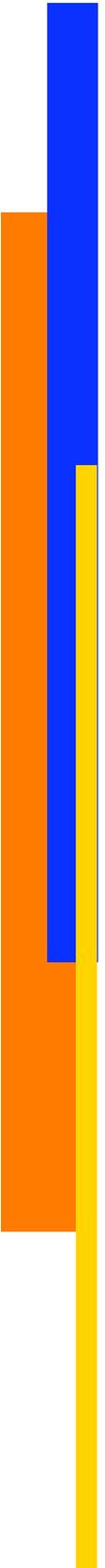


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1 PREAMBLE

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution that provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The reference to any information in addition to that specifically required in terms of Section 14 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

The Playhouse Company is defined in the Act as a public body, that encompasses any department of state or administration in the national or provincial sphere of government or any other function or institution thereof which exercises a power or performs a duty in terms of the Constitution or exercises a public power or performs a public function in terms of any legislation.

The Playhouse Company supports the constitutional right of access to information and we are committed to provide any requester to our records in accordance with the provision of the Act.

We as The Playhouse Company have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

Inside these pages you will be able to view the categories of information that we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

2 **OUR DETAILS**

Name: The Playhouse Company
A Cultural Institution

Registered Address: 29 Acutt Street
Durban
4001

Telephone Number: (031) 369 9555

Fax Number: (031) 306 2166

Designated Information Officer: Charlene Moodley Bezuidenhout

Deputy Information Officer: Smangele Mbeje

e-mail: info@playhousecompany.com

Website: www.playhousecompany.com



3 THE OFFICIAL GUIDE

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act.

The Guide will contain the following information:

1. The objective of the Act;
2. The particulars of the Information Officer of every public body, and
3. The designated Deputy Information Officer of the public body
4. The manner and form of a request for access to information held by a body;
5. Assistance available, from both the Information Officer's and the Human Rights Commission in terms of this Act;
6. All remedies in law regarding Acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
7. Schedules of fees to be paid in relation to requests for access to information;
8. Regulations made in terms of the Act.

Copies of this Guide will be made available as soon as it is published by the SAHRC. Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag X2700
HOUGHTON
2041

Telephone: (011) 484 8300

Fax: (011) 484 0582

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

4. **AVAILABILITY OF THIS MANUAL**

A copy of this Manual will be made available by sending a request for a copy of this Manual to The Playhouse Company Information Officer by e-mail or post at the addresses set out below.

The Manual may also be obtained from the offices of the Auditor-General or the SAHRC or on our website www.playhousecompany.com.

5. **UPDATING OF MANUAL**

This Manual will be updated and published, if necessary, at intervals of not more than 1 (one) year, as prescribed in the Act.

6. **PROFILE**

The Minister of Arts and Culture, Dr Pallo Jordan declared The Playhouse Company a Cultural Institution which came into effect on 1st of April 2003.

The Playhouse Company is eThekweni's premier theatre organization, based at the Playhouse Theatre Complex in Smith Street in the heart of Durban, KwaZulu-Natal Province.

As a Cultural Institution The Playhouse Company receives public funding from the South African National Government, the KwaZulu-Natal Provincial Government and the eThekweni Municipality as well as from the Municipality of Pietermaritzburg.

The Playhouse Company is mandated to produce an equitable programme of live theatre productions in the fields of music, drama and dance, representative of the diverse cultural groups that comprise the population of KwaZulu-Natal, both in terms of audiences and artists based in the Province.

In addition, the Company holds the responsibility of devising and managing a dynamic education and development programme in the performing arts with respect to growing youth audiences as well as nurturing community based artists, groups and organizations that are in need of back-up from the company's marketing expertise and technical resources.

The Playhouse Company also has the responsibility of managing the Playhouse Complex's various performance and public venues that are for hire when not in use for the Company's own productions, or those presented in association with The Playhouse Company. The Playhouse Company aims to produce live theatre in all its forms of an international standard commensurate with its stature as one of South Africa's leading performing arts bodies.

The Playhouse Company maintains its own Arts administrative and marketing wing as well as a staff complement that runs its financial administrative function.

It also runs a fully-fledged Wardrobe Department (including a Hire Wardrobe wing) and a Production branch that makes and hires out Stage Décor and Props.

