

# SERVICE SPECIFICATIONS 2023/24

Issued November 2022



A Caring, Humane and Developed Society



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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>31 July 2023</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</u> by 1 December 2023 as per SLA</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</u> by 1 December 2023 as per SLA</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;
- 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 in Nkangala District and Gert Sibande District and also 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.

- Proof of registration of practitioners with professional body, e.g. SACSSP (if applicable)
- Constitution – stamped<sup>1</sup>, signed and dated
- Duty Sheets / Job descriptions
- Lease agreement <sup>2</sup>(if applicable) in respect of building utilised for service delivery
- Environmental Health Officer’s report<sup>3</sup> (if applicable) – if amendment of registration certificate is required or if premises are changed
- Registration certificates, viz.
  - NPO / NPC Registration Certificate / Memorandum of articles / Trust Deed
- NPO Compliance Report<sup>4</sup>
- Financial information, viz.
  - Audited financial statements for 2021/22 financial year
  - Bank statements (April, May and June 2023/24 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
- 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.

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

<sup>2</sup> Lease agreements to be submitted by organisations renting the facility from which they are operating

<sup>3</sup> NPO Compliance Report to be obtained from NPO Helpdesks in each sub-district office

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.**

<b>Service</b>	<b>Key Legislations</b>
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 2023-2028</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> </ul>



## 2.6 Enquiries

Physical Address	Postal Address	Service	Contact Person
<b>DISTRICT OFFICES</b>			
Gert Sibande District Office 102 Wedgewood Avenue Ermelo 2350	Private Bag X 9074 Ermelo 2350	HIV and AIDS Services	Ms Sibongile Khumalo - 017 819 7672
Nkangala District Office 22 Beatty Avenue Witbank 1035	Private Bag X7213 Witbank 1035	HIV and AIDS Services	Ms Mtlaki Mashego 013 658 4100
<b>PROVINCIAL OFFICE</b>			
Mbombela Squire Nelspruit 1035	Private Bag X11213 Nelspruit 1035	HIV and AIDS Support	Ms Huvy Mnisi 013 766 3652

## 2.7 HIV and AIDS Support

### 2.7.1 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

OBJECTIVES	OUTPUT	TYPE OF SERVICES
<p><b>Prevention</b> Reduce risky behaviour through the implementation of programmes that build resilience of individuals, families and communities ( Social and Behaviour Change Programmes)</p>	<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> </ul>	<p><b>Awareness Programme</b> <b>Capacity Building and SBC Programmes</b> <b>Facilitation Services</b> <b>Social Intervention</b> EXAMPLES:</p> <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> </ul>

OBJECTIVES	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> <li>• Parent child communication enhanced.</li> <li>• Access to services improved</li> <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>• Adolescent young people empowerment</li> <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>• HIV risk assessment</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></p>	<ul style="list-style-type: none"> <li>• Care and support services available.</li> </ul>	<p><b>Psychosocial support services</b> <b>Therapeutic services</b></p>

<b>OBJECTIVES</b>	<b>OUTPUT</b>	<b>TYPE OF SERVICES</b>
Provide care and support services aimed at strengthening the coping skills and restore normal functioning of individuals and families (Psychosocial Support Services)	<ul style="list-style-type: none"> <li>• Healthy living promoted</li> <li>• Stigma and discrimination addressed.</li> <li>• Social connected promoted.</li> <li>• Conducive environment created.</li> <li>• Community support systems strengthened.</li> </ul>	<b>Educational programmes</b> <b>Social Intervention Services</b> <b>EXAMPLES:</b> <ul style="list-style-type: none"> <li>• Conduct support groups</li> <li>• Provide care and 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 to treatment</li> <li>• Linkages, referrals and feedback</li> </ul>

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