

# SERVICE SPECIFICATIONS 2023/24

Issued November 2022

A Caring, Humane and Developed Society



WHEN THE SUN RISES  
WE WORK HARD TO DELIVER



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
<ul style="list-style-type: none"><li>Organisations with whom the Department have <u>not entered into an SLA during 2022/23</u>, who wish to apply for funding for a service, as per the Call for the submission of Business Plans / Proposals 2023/24</li></ul>	<ul style="list-style-type: none"><li>Respond to the “Call for the submission of Business Plans / Proposals 2023”</li><li>Submit four (4) copies of the completed Business Plan and supporting documentation by <b><u>15 January 2023</u></b></li><li>Department will conduct on-site visit prior to formal assessment process</li></ul>
<ul style="list-style-type: none"><li>Organisations with whom the Department entered into a <u>one-year SLA in April 2022, which is expiring March 2023</u>, and who wish to reapply for funding <b>AND / OR</b></li><li>Organisations with whom the Department entered into a <u>three year SLA, which is expiring March 2023</u> and who wish to reapply for funding</li></ul>	<ul style="list-style-type: none"><li>All the above</li><li>Organisations to submit a <u>Progress Report 15 January 2023</u></li></ul>
<ul style="list-style-type: none"><li>Organisations with whom the Department entered into a <u>three year SLA, where the SLA is not expiring March 2023</u></li></ul>	<ul style="list-style-type: none"><li>Organisations <u>do not have to resubmit a Business Plan</u> for the 2023 financial year / need not reapply</li><li>Organisations to submit a <u>Progress Report by 15 January 2023</u></li></ul>

### 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.

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 – stamped<sup>1</sup> signed and dated
- Daily activity programme<sup>2</sup> (if applicable) – all services providing activities
- Menu<sup>3</sup> (if applicable) – all services providing meals
- Duty Sheets / Job descriptions
- Sketch plan of the building – all residential care and other facilities
- Lease agreement <sup>4</sup> (if applicable) in respect of building utilised for service delivery
- Environmental Health Officer’s report<sup>5</sup> (if applicable) – if amendment of registration certificate is required or if premises are changed
- Registration certificates, viz.
  - Programmatic Registration certificate<sup>6</sup> (in terms of legislation and policy – if applicable)
  - NPO / NPC Registration Certificate / Memorandum of articles / Trust Deed
- NPO Compliance Report<sup>7</sup>
- Financial information, viz.
  - Audited financial statements for 2021/22 financial year
  - Bank statements (June, July and August 2022/23 statements)
  - 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

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<sup>1</sup> Copy of most recent Constitution, stamped by National NPO Directorate

<sup>2</sup> 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

<sup>3</sup> 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

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

<sup>5</sup> 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

<sup>6</sup> 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

<sup>7</sup> NPO Compliance Report to be obtained from NPO Helpdesks in each sub-district office

- 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.
  - 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	<ul style="list-style-type: none"> <li>• National Guidelines for Social Services to Children Infected and Affected by HIV and Aids</li> <li>• Policy Framework on Orphans and other Children made vulnerable by HIV and AIDS</li> <li>• National Strategic Plan for HIV and AIDS 2012-2016</li> <li>• DSD Comprehensive Prevention Strategy on HIV &amp; AIDS, TB and STI 2013-16</li> <li>• Domestic Violence Act (Act 116 of 1998)</li> <li>• Sexual Offences Act (Act 23 Of 1957)</li> <li>• Child Justice Act (75 of 2008)</li> <li>• Children’s Act (38 of 2005)</li> <li>• Older Persons Act (13 of 2006)</li> <li>• Criminal Law Amendment Act (Act 105 of 1997)</li> <li>• Legal Aid Amendment Act (Act 20 of 1996)</li> <li>• Maintenance Act (Act 99 of 1998)</li> <li>• Hague Convention on the Child Aspect of International Child Abduction Act, Act 72 of 1996</li> <li>• Convention on the Elimination of All forms of Discrimination against Women and Beijing Platform of Action</li> <li>• SA Victims’ Charter of Rights</li> <li>• National Crime Prevention Strategy (1996)</li> <li>• National Guidelines on the Establishment and management of support groups for Children and Adults</li> <li>• Guidelines on Psychosocial support services for Children and Adults living with HIV and AIDS and other chronic conditions</li> <li>• National Strategic Plan 2017-2022</li> <li>• Psychosocial Support Intervention for Vulnerable Children and Youth</li> <li>• National Minimum Norms and Standards for the Home and Community Based Care and Support Programme</li> <li>• Norms and Standards for Drop in centres and Prevention and Early Intervention Programmes</li> </ul>
Services to Families, Child protection services, Child and Youth Care Centres, Community Based	<ul style="list-style-type: none"> <li>• National Policy Framework for the Prevention and Management of Child abuse, Neglect and Exploitation</li> <li>• African Charter on the Rights and Welfare of the African Child (1990)</li> <li>• Child Protection Policy, 2019</li> <li>• White Paper on Families 2013</li> </ul>



