

SERVICE SPECIFICATIONS 2024/25

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A Caring, Humane and Developed Society



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social development
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



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1. INTRODUCTION

Government determines the need for services by considering provincial demographics, community needs, research, community dialogues, presidential and/or ministerial pronouncements, Integrated Development Plans, provincial priorities, etc.

The latter outline the priorities for service delivery, and in turn, informs the “Service Specifications”, which details developmental social services required, viz. the type and focus of required services, the specific area/s where a service is required, the target group/s which should be reached, and the objectives and outputs for the specific service.

The “Service Specifications” further provides applicants with the necessary information to complete their business plan proposals, including the eligibility criteria and process which is followed by DSD in considering applications.

Be advised that national and provincial DSD’s are not required to issue requests for proposals each year. Instead they will do so only in the years that they have planned, and budgeted to expand or renew the provision of services in partnership with NPO’s or other entities.

NPO’s and other entities are further encouraged to take the lead in establishing new facilities or programmes in areas they regard to be suitable rather than being guided by the department’s strategic planning. These initiatives will not be discouraged because they allow, among others, for piloting of innovative services. However, due to resource limitations and to ensure the orderly expansion of services, it will not always be possible for either the national DSD or a provincial DSD to fund such facilities, programmes or services. In order to deliver services effectively where they are required most, national DSD and provincial DSD’s need to lead the planning to extend services.

2. GENERAL INFORMATION REGARDING SPECIFICATIONS

2.1 Who should submit Business Plans / Proposals?

A distinction is made between the following categories of organisations, with the following requirements per submission:

Category of organisation	Requirement
Organisations with whom the Department have <u>not entered into an SLA during 2023/24</u>, who wish to apply for funding for a service, as per the Call for the submission of Business Plans / Proposals 2024/25	- Respond to the “Call for the submission of Business Plans / Proposals 2024” - Submit four (4) copies of the completed Business Plan and supporting documentation by <u>10 November 2023</u> - The Department will conduct an on-site visit prior to formal assessment process
- Organisations with whom the Department entered into a <u>one-year SLA in April 2023, which is expiring March 2024</u>, and who wish to reapply for funding AND / OR - Organisations with whom the Department entered into a <u>three year SLA, which is expiring March 2024</u> and who wish to reapply for funding	- All the above - Organisations to also submit a <u>Progress Report</u> on or before <u>15 January 2024</u>
Organisations with whom the Department entered into a <u>three year SLA, where the SLA is not expiring March 2024</u>	- Organisations <u>do not have to resubmit a Business Plan</u> for the 2024 financial year / need not reapply - Organisations to submit a <u>Progress Report</u> on or before <u>15 January 2024</u>

2.2 Specific eligibility requirements to receive transfers

Entities need to comply with the following eligibility requirements to receive transfers, however compliance does not create a funding entitlement or place an obligation on DSD to fund the entity.

To be eligible to receive a transfer, all entities must be registered and compliant with the applicable governance, financial management, banking and reporting requirements, as follows:

- NPOs must be registered in terms of the Non-Profit Organisations Act, No. 71, 1997, and compliant with its provisions;
- Co-operatives must be registered in terms of the Co-operatives Act, No. 14 of 2005, and compliant with its provisions;
- Not for Profit Companies (NPC's) must be registered in terms of the Companies Act, No. 71 of 2008, and compliant with its provisions

In all instances where the NPO or entity is providing or planning to provide a service to beneficiaries, it must:

- be registered or have at least a conditional registration in the case of services where such registration is a legislative requirement (for instance, services set out in the Children's Act, 2005, Older Persons Act, or the Prevention and Treatment of Substance Abuse Act), or
- in the case of services where there is no legislative requirement to register as a service provider, it must provide the information requested by the relevant department to demonstrate it has the necessary capability and understanding to provide services according to the specified minimum norms and standards for the service.

In addition to the above registration requirements, for an entity to be eligible to receive a transfer from DSD, it must:

- have a bank account in the name of the entity;
- have the financial management and internal control systems applicable to the entity, in place;
- have complied with the funding application requirements applicable to the specific service or grant; and
- have no previous history of serious financial mismanagement issues or non-compliance with the minimum norms and standards for services previously delivered, unless, in the case of NPOs, companies and co-operatives, specific measures have been put in place to resolve the issues and mitigate against future occurrences.

In addition,

- The organisation must have an approved constitution that embraces social development objectives;
- Promote equitable distribution of services taking into account historical imbalance, including race, gender, and the urban/rural divide. The services should be directed to where the needs and priorities have been identified;
- Promote inclusiveness and representation in the management and organisation of services, including the establishment of management committees that broadly reflect demographics of communities that they serve;
- Is able to account for the utilisation of financial awards made by the department in an acceptable manner and in terms of the prescripts of the Public Finance Management Act 1 of 1999 (PFMA). This implies that the focus should be on the efficiency, economy and effectiveness of programme and best practice financial management; and
- Support and commit to share resources and transfer skills to emerging organisations.

2.3 Business Plans / Proposals

Organisations applying for funding should complete a Business Plan / Proposal, the format of which can be obtained from the nearest Department of Social Development office or the Departmental website.

Business Plan proposals should be submitted, before the return date, to the nearest Department of Social Development office, with the exception of provincial organisations, which should be submitted to the provincial office.

The following documents should accompany Business Plan proposals, i.e.

