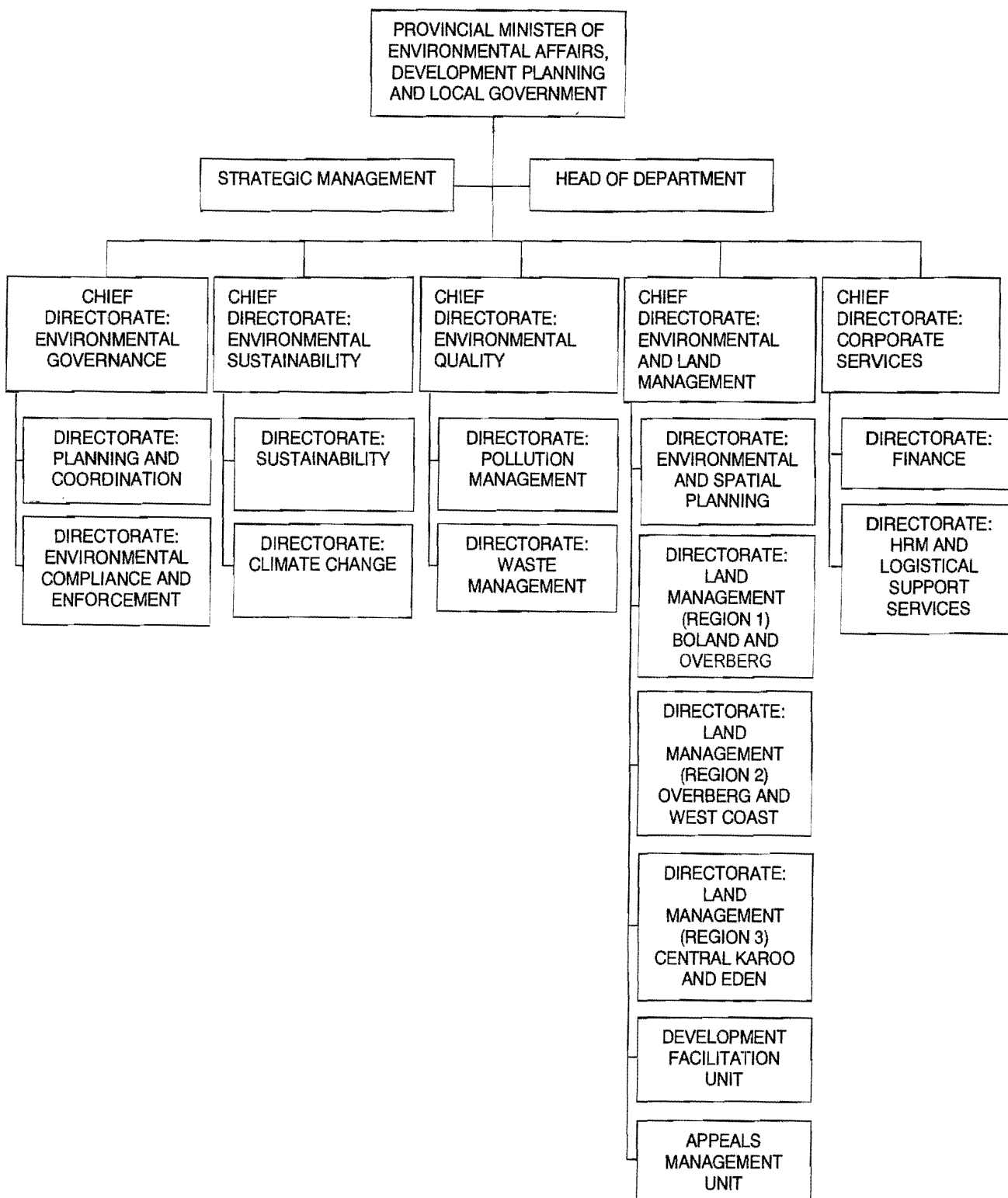


1. STRUCTURE OF THE DEPARTMENT

SECTION 14 (1)(a)



2. FUNCTIONS OF THE DEPARTMENT

- To promote sustainable economic development and social equity by upholding the environmental integrity of the Western Cape
- To ensure cohesive and integrated environmental governance in the Western Cape
- To strategically advance the environmental sustainability of the Western Cape
- To sustain the environmental quality of the Western Cape
- To ensure integrated environmental and land management in the Western Cape
- To provide transversal corporate support services to the Department

CHIEF DIRECTORATE: ENVIRONMENTAL GOVERNANCE

- Maintain an integrated provincial environmental governance framework
- Monitor and enforce compliance with environmental legislation and to provide a legal support / administration
- Tend to the Department's knowledge and management information requirements

DIRECTORATE: PLANNING AND POLICY COORDINATION

- Coordinate integrated environmental and land management planning
- Facilitate the development and maintenance of a comprehensive cohesive and integrated suite of environmental and land management laws and policies
- Coordinate collaboration with international, intergovernmental, intragovernmental and inter-sector stakeholders

DIRECTORATE: ENVIRONMENTAL COMPLIANCE AND ENFORCEMENT

- Monitor and enforce compliance with environmental laws on a regionalised basis

- Advance legally sound decision-making in the Department.

CHIEF DIRECTORATE: ENVIRONMENTAL SUSTAINABILITY

- Strategically guide sustainable development in the Western Cape
- Strategically guide, co-ordinate and harmonise provincial responses to climate change
- Facilitate the conservation of biodiversity
- Coordinate coastal resource management

DIRECTORATE: SUSTAINABILITY

- Embed environmentally sustainable development in the policies and strategies of the Province
- Raise stakeholder sustainability awareness
- Assess the Province's progress with regard to sustainability

DIRECTORATE: CLIMATE CHANGE

- Facilitate the development of a cohesive and integrated response to the Western Cape's vulnerability to climate change
- Facilitate the implementation of provincial climate change mitigation programmes
- Facilitate the implementation of provincial climate change adaptation programmes

CHIEF DIRECTORATE: ENVIRONMENTAL QUALITY

- Promote integrated pollution, chemicals and air quality management
- Promote and implement integrated waste management

DIRECTORATE: POLLUTION MANAGEMENT

- Ensure integrated pollution management
- Ensure integrated air quality management

DIRECTORATE: WASTE MANAGEMENT

- Coordinate and facilitate integrated waste management planning and reporting
- Regulate the management of waste management activities
- Promote, develop and implement integrated waste management policies and strategies

CHIEF DIRECTORATE: ENVIRONMENTAL AND LAND MANAGEMENT

- Promote sustainable provincial environmental and spatial planning
- Regulate integrated environmental management and land use management within a regionalised context
- Provide a development facilitation service to provincial and municipal stakeholders
- Manage appeals in terms of environmental legislation

DIRECTORATE: ENVIRONMENTAL AND SPATIAL PLANNING

- Develop and maintain environmental and spatial planning policies
- Advance spatial and environmental planning in a regional context

DIRECTORATE: REGION 1 (BOLAND AND OVERBERG)

- Manage sub-regional integrated environmental management regulatory services

- Provide specialist integrated land management regulatory advice on a sub-regional basis
- Provide sub-regional integrated land use management regulatory services
- Render administrative support to sub-regional components

DIRECTORATE REGION 2 (OVERBERG AND WEST COAST)

- Manage sub-regional integrated environmental management regulatory services
- Provide specialist integrated land management regulatory advice on a sub-regional basis
- Provide sub-regional integrated land use management regulatory services
- Render administrative support to sub-regional components

DIRECTORATE REGION 3 (CENTRAL KAROO & EDEN)

