



SERVICE SPECIFICATION: RESTORATIVE SERVICES

2022-2023 FINANCIAL YEAR

1. INTRODUCTION

The mandate of the Department of Social Development is to provide Developmental Social Welfare and Restorative Services to vulnerable individuals such as women, youth, children at risks and their families. The Institute of Security Studies in South Africa identifies that post-apartheid SA is faced by complex challenges which include the social ills, and high incidences of various forms of abuse, violence and crime in households and communities. In South Africa the levels of crime, substance abuse and gender based violence are seen as one of the biggest threats to the consolidation of democracy and the future stability of the country. The crimes against women and children continue to impact on their rights: the right to be treated with fairness and with respect for your dignity and privacy; the right to protection and the right to assistance.

In order to realize the rights of the vulnerable women and children as enshrined in the Constitution of the republic of South Africa, services are provided through prevention, early intervention, statutory as well as Aftercare and Reintegration service. These services comprise of educational, therapeutic, developmental, treatment, care and support, residential care / shelter as well as restorative programmes. They are informed of the Human Rights Framework as a reference, as well as Ubuntu social framework, including a wide range of the legislative and policy framework. The National Strategic Plan on Gender Based Violence and Femicide (202-2030) has 10 year long-term outcomes and five (5) year short-term outcomes with six (6) pillars that are to be implemented by various stakeholders to address the scourge of gender based violence and femicide in the country. The Department of Social Development has a responsibility to lead in the implementation of Pillar 4 of the NSP-GBVF (Response, Care, Support and Healing) as it is expected to coordinate integrated psychosocial support to all victims. The NSP-GBVF calls for a multi-sectoral, coherent strategic policy and programming framework to strengthen a coordinated national response to the crisis of gender-based violence and femicide by the government of South Africa and the country.

2. STRATEGY FOR INTERVENTION

The strategies in place seek to provide **Prevention, Early intervention, as well as Aftercare and Reintegration services** to reduce crime, substance abuse, Gender Based Violence and its negative impact on people. Prevention programmes on **Restorative Services** are conducted through educational awareness campaigns, Puppet shows, educational talks in schools, Teenagers Against Drug Abuse programme, sports against violence, crime, Gender Based Violence and substance abuse, peer group counselling, mentorship as well as Community mobilisation. **Early intervention** (diversion programmes, Integrated Social Crime Prevention Programme, group and individual therapy, family therapy, care and support services to victims), **Treatment and**

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rehabilitation; therapeutic interventions (in and out-patient treatment services, shelter services for victims and Aftercare and Reintegration (therapeutic and non-therapeutic interventions (support groups) and Community Based Services.

3. OBJECTIVES OF 2022-2023 FUNDING

3.2 Victim Empowerment Programme

The main objective is to design and implement integrated programmes and services to support, care and empower victims of violence and crime in particular women and children. The Department seeks to achieve its mandate of leading and coordinating VEP through provision of support to Non-Profit Organisations rendering services and programmes to victims of crime, sexual offences, abuse, Gender Based Violence and human trafficking that will ensure a NO secondary victimisation approach, immediate response and quality service to the needs of victims, sensitive to victims' rights as Human Rights, restoration of dignity, holistic and integrated plan for victims, restorative justice, reunification and aftercare services for victims of crime, abuse, Gender Based Violence and human trafficking .

SUB-PROGRAMME 4.3. VICTIM EMPOWERMENT PROGRAMME

5. KEY SERVICE AREAS NO. 2. INTEGRATED PREVENTION & PROTECTION, RESPONSE AND CARE & SUPPORT SERVICES AND PROGRAMMES TO COMMUNITIES AND VICTIMS OF CRIME AND VIOLENCE

5.1. KEY AREA 1: PREVENTION AND EARLY INTERVENTION

5.1.1. CATEGORY OF SERVICE: MENTORSHIP PROGRAMME FOR YOUTH (MEN & BOYS AND WOMEN & GIRLS) AND PROMOTION OF HUMAN RIGHTS

(i) SERVICE DESCRIPTION 1: MENTORSHIP THROUGH EDUCATIONAL & EMPOWERMENT PROGRAMMES FOR YOUTH, MEN & BOYS AND WOMEN & GIRLS INCLUDING LGBTI SECTOR FOR PREVENTION OF GENDER BASED VIOLENCE

