



Goeie Hoop

Sielkundige Diens

Geregistreerde nie-winsgewende openbare weldaadsorganisasie NPO 054297

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www.GHPS.co.za

'Hope is hearing the music of the future, faith is to dance to it' GK Chesterton

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT NO 2 OF 2000, FOR GOOD HOPE PSYCHOLOGICAL SERVICE, A NON-PROFIT PUBLIC BENEFIT ORGANISATION

PART 1

CONTACT DETAILS

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PART 11

GUIDE OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

This guide will be available from the South African Human Rights Commission no later than 31 December 2011. Kindly direct queries to:

PAIA Unit
The Research and Documentation Department
Private Bag 2700
Houghton
2041

Telephone +27 11 484 8300

Fax + 27 11 484 0582
E-mail PAIA@sahrc.org.za
Website www.sahrc.org.za

PART 111

NOTICE IN TERMS OF SECTION 52(2)

The minister has at the date of the printing hereof not yet published a notice in terms of Section 52(2).

Good Hope Psychological Service holds information that is available for general access, on condition of requests being made in the proper manner, pertaining to:

- Constitution
- Vision and mission statements
- Current staff composition and qualifications
- Annual report
- Financial statements.

Information regarding client records and process notes are not available, as the Ethical Code of psychologists and registered counsellors protects their confidentiality. A court order would be required to gain access.

PART 1V

INFORMATION AVAILABLE

Good Hope Psychological Service holds records on the following subjects and categories:

PERSONNEL RECORDS

- Personal records provided by employees
- Employment agreements and conditions of employment
- Disciplinary and evaluation records
- Training material
- Requests for leave
- Absence records
- Personnel file

CLIENT RECORDS

- Records provided by clients
- Process notes of therapy sessions with clients
- Fee structures do not exist as the service is free. Clients are free to make donations.

GENERAL

- Financial records

- Internal correspondence
- External correspondence
- Agreements with funders
- Report-back to funders
- Statistics.

All information requested will only be made available subject to the provisions of the Act and subject to Psychologist/Registered Counsellor privilege and privacy of staff members.

PART V

MANNER OF ACCESS

The requester must use the prescribed form to make the request.

No request, other than a personal request will be processed without payment of the prescribed fee.

If the request is granted, an access fee must be paid. The requester will, subject to the provisions of the Act, be notified within 30 days of the receipt of the request whether the request is granted or refused.

PART V1

GROUND FOR REFUSAL OF ACCESS TO INFORMATION

In terms of sections 62 to 69 of the Act, access to a record may be refused on one or more of the following grounds:

- Mandatory protection of the privacy of a third party who is a natural person
- Mandatory protection of the commercial information of a third party
- Mandatory protection of certain confidential information of a third party
- Mandatory protection of the safety of individuals and the protection of property
- Mandatory protection of records privileged from production in legal proceedings
- The commercial information of Good Hope Psychological Service.

Despite any provisions of the Act, a request must be granted if the disclosure of the record would reveal evidence of a substantial contravention of, or failure to comply with, the law or imminent and serious public interest in the disclosure of the record clearly outweighs the harm contemplated. (Section 70 of the Act)

PART V11

Good Hope Psychological Service holds information in accordance with the following legislation: (Please note that this is not an exhaustive list)

- Act governing Psychologists and Registered Counsellors
- Income Tax Act
- Unemployment Insurance Act
- Basic Conditions of Employment Act

- Employment Equity Act
- Skills Development Act

PART V111

AVAILABILITY OF THE MANUAL

This manual will be made available on the Good Hope Psychological Service website and a copy will be held for inspection on request during office hours.