The Department's vision is to achieve optimal health status for all persons in the KwaZulu-Natal Province. The Department's mission is to develop a sustainable, coordinated and comprehensive health system based on the primary health care approach through the district health system. The core values of the Department are:

- trust built on truth, integrity and reconciliation;
- open communication, transparency and consultation;
- commitment to performance; and
- the courage to learn, change and innovate.

To achieve the KwaZulu-Natal Department of Health's vision, mission and core values, the Department is responsible for developing and implementing national and provincial health policy, norms, frameworks and standards to achieve, within the Province's available resources, the progressive realisation of the right of access to health care services. The Department is responsible for providing accessible and comprehensive provincial public health care services. The Department is committed to transparency in the development and implementation of health policies and practices.

The KwaZulu-Natal Department of Health has three core functions:

- the district health system;
- emergency medical rescue services; and
- institutional support services, which includes but is not limited to administration and management of district, regional tertiary and specialised hospitals.

The KwaZulu-Natal Department of Health is headed by the Minister of Health, who is a member of the KwaZulu-Natal Executive Council and responsible for developing provincial health policy. The Head of Department is the accounting officer for the KwaZulu-Natal Department of Health and is responsible for the overall administration and management of the Department. The Department's main administrative offices are located in

Pietermaritzburg, with additional health district offices located throughout the Province.

As described in section 7 of this Manual, the KwaZulu-Natal Department of Health is divided into health districts, which are responsible for the management and administration of the district health system, which is established in terms of section 44 of the KwaZulu-Natal Health Act, 2000 (Act No. 4 of 2000), referred to in this Manual as the KwaZulu-Natal Health Act.

The KwaZulu-Natal Department of Health also has a variety of community health services which are administered by the health districts and are listed in section 7.

3. **Contact Information for the KwaZulu-Natal Department of Health Information Officer**

The Information Officer for the KwaZulu-Natal Department of Health is Professor R W Green-Thompson, who is the Head of Department and additional Deputy Information Officers will be designated in the main administrative office in Pietermaritzburg.

The Department's physical address is:

KwaZulu-Natal Department of Health
Natalia Building
330 Longmarket Street
Pietermaritzburg
3201

The Department's postal address is:

KwaZulu-Natal Department of Health
Private Bag X9051
Pietermaritzburg
3200

The Department's main telephone number is 033-395-2111. The Department's fax number for requestors requesting information from the Department is 033-345-0792.

The e-mail address for requestors requesting information from the Department is:

padayap@dohho.kzntl.gov.za

4. **Guide to Be Developed by the Human Rights Commission**

The South African Human Rights Commission, established in section 181(b) of the Constitution, is responsible for developing a guide in each of the country's official languages, with information on how to use the Information Act. This guide must be published within 18 months of the Information Act going into effect, which is 15 August 2003. If a person wishes to obtain further information, he or she should contact:

Human Rights Commission	Telephone:	031-304-7323/4/5
Commercial City, Third Floor, Suite 307	Fax:	031-304-7323/4/5

Commercial Road
Durban
4001

E-Mail: msibisi@sahrc.org.za

5 Access to Information

a. Request for Access to a Record

If a requestor wishes to make a request for access to a record of the KwaZulu-Natal Department of Health, he or she must make a written request to the Information Officer, whose contact information is listed in section 3 of this Manual.

A requestor wishing to make a request must use Form A, which is included in this Manual as Annexure A. The requestor must provide enough information in Form A to:

- enable the Information Officer to identify the:
 - the records requested, including a description of the record, a reference number (if any) and any further particulars on the record; and
 - the requestor, including all contact information;
- the form of access required by the requestor, that is if the:
 - record is in written or printed form, whether the requestor wishes to make a copy of the record or inspect the record;
 - record is a visual image, which may be photographs, slides, video recordings, computer generated images or sketches, whether the requestor wishes to view the images, copy the images or obtain a transcription of the images;
 - record is recorded words or information which can be produced by sound, whether the requestor wishes to listen to the soundtrack or obtain a written or printed transcription of the soundtrack; or
 - record is held on a computer or in an electronic or machine readable form, whether the requestor wishes to obtain a printed copy of the record, printed copy of information derived from the record or copy in computer readable form [stiffy or compact disk].

A requestor must also state the language in which the requestor wishes to obtain the record. If the record is not available in the language preferred by the requestor, access may be granted in the language in which the record is available.

A requestor who is illiterate or otherwise unable to make a request for access to a record because of a disability may make an oral request. The Information Officer or a Deputy Information Officer must assist the requestor with putting the request in writing in the

required form and give a copy of the written request to the requestor.

The Information Officer or a Deputy Information must assist a person who requires reasonable assistance with making a request for a record. Assistance must be provided free of charge.

b. Transfer of a Request for Access to a Record

The Information Officer or a Deputy Information may transfer a request where:

- a record is not under the control of the KwaZulu-Natal Department of Health;
- the subject matter of a record is more closely connected with the functions of another public body; or
- the record contains commercial information in which another public body has a greater interest.