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SERVICE DESCRIPTION 2: PREVENTION PROGRAMME THROUGH PROMOTION OF HUMAN RIGHTS

AIM OF THE KEY SERVICE AREA	Provision of mentorship programme for youth, men & boys and women & girls inclusive of in and out of school youth empowering them with life skills promoting Human Rights so as to prevent gender based violence, substance abuse and crime.
PROVISION OF MENTORSHIP PROGRAMME & PROMOTION OF HUMAN RIGHTS	-Provide mentorship programme for youth, men & boys and women and girls so as to reduce gender based violence, gender and cultural stereotypes, hate crimes, substance abuse and crime. -Provide education on Human Rights, Life skills, men / women issues, respect of opposite gender.
TARGET GROUP (S)	Men & boys, women & girls inclusive of in and out of school youth including LGBTIQA+ persons.
TARGETED DISTRICTS	All Districts : Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
TARGETED AREAS	All Areas

(ii) OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
<ul style="list-style-type: none"> To provide mentorship programme for youth, men & boys, women and girls in and out of school. To provide life skills programmes for youth, men & boys, women & girls inclusive of in and out of school youth. To provide mentorship and life skills programmes for boys on men issues. 	<ul style="list-style-type: none"> Empowered youth, men & boys, women & girls inclusive of in and out of school youth on issues of gender based violence, substance abuse and crime. Reduced incidences of gender based violence, gender & cultural stereotypes, sexuality, substance abuse and crime. Empowered young men and boys on men's issues from childhood to manhood and fatherhood (Men's Sector programmes, Brothers' for Life Programme, Not in our name (men), etc.) Empowered young women and girls on women's issues from childhood to womanhood and motherhood.

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Objectives	Outcomes
<ul style="list-style-type: none"> To provide prevention programmes on gender based violence, gender & cultural stereotypes, sexuality, substance abuse and crime. 	<ul style="list-style-type: none"> Empowered young men & boys, young women & girls inclusive of in and out of school youth to respect and value opposite gender and sexual orientation.
<ul style="list-style-type: none"> To provide Community Awareness on Human Rights and Life Skills Programmes 	<ul style="list-style-type: none"> Well informed youth, men & boys, women & girls inclusive of in and out of school youth on issues of gender based violence, domestic violence, sexual offences, abuse, human trafficking, substance abuse and crime. Communities that contribute to the fight against gender based violence, crime and substance abuse.
<ul style="list-style-type: none"> To establish and strengthen networking and inter-sectoral collaboration with other stakeholders. 	<ul style="list-style-type: none"> Establishment and management of sound working relations and partnerships with other stakeholders dealing with Human Rights, gender issues and moral regeneration.
<p>Services and programmes to be implemented in line with relevant policies and legislative mandate inclusive of; National Strategic Plan on Gender Based Violence and Femicide (2020-2030), Domestic Violence Act (116 of 1998), Victim's Charter, the Victim Support Services Policy (2019), VEP Norms and Minimum Standards, Prevention and Combating of Trafficking In Persons Act 7 of 2013, Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 and related legislative framework.</p>	

(i) FUNDABLE ACTIVITIES / ITEMS

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SERVICES REQUIRED TYPE OF SERVICE(S)	PROGRAMM	FUNDABLE ACTIVITIES / ITEMS	NON-FUNDABLE ACTIVITIES / ITEMS
<ul style="list-style-type: none"> Provision of mentorship programme for youth, men & boys, women & girls inclusive of in and out of school and out of school youth, empowering them with life skills to prevent gender based violence, substance abuse and crime. Provision of Community awareness and educational programmes. Establishment and strengthening of networking and inter-sectoral collaboration with other stakeholders. 	<p>Mentorship programme and promotion of Human Rights for youth, men & boys, women & girls inclusive of in and out of school youth empowering them with life skills to prevent gender based violence, substance abuse and crime.</p>	<p>Programme Funding for Mentorship Programmes & Promotion of Human Rights (Organisations)</p> <p>Administration costs</p> <ul style="list-style-type: none"> - Stationery and functional aids - Travelling costs: Transport (S&T) for awareness campaigns, workshops/trainings, administrative purposes - Maintenance, Rental & services and office equipment (when necessary) - Audit fees (where applicable) - Bank charges <p>Training of service providers</p> <ul style="list-style-type: none"> - Programme specific trainings - Travelling - Accommodation - Catering - Training venue where necessary <p>Prevention and Awareness Campaigns costs</p> <ul style="list-style-type: none"> - Life skills Programme for Target Group funded for : youth, men & boys and women and girls - Awareness campaigns & educational talks for communities - Catering for sessions - promotional material in a form of pamphlets or brochures <p>Payment of stipend</p> <ul style="list-style-type: none"> - For Mentorship Programme Coordinators or facilitators or Project Managers and field workers in line with the Ministerial Determination (EPWP) (One (01) Coordinator per Mentorship Organisation and four (04) field workers) <p>Provision for 1% UIF Contribution</p>	<ul style="list-style-type: none"> Infrastructure Salaries Assets <p>(Note: Fundraising to be done to obtain "non-fundable" items)</p>

