



PAIA MANUAL

SECTION 15: AUTOMATICALLY AVAILABLE DOCUMENTS

**Promotion of Access to Information (PAIA) Manual 2025,
Section 15 of the Promotion of Access to Information Act, 2000
(as amended) for the Department of Social Development**

Version History

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1.	“DIO”	Deputy Information Officer
1.2.	“DoTP”	Department of the Premier
1.3.	“DSD”	Department of Social Development
1.4.	“HOD”	Head of Department
1.5.	“IO”	Information Officer
1.6.	“MEC”	Member of the Executive Committee
1.7.	“PAIA”	Promotion of Access to Information Act, 2000
1.8.	“PFMA”	Public Finance Management, 1999
1.9.	“POPIA”	Protection of Personal Information Act, 2013
1.10.	“PSA”	Public Service Act, Proclamation 103 of 1994
1.11.	“Regulator”	Information Regulator
1.12.	“the Constitution”	Constitution of the Republic of South Africa, 1996
1.13.	“WCG”	Western Cape Government

2. PURPOSE OF SECTION 15 OF PAIA

Section 15 of PAIA is useful for the public to-check the nature of the records which may already be available at the Department of Social Development, without the need for submitting a formal PAIA request.

- 2.2 understand how to make a request for access to a record of the Department of Social Development, and
- 2.3 obtain all the relevant contact details of the persons who will assist the public with the records they intend to access.

3. ESTABLISHMENT OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

The Department of Social Development is a provincial structure within the public service which is established in terms of section 197 of the Constitution. The PSA which gives effect to section 197 of the Constitution provides in section 7 thereof for provincial departments. Section 28 (1) of the Constitution of the Republic of South Africa (1996) ("the Constitution"), sets out the rights of children with regard to appropriate care (basic nutrition, shelter, health care services and social services) and that the detention of children is a measure of last resort. The Department of Social Development is committed to the following two core functions:

- A **Social Welfare Service** to the poor and vulnerable in partnership with stakeholders and civil society organisations; and
- A **Community Development Service** that provides sustainable development programmes, which facilitate empowerment of communities.

Social Welfare services include:

- Children and Families
- Probation services to adults and youth in conflict with the law
- After School Care Services
- Older Persons
- Service to Persons with Disabilities
- Substance Use Disorders
- Social Crime Prevention and Support
- Victim Empowerment
- Gender Based Violence (GBV), and
- Facility Care Services to children and youth

Community Development services include:

- Sustainable Livelihoods which include poverty alleviation and food relief
- Capacity building in the NPO sector
- Social Relief
- Youth at risk services, and
- Partnership Development