- Outcome of Screening against Part B of the Child Protection Register (if applicable)
- Proof of registration of practitioners with professional body, e.g. SACSSP (if applicable)
- Constitution – stamped¹ signed and dated
- Daily activity programme² (if applicable) – all services providing activities
- Menu³ (if applicable) – all services providing meals
- Duty Sheets / Job descriptions

¹ Copy of most recent Constitution, stamped by National NPO Directorate

² Daily activity programme to be submitted by Non-Centre Based Programmes, After School Centres, Stimulation Centres, Protective Workshops, VEP Centres, Substance Abuse Centres (Residential and Community based), Service Centres, Drop-In Centres

³ Menus to be submitted by Non-Centre Based Programmes, After School Centres, Stimulation Centres, Protective Workshops, VEP Centres, Substance Abuse Centres (Residential), Service Centres, Drop-In Centres, Child and Youth Care Centres

- Sketch plan of the building – all residential care and other facilities
- Lease agreement ⁴ (if applicable) in respect of building utilised for service delivery
- Environmental Health Officer's report⁵ (if applicable) – if amendment of registration certificate is required or if premises are changed
- Registration certificates, viz.
 - Programmatic Registration certificate⁶ (in terms of legislation and policy – if applicable)
 - NPO / NPC Registration Certificate / Memorandum of articles / Trust Deed
- NPO Compliance Report⁷
- Financial information, viz.
 - Audited financial statements for 2022/23 financial year
 - Bank statements (June, July and August 2023)
 - BAS Entity Form (recent) signed by Bank
 - Assurance In Terms Of Section 38(1)(J) Of The Public Finance Management Act, 1999 (Act 1 Of 1999)
 - Declaration of Interest
 - Certified ID copies of signatories
- Public Benefit Organisation (PBO), Tax Clearance and Section 18(a) Certificate

2.4 Process

Once the Business Plan has been submitted, the organisation will be contacted by a Departmental representative to schedule an appointment for an on-site visit to the organisation, where management board members should be present.

The on-site assessment team will conduct an on-site visit so as to confirm the existence and validity of the organisation, as well as the information reflected in the Business Plan.

Organisations need not prepare for the visit, except for arranging that management board members and staff members are present on the day of the on-site visit.

The following domains will be considered during the pre-assessment process, and is included in the standardised questionnaire to be completed by the Pre-assessment team:

- Board / management
- Staff Members
- Financial matters
- Project background
- Monitoring and Evaluation

The outcome of this on-site assessment / inspection visit, will determine whether the business plan will pass to the next stage, which is the actual assessment.

The assessment panel, as referenced in the Policy on Financial Awards (PFA) and Sector Funding Policy (2020), is expected to appraise organisations considering the following:

- Does the organisation fulfil the eligibility criteria to receive funding?
- Does the application relate to services that the department indicated it will fund in terms of its request for proposals published?
- How does the application rank relative to other applications, taking into consideration, i.e.

⁴ Lease agreements to be submitted by organisations renting the facility from which they are operating

⁵ Health Inspectors Report to be submitted by After School Centres, Stimulation Centres, Protective Workshops, VEP Centres, Substance Abuse Centres (Residential and Community Based), Service Centres, Drop-In Centres, Youth Development Centres

⁶ Programmatic Registration Certificates to be submitted by Non Centre Based Programmes, After School Centres, Stimulation Centres, Protective Workshops, Service Centres, Drop-In Centres, Substance Abuse (Residential and Community

⁷ NPO Compliance Report to be obtained from NPO Helpdesks in each sub-district office

- The extension of services to areas prioritised by the department / under serviced communities?
- The capacity and readiness of the organisation to provide the services for which it is seeking funding; and
- The management structure of the NPO in relation to the Department's transformation objectives

The Assessment panel, will use a predetermined Assessment Grid, to determine whether an organization meets the department's funding criteria and scores will be allocated for the following domains, i.e.

- Legislative Compliance
- Service Delivery
- Finance
- Governance and Human Resources

Following the sitting of the Assessment Panel, the Assessment Panel will communicate with the organisation in writing, their observations / concerns / suggestions on areas that the organization needs to improve.

The panel recommendation will then be submitted to the Head of Department for approval, subject to the availability of budget.

Once funding for the Department for the year is confirmed, the organization will be contacted to sign a Service Level Agreement (SLA) for the implementation of the proposal.

The organization will be monitored on a routine basis by the Department, through both on-site monitoring visits and the submission of progress reports as stipulated in the SLA.

2.5 Legislation

The following overarching legislation should be adhered to, i.e.

- Constitution of South Africa (108 of 1996)
- White Paper for Social Welfare (1997)
- Policy on Financial Awards to Service Providers
- Sector Funding Policy (2020)
- Public Finance Management Act (1 of 1999)
- Promotion of Administrative Justice Act (3 of 2000)
- Promotion of Access to Information Act (2 of 2000)
- Not for Profit Organisations Act (7 of 1997)
- Social Assistance Act (13 of 2004)
- National Development Plan 2030
- Advisory Boards on Social Development Act, 2001 (3 of 2001)
- Integrated Service Delivery Model
- Population Policy for South Africa, 1998
- National Welfare Act, 1978 (100 of 1978)
- Social Service Professions Act, 1978 (110 of 1978)
- Labour Relations Act, 1995 (75 of 1995)
- Basic Conditions of Employment Act, 1997 (75 of 1997)
- Occupational Health and Safety Act, 1993 (85 of 1993)
- Employment Equity Act, 1998 (55 of 1998)

The following programme specific legislation should be adhered to, i.e.

