



PUBLICATION INFORMATION MANUAL

**Prepared in terms of Section 53 of the Promotion of Access to
Information Act 2018**

January 2024

Contents

1. List of Acronyms and Abbreviations	3
2. Purpose of Publication Manual	3
3. Establishment of the NCC.....	4
4. Structure and functions of the NCC.....	5
5. Key contact details for Access to Information	7
6. Description of all remedies available in respect of an ATIA or failure to act.....	7
7. Categories of records of the which are available without a person having to request access	8
8. Services Available to members of the public and how to gain access to those services....	9
9. Public Involvement in the formulation of policy or the exercise of powers or performance of duties by the NCC.	12
10. Availability of the Manual.....	13
11. Updating of the Manual.....	14

1. List of Acronyms and Abbreviations

1.1	“HOIH”	Head of Information Holder
1.2	“IC”	Information Commission
1.3	“IO”	Information Officer
1.4	“ATIA”	Access to Information Act
1.5	NCC	National Council for Children

2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

1. Check the nature of the records which may already be available at the NCC without the need for submitting a formal ATIA request
2. Have an understanding of how to make a request for access to a record of the NCC
3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
4. Know all the remedies available from the NCC regarding request for access to the records, before approaching the information commission;
5. The description of the services available to members of the public from the NCC, and how to gain access to those services;
6. A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;
7. If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subject and of the information or categories of information relating thereto;
8. Know if the NCC has planned to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and
9. Know whether the NCC has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information, which is to be processed.

3. Establishment of the National Council for Children.

The NCC was established in 1980 governed by the NCC Act which was a product of the Children's Act 1982. Throughout the years, the act went through various changes which eventually redefined the organization's roles and functions.

3.1. Objectives / Mandate

The NCC is currently committed to promote professional and effective support and interventions for the protection and safety of children in Seychelles. The team is made up of dedicated professionals with years of experience in child related issues. The organization aims to represent the voice of the child in decision making at national level. The organization's priority is to empower children and parents to overcome barriers that are preventing them from getting the most out of life. As from 2018 it was also given the responsibility to oversee the running of the President's Village.

Our Vision

Ensure all the children of Seychelles have a safe and healthy childhood and that their rights are respected and protected

Our Mission

To always put children at the heart of what we do.

Our Core Values

We act with integrity

We respect the feelings, wishes and rights of the child

We embrace diversity and equality

We adopt a rights based approach

4. Structure of and functions of the NCC.

4.1. Structure



4.2. Functions

The functions of the Council is prescribed by the NCC Act 1981 as previously mentioned.

According to sections 5 of the act, the functions are as follows:

- to advocate and protect the interests of the children;
- to promote the well-being of children and families;
- to promote positive family values;
- to collaborate with and support providers of care and assistance to children in need;
- to advise and support agencies that administered and provide facilities for the welfare of the children;
- to collaborate with other persons and public and private organisations, both nationally and internationally, in furtherance of the welfare of the children;
- to initiate reforms in legislation, policies and practices pertaining to children;
- to advise Government on all matters relating to children and families;
- to raise greater awareness on issues relating to children;
- to promote and provide training of all persons involved with children on a professional basis; 3
- to work for the prevention of all forms of child abuse;
- to promote and develop treatment programmes for children and families;
- to undertake such other activities in relation to the care and well-being of children as may be provided by or under any written law;
- to carry out research and other activities in furtherance of the aforementioned functions;
- to promote the implementation of the United Nations Convention on the Rights of the Child; and
- to raise funds in Seychelles or elsewhere to enable it to carry out the aforementioned functions

5. Key contact details for Access to Information of the National Council for Children.

5.1 Information Officer

Name: Mr. Reuben Lavigne
Tel: 4283900/2511645
Email: rlavigne@gov.sc

5.2 Head of Information Holder

Name: Mr. Yasmin Umarji
Tel: 4283900
Email: yumarji@gov.sc

5.3 Head Office Contact

Postal Address: P.O.BOX 337
Physical Address: French Chang Him Road, Bel Eau
Telephone: 4283900
Email: yumarji@gov.sc
Website: ncc.gov.sc

6. Description of all remedies available in respect of an ATIA or failure to act by the NCC

1. Active and updated website.
2. Schedule and checklist for continuous update of website.
3. Visibility and presence on Facebook, Instagram, Twitter and Youtube
4. Continuous liaison with different internal information holder.
5. Continuous refresher on the Access to the Information Act internally.