A transfer of request must be made within 14 days of the request being received and the Information Officer or Deputy Information Officer must notify the requestor of the transfer, reasons for the transfer and the period within which the request must be addressed.

c. Fees Payable

The initial fee payable by a requestor, other than a personal requestor, for a record is R35.00. A personal requestor, who is a person seeking information about himself or herself, does not have to pay the initial fee. All requestors, except those who are exempted in terms of section 22(8)(a) of the Information Act, must pay the required fees to obtain a record. Fees are listed in Annexure C of this Manual.

d. Procedure Where Record Can Not Be Found

If a record can not be found, the Information Officer or a Deputy Information Officer must, by way of affidavit or affirmation, notify the requestor that it is not possible to give access to the record.

e. Deferral of Access to a Record

Access may be deferred where a record is not yet available.

f. Time Frames and Notice to a Requestor

The Information Officer or a Deputy Information Officer must decide within 30 days whether to grant the request and then send a notice to the requestor. Where access is to be granted, the notice must state:

- that the access fee, if any, must be paid upon being granted access;
- the form in which access will be given; and

- that the requestor may lodge an internal appeal with the Department or an application with a court against the access fee to be paid or the form in which access is to be granted.

g. Denial of Access to a Record

If access is not to be granted to the record, the notice by the Information Officer or Deputy Information Officer must:

- give adequate reasons for the refusal;
- exclude, from the reasons, any reference to the content of the record; and
- state that the requestor may lodge an internal appeal with the Department or application with a court against the refusal of the request and the procedure to lodge an internal appeal or application.

h. Extension of Period to Decide on Request

The Information Officer or a Deputy Information Officer may extend the period of 30 days in which to decide on the request if:

- the request is for a large number of records and compliance would unreasonably interfere with the activities of the KwaZulu-Natal Department of Health;
- the request requires a search or collection of records in an office not situated in the same town or city as the Information Officer and the Information Officer can not reasonably be expected to complete the request within the initial 30 days;
- consultations among sections of the KwaZulu-Natal Department of Health or with another public body are necessary or desirable and the Information Officer can not reasonably be expected to complete the consultations within the initial 30 days; or
- the requestor consents in writing to the extension.

i. Mandatory Refusal of Request for Access to Record

The Information Officer or a Deputy Information Officer must refuse access to a record where a request for access to information would involve disclosure of:

- personal information about a third party;
- trade secrets of a third party;
- financial, commercial, scientific or technical information, other than trade secrets, if the disclosure of the information is likely to cause harm to the commercial or financial interests of a third party;
- information which is a computer program owned by a private body;

- information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- information which would be a breach of duty of a confidence owed to a third party;
- information which could reasonably be expected to endanger the life or physical safety of an individual;
- a record if access to the record is prohibited in terms of the Criminal Procedure Act, 1977 (Act No. 51 of 1977);
- information which is privileged from production in legal proceedings unless the affected person has waived the privilege, which means the affected person must consent in writing to the release of the information; or
- information about research being carried out or likely to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, person carrying out the research or subject matter of the research to serious disadvantage.

j. Discretionary Refusal of Request for Access to Record

The Information Officer or a Deputy Information Officer may refuse access to a record where a request for access to information would involve disclosure of:

- information supplied in confidence by a third party, the disclosure of which could reasonably be expected to prejudice the supply of similar information or information from the same source and it is in the public interest that similar information or information from the same source should continue to be supplied;
- information, the disclosure of which would be likely to impair:
 - the security of a building, structure or system, which may be a computer system, means of transport or any other property; or
 - methods, systems, plan or procedures for the protection of an individual in a witness protection scheme, the safety of the public or the security of property;
- a record containing the methods, techniques or guidelines for the prevention, detection, curtailment or investigation of a contravention or possible contravention of law or prosecution of an alleged offender;
- a record on the prosecution of an alleged offender where disclosure of the record could reasonably be expected to impede the prosecution or result in a miscarriage of justice;
- a record, the disclosure of which could reasonably be expected to:

