

SERVICE SPECIFICATIONS 2022/23

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.

NPOs 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?

The following categories of organisations are invited to submit business plans / proposals:

- Organisations with whom the Department entered into one-year SLA's during 2021/22, and who wishes to continue rendering services. Be reminded that funding is not automatically guaranteed for organisations with whom the Department entered into a one-year SLA during 2021/22, and the normal processes of application, pre-assessment and assessment will apply;
- Organisations with whom the Department entered into a three-year SLA's during 2019/20, and who wishes to continue rendering services. Be reminded that funding is not automatically guaranteed for organisations with whom the Department entered into a three-year SLA during 2019/20, and the normal processes of application, pre-assessment and assessment will apply;
- Organizations that have not been funded before that render the required services within a specific area (as reflected in this Service Specifications) who wish to be considered for funding in the 2022/23 financial year. Please note that the submission of business plan is not a confirmation that the organization will be funded;
- Organisations having a valid SLA with the Department, need not reapply.

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 – stamped¹, signed and dated
- Daily activity programme² (if applicable) – all services providing activities
- Menu³ (if applicable) – all services providing meals
- Duty Sheets / Job descriptions
- Sketch plan of the building – all residential care and other facilities

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

² Daily activity programme to be submitted by ECD's, 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 ECD's, 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

- 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 2020/21 financial year
 - Bank statements (June, July and August 2021/22 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.

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?

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

⁵ Health Inspectors Report to be submitted by ECD's, 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 ECD's, 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

- 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
Social Work Veterans Forum	<ul style="list-style-type: none"> • Generic Norms and Standards for Social Welfare Services (2013) • Reviewed Generic Intervention Processes (2019) • Framework for Supervision (2012) • National Guidelines for the recruitment and remuneration of Social Work Veterans (2013) and draft Guidelines for the engagement of Social Work Veterans (2013)
HIV and AIDS Support	<ul style="list-style-type: none"> • 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 Families Child protection services Early Childhood Development Child and Youth Care Centres Community Based prevention and Early Intervention	<ul style="list-style-type: none"> • 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) • National Integrated Early Childhood Development Policy 2015 • Child Protection Policy, 2019 • White Paper on Families 2013 • 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)

Service	Key Legislations
	<ul style="list-style-type: none"> • 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 (CYCCs) • 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	<ul style="list-style-type: none"> • 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 18 Jones Street Nelspruit 1200	Private Bag X 11241 Nelspruit 1200	Welfare Services, Restorative Services and Children and Families	Ms S Mathebula – 013 759 7624
Gert Sibande District Office 102 Wedgewood Avenue Ermelo 2350	Private Bag X 9074 Ermelo 2350	Welfare Services, Restorative Services and Children and Families	Ms L Dube / Ms S 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 M Mashego / Ms I Maduma / Ms M Lelaka – 013 658 4100
PROVINCIAL OFFICE			
Sonjoy Building Government Boulevard Riverside Park Nelspruit 1200	Private Bag X11213 Nelspruit 1200	Generic Services	Ms G Godi 013 766 3155
		HIV and AIDS Support	Ms H Mnisi 013 766 3652
		Persons with Disabilities	Ms E Mhlanga 013 766 3060
		Care Services to Families	Ms MDP Shongwe 013 766 3980
		Child Care and Protection	Ms L Nyoni 013 766 3651
		Early Childhood Development	Ms D Malinga 013 766 3627
		Child and Youth Care Centres	Ms NA Mkhabela 013 766 3156
		Community Based Prevention and Early Intervention	Ms Z Maseko 013 766 3120
		Social Crime Prevention Services	Ms B Biya 013 766 3185
		Victim empowerment Programme	Ms G Mazibuko 013 766 3362
		Substance Abuse Prevention Services	Ms I Makushe 013 766 3155

3. GENERIC SERVICES

3.1 Social Work Veterans Forum

CATEGORY OF SERVICE:	Improvement of generic social work services
SERVICE DESCRIPTION:	Strengthen, manage and coordinate the provincial Social Work Veterans forum
AIM:	To benefit from the skills and expertise of social work veterans
DISTRICT:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Social Service Professionals

SERVICE REQUIRED:

OBJECTIVE	OUTPUT	TYPE OF SERVICES
To strengthen, manage and coordinate the provincial Social Work Veterans forum	<ul style="list-style-type: none"> • Effective and efficient organisational policies and procedures • Effective co-ordination of services • Effective and participative management committee • Non-discriminatory accessible and transparent services and management • Well-managed and sustainable services • 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 <ul style="list-style-type: none"> • Human resource management • 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 • Annual planning

