

**PROMOTION OF ACCESS TO
INFORMATION ACT 2 of 2000
MANUAL**



PAIA MANUAL DATED – APRIL 2025

**SECTION 51 MANUAL FOR THE BLOEMFONTEIN
SOCIETY FOR THE PREVENTION OF CRUELTY TO
ANIMALS (hereinafter referred to as "the Bloemfontein
SPCA")**

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2. PARTICULARS IN TERMS OF SECTION 51

A. The functions and the structure of the Bloemfontein SPCA [Section 51(1)(a)]

(i) What is the Bloemfontein SPCA?

The Bloemfontein SPCA is an autonomous Society for the Prevention of Cruelty to Animals operating in the Mangaung region. It is registered with the National Council of SPCAs (NSPCA), but is independent and responsible for its own affairs. The Bloemfontein SPCA enforces animal welfare legislation in its area of jurisdiction and handles local animal welfare issues within the Mangaung area.

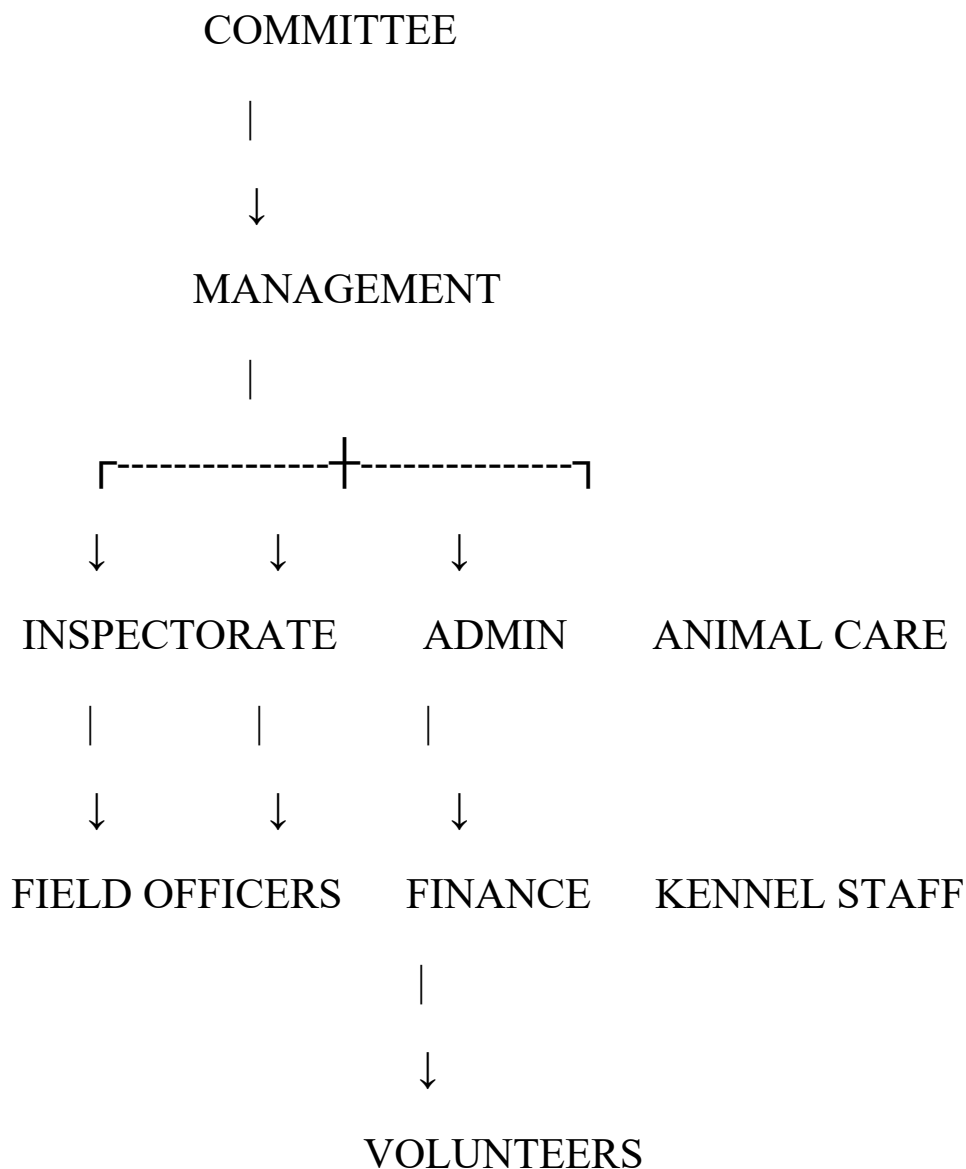
The Bloemfontein SPCA is both a "private body" under PAIA and a "public benefit organisation" (PBO). It is registered as a Non-Profit Organization (NPO) with the Department of Social Development and operates under the governance of The Societies for the Prevention of Cruelty to Animals Act 169 of 1993.