- prejudice the investigation of a contravention or possible contravention of the law;
- reveal or enable a person to identify a confidential source of information related to the enforcement or administration of the law;
- result in the intimidation or coercion of a witness or a person who may be called as a witness in criminal or other proceedings to enforce the law;
- of a contravention of the law; or
- prejudice or impair the fairness of a trial or the impartiality of an adjudication;
- information, the disclosure of which could cause prejudice to the defence, security or international relations of the Republic of South Africa;
- information, the disclosure of which is likely to materially jeopardise the economic or financial interests of the Republic of South Africa or the ability of the government to manage the economy of the Republic of South Africa effectively;
- information, which:
 - contains trade secrets of the state or a public body;
 - contains financial, commercial, scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of the state or a public body;
 - could put a public body at a disadvantage in contractual or other relations or prejudice a public body in commercial competition;
 - is a computer program, defined in the Copyright Act, 1978 (Act No. 98 of 1978), owned by the state or a public body;
- information about research being carried out or likely to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose a public body, person carrying out the research or subject matter of the research to serious disadvantage; or
- information about a record of a public body which contains an opinion, advice, report or recommendation obtained or prepared or an account of a consultation, discussion, deliberation or minutes of a meeting on the formulation of a policy or taking a decision in the exercise of a power or performance of a duty conferred by law if disclosure could reasonably be expected to frustrate the deliberative process or success of the policy.

k. Access to a Health Record

The Information Officer or a Deputy Information Officer may, in terms of section 30 of the Information Act, consult with the relevant health care practitioner about the granting of access to a record where he or she is of the opinion that granting access to the record may cause serious harm to a person's physical or mental health or well-being. If the health care practitioner is of the opinion that granting access to the record would be likely to cause serious harm to the person's physical or mental health or well-being, the Information Officer or Deputy Information Officer may grant access to the record only where the requestor proves that adequate provision has been made for counselling or other arrangements have been made to limit, alleviate or avoid harm.

Where a requestor is under 16 years of age, a person with parental responsibilities must make the request for access to a health record. Where a person is incapable of managing his or her affairs, a person appointed by a court must make the request for access to a health record.

l. Other Grounds for Refusal of Request for Access to a Record

The Information Officer or Deputy Information Officer may refuse a request for access to a record if the request is manifestly frivolous or vexatious or the work involved in processing the request would substantially and unreasonably divert the resources of the KwaZulu-Natal Department of Health.

6. Notice of Categories of Records Available from the KwaZulu-Natal Department of Health without a Person Requesting Access

The following categories of records may be purchased from the KwaZulu-Natal Department of Health and do not require a request for access:

- KwaZulu-Natal Department of Health Annual Reports
- KwaZulu-Natal Department of Health Departmental Guidelines and Procedures
- KwaZulu-Natal Department of Health Financial Statements
- KwaZulu-Natal Department of Health Materials on Health Promotion
- KwaZulu-Natal Department of Health Media Releases
- KwaZulu-Natal Department of Health Newsletters
- KwaZulu-Natal Department of Health Patient Records (which are available only to the patient and are not available to third parties without the relevant patient's consent)
- KwaZulu-Natal Department of Health Research Reports
- KwaZulu-Natal Department of Health Staff Records (which are available only to

the member of staff and are not available to third parties without the relevant member of staff's consent)

- KwaZulu-Natal Department of Health Strategic Plans
- KwaZulu-Natal Health Act, 2000 (Act No. 4 of 2000)

7. **Description of Services Available to the Public from the KwaZulu-Natal Department of Health and Accessing Services**

The KwaZulu-Natal Department of Health is divided into health districts, which are responsible for the management and administration of the district health system, which is established in terms of section 44 of the KwaZulu-Natal Health Act, 2000. It is noted that all requestes for access to information must go through the Information Officer, however, to provide information about services to the public, the under mentioned contact points are given.

- **Amajuba Health District**
Private Bag X6653
Newcastle
Telephone: 034-315-1093/4
Fax: 034-315-1092
E-Mail: bouwerm@dohnc.kzntl.gov.za
- Hospital Manager
Madadeni Hospital
Private Bag X6642
NEWCASTLE
2940
Telephone: 034-374 9221
Fax: 034-314 1148
E-Mail: h993543@dohho.kzntl.gov.za
- Hospital Manager
Newcastle Hospital
Private Bag X6653
NEWCASTLE
2940
Telephone: 034-312 1111/9
Fax: 034-312 6792
E-Mail: seedato@dohnc.kzntl.gov.za
- Hospital Manager
Niemeyer Memorial Hospital
Private Bag X1004
UTRECHT
2980
Telephone: 034-331 3011
Fax: 034-331 3532
E-Mail: h993561@dohho.kzntl.gov.za