OBJECTIVE	OUTPUT	TYPE OF SERVICES
To contribute to the social work profession through participation in professional activities	<ul style="list-style-type: none"> Well-coordinated activities contributing to the social work profession 	<p>EXAMPLES</p> <ul style="list-style-type: none"> Develop Annual Social Work Veterans Operational Plan Develop database of social work veterans in the province Implement and coordinate Social Work Veterans activities, e.g. Quarterly Veterans meetings, planning meetings, outreaches to practitioners, participation in development of legislation / policies etc.

AREAS WHERE SERVICES ARE REQUIRED	
Mpumalanga	The entire province

3.2 Provincial Social Services Organisation (Management)

CATEGORY OF SERVICE:	NPO Support and Governance of Organizations
SERVICE DESCRIPTION:	<p>Management, coordination, support and organisational development in respect of NPOs and CBOs delivering:</p> <p>Social Welfare Services (Services to Older Persons, Services to Persons with Disabilities)</p> <p>Children and Families Services (Child Care and Protection Services, Services to Families, Community Based Prevention and Early Intervention Services, Early Childhood Development)</p> <p>Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)</p>
AIM:	<p>To facilitate organisational management, development, coordination, support and monitoring and to create an enabling environment for NPOs and CBOs to deliver services to delivering</p> <p>Social Welfare Services (Services to Older Persons, Services to Persons with Disabilities)</p> <p>Children and Families Services (Child Care and Protection Services, Services to Families, Community Based Prevention and Early Intervention Services, Early Childhood Development)</p> <p>Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)</p>
PROVINCE	Mpumalanga
TARGET GROUP	<p>Branches / affiliates, management committees, personnel and volunteers of NPOs including emerging organisations delivering</p> <p>Social Welfare Services (Services to Older Persons, Services to Persons with Disabilities)</p> <p>Children and Families Services</p> <p>Families organizations</p> <p>Child Care and Protection organizations</p> <p>Community Based Prevention and Early Intervention Organizations</p> <p>Early Childhood Development Organizations</p> <p>Restorative Services (Crime Prevention, Victim Empowerment and Substance Abuse)</p>

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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Provision of quality professional services • Human resource development. • Compliance with practice guidelines in line with the relevant professional bodies • Support and guidance provided 	EXAMPLES <ul style="list-style-type: none"> • 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

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
Mentorship and capacity building Support, guide and capacitate branches and affiliates and emerging NPOS within the field of restorative services	<ul style="list-style-type: none"> • Capacity building and support • Transfer of skills to emerging NPOs and affiliates 	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Improved intellectual, emotional, physical and social well-being of older persons 	Awareness programmes Capacity building and Education Social Assistance

OBJECTIVE	OUTPUT	TYPE OF SERVICES
<p>as being at risk are assisted before they require intensive intervention or statutory services</p>	<ul style="list-style-type: none"> • Self-reliant older persons • Protected older persons • Involved families • Respect, dignity and rights of older persons restored • Non-discriminatory, responsive, accessible and transparent service 	<p>Social Intervention services Referral Services EXAMPLE:</p> <ul style="list-style-type: none"> • 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. • 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: <ul style="list-style-type: none"> - Affordable accommodation - Transport - Home care - Day care - Water - Sanitation - Welfare service - Health services - Social assistance programme, etc.
<p>Statutory intervention To protect older persons from abuse and neglect</p>	<ul style="list-style-type: none"> • 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 	<p>Awareness Programmes Capacity Building and Education Social Intervention Statutory & Court Ordered Services Referral services EXAMPLE:</p> <ul style="list-style-type: none"> • Advocacy and educational services • Referral to relevant resources • Counselling services. Reunification and reintegration services • Screening for admission to residential and home based care programmes

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		<ul style="list-style-type: none"> • 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

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	Nkomazi, Bushbuckridge, City of Mbombela
Gert Sibande	Msukaligwa
Nkangala	Emalahleni, Steve Tshwete and Dr JS Moroka