Service	Key Legislations
prevention and Early Intervention	<ul style="list-style-type: none"> <li>• Children’s Act 38 of 2005 as amended</li> <li>• United Nations Convention on the Rights of the Child (1999)</li> <li>• Mediation in Certain Divorce Matters (24 of 1978)</li> <li>• Choice on Termination of Pregnancy Act (92 of 1996)</li> <li>• Community Based Prevention and Early Intervention Services to Vulnerable Children Guidelines</li> <li>• Core Package of Services</li> <li>• Services to Family Strategy</li> <li>• Integrated parenting Framework</li> <li>• Fatherhood Strategy</li> <li>• Management of separated and Unaccompanied minors</li> <li>• National Strategy Framework for the Transformation of Child and Youth Care Centres (CYCC’s)</li> <li>• National Guidelines for Statutory Services on Child Headed Household 2010</li> <li>• Foster Care Programme of Action</li> </ul>
Social Crime Prevention Services  Victim empowerment Programme  Substance Abuse Prevention Services	<ul style="list-style-type: none"> <li>• Prevention and Treatment for Substance Abuse, 2009 (Act 70/2009)</li> <li>• National Drug Master Plan</li> <li>• Mpumalanga Provincial Drug Master Plan</li> <li>• Criminal Procedure Act (Act 51 of 1977)</li> <li>• Draft Youth Strategy of Mpumalanga.</li> <li>• National Crime Prevention Strategy</li> <li>• Minimum Standards: South African Child and Youth Care System</li> <li>• Correctional Service Act (Act 111 of 1998)</li> <li>• Probation Services Act 116</li> <li>• Children’s Act 38 of 2005</li> <li>• Child Justice Act, 2008 (Act 75 of 2008)</li> <li>• Integrated Social Crime Prevention Strategy (2011)</li> <li>• Mpumalanga Child Justice Act Implementation Plan 2013-2016</li> <li>• Guidelines for Probation Officers, Assistant Probation Officers, and Child &amp; Youth Care</li> <li>• Workers to provide Services to children in conflict with the law</li> <li>• Policy Framework for Accreditation of Diversion Services in South Africa</li> <li>• Reviewed Minimum Norms and Standards for Diversion</li> <li>• Domestic Violence Act, Act 116 of 1998</li> <li>• Criminal Law (Sexual Offences and Related Matters) Amendment Act No 32 of 2007</li> <li>• Prevention and Combatting of Trafficking in Persons Act, Act 7 of 2013</li> <li>• Constitution of the Republic of South Africa Act no 108 of 1996</li> <li>• National Policy guidelines for Victim Empowerment</li> <li>• Service Charter and Minimum Standards for Victims of crime in South Africa</li> </ul>

## 2.6 Enquiries

Physical Address	Postal Address	Service	Contact Person
<b>DISTRICT OFFICES</b>			
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 Nikiwe Nkuna / 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
<b>PROVINCIAL OFFICE</b>			
Mbombela Square 45 Samora Machel West Acres, Nelspruit, 1200	Private Bag X11213 Nelspruit 1035	Services to Older Persons	Ms Nonhlanhla Mkhwanazi 013 766 3624
		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 013 766 3106
		Substance Abuse Prevention Services	Ms Isabel Makushe 013 766 3155

### 3. GENERIC SERVICES

#### 3.1 Provincial Social Services Organisation (Management) – Restorative Services

<b>CATEGORY OF SERVICE:</b>	NPO Support and Governance of Organizations
<b>SERVICE DESCRIPTION:</b>	Management, coordination, support and organisational development in respect of NPO's and CBO's delivering Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)
<b>AIM:</b>	To facilitate organisational management, development, coordination, 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)
<b>PROVINCE</b>	Mpumalanga
<b>TARGET GROUP</b>	Branches / affiliates, management committees, personnel and volunteers of NPOs including emerging organisations delivering Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)