- Manage sub-regional integrated environmental management regulatory services
- Provide specialist integrated land management regulatory advice on a sub-regional basis
- Provide sub-regional integrated land use management regulatory services
- Render administrative support to sub-regional components

CHIEF DIRECTORATE: CORPORATE SERVICES

- Provide a comprehensive departmental financial management support service
- Provide a comprehensive departmental human resource management support service
- Facilitate ongoing and meaningful internal and external communication and marketing

DIRECTORATE: FINANCE

- Manage the allocation and utilization of financial resources in line with priorities, needs and the strategic plan of the Department
- Ensure sound financial accounting practices
- Manage the supply chain functions
- Ensure systems of financial and internal control
- Provide support with regard to transversal financial matters

DIRECTORATE: HUMAN RESOURCE MANAGEMENT AND LOGISTICAL SUPPORT SERVICES

- Align departmental HRM policies, strategies and plans with departmental strategic and operational imperatives
- Administer human resource practices
- Facilitate the effective and efficient utilisation and development of human resources
- Provide records management and office support services to the Department

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

Mr R Ellis

Head of Department of Environmental Affairs and Development Planning

Contact details:

Telephone: 021 483 4091

Fax: 021 483 3016

E-mail: rellis@pgwc.gov.za

Postal address: Utilitas Building

9th Floor

Cape Town

8000

Street address: 1 Dorp Street
Cape Town
8000

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

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5. RECORDS**5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS SECTION 14(1)(d)**

- Environmental authorizations
- Appeal decisions in terms of environmental laws
- Compliance notices
- Directives
- Decisions on section 24G applications
- Pollution management programme
- Waste management programme
- Environmental policies and programmes
- Spatial Planning policies
- Appeal register
- Ministerial enquiries register
- ROD register
- Register of parliamentary questions
- Illegal activities database
- Legal opinions
- Judgments
- Litigation records
- Research reports
- Guidelines on official practices
- Commentary on legislation
- Interdepartmental memoranda of understanding
- Database of environmental consultants
- Environmental Acts (national and provincial)
- Environmental ordinances and by-laws
- Removal of restrictive title conditions
- Non-delegated rezoning and zoning departures
- Integrated development frameworks

- Bioregional plans
- Environmental plans
- Transport plans
- Water plans
- Agriculture plans
- Bio-reserve plans
- Subdivision of agriculture land
- Geographical information system
- National and provincial regulations
- Performance agreements
- Budget, accounting and revenue records
- Speeches
- Tender documents
- Supplies and services records
- Human resources policies and procedures

5.2 DESCRIPTION OF RECORDS AUTOMATICALLY AVAILABLE
SECTION 14(1)(e)

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>Chief Directorate of Environmental Affairs</u></p> <p>(a) Departmental Integrated Management Plan including the strategic plan, human resource planning, service delivery improvement plan, organisational structure and vision and mission</p> <p>(b) Departmental annual report</p> <p>(c) Departmental Medium Term Expenditure Framework Budget and Adjustments Budget</p> <p>(d) Departmental Employment Equity Plan</p> <p>(e) Departmental Skills Development Plan for the Workplace</p> <p>(f) Departmental website</p>	<p>Copies of these records may be obtained on payment of the prescribed fee from the Head of the Department, Utilitas Building, 1 Dorp Street, Cape Town</p>

<p><u>Chief Directorate of Development Planning</u></p> <p><u>Directorate of Land Development Management</u></p> <p>(a) Information referred to in an advertisement of an application in terms of section 3(6) of the Removal of Restrictions Act, 1967 (Act 84 of 1967) and in the possession of the Department</p> <p>(b) Regulations for schemes</p> <p>(c) Policy documents and circulars</p> <p><u>Directorate of Regional Planning</u></p> <p>(a) Guidelines, directories, manuals and policy documents</p>	<p>Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Land Development Management, 27 Wale Street, Private Bag X9083, Cape Town</p> <p>Copies of these records may be obtained on payment of the prescribed fee from the Directorate of Regional Planning, 27 Wale Street, Private Bag X9083, Cape Town</p>
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5.3 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.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).

- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A 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.
- An access fee is payable should the requester for instance need copies of the requested record.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. 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)

- Copies of – checklists, information booklets and brochures
- Copies of – legislation, programmes and guidelines

7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS

SECTION 14(1)(g)

None

8. REMEDIES AVAILABLE IN RESEPECT OF ACTS OR FAILURES 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 no provision be made for such procedure, a court may be approached for an appropriate order.

DEPARTMENT OF FINANCE

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- 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 THE DEPARTMENT**
SECTION 14(1)(a)