4.1.2 Residential Care Services to Frail Older Persons (Older Persons 002)

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	<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		<p>suffering from dementia, etc.</p> <ul style="list-style-type: none"> • Provision of rehabilitation services • Provision of counselling services • Family Reunification and reintegration services • Place of safety for neglected and abused older persons • Facilitate the provision of social work services Provide respite care • Provide transport services • Day care services • Library facilities
<p>Administration To ensure sound financial and administrative management of the facility</p>	<ul style="list-style-type: none"> • 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 	<p>EXAMPLES:</p> <ul style="list-style-type: none"> • 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

OBJECTIVE	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> Personal development plan in place 	

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	City of Mbomela, Thaba Chweu and Bushbuckridge
Gert Sibande	Albert Luthuli, Goven Mbeki, Lekwa, Mkhondo, Msukaligwa and Pixley Ka Isaka Seme
Nkangala	Emalahleni, Emakhazeni, Steve Tshwete and Victor Khanye
NEW SERVICE/ NEW APPLICATION	
Ehlanzeni	Nkomazi

4.1.3 Residential Care Services for older persons in needs of Assisted Living (Older Persons 003)

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.

SERVICE 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.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Administration To ensure sound financial and administrative management of the facility	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	City of Mbombela
Gert Sibande	None
Nkangala	Emalahleni, Thembisile
NEW SERVICE/ NEW APPLICATION	
Ehlanzeni	Nkomazi

4.1.4 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.	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.

OBJECTIVE	OUTPUT	TYPE OF SERVICES
		<ul style="list-style-type: none"> • 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 • Counselling services • Administration of medication • Emotional care services • Referral services
<p>Administration To ensure sound financial and administrative management of the facility</p>	<ul style="list-style-type: none"> • 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 	<p>EXAMPLES:</p> <ul style="list-style-type: none"> • 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

OBJECTIVE	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> • Proper management of personnel performance • Functional organogram in place • Personal development plan in place 	

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

4.2 Persons with Disabilities

4.2.1 Residential and assisted living care service for adults and children with disabilities (Disability 001)

CATEGORY OF SERVICE:	Continuing Care
SERVICE DESCRIPTION:	Residential and assisted living care services for adults and children with disabilities
AIM:	To provide temporary or permanent care, protection, support, stimulation, skills development and rehabilitation and habilitation of persons with disabilities, who due to their disability and social situation need care within a safe, secure and stimulating environment
DISTRICTS:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Adults and children with Disabilities whose physical, social and mental conditions render them in need of assistance and care and qualifying in terms of DQ 98

SERVICES REQUIRED

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Statutory Intervention/ Residential / Alternative Care / Reconstruction / After Care To provide comprehensive and continuous services to Persons with Disabilities on a temporary or permanent basis with a view to maximally maintain their physiological, social and emotional wellbeing.	24 hour Non-discriminatory, responsive, accessible and transparent service. <ul style="list-style-type: none"> • Strengthened support system. • Persons with Disabilities protected and informed on their rights. • Respect and dignity recognised. • Informed and involved families. • Improved well-being and quality of life of Persons with Disabilities. • Healthy Persons with Disabilities. • Physical, emotional, mental, physiological and spiritual needs of persons with disabilities met. 	Capacity building Education Programmes Therapeutic services Referral services EXAMPLES: <ul style="list-style-type: none"> • 24 Hours care services. • Comprehensive daily stimulation activities. • Rehabilitation services. • Counselling services. • Facilitate the provision of assistive devices • Facilitate the provision of health services. • Reunification and reintegration programme. • Capacity building programme e.g. life and social skills programme. • Provision of recreational activities

OBJECTIVE	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> Better quality of life 	<ul style="list-style-type: none"> Education and information programmes Respite care

Child and youth care centres for children with disabilities

EXISTING SERVICES	
Ehlanzeni	None
Gert Sibande	Albert Luthuli
Nkangala	Emalahleni, DR JS Moroka, Thembisile Hani

Residential and assisted living care services for adults with disabilities

EXISTING SERVICES	
Ehlanzeni	Thaba Chweu
Gert Sibande	Albert Luthuli, Dipaleseng
Nkangala	Emakhazeni

4.2.2 Community based care services (protective workshops) (Disability 002)

CATEGORY OF SERVICE:	Promotion & Prevention; Protection; Mental Health and Rehabilitation
SERVICE DESCRIPTION:	Community based care services (protective workshop)
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.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	Bushbuckridge, City of Mbombela, Nkomazi, Thaba Chweu, Umjindi
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Victor Khanye, Dr J.S. Moroka, Emakhazeni, Emalahleni,, Steve Tshwete, Thembisile Hani