- **Ethekwini Health District (Durban Metro)**
 Private Bag X54318
 Durban
 Telephone: 031-337-4392
 Fax: 031-332-2576
 E-Mail: h952823@dohho.kzntl.gov.za
- Hospital Manager
 Addington Hospital
 P.O. Box 977
 DURBAN
 4000
 Telephone: 031-327 2000
 Fax: 031-368 3300
 E-Mail: hdmp@dohho.kzntl.gov.za
- Hospital Manager
 Clairwood Hospital
 Private Bag X04
 MOBENI
 4060
 Telephone: 031-451 5000
 Fax: 031-462 1993
 E-Mail: h993006@dohho.kzntl.gov.za
- Hospital Manager
 Hillcrest Hospital
 Private Bag x1001
 HILLCREST
 3650
 Telephone: 031-765 1316
 Fax: 031-765 3712
 E-Mail: h981821@dohho.kzntl.gov.za
- Hospital Manager
 Inkosi Albert Luthuli Central Hospital
 Private Bag X03
 MAYVILLE
 4058
 Telephone: 031-240 1000
 Fax: 031-240 1050
 E-Mail: flange@dohho.kzntl.gov.za
- Hospital Manager
 King Edward VIII Hospital
 Private Bag X02
 CONGELLA
 4013
 Telephone: 031-360 3111
 Fax: 031-205 0399
 E-Mail: kharvadr@dohke8.kzntl.gov.za
- Hospital Manager
 King George V Hospital
 P.O. Box DORMERTON
 DORMERTON
 4015
 Telephone: 031-208 7121
 Fax: 031-209 9586
 E-Mail: none
- Hospital Manager
 Mahatma Gandhi Memorial Hospital
 Private Bag X13
 MOUNT EDGECOMBE
 4300
 Telephone: 031-502 1719
 Fax: 031-502 1869
 E-Mail: h993163@dohho.kzntl.gov.za

- Hospital Manager
Osindisweni Hospital
Private Bag X15
VERULAM
4340
Telephone: 032-541 0323
Fax: 032-541 0343
E-Mail: h981652hl@dohho.kzntl.gov.za
- Hospital Manager
Prince Mshiyeni Memorial Hospital
Private Bag X07
MOBENI
4060
Telephone: 031-907 8111
Fax: 031-907 3334
E-Mail: sbmaharaj@yahoo.com
- Hospital Manager
R.K. Khan Hospital
Private Bag X004
CHATSWORTH
4030
Telephone: 031-403 3223
Fax: 031-401 1247
E-Mail: h993242@dohho.kzntl.gov.za
- Hospital Manager
Wentworth Hospital
Private Bag JACOBS
JACOBS
4026
Telephone: 031-460 5000/200
Fax: 031-468 9654
E-Mail: janowskib@dohwent.kzntl.gov.za
- **Ilembe Health District**
Private Bag X54318
Durban
Telephone: 031-337-4392
Fax: 031-332-2576
E-Mail: h952823@dohho.kzntl.gov.za
- Hospital Manager
Stanger Hospital
Private Bag X10609
STANGER
4450
Telephone: 032-551 2222
Fax: 032-552 2767
E-Mail: h993262@dohho.kzntl.gov.za
- Hospital Manager
Umpumulo Hospital
Private Bag X9219
MAPHUMULO
4470
Telephone: 032-481 7787
Fax: 032-481 2203
E-Mail: h993278@dohho.kzntl.gov.za
- Hospital Manager
Untunjambili Hospital
Private Bag X216
KRANSKOP
3268
Telephone: 033-444 0818
Fax: 033-444 0987
E-Mail: h002568@dohho.kzntl.gov.za

- **Sisonke Health District**
Private Bag X735
Port Shepstone
Telephone: 039-682-6452
Fax: 039-682-6296
E-Mail: h971142@dohho.kzntl.gov.za

- Hospital Manager
Christ the King Hospital
Private Bag X542
IXOPO
3276
Telephone: 039-834 2067
Fax: 039-834 2828
E-Mail: h993808@dohho.kzntl.gov.za

- Hospital Manager
EG & Usher Memorial
Private Bag X506
KOKSTAD
4700
Telephone: 039-797 8100
Fax: 039-727 2564
E-Mail: h010300@dohho.kzntl.gov.za

- Hospital Manager
St. Appollinaris Hospital
Private Bag 206
CREIGHTON
3263
Telephone: 039-833 1045/55
Fax: 039-833 1062
E-Mail: h993822@doggo.kzntl.gov.za

- Hospital Manager
Taylor Bequest Hospital
Private Bag X836
MATATIELE
4730
Telephone: 039-737 3107
Fax: 039-737 4134
E-Mail: h993894@dohho.kzntl.gov.za

- **Ugu Health District**
Private Bag X735
Port Shepstone
Telephone: 039-682-6452
Fax: 039-682-6296
E-Mail: h971142@dohho.kzntl.gov.za

- Hospital Manager
G.J Crookes Hospital
Private Bag X5501
SCOTTSBURGH
4180
Telephone: 039-976 1300
Fax: 039-978 1295
E-Mail: nyawos@dohgich.kzntl.gov.za

- Hospital Manager
Murchison Hospital
Private Bag X701
PORT SHEPSTONE
4240
Telephone: 039-687 7311
Fax: 039-687 7497
E-Mail: h993841@dohho.kzntl.gov.za

- Hospital Manager
Port Shepstone Hospital
Private Bag X5706
PORT SHEPSTONE
4240
Telephone: 039-682 1111
Fax: 039-682 5404
E-Mail: h011504@dohho.kzntl.gov.za