FIGURE 1

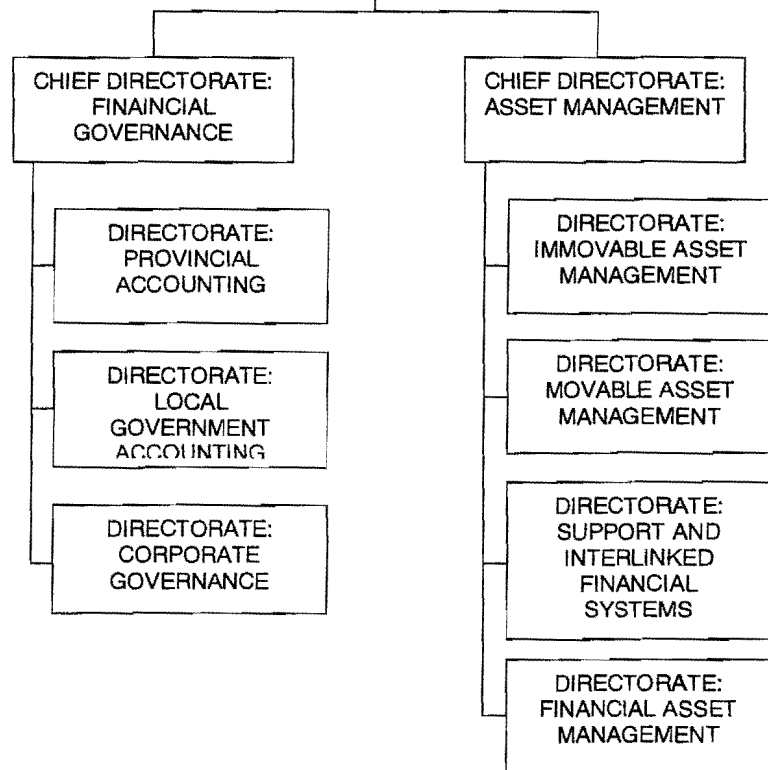
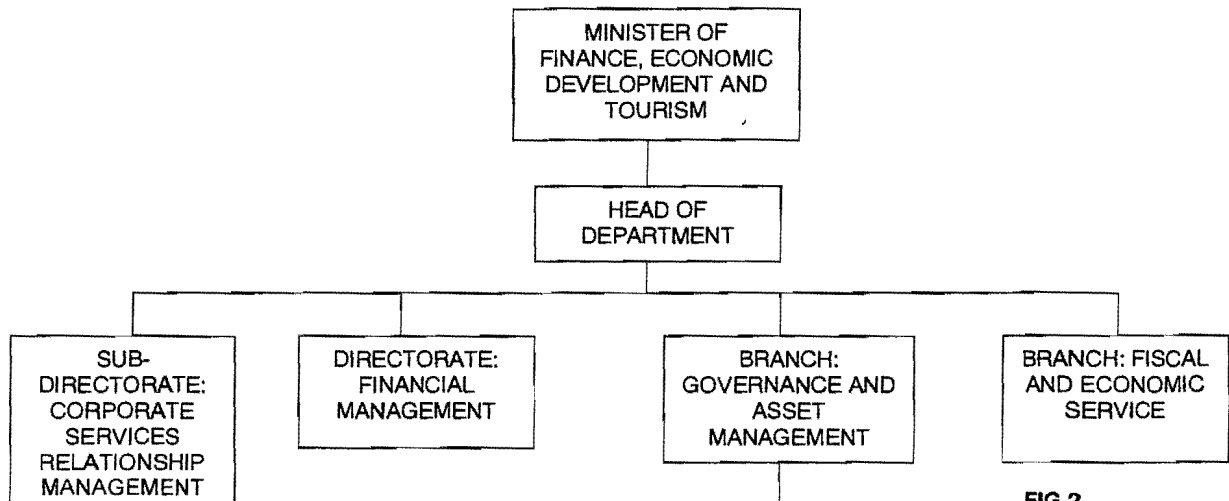
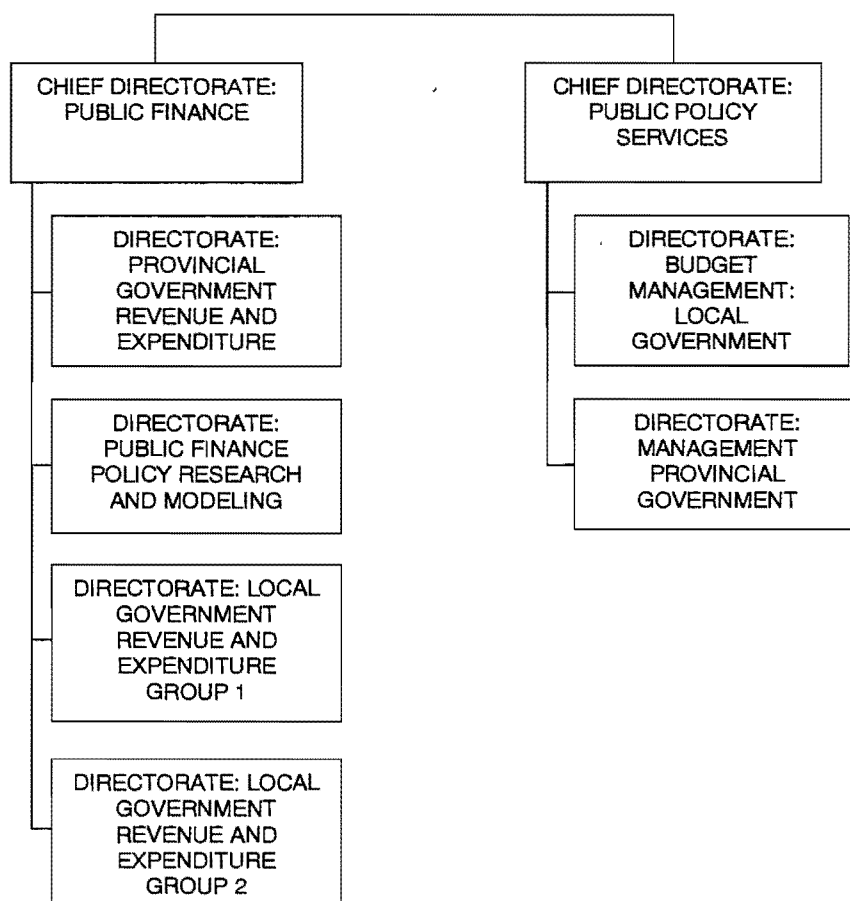


FIGURE 2

2. FUNCTIONS OF THE DEPARTMENT

- Ensure the rendering of ICT, human capital, corporate assurance, legal and communication support services to the Department by the CSC in terms of the provisions of the relevant service level agreement
- Provide an effective financial management support service to the Department
- Render financial governance and asset management service
- Render fiscal and economic services

SUBDIRECTORATE: CORPORATE SERVICES RELATIONS MANAGEMENT

- Monitor, assess and report to the HOD on the service delivery of the CSC to the Department in terms of the CSC service level agreement
- Facilitate periodic internal review of the CSC service level agreement to ensure that the Department's service delivery requirements are met
- Co-ordinate departmental operational service delivery obligations as required by the CSC service level agreement

DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure management accounting
- Ensure financial accounting
- Ensure supply chain management
- Render specialised auxiliary services
- Ensure efficient and effective risk management systems within the department
- Ensure systems of financial and internal control

BRANCH: GOVERNANCE AND ASSET MANAGEMENT

- Deliver the provincial accountant general function, implement, communicate and report on optimum financial and management standards, norms and practice and perform risk management
- Ensure effective and efficient management of physical and financial assets for provincial and local government

CHIEF DIRECTORATE: FINANCIAL GOVERNANCE

- Ensure that financial reporting are a full and true reflection of the financial position of the province and municipalities as prescribed, inclusive of the accounting responsibilities related to the provincial revenue fund and paymaster-general account
- Develop and implement financial and associated governance norms and standards to enhance performance orientated financial results and accountability within provincial departments and municipalities as prescribed
- Perform risk assessments and develop, implement and monitor risks management norms and standards in the province and municipalities as prescribed
- Provide an administrative support service

DIRECTORATE: PROVINCIAL ACCOUNTING

- Ensure the development of accounting practices that will promote effective and efficient capturing of REAL movements / accountability
- Ensure integrity of financial data
- Roll out and assess GRAP formats
- Develop and promote the use of cost accounting principles
- Improve financial performance through the development and application of interpretive accounting
- Assess accounting trends, co-ordinate and compile reports

- Compile annual consolidated financial statements
- Provide technical assistance and training

DIRECTORATE: LOCAL GOVERNMENT ACCOUNTING

- Driving a standardisation process and providing input on relevant National Treasury templates and accounting standards board exposure drafts
- Oversee training needs analysis linked to municipal and other stakeholders
- Approve and / or provide training to be implemented
- Oversee guidance provided to municipalities and associated entities
- Evaluate, determine and follow up corrective steps by the respective municipalities in relation of the AG report
- Serve and approve reporting frameworks
- Initiate and oversee a best accounting practice for municipalities and associated entities
- Compile and annual accounting review for municipalities and drive implementation of recommendations
- Address accounting concerns as part of annual and periodic financial governance reviews of municipalities
- Advise and provide comment to National Treasury of steps and measures to improve accounting standards in municipalities as well as on the further roll out of the respective MFMA requirements
- Contribute to improving the financial management of municipalities and assisting with recovery plans as appropriate
- Project management
- Appraise municipal councils status of accounting management and advise on corrective steps
- Advise the MEC's of Local Government and Finance as to the status of financial accounting management in municipalities, inclusive of corrective steps

DIRECTORATE: CORPORATE GOVERNANCE

- Establish and manage task teams (terms of reference)
- Oversee compiling of guidelines to address differences
- Approving of final framework and guidelines
- Consolidating input received in relation to annual reporting programme with recommendations
- Consolidating of departments' and public entities' responses to SCOPA
- Reporting omission by municipalities to SCOPA
- Determining compliance assessments criteria
- Making recommendations in corrective action
- Overseeing the monitoring of all remedial action until issues are resolved
- Follow-up on issues as per AG report
- Submitting legislative amendments to Cabinet
- Manage the departmental budget
- Project management, line management accountability:
 - Developing risk management norms and standards
 - Facilitating the implementation of risk management norms and standards in departments and related training requirements
 - Ongoing maintenance of risk management norms and standards by benchmarking against departmental best practices
 - Developing norms and standards for financial governance

CHIEF DIRECTORATE: ASSET MANAGEMENT

- Ensure the effective and efficient management of assets and to elicit the effective and efficient implementation of PPP projects
- Realise the effective and efficient acquisition of goods and services for provincial government and to secure sound supply chain management for local government