Service	Key Legislations
HIV and AIDS Support	• National Guidelines for Social Services to Children Infected and Affected by HIV and Aids • Policy Framework on Orphans and other Children made vulnerable by HIV and AIDS • National Strategic Plan for HIV and AIDS 2012-2016 • DSD Comprehensive Prevention Strategy on HIV & AIDS, TB and STI 2013-16 • Domestic Violence Act (Act 116 of 1998) • Sexual Offences Act (Act 23 Of 1957) • Child Justice Act (75 of 2008) • Children's Act (38 of 2005) • Older Persons Act (13 of 2006) • Criminal Law Amendment Act (Act 105 of 1997) • Legal Aid Amendment Act (Act 20 of 1996) • Maintenance Act (Act 99 of 1998) • Hague Convention on the Child Aspect of International Child Abduction Act, Act 72 of 1996 • Convention on the Elimination of All forms of Discrimination against Women and Beijing Platform of Action • SA Victims' Charter of Rights • National Crime Prevention Strategy (1996) • National Guidelines on the Establishment and management of support groups for Children and Adults • Guidelines on Psychosocial support services for Children and Adults living with HIV and AIDS and other chronic conditions • National Strategic Plan 2017-2022 • Psychosocial Support Intervention for Vulnerable Children and Youth • National Minimum Norms and Standards for the Home and Community Based Care and Support Programme • Norms and Standards for Drop in centres and Prevention and Early Intervention Programmes
Services to Persons with Disabilities	• Policy on Disability • Policy on Protective workshops • Policy on Residential Facilities and independent Living for Persons with Disabilities • Strategy for the Integration of Services to Children with Disabilities • Universal Design and access Planning National Strategic Framework • Framework for Social Welfare Services • Norms and Standards for the Developmental Welfare Services • White Paper on the Rights of Persons with Disabilities (2015) • The Mental Health Care Act (17 of 2002) • United Nations Convention on the rights of the Child (1989) • United Nations Convention on the Rights of Persons with Disabilities • Older Persons Act (13 of 2006) • White Paper No 6 on Special Needs Education: Building and Inclusive Education and Training System (2013) • Policy on Screening, Identification, Assessment and Support (2014) • Policy for the provision of Quality Education and Support for Children with Severe to Profound Intellectual Disability • Skills Development Act (97 of 1998) • National Framework on Reasonable Accommodation for Persons with Disabilities (DWYPD 2021)
Services to Families, Child protection services, Child and Youth Care Centres, Community Based	• National Policy Framework for the Prevention and Management of Child abuse, Neglect and Exploitation • African Charter on the Rights and Welfare of the African Child (1990) • Child Protection Policy, 2019 • White Paper on Families 2013

Service	Key Legislations
prevention and Early Intervention	• Children's Act 38 of 2005 as amended • United Nations Convention on the Rights of the Child (1999) • Mediation in Certain Divorce Matters (24 of 1978) • Choice on Termination of Pregnancy Act (92 of 1996) • Community Based Prevention and Early Intervention Services to Vulnerable Children Guidelines • Core Package of Services • Services to Family Strategy • Integrated parenting Framework • Fatherhood Strategy • Management of separated and Unaccompanied minors • National Strategy Framework for the Transformation of Child and Youth Care Centres (CYCC's) • National Guidelines for Statutory Services on Child Headed Household 2010 • Foster Care Programme of Action
Social Crime Prevention Services Victim empowerment Programme Substance Abuse Prevention Services	• Prevention and Treatment for Substance Abuse, 2009 (Act 70/2009) • National Drug Master Plan • Mpumalanga Provincial Drug Master Plan • Criminal Procedure Act (Act 51 of 1977) • Draft Youth Strategy of Mpumalanga. • National Crime Prevention Strategy • Minimum Standards: South African Child and Youth Care System • Correctional Service Act (Act 111 of 1998) • Probation Services Act 116 • Children's Act 38 of 2005 • Child Justice Act, 2008 (Act 75 of 2008) • Integrated Social Crime Prevention Strategy (2011) • Mpumalanga Child Justice Act Implementation Plan 2013-2016 • Guidelines for Probation Officers, Assistant Probation Officers, and Child & Youth Care • Workers to provide Services to children in conflict with the law • Policy Framework for Accreditation of Diversion Services in South Africa • Reviewed Minimum Norms and Standards for Diversion • Domestic Violence Act, Act 116 of 1998 • Criminal Law (Sexual Offences and Related Matters) Amendment Act No 32 of 2007 • Prevention and Combatting of Trafficking in Persons Act, Act 7 of 2013 • Constitution of the Republic of South Africa Act no 108 of 1996 • National Policy guidelines for Victim Empowerment • Service Charter and Minimum Standards for Victims of crime in South Africa

2.6 Enquiries

Physical Address	Postal Address	Service	Contact Person
DISTRICT OFFICES			
Ehlanzeni District Office Stand 40 Riverside Park Ext 6 Nelspruit, 1200	Private Bag X 11241 Nelspruit 1200	Welfare Services, Restorative Services and Children and Families	Ms Lindiwe Ngomane / Ms Thandi Mebo / Ms Sakhile Mathebula – 013 759 7623
Gert Sibande District Office 102 Wedgewood Avenue Ermelo, 2350	Private Bag X 9074 Ermelo 2350	Welfare Services, Restorative Services and Children and Families	Ms Lindiwe Dube / Ms Sibongile Khumalo - 017 819 7672
Nkangala District Office 22 Beatty Avenue Witbank, 1035	Private Bag X7213 Witbank 1035	Welfare Services, Restorative Services and Children and Families	Ms Mtlaki Mashego / Ms Innocentia Maduma / Ms Maphiri Lelaka – 013 658 4100
PROVINCIAL OFFICE			
Mbombela Square 45 Samora Machel West Acres, Nelspruit, 1200	Private Bag X11213 Nelspruit 1035	Services to Older Persons	Ms Nonhlanhla Mkhwanazi 013 766 3624
		Services to Persons with Disabilities	Ms E. Mhlanga 013 766 3060
		HIV and AIDS Support	Ms Huvy Mnisi 013 766 3652
		Community Based Prevention and Early Intervention	Ms Doreen Malinga 013 766 3627
		Social Crime Prevention Services	Ms Bonisile Biya 013 766 3185
		Victim empowerment Programme	Ms Gloria Mazibuko / Ms Thabisile Shabangu 013 766 3362
		Substance Abuse Prevention Services	Ms Isabel Makushe 013 766 3158