- Hospital Manager
St Andrews Hospital
Private Bag X1010
HARDING
4680
Telephone: 039-433 1955
Fax: 039-433 1529
E-Mail: h993867@dohho.kzntl.gov.za

- **Umgungundlovu Health District**
Brasford House
262 Longmarket Street
Pietermaritzburg
3200
Telephone: 033-342-6675
Fax: 033-394-3235
E-Mail: h993804@dohho.kzntl.gov.za

- Hospital Manager
Appelbosch Hospital
Private Bag X215
OZWATHINI
3476
Telephone: 032-294 0002
Fax: 032-294 0002 ext 148
E-Mail: h993578@dohho.kzntl.gov.za

- Hospital Manager
Edendale Hospital
Private Bag X509
PLESSISLAER
3216
Telephone: 033-395 4911
Fax: 033-395 4060
E-Mail: dr_ramiah@yahoo.com

- Hospital Manager
Fort Napier Hospital
P.O. Box 370
PIETERMARITZBURG
3200
Telephone: 033-345 4221
Fax: 033-345 5730
E-Mail: h993764@dohho.kzntl.gov.za

- Hospital Manager
Grey's Hospital
Private Bag X9001
PIETERMARITZBURG
3201
Telephone: 033-897 3000
Fax: 033-345 5278
E-Mail: nzanirad@dohgreys.kzntl.gov.za

- Hospital Manager
Montebello Hospital
Private Bag X506
DALTON
3236
Telephone: 033-506 0101
Fax: 033-506 0107
E-Mail: h993783@dohoo.kzntl.gov.za

- Hospital Manager
Northdale Hospital
Private Bag X9006
PIETERMARITZBURG
3200
Telephone: 033-387 9000
Fax: 033-397 9768
E-Mail: h960492@dohho.kzntl.gov.za

- Hospital Manager
Townhill Hospital
P.O. Box 400
PIETERMARITZBURG
3200
Telephone: 033-342 8741
Fax: 033-345 5720
E-Mail: h992471@dohho.kzntl.gov.za

- Hospital Manager
Umngeni Hospital
Private Bag X23
HOWICK
3290
Telephone: 033-330 6146
Fax: 033-330 5564
E-Mail: h993779@dohho.kzntl.gov.za

- **Umkhanyakude Health District**
Private Bag X026
Jozini
Telephone: 035-572-1328
Fax: 035-572-1251
E-Mail: h993369@dohho.kzntl.gov.za

- Hospital Manager
Bethesda Hospital
Private Bag X602
UBOMBO
3970
Telephone: 035-595 1004
Fax: 035- 595 1007
E-Mail: h9934272dohho.kzntl.gov.za

- Hospital Manager
Hlabisa Hospital
Private Bag X5001
HLABISA
3937
Telephone: 035-838 1003
Fax: 035-838 1117
E-Mail: hlabisa@iafrica.com

- Hospital Manager
Manguzi Hospital
Private Bag X301
KWA-NGWANASE
3973
Telephone: 035-592 0150
Fax: 035-592 0150 (ask for fax)
E-Mail: h994314@dohho.kzntl.gov.za

- Hospital Manager
Mosvold Hospital
Private Bag X2211
INGWAVUMA
3968
Telephone: 035-591 0122
Fax: 035-591 0148
E-Mail: h993393@dohho.kzntl.gov.za

- Hospital Manager
Mseleni Hospital
P.O Sibaya
3967
Telephone: 035-574 1004
Fax: 035-574 1003
E-Mail: victor@mseleni.co.za

- **Umzinyathi Health District**
Private Bag X6653
Newcastle
Telephone: 034-315-1093/4
Fax: 034-315-1092
E-Mail: bouwerm@dhonc.kzntl.gov.za

- Hospital Manager
Charles Johnson Memorial Hospital
Private Bag X5503
NQUTU
3135
Telephone: 034-271 1900
Fax: 034-271 0234
E-Mail: h993487@dohho.kzntl.gov.za

- Hospital Manager
Church of Scotland Hospital
Private X502
TUGELA FERRY
3010
Telephone: 033-493 0004
Fax: 033-493 0073
E-Mail: h993505@dohho.kzntl.gov.za

- Hospital Manager
Dundee Hospital
Private Bag X2011
DUNDEE
3000
Telephone: 034-212 1111
Fax: 034-212 3245
E-Mail: h993510@dohho.kzntl.gov.za

- Hospital Manager
Greytown Hospital
Private Bag X5562
GREYTOWN
3250
Telephone: 033-413 1111
Fax: 033-413 2809
E-Mail: h993665@dohho.kzntl.gov.za

- **Uthukela Health District**
Private Bag X9958
Ladysmith
3370
Telephone: 036-631-2202/6
Fax: 036-631-2217
E-Mail: femida@futurenet.co.za