4.2.3 Community based care services (Stimulation Centre) (Disability 003)

SERVICE DESCRIPTION:	Stimulation Centres
AIM:	To provide a day care facilities to children with disabilities to promote their optimal development and care
DISTRICTS:	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP:	Children with disabilities between the ages of 0 – 18 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 with disabilities to promote their optimal development and care.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

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

4.2.4 Prevention services for Residential care, Assisted living, Protective workshops and Stimulation centres (Disability 004)

OBJECTIVE	OUTPUT	TYPE OF SERVICES
Prevention To ensure efficient and effective management of the NPO.	<ul style="list-style-type: none"> • Well-managed and sustainable service. • Effective and participative management committees. • Non-discriminatory, responsive, accessible and transparent service. • Transformed management, beneficiaries • Compliance with PFMA requirements. • Compliance with service level agreement. • Compliance with the policy on financial awards. • M & E tools in place. • Compliance with minimum norms and standards for residential facilities • Compliance with Policy on the transformation of protective workshops • Compliance with guidelines for stimulation centres 	Capacity Building and Education Services EXAMPLES: <ul style="list-style-type: none"> • Coordination, networking and Marketing. • Financial management and training. • Capacity building and education • Human resource management. • Personal development plan in place • Accessible physical infrastructure • Referral services.

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

4.3 HIV and AIDS Support

4.3.1 HIV and AIDS Prevention, Care and Support Services (HIV and AIDS 001)

CATEGORY OF SERVICE:	Promotion and Prevention, Protection, Mental Health, Rehabilitation and Continuing Care
SERVICE DESCRIPTION:	Provision of HIV and AIDS prevention, care and support services to the target population in order to improve quality of life
AIM:	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
DISTRICTS	Gert Sibande, Nkangala and Ehlanzeni
TARGET GROUP	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
Prevention Reduce risky behaviour through the implementation of programmes that build resilience of individuals, parents and families	<ul style="list-style-type: none"> Increased HIV knowledge in DSD target populations Minimised new HIV infection Positive values instilled Decreased risky sexual behaviour Sustained positive behaviour Enabling environment for young people created Rights of OVCY protected Prevention programmes marketed Community systems strengthened Reduced vulnerability Stigma and discrimination reduced Information disseminated Healthy life style promoted Parent child communication enhanced. Access to services improved Human rights promoted 	Awareness Programme Capacity Building and Education Programmes Facilitation Services Social Intervention EXAMPLES: <ul style="list-style-type: none"> Life skills education for children and youth Parenting programmes Social and behaviour change services Advocacy services Development and dissemination of Information Awareness campaign on HIV, TB and STI's Community conversations Recruitment and training of facilitators Risk reduction services Adolescent girls and young women empowerment

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

OBJECTIVES	OUTPUT	TYPE OF SERVICES
	<ul style="list-style-type: none"> Community support systems strengthened 	<ul style="list-style-type: none"> Promote sharing of experiences Crisis intervention. Memory box Facilitate disclosure Comprehensive assessment and on-going counselling of clients Encourage adherence Linkages, referrals and feedback

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

5. CHILDREN AND FAMILIES

5.1 Services to Families

5.1.1 Services to families (Families 001)

CATEGORY OF SERVICE:	Promotion, Prevention and Protection
SERVICE DESCRIPTION:	Services to families
AIM:	To preserve and strengthen families
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Individuals and Families

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES / PROGRAMMES
Prevention, promotion and early intervention To preserve and strengthen families the family as a focal point of our society	<ul style="list-style-type: none"> Families linked to resources Improved quality of family life. Protected families. Improved social functioning and well-being of the family. Improved child-rearing skills in families. Empowered and strengthened marriages Parents and caregivers capacitated with parental skills 	Awareness Programmes Capacity Building and Education on: <ul style="list-style-type: none"> Active Teen Parenting Fatherhood Strategy Integrated Parenting Framework MENCARE Programme Dialogues with parents on parenting Support groups with fathers, mothers, teen parents, and parents in general who are experiencing problems with parenting Marriage Preparation programmes Marriage Enrichment Programme Mediation in divorce cases and other related matters Support services to Widows and widowers.