3. GENERIC SERVICES

3.1 Provincial Social Services Organisation (Management) – Restorative Services

CATEGORY OF SERVICE:	NPO Support and Governance of Organizations
SERVICE DESCRIPTION:	Management, coordination, supervision, mentorship, support and organisational development in respect of NPO's and CBO's delivering Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)
AIM:	To facilitate organisational management, development, coordination, mentorship, support and monitoring and to create an enabling environment for NPO's and CBO's to deliver Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)
PROVINCE	Mpumalanga
TARGET GROUP	Branches / affiliates, management committees, and personnel of NPOs including emerging organisations delivering Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)

SERVICES REQUIRED

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
Administration To manage and co-ordinate organisational to ensure sound financial and administrative management of branches and affiliates	• Compliance with the requirements of the NPO Act • Compliance with the reviewed minimum norms and standards • Compliance with the Labour Relations Act • Compliance with the Public Finance Management Act • Compliance with Health and Safety Act • Achievement of indicators • Compliance with contractual service level agreements • Proper governance of the organization • Internal quality assurance (DQA) • Effective and efficient organisational policies and procedures • Record keeping and management • Proper recruitment and placement of personnel • Proper management of personnel performance • Functional organogram in place • Personal development plan in place	EXAMPLES: • Suitable infrastructure in place • Resources available • Accessibility to clients • Budgeting • Fund-raising • Compliance with PFMA • Monitoring and reporting • Internal quality assurance • Information management • Networking • Marketing of organization's services • Development of policies • Functional management committees (meetings, minutes available, decisions implemented, • Human Resources available (permanent staff and volunteers) • HR Strategy in place • Recruitment and retention strategy in place • Performance management system in place
Supervision To provide support and guidance to personnel in branches and affiliates	• Provision of quality professional services • Human resource development. • Compliance with practice guidelines in line with the relevant professional bodies • Support and guidance provided	EXAMPLES • Supervision • In-service training and consultation with personnel. • Link between personnel and resources. • Networking, liaison with other stakeholders and professional bodies. • Training programme in place • Implementation of business plan objectives and reporting thereof
Mentorship and capacity building Support, guide and capacitate branches and affiliates and emerging NPO's	• Capacity building and support • Transfer of skills to emerging NPO's and affiliates	• Mentoring of branches and affiliates emerging NPO • Capacity building / Skills training • Guidance and support

AREAS WHERE SERVICES ARE REQUIRED	
Mpumalanga	The entire province

4. SOCIAL WELFARE SERVICES

4.1 Older Persons

4.1.1 Social Services for Promotion, Prevention and Protection of Older Persons (Older Persons 001)

CATEGORY OF SERVICE	Promotion, Prevention and Protection
SERVICE DESCRIPTION	Social Services for Promotion, Prevention and Protection of Older Persons
AIM	Design and implement integrated services for the care, support and protection to older persons
DISTRICT	Ehlanzeni, Gert Sibande, Nkangala
TARGET GROUP	Older persons, their families and communities

SERVICE REQUIRED:

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Promotion & Prevention To provide and implement integrated social Service for the care support and protection of older persons in order to promote and maintain optimal independence and active Ageing.	• Informed older persons • Empowered and self-reliant older persons • Respect, dignity and rights of older persons recognised and protected • Better quality of life • Older persons and their families linked with resources • Non-discriminatory, accessible and transparent service	Awareness programmes, advocacy and rights of older persons Capacity building and Education Social Intervention services Referral Services Facilitation Services EXAMPLE: • Active ageing (Physical exercises, music games, sporting activities, etc. • Establishment of forums for older persons • Primary health care services • Intergenerational • Volunteer and life skills programs
Early Intervention To provide developmental and therapeutic programmes to ensure older persons identified as being at risk are assisted before they require intensive intervention or statutory services	• Improved intellectual, emotional, physical and social well-being of older persons • Self-reliant older persons • Protected older persons • Involved families • Respect, dignity and rights of older persons restored • Non-discriminatory, responsive, accessible and transparent service	Awareness programmes Capacity building and Education Social Assistance Social Intervention services Referral Services EXAMPLE: • Advocacy and rights of older persons • Establishment and support of community based care and support services (home based care, service centres and assisted living) • Protection services against abuse • Volunteer programmes.

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		• Counselling services • Assessment and referral • Telephonic line for reporting and referring elder abuse • Economic empowerment services • Outreach programmes • Services and programmes to older persons infected and affected by HIV and Aids • Facilitate access to services: - Affordable accommodation - Transport - Home care - Day care - Water - Sanitation - Welfare service - Health services - Social assistance programme, etc.
Statutory intervention To protect older persons from abuse and neglect	• Protected and empowered older persons • Strengthened support system • Informed older persons • Respect, dignity and rights of older persons recognised • Involved families and communities • Non-discriminatory, responsive, accessible and transparent service	Awareness Programmes Capacity Building and Education Social Intervention Statutory & Court Ordered Services Referral services EXAMPLE: • Advocacy and educational services • Referral to relevant resources • Counselling services. Reunification and reintegration services • Screening for admission to residential and home based care programmes • Registration and management of residential care facility or supported/ assisted living as well as home based and service centres • Removal of abused / neglected older person to place of safety • To promote family, community, care and support network • Promote outreach programme for home based care