- Hospital Manager
Emmaus Hospital
Private Bag X16
WINTERTON
3340
Telephone: 036-488 1570
Fax: 036-488 1156
E-Mail: h011128@dohho.kzntl.gov.za

- Hospital Manager
Estcourt Hospital
Private Bag X7058
ESTCOURT
3310
Telephone: 036-352 2100
Fax: 036-352 5899
E-Mail: h002920@dohho.kzntl.gov.za

- Hospital Manager
Ladysmith Hospital
Private Bag 9928
LADYSMITH
3370
Telephone: 036-637 2111
Fax: 036 637 6457
E-Mail: felced@dohls.kzntl.gov.za

- **Uthungulu Health District**
Private Bag X20034
Empangeni
Telephone: 035-772-2417
Fax: 035-792-6053
E-Mail: h00217@dohho.kzntl.gov.za

- Hospital Manager
Catherine Booth Hospital
Private Bag X105
AMATIKULU
3801
Telephone: 035-474 8402/7/9
Fax: 035-474 8413
E-Mail: h020438@dohho.kzntl.gov.za

- Hospital Manager
Ekombe Hospital
Private Bag X203
KRANSKOP
3268
Telephone: 0358-342 000/1
Fax: 0358-34 2076
E-Mail: h993340@dohho.kzntl.gov.za

- Hospital Manager
Eshowe Hospital
Private Bag X504
ESHOWE
3815
Telephone: 035-474 2071
Fax: 035-474 4914
E-Mail: kevinm@dohes.kzntl.gov.za

- Hospital Manager
Lower Umfolozi War Memorial Hos
Private Bag X20005
EMPANGENI
3880
Telephone: 035-902 8500
Fax: 035-792 2596
E-Mail: h993375@dohho.kzntl.gov.za

- Hospital Manager
Mbongolwane Hospital
Private Bag X126
KWAPETA
3820
Telephone: 035-476 6242
Fax: 035-476 6380
E-Mail: h010673@dohho.kzntl.gov.za

- Hospital Manager
Ngwelezane Hospital
Private Bag X20021
EMPANGENI
3880
Telephone: 035-901 7000
Fax: 035-794 1684
E-Mail: h993417@dohho.kzntl.gov.za
- Hospital Manager
Nkandla Hospital
Private Bag X102
NKANDLA
3855
Telephone: 035-833 0012
Fax: 035-833 0054
E-Mail: h993438@dohho.kzntl.gov.za
- Hospital Manager
St. Mary's (KwaMagwaza) Hospital
Private Bag X808
MELMOTH
3835
Telephone: 035-450 2071
Fax: 035-450 2050
E-Mail: h001805@dohho.kzntl.gov.za
- **Zululand Health District**
Private Bag X81
Ulundi
3838
Telephone: 035-874-2302/3
Fax: 035-874-2457
E-Mail: dubnc@uld.kzntl.gov.za
- Hospital Manager
Benedictine Hospital
Private Bag X5007
NONGOMA
3950
Telephone: 035-831 0314
Fax: 035-831 0339
E-Mail: h993898@dohho.kzntl.gov.za
- Hospital Manager
Ceza Hospital
Private Bag X200
CEZA
3866
Telephone: 035-832 0001
Fax: 035-832 0027
E-Mail: h993906@dohho.kzntl.gov.za
- Hospital Manager
Itshelejuba Hospital
Private Bag X0047
PONGOLA
3170
Telephone: 034-413 2542
Fax: 034-413 2545
E-Mail: h002389@dohho.kzntl.gov.za
- Hospital Manager
Nkonjeni Hospital
Private Bag X509
MAHLABATHINI
3865
Telephone: 035-873 0013
Fax: 035-873 0031
E-Mail: h993924@dohho.kzntl.gov.za

- Hospital Manager
St. Francis Hospital
Private Bag X509
MAHLABATHINI
3865
Telephone: 035-873 0203
Fax: 035-873 0025
E-Mail: none

- Hospital Manager
Thulasizwe Hospital
Private Bag X27
MAHLABATHINI
3865
Telephone: 035-832 0003
Fax: 035-832 0195
E-Mail: h993906@dohho.kzntl.gov.za

- Hospital Manager
Vryheid Hospital
Private Bag X9371
VRYHEID
3100
Telephone: 034-982 2111
Fax: 034-980 9757
E-Mail: h994001@dohho.kzntl.gov.za

The district health system is based on the provision of comprehensive provincial health care services, including primary health care services. Primary health care is defined in the KwaZulu-Natal Health Act as accessible first level health services included as part of the package of basic essential health services as prescribed by the Minister in regulations under the KwaZulu-Natal Health Act.