Support functions

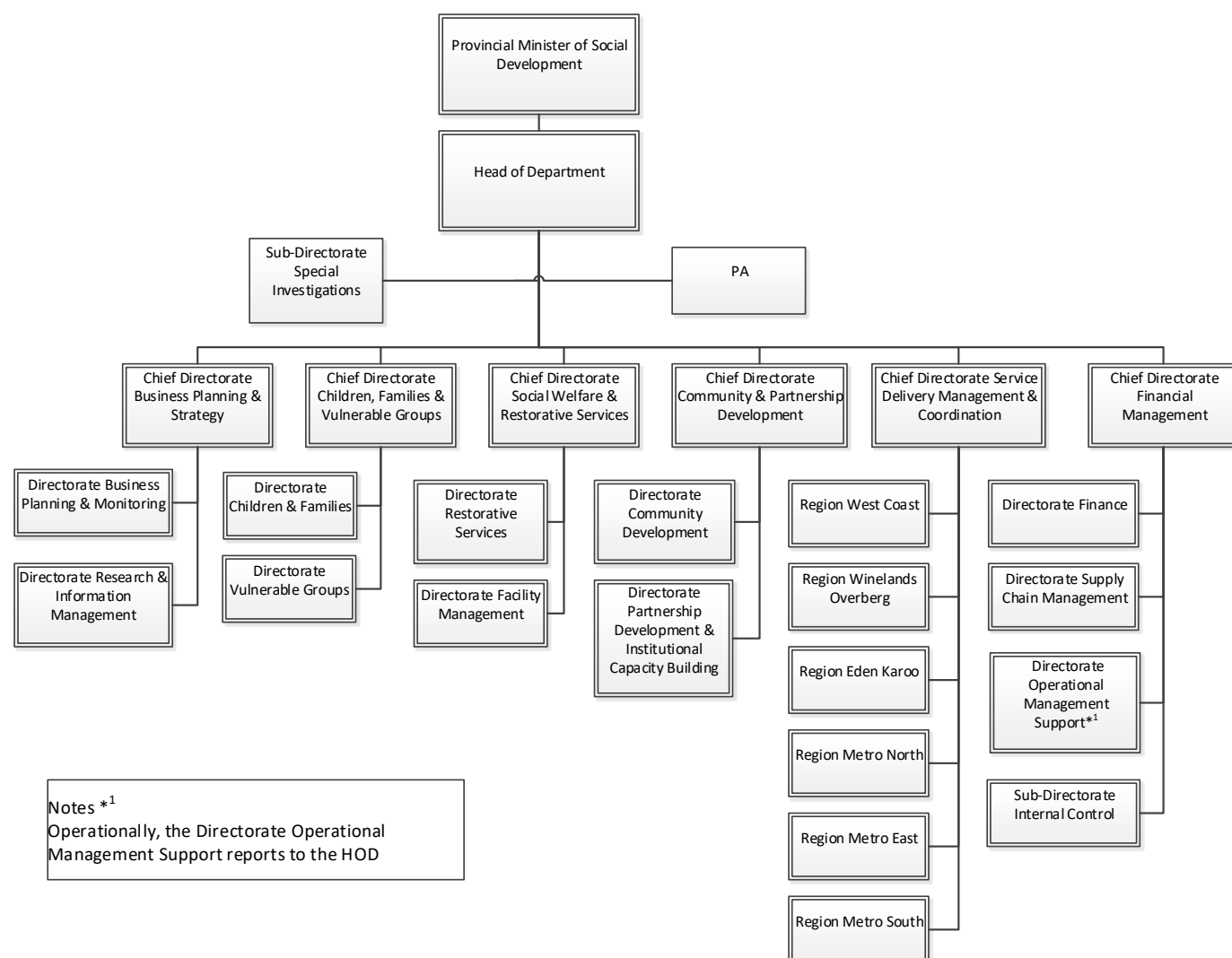
- Strategic Planning
- Policy Alignment
- Communication
- Social Research
- Population Development
- Record and Knowledge Management
- ICT Governance and System Administration
- Monitoring and Reporting
- Finance
- Supply Chain Management

The organisational structure of the Department is depicted in **Figure 1**. The functions of each component is described in more detail below:

3.1 CHIEF DIRECTORATE: BUSINESS PLANNING AND STRATEGY

- Render strategy, policy, performance monitoring and communication services to the Department
- Provide research and information management services to the Department

Figure 1: Structure of the Department



3.1.1 DIRECTORATE: BUSINESS PLANNING AND MONITORING

- Coordinate the strategic and operational planning processes for the Department
- Ensure alignment of Departmental policy and support the development of policies within the Department
- Coordinate and enhance Departmental performance monitoring, review and reporting
- Provide corporate communication services

3.1.2 DIRECTORATE: RESEARCH AND INFORMATION MANAGEMENT

- Render population development services to inform Provincial-Wide and Departmental planning
- Plan, manage and coordinate ethical social and evaluation research

- Manage and coordinate Departmental records and strategic knowledge resources
- Manage and coordinate the Departmental information systems and ICT governance processes

3.2 CHIEF DIRECTORATE: SOCIAL WELFARE AND RESTORATIVE SERVICES

- Formulate and manage restorative services namely victim empowerment, crime prevention and support as well as substance use disorder programmes
- Formulate and manage the facilities management function

3.2.1 DIRECTORATE: RESTORATIVE SERVICES

- Formulate and manage the victim empowerment programme
- Formulate and manage the crime prevention and support programme
- Formulate and manage the substance use disorder programme
- Contract management of funded NGO's

