



Province of the  
**EASTERN CAPE**  
DEPARTMENT OF SOCIAL DEVELOPMENT

## **SOCIAL SERVICE DELIVERY PROGRAMMES**

### **PROGRAMME - 3: CHILDREN AND FAMILIES**

#### **SERVICE SPECIFICATION FOR CHILD CARE & PROTECTION SERVICES**

#### **CHILD AND YOUTH CARE CENTRE SERVICES**

**2025/ 2026 FINANCIAL YEAR**

## 1. INTRODUCTION

The vision of the Department of Social Development is “A caring society for the protection and development of the poor and vulnerable towards a sustainable society”. Its mission is to transform our society by building conscious and capable citizens through the provision of integrated social development services. The Department comprises of five programmes namely Administration (Programme 1), Social Welfare Services (Programme 2), Children and Families (Programme 3), Restorative Services (Programme 4) and Development and Research (Programme 5).

Programme 3 mainly focuses on provision of family preservation and increase number of children accessing developmental childcare and protection services. In its approach it renders integrated developmental welfare services to the poor and vulnerable in partnership with stakeholders and civil society organisations. It consists of six (6) Sub- Programmes; Management and Support, Care and Support Service to families, Child Care and Protection, Early Childhood Development and Partial Care, Child and Youth Care Centres and Community Based Care Services for Children.

To realize the rights of children as enshrined in the Constitution of the republic of South Africa, these services are provided through prevention, early intervention, statutory as well as re-integration and after care within family-based approach. Preventative and community-based care programmes are highly recommended to encourage caring communities and safe neighbourhood for children without any distinction.

## 2. STRATEGY FOR INTERVENTION

To give effect to rights of the child as contained in the Constitution of the Republic of South Africa Act 108 of 1996, Children’s Act 38 of 2005 as amended, Africa Charter on the Rights and Welfare of the Child, United Nation Convention on the Rights of the Child, as well as Provisions of Hague Convention on International Child Abduction and Adoption, White Paper on Families in partnership with Non-Profit Organisations and Civil Society Organisations.

The strategy for intervention is to offer services in line with the four levels of intervention as stipulated in integrated services delivery model that is prevention, early intervention, statutory, continuum of care and after care services. Emphasis is on prevention and early intervention levels; Family preservation is the centre of implementation at all levels. A holistic, integrated life cycle and systems approach should be utilized when offering services to children and families.

### 3. OBJECTIVE OF 2022/2020FUNDING

The strategic objective is to provide comprehensive child, family care and support services to communities in partnership with stakeholders and civil society organisations. The programme seeks to achieve its mandate through funding of Non-Profit Organisations like Child and Youth Care Centres, Designated Child Protection Organisations and Community Based Care Services.

#### 4. OBJECTIVES OF CHILD AND YOUTH CARE CENTRE (CYCC) SERVICES

##### To provide the following Residential Care Services

- Implementation of Independent Living Programme.
- Rendering of Social Work Services (Developmental Assessment, Therapeutic, Re-unification).
- Provision of Child and Youth Care Work Services (services rendered within the life space of a child).
- Provision of NGHCO on children judgement with Severe or Profound Disruptive Behavior Disorders Case Number 73662/16.
- Provision of residential care programmes for children with behavioural problems.
- Prevention and Early Intervention Programmes
- Provision of residential care programmes and services (Developmental Programmes, Personal Care, Nutrition) and Administration.

#### 5.1. KEY AREA: CHILD CARE & PROTECTION SERVICES

##### 5.1.1 CATEGORY OF SERVICES: CHILD AND YOUTH CARE SERVICES (CYCC's)

##### 5.1.2 SERVICES DESCRIPTION: CHILD AND YOUTH CARE SERVICES

<b>6. AIM OF THE PROGRAMME</b>	Provision of residential care and support services for children in need of care and protection.
<b>7. TARGET GROUP (S)</b>	Children 0-18 but not above 21 years
<b>8. TARGET DISTRICTS AND METROS</b>	Alfred Nzo, Amathole, Buffalo City, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela and O.R. Tambo. Prioritizing the previously disadvantaged areas (OR Tambo, Amathole, Alfred Nzo, Joe Gqabi and Chris Hani)
<b>9. AREAS OF EMPHASIS</b>	Residential care services including Independent Living Programmes