The first point of contact for public health care users is the clinic located in the geographical area where a public health care user lives. Depending on the public health care user's requirements, the public health care user is treated at the clinic in his or her area. If a clinic can not assist the health care user, he or she may be referred to a community health care centre. If a community health care centre can not assist the public health care user, he or she may be referred to a district hospital.

If a district hospital can not assist the public health care user, he or she may be referred to a local regional hospital for treatment. If a local regional hospital can not assist the public health care user, he or she may be referred to a provincial tertiary hospital staffed by specialists and generalists. If a provincial tertiary hospital can not assist the public health care user, he or she may be referred to a central hospital which provides multi-speciality clinical services. A public health care user may also be referred to a specialised hospital, which could include a hospital specialising in chronic psychiatric, convalescent, tuberculosis, specialised spinal injury or acute infectious care.

Emergency medical rescue services are provided for public health care users by the KwaZulu-Natal Department of Health through the KwaZulu-Natal Emergency Medical Rescue Service. The contact points are as follows:

EMRS District Offices

- **Ugu Health District**
P.O.Box 1527
Port Shepstone
4240
Telephone: 039-6823301
Fax: 039-6824543

- **Umgungundlovu Health District**
Private Bag X9001
c/o EMRS PMBurg
3200
Telephone: 033-3948181
Fax: 033-3451145

- **Uthukela Health District**
P.O. Box 3833
Ladysmith
3370
Telephone: 036-6377717
Fax: 036-6311689

- **Umzinyathi Health District**
Private Bag X5562
Greytown
3250
Telephone: 034-2123376
Fax: 034-2123043

- **Amajuba Health District**
Private Bag X6653
Newcastle
2940
Telephone: 034-3151351
Fax: 034-3154401

- **Zululand Health District**
P.O. Box 1108
Ulundi
3838
Telephone: 035-8791187
Fax: 035-8971899

- **Umkhanyakude Health District**
P.O. Box 632
Hlabisa
3937
Telephone: 035-8381200
Fax: 035-8381200

- **Uthungulu Health District**
Private Bag 20005
Empangeni
3880
Telephone: 035-7923088
Fax: 035-7923539

- **Ilembe Health District**
Private bag X10609
Stanger
4450
Telephone: 032-5525401
Fax: 032-5525545

● **Sisonke Health District**

P.O. Box 683
Ixopo
3276

Telephone: 039-8342792
Fax: 039-8342674

● **eThekweni Health District**

Private Bag X01
Dalbridge
4014

Telephone: 031-3029779
Fax: 031-3072779

The KwaZulu-Natal Department of Health provides various community health services which are administered by the health districts and include:

- Chronic Diseases and Geriatrics
- Communicable Disease Control
- Environmental Health
- Health Promotion
- Maternal, Child and Women's Health
- Mental Health
- Nutrition
- Occupational Health and Safety
- Oral Health
- Rehabilitation

The Provincial HIV/AIDS Action Unit was established by Cabinet in 2002 and placed under the control of the KwaZulu-Natal Department of Health. The Provincial HIV/AIDS Action Unit:

- coordinates HIV/AIDS activities;
- supports non-governmental and community-based organisation in the KwaZulu-Natal Province to prevent HIV/AIDS and care for those infected and affected by HIV/AIDS; and
- facilitates inter-sectoral collaboration and partnerships.

8. Description of Arrangements and Provisions for a Person to Make Representations and Participate in the Formulation of Policy and Exercise of Powers or Performance of Duties

The KwaZulu-Natal Health Act, 2000 provides that a person may make representations to assist with participation in the formulation of policy and the exercise of Departmental functions and performance of duties through the:

- Provincial Health Forum established in terms of section 16 of the KwaZulu-Natal Health Act, 2000;

- District Health Forums established in terms of section 55 of the KwaZulu-Natal Health Act, 2000;
- Hospital boards established in terms of section 62 of the KwaZulu-Natal Health Act, 2000;
- Ambulance and Emergency Medical Services Board established in terms of section 63 of the KwaZulu-Natal Health Act, 2000;and
- Clinic and community health centre committees established in terms of section 64 of the KwaZulu-Natal Health Act, 2000.

9. Remedies

If the Information Officer or a Deputy Information Officer fails to give a decision on a request for access within 30 days, the Information Officer is deemed to have refused the request.

A requestor may lodge an internal appeal:

- against a refusal of request or a decision of the Information Officer or a Deputy Information Officer who has refused a request for access; or
- with respect to the prescribed request fee, extension of period to deal with a request or the form of access.

A third party may also lodge an internal appeal against a decision to grant a request for access.

An internal appeal must be lodged in the prescribed form within 60 days in terms of section 75(1)(a)(i) of the Information Act. See Annexure B.

A requestor who has lodged an internal appeal and is not satisfied with the result may make an application for appropriate relief to a court, in terms of section 78 of the Information Act, within 30 days of the decision on the internal appeal. A requestor may not make an application to a court unless the requestor has lodged an internal appeal.

