



EASTERN CAPE PROVINCE

DEPARTMENT OF SOCIAL DEVELOPMENT

SOCIAL SERVICE DELIVERY PROGRAMMES: SERVICE SPECIFICATIONS

(Sub- Programme 2.2: SERVICES TO OLDER PERSONS)

2020/2021 FINANCIAL YEAR

1. INTRODUCTION

The strategic objective of the sub-programme is to provide care, developmental and integrated services to Older Persons by March 2021.

The mandate of the programme Services to Older Persons is to provide care, support and protection to Older Persons. These services comprise nutrition, nursing care and recreation in residential and non-residential facilities. In terms of Older Persons Act No.13 of 2006, Older Persons are encouraged to live within their communities as long as possible. In exceptional cases Older Persons have a right to access residential facilities.

2. STRATEGY FOR INTERVENTION

To give effect to Rights of Older Persons as enshrined in the Constitution of the Republic of South Africa Chapter 2; Older Persons Act, No.13 of 2006, Minimum Norms and Standards as well as Regulations of Act No. 13 of 2006. All Older Persons have a right to access Community Based Care and Support services as well as residential facilities and access services through Social Service Organisations.

3. OBJECTIVES OF 2020/21 FUNDING

To provide developmental and integrated services to Older Persons which will be rendered as follows:

COMMUNITY BASED CARE AND SUPPORT SERVICES (SERVICE CENTRES).

- To provide nutrition.
- To provide home based care.
- To provide recreation
- Outreach programmes
- Income generation and

- Administration

RESIDENTIAL FACILITIES

- To provide nutrition.
- To provide nursing care
- To provide recreation and clothing
- Administration
- Outreach programmes.

4. REQUIREMENTS FOR FUNDING OF THE SUB-PROGRAMME

- Applications should be in line with the service specifications.
- Registration in compliance with Older Persons Act, No.13 of 2006.
- Compliance with Norms and Standards
- NPO Registration in terms of NPO Act No. 71 of 1997.

5. KEY SERVICE AREAS

5.1 KEY AREA 1: COMMUNITY BASED CARE AND SUPPORT SERVICES (SERVICE CENTRES)

5.1.1 CATEGORY OF SERVICE: Non-Residential.

5.1.2 SERVICE DESCRIPTION: Community-based formal and informal settings for providing a range of services to Older Persons within their localities or neighbourhoods.

AIM OF THE PROGRAMME	<p>To provide Community Based Care and Support Services to Older Persons in order to:</p> <ul style="list-style-type: none"> ✓ Enable Older Persons to enjoy active, healthy and independent living. ✓ Create enabling and supportive environment that ensures that Older Persons receive services that respond to their needs. ✓ Provide personal care services rendered by formal and informal care givers in their homes so as to promote, restore and maintain an Older Person's maximum level of comfort, function and health including care towards a dignified death.
TARGET GROUP (S)	<ul style="list-style-type: none"> ✓ Older Persons (60+) who are able to function with minimal assistance within the community ✓ Frail Older Persons (60+) who need home based care.
TARGETED DISTRICTS	<ul style="list-style-type: none"> • Alfred Nzo, Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and OR Tambo.
AREAS OF EMPHASIS	<ul style="list-style-type: none"> • None

5.1.3 OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
Prevention and promotion programmes for ensuring the independent living of an Older Person in the community.	<p>Comprehensive range of integrated services aimed at:</p> <ul style="list-style-type: none"> ✓ Establishment of recreational opportunities. ✓ Provision of nutritionally balanced meals to needy Older Persons. ✓ Provision of Home Based Care. ✓ Provision of meals on wheels and meals on feet. ✓ Information, education and counselling services, including HIV and AIDS, care for orphans, Alzheimer's diseases, Dementia and basic emergency care. ✓ Spiritual, cultural, medical and civic services. ✓ Intergenerational programmes. ✓ Training of volunteer care givers to provide care and support to Older Persons.