(ii) The Functions of the Bloemfontein SPCA

The functions of the Bloemfontein SPCA are:

- (a) to prevent the ill-treatment of animals by promoting their good treatment by humanity; (b) to enforce animal protection legislation within its jurisdiction; (c) to rescue animals in distress and provide care for abandoned, abused, and neglected animals; (d) to investigate complaints of animal cruelty and take appropriate action; (e) to promote responsible pet ownership through education and awareness; (f) to provide shelter, medical care, and rehoming services for animals in need as and when possible; (g) to take cognisance of the application of laws affecting animals and to make representations in connection therewith to the appropriate authority; (h) to do all things reasonably necessary for or incidental to the achievement of the objects mentioned above.

(iii) A schematic diagram of the structure of the Bloemfontein SPCA



(iv) The structure of the Bloemfontein SPCA

The Bloemfontein SPCA is governed by a committee comprising of 6 Committee Members:

1. Gert Coetzee, Chairperson
2. Alet Steyn, NSPCA Director and Representative
3. Zandri Jurack, Secretary
4. Mariaan Coetzee, Committee Member
5. Abigail Kruger, Committee Member

6. Dalton Porter, Committee Member

The Committee members, other than the Manager, are elected at the Annual General Meeting and receive no remuneration for their services.

Zaandre Campher is the Manager of the Bloemfontein SPCA. In addition, the Bloemfontein SPCA has a staff complement of 11 employees, made up of Inspectors, Animal Care staff, and Administrative staff.

B. Contact details [Section 51(1)(b)]

Information officer:

Zaandre Campher

Email: manager@bloemfonteinspca.co.za

Deputy Information Officer:

Portia Ramatsa

Email: admin@bloemfonteinspca.co.za

As required by Section 17 of the Protection of Personal Information Act (POPIA)

General information:

Address: 25 McGregor Street, East end, Bloemfontein

Telephone: 051 447 3801

Website: bloemfonteinspca.co.za

C. The section 10 Guide on how to use the Act [Section 51(1)(c)]

The guide will be available from the Information Regulator.

Please direct any queries to:

The Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Website: www.justice.gov.za/inforeg

Email: inforeg@justice.gov.za

D. Access to the records held by the Bloemfontein SPCA [Section 51(1)(d)]

(i) Automatic disclosures [Section 51(1)(c)]

The following records are automatically available without a person having to request access in terms of the Act:

- Public Statements and Communications
- Annual Reports
- Newsletters and Marketing Material
- NPO Registration Certificate
- Animal Adoption Criteria
- Organization Structure

(ii) Records that may be requested [Sections 51(1)(d)]

Description of the subjects and categories of records held by the Bloemfontein SPCA:

1. BLOEMFONTEIN SPCA GENERALLY

1.1 Governance

- The SPCA Act
- The Constitution
- The Rules Promulgated in Terms of the Act

1.2 Administration

- Annual report of the Manager
- Minutes of Board Meetings (subject to privacy and confidentiality constraints)

1.3 Policy Statements

- On all aspects of Animals

1.4 Labour Relations

- Policies
- Disciplinary/Grievance Procedure

1.5 Finance

- Annual Audits
- Financial Statements

2. INSPECTORATE UNIT

2.1 Policies and Legislation - National & Provincial

3. ANIMAL CARE UNIT

3.1 Policies and Legislation - National & Provincial

3.2 Animal welfare standards

3.3 Animal care protocols

4. EDUCATION AND OUTREACH

4.1 Educational materials and programs

4.2 Community outreach initiatives

5. COMMUNICATIONS/FUNDRAISING

5.1 All issues relating but not limited to:

Media Releases, Website Content Management, Annual Report, Newsletters, SPCA Logo Usage Approvals, Social Media, Fundraising, B-BBEE Certificate.

Note on record access restrictions:

- Certain records may require redaction to protect personal information or confidential data
- Minutes of meetings may have confidential portions redacted to protect privacy or sensitive operational information
- Access to records may be refused in accordance with Chapter 4 of PAIA, which includes grounds such as:
 - Protection of privacy
 - Protection of commercial information
 - Protection of confidential information
 - Protection of safety of individuals and property
 - Protection of records privileged from production in legal proceedings
 - Protection of research information

(iii) The request procedures

A requester must be given access to a record of a private body if:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

Nature of the request:

- A requester must use the form that has been prescribed in the regulations published in terms of PAIA (Form C).
- The requester must also indicate if the requester is for a copy of the record or if the requester wants to come in and look at the record at the offices of the private body. Alternatively, if the record is not a document it can then be viewed in the requested form, where possible [s 53(2)(a)(b)(c)].
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the private body concerned, or damage the record, or infringe a copyright not owned by the private body. If, for practical reasons, access cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 54(2)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 53(2)(d)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 53(2)(f)].
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 53(2)(g)].