NEW APPLICATIONS	
Ehlanzeni	All sub-districts
Gert Sibande	All sub-districts
Nkangala	All sub-districts

4.1.2 Residential Care Services for older persons in needs of Assisted Living (Older Persons 002)

CATEGORY OF SERVICE	Continuing care
SERVICE DESCRIPTION	Residential Care Services: Assisted Living
AIM	To provide affordable and accessible residential care services to older persons who are semi-frail, destitute but still independent who are in need of care in a safe and secure environment
DISTRICTS	Ehlanzeni and Nkangala
TARGET GROUP	Persons 60 years and older, who are semi-frail, destitute but still independent, in need of care, support, shelter and qualify in terms of the DQ 98

SERVICES REQUIRED

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Residential/alternative care and Reconstruction and Aftercare To provide housing, support and care services to semi-independent destitute, older persons to maintain optimum level of independent active living	• 24 Hour accessible care and housing services • Non-discriminatory accessible and transparent service • Strengthened support system • Protected older persons • Respect, dignity and rights of older persons recognized • Informed older persons • Involved families and communities • Valued older persons • Healthy and well cared for older persons • Social integration • Improved quality of life	Social Intervention Capacity Building and Education Programmes Facilitation Services EXAMPLES: • Advocacy and educational services • Volunteer programme • Programme on HIV and Aids, Dementia, etc. • Recreational activities • Support and care services • Provision of nutritious balanced meals • Laundry services provided • Domestic services provided • Protection services against abuse • Provision of assistive devices / lending depot • Provision of home community based care programmes • Day care services • Reintegration and reunification services
Administration To ensure sound financial and administrative management of the facility	• Compliance with the requirements of the NPO Act, well managed funds and proper financial records aimed for a clean audit • Compliance with the reviewed minimum norms and standards for services to older persons • Compliance with the labour relations Act	EXAMPLES: • Suitable infrastructure in place • Resources available • Accessibility to clients • Budgeting • Fund-raising • Compliance with PFMA • Monitoring and reporting • Internal quality assurance

OBJECTIVE	OUTPUT	TYPE OF SERVICES
	• Compliance with the Public Finance Management Act • Compliance with Health and Safety Act • Achievement of indicators • Compliance with contractual service level agreements • Proper governance of the organization • Internal quality assurance (DQA) • Effective and efficient organisational policies and procedures. • Record keeping and management • Development of service programme • Proper recruitment and placement of personnel • Proper management of personnel performance • Functional organogram in place • Personal development plan in place	• Information management • Networking • Marketing of organization's services • Development of policies • Functional management committees (meetings, minutes available, decisions implemented, • Human Resources available (permanent staff and volunteers) • HR Strategy in place • Recruitment and retention strategy in place • Performance management system in place

NEW APPLICATIONS	
Ehlanzeni	Nkomazi, City of Mbombela
Gert Sibande	None
Nkangala	Dr JS Moroka, Thembisile Hani

4.1.3 Residential Care Services to Frail Older Persons (Older Persons 003)

CATEGORY OF SERVICE	Continuing care
SERVICE DESCRIPTION	Residential Care Services (Frail Care Services) for Older Persons
AIM	To provide affordable and accessible residential care services to frail older persons who are 60 years and older, who are in need of 24 hour care. Services to be aligned with the transformation imperatives prescribed in policy and legislative mandates for funding and services to older persons.
DISTRICT	Ehlanzeni, Gert Sibande and Nkangala.
TARGET GROUP	Frail older persons who are 60 years and old whose physical, social and mental conditions render them in need of assistance and qualify in terms of the DQ98

SERVICE REQUIRED:

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Residential / Alternative Care To provide comprehensive and continuous services to frail older persons on a temporary or permanent basis with a view to maximally maintain their physiological, social and emotional well being	• 24 Hour accessible care services • Non-discriminatory accessible and transparent service • Strengthened support system • Protected older persons • Respect, dignity and rights of older persons recognised • Informed older persons • Involved families and communities • Valued older persons • Healthy and well cared for older persons • Improved quality of life	Capacity building & Education Social Intervention Referral Services Facilitation services EXAMPLES • 24 Hour care services by appropriately trained staff • Volunteer programme. • Family and community care support network • Intellectual, emotional, physical, spiritual and social development programmes • Recreational activities • Provision of Rehabilitation Programs • Provision of health care services • Administration of prescribed medication • Provision of laundry services • Provision of meals • Provision of domestic services • Outreach programmes • Care and supervision services to older persons suffering from dementia, etc. • Provision of rehabilitation services • Provision of counselling services • Family Reunification and reintegration services • Place of safety for neglected and abused older persons

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		• Facilitate the provision of social work services Provide respite care • Provide transport services • Day care services • Library facilities
Administration To ensure sound financial and administrative management of the facility	• Compliance with the requirements of the NPO Act, well managed funds and proper financial records aimed for a clean audit • Compliance with the reviewed minimum norms and standards for services to older persons • Compliance with the labour relations Act • Compliance with the Public Finance Management Act • Compliance with Health and Safety Act • Achievement of indicators • Compliance with contractual service level agreements • Proper governance of the organization • Internal quality assurance (DQA) • Effective and efficient organisational policies and procedures. • Record keeping and management • Development of service programme • Proper recruitment and placement of personnel • Proper management of personnel performance • Functional organogram in place • Personal development plan in place	EXAMPLES: • Suitable infrastructure in place • Resources available • Accessibility to clients • Budgeting • Fund-raising • Compliance with PFMA • Monitoring and reporting • Internal quality assurance • Information management • Networking • Marketing of organization's services • Development of policies • Functional management committees (meetings, minutes available, decisions implemented, • Human Resources available (permanent staff and volunteers) • HR Strategy in place • Recruitment and retention strategy in place • Performance management system in place