While the Company does not sustain its own in-house arts companies of dancers, actors or musicians, it is mandated to commission the services of practitioners in these fields from the private sector, for main-stage and education projects that it mounts each year – both at The Playhouse complex itself, and with specially devised productions that tour to rural communities throughout the KZN Province.

The Theatre Complex consists of:



The Opera Theatre the largest of three theatres, seating 1224 patrons on three levels including a balcony. With excellent sound and lighting facilities, it has an orchestra pit (adaptable in three configurations) that can accommodate up to 85 musicians. The seating has been arranged to have views of the stage from any vantage point.

The Drama Theatre seats 474 patrons and has an orchestra pit for up to 25 musicians. The venue boasts top-class sound and lighting and can be converted into an arena theatre. It is ideal for mid-sized productions, conferences, presentations, etc.

The Loft Theatre accommodates 136 patrons. Its informal venue with its variable stage and seating arrangements is suitable for multiple uses, notably intimate and experimental theatre productions.

The Grand Foyer, a popular multi-purpose venue has a capacity dependant upon seating arrangement selected. With sound, lighting and stage arrangements on request, it is ideal for exhibitions, weddings, fashion shows, banquets, seminars, conferences, receptions, lunch-hour performances, product launches, matric dances, etc.

The Alhambra Room accommodates up to 180 (variable seating arrangements). Here too, sound, lighting and stage arrangements are available on request, making this delightfully sunny, airy room perfectly suited to wedding receptions, service club dinners, morning recitals, opening night functions, presentations, etc.

The Playhouse Recording Studio offers high-quality technical facilities and expertise in a professional environment, with a 40 input Protools HD recording system running on Apple Mac G4. Two control rooms, each with an integral drum / voice booth are available. Both control rooms are linked to a specifically designed orchestral recording auditorium of approximately 1 000 square metres.

There are also 40 channels of direct microphone links to The Playhouse's Opera Theatre for professionally-made live recordings of performances taking place in the auditorium. The Playhouse Company is currently engaged in a comprehensive programme of renovations with regard to both the public interiors and the exterior of The Playhouse Complex.



7. FUNCTIONS AND STRUCTURE

- To administer the most effective and well regarded Theatre Complex on the African continent.
- To increase the theatre complex's patron occupancy rate;
- To offer diverse programming that attracts new and young audiences;
- To encourage producers to produce quality productions that enhance the culture of South Africa's performing arts;
- To promote the development of new works;
- To engender a sense of pride in the theatre complex and its reputation;
- To receive works that have integrity and profile The Playhouse Company as a transformed organization;
- To create a customer friendly organisation;
- To continue producing development that benefit historically disadvantaged communities;
- To increase income and to control costs in order to reduce reliance on government grants;

- To seek sponsorship that empowers The Playhouse Company to produce it's own productions; and
- To network with other leading South African arts organizations.

Structure

The Playhouse Company has a Council appointed by the Minister of Arts and Culture.

The Management for The Playhouse Company comprises of the Acting Managing Director, Artistic Director, Support Service Manager, Chief Financial Officer, Arts Education Development Manager, Marketing Manager, Maintenance Manager, Security Manager, Front of House Manager, Functions Manager, Human Resources Manager, Finance Manager, Production Manager's, Sound Engineer Manager, Stage Manager's, Resident Stage Manager's, Bar Manager, within the framework of the approved Business Plan. Management develops and formulates strategic policy frameworks and performance strategies as well as goals for the operational management and administration of The Playhouse Company

8. DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely:

- **"Act"** means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- **"Information Officer"** means the person acting on behalf of The Playhouse Company and discharging the duties and responsibilities assigned to the Information Officer of The Playhouse Company by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by The Playhouse Company in writing;
- **"Manual"** means this manual published in compliance with Section 14 of the Act;
- **"Personnel"** means any person who works for or provides services to or on behalf of The Playhouse Company and receives or is entitled to receive any remuneration. This includes, without limitation, Trustees, all permanent, temporary and part-time staff as well as contract workers;
- **"Record"** means any recorded information, regardless of form or medium, which is in the possession or under the control of the Playhouse Company irrespective of whether it was created by The Playhouse Company;

- **“Request”** means a request for access to a record of The Playhouse Company;
- **“Requestor”** means any person, including a public body or an official thereof, making a request for access to a record of the Playhouse Company and includes any person acting on behalf of that person;
- **“SAHRC”** means the South African Human Rights Commission

Unless a contrary intention clearly appears, words signifying –

- the singular includes the plural and vice versa, and
- any one gender includes the other gender and vice versa; and
- natural persons include juristic persons.