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(ii) ADDITIONAL KNOWLEDGE AND SKILLS FOR PROJECT COORDINATORS/MANAGERS AND FIELD WORKERS:

PROGRAMME	REQUIREMENTS
MENTORSHIP PROGRAMME & PROMOTION OF HUMAN RIGHTS	<p>All facilitators and field workers for Mentorship programme and Promotion of Human Rights for youth, men & boys and women & girls, regardless of their prior training, should:</p> <ul style="list-style-type: none"> • Have an appropriate recognised qualification (lay counsellors with the appropriate levels of training and experience may facilitate the educational exercises, life skills and activities for awareness building within the programme) • Have an understanding of Victim Empowerment Programme and Gender Based Violence. • Have understanding of prevention of gender based violence, crime, abuse, human trafficking and prevention of secondary victimisation. • Have training on the facilitation of the Vocational Skills Training programmes. • Have understanding of Human and Victims' rights, as well as programmes and services for victims of crime and violence.



**5.1.2. CATEGORY OF SERVICE: COMMUNITY BASED SERVICES FOR VICTIMS OF CRIME AND VIOLENCE
(WHITE DOORS CENTRES OF HOPE INCLUSIVE OF VICTIM FRIENDLY/
SURVIVOR SUPPORT CENTRES)**

**(i) SERVICE DESCRIPTION: WHITE DOOR CENTRES OF HOPE ARE NON-RESIDENTIAL FACILITIES MEANT TO
RENDER COMMUNITY BASED SERVICES AND PROGRAMMES TO VICTIMS OF
CRIME AND VIOLENCE, SERVE AS RECEPTION, ASSESSMENT & REFERRAL
CENTRES AND SAFE SPACES FOR VICTIMS**

AIM OF THE KEY SERVICE AREA	Provision of community based support services to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking (women with their children and men).
PROVISION OF COMMUNITY BASED SERVICES	Focus should be on prevention, lay counselling and empowerment services and programmes for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.
TARGET GROUP (S)	Women with their children and men who are victims/survivors of crime such as; domestic and gender based violence, sexual offences, abuse and human trafficking. Services must also target victims/survivors who may not be of South African origin.
TARGETED DISTRICTS	All Districts : Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
TARGETED AREAS	All areas of the Province

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(ii) OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
<ul style="list-style-type: none"> To provide victim support services to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Services and programmes to be provided are as follows: - <ul style="list-style-type: none"> Community based victim support services Emotional Support (Individual and support groups) Lay counselling Practical Assistance e.g. Transport arrangement, emergency, telephone and family contact Provision of victim supporting resources and perishable goods e.g. sanitary towels, nappies, toys and tea Information on relevant legislations and available options <p>The following is a summary of services that will be offered at the White Door site:</p> <ul style="list-style-type: none"> A safe secure environment where the victims will wait for professional help for three (3) to six (6) hours Referral to the closest professional victims' service centre such as; Social Workers' offices, Police Station, Clinic, shelter, etc. depending on the nature of reported incident and victim's condition at that particular moment. It is vital that these centres are linked to the police stations and the Family Violence, Child Protection and Sexual Offences Unit (FCS) structures. 	<ul style="list-style-type: none"> Accessible quality service and support to all victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Access to immediate victims' services, care and support is within reach. Referral system is in place. Empowered survivors.
<ul style="list-style-type: none"> To provide Community Awareness, Education and Advocacy Programmes. (Community awareness, education and advocacy programmes focussing on): <ul style="list-style-type: none"> Prevention of domestic violence, sexual abuse, & human trafficking. Attitude & behaviour modification/change re: domestic violence and sexual offences 	<ul style="list-style-type: none"> Well informed communities on issues of violence, sexual offences, abuse, human trafficking and gender based

