



Wendy Waring-Rix
REGISTERED COUNSELLOR
B.Ed Hons (Ed Psych.) NWU

HPCSA reg. PRC 0014214
Tel: 083 447 3082
Email: wendy@wrcounselling.co.za

PAIA Manual

Prepared in terms of Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA”)

1. Introduction and Purpose

1.1 Wendy Waring-Rix (the “Practice”) is a private counselling practice (sole proprietor) providing psychological and counselling services.

1.2 This manual is prepared in accordance with Section 51 of PAIA, which gives effect to the constitutional right of access to information held by private and public bodies, where such information is required for the exercise or protection of rights.

1.3 The Practice is committed to conducting business in accordance with applicable laws and ethical standards. This includes promoting transparency and ensuring that individuals understand their rights in terms of PAIA.

1.4 Where a request for information is made in terms of PAIA, the Practice will provide access to such information unless grounds for refusal apply as outlined in the Act.

1.5 The purpose of this manual is to outline the procedures to be followed when requesting access to information, including the requirements that must be met.

1.6 This manual should be read together with the Protection of Personal Information Act, 2013 (“POPIA”), and the Practice’s internal data protection policies.

1.7 It is important to note that PAIA recognises certain limitations to the right of access to information, including:

- Protection of personal privacy
- Commercial confidentiality
- Good governance and effective administration

These limitations require a balancing of rights as set out in the Constitution of South Africa.

2. Practice Contact Details (Section 51(1)(a))

All requests for information must be directed to:

Information Officer: Wendy Waring-Rix

Email: wendy@wrcounselling.co.za

Telephone: 083 447 3082

Practice Location: Blouberg, Cape Town, South Africa

3. Access to Records (Section 51(1)(b))

3.1 PAIA allows individuals to request access to records held by a private body where such records are required to exercise or protect a right.

3.2 Requests must be submitted using the prescribed form and in accordance with the procedures and fees outlined in this manual.

3.3 A guide to PAIA, published by the South African Human Rights Commission (SAHRC), is available to assist requesters.

3.4 The guide can be accessed at:

<https://www.sahrc.org.za>

3.5 Enquiries regarding the guide can be directed to the SAHRC.

4. Records Available in Terms of Other Legislation (Section 51(1)(c))

Records may also be available in terms of the following legislation:

- Protection of Personal Information Act 4 of 2013 (POPIA)
 - Promotion of Access to Information Act 2 of 2000 (PAIA)
 - Health Professions Act 56 of 1974
 - National Health Act 61 of 2003
 - Medical Schemes Act 131 of 1998
 - Children's Act 38 of 2005
 - Mental Health Care Act 17 of 2002
 - Electronic Communications and Transactions Act 25 of 2002
 - Consumer Protection Act 68 of 2008
 - National Credit Act 34 of 2005
 - Income Tax Act 58 of 1962
 - Constitution of the Republic of South Africa, 1996
-

5. Schedule of Records (Section 51(1)(d))

5.1 Records available without a formal PAIA request:

- Marketing material
- Informational brochures

- Practice policies and forms

5.2 Records available upon formal request:

- Financial statements and tax records
- Accounting and banking records
- Invoices and billing records
- Client records and reports
- Medical aid-related documentation
- Training materials and manuals
- Contracts and agreements
- Any other confidential or business-related records

Certain records, particularly client information, are confidential and protected by law. Disclosure will only occur with consent or where legally required.

5.3 Grounds for refusal may include:

- Protection of personal privacy
- Protection of third-party confidential or commercial information
- Legal privilege
- Safety of individuals
- Protection of the Practice's commercial information
- Frivolous or unreasonable requests

6. Request Procedure (Section 51(1)(e))

6.1 Requests must be submitted using the prescribed **Form C**, available at: <https://www.justice.gov.za>

6.2 Requests must be addressed to the Information Officer.

6.3 The requester must provide sufficient detail to identify:

- The requester
- The requested record
- The format required

6.4 The requester must indicate the right they seek to exercise or protect and explain why the information is required.

6.5 The requester will be notified of the outcome of the request.

6.6 If access is granted, additional fees may apply for:

- Searching
- Preparing
- Reproducing records

6.7 The Practice does not have an internal appeal process. If dissatisfied, the requester may approach a court for relief.

7. Prescribed Fees (Section 51(1)(f))

7.1 A personal requester (requesting their own information) may not be required to pay a request fee, subject to reasonable limits.

7.2 Other requesters are required to pay applicable fees.

7.3 Additional fees may apply depending on:

- Time spent
- Number of copies
- Format of records

7.4 Fees are subject to change and should be confirmed with the Practice prior to submitting a request.

8. Availability of the Manual (Section 51(3))

This manual is:

- Available on request from the Practice
 - May be published on the Practice website
-

9. Records Not Found

9.1 If a requested record cannot be found, the Information Officer will provide an affidavit outlining the steps taken.

9.2 If the record is later found, access may be granted unless refusal grounds apply.

10. Requests Relating to Third Parties (Sections 71–74)

10.1 Requests involving third-party information will be handled in accordance with PAIA.

10.2 Where required, third parties will be notified of such requests.

Complaints

If you have any concerns regarding access to information, please contact the Practice first.

If unresolved, you may lodge a complaint with the Information Regulator of South Africa:


<https://www.justice.gov.za/infoereg/>

Contact Details

Wendy Waring-Rix

Registered Counsellor (HPCSA)

 wendy@wrcounselling.co.za

 083 447 3082

Document Control

Manual Owner: Wendy Waring-Rix

Manual Type: Compliance

Version: 1.0

Last Updated: April 2026

This manual will be reviewed periodically or as required by legislative changes.