7. Categories of records of the NCC which are available without a person having to request access.

Categories	Document/Information Type	Available on website	Available upon ATIA request
Manual	Publication Information Manual	√	√
Legislation/ Regulations	NCC Act Child protection policy 2012 Safeguarding Children in the media policy	√ √ √	√ √ √
Strategic Documents	Access to Information Reports 2020 -2022 Budget Summary 2023 and 2024 NCC 2020 Annual Report NCC statistics report 2020-2023 NCC Strategic plan 2020-2025 NCC Operation plan and priorities 2024 Training Section annual Report 2023	√ √ √ √ √ √ √	√ √ √ √ √ √ √
Forms	Job application form	√	
Particulars of organization and procedures	Mission statement, Vision Services on offer (Sections) Structure or organization List and details of employees Procedures for requesting training services Procedures for requesting therapeutic services Procedures for donations Presidents Village Admissions procedures	√ √ √ √ √ √ √ √ √	 √ √ √
Main Projects and events	Festival Zanford Photo gallery	√ √	
Access to information Menu	Procedures on Access to Information	√	
Links to other websites	Ministry of education Agency for Social Protection The Family Tribunal The Seychelles Police The Seychelles government portal	√ √ √ √ √	
Mention and link to other social media platforms.	Facebook, Instagram Whatsapp Youtube	√ √ √ √ √	

8. Services Available to members of the public from the NCC and how to gain access to those services.

8.1. Services available

Training and Education Section.

- Provides professional development opportunities for staff and stakeholders that promote, advocate and communicate NCC's mandate and functions in line with the NCC act.
- Develop and maintain a robust approach that promotes the voice and leadership of children.
- Conduct research on issues pertaining to children and produce papers and publications for influencing decision makers.
- Courses and training opportunities on offer relates to the articles of the United Nation Convention on the Rights of the Child (UNCRC), covering aspects such as safeguarding, child protection, education and health.
- All our courses are free of charge and requires a prior booking of 7 working days. To enquire about or to book for a course please contact **4283900** or email **f.bibi@gov.sc** .

Psychology and Counselling Services

- The section offers counselling and therapy for childhood behavioral and emotional problems, family conflicts and parental problems.
- Providing therapy encompass a range of interventions, based on psychological theory and evidence, which help individual to alter their thinking, behaviors and relationships in the present, and process trauma and disturbance from the past, in order to alleviate emotional distress and improve psychosocial functioning.
- The section also works to empower families in enhancing/developing coping strategies, family well-being, maintaining and extending social networks, managing/coping with a crisis and, where appropriate, recognizing early signs of relapse.
- Other functions of the section is to advocate on behalf of clients when necessary, work in partnership with other agencies to ensure wellbeing and best interest of children.
- Interventions are conducted both at individual and group level. The services are offered in house as well as in the community.
- Procedures for accessing services are found on the website under the services section.