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Objectives	Outcomes
<ul style="list-style-type: none"> - Enhance the protection of victim rights through information sessions 	<p>violence.</p> <ul style="list-style-type: none"> • Supportive communities that protect and give support to victims and survivors creating a safe and secure environment for people. • Communities that contribute to the fight against crime and violence.
<ul style="list-style-type: none"> • To strengthen networking and inter- sectoral collaboration within the sector in the interest of victims. 	<ul style="list-style-type: none"> • Establishment and management of sound working relations and partnerships with other stakeholders in the interest of victims and survivors.
<p>Services and programmes to be implemented in line with relevant policies and legislative mandate inclusive of; National Strategic Plan on Gender Based Violence and Femicide (2020-2030), Domestic Violence Act (116 of 1998), Victim's Charter, the Victim Support Services Policy (2019), VEP Norms and Minimum Standards, Prevention and Combating of Trafficking In Persons Act 7 of 2013, Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 and related legislative framework.</p>	

(iii) FUNDABLE ACTIVITIES / ITEMS

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SERVICES REQUIRED TYPE OF SERVICE(S)	PROGRAMME	FUNDABLE ACTIVITIES / ITEMS	NON-FUNDABLE ACTIVITIES / ITEMS
<ul style="list-style-type: none"> • Provision of immediate services and emotional containment and support for victims • Provision of Prevention and Educational programmes to communities • Training of field / care givers on Victim Empowerment and related Programmes 	<p>Community based programme: Victim support services to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.</p>	<p>Programme Funding for White Door Centres of Hope inclusive of Victim Friendly Facilities)</p> <p>Administration costs</p> <ul style="list-style-type: none"> - Stationery and functional aids - Travelling costs : Transport (S&T) for awareness campaigns, workshops/trainings, administrative purposes - Maintenance, Rental & services and office equipment (when necessary) - Audit fees (where applicable) - Bank charges <p>Training of service providers</p> <ul style="list-style-type: none"> - Programme specific trainings - Travelling - Accommodation - Catering - Training venue where necessary 	<ul style="list-style-type: none"> • Infrastructure • Salaries • Assets (vehicles, buildings) <p>(Note: Fundraising to be done to obtain "non-fundable" items)</p>
	<p>Prevention and Awareness Campaigns costs</p> <ul style="list-style-type: none"> - Door to door, Dialogues & educational talks for communities - Promotional material in a form of pamphlets or brochures <p>Payment of stipend</p> <ul style="list-style-type: none"> - For Coordinators or Project Managers and field workers in line with the Ministerial Determination (EPWP) - (One (01) Coordinator /Manager per Organisation and four (04) field workers) <p>Victim Empowerment Programme Specification/2022/2023</p>	<p>Victim Support Resources costs</p> <ul style="list-style-type: none"> - Provision for 1% UIF Contribution 	<p>NA -</p> <p>11</p>

(iv) **ADDITIONAL KNOWLEDGE AND SKILLS FOR PROJECT COORDINATORS/MANAGERS AND FIELD /CARE WORKERS:**

PROGRAMME	REQUIREMENTS
PROVISION OF COMMUNITY BASED SERVICES – WHITE DOOR CENTRES OF HOPE INCLUSIVE OF VICTIM FRIENDLY FACILITIES	<p>All facilitators of community based services – White Door Centres of Hope inclusive of Victim Friendly Facilities, regardless of their prior training, should:</p> <ul style="list-style-type: none"> • Have an appropriate recognised qualification (lay counsellors with the appropriate levels of training and experience may facilitate the educational exercises and activities for awareness building within the programme) • Have an understanding of Victim Empowerment Programme and Gender Based Violence. • Have understanding of prevention of gender based violence, crime, abuse, human trafficking and prevention of secondary victimisation. • Have understanding of Human and Victims' rights, as well as programmes and services for victims of crime and violence.