5.1.4 SERVICES REQUIRED

Type of service(s)	Fundable Item	Non fundable Items
<ul style="list-style-type: none"> • Nutrition • Nursing Care • Recreation • Administration 	<p>TARIFF PER BENEFICIARY PER MONTH = R 200.00</p> <ul style="list-style-type: none"> • Well balanced nutritious meals (groceries) R100.00 (50%) • Personal Health Care (Cosmetics, first Aid Kit and detergents) R10.00 (5%) • Active Ageing (sporting equipment and clothing) R50.00 (25%) • (Stationery) funded under administration costs R10.00 (5%). • (Subsistence and Travelling) funded under administration costs R10.00 (5%). • (Training of Care Givers) funded under administration costs R20.00 (10%) • Payment of stipend (1x Care Giver per organisation) R 2 097.00 	<p>Infrastructure, Assets, Medical services and Salaries for other categories such as; Cooks, Gardeners, Cleaners, Administrators, security, and Nurses.</p> <p>Income generating activities through annual subscription and fundraising</p>

5.2 KEY SERVICE AREA 2:

5.2.1 CATEGORY OF SERVICE: Residential.

5.2.2 SERVICE DESCRIPTION: Residential care facilities.

AIM OF THE PROGRAMME	To provide residential care services to frail Older Persons (60+) in need of 24 hour care whose physical or mental condition renders that person incapable of caring for himself or herself.
TARGET GROUP (S)	<ul style="list-style-type: none">• Frail Older Persons who need 24 hour care.
TARGETED DISTRICTS	<ul style="list-style-type: none">• Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and OR Tambo.
AREAS OF EMPHASIS	<ul style="list-style-type: none">• Residential facilities are encouraged to promote interaction of residents with their families and next of kin through visits in order to prepare them for re-unification and community care ring.• Promote transformation of services.

5.2.3 OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
To maintain and promote the status, well-being, safety and security of Older Persons.	<p>To provide services to Older Persons at residential care facilities, namely:</p> <ul style="list-style-type: none"> ✓ 24-hour care and support services to frail Older Persons and those who need special attention ✓ Care and supervision services to Older Persons who are suffering from Dementia and related diseases ✓ Rehabilitation services ✓ Counselling services to residents and family members who need these services ✓ Implementation of outreach programmes ✓ Provision of beds for temporary accommodation of Older Persons at risk ✓ Training of volunteer care givers to deal with frail Older Persons and sport and recreational activities

5.2.4 SERVICES REQUIRED

Type of service(s)	Fundable Item	Non fundable Items
<ul style="list-style-type: none"> • Nutrition • Nursing Care • Recreation • Administration 	<p>Tariff = R 2 000</p> <ul style="list-style-type: none"> • Well balanced nutritious meals (groceries) R 900.00 (45%) • Personal Health Care (Cosmetics, first Aid Kit, diapers and detergents) R100.00 (5%) • Active ageing and clothing) R200.00 (10%) • Administration (stationery, subsistence and travelling, training of volunteer care givers) R 800.00 (40%) 	<p>Infrastructure, Assets, Medical services and Salaries for other categories such as; Cooks, Gardeners, Cleaners, Administrators, security, and Nurses.</p>

5.3 KEY SERVICE AREA 3

5.3.1 CATEGORY OF SERVICE: Social Service Organisations

5.3.2 SERVICE DESCRIPTION: Social Work, Social Auxiliary and Admin Posts for rendering of professional services to subsidized NGOs

AIM OF THE PROGRAMME	To render community based care and support services to older persons within their communities as well as in residential facilities by Social Service Practitioners
TARGET GROUP (S)	<ul style="list-style-type: none"> Older Persons (60+)
TARGETED DISTRICTS	<ul style="list-style-type: none"> Buffalo City Metro, Nelson Mandela Metro and OR Tambo.
AREAS OF EMPHASIS	<ul style="list-style-type: none"> Care and support services should also cater for Older Persons in Retirement Villages and Assistive Living Facilities.

5.3.3 OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
To maintain and promote the status, well-being, safety and security of Older Persons.	<p>To provide services to Older Persons:</p> <ul style="list-style-type: none"> ✓ Care and support services to Older Persons and those who need special attention ✓ Counselling services to Older Persons in residential facilities and their family members who need the services.