- Manage the development and maintenance of financial systems for provincial - and local government
- Optimise liquidity requirements and maximise returns within acceptable levels of risk for provincial government and to secure sound cash management for local government

DIRECTORATE: IMMOVABLE ASSET MANAGEMENT

- Ensure the effective and efficient management of physical (fixed) assets
- Elicit and ensure the effective and efficient implementation of PPP projects

DIRECTORATE: MOVABLE ASSET MANAGEMENT

- Provincial Government
 - Develop sourcing and procurement strategies in line with development objectives and regulatory frameworks
 - Develop accurate and valid market research aimed at reducing procurement costs
 - Ensure efficient delivery of quality goods and services to exploit economics of scale
 - Provide crosscutting procurement of goods and services
 - Initiate, co-ordinate and provide technical assistance and training for BEE companies and departments
- Local Government
 - Monitor and maintain information on supply chain management matters
 - Assist and advise with the implementation of supply chain management
 - Provide technical assistance and training to municipalities

DIRECTORATE: SUPPORT AND INTERLINKED FINANCIAL SYSTEMS

- Provincial Government
 - Develop policy frameworks for the evolvement and efficient financial management systems
 - Assess and maintain financial management systems
 - Roll out and ensuring efficient implementation of transversal financial management systems
 - Develop and assess bespoke financial systems
 - Determine the requirements for financial management systems
 - Monitor and report on financial management systems' performance
- Local Government
 - Co-ordinate the functioning of all municipal financial systems

DIRECTORATE: FINANCIAL ASSET MANAGEMENT

- Manage cash flow matters for provincial government and secure cash management for local government
- Provincial Government
 - Ensure timeous receipt of all accruals to the Provincial Revenue Fund
 - Develop and implement effective and efficient cash management framework within the province
 - Determine and ensure minimum daily cash flow requirements for the Provincial Revenue Fund
 - Establish efficient and effective banking arrangements / agreements
 - Assess cash flow trends, co-ordinate and compile reports
 - Compile annual Provincial Revenue Fund financial statements
 - Perform system functions
 - Provide technical assistance and training

- Local Government
 - Monitor and maintain information on municipal entities' bank accounts and relevant withdrawals and cash flow
 - Assess and advise on the withdrawal of funds in respect of a temporary budget
 - Assess and advise on the amendment of payment schedules
 - Provide technical assistance and training to municipalities
- Optimise return on financial investments (surplus funds)

BRANCH: FISCAL AND ECONOMIC SERVICES

- Manage the province's fiscal resources effectively for provincial government and ensure sound and sustainable budgets and economic analysis for local government
- Ensure effective budget management for provincial – and local government
- Promote effective optimal financial resource allocation for provincial government and to secure sound budget processes for local government

CHIEF DIRECTORATE: PUBLIC FINANCE

- Provincial Government
 - Ensure efficient budget management and that financial reporting is a full and true reflection of the financial position of the Province
- Local Government
 - Secure sound and sustainable expenditure budgets and timely financial reporting of local government
- Public Finance Policy research and modelling to ensure efficient fiscal architecture (equitable research and PPC interaction) as well as research into new and existing revenue resources

DIRECTORATE: PROVINCIAL GOVERNMENT REVENUE AND EXPENDITURE

- Administer the medium term expenditure planning process
- Manage the adjustment budget process
- Prepare and compile the annual and adjustments budget
- Assess and enforce expenditure efficiency and liability management
- Manage, assess and control the implementation of the provincial budget
- Assess expenditure trends, compile and submit expenditure reports (IYM)
- Promote budget reform
- Provide technical assistance and financial training

DIRECTORATE: PUBLIC FINANCE POLICY RESEARCH AND MODELLING

- Determine the overall financial WC medium term expenditure framework, resourcing the PGDS strategy and associate national policies
- Research and analysis into LG equitable share and conditional grant transfers as a key into the fiscal framework and sustainable assessments of municipalities
- Ensure the effective development and expansion of the own revenue base of the provincial government and municipalities, in line with relevant legislation, inclusive of research into alternative options for taxation
- Evaluating the range of borrowing and financing instruments in the capital market that are appropriate for provincial and local government and assessing the ability of local and provincial government to access various borrowing and financial instruments

- Assessing and assisting to ensure the effective and efficient management of local and provincial government borrowing to finance capital and infrastructure commitments
- Research and development of revenue estimation model that provides accurate estimates of own revenue
- Research and development of efficiency parameters and ratios that inform least cost analysis
- Perform management of key inputs and deliverables of the component, including staff performance management

DIRECTORATE: LOCAL GOVERNMENT REVENUE AND EXPENDITURE GROUP 1

- Monitor the municipal adjustment budget preparation processes
- Assist, assess and advise on municipal expenditure budgets, included entities (technical
- Monitor and report on the outcome of municipal expenditure budgets (IYM)
- Assist municipalities in resolving financial problems through intervention mechanisms
- Advise on the establishment of municipal entities
- Assess and advise on application for municipal police services
- Assess and advise on the assignment of powers and functions to municipalities
- Liaise with National Treasury, DPLG and Local Government on the implementation and the compliance with the MFMA
- Provide technical assistance and financial training to municipalities

DIRECTORATE: LOCAL GOVERNMENT REVENUE AND EXPENDITURE GROUP 2

- Implementation and co-ordination of Provincial Treasury's responsibilities contained in the MFMA
- Efficient management of the IYM process of municipalities as well as the checking and making of proposals to direct revenue and expenditure to achieve policy goals as part of both the budget and subsequent IYM management processes
- Monitoring, assess, advise, co-ordinate and institute remedial steps to ensure integrity (sustainability and credibility) of municipal budgets integral to the IYM process in terms of the MFMA and related legislation
- Monitor the municipal adjustments budget process in terms of policy parameters and legislation
- Monitor and report on the outcome of municipal revenue and expenditure budgets
- Advise on the technical facets and realisation of appropriate and efficient sub-divisions of the annual municipal main budget within the delivery policy parameters of the integrated Development Plans and Provincial Growth and Development Strategy
- Assessment of and recommendations on conditional grant frameworks of local government and monitoring of compliance, revenue flows and expenditure
- Assess and advise municipalities to assess and optimise its own revenue base in respect of revenue collection and assist in initiating steps to resolve financial problems through intervention mechanisms
- Determination of and advice on technical standards for budget management and administration and ensuring integrity of the approved budget

- Establishing efficiency indicators in local government spending and revenue collection, assessment and introduction of remedial steps
- Analyse and assess debtor management strategies in municipalities and reporting thereon
- Identifying and implement budget reforms

CHIEF DIRECTORATE: PUBLIC POLICY SERVICES

- Determine and evaluate economic parameters and social-economic imperatives within a provincial and national macro-economic context and to enhance economic analysis for municipalities

DIRECTORATE: BUDGET MANAGEMENT: LOCAL GOVERNMENT

- Assess and advise on the IDP's (socioeconomic part) and its relevance to municipal budgets
- Assess and advise on the alignment of municipal IDP's (socio-economic part) with the Provincial Economic Review and outlook (PER & O)
- Provide technical assistance and training to municipalities
- Monitor the municipal annual budget preparation processes
- Assess and advise on revised budget timeframes
- Assess and advise on the municipal budgets (performance)
- Assess and advise on the integration of municipal budgets
- Co-ordinate annual budget consulting processes
- Assess and advise on interventions regarding municipal budgets
- Provide technical assistance and training to municipalities