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5.2. KEY AREA 2:

SHELTER AND THERAPEUTIC SERVICES & PROGRAMMES FOR VICTIMS OF CRIME AND VIOLENCE (RESIDENTIAL FACILITIES)

5.2.1. CATEGORY OF SERVICE:

SAFE HOMES /SHELTERS SERVICES FOR WOMEN OR MEN WITH THEIR CHILDREN

(i) SERVICE DESCRIPTION:

PROVISION OF SHORT-TERM SAFE HAVENS, THERAPEUTIC, CARE AND SUPPORT SERVICES FOR VICTIMS AND SURVIVORS OF CRIME, DOMESTIC AND GENDER BASED VIOLENCE, SEXUAL OFFENCES, ABUSE AND HUMAN TRAFFICKING.

AIM OF THE KEY SERVICE AREA	Provision of temporal residential care /shelter /temporal accommodation, therapeutic services, care and support to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking (WOMEN WITH THEIR CHILDREN OR MEN VICTIMS).
PROVISION OF TEMPORAL ACCOMMODATION FOR VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE N.B. (WOMEN SAFE HOMES TO BE SEPARATED FROM MEN SAFE HOMES) – NOT COMBINED	<p>Focus should be on of short-term safe havens, therapeutic, care and support services for WOMEN OR MEN WITH THEIR CHILDREN who are victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking and: -educational programmes, lay counselling and empowerment services and programmes for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.</p>
TARGET GROUP (S)	<p>Women OR Men with their children who are victims/survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Services should also be provided to victims/survivors who may not be of South African origin.</p>
TARGETED DISTRICTS	<p>All Districts : Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman</p>
TARGETED AREAS	<p>All areas of the Province</p>

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(ii) OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
<ul style="list-style-type: none"> To provide temporal accommodation / shelter, therapeutic services, protection, care, support and shelter programmes for victims of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. To have separate safe homes for women and men. <p>(Services and programmes to be provided are as follows):-</p> <ul style="list-style-type: none"> - Emotional Support - Counselling - Practical Assistance e.g. Transport arrangement, emergency, telephone and family contact - Provision of basic needs and victim supporting resources and perishable goods e.g. sanitary towels, nappies, toys and tea - Referral to the closest professional victim's service centre / office. - Skills training, capacity building and economic empowerment. - Re-unification services. - Aftercare services 	<ul style="list-style-type: none"> Safe havens and counselling for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Safe and secured accommodation. Compliance with minimum norms and standards for victim empowerment services. Non-discriminatory accessible and transparent service, management, beneficiaries and volunteers. Compliance with Public Finance Management Act requirements. Compliance with service level agreement. Capacity Building and Education Psycho- Social Services Referral Services

NA.

<ul style="list-style-type: none"> • To provide Early intervention / Reconstruction and Aftercare services • To provide Outreach programmes : Community Awareness, Education and Advocacy Programmes inclusive of : 	<ul style="list-style-type: none"> • Well informed communities on issues of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. • Supportive communities that protect and give support to victims and survivors creating a safe and secure environment for people. • Communities that contribute to the fight against crime and violence.
<ul style="list-style-type: none"> • To strengthen networking and inter- sectoral collaboration within the sector in the interest of victims. 	<ul style="list-style-type: none"> • Establishment and management of sound working relations and partnerships with other stakeholders in the interest of victims and survivors. • Well-managed and sustainable service.
<p>Services and programmes to be implemented in line with relevant policies and legislative mandate inclusive of; National Strategic Plan on Gender Based Violence and Femicide (2020-2030), Domestic Violence Act (116 of 1998), Victim's Charter, the Victim Support Services Policy (2019), VEP Norms and Minimum Standards, Prevention and Combating of Trafficking In Persons Act 7 of 2013, Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 and related legislative framework.</p>	

