



Promotion of Access to Information Act (PAIA) Manual

Version 1.1 | Updated August 2026

ABOUT THIS MANUAL

If you need access to information, this manual provides the necessary details and procedures to request that information. It outlines our structure, functions, and categories of information, and includes required forms and fee guidelines.

OUR DETAILS

Name:	HIGH CARE EMS PTY LTD
Address:	137 BELLEFIELD AVENUE MONDEOR, JOHANNESBURG
E-mail:	info@highcareems.co.za
Contact:	0861 000 266

INFORMATION OFFICER AND DEPUTY INFORMATION OFFICER(S)

Our information officer and deputy information officer(s) will tend to your PAIA request.

Information Officer

The Managing Director is our Information Officer:

Name and surname	MOGALE CLIFFORD MAHLO
Postal Address	PO BOX 692, MONDEOR, JOHANNESBURG, 2110
Physical Address	137 BELLEFIELD AVENUE, MONDEOR, JOHANNESBURG
Phone	0861 000 266
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Deputy Information Officer(s)

Name and surname MASIBELE KLAAS MAHLO
Position OPERATIONAL DIRECTOR
Postal Address PO BOX 692, MONDEOR,
JOHANNESBURG, 2110
Physical Address 137 BELLEFIELD AVENUE, MONDEOR,
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Name and surname SIPHELELE MAHLABA
Position OPERATIONS MANAGER
Postal Address PO BOX 692, MONDEOR,
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Physical Address 137 BELLEFIELD AVENUE,
MONDEOR, JOHANNESBURG
Phone 0861 000 266/ 073 331 3426
E-mail siphelele@highcareems.co.za

THE INFORMATION AND CATEGORIES OF RECORDS WE HOLD

Description of subjects and the categories of records held:

SUBJECT	RECORDS CATEGORY	AVAILABILITY
Companies Act Records	Documents of incorporation; Memorandum and Articles of Association; Minutes of Board meetings; Director/Auditor/Public officer appointments; Share Register.	All documents of incorporation are lodged at the offices of the Registrar of companies and may be inspected there. The documents include the memorandum and articles of association as well as relevant forms. The other documents may be limitedly disclosed and require a PAIA request.
Client records	Name, ID/Registration number, Address, Contact details, Medical condition and treatment provided.	May not be disclosed in terms of Protection of Personal Information Act.

SUBJECT	RECORDS CATEGORY	AVAILABILITY
Legal and contracts	Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation. Settlement agreements Licence agreements Consulting agreements Client agreements Supplier agreements Purchase or lease agreements Rental agreements Various other agreements.	Requires PAIA request
Human resources	Employees' names and occupations Time worked by each employee Salaries and wages register Disciplinary code proceedings and records Arbitration awards and CCMA cases Employment Equity Plans Skills Development Plans and training records SETA records Staff records Expense claims IRP5's and Tax Information pertaining to the employment of employees Performance management records Incentive schemes Conditions of Employment and Policies Group personal accident Group life Provident fund Medical Aid records Training manuals Training records Leave records	Limited disclosure permitted or may require a PAIA request
Health and Safety	Evacuation plans; Incident records and all information related to Health and Safety and information as per statutory requirements	Requires a PAIA request
Finances	Annual financial statements including Annual accounts, Directors' reports and Auditor's report Books of account including journals and ledgers Supporting schedules to books of account and ancillary books of account Accounting records	Requires a PAIA request

SUBJECT	RECORDS CATEGORY	AVAILABILITY
	Banking records including: Bank statements, Paid cheques and electronic banking record Delivery notes Orders Invoices Credit notes Statements Receipts and Vouchers Register of loans Fixed Asset register	
Tax Records	Copies of all Income Tax returns, VAT returns, PAYE returns and documents relating to these taxes. Documents issued to employees for Income Tax purposes Records of payment made to SARS on behalf of employees All other statutory compliances (VAT, SDL, UIF Workmen's Compensation	Requires a PAIA request

PROTECTION OF PERSONAL INFORMATION

Our company uses personal information to deliver services and make sure our operations are adequately performing at all times.

Personal information is any information about an identifiable, existing juristic person.

RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Some record will be made available under other legislation:

NAME OF LEGISLATION

- Companies Act No. 71 of 2008
- Basic Conditions of Employment Act No. 75 of 1997
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993

HOW TO REQUEST ACCESS TO RECORDS

You can request access to records by completing Form 2. If your request does not comply with the formalities in this manual, we will let you know which steps you should take to comply. If you are making a request on behalf of someone else, you must submit reasonable proof of authority.

You must provide us with proof of identify before we can process any request.

OUTCOME OF YOUR REQUEST AND FEES PAYABLE

A decision will be taken within 30 days of receiving your request whether to grant or decline the request. We will notify you of the decision and explain why it was accepted or refused.

If your request is successful. The information officer will let you know what the related fees are and how you can pay. We may require that you pay a deposit before we process your request.

If you request large quantities of information or if we cannot reasonably obtain the requested information within the original 30 days, we might have to extend the period by another 30 days. We will notify you in writing if we require an extension.

If you do not hear from us within the period stipulated above, it means that your request has been refused in terms of section 58 of PAIA.

REASONS WHY WE MAY REFUSE YOUR REQUEST

The Information Regulator's guide to understanding PAIA sets out all the reasons why an entity may or must refuse a PAIA request.

IF WE CANNOT FIND A RECORD

If there are records that we cannot find despite a reasonable and diligent search, we will notify you with an affidavit explaining the measures we have taken to locate the record. If, after we have issued such an affidavit, we find the records, we will grant you access to the records unless we have a reason to refuse your request.

IF YOU NEED ASSISTANCE OR MORE INFORMATION

Information Regulator (South Africa)

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

P.O Box 31533, Braamfontein, 2017

www.inforegulator.org.za