## SERVICES REQUIRED

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
<p><b>Administration</b> To manage and co-ordinate organisational to ensure sound financial and administrative management of branches and affiliates</p>	<ul style="list-style-type: none"> <li>• Compliance with the requirements of the NPO Act</li> <li>• Compliance with the reviewed minimum norms and standards</li> <li>• Compliance with the Labour Relations Act</li> <li>• Compliance with the Public Finance Management Act</li> <li>• Compliance with Health and Safety Act</li> <li>• Achievement of indicators</li> <li>• Compliance with contractual service level agreements</li> <li>• Proper governance of the organization</li> <li>• Internal quality assurance (DQA)</li> <li>• Effective and efficient organisational policies and procedures</li> <li>• Record keeping and management</li> <li>• Proper recruitment and placement of personnel</li> <li>• Proper management of personnel performance</li> <li>• Functional organogram in place</li> <li>• Personal development plan in place</li> </ul>	<p>EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Suitable infrastructure in place</li> <li>• Resources available</li> <li>• Accessibility to clients</li> <li>• Budgeting</li> <li>• Fund-raising</li> <li>• Compliance with PFMA</li> <li>• Monitoring and reporting</li> <li>• Internal quality assurance</li> <li>• Information management</li> <li>• Networking</li> <li>• Marketing of organization's services</li> <li>• Development of policies</li> <li>• Functional management committees (meetings, minutes available, decisions implemented,</li> <li>• Human Resources available (permanent staff and volunteers)</li> <li>• HR Strategy in place</li> <li>• Recruitment and retention strategy in place</li> <li>• Performance management system in place</li> </ul>
<p><b>Supervision</b> To provide support and guidance to personnel in branches and affiliates</p>	<ul style="list-style-type: none"> <li>• Provision of quality professional services</li> <li>• Human resource development.</li> <li>• Compliance with practice guidelines in line with the relevant professional bodies</li> <li>• Support and guidance provided</li> </ul>	<p>EXAMPLES</p> <ul style="list-style-type: none"> <li>• Supervision</li> <li>• In-service training and consultation with personnel.</li> <li>• Link between personnel and resources.</li> <li>• Networking, liaison with other stakeholders and professional bodies.</li> <li>• Training programme in place</li> <li>• Implementation of business plan objectives and reporting thereof</li> </ul>

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
<b>Mentorship and capacity building</b> Support, guide and capacitate branches and affiliates and emerging NPO's	<ul style="list-style-type: none"> <li>• Capacity building and support</li> <li>• Transfer of skills to emerging NPO's and affiliates</li> </ul>	<ul style="list-style-type: none"> <li>• Mentoring of branches and affiliates emerging NPO</li> <li>• Capacity building / Skills training</li> <li>• Guidance and support</li> </ul>

AREAS WHERE SERVICES ARE REQUIRED	
Mpumalanga	The entire province

## 3.2 Provincial Social Services Organisation (Management) – Community Based Prevention and Early Intervention Programme

<b>CATEGORY OF SERVICE:</b>	NPO Support and Governance of Organizations
<b>SERVICE DESCRIPTION:</b>	Mentoring, coordination, support and professional development in respect of NPO's and CBO's delivering Community Based Prevention and Early Intervention Services
<b>AIM:</b>	To facilitate mentoring, professional development, coordination, support and monitoring and to create an enabling environment for NPO's and CBO's to deliver Community Based Prevention and Early Intervention Services
<b>PROVINCE</b>	Mpumalanga
<b>TARGET GROUP</b>	NPO's delivering Community Based Prevention and Early Intervention Organizations Services

### SERVICES REQUIRED

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
<b>Administration</b> To manage and co-ordinate organisational to ensure administrative management of NPOs	<ul style="list-style-type: none"> <li>• Compliance with the requirements of the NPO Act</li> <li>• Compliance with the reviewed minimum norms and standards</li> <li>• Compliance with the Labour Relations Act</li> </ul>	<b>EXAMPLES:</b> <ul style="list-style-type: none"> <li>• Resources available</li> <li>• Monitoring and reporting</li> <li>• Internal quality assurance</li> <li>• Information management</li> <li>• Networking</li> <li>• Marketing of community based services</li> </ul>