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee [Section 54]:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to private bodies is R50. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

E. Services available [Section 51(1)(f)]

(i) Nature of services

The Bloemfontein SPCA focuses upon:

- The enforcement of animal welfare legislation
- Education and awareness on animal welfare
- Monitoring welfare standards
- Disaster and emergency relief for animals
- Pro-active welfare work
- Community outreach
- Animal shelter services including adoption, sterilization, and vaccination programs
- Investigation of animal cruelty complaints
- Animal rescues
- Humane euthanasia services when necessary

The Bloemfontein SPCA generates its own funds, relying on legacies, donations, and fundraising activities. Limited or no Government funding is received.

Service fees:

- Adoption fees (varies by animal type)
- Surrender fees
- Boarding fees (when applicable)
- Sterilization fees (subsidized)
- Vaccination fees (subsidized)
- Euthanasia fees (when applicable)

(ii) How to gain access to these services

To gain access to the services at the Bloemfontein SPCA, requests must be made to the Manager.

F. Arrangement allowing for public involvement in the formulation of policy and the exercise of power [Section 51(1)(e)]

Members of the public can become members of the Bloemfontein SPCA by paying an annual membership fee. Members are entitled to attend the Annual General Meeting where they can participate in discussions and vote on certain matters.

The AGM notice is distributed to all members at least 21 days prior to the meeting, providing transparency and an opportunity for input in accordance with our governance structure.

Members of the public are also encouraged to make submissions to the Manager or through the Manager to the Committee for consideration.

G. The remedies available if the provisions of this Act are not complied with [Section 51(3)]

The requester can lodge an application with a court or a complaint with the Information Regulator. The requester can lodge an application related to:

- a decision not to grant access to a record;
- the fee charged;
- a decision to extend the time period to deal with the request; or
- the body refusing to grant the requester the record in the form that he/she requested.

The procedure is as follows:

- The requester would be required to complete the relevant form within 180 days.
- A requester may request to be informed of the outcome of the application in any manner other than a written reply, for example, by e-mail or telephone.
- The person appealing must supply their contact details and may also be required to pay a fee.
- Should the requester not be satisfied with the decision of the Information Regulator, the requester has 180 days to apply to court for appropriate relief.

The PAIA Complaints Form is available from the Information Regulator's website (<https://www.justice.gov.za/inforeg/>) for lodging formal complaints regarding non-compliance with PAIA.

H. Other information as prescribed in terms of the Act [Section 51(1)(f)]

There is currently no information available from the Minister of Justice and Constitutional Development in terms of Section 92 to be placed here.

3. Prescribed fees for private bodies

**PART III OF NOTICE 187 IN THE GOVERNMENT GAZETTE
ON THE 15 FEBRUARY 2002
FEES IN RESPECT OF PRIVATE BODIES (increased by 10%
per Annum)**

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1.10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:

Type of copy requested	Fees in Rand (R)
(a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.75
(c) For a copy in a computer-readable form on compact disc	70.00
(d) For a transcription of visual images, for an A4-size page or part thereof	40.00
For a copy of visual images	60.00
(e) For a transcription of an audio record, for an A4-size page or part thereof	20.00
For a copy of an audio record	30.00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50.00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

Type of access	Fees in Rand (R)
(a) For every photocopy of an A4-size page or part thereof	1.10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.75
(c) For a copy in a computer-readable form on compact disc	70.00

Type of access	Fees in Rand (R)
(d) For a transcription of visual images, for an A4-size page or part thereof	40.00
For a copy of visual images	60.00
(e) For a transcription of an audio record, for an A4-size page or part thereof	20.00
For a copy of an audio record	30.00
(f) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	30.00

5. For purposes of section 54(2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
6. The actual postage is payable when a copy of a record must be posted to a requester.

4. Prescribed forms for access to a record of a private body.

ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

Note: The Form C is available as a separate document and can be obtained from the Information Officer or from the Information Regulator's website: <https://www.justice.gov.za/infoereg/>

Signed at Bloemfontein on this 4th day of April 2025

Zaandre Campher
Information Officer
Bloemfontein SPCA