Terms defined in the Act shall have the same meaning in this Manual.



9. REMEDIES FOR ACTS OF FAILURE TO ACT

The exercise of power of the Council members and members of staff are regulated by the PFMA (Public Finance Management Act), the Cultural Institutions Act and various treasury regulations. Failure to comply with the regulation, could allow a member of the public to lodge complaints with both the Department of arts and Culture and the Minister of Finance.

How to gain access to these services:

Any person that is interested in any of the offered services may gain access thereto, if the requirements of The Playhouse Company are met. Interested persons may contact the office of The Playhouse Company or the Information Officer at the addresses and contact numbers provided herein for more information.

10. HOW TO REQUEST ACCESS TO RECORDS HELD BY THE PLAYHOUSE COMPANY

- **Records that may be requested:**

The records to be requested by a requester means any recorded information, regardless of its form or medium, which is in the possession or under the control of The Playhouse Company, whether or not it was created by The Playhouse Company or not.

- **Request procedures:**

A requester shall be given access to a record held by The Playhouse Company if the following requirements, as set out in the Act, are met, namely:

- That the requester complies with all the procedural requirements contemplated in the Act relating to a request; and
- That access to that requested record is not refused in terms of any ground for refusal contemplated in the Act.

The right of a requester to access information in terms of this Act is not affected by any reasons given by the requester, or any belief by the Information Officer as to what reasons for the request may be.

Requests for access to records held by The Playhouse Company must be made on the prescribed request forms (on payment of the prescribed fees, if any) that are available from The Playhouse Company's website (www.playhousecompany.com) or the Department of Justice and Constitutional Development (www.doj.gov.za) under "regulations". For convenience a copy is also included in this manual.

Requests for access to records must be submitted to the Information Officer at the address, fax number or electronic mail address provided under contact details.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he wishes to be informed of The Playhouse Company's decision regarding such request in a manner and state the necessary particulars to be so informed. The requester must also state whether the record concerned is preferred in a particular language and also specify his postal address or fax number in the Republic of South Africa.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

Should an individual be unable to make a request for access to a record of The Playhouse Company because of illiteracy or disability, he may make such a request orally. The Information Officer of The Playhouse Company must then reduce the oral request to writing in the prescribed form and supply the requester with a copy thereof.

A standard form that must be used for the making of requests is attached as Annexure 2.

This form is not included in the copies of this Manual delivered to the SAHRC, but is included in copies available from The Playhouse Company offices.

- **Availability under the Act:**

Kindly note that all requests to The Playhouse Company will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by The Playhouse Company does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

11. REMEDIES AVAILABLE FOR NON-COMPLIANCE WITH THE ACT

The Playhouse Company does not have an internal appeal procedure relevant to the Act. Accordingly a dispute regarding the Act may be resolved by approaching the relevant court directly.

12. OTHER INFORMATION THAT MAY BE PRESCRIBED IN THE ACT

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

13. **PRESCRIBED FEES**

The Act sets out two types of fees, namely a request fee and an access fee, that are required to be paid prior to The Playhouse Company accessing the request for information.

A personal requester, i.e. a requester who requests access to a record containing personal information is not required to pay the request fee. Any other requester, who is not a personal requester, will be required to pay such a fee.

The requester (other than a personal requester) must be notified by the Information Officer to pay the prescribed request fee before processing the request.

Should the requester be aggrieved by the tender or payment of the request fee, the requester may bring an application to court.

The Information Officer must notify the requester of his decision in the manner specified by the requester.

In the event that the Information Officer granted the request, a further access fee must be paid for the search, preparation, and reproduction and for any time that has exceeded the prescribed hours to prepare and search for the requested record.

The prescribed fees are set out below in terms of the regulations contemplated in the Act as **Annexure A & B**.