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
	<ul style="list-style-type: none"> <li>• Compliance with Health and Safety Act</li> <li>• Achievement of indicators</li> <li>• Compliance with contractual service level agreements</li> <li>• Proper governance of the organization</li> <li>• Effective and efficient organisational policies and procedures</li> <li>• Record keeping and management</li> <li>• Proper recruitment and placement of personnel</li> <li>• Proper management of personnel performance</li> <li>• Functional organogram in place</li> <li>• Personal development plan in place</li> </ul>	<ul style="list-style-type: none"> <li>• Performance management system in place</li> </ul>
<p><b>Mentorship, support and capacity building</b> Support, guide and capacitate existing NPOs and emerging NPOS within the community Based prevention and early intervention programmes</p>	<ul style="list-style-type: none"> <li>• Capacity building and support</li> <li>• Transfer of skills to emerging NPO's and affiliates</li> <li>• Compliance with practice guidelines in line with the relevant professional bodies</li> <li>• Provision of quality professional services</li> </ul>	<p>EXAMPLES In-service training and consultation with personnel.</p> <ul style="list-style-type: none"> <li>• Mentoring of existing and emerging NPOs</li> <li>• Capacity building / Skills training</li> <li>• Guidance and support</li> <li>• Networking, liaison with other stakeholders and professional bodies.</li> <li>• Implementation of business plan objectives and reporting thereof</li> </ul>

<b>AREAS WHERE SERVICES ARE REQUIRED</b>	
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<b>Mpumalanga</b>	The entire province
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## 4. SOCIAL WELFARE SERVICES

### 4.1 Older Persons

#### 4.1.1 Residential Care Services for older persons in needs of Assisted Living (Older Persons 001)

<b>CATEGORY OF SERVICE:</b>	Continuing care
<b>SERVICE DESCRIPTION:</b>	Residential Care Services: Assisted Living
<b>AIM:</b>	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
<b>DISTRICTS</b>	Ehlanzeni and Nkangala
<b>TARGET GROUP</b>	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

<b>OBJECTIVE</b>	<b>OUTPUT</b>	<b>TYPE OF SERVICES</b>
Residential/alternative care and Reconstruction and Aftercare <b>To provide housing, support and care services to semi-independent destitute, older persons to maintain optimum level of independent active living</b>	<ul style="list-style-type: none"> <li>• 24 Hour accessible care and housing services</li> <li>• Non-discriminatory accessible and transparent service</li> <li>• Strengthened support system</li> <li>• Protected older persons</li> <li>• Respect, dignity and rights of older persons recognized</li> <li>• Informed older persons</li> <li>• Involved families and communities</li> <li>• Valued older persons</li> <li>• Healthy and well cared for older persons</li> <li>• Social integration</li> <li>• Improved quality of life</li> </ul>	<b>Social Intervention</b> <b>Capacity Building and Education Programmes</b> <b>Facilitation Services</b> EXAMPLES: <ul style="list-style-type: none"> <li>• Advocacy and educational services</li> <li>• Volunteer programme</li> <li>• Programme on HIV and Aids, Dementia, etc.</li> <li>• Recreational activities</li> <li>• Support and care services</li> <li>• Provision of nutritious balanced meals</li> <li>• Laundry services provided</li> <li>• Domestic services provided</li> <li>• Protection services against abuse</li> <li>• Provision of assistive devices / lending depot</li> </ul>

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		<ul style="list-style-type: none"> <li>• Provision of home community based care programmes</li> <li>• Day care services</li> <li>• Reintegration and reunification services</li> </ul>
<p>Administration</p> <p><b>To ensure sound financial and administrative management of the facility</b></p>	<ul style="list-style-type: none"> <li>• Compliance with the requirements of the NPO Act, well managed funds and proper financial records aimed for a clean audit</li> <li>• Compliance with the reviewed minimum norms and standards for services to older persons</li> <li>• Compliance with the labour relations Act</li> <li>• Compliance with the Public Finance Management Act</li> <li>• Compliance with Health and Safety Act</li> <li>• Achievement of indicators</li> <li>• Compliance with contractual service level agreements</li> <li>• Proper governance of the organization</li> <li>• Internal quality assurance (DQA)</li> <li>• Effective and efficient organisational policies and procedures.</li> <li>• Record keeping and management</li> <li>• Development of service programme</li> <li>• Proper recruitment and placement of personnel</li> <li>• Proper management of personnel performance</li> <li>• Functional organogram in place</li> <li>• Personal development plan in place</li> </ul>	<p><b>EXAMPLES:</b></p> <ul style="list-style-type: none"> <li>• Suitable infrastructure in place</li> <li>• Resources available</li> <li>• Accessibility to clients</li> <li>• Budgeting</li> <li>• Fund-raising</li> <li>• Compliance with PFMA</li> <li>• Monitoring and reporting</li> <li>• Internal quality assurance</li> <li>• Information management</li> <li>• Networking</li> <li>• Marketing of organization's services</li> <li>• Development of policies</li> <li>• Functional management committees (meetings, minutes available, decisions implemented,</li> <li>• Human Resources available (permanent staff and volunteers)</li> <li>• HR Strategy in place</li> <li>• Recruitment and retention strategy in place</li> <li>• Performance management system in place</li> </ul>