(iii) FUNDABLE ACTIVITIES / ITEMS

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SERVICES REQUIRED TYPE OF SERVICE(S)	PROGRAMME	FUNDABLE ACTIVITIES / ITEMS	NON-FUNDABLE ACTIVITIES / ITEMS
<ul style="list-style-type: none"> Emergency safety in secured facilities for victims and survivors. Provision of basic needs and emotional support for victims and survivors. Victims linked to resources with immediate access to assistance, including emergency medical services. Victims returned safely to the community and re-united with their families. Aftercare programmes for survivors. 	Protection, care, support services and shelter services for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.	<p>Programme Funding for Safe Homes / Shelters)</p> <p>Therapeutic Services</p> <ul style="list-style-type: none"> Social Worker Contracted Psychological services (where necessary) <p>Administration costs</p> <ul style="list-style-type: none"> Stationery and functional aids Travelling costs : Transport (S&T) for awareness campaigns, workshops/trainings, administrative purposes Maintenance, Rental & services and office equipment (when necessary) Audit fees (where applicable) Bank charges <p>Training of service providers</p> <ul style="list-style-type: none"> Facilitation fees (2 Programme specific trainings) Travelling Accommodation Catering Training venue where necessary <p>Shelter Services</p> <p>Safe Home (Basic needs for victims and survivors - food, bed linen, clothing, medical needs, centre equipment & furniture, monthly rentals for the centre and skills development for survivors)</p> <p>Prevention and marketing costs</p> <ul style="list-style-type: none"> Promotional material inclusive of pamphlets or brochures <p>Payment of stipend</p> <ul style="list-style-type: none"> For House mothers / fathers, Programme Coordinators or Project Managers and field workers in line with the Ministerial Determination (EPWP) <p>(Two House mothers / fathers per centre, One (01) Coordinator / Manager per Organisation and four (04) field workers)</p> <ul style="list-style-type: none"> Provision for 1% UIF Contribution 	<ul style="list-style-type: none"> Infrastructure Salaries Assets (vehicles and building) <p>(Note: Fundraising to be done to obtain "non-fundable" items)</p>

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(iv) **ADDITIONAL KNOWLEDGE AND SKILLS FOR PROJECT COORDINATORS/MANAGERS, HOUSE MOTHERS/FATHERS AND FIELD/CARE WORKERS:**

PROGRAMME	REQUIREMENTS
PROVISION OF TEMPORAL ACCOMMODATION FOR VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE (SAFE HOMES – SHELTERS)	<p>All facilitators of Safe Home – Shelter programme for victims of crime and violence, regardless of their prior training, should:</p> <ul style="list-style-type: none"> • Have an appropriate recognised qualification (lay counsellors with the appropriate levels of training and experience may facilitate the educational exercises and activities for awareness building within the programme, provided they work under the supervision of a qualified professional) • Have an understanding of Victim Empowerment Programme and Gender Based Violence. • Have understanding of prevention of gender based violence, crime, abuse, human trafficking and prevention of secondary victimisation. • Having understanding of Human and Victims' rights, as well as programmes and services for victims of crime and violence.

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5.2.2. CATEGORY OF SERVICE:

(i) SERVICE DESCRIPTION:

**ONE STOP / OUTREACH CENTRES WITH SHELTER SERVICES FOR WOMEN OR MEN WITH THEIR CHILDREN
PROVISION OF SHORT & LONGTERM SAFE HAVENS, PROTECTION, THERAPEUTIC, REHABILITATION, CARE AND SUPPORT SERVICES FOR VICTIMS AND SURVIVORS OF CRIME, DOMESTIC AND GENDER BASED VIOLENCE, SEXUAL OFFENCES, ABUSE AND HUMAN TRAFFICKING.**

AIM OF THE KEY SERVICE AREA	Provision of Protection, Therapeutic services, shelter and Rehabilitation for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.
<p>PROVISION OF TEMPORAL ACCOMMODATION FOR VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE</p> <p>N.B. (WOMEN SHELTER FACILITIES TO BE SEPARATED FROM MEN FACILITIES) – NOT COMBINED</p>	<p>Focus should be on of short and long-term safe havens, therapeutic, care and support services for WOMEN OR MEN WITH THEIR CHILDREN who are victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking and:</p> <p>-educational programmes, lay counselling and empowerment services and programmes for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.</p>
TARGET GROUP (S)	Women OR Men with their children who are victims/survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Services must also target victims/survivors who may not be of South African origin.
TARGETED DISTRICTS	All Districts : Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
TARGETED AREAS	One per District