10. OBJECTIVES AND EXPECTED OUTPUTS			
OBJECTIVES		OUTCOMES	
Provision of residential care programmes and services <ul style="list-style-type: none"> <li>• Realization of Children' rights,</li> <li>• Well-nourished children,</li> <li>• Enhancement quality of children's lives at all levels</li> <li>• Enhancement of life skills,</li> <li>• Independent living for children disengaging from residential care programmes,</li> <li>• Meeting children's physical, social, emotional/ mental, physiological and spiritual needs including children found to be in need care and protection in CYCCs with Severe or Profound disruptive behaviour disorder. NGHCO on children with Severe of Profound Disruptive Behavior Disorders Case Number 73662/16.</li> </ul>		<ul style="list-style-type: none"> <li>• Children re-unified with their families and communities of origin</li> <li>• Resilience within children and youth</li> <li>• Growth and Development of Children to the best of their ability</li> <li>• Stability in the lives of children</li> </ul>	
<b>11. RESIDENTIAL CARE SERVICES</b>	<ul style="list-style-type: none"> <li>• Developmental Programmes,</li> <li>• Therapeutic services</li> <li>• Recreational Programmes</li> <li>• Residential care programmes</li> <li>• Psycho-social support</li> <li>• Behaviour modification programmes for children with behaviour challenges</li> <li>• Recreational, Art and Sport</li> <li>• Educational Programmes</li> <li>• Independent Living Programmes</li> <li>• Stabilisation programme</li> </ul>	R4285 rate per child per month including Social work services (R147 630.00) and Child and Youth Care Worker services (R45 864.00),  <b>The following are the Administrative modalities:</b> <ul style="list-style-type: none"> <li>• Provision of food (nutrition),</li> <li>• Recreational/Developmental activities,</li> <li>• Independent living programme</li> <li>• Prevention and Early Intervention Programme (PEIP),</li> <li>• Personal Care of funds allocated to children,</li> <li>• Other Administration and Support</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Assets</li> <li>• Other categories of professionals</li> <li>• Centre Manager</li> <li>• Training of Personnel</li> </ul>

	for children living and working on the street placed in CYCCs <ul style="list-style-type: none"> <li>• Programme for children with severe/profound disruptive behaviour disorders</li> <li>• Prevention and Early Intervention Programmes</li> </ul>	Services to children (inclusive of Cook, Security, cleaning, administration, telephone, fax, emails, travelling costs including ferrying of children to and from schools and training centres, electricity, water and sanitation of the unit cost.	
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## 12. 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 and Provincial level will assess the submitted service plan.
- The approval of the Business 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 contract with a successful organisation to formalise the agreement for funding.
- Proof of Registration, Designation and Accreditation as prescribed by Children's Act No. 38 of 2005 as amended, must be provided.

### 13. DOCUMENTS TO BE ATTACHED

Letter of application for Financial Assistance from the organization to the Department in line with the service specification
Completed and signed Business Plan (Format received from local offices of Department of Social Development)
Signed NPO Constitution
Certified copy of Non-Profit Organisation Certificate
Certified copy of Registration and or Temporary Registration, Designation and Accreditation Certificates in terms of Children's Act No 38 of 2005 as amended
List of Board Members
Letter from the Bank confirming the NPO banking details
Letter of support from Community leaders
2023/2024 Audited Financial Statement/Financial Reports
List of Personnel /Volunteers, certified copies of qualifications and their ID copies
Proof of application to SARS for Public Benefit Organization Certificate

## 14. ENQUIRIES


PROVINCIAL OFFICE	DISTRICT OFFICES							
	Alfred Nzo	Amathole	Buffalo City	Sarah Baartman	Chris Hani	Joe Gqabi	Nelson Mandela Metro	O.R. Tambo
Ms. NP. Ceza- Mabangula Director: Child Care & Protection Services	Mrs. N. Zembe  District Director	Mr. K. Nethe  Acting District Director	Mrs. N. Sithole Acting District Director	Mrs. VN. Mhlakaza  District Director	Mr. T. Solani  District Director	Ms. A Odendaal  District Director	Mr. H. Weyers Acting District Director	Mrs. KN. Manakaza  District Director
<b>ADDRESS</b> Close, Private Bag x 0039, Bhisho, 5600	<b>ADDRESS</b> Counselling Center 188 Garane Street Mount Ayliff 4135	<b>ADDRESS</b> 58 Terminus Street, 4th and 6th Floor Eagles House Building East London	<b>ADDRESS</b> 172 Oxford Street East London 5200	<b>ADDRESS</b> Corner of African & Hill Street, Grahamstown 6140	<b>ADDRESS</b> Whittlesea Road Melton Garden, Queenstown 5320	<b>ADDRESS</b> 76 Somerset Street 2nd floor-Old Balmoral Building Aliwal North 9750	<b>ADDRESS</b> Ibhayi Office Complex Struan Way, Gqeberha 6001	<b>ADDRESS</b> Room 1040 Corner Leeds & Owen Botha Sigcau Mthatha
<b>Contact Numbers:</b>  079 881 6749	<b>Contact Numbers:</b> 045-808 3700  072 602 8240	<b>Contact Numbers:</b> 043-705 5600  082 553 5059	<b>Contact Numbers:</b> 043-711 6600  082 442 1680	<b>Contact Numbers:</b> 046-636 1484  066 068 7474	<b>Contact Numbers:</b> 045-838 3703  082 551 4052	<b>Contact Numbers:</b> 051-633 1602/01  072 986 1914	<b>Contact Numbers:</b> 041- 406 5