DIRECTORATE: BUDGET MANAGEMENT: PROVINCIAL GOVERNMENT

- Drive the MTEF and annual budget process
- Manage the annual fiscal policy process
- Consolidate, prepare and compile the annual fiscal policy
- Determine annual budget allocation per function
- Determine resource shifts between spheres of government and departments
- Ensure integration and synergy of budget priorities between departments and governments
- Assessing and ensuring effective expenditure
- Ensuring that new policy proposals are costed and the relative priority determined
- Introduce measures to close gaps between macro economic variables and policy priorities, budget trends, spending trends, strategies, development plans and service delivery indications
- Provide technical assistance and training
- Determine and analyse key economic variables, their interaction and relevance for the budget
- Determine the potential and constraints for growth and development and their interaction with governmental spending and revenue patterns / trends
- Determine alternative budgeting and other revenue and expenditure impact scenario's on selected key economic growth and development indicators
- Assess impact of previous fiscal policy objectives on selected economic variables
- Develop institutional co-ordination and sector integration
- Provide technical assistance and training in the application of ME analysis

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

Dr JC Stegmann
7 Wale Street/Private Bag X9165
CAPE TOWN
Tel.: (021) 483-4709
Fax: (021) 483-3855
E-mail: jstegma@pawc.wcape.gov.za

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

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton,

	Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5. RECORDS

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS SECTION 14(1)(d)

- Legislation
- Management and Planning
- Domestic finances
- Human Resource Management
- Services and Supplies
- Participation and Liaison
- Reports, Circulars and information
- Financial Government
- Budget Management
- Fiscal Policy
- Provincial Government Finance
- Local Government Finance
- Financial Asset Management
- Financial systems
- Public Private Partnership
- Moveable and Immovable Asset Management
- Internal Audit

4.2 RECORDS AUTOMATICALLY AVAILABLE

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 PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)	
<ul style="list-style-type: none"> (a) Adjusted Budget (book) (b) Explanatory memorandum to the Adjustment Appropriation Act (c) Reports on the in-year monitoring and reporting system (IMRS) (d) Medium Term Budget Policy Statement (MTBPS) (e) Provincial Economic Review and Outlook (PERO) (f) Explanatory memorandum to the Adjustment Appropriation Act 	<p>Copies of these records may be obtained on payment of the prescribed fee from the Department, 3RD Floor, Legislature Building, Cape Town or viewed on the Department's webpage</p>

<ul style="list-style-type: none">(g) Reports on the in-year monitoring and reporting system (IMRS)(h) Medium Term Budget Policy Statement (MTBPS)(i) Provincial Economic Review and Outlook (PERO)(j) Reports per department resulting from the Public Finance Management Act, 1999 (Act 1 of 1999) and the Division of Revenue Act(k) Minutes of the Provincial Treasury Committee and other relevant decision-making documents(l) Treasury circulars and other relevant policy documents(m) Accounting Officer's System(n) Supply Chain Management Delegation(o) Financial Delegation	
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5.3 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.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A 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.
- An access fee is payable should the requester for instance need copies of the requested record.
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- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).

- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. 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 PUBLIC

SECTION 14(1)(f)

None

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

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.

**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 no provision be made for such procedure, a court may be approached for an appropriate order.

DEPARTMENT OF HEALTH

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- 8. Remedies available in respect of acts or failure to act**