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	None
Gert Sibande	None
Nkangala	Emalahleni, Thembisile Hani
NEW SERVICE/ NEW APPLICATION	
Ehlanzeni	Nkomazi
Gert Sibande	Dipaleseng



## 4.2 HIV and AIDS Support

### 4.2.1 HIV and AIDS Prevention, Care and Support Services (HIV and AIDS 001)

<b>CATEGORY OF SERVICE:</b>	Promotion and Prevention, Protection, Mental Health, Rehabilitation and Continuing Care
<b>SERVICE DESCRIPTION:</b>	Provision of HIV and AIDS prevention, care and support services to the target population in order to improve quality of life
<b>AIM:</b>	To render integrated services aimed at mitigating the social and economic impact of HIV, STI's and TB and also contribute to the reduction of risky behaviour exacerbating the spread of HIV
<b>DISTRICTS</b>	Gert Sibande, Nkangala and Ehlanzeni
<b>TARGET GROUP</b>	Orphans and Vulnerable children, People living with HIV and AIDS, Families affected by HIV and AIDS, adolescent girls and young women, Youth, Older persons, Persons with disability, Key population, vulnerable group, LGBTI, men and boys

#### SERVICES REQUIRED

<b>OBJECTIVES</b>	<b>OUTPUT</b>	<b>TYPE OF SERVICES</b>
<b>Prevention</b> Reduce risky behaviour through the implementation of programmes that build resilience of individuals, families and communities ( Social and Behaviour Change Programmes)	<ul style="list-style-type: none"> <li>• Increased HIV knowledge in DSD target populations</li> <li>• Minimised new HIV infection</li> <li>• Positive values instilled</li> <li>• Decreased risky sexual behaviour</li> <li>• Sustained positive behaviour</li> <li>• Enabling environment for beneficiaries created</li> <li>• Rights of OVCY protected</li> <li>• Prevention (SBC) programmes marketed and implemented</li> <li>• Community systems strengthened</li> <li>• Reduced vulnerability</li> <li>• Stigma and discrimination reduced</li> <li>• Information disseminated</li> <li>• Healthy life style promoted</li> <li>• Parent child communication enhanced.</li> <li>• Access to services improved</li> </ul>	<b>Awareness Programme</b> <b>Capacity Building and SBC Programmes</b> <b>Facilitation Services</b> <b>Social Intervention</b> EXAMPLES: <ul style="list-style-type: none"> <li>• Life skills education for children and youth</li> <li>• Parenting programmes</li> <li>• Social and behaviour change services</li> <li>• Advocacy services</li> <li>• Development and dissemination of Information</li> <li>• Awareness campaign on HIV, TB and STI's</li> <li>• Community conversations</li> <li>• Recruitment and training of facilitators</li> <li>• Risk reduction services</li> <li>• Adolescent young people empowerment</li> </ul>

OBJECTIVES	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> <li>• Human rights promoted</li> <li>• Gender right based and gender equity promoted</li> <li>• Gender and power relations addressed</li> <li>• Gender Based Violence awareness created</li> <li>• Underlying causes fuelling the epidemic of HIV, TB and STI addressed</li> <li>• Key population and vulnerable groups empowered</li> <li>• Child right based approach adopted</li> <li>• Awareness on HTS created.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment of risk perception</li> <li>• ART support services</li> <li>• Community mobilisation</li> <li>• Sensitisation of service providers</li> <li>• Prevention of sexual exploitation</li> <li>• Commemorate calendar events</li> </ul>
<p><b>Early Intervention</b> Provide early intervention services to Key population, vulnerable groups and people infected and affected by HIV and AIDS</p>	<ul style="list-style-type: none"> <li>• Rights and interests of people infected and affected by HIV and AIDS protected</li> <li>• Rights and interest of key population and vulnerable groups promoted</li> <li>• Supportive environment for children in need of care created</li> <li>• Risk and vulnerability identified</li> <li>• Early intervention services available</li> <li>• Informed communities.</li> <li>• Community support services accessible</li> <li>• Well managed and sustained services</li> <li>• Effective participation of management committee</li> <li>• Guidelines implemented</li> </ul>	<p><b>Capacity Building and Educational Programmes</b> <b>Psychosocial Support Services</b> <b>Facilitation Services</b> <b>Community mobilization</b> <b>Referral Services</b> EXAMPLES</p> <ul style="list-style-type: none"> <li>• Lay/basic counselling</li> <li>• School support</li> <li>• Succession planning</li> <li>• Provide care and support to people infected and affected</li> <li>• Receive, assess and counselling of clients</li> <li>• Provision of life skills</li> <li>• Holiday programmes</li> <li>• Encourage peer networking</li> <li>• Co-ordination of services with relevant stakeholders</li> <li>• Para-legal services.</li> <li>• Information services</li> <li>• Community support services for PLHIV and key populations</li> <li>• Community conversation in response to HIV and AIDS issues</li> <li>• Linkages, referrals and feedback</li> </ul>
<p><b>Alternative Care / Reconstruction and After Care</b> Provide care and support services aimed at strengthening the coping skills and restore normal functioning of individuals and families (Psychosocial Support Services)</p>	<ul style="list-style-type: none"> <li>• Care and support services available.</li> <li>• Healthy living promoted</li> <li>• Stigma and discrimination addressed.</li> <li>• Social connected promoted.</li> </ul>	<p><b>Psychosocial support services</b> <b>Therapeutic services</b> <b>Educational programmes</b> <b>Social Intervention Services</b> EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Conduct support groups</li> </ul>