5.3.4 SERVICES REQUIRED

Type of service(s)	Fundable Items	Non fundable Items
<ul style="list-style-type: none"> Family outreach programmes Administration 	<p>Subsidized salaries for:</p> <ul style="list-style-type: none"> Chief/Principal Social Worker - R 203 554 Social Worker - R 135 187 Social Auxiliary Worker/fieldworkers - R 37 742 Admin Support per CSW/SW - R 40 000 Admin Support per SAW - R 20 000 	<p>Infrastructure Salaries for other categories</p> <ul style="list-style-type: none"> Cooks Gardeners Cleaners Administrators Security Nurses. <p>Assets</p> <p>Medical care services.</p>

6. GENERAL INFORMATION

6.1. Work Method to be utilised

Service delivery must include the following Social Service Profession methods:

- Casework
- Group interaction
- Community Outreach
- Supervision
- Management and Administration

6.2. Levels of intervention

- Prevention
- Early Intervention
- Statutory
- Continuum of Care / After Care

NB (With more emphasis on prevention and early intervention)

7. DOCUMENTS TO BE SUBMITTED:

- Business plan signed by the Project Committee Chairperson/Treasurer/Secretary
- Constitution signed by the Chairperson/Treasurer/Secretary.
- Non-Profit Organization (NPO) Certificate/Proof of application for registration
- Letter from the Bank confirming the NPO banking details/current bank statement
- Letters of support from Stakeholders (Community leaders)
- Letter/Memo of recommendation for the project from Area Manager
- Bas Entity Form (Supplier certificate) signed by the Supply Chain Management (SCM) or his delegates as proof of registration on the departmental database (for new projects/institutions/organizations)
- Audited Financial Statement (for the previous year)

Attach the existing checklist

8. ENQUIRIES

PROVINCIAL OFFICE		DISTRICT OFFICE						
	Alfred Nzo	Amathole	Buffalo City	Sarah Baartman	Chris Hani	Joe Gqabi	Nelson Mandela Metro	O.R. Tambo
M.C Ntlama (Social Work Policy Manager: Older Persons)	Mrs N. Mgilane (District Director)	Mrs S. Ntsaluba (District Director)	Mrs A. Siziba (District Director)	Mr M Kashe (District Director)	Ms V.T Mpondwana (District Director)	Ms P. Mngini (District Director)	Mr T. T. Ngqabayi (District Director)	Mrs N. Titus (District Director)
ADDRESS: : Private Bag x 0039, Bhisho, 5605	Counselling Centre 188 Garane Street Mount Ayliff 4135	58 Terminus Street 4 th and 6 th Floor Eagles House Building East London 5200	172 Oxford Street East London 5200	Corner of African & Hill Street, Grahamstown 6140	Whittlesea Road Melton Garden, Queenstown 5320	76 Somerset Street 2 nd floor- Old Balmoral Building Aliwal North 9750	Ibhayi Office Complex Struanway, Struandale Port Elizabeth 6001	Room 1040 Corner Leeds & Owen Street Botha Sigcau Mthatha 5099
Contact Numbers: 082 713 6665	Contact Numbers: 079 873 8006	Contact Numbers: 082 411 5773	Contact Number s: 082 577 1804	Contact Numbers: 066 068 7474	Contact Numbers: 082411 5812	Contact Numbers: 082 411 5698	Contact Numbers: 082 851 8491	Contact Numbers: 082 336 8071
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9. PROCEDURE FOR APPLICATION:

- A Business plan in the prescribed format must be submitted before or on, the deadline at the district office of the Department of Social Development.
- The Department of Social Development at District level will assess the submitted Business Plan and Provincial level will moderate.
- The approval of the service plan for funding is subject to approval of the extent and levels at which the organisation will be able to deliver services required in an effective and efficient manner in line with the service specifications as well as the availability of funds.
- The Department of Social Development will enter in a formal contractual agreement with a successful organisation to formalise the agreement to funding.
- Proof of registration as a pre requisite for funding must be provided.


TK TOYIYA

CHIEF DIRECTOR: SOCIAL WELFARE SERVICES

DATE: 17/09/2019

APPROVED/ NOT APPROVED


N BAART

HEAD OF DEPARTMENT

DATE: 26/09/2019