3.2.2 DIRECTORATE FACILITY MANAGEMENT

- Develop and facilitate the implementation of a facility management plan for the department and provide professional support to facilities
- Ensure effective and efficient management of insourced residential care centres
- Quality assures, monitor and report on facilities
- Render an administrative service to the component and facilities
- Contract management of funded NGO's

3.3 CHIEF DIRECTORATE: CHILDREN, FAMILIES AND VULNERABLE GROUPS

- Formulate and manage the children and families' programme
- Formulate and manage the vulnerable groups programme.

3.3.1 DIRECTORATE: CHILDREN AND FAMILIES

- Formulate and manage the child protection programme (including HIV/AIDs)
- Formulate and manage the services to families' programme
- Formulate and manage the after-school services programme
- Contract management of funded NGO's



3.3.2 DIRECTORATE: VULNERABLE GROUPS

- Formulate and manage the services to persons with disability programme
- Formulate and manage the older person's programme
- Contract management of funded NGO's

3.4 CHIEF DIRECTORATE: COMMUNITY AND PARTNERSHIP DEVELOPMENT

- Formulate and manage community development programmes namely sustainable livelihoods, youth development, social relief and poverty.
- Create and sustain strategic partnerships and manage Institutional Capacity building
- Manage the administrative process for the funding of NGOs in accordance with regulatory frameworks

3.4.1 DIRECTORATE: COMMUNITY DEVELOPMENT

- Formulate and manage the sustainable livelihoods programmes (including EPWP)
- Formulate and manage youth development programmes
- Formulate and manage social relief programmes
- Formulate and manage poverty programmes to minimize poverty and hunger
- Contract management of funded NGO's

3.4.2 DIRECTORATE: PARTNERSHIP DEVELOPMENT & INSTITUTION CAPACITY BUILDING (ICB)

- Promote inter-departmental, intergovernmental and stakeholder relationships
- Leverage resources and elicit the implementation of PPP projects for the department
- Formulate and manage ICB programmes

3.5 CHIEF DIRECTORATE: SERVICE DELIVERY MANAGEMENT AND COORDINATION

- Manage the implementation and quality of developmental social welfare and community development interventions in the regions

3.5.1 DIRECTORATE: REGIONAL OFFICE (x 6)

- Manage and monitor the implementation of programmes within the Service Delivery Units / Local Offices
- Co-ordinate and support the implementation of programmes within the region
- Manage corporate services within the region



3.6 CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure departmental management and financial accounting services.
- Provide and manage supply chain management services
- Provide an operational support service
- Ensure sound internal control practices

3.6.1 DIRECTORATE: FINANCE

- Ensure a departmental management accounting service
- Ensure a departmental financial accounting service

3.6.2 DIRECTORATE: SUPPLY CHAIN MANAGEMENT

- Render a governance and demand management service
- Render a service with regard to acquisition, contract and logistics management
- Manage departmental assets

3.6.3 DIRECTORATE: OPERATIONAL MANAGEMENT SUPPORT*

- 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
- Manage the professional development of OSD professions.
- Provide an executive support service to the HOD.
- Coordinate security management, occupational health and safety and accommodation matters

*** The incumbent of this post reports directly to the HOD**

3.6.4 SUB- DIRECTORATE: INTERNAL CONTROL

- Ensure proper governance
- Render assurance services
- Provide an effective and efficient fraud and losses management service

4. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii). Records marked with an asterisk * it is available on the website of the Department at <https://www.westerncape.gov.za/social-development/documents>

DESCRIPTIONS OF CATEGORIES	MANNER OF ACCESS to records section 15(1)(b)
Directorate: Operational Management and Support None	
Directorate: Business Planning and Monitoring - Five-year strategic plan of the Department* - Annual Performance Plan* - Annual Report* - Approved policy documents - Generic norms and standards for social welfare services	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Business Planning and Monitoring, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000.
Directorate: Research, and Information Management - Social research reports* - Population and demographic reports	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Research and Information Management, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Children & Families Legislative service standards	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Children & Families, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Vulnerable Groups Legislative and programme specific service standards (older persons and disabilities)	Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Vulnerable Groups, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000
Directorate: Restorative Services Legislative and Programme specific service standards	Copies of these records may be obtained on payment of the prescribed fee from the Directorate Restorative Services, 14 Queen Victoria Street, Private Bag X9112, Cape Town, 8000

5. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE DEPARTMENT OF SOCIAL DEVELOPMENT

5.1 Information Officer

Name: Dr Robert MacDonald: Head of Department

Location: 14 Queen Victoria Street, Union Building, Cape Town, 8001

Tel: 021 483 3083

Email: Robert.Macdonald@westerncape.gov.za

5.2 Deputy Information Officer

- 5.2.1 Name: Dr Gavin Miller
- Responsibility: Head Office
- Location: 14 Queen Victoria Street, Union Building, Cape Town, 8001
- Tel: 021 483 4168
- Email: Gavin.Miller@westerncape.gov.za
- 5.2.2 Name: Ms Petronell Van Wyk (Acting)
- Responsibility: Directorate Operational Management Support
- Location: 14 Queen Victoria Street, Union Building, Cape Town, 8001
- Tel: 021 483 3125
- Email: Petronell.VanWyk@westerncape.gov.za
- 5.2.3 Name: Ms Annemie Van Reenen
- Responsibility: Regional Offices x 6
- Location: 14 Queen Victoria Street, Union Building, Cape Town, 8001
- Tel: 021 483 9392
- Email: Annemie.vanReenen@westerncape.gov.za



5.2.4 Name: Ms Marshionette Jonkerman

 Responsibility: Facility Management

 Location: R101, De Novo Treatment Centre, Kraaifontein, 7570

 Tel: 021 202 9251

 Email: [Marshionette Jonkerman@westerncape.gov.za](mailto:Marshionette.Jonkerman@westerncape.gov.za)

5.3 **Head Office: Physical and Postal Address**

Postal Address: Private Bag X9112, Cape Town, 8000

Physical Address: 14 Queen Victoria Street, Union Building, Cape Town, 8001

Telephone: 021 483 5045

Email: hod.dsd@westerncape.gov.za

Website: <https://www.westerncape.gov.za/social-development>

Questions, complaints, or comments regarding any service delivery by the Department of Social Development may be made as follows:

- Tel: 021483 5045 between 7h30 and 16h00 on workdays
- E-mail: SD.CustomerCare@westerncape.gov.za
- visit the Department at Union House, 14 Queen Victoria Street, Cape Town on weekdays between 7h30 and 16h00

6. **KEY CONTACT DETAILS FOR THE INFORMATION REGULATOR**

If all remedies have been exhausted within the Department, the request may be referred to the Information Regulator for a review.

The Office of the Information Regulator	
Telephone	010 023 5200
Fax	Not available
General inquiries:	enquiries@inforegulator.org.za
Complaints	PAIAComplaints@inforegulator.org.za POPIAComplaints@inforegulator.org.za

Registration of Information and Deputy Information Officers	Registration.IO@infoeregulator.org.za
Compliance Matters	POPIACompliance@infoeregulator.org.za PAIACompliance@infoeregulator.org.za
Postal Address	PO Box 31533 Braamfontein, Johannesburg, 2017
Street Address	J.D. House 27 Stiemens Street Braamfontein, Johannesburg, 2001
Website	https://infoeregulator.org.za

7. ACCESSIBILITY AND AVAILABILITY OF THIS DOCUMENT

The document is available in English, Afrikaans and Xhosa for viewing between 7.30 and 16.00 Mondays to Fridays (excluding public holidays) at

- the Department's Head Office situated at Union House, 14 Queen Victoria Street, Cape Town.
- the office of the Deputy Information Officer Mr Gavin Miller at 14 Queen Victoria Street, Union Building, Cape Town. 8001

Alternatively, the document can be accessed by visiting the following web address:

<https://www.westerncape.gov.za/social-development/documents>