1. STRUCTURE OF THE DEPARTMENT

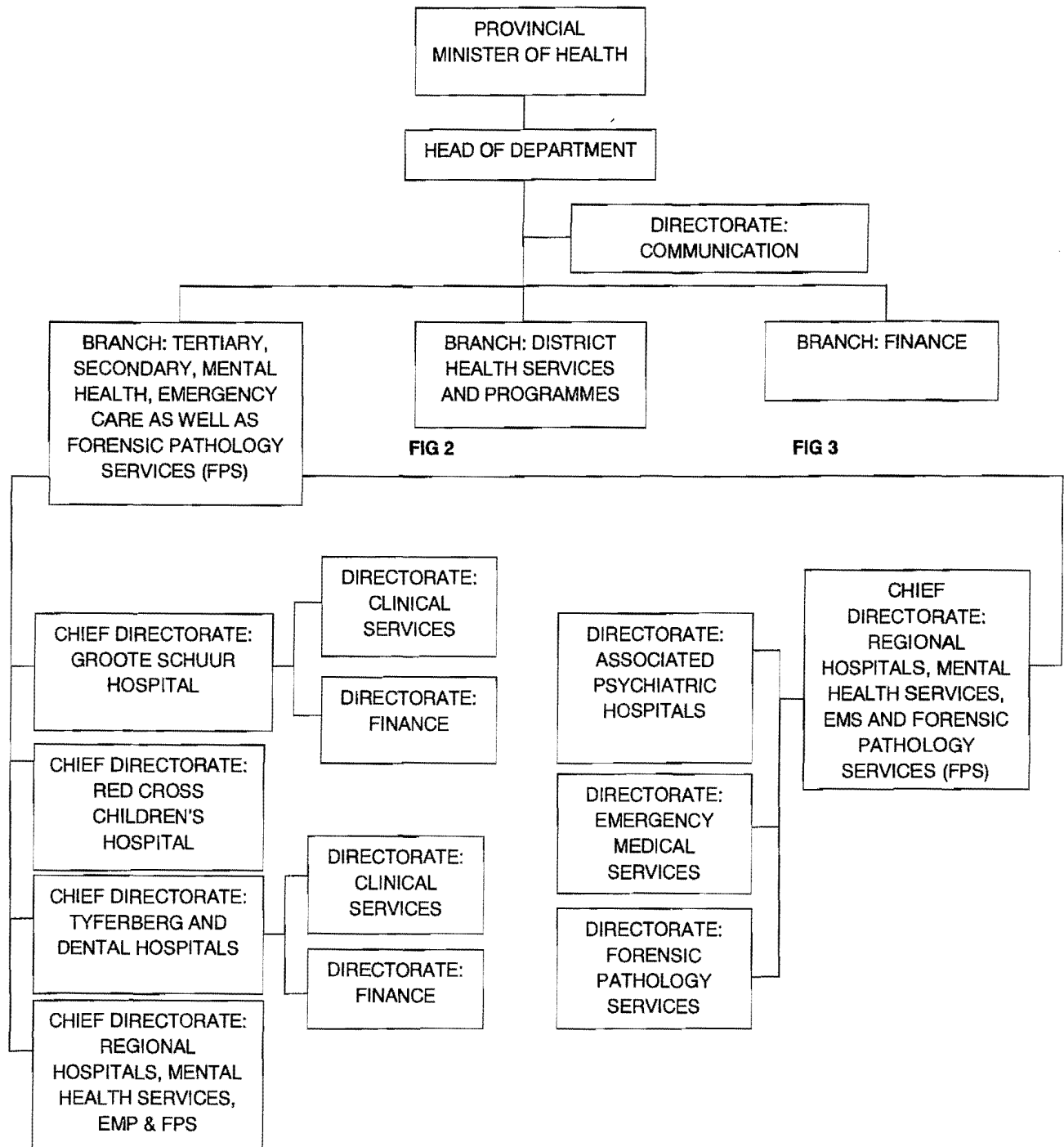


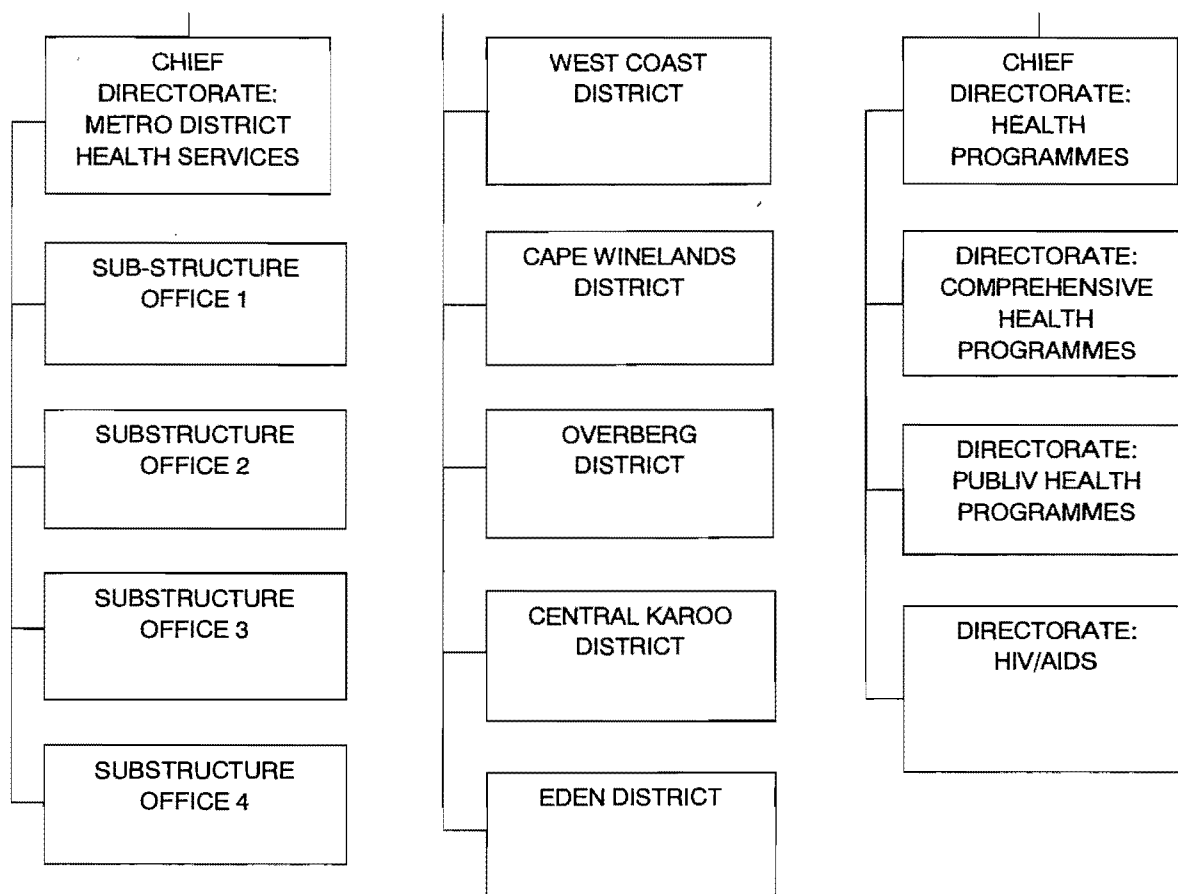
FIGURE 2

FIGURE 2

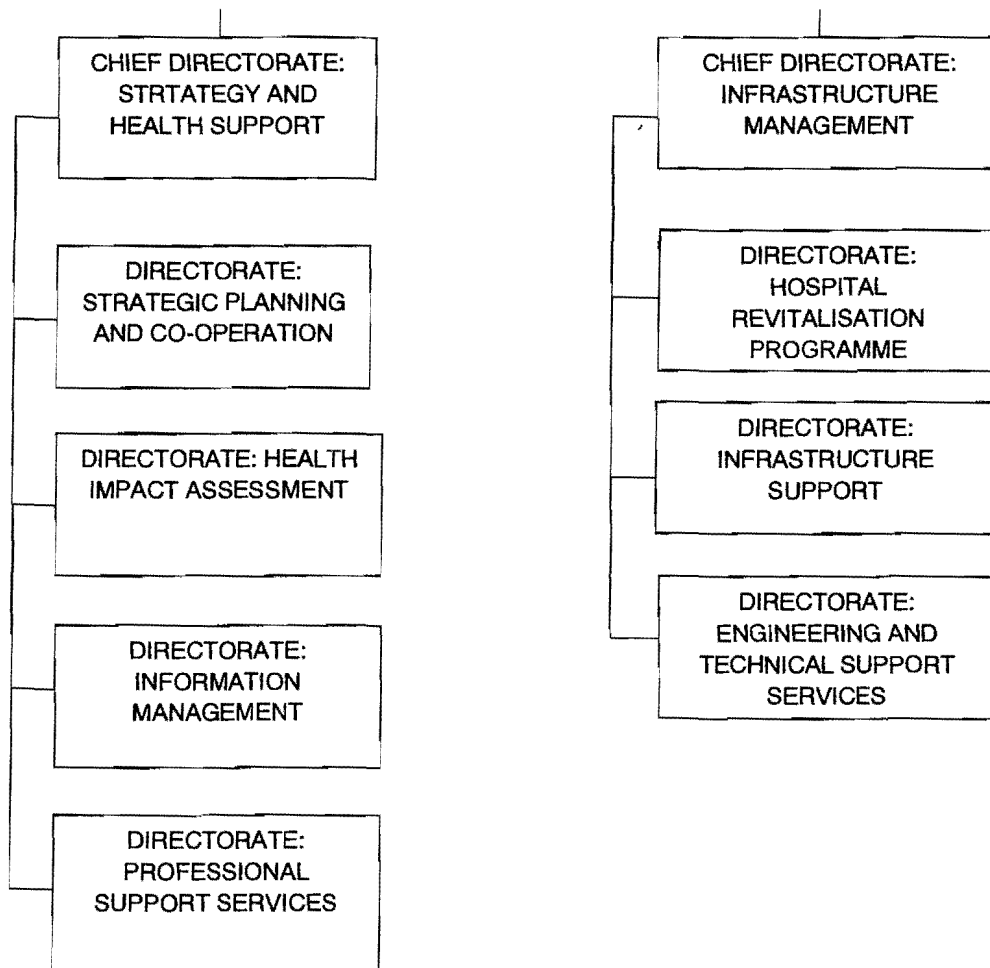
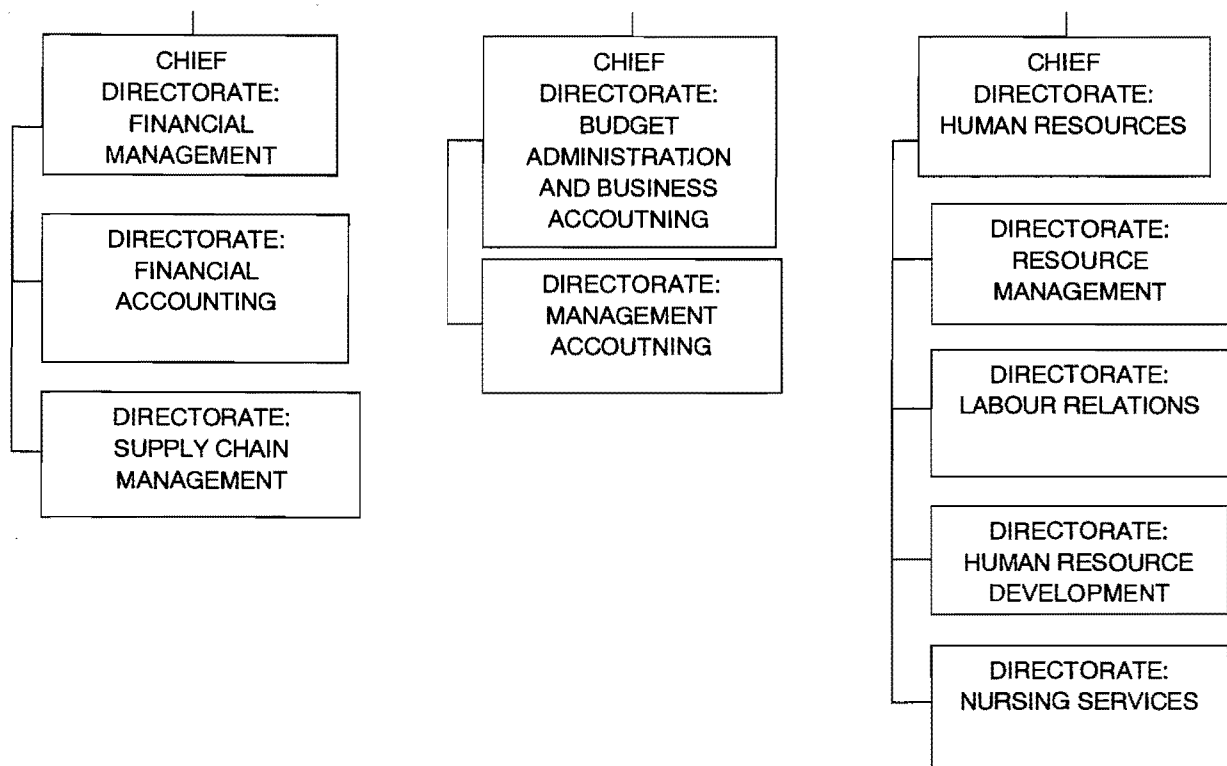