Communication and Events

- This section uses a range of medium and communication strategies to promote the vision and mission of NCC. It helps organize events and activities that promote the rights of the child. It encourages the local community and businesses to contribute towards projects and events aimed at empowering children and their families. It also ensures the presence of the organization on different mediums such as social media, website and other platforms. The section produces press releases, arranges for media interviews and ensures the dissemination of information

Presidents Village

- The facility which can cater for 60, provides a warm and loving home to children at risk in Seychelles. Each family house provides a family setting where boys or girls of different ages share chores, interact together with their caregiver but sharing a common compound.
- Managed by the National Council for Children, the President's Village receives funds from the State of Seychelles. The residents benefit from education, health care, food, shelter, clothing, etc. The facility relies on the help of other benefactors to cater for activities and special needs such as special treats to cinema, shopping, holiday trips and medical expenses.
- The power for admission of residents as well as access to residents rests with the social services as they are the legal custodians of the residents. (More information regarding the admission procedures can be found in the recourse section of the website)
- Individuals and groups wishing to be benefactors by working with the Village, have to address all correspondence to the CEO. From there, procedures are followed to gather information and suitability check is conducted together with the Social Services. The check is important due to the nature of the target group as well as safety of children in general.

Human Resource and Administration Section

- This internal service providing team works alongside with the strategic objectives of the organization by providing effective and efficient services to functions across the organization on matters relating to workforce planning, administrative issues, application of employment laws, health and safety, property management and logistics to achieve organizational goals.
- The section oversees the following roles:
 1. Administrative duties
 2. Human Resource Management Procurement & Logistics
 3. Property management & Maintenance