OBJECTIVES	OUTPUT	TYPE OF SERVICES / PROGRAMMES
		<ul style="list-style-type: none"> • Provision of Social Relief to families in crises • Parental guidance • Life skills. • Poverty alleviation services • Family preservation programme. • Reunification services, integration and aftercare services

RE-APPLICATION/NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

5.1.2 Shelters for individuals and families (Families 002)

CATEGORY OF SERVICE:	Promotion and Prevention, Protection and Mental Health
SERVICE DESCRIPTION:	Shelter for individuals and families
AIM:	To provide temporary shelter for destitute individuals and families
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Destitute adult individuals and families

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention, Early intervention and reunification services To provide care and support to destitute individuals and families.	<ul style="list-style-type: none"> Protected families/individuals Families/ individuals linked to resources Psycho social and economic empowerment Families/Preserved families Individual's dignity respected and nurtured 	Awareness and educational Programmes, Capacity Building, economic empowerment and skills training <ul style="list-style-type: none"> Provision of temporary shelter and protection Provision of Meals Material assistance Psychosocial Support services Crisis management Linking and referral to relevant resources Re-unification services Networking and liaison with stakeholders

REAPPLICATION/NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

5.2 Child Protection Services

5.2.1 Protection services to children and their families (Child Protection 001)

CATEGORY OF SERVICE:	Promotion, Prevention, and Protection Services
SERVICE DESCRIPTION:	Prevention and Early Intervention Services
AIM:	To protect and promote the well-being of children and families
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children that are vulnerable and at risk due to amongst others their exposure to abuse, neglect, sexual exploitation, abandonment, orphan hood, domestic violence, divorce, crime, HIV and Aids, poverty, alcohol and substance abuse, child labour, child trafficking, and disability. Services to refugee children are included

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention, protection statutory intervention and reunification To render preventative and early intervention services to children and families.	<ul style="list-style-type: none"> • Informed and empowered children. • Better quality of life. • 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. • Well- being of children and their families promoted. • Enhanced quality of life of children and their families. • Interest and safety of the child at risk and his/her family protected. 	Education, information and promotion programmes <ul style="list-style-type: none"> • Skills development programmes • Awareness campaigns • Capacity Building and Education • Referral Services • Support groups for children. • Holiday programmes. • Protection of children including management of child protection register, management of reported cases of child abuse and neglect and exploitation. • Temporary safe care(statutory) • Therapeutic programmes • Statutory services • Social Relief • Support groups for parents • Life skills education programmes.

OBJECTIVES	OUTPUT	TYPE OF SERVICES
		<ul style="list-style-type: none"> • Reception, assessment and referral. • Developmental assessment • Intermediary services. • Parental guidance • Psychosocial services • Play therapy. • Provision of designated child protection services. • Parental responsibilities and rights. • Protection of children including management of child protection register, management of reported cases of child abuse and neglect and exploitation

REAPPLICATION / NEW APPLICATIONS	
Ehlanzeni	Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, , Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr JS Moroka, Thembisile Hani, Steve TShwete, eMalahleni EMakhazeni Victor Khanye

5.2.2 Adoption services (Child protection 002)

CATEGORY OF SERVICE:	Child Protection
SERVICE DESCRIPTION:	Adoption Services in terms of Section 250(1) of the Children's Act (28 of 2005) as amended. It is a placement of a child in a permanent alternative care of a person who is not his or her biological parent or permanent guardian
AIM:	To protect and nurture children by providing a safe, healthy environment with positive support; and to promote the goals of permanency planning by connecting children to other safe and nurturing family relationships intended to last a lifetime
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children in need of care in terms of the Children's Act 38/2005, as amended who are eligible for adoption

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Statutory Intervention To provide adoption services to children and their families.	<ul style="list-style-type: none"> Protected and nurtured children. Children provided with permanency placement 	<ul style="list-style-type: none"> Determine adoptability of a child Screening of prospective adoptive parents Registration and consultation of Adoptable Children and prospective Adoptive parents (RACAP) Facilitate consent to adoption (if applicable) Gather information for proposed adoption Facilitate notice of proposed adoption Facilitate application for adoption order Facilitate recording of adoption in births and adoption register Facilitate Inter country adoptions

REAPPLICATION / NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

5.2.3 Early Childhood Development (Child protection 003)

CATEGORY OF SERVICE:	Prevention, Promotion and Protection
SERVICE DESCRIPTION:	Early Childhood Development
AIM:	To provide ECD services to children in ECD Centres
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children from birth to five years accessing ECD services in ECD centre