OBJECTIVES	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> <li>• Conducive environment created</li> <li>• Community support systems strengthened</li> </ul>	<ul style="list-style-type: none"> <li>• Provide support services to persons infected and affected</li> <li>• Promote sharing of experiences</li> <li>• Crisis intervention.</li> <li>• Memory box</li> <li>• Facilitate disclosure</li> <li>• Comprehensive assessment and on-going counselling of clients</li> <li>• Encourage adherence</li> <li>• Linkages, referrals and feedback</li> </ul>

EXISTING SERVICES	
<b>Ehlanzeni</b>	Bushbuckridge, Nkomazi, Thaba Chweu, City of Mbombela
<b>Gert Sibande</b>	Albert Luthuli, Dr Pixley Ka Isaka Seme, Lekwa, Msukaligwa, Dipaleseng and Govan Mbeki
<b>Nkangala</b>	Dr JS Moroka
NEW APPLICATION	
<b>Nkangala</b>	Thembisile Hani, Emalahleni, Emakhazeni, Victor Khanye and Steve Tshwete
<b>Gert Sibande</b>	Albert Luthuli, Dr Pixley Ka Isaka Seme, Lekwa, Msukaligwa, Dipaleseng and Mkhondo

## 5. RESTORATIVE SERVICES

### 5.1 Social Crime Prevention Services

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

<b>SERVICE DESCRIPTION:</b>	Services to adults, youth and children at risk and in conflict with the law
<b>CATEGORY OF SERVICE</b>	Prevention of crime and promotion of safe communities
<b>AIM:</b>	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
<b>DISTRICTS</b>	Ehlanzeni, Gert Sibande and Nkangala
<b>TARGET GROUP</b>	Children, youth, adults and their families at risk and in conflict with the law

#### SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
<b>Prevention Services</b> To provide preventative services in communities to promote a safe and caring environment, with special focus on children and youth	<ul style="list-style-type: none"> <li>Members of the community informed about the negative consequences of crime</li> <li>Promotion of Social cohesion in communities</li> <li>Promotion of social functioning of individuals and communities</li> <li>Reduction in the number of persons becoming victims of crime and violence</li> <li>Reduction in the number of persons particularly children and youth committing crime</li> </ul>	<b>EXAMPLES</b> <ul style="list-style-type: none"> <li>Community outreach programmes</li> <li>Community Dialogues on crime prevention issues</li> <li>Advocacy programmes, awareness campaigns and observation of international days for crime prevention</li> <li>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</li> <li>Diversion programme</li> </ul>
<b>Early Intervention</b> To provide crime prevention services to children and youth at	<ul style="list-style-type: none"> <li>Assistance of children and youth identified by parents, school teachers and</li> </ul>	<b>EXAMPLES:</b> <ul style="list-style-type: none"> <li>Youth Dialogues and Youth Crime Prevention Summits</li> </ul>