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(ii) OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
<ul style="list-style-type: none"> • To provide protection, care, support therapeutic, shelter and rehabilitative programmes for victims of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. (Services and programmes to be provided are as follows):- <ul style="list-style-type: none"> - Trauma and crisis management, therapeutic and support services. - Implementation of Khuseleka One Stop Centre Model - Victim Impact Assessment - Provision of material assistance. - Case management and referral services - Support groups - Linking and referral of victims to relevant resources (medical, court/legal, counselling services). - Follow-up services (home visits). - Skills training, capacity building and economic empowerment. - Re-unification services. - After care services 	<ul style="list-style-type: none"> • Safe havens and rehabilitation for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. • Safe and secured accommodation. • Compliance with minimum norms and standards for victim empowerment services. • Non-discriminatory accessible and transparent service, management, beneficiaries and volunteers. • Compliance with Public Finance Management Act requirements. • Compliance with service level agreement • Capacity Building and Education • Statutory Services • Psycho- Social Services • Referral Services • Facilitation Services

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<ul style="list-style-type: none"> • To provide Early intervention / Reconstruction and Aftercare services • To provide Outreach programmes: Community Awareness, Education and Advocacy Programmes 	<ul style="list-style-type: none"> • Well informed communities on issues of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. • Supportive communities that protect and give support to victims and survivors creating a safe and secure environment for people. • Communities that contribute to the fight against crime and violence.
<ul style="list-style-type: none"> • To strengthen networking and inter- sectoral collaboration within the sector in the interest of victims. 	<ul style="list-style-type: none"> • Establishment and management of sound working relations and partnerships with other stakeholders in the interest of victims and survivors. • Well-managed and sustainable service.
<p>Services and programmes to be implemented in line with relevant policies and legislative mandate inclusive of; National Strategic Plan on Gender Based Violence and Femicide (2020-2030), Domestic Violence Act (116 of 1998), Victim's Charter, the Victim Support Services Policy (2019), VEP Norms and Minimum Standards, Prevention and Combating of Trafficking In Persons Act 7 of 2013, Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 and related legislative framework.</p>	

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(iii) FUNDABLE ACTIVITIES / ITEMS

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(iv) **ADDITIONAL KNOWLEDGE AND SKILLS FOR PROJECT COORDINATORS/MANAGERS, HOUSE MOTHERS/FATHERS AND FIELD/CARE WORKERS:**

SERVICES REQUIRED TYPE OF SERVICE(S)	PROGRAMME	FUNDABLE ACTIVITIES / ITEMS	NON-FUNDABLE ACTIVITIES / ITEMS
<ul style="list-style-type: none"> • Emergency safety in secure facilities for victims and survivors. • Provision of basic needs and emotional support for victims and survivors. • Victims linked to resources with immediate access to assistance, including emergency medical services. • Victims returned safely to the community and re-united with their families. • Aftercare programmes for survivors. 	<p>Protection, therapeutic services, shelter services and rehabilitation for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.</p>	<p>Programme Funding for One Stop Centres / Shelters)</p> <p>Therapeutic Services</p> <ul style="list-style-type: none"> - Social Worker - Contracted Psychological services (where necessary) <p>Administration costs</p> <ul style="list-style-type: none"> - Stationery and functional aids - Travelling costs : Transport (S&T) for awareness campaigns, workshops/trainings, administrative purposes - Maintenance, Rental & services and office equipment (when necessary) - Audit fees (where applicable) - Bank charges 	<ul style="list-style-type: none"> • Infrastructure • Salaries • Assets(vehicles and building) <p>(Note: Fundraising to be done to obtain "non-fundable" items)</p>
	<p>Victim Empowerment Programme</p>	<p>Shelter Services</p> <p>One Stop Centre (Basic needs for victims and survivors - food, bed linen, clothing, medical needs, centre equipment & furniture, monthly rentals for the centre and skills development for survivors)</p> <p>Prevention and Awareness Campaigns costs</p> <ul style="list-style-type: none"> - Promotional material inclusive of pamphlets or brochures <p>Payment of stipend</p> <ul style="list-style-type: none"> - For House mothers, Programme Coordinators / Managers and field workers in line with the Ministerial Determination (EPWP) (Two house mothers per centre, One (01) Coordinator /Manager and four (04) field workers) <p>Planned for 2022/2023 Contribution</p>	<p>NA -</p> <p>22</p>

PROGRAMME	REQUIREMENTS
PROVISION OF TEMPORAL ACCOMMODATION FOR VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE (ONE STOP CENTRES – SHELTERS)	<p>All facilitators of One Stop Centres – Shelter programme for victims of crime and violence, regardless of their prior training, should:</p> <ul style="list-style-type: none"> • Have an appropriate recognised qualification (lay counsellors with the appropriate levels of training and experience may facilitate the educational exercises and activities for awareness building within the programme, provided they work under the supervision of a qualified professional) • Have an understanding of Victim Empowerment Programme and Gender Based Violence. • Have understanding of prevention of gender based violence, crime, abuse, human trafficking and prevention of secondary victimisation. • Having understanding of Human and Victims' rights, as well as programmes and services for victims of crime and violence.