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention and early intervention To provide ECD services to children from birth to five years.	<ul style="list-style-type: none"> • The rights of children protected and promoted. • The physical, emotional and intellectual well-being of children promoted. • Quality of life of children and their families improved. 	Centre Based ECD Services that inter Alia address the following: <ul style="list-style-type: none"> • Provision of comprehensive ECD package programme • Awareness Programmes • Capacity Building and Education • Referral Services • Provision of Nutritious meals • Parental support services • Information and guidance to parents • Specific programmes for children with special needs • Reporting suspicious of ill-treatment and neglect of children

REAPPLICATION / NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

5.2.4 Partial Care: After school care (Child Protection 004)

CATEGORY OF SERVICE:	Promotion and Prevention and Protection
SERVICE DESCRIPTION:	After school care services
AIM:	To provide partial care and support services to children
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children from 6 to 17 years, including children with special needs

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
To provide partial care to children at risk between the ages of 6 -17 years.	<ul style="list-style-type: none"> • The rights of children protected and promoted. • The physical, emotional and intellectual well- being of children promoted. • Improved school performance. 	After school service including <ul style="list-style-type: none"> • Provision of Nutritious meals. • Homework supervision • Information and guidance to parents. • Life skills, information, empowerment and educational programmes. • Recreational programmes. • Referral services and linking children to resources. • Reporting suspicious of ill-treatment and neglect of children.

REAPPLICATION	
Ehlanzeni	Bushbuckridge, Thaba Chweu
Gert Sibande	Pixly Ka Isaka Seme
Nkangala	None

5.2.5 Non-Centre Based ECD services (Child protection 005)

CATEGORY OF SERVICE:	Promotion and Prevention and Protection
SERVICE DESCRIPTION:	Early Childhood Development
AIM:	To provide ECD services to children through non-centre based setting
DISTRICTS	Ehlanzeni, Gert Sibande and Nkangala
TARGET GROUP	Children from birth to five years, including children with special needs who are not able to access ECD centres

SERVICES REQUIRED

OBJECTIVES	OUTPUT	TYPE OF SERVICES
Prevention and early intervention To provide Non-centre based ECD services to children from birth to four years.	<ul style="list-style-type: none"> • The rights of children protected and promoted. • The physical, emotional and intellectual well-being of children promoted. • Quality of life of children and their families improved. 	Toy Libraries Play Groups Mobile ECD services Home Based ECD Services <ul style="list-style-type: none"> • Provision of comprehensive ECD package programme • Awareness Programmes • Capacity Building and Education • Referral Services • Provision of Nutritious meals. • Parental support services • Information and guidance to parents. • Specific programmes for children with special needs. • Reporting suspicious of ill-treatment and neglect of children.

REAPPLICATION	
Ehlanzeni	Nkomazi, Bushbuckridge, Thaba Chweu, Mbombela, Umjindi
Gert Sibande	Mkhondo, Msukaligwa, Pixley Ka Isaka Seme, Albert Luthuli, Lekwa
Nkangala	Emalahleni, Dr JS Moroka, Thembisile Hani, Victor Khanye, Steve Tshwete, Emakhazeni

5.2.6 Child and Youth Care Centres (Child protection 006)

CATEGORY OF SERVICE:	Protection, and Continuum 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 CYCCs 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 CYCCs 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.	<ul style="list-style-type: none"> Children's physical, emotional, mental, psychological and spiritual needs are met. 	<ul style="list-style-type: none"> Residential care services. Statutory Services Therapeutic programme Developmental assessment Reunification services Educational programmes Life-skills programmes Holiday programmes Independent living programmes Outreach programme

REAPPLICATION AND NEW APPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

5.2.7 Community based and prevention and early intervention service (Child protection 007)

CATEGORY OF SERVICE:	Promotion, Prevention and Protection
SERVICE DESCRIPTION:	Community Based Prevention and Early Intervention Services or children
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	Gert Sibande, Nkangala and Ehlanzeni
TARGET GROUP	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • Preservation of family life (children remain within family units) 	<p>Services to Drop in Centres and Community Based Organizations(RISIHA)</p> <p>Early identification of children and families in need of Care and Protection;</p> <ul style="list-style-type: none"> • Referrals to relevant services • Psychosocial support to OVC • Assist families and children with documentation; • Provide afterschool support to children • Provision of meals and food parcels • Nutrition, school uniform and food parcels provision • Homework assistance • Support to OVC doing grade 12 • Lifeskills programmes targeting adolescent boy and girl children in Drop-in Centres