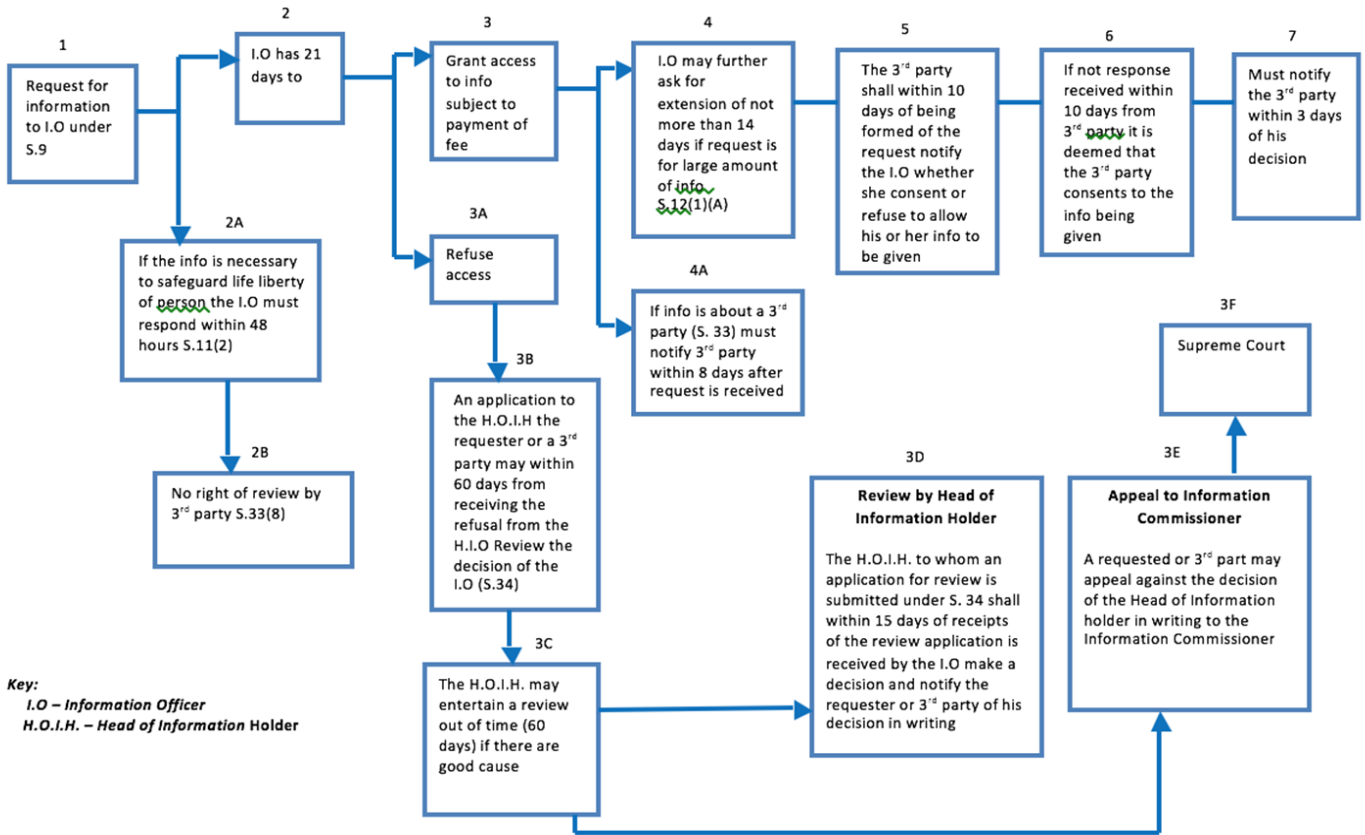
Access to Information Request

- “An Information Officer is an independent public official responsible for promoting and enforcing the Access to Information Act, 2018.”
- “Any person who wishes to obtain access to information under this Act may make a request in writing to the Information Officer of the concerned public body.” (ATI, How to manual 2020)
- Any requests for information should be addressed to the Information Officer, named above, in a letter or an email.
- For proper processing, the supplicant(s) should firstly refer to the sections 9 (1) of the Access to Information Act before listing the specific query.
- Upon receipt of the formal request, the IO will acknowledge receipt. The acknowledgment letter will inform the requestor, if the entity is the relevant organization can provide the information or if not, redirect the requestor to the appropriate authority and its Information Officer.
- Within 21 days, the Information Officer, will provide the information requested, unless this concerns the life or liberty of a person, where the information will be provided within 48 hours.
- The Information Act, 2018, also exempt some categories of information. If the request falls in these categories, the supplicants may appeal through the CEO of the organization.
- Should there be further any objection; a requestor can file a complaint to the office of the Information Commission as per Sections 35, of the ATI Act, 2020.
- The request must make reference to the sections 9 (1) of the Access to Information Act while listing the information being requested.
- Requests may be communicated through email or hard copy.
- If the requester is uncertain of the procedures or facing difficulties to express a request in writing, the requestor may contact the I.O in person. Therefore, the I.O may provide the necessary assistance in formatting the request.
- This is followed by an acknowledgement from the I.O to the requester in writing. The requestor at this point is made aware of the availability of the information within the organization and if it does not belong to the exemption category. The time frame by which the information is to be released is also communicated in the acknowledgment.
- Supply for information in normal course must be done before 21 working days.
- Supply of information that concerns the life or liberty of a person must be done in 48 hours

- In cases where the requested information belongs to the exempted list and cannot be released, the requestor may appeal through the CEO of the organization and later to the Information Commission as stated in the ATI Act, Sections 35.

ANNEX 5

ACCESS TO INFORMATION PROCESS UNDER THE ACCESS TO INFORMATION ACT, 2018 FLOW CHART



9. Public involvement in the formulation of policy or the exercise of powers or performance of duties by the NCC.

- Client’s evaluations forms are filled upon completion of therapeutic interventions, to measure customer satisfaction of clients so as to make decisions which will eventually improve therapeutic services.
- Through the intake procedure, members of the public can put forward views, concerns and complaints relating to any child related issues. These concerns are then passed on to the relevant decision maker.
- Feedback process after each training section also aims to improve services.
- Feedbacks and complaints are also received through the website, CEO’s emails and Facebook account.

10. Availability of the Manual

This Manual is made available in the following official language -

1. English;

A copy of this Manual or the updated version thereof, is also available as follows-

1. On www.ncc.gov.sc , of the NCC Website
2. At the NCC Headquarters for public inspection during normal business hours:
3. To any person upon request
4. To the Information Commission upon request

11. Updating of the Manual

The National Council for Children will, if necessary, update and publish this Manual annually.

Issued by:

Reuben Lavigne

Information Officer

Date

Yasmin Umarji

Head of Information Holder

Date

OFFICAL STAMP