5.3. KEY AREA 4:

SUBSIDISED NPOS RENDERING SERVICES TO VICTIMS OF CRIME AND VIOLENCE

5.3.1. CATEGORY OF SERVICE: ORGANISATIONS RENDERING THERAPEUTIC SERVICES AND PROGRAMMES TO VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE (MONTHLY SUBSIDISED NPO'S: POST FUNDED (SOCIAL WORK POSTS))

(i) SERVICE DESCRIPTION: PROVISION OF PROFESSIONAL SERVICES AND PROGRAMMES; THERAPEUTIC, REHABILITATION, CARE AND SUPPORT SERVICES TO VICTIMS AND SURVIVORS OF CRIME, DOMESTIC AND GENDER BASED VIOLENCE, SEXUAL OFFENCES, ABUSE AND HUMAN TRAFFICKING.

AIM OF THE KEY SERVICE AREA	Provision of therapeutic services and community based support to victims and survivors of domestic violence, sexual offences, abuse and human trafficking (women with their children and men)
PROVISION OF THERAPEUTIC SERVICES AND COMMUNITY BASED SUPPORT TO VICTIMS AND SURVIVORS OF CRIME AND VIOLENCE	Provision of therapeutic, care and support services for victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking and: -educational programmes and empowerment services and programmes to communities and victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking.
TARGET GROUP (S)	Women with their children and men who are victims/survivors of crime such as; crime, domestic violence, trafficking in persons, gender based violence and sexual offences. Services must also target victims/survivors who may not be of South African origin.
TARGETED DISTRICTS	All Districts : Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
TARGETED AREAS	All areas

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(ii) OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
<ul style="list-style-type: none"> To provide victim support services to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. 	<ul style="list-style-type: none"> Accessible quality service, care and support to victims and survivors of crime, domestic and gender based violence, sexual offences, abuse and human trafficking. Empowered survivors.
<ul style="list-style-type: none"> To provide Community Awareness, Education and Advocacy Programmes 	<ul style="list-style-type: none"> Communities are aware on issues of crime, domestic violence and gender based violence, sexual offences, abuse and human trafficking. Supportive communities that protect and give support to victims and survivors creating a safe and secure environment for people. Communities that contribute to the fight against crime and violence. Establishment and management of sound working relations and partnerships with other stakeholders in the interest of victims and survivors.
<ul style="list-style-type: none"> To strengthen networking and inter- sectoral collaboration within the sector in the interest of victims. 	
<p>Services and programmes to be implemented in line with relevant policies and legislative mandate inclusive of; National Strategic Plan on Gender Based Violence and Femicide (2020-2030), Domestic Violence Act (116 of 1998), Victim's Charter, the Victim Support Services Policy (2019), VEP Norms and Minimum Standards, Prevention and Combating of Trafficking In Persons Act 7 of 2013, Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 and related legislative framework.</p>	

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(iii) FUNDABLE ACTIVITIES / ITEMS

SERVICES REQUIRED TYPE OF SERVICE(S)	PROGRAMME	FUNDABLE ACTIVITIES/ITEMS	NON-FUNDABLE ACTIVITIES / ITEMS
<p>Provision of therapeutic services, care and support for victims and survivors of domestic violence, sexual offences, abuse and human trafficking (women with their children and men).</p> <p>Prevention, Early Intervention and Awareness programmes</p>	<p>Therapeutic services and community based support to victims and survivors of domestic violence, sexual offences, abuse and human trafficking (women with their children and men)</p>	<p>Funding will only be limited to:</p> <ul style="list-style-type: none"> Principal Chief Social Worker Social Work post Social Auxiliary Work Post Administration costs per funded post. 	<ul style="list-style-type: none"> FIXED PROPERTY Purchase of Property/ Building (Infrastructure) Salaries for other categories Assets



CHIEF DIRECTOR: RESTORATIVE SERVICES

DATE 19/07/2024

ACTING HEAD OF DEPARTMENT
DATE 19/07/2024