EXISTING SERVICES / REAPPLICATION AND NEW APLPLICATIONS	
Ehlanzeni	City of Mbombela, Nkomazi, Thaba Chweu, Bushbuckridge
Gert Sibande	Albert Luthuli, Dipaleseng, Govan Mbeki, Lekwa, Mkhondo, Msukaligwa, Dr Pixley Ka Isaka Seme
Nkangala	Dr J.S. Moroka, Emakhazeni, Emalahleni, Steve Tshwete, Thembisile Hani, Victor Khanye

6. RESTORATIVE SERVICES

6.1 Social Crime Prevention Services

6.1.1 Services to all persons at risk and in conflict with the law (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 their 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	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Assistance of children and youth identified by parents, school teachers and 	EXAMPLES: <ul style="list-style-type: none"> Youth Dialogues and Youth Crime Prevention Summits

OBJECTIVES	OUTPUT	TYPE OF SERVICES
at risk of being in conflict with the law	<p>members of society as being at risk of committing crime, before they require:</p> <ul style="list-style-type: none"> - statutory services, - more intense therapy - or placement in diversion programme <p>Decrease in the number of young people entering the Criminal Justice System</p>	<ul style="list-style-type: none"> • 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
<p>Statutory intervention</p> <p>To provide statutory services to children, youth and adults already in conflict with the law</p>	<ul style="list-style-type: none"> • 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 	<p>EXAMPLES</p> <ul style="list-style-type: none"> • 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
<p>Re-integration and After Care Services</p> <p>To provide comprehensive re-integration and after care services to families of and children, youth and adults who have exited / completed crime prevention services</p>	<ul style="list-style-type: none"> • Reduced re-offending. • Reduced institutionalisation • Self-reliance and optimal social functioning within the family and community settings • Offenders re-integrated into society • Families reunified 	<p>EXAMPLES</p> <ul style="list-style-type: none"> • After Care Programme • Reunification programmes • Family counselling • Parenting programmes • Support groups • Home Based Supervision

EXISTING SERVICES / REAPPLICATION	
Ehlanzeni	Thabachweu, Bushbuckridge, Nkomazi, City of Mbombela
Gert Sibande	Albert Luthuli, Goven Mbeki
Nkangala	Emalahleni

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:	Community 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	<ul style="list-style-type: none"> Communities and victims of crime and violence empowered. Quality of life of victims of crime and violence enhanced 	EXAMPLES: <ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

OBJECTIVES	OUTPUTS	TYPE OF SERVICES
Statutory Intervention Provide statutory support services to victims of crime and violence.	<ul style="list-style-type: none"> Victim of crime and violence provided with psychosocial and life skills programmes Interest and safety victims of crime and violence protected. Social functioning and well-being of victims of crime and violence restored. Victims of crimes empowered with skills to make informed decisions 	EXAMPLES: <ul style="list-style-type: none"> Psychosocial services Crisis intervention. Assess and counselling of victims of crime and violence Court preparation and support. Intermediary services for victims of crime and violence
Residential and reunification To render continuum of care services to victims of crime and violence.	<ul style="list-style-type: none"> Interest and safety of victims of crime and violence protected. Victims of crime and violence reunified with their families. Social function and well-being of victims of crime promoted. 	EXAMPLES: <ul style="list-style-type: none"> Accommodation to victims of crime and violence Assessment psychosocial services Vocational programmes and life skills. Reunification programmes
Monitoring To monitor service delivery within the organisation	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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, Lekwa, Dr Pixley Ka Isaka Seme, Mkhondo, Msukaligwa , Govan Mbeki
Nkangala	Dr J.S. Moroka, Emalahleni, Steve Tshwete

AREAS WHERE SERVICES ARE REQUIRED	
Ehlanzeni	Umjindi, City of Mbombela
Gert Sibande	Lekwa, Dr Pixley Ka Isaka Seme
Nkangala	Emakhazeni, Victor Khanye, Thembisile hani, Dr JS Moroka

6.3 Substance Abuse Prevention Services

6.3.1 Services to individuals and families affected by abuse of substances (Substance 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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Informed individuals on treatment options (in-patient, both voluntary and involuntary committed and out-patient treatment). • Admission to treatment facility 	EXAMPLES <ul style="list-style-type: none"> • 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

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

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

AREAS WHERE SERVICES ARE REQUIRED	
Ehlanzeni	None
Gert Sibande	Albert Luthuli
Nkangala	None