14. **INFORMATION AVAILABLE IN TERMS OF THE ACT**

We hold the following categories of information. Although the below mentioned records are held by The Playhouse Company, these records will not necessarily be disclosed as grounds of refusal may apply. All requests for access will be evaluated on a case by case basis in accordance with the provision of the Act and no right (contractual or otherwise) is created by describing such information in this section.

1. **Categories of Information**

a) **STATUTORY COMPANY INFORMATION**

- i) Certificate of incorporation;
- ii) Certificate of change of name (if any);
- iii) Memorandum and Articles of Association;
- iv) Minute Book, CM25 and CM26, as well as Resolutions passed at general meetings;
- v) Proxy forms;
- vi) Register of members;
- vii) Register of fixed assets;

- viii) Director's attendance register;
- ix) Annual Financial Statements including:
 - a) Annual Accounts
 - b) Director's Report
 - c) Auditor's Report
- x) Books of account regarding information required by the Companies Act, 1973;
- xi) Supporting schedules of books of account and ancillary books of account;
- xii) Charters of Committee's, entity Code of Conduct
- xiii) Board Reports

b) **ACCOUNTING RECORDS INCLUDING AGREEMENTS AND CONTRACTS**

- i) Books of account including journals and ledgers;
- ii) Delivery notes, order, invoices, statements and receipts;
- iii) Strategic plans;
- iv) Business plans;
- v) Leases of equipment;
- vi) Tenant lease agreements;
- vii) Venue rental agreements;
- viii) Policies and procedures;
- ix) Acquisition or disposal documentation;
- x) Agreements with contractors and suppliers;
- xi) Purchase and lease agreements.

c) **STATUTORY EMPLOYEE RECORDS**

- i) Employees' names and occupations;
- ii) Time worked by each employee;
- iii) Remuneration paid to each employee;
- iv) Date of birth of each employee;
- v) Employment Equity Plan
- vi) Salary and Wages Register;
- vii) Training records;
- viii) Various policies governing conduct.
- ix) Policies and procedures relating to maternity/annual/study leave, staff advances, recruitment, etc;
- x) Staff records (after date of employment ceases);
- xi) Employee contracts;
- xii) Pension and provident fund rules;
- xiii) Pension and provident fund account records;
- xiv) Contribution reports
- xv) Annual report
- xvi) Minutes of meetings of trustees and members.

d) **MOVABLE PROPERTY**

- i) Asset register;
- ii) Finance and lease agreements

e) **TAXATION**

- i) Copies of all Income Tax Returns and other tax returns and documents.

f) **LEGAL**

- i) Settlement agreements;
- ii) Licenses and permits;
- iii) Records relating to matters in which The Playhouse Company has an interest;
- iv) Legal records and agreements including outsourcing agreements.

Please note that most if not all of the information under this section is subject to legal privilege. While all requests for such information will be considered, having regard to Section 40 of the Act, it is likely that such requests will be granted only in very limited circumstances. You are accordingly advised to confirm that you are in fact entitled to such records before making a request and to set out very clearly the reasons that such access is required so as to enable The Playhouse Company to evaluate your request.

g) **INSURANCE**

- i) Insurance policies;
- ii) Claim records;
- iii) Details of insurance coverage, limits and insurers.

h) **TRANSPORTATION**

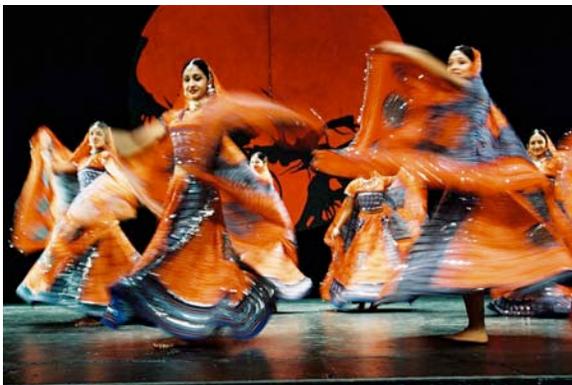
- i) Transportation permits;
- ii) Motor Vehicle records.

i) **INFORMATION TECHNOLOGY**

- i) Hardware;
- ii) Operating systems;
- iii) Telephone exchange equipment;
- iv) Telephone lines, leased and data lines;
- v) LAN installations;
- vi) Software packages;
- vii) Disaster recovery;
- viii) Internal systems support and programming/development;
- ix) Capacity and utilisation of current systems;
- x) Agreements;
- xi) Licenses;
- xii) Policy and Procedures relating to electronic communications and related services.