10. Other Information

It is important to note that the Information Act deals with information held by public or private bodies. This must be distinguished from the Promotion of Administration of Justice Act, 2000 (Act No. 3 of 2000) which requires that a government department must, on request, give reasons for its actions.

ANNEXURE A

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

Section 18(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 2]

FOR DEPARTMENTAL USE	
Request received by _____ (state rank, name and surname of information officer/deputy information officer) on _____ (date) at _____ (place).	Reference No. _____
Request fee (if any) R _____	
Deposit (if any) R _____	
Access fee R _____	
_____ SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER	

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

- | |
|---|
| <p>(a) The particulars of the person who requests access to the record must be recorded below.</p> <p>(b) Furnish an address and/or fax number in the Republic to which information must be sent.</p> <p>(c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|---|

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars 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.

Full names and surname: _____

Identity number: _____

D. Particulars of record

- (a) 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.
- (b) 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.**

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason therefore.

Reason for exemption from payment of fees: _____

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____ _____ _____	Form in which record is required: _____ _____
-------------------------------------	---

Mark the appropriate box with an "X".
 NOTES:
 (a) Your indication as to the required form of access depends on the form in which the record is available.
 (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
 (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form -

<input type="checkbox"/> Copy of record*	<input type="checkbox"/> Inspection of record
--	---

2. If record consists of visual images -
 This includes photographs, slides, video recordings, computer-generated images, sketches, etc.

<input type="checkbox"/> View the images	<input type="checkbox"/> Copy of the images*	<input type="checkbox"/> Transcription of the images*
--	--	---

3. If record consists of recorded words or information which can be reproduced in sound -

<input type="checkbox"/> Listen to the soundtrack (audio cassette)	<input type="checkbox"/> Transcription of soundtrack* (written or printed document)
--	---

4. If record is held on computer or in an electronic or machine-readable form

	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? A postal fee is payable.	YES	NO
--	-----	----

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

In which language would you prefer the record? _____

G. 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 thereof 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: _____ this ____ day of _____ 20__

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

ANNEXURE B

FORM C

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 6]

**STATE YOUR REFERENCE
NUMBER: _____**

NOTE: A person who lodges an internal appeal may have to pay an appeal fee. If an appeal fee is payable, the decision of the internal appeal may be deferred until the fee is paid.

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

(a) The particulars of the person who is lodging the internal appeal must be completed below.
(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
(c) If the appellant is a third party and not the person who originally requested the information, the particulars of the requester must be stated at C below.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box.

	Refusal of request for access
	Decision regarding fees determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which request must be dealt with in terms of section 26(1) of the Act.
	Decision in terms of section 29(3) of the Act to refuse access in the form as requested by the requester.
	Decision to grant request for access.

E. Grounds for appeal

If the provided space is inadequate please continue on a separate folio and attach it to this form. **You must sign all the additional folios.**

State the grounds upon which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20__

SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on _____ (date) by _____
 _____ (state rank, name and surname of
 information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

**DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER
 CONFIRMED/SUBSTITUTED BY NEW DECISION.**

NEW DECISION: _____

 DATE

 RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY: _____

ANNEXURE C

FEES PAYABLE IN TERMS OF THE INFORMATION ACT, 2000

1.	Copy of this Manual	R (available on request)
2.	Request fee, except for a personal requestor requesting information about himself or herself	R 35.00
3.	Fees for reproduction:	
	each photocopy of an A4 page or part thereof	R 0.60
	each printed copy in electronic or A4 page or part thereof held on a computer or machine readable form	R 0.40
	copy in computer readable form on a stiffy disk	R 5.00
	copy in computer readable form on a compact disk	R 40.00
	transcription of visual image for an A4 page or part thereof	R 22.00
	transcription of visual image for a copy of the visual image	R 60.00
	transcription of an audio record for an A4 page or part thereof	R 12.00
	copy of an audio record	R 17.00
4.	Access fees:	
	each photocopy of an A4 page or part thereof	R 0.60
	each printed copy of an A4 page or part thereof held on a computer or machine readable form	R 0.40
	copy in computer readable form on a stiffy disk	R 5.00
	copy in computer readable form on a compact disk	R 40.00
	transcription of visual image for an A4 page or part thereof	R 22.00
	transcription of visual image for a copy of the visual image	R 60.00
	transcription of an audio record for an A4 page or part thereof	R 12.00
	copy of an audio record	R 17.00

5. Fee for search and prepare record for disclosure, after first hour for which there is no charge R15.00 per hour/part thereof
6. A deposit is not required until six hours are exceeded in terms of paragraph 5.
7. One-third of the access fee, listed in paragraph 4, is payable by the requestor as a deposit.

Postage is payable by the requestor when a copy of the record must be posted to the requestor.