FIGURE 3

2. FUNCTIONS OF THE DEPARTMENT

To provide tertiary, secondary, specialized health care, emergency services as well as FPS to the Western Cape

To manage DHS and Programmes

To provide public health intelligence and support services

To ensure the development and management of infrastructure

To provide effective financial management services

To render an effective Human Resource Service

DIRECTORATE: COMMUNICATION

- Render internal and external communication service
- Render language services

BRANCH: TERTIARY, SECONDARY, MENTAL HEALTH, EMERGENCY CARE AS WELL AS FORENSIC PATHOLOGY SERVICES (FPS)

- The provision of an effective and appropriate tertiary health service within Groote Schuur Hospital
- The provision of an effective and appropriate tertiary health service within the Red Cross Children's Hospital
- The provision of an effective and appropriate tertiary health service within the Tygerberg and Dental Hospitals
- Provide a secondary and specialized health care service, Ems and FPS

CHIEF DIRECTORATE: GROOTE SCHUUR HOSPITAL

- The provision of a clinical service
- The rendering of a nursing service
- The rendering of a financial administrative service
- The rendering of a HRM service

- The rendering of a general support service
- The provision of maintenance and engineering services

DIRECTORATE: CLINICAL SERVICES

- Render general medical service
- Render surgical services
- Render critical care service
- Render obstetric and gynaegological services
- Render paediatric services
- Render general medical support services
- Render radiation therapy services
- Render oral health, OPD and day surgery services
- Ensure an effective nursing service

DIRECTORATE: FINANCE

- Render financial administrative service
- Render procurement and information technology service

CHIEF DIRECTORATE: TYGERBERG HOSPITAL

- The provision of a clinical service
- The rendering of a nursing service
- The rendering of a financial administrative service
- The rendering of a HRM service
- The rendering of a general support service
- The provision of maintenance and engineering services

DIRECTORATE: CLINICAL SERVICES

- Render general medical service
- Render surgical services
- Render critical care service
- Render obstetric and gynaegological services
- Render paediatric services
- Render general medical support services
- Render radiation therapy services
- Render oral health, OPD and day surgery services
- Ensure an effective nursing service

DIRECTORATE: FINANCE

- Render financial administrative service
- Render procurement and information technology service

CHIEF DIRECTORATE: REGIONAL HOSPITALS, MENTAL HEALTH SERVICES, EMS AND FORENSIC PATHOLOGY SERVICES (FPS)

- The rendering of a secondary and specialized hospital service in the Western Cape
- The provision of a psychiatric hospital service in the Western Cape
- The provision of an emergency medical service in the Western Cape
- Ensure a comprehensive forensic pathology service within the Western Cape
- The provisioning of a professional support service within the region
- The rendering of a HRM function within the region
- The rendering of a financial management service within the region

- The rendering of a technical support service within the Chief Directorate and region

DIRECTORATE: ASSOCIATED PSYCHIATRIC HOSPITALS

- The promotion and maintenance of a holistic service
- The co-ordination and monitoring of the financial management services across the APH platform
- The co-ordination and monitoring of the human resource management and support service
- The rendering of effective psychiatric and mental handicap service

DIRECTORATE: EMERGENCY MEDICAL SERVICES

- Provide ambulance and medical rescue services
- Provide medical support services
- Provide clinical governance and manage emergency specialty
- Provide financial management services
- Provide human resource management services

DIRECTORATE: FORENSIC PATHOLOGY SERVICES

- Render forensic pathology services at the Tygerberg Hospital complex
- Render forensic pathology services at the Groote Schuur Hospital complex
- Render forensic pathology services within the Metro District
- Render forensic pathology services within the Boland / Overberg District
- Render forensic pathology services within the West Coast / Winelands District

- Render forensic pathology services within the Southern Cape / Karoo District
- Provide administrative support

BRANCH: DISTRICT HEALTH SERVICES AND PROGRAMMES

- To ensure the delivery of DHS in the Metropole District
- To ensure the delivery of DHS in the West Coast District
- To ensure the delivery of DHS in the Cape Winelands District
- To ensure the delivery of DHS in the Overberg District
- To ensure the delivery of DHS in the Central Karoo District
- To ensure the delivery of DHS in the Eden District
- To ensure health programmes

WEST COAST DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

OVERBERG DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services

- The management of finance and support services
- The management of human resources
- The management of technical services

EDEN DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CAPE WINELANDS DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CENTRAL KAROO DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services

- The management of finance and support services
- The management of human resources
- The management of technical services

CHIEF DIRECTORATE: METRO DISTRICT HEALTH SERVICES

- The management of DHS in the Klipfontein and Mitchell's Plain Subdistricts
- The management of DHS in the Northern and Tygerberg Subdistricts
- The management of DHS in the Western and Southern Subdistricts
- The management of DHS in the Khayelitsha and Eastern Subdistricts

SUBSTRUCTURE OFFICE 1

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 2

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 3

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 4

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CHIEF DIRECTORATE: HEALTH PROGRAMMES

- Ensure, facilitate and control comprehensive health programmes
- Ensure, facilitate and control public health programmes
- Make the public aware of HIV/AIDS/TB and optimize health care to those infected with HIV/AIDS/TB

DIRECTORATE: COMPREHENSIVE HEALTH PROGRAMMES

- Develop, monitor, evaluate and co-ordinate the following comprehensive health programme-
 - Maternal, child and women's health
 - Reproductive health

- Communicable disease control (excluding TB)
- Nutrition

DIRECTORATE: PUBLIC HEALTH PROGRAMMES

- Develop, monitor, evaluate and co-ordinate the following identified Public health programmes-
 - Chronic care, care of the elderly and rehabilitation
 - Mental health
 - Environmental, occupational and port health
 - Oral health

DIRECTORATE: HIV/AIDS/TB

- Facilitate the education of the public on HIV/AIDS/TB
- Optimise service delivery for the treatment of HIV/AIDS/TB
- Develop, monitor, evaluate and co-ordinate the TB programme
- Provide AIDS training, information and counseling to the Department