NEW APPLICATIONS	
Ehlanzeni	Nkomazi, City of Mbombela
Gert Sibande	None
Nkangala	Dr JS Moroka, Thembisile Hani

3.3.4 Community Based Care and Support Services: Service Centres and Home Based Care Centres (Older Persons 004)

CATEGORY OF SERVICE:	Promotion & Prevention, Protection and Mental Health
SERVICE DESCRIPTION:	Community -based care and support services (Service Centres and Home Community Based Care)
AIM:	To promote and maintain independent living and active ageing
DISTRICTS:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Older persons aged 60 years and older, who are able to function independently within the community, Frail older persons aged 60 years and older who are able to function with assistance within the community

SERVICE REQUIRED:

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Prevention and early intervention To provide comprehensive community based care and support services to promote independent living and active ageing.	• Informed older persons • Protected older persons • Healthy older persons • Economically empowered older persons • Improved quality of life • Informed and involved families and communities • Respect, dignity and rights of older persons recognised • Increased independence	Awareness Programmes Capacity Building and Education Social Intervention Services Referral Services Facilitation Services EXAMPLES: • Information and guidance services. • Facilitate provision of counselling services. • Spiritual, cultural and social services • Facilitate provision of Health services. • Active Ageing Programs. • Recreational activities. • Implementation of Social integration/intergenerational programme. • Provision of nutritious balanced meals. • Networking and facilitation • Services and programmes for older persons and their families infected and affected by HIV and Aids. • Protection services against abuse. • Skills and capacity building e.g. abet, parenting skills and budgeting. • Facilitate the provision of assistive devices / lending depots. • Economic empowerment services. • Provision of Home community based care services: - Physical care

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		- Counselling services - Administration of medication - Emotional care services - Referral services
Administration To ensure sound financial and administrative management of the facility	• Compliance with the requirements of the NPO Act, well managed funds and proper financial records aimed for a clean audit • Compliance with the reviewed minimum norms and standards for services to older persons • Compliance with the labour relations Act • Compliance with the Public Finance Management Act • Compliance with Health and Safety Act • Achievement of indicators • Compliance with contractual service level agreements • Proper governance of the organization • Internal quality assurance (DQA) • Effective and efficient organisational policies and procedures. • Record keeping and management • Development of service programme • Proper recruitment and placement of personnel • Proper management of personnel performance • Functional organogram in place • Personal development plan in place	EXAMPLES: • Suitable infrastructure in place • Resources available • Accessibility to clients • Budgeting • Fund-raising • Compliance with PFMA • Monitoring and reporting • Internal quality assurance • Information management • Networking • Marketing of organization's services • Development of policies • Functional management committees (meetings, minutes available, decisions implemented, • Human Resources available (permanent staff and volunteers) • HR Strategy in place • Recruitment and retention strategy in place • Performance management system in place

NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Bushbuckridge, Thaba Chweu
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki
Nkangala	Emakhazeni, Dr JS Moroka, Victor Khanye, Thembisile Hani

4.2 Persons with Disabilities

4.2.1 Community based care services (Protective Workshops) (Disability 001)

CATEGORY OF SERVICE:	Promotion & Prevention; Protection; Mental Health and Rehabilitation
SERVICE DESCRIPTION:	Community based care services (Protective Workshops)
AIM:	To promote and maintain independent living of Persons with Disabilities in communities
DISTRICTS:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Persons with disabilities that are 18 years and older, who are able to function with assistance in the community

SERVICES REQUIRED

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Early intervention To provide community based care and support services promoting the independent living and socio economic empowerment of persons with disabilities.	• Informed and self-reliant and dignified persons with disabilities. • Cared, supported and protected persons with disabilities. • Healthy persons with disabilities. • Economically empowered persons with disabilities. • Improved care and quality of life for persons with disabilities and their families. • Independent lifestyle. • Development and implementation of a multi-sectoral collaboration	Awareness programmes Capacity building and Educational Programmes Intervention services Referral services EXAMPLES: • Promotion of rights for Persons with Disabilities • Therapeutic services • Home Community Based Care services • Income generating projects • Social intervention services • mental health care services • Support groups. • Family Preservation programme. • Services on HIV and AIDS • Services on substance abuse • Services promoting active living • Protection services

NEW APPLICATIONS	
Ehlanzeni	Bushbuckridge, Nkomazi, Thaba Chweu
Gert Sibande	Msukaligwa, Albert Luthuli
Nkangala	None

4.2.2 Community based care services (Stimulation Centres) (Disability 002)

SERVICE DESCRIPTION:	Stimulation Centres
AIM:	To provide day care services to children and adults with profound to severe intellectual/physical disabilities(multi-disability) with disabilities who needs support and care
DISTRICTS:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Children and adults with disabilities between the ages of 0 – 21 years that are in need of special day care services and stimulation.