j) MARKETING & PRODUCTIONS

- i) Database;
- ii) Brochures, newsletters and advertising material;
- iii) Posters;
- iv) Music scores;
- v) Scripts;
- vi) Model sets;
- vii) Costume designs





ANNEXURE "A"

REQUEST FOR ACCESS TO RECORD OF A PUBLIC BODY
(Section 22 of the Promotion of Access to Information Act, 2000 Act. No. 2 of 2000)

A. Particulars of Public Body

The Head:

B. Particulars of person requesting access to the record

- | |
|---|
| <p>a) The particulars of the person who requests access to the record must be given below.</p> <p>b) The address and/or fax number in the Republic to which the information is to be sent must be given below.</p> <p>c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|---|

Full names and surname: _____

Identity number: _____

Postal address: _____

_____ Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which request is made, when made on behalf of another person

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

- a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record _____

2. Reference number, if available _____

3. Any further particulars of record _____

E. Fees

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount required to be paid as the request fee.
- c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment _____

F. Form of access to record

If you are prevented by a disability to read, view or to listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record if required.

Disability _____

Form in which record is required _____

Mark the appropriate box with an **X**.

NOTES:

- a) Compliance with your request in the specified form may depend on the form in which the record is available.
- b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

--	--

2. If record consists of visual images

(This includes photographs, slides, video recordings, computer-generated images, sketches, etc):

view the images*

copy of the images*

transcription of the images

3. If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack
(audio cassette)

Transcription of soundtrack*
(written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:

printed copy of record*

printed copy of
information derived
from the record*

copy in computer readable
(stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

Postage is payable.

G. Particulars right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Indicate, which right is to be exercised or protected _____

2. Explain why the record requested is required for the exercise or protection of the
aforementioned right

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER/ PERSON ON
WHOSE BEHALF REQUEST IS MADE

ANNEXURE "B"

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY PUBLIC BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by a public body are contained in Part II of Annexure "A" of the Regulations. A copy of Part II is attached for your convenience. The present charges are as follows:

1. Copies of a Manual

Should an individual require a copy of the public body's manual, a fee of R1,10 is chargeable for every photocopy of an A4 page or part thereof.

2. Reproduction fees

Reproduction fees apply to obtaining copies of transcriptions of information that is automatically available from the public body. The fees are listed in paragraph 2 of Part II of Annexure "A" to the Regulations.

3. Access fees

Access fees are chargeable for copies of transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part II of Annexure "A" to the Regulations.

4. Other fees

4.1 A request fee of R50, 00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester.

4.2 A search fee may be charged at a rate of R3, 00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.

4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the public body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.

4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

Sections 15 and Regulation 3 & Section 22 and Regulation 6

PART II**FEES IN RESPECT OF PUBLIC BODIES**

1. The fee for a copy of the manual is R1, 10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction are as follows:

	R
a) For every photocopy of an A-4 size page or part thereof	1,10
b) For every printed copy of an A-4 size page or part thereof held on machine-readable form	0, 75
c) For a copy in a computer-readable form on -	
i) stifty	7,50
ii) compact disc	70,00
d) i) For a transcription of visual images, for an A-4 size page or part thereof	40,00
ii) For a copy of visual images	60,00
e) i) For a transcription of an audio record, for an A-4 page or part thereof	20,00
ii) For a copy of an audio record	30,00
3. The request fee payable by a requester, other than a personal requester 50,00
4. The access fees payable by a requester are as follows:

1)	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 –	
	i) stifty	7,50
	ii) compact disc	70,00
	d) i) For a transcription of visual images, for an A-4 size page or part thereof	40,00
	ii) For a copy of visual images	60,00

- e) i) For a transcription of an audio record, for an A-4 page or part thereof 20,00
 - ii) For a copy of an audio record 30,00
 - (f) To search for and prepare the record for disclosure, R30 for each hour or part of an hour reasonably required for such search and preparation.
- 2) For purposes of section 22 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
- 3) The actual postage is payable when a copy of a record must be posted to a requester