CHIEF DIRECTORATE: STRATEGY AND HEALTH SUPPORT

- Facilitate the legislative and strategic direction of the Department of Health
- Assess the impact of health service delivery
- Co-ordinate, integrate and provide health information in the Department
- Provide professional support services
- Provide and administrative support service to the Chief Directorate

DIRECTORATE: STRATEGIC PLANNING AND CO-ORDINATION

- Facilitate the development of legislation in support of health policies
- Facilitate the strategic direction of the Department of Health

- Ensure adherence to strategic and performance plans

DIRECTORATE: HEALTH IMPACT ASSESSMENT

- Ensure the development and implementation of disease surveillance programme
- Ensure health research
- Determine the effectiveness of all health programmes
- Co-ordinate and monitor the quality of health care

DIRECTORATE: INFORMATION MANAGEMENT

- Ensure the provisioning of health knowledge
- Formulate statutory and management reports for decision making
- Ensure the development, implementation and maintenance of ICT strategy and MSP
- Provide a records management service

DIRECTORATE: PROFESSIONAL SUPPORT SERVICES

- Rendering of medico-legal service
- Ensuring comprehensive, efficient and cost effective pharmaceutical services
- Provision of effective laboratory services
- Manage the adjudication process
- Provide an advisory and co-ordinating service to the medical imaging profession
- Provide an advisory and co-ordinating service to the therapeutic services

CHIEF DIRECTORATE: INFRASTRUCTURE MANAGEMENT

- Ensure the implementation of the Hospital Revitalisation Programme
- Plan and co-ordinate infrastructure Provide engineering and technical support services
- Provide an administrative support service to the Chief Directorate

DIRECTORATE: HOSPITAL REVITATLISATION PROGRAMME

- Co-ordinate all aspects of organizational development with regard to the HRP at provincial level
- Ensure effective financial management and administrative support
- Ensure effective monitoring and evaluation of HRP projects
- Ensure that the equipment at all the HRP identified facilities are in line with the level of care and the specific service plan
- Manage relationships and develop service level agreements

DIRECTORATE: INFRASTRUCTURE SUPPORT

- Manage the implementation of the capital projects
- Provide effective infrastructure planning support
- Ensure the monitoring of and the reporting on the infrastructure management programme
- Liaise with the Department of Transport and Public Works with regard to the acquisition and disposal of properties

DIRECTORATE: ENGINEERING AND TECHNICAL SUPPORT SERVICES

- Provide hospital engineering support services
- Provide clinical engineering support services

- Render administrative support services
- Implement the provisions of the Occupational Health and Safety Act and equipment safety services
- Provide laundry and linen services

BRANCH: FINANCE

- Provide sound budget administration and financial management within the Department
- Promote budget administration and business development services

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure effective financial accounting services
- Conduct effective supply chain management services

DIRECTORATE: FINANCIAL ACCOUNTING

- Ensure effective financial administration services
- Ensure that the Financial Regulatory measures are complied with

DIRECTORATE: SUPPLY CHAIN MANAGEMENT

- Ensure effective bid processes and contract administration services
- Render effective logistical management services

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT SUPPORT

- The rendering of management accounting services
- The regulation of private health services and the establishment of health public private partnerships

- Identification and management of risk

DIRECTORATE: MANAGEMENT ACCOUNTING

- The compilation of the MTEF and Adjustments Estimate Formats and to implement Expenditure Control measures
- The enhancement of income management
- The assurance that the Billing Operating Systems comply with the hospital fees requirements

CHIEF DIRECTORATE: HUMAN RESOURCES

- Render an effective human resource management service
- Promote sound labour relations within the department
- Develop and maintain effective human resource development, training and capacity building for personnel and communities
- Ensure an effective nursing service

DIRECTORATE: HUMAN RESOURCE MANAGEMENT

- Ensure effective human resource policies / practices and work organization
- Optimise human resource administration
- Render a secretarial service

DIRECTORATE: LABOUR RELATIONS

- Develop labour relations policies and procedures and manage the collective bargaining process
- Assist and provide advice concerning disputes, discipline and labour related issues

- Render an administrative support service

DIRECTORATE: HUMAN RESOURCE DEVELOPMENT

- The development of all health personnel to ensure the provision of effective health services
- The optimal development of community capacity to ensure the provision of effective health services

DIRECTORATE: NURSING SERVICES

- Ensure norms and standards with regard to education and training
- Ensure norms and standards with regard to clinical practice
- Educate people in the disciplines of nursing

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

Prof C Househam
20th Floor
4 Dorp Street/ Private Bag X2060
CAPE TOWN
Tel.: (021) 483-4473
Fax: (021) 483-5677
E-mail: khouseha@pgwc.gov.za

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

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

SECTION 14(1)(d)

- Hospital Records
 - Patient Files
 - Medical Information
 - X-Rays
 - Registers
- General Administration
 - Finance
 - Human Resources
 - Supply Chain Management
 - Business Management
- Health Programmes
- Legislation
- Other Records
 - Photographs
 - Films/Videos/Sound Recordings
 - Minutes/Agendas
 - Reports
 - Electronic Records

5.2 RECORDS AUTOMATICALLY AVAILABLE

DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)	MANNER OF ACCESS TO RECORDS
DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)	
<p>(a) Medical records for purposes of ongoing medical care (referral). (Medical record: this term is used interchangeable with "clinical record" and refers to any document or record in any form whatsoever, which accumulates in the course of patient care, but excludes documents compiled in response to litigation or pending litigation.)</p> <p>This excludes medical records of psychiatric patients (available in terms of section 30 of the Promotion of Access to Information Act).</p>	<p>Copies of medical records may be obtained at the prescribed reproduction fee at the health facility concerned via the office of the head of the facility.</p>

<p>(b) Medical records and administrative documents will be made automatically available to patients, their legal guardians, or an appointed legal representative, only after producing proof of written permission signed by the patient. No information will be given to any other third party</p> <p>(c) All health-related publications including booklets, pamphlets and brochures made available to the provincial Health Department expressly for free public distribution.</p>	<p>Copies of departmental policy documents, guidelines and protocols may be obtained on payment of the prescribed fee at the nearest appropriate health facility or institution via request from the Office of the Superintendent-General of Health. (See contact details of deputy information officer)</p> <p>Website: http://intrap.pgwc.gov.za/health/</p>
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5.3 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.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).

- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A 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.
- An access fee is payable should the requester for instance need copies of the requested record.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. 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 PUBLIC**SECTION 14(1)(f)**

The Department's clinical and hospital services are accessed in the following ways -

- Emergency cases are dealt with by the emergency medical services. The service can be reached at telephone number 10177. In emergency cases the emergency medical officer will transport the patient to the appropriate medical facility;
- In non-emergency cases the prospective patient will call at the nearest clinic. If more specialised treatment is required, the medical officer who treats the patient will also provide a letter of referral to the district, secondary or tertiary hospital for further treatment.

The various HIV/AIDS and other health programmes can be accessed via the Department's HIV/AIDS and Programme Development Directorates respectively. For all services as well as for general enquiries, the public is referred to the comprehensive list of contact numbers in the white pages telephone directory.

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

Involving the public in policy formulation takes place in different ways, depending on the level of involvement desired or required. Methods of such involvement could include the following -

- Invitation in media reports to invite the public to comment on conceptual documents;
- Personal engagement with community-based, faith-based and non-governmental organisations which can represent the communities they serve;

- Official notification in government media, and in national, provincial and community newspapers;
- Notification in electronic media such as on radio and television;
- Manuals and guidelines.

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 no provision be made for such procedure, a court may be approached for an appropriate order.