SERVICES REQUIRED

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Early intervention To provide support and day care services to children and adults with disabilities to promote their optimal development, support and care.	• Non-discriminatory, accessible and transparent service. • Strengthened support system. • Protected children with disabilities. • Respect and dignity recognised. • Involved, informed and empowered families and communities. • Improved care and quality of life. • Social integration. • Children with disabilities' physical, emotional, mental physiological and spiritual needs are met. • Services integrated and mainstreamed	Awareness Capacity building and Education Programme Social intervention Referral EXAMPLES: • Day care facility operating 5 days per week. • Physical care. • Stimulation and developmental services • Advocacy and educational services • Capacity building programmes e.g. life and social skills education programme. • Provision of nutritious and balanced meals. • Facilitate access to health care, social services and assistive devices. • Assessment of children with disabilities • Provision of home community based care services

NEW APPLICATIONS	
Ehlanzeni	Bushbuckridge and Nkomazi
Gert Sibande	Albert Luthuli
Nkangala	None

5. CHILDREN AND FAMILIES

5.1 Child Protection Services

5.1.1 Community Based Prevention and Early Intervention Services to Children – Drop In Centre (Child Protection 001)

CATEGORY OF SERVICE	Promotion, Prevention and Protection
SERVICE DESCRIPTION	Community Based Prevention and Early Intervention Services to children (Drop in Centre)
AIM	To render prevention and early intervention services to Orphaned and Vulnerable Children (OVC) in order to strengthen their capacity and resilience and promote their access to social services
DISTRICTS	Nkangala
TARGET GROUP	• Orphaned and vulnerable children • Children infected and affected by HIV and AIDS • Children in Child-headed Households

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention and Early intervention Services to orphaned and vulnerable children and their families	• Informed and empowered children. • Competent, responsible and assertive children. • Resilience of children developed and strengthened. • Children empowered in respect of their rights. • Protect and safe guard children in need of care or at risk protected. • Enhanced quality of life of children and their families.	Services to Drop in Centres Early identification of children and families in need of Care and Protection; • Referrals to relevant services • Psychosocial support to OVC • Assist families and children with documentation; • Conduct awareness campaigns • Provision of nutritious cooked meals • Life skill education • Homework assistance • Support to OVC doing Grade 12

NEW APPLICATIONS	
Nkangala	Emakhazeni
Gert Sibande	None
Ehlanzeni	None

5.1.2 Child and Youth Care Centres (Child protection 002)

CATEGORY OF SERVICE:	Protection and Continuum of Care
SERVICE DESCRIPTION:	Provision of developmental care and protection services to children in Child and Youth Care Centres
AIM:	To provide alternative care (residential care) to children 0-18 years (up to 21 years) in need of care and protection who have been designated to CYCC's through the Children's Court
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Orphaned and Vulnerable children found to be in need of care and protection who have been designated to CYCC's through the Children's Court

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Residential / Alternative Care To provide alternative care services as prescribed by the provisions of the Children's Act 38/2005, as amended	Children's physical, emotional, mental, psychological and spiritual needs are met	- Residential care services - Statutory Services - Therapeutic programme - Developmental assessment - Reunification services - Educational programmes - Life-skills programmes - Holiday programmes - Independent living programmes - Outreach programme

NEW APPLICATIONS	
Nkangala	Thembisile Hani
Gert Sibande	None
Ehlanzeni	None

6. RESTORATIVE SERVICES

6.1 Social Crime Prevention Services

6.1.1 Services to all persons at risk and in conflict with the law (Social Crime Prevention 001)

SERVICE DESCRIPTION:	Services to adults, youth and children at risk and in conflict with the law
CATEGORY OF SERVICE	Prevention of crime and promotion of safe communities
AIM:	To provide services to all persons at risk and in conflict with the law, ensuring social protection and contributing to a safer society, in support of law enforcement and crime combating initiatives
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children, youth, adults and families at risk and in conflict with the law

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention Services To provide preventative services in communities to promote a safe and caring environment, with special focus on children and youth	- Members of the community informed about the negative consequences of crime - Promotion of Social cohesion in communities - Promotion of social functioning of individuals and communities - Reduction in the number of persons becoming victims of crime and violence - Reduction in the number of persons particularly children and youth committing crime	EXAMPLES - Community outreach programmes - Community Dialogues on crime prevention issues - Advocacy programmes, awareness campaigns and observation of international days for crime prevention - Stakeholder relations and implementation of the Integrated Social Crime Prevention Strategy through participation in JCPS Cluster Activities, the Provincial Child Justice Forum and the Provincial Case Flow Management Forum - Diversion programme
Early Intervention To provide crime prevention services to children and youth at risk of being in conflict with the law	- Assistance of children and youth identified by parents, school teachers and members of society as being at risk of committing crime, before they require: - statutory services, - more intense therapy - or placement in diversion programme	EXAMPLES: - Youth Dialogues and Youth Crime Prevention Summits - Youth Camps programmes - Life Skills Programmes - Parenting Programmes for parents of children identified as being at risk in conflict with the law - Diversion programme for children and youth

OBJECTIVES	OUTPUT	TYPE OF SERVICES
	Decrease in the number of young people entering the Criminal Justice System	
Statutory intervention To provide statutory services to children, youth and adults already in conflict with the law	• Children assessed and diverted away from the criminal justice system • Decrease in number of children incurring criminal records • Children, youth and adults being empowered with skills to enable them to cope with the challenges leading to involvement in criminal activities • Courts being supported to make informed decisions when sentencing • Enhancing and promoting restorative justice programme	EXAMPLES • Assessment services. • Court services: Preliminary inquiries, presentence reports, victim impact reports • Individual and family therapy services • Residential care services for children awaiting trial and sentenced children • Home Based Supervision • Diversion Programmes for Children, youth and adults in conflict with the law: Life Skills, Sexual Offenders, Substance abuse, and Eco therapy / wilderness programmes • Restorative Justice Processes: Victim-Offender mediation, Family Group Conferencing, etc. • Family Preservation Services • Parenting programme
Re-integration and After Care Services To provide comprehensive re-integration and after care services to families of and children, youth and adults who have exited / completed crime prevention services	• Reduced re-offending. • Reduced institutionalisation • Self-reliance and optimal social functioning within the family and community settings • Offenders re-integrated into society • Families reunified	EXAMPLES • After Care Programme • Reunification programmes • Family counselling • Parenting programmes • Support groups • Home Based Supervision