OBJECTIVES	OUTPUT	TYPE OF SERVICES
risk of being in conflict with the law	members of society as being at risk of committing crime, before they require: <ul style="list-style-type: none"> <li>- statutory services,</li> <li>- more intense therapy</li> <li>- or placement in diversion programme</li> </ul> Decrease in the number of young people entering the Criminal Justice System	<ul style="list-style-type: none"> <li>• Youth Camps programmes</li> <li>• Life Skills Programmes</li> <li>• Parenting Programmes for parents of children identified as being at risk in conflict with the law</li> <li>• Diversion programme for children and youth</li> </ul>
<b>Statutory intervention</b> To provide statutory services to children, youth and adults already in conflict with the law	<ul style="list-style-type: none"> <li>• Children assessed and diverted away from the criminal justice system</li> <li>• Decrease in number of children incurring criminal records</li> <li>• Children, youth and adults being empowered with skills to enable them to cope with the challenges leading to involvement in criminal activities</li> <li>• Courts being supported to make informed decisions when sentencing</li> <li>• Enhancing and promoting restorative justice programme</li> </ul>	<b>EXAMPLES</b> <ul style="list-style-type: none"> <li>• Assessment services.</li> <li>• Court services: Preliminary inquiries, presentence reports, victim impact reports</li> <li>• Individual and family therapy services</li> <li>• Residential care services for children awaiting trial and sentenced children</li> <li>• Home Based Supervision</li> <li>• Diversion Programmes for Children, youth and adults in conflict with the law: Life Skills, Sexual Offenders, Substance abuse, and Eco therapy / wilderness programmes</li> <li>• Restorative Justice Processes: Victim-Offender mediation, Family Group Conferencing, etc.</li> <li>• Family Preservation Services</li> <li>• Parenting programme</li> </ul>
<b>Re-integration and After Care Services</b> To provide comprehensive re-integration and after care services to families of and children, youth and adults who have exited / completed crime prevention services	<ul style="list-style-type: none"> <li>• Reduced re-offending.</li> <li>• Reduced institutionalisation</li> <li>• Self-reliance and optimal social functioning within the family and community settings</li> <li>• Offenders re-integrated into society</li> <li>• Families reunified</li> </ul>	<b>EXAMPLES</b> <ul style="list-style-type: none"> <li>• After Care Programme</li> <li>• Reunification programmes</li> <li>• Family counselling</li> <li>• Parenting programmes</li> <li>• Support groups</li> <li>• Home Based Supervision</li> </ul>

<b>EXISTING SERVICES / REAPPLICATION</b>	
<b>Ehlanzeni</b>	Thaba Chweu, Bushbuckridge, Nkomazi, City of Mbombela
<b>Gert Sibande</b>	Albert Luthuli, Govan Mbeki
<b>Nkangala</b>	Emalahleni

## 5.2 Victim Empowerment Programme

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

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

#### SERVICES REQUIRED

<b>OBJECTIVES</b>	<b>OUTPUTS</b>	<b>TYPE OF SERVICES</b>
<p><b>Prevention</b> Create awareness to communities on victim empowerment programmes or Gender based violence</p>	<ul style="list-style-type: none"> <li>• Communities and victims of crime and violence empowered.</li> <li>• Quality of life of victims of crime and violence enhanced</li> </ul>	<p>EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Awareness campaigns and Capacity on services to victims of crime and violence</li> <li>• Economic empowerment?</li> <li>• Advocating for victim's rights and services in collaboration with other stakeholders e.g. Victims Charter (multi-sectoral approach)</li> <li>• Commemoration of national and international conventions Establishment of Victim Empowerment facilities</li> </ul>
<p><b>Early Intervention</b> Provide early intervention services to victims of domestic violence, crime, trauma, and human trafficking.</p>	<ul style="list-style-type: none"> <li>• Interest and safety of the victims of crime and violence protected.</li> <li>• Social functioning and well-being of victims of crime and violence promoted.</li> <li>• Victims informed of crime, rights and services available.</li> <li>• Raised awareness and increased understanding of domestic violence, crime and human trafficking</li> </ul>	<p>EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Assess, debrief and counselling of victims of crime and violence</li> <li>• Co-ordination of services with relevant stakeholders,</li> <li>• Advocacy and awareness programmes</li> <li>• Referral to or for paralegal services</li> </ul>