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	Bushbuckridge, Nkomazi, City of Mbombela
Gert Sibande	Albert Luthuli, Govan Mbeki
Nkangala	Emalahleni, Thembisile Hani

NEW APPLICATIONS	
Ehlanzeni	None
Gert Sibande	None
Nkangala	Thembisile Hani

6.2 Victim Empowerment Programme

6.2.1 Community services to women and men who are victims of crime and violence (Victim empowerment 001)

CATEGORY OF SERVICE:	Care protection and support to victims of crime and violence
SERVICE DESCRIPTION:	Services to victims of crime and violence
AIM:	To provide comprehensive therapeutic services to victims of crime and violence
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Victims of crime, domestic violence, sexual assault, rape and human trafficking

SERVICES REQUIRED

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
Prevention Create awareness to communities on victim empowerment programmes or Gender based violence	- Communities and victims of crime and violence empowered. - Quality of life of victims of crime and violence enhanced	EXAMPLES: - Awareness campaigns and Capacity on services to victims of crime and violence - Economic empowerment? - Advocating for victim's rights and services in collaboration with other stakeholders e.g. Victims Charter (multi-sectoral approach) - Commemoration of national and international conventions - Establishment of Victim Empowerment facilities
Early Intervention Provide early intervention services to victims of domestic violence, crime, trauma, and human trafficking.	- Interest and safety of the victims of crime and violence protected. - Social functioning and well-being of victims of crime and violence promoted. - Victims informed of crime, rights and services available. - Raised awareness and increased understanding of domestic violence, crime and human trafficking	EXAMPLES: - Assess, debrief and counselling of victims of crime and violence - Co-ordination of services with relevant stakeholders, - Advocacy and awareness programmes - Referral to or for paralegal services
Statutory Intervention Provide statutory support services to victims of crime and violence.	- Victim of crime and violence provided with psychosocial and life skills programmes - Interest and safety victims of crime and violence protected.	EXAMPLES: - Psychosocial services - Crisis intervention. - Assess and counselling of victims of crime and violence - Court preparation and support.

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
	• Social functioning and well-being of victims of crime and violence restored. • Victims of crimes empowered with skills to make informed decisions	• Intermediary services for victims of crime and violence
Residential and reunification To render continuum of care services to victims of crime and violence.	• Interest and safety of victims of crime and violence protected. • Interest and safety of suspected victims of Trafficking In Persons. • Victims of crime and violence reunified with their families. • Social function and well-being of victims of crime promoted.	EXAMPLES: • Accommodation to victims of crime and violence • Accommodation to suspected victims of Trafficking In Persons. • Assessment of psychosocial services • Vocational programmes and life skills. • Reunification programmes
Monitoring To monitor service delivery within the organisation	• Mechanisms and indicators to monitor service delivery in place • Internal quality assurance done • Compliance with the policy on financial awards • Compliance with PFMA. • Compliance with service level agreement • Compliance with approved business plan	EXAMPLES • Monitoring and evaluating reports • Internal quality assurance • Statistics and data • Progress reports • Assessment of services • Promotion of transformation of services • Effective and efficient usage of resources

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	Bushbuckridge, City of Mbombela, Nkomazi, Thaba Chweu
Gert Sibande	Albert Luthuli, Pixley Ka Isaka Seme, Mkhondo, Msukaligwa , Govan Mbeki
Nkangala	Dr JS Moroka, Emalahleni, Steve Tshwete, Victor Khanye

NEW APPLICATIONS	
Ehlanzeni	None
Gert Sibande	Govan Mbeki, Mkhondo
Nkangala	Emakhazeni

6.3 Substance Abuse Prevention Services

6.3.1 Services to individuals and families affected by abuse of substances (Substance Abuse 001)

CATEGORY OF SERVICE:	Prevention, treatment and after care services
SERVICE DESCRIPTION:	Services to individuals and families affected by substance abuse
AIM:	To provide prevention and treatment services and after care services to individuals and families affected by substance abuse
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Individuals, families and communities affected by substance abuse

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention and Early Intervention To provide prevention services and to promote healthy drug free environment	• Social functioning promoted. • Informed communities, families and individuals about the consequences of substance abuse. • Demand reduction programme available. • Strengthened quality of life of persons, families and communities affected by substance abuse. • Empowered persons, families and communities affected by substance abuse	EXAMPLES: • Awareness campaigns to address demand harm reduction • Information sessions and capacity building. • Assess and counselling services. • Referral to In-patient and Outpatient treatment service. • Collaboration and integration of services with relevant stakeholders.
Statutory Intervention To render statutory service to persons dependent on substances.	• Informed individuals on treatment options (in-patient, both voluntary and involuntary committed and out-patient treatment). • Admission to treatment facility	EXAMPLES • Admission of service users clients (both voluntary and involuntary), assessment. • Treatment at In-patient, Outpatient centres and community based care services. • Provide therapeutic session • Treatment of service users and their families • Provide reintegration services
Re-integration and Aftercare Services To provide comprehensive continuing care service to individuals dependent on substance abuse and their families	• Recovering service users supported. • Reintegrated with family and community • Aftercare programme implemented	EXAMPLES: • Conduct and monitor reintegration services • After care services. • Establish support/ aftercare groups. • Establishment and registration of transitional facilities.

OBJECTIVES	OUTPUT	TYPE OF SERVICES
		Recovery support services

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	City of Mbombela; Bushbuckridge
Gert Sibande	Mkhondo
Nkangala	Emalahleni, Thembisile Hani

NEW APPLICATIONS	
Ehlanzeni	None
Gert Sibande	Albert Luthuli
Nkangala	Steve Tshwete