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
<p><b>Statutory Intervention</b> Provide statutory support services to victims of crime and violence.</p>	<ul style="list-style-type: none"> <li>• Victim of crime and violence provided with psychosocial and life skills programmes</li> <li>• Interest and safety victims of crime and violence protected.</li> <li>• Social functioning and well-being of victims of crime and violence restored.</li> <li>• Victims of crimes empowered with skills to make informed decisions</li> </ul>	<p>EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Psychosocial services</li> <li>• Crisis intervention.</li> <li>• Assess and counselling of victims of crime and violence</li> <li>• Court preparation and support.</li> <li>• Intermediary services for victims of crime and violence</li> </ul>
<p><b>Residential and reunification</b> To render continuum of care services to victims of crime and violence.</p>	<ul style="list-style-type: none"> <li>• Interest and safety of victims of crime and violence protected.</li> <li>• Victims of crime and violence reunified with their families.</li> <li>• Social function and well-being of victims of crime promoted.</li> </ul>	<p>EXAMPLES:</p> <ul style="list-style-type: none"> <li>• Accommodation to victims of crime and violence</li> <li>• Assessment psychosocial services</li> <li>• Vocational programmes and life skills.</li> <li>• Reunification programmes</li> </ul>
<p><b>Monitoring</b> To monitor service delivery within the organisation</p>	<ul style="list-style-type: none"> <li>• Mechanisms and indicators to monitor service delivery in place</li> <li>• Internal quality assurance done</li> <li>• Compliance with the policy on financial awards</li> <li>• Compliance with PFMA.</li> <li>• Compliance with service level agreement</li> <li>• Compliance with approved business plan</li> </ul>	<p>EXAMPLES</p> <ul style="list-style-type: none"> <li>• Monitoring and evaluating reports</li> <li>• Internal quality assurance</li> <li>• Statistics and data</li> <li>• Progress reports</li> <li>• Assessment of services</li> <li>• Promotion of transformation of services</li> <li>• Effective and efficient usage of resources</li> </ul>

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

AREAS WHERE SERVICES ARE REQUIRED	
<b>Ehlanzeni</b>	None
<b>Gert Sibande</b>	Albert Luthuli, Lekwa, Msukaligwa, Govan Mbeki
<b>Nkangala</b>	Emakhazeni, Dr JS Moroka

## 5.3 Substance Abuse Prevention Services

### 5.3.1 Services to individuals and families affected by abuse of substances (Substance 001)

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

#### SERVICES REQUIRED

<b>OBJECTIVES</b>	<b>OUTPUT</b>	<b>TYPE OF SERVICES</b>
<p><b>Prevention and Early Intervention</b> To provide prevention services and to promote healthy drug free environment</p>	<ul style="list-style-type: none"> <li>• Social functioning promoted.</li> <li>• Informed communities, families and individuals about the consequences of substance abuse.</li> <li>• Demand reduction programme available.</li> <li>• Strengthened quality of life of persons, families and communities affected by substance abuse.</li> <li>• Empowered persons, families and communities affected by substance abuse</li> </ul>	<p><b>EXAMPLES:</b></p> <ul style="list-style-type: none"> <li>• Awareness campaigns to address demand harm reduction</li> <li>• Information sessions and capacity building.</li> <li>• Assess and counselling services.</li> <li>• Referral to In-patient and Outpatient treatment service.</li> <li>• Collaboration and integration of services with relevant stakeholders.</li> </ul>
<p><b>Statutory Intervention</b> To render statutory service to persons dependent on substances.</p>	<ul style="list-style-type: none"> <li>• Informed individuals on treatment options (in-patient, both voluntary and involuntary committed and out-patient treatment).</li> <li>• Admission to treatment facility</li> </ul>	<p><b>EXAMPLES</b></p> <ul style="list-style-type: none"> <li>• Admission of service users clients (both voluntary and involuntary), assessment.</li> <li>• Treatment at In-patient, Outpatient centres and community based care services.</li> <li>• Provide therapeutic session</li> <li>• Treatment of service users and their families</li> <li>• Provide reintegration services</li> </ul>



<b>OBJECTIVES</b>	<b>OUTPUT</b>	<b>TYPE OF SERVICES</b>
<b>Re-integration and Aftercare Services</b> To provide comprehensive continuing care service to individuals dependent on substance abuse and their families	<ul style="list-style-type: none"> <li>• Recovering service users supported.</li> <li>• Reintegrated with family and community</li> <li>• Aftercare programme implemented</li> </ul>	<b>EXAMPLES:</b> <ul style="list-style-type: none"> <li>• Conduct and monitor reintegration services</li> <li>• After care services.</li> <li>• Establish support/ aftercare groups.</li> <li>• Establishment and registration of transitional facilities.</li> <li>• Recovery support services</li> </ul>

<b>EXISTING SERVICES / REAPPLICATION</b>	
<b>Ehlanzeni</b>	City of Mbombela
<b>Gert Sibande</b>	Mkhondo
<b>Nkangala</b>	Emalahleni, Thembisile Hani, Steve Tshwete

<b>AREAS WHERE SERVICES ARE REQUIRED</b>	
<b>Ehlanzeni</b>	Bushbuckridge
<b>Gert Sibande</b>	Albert Luthuli
<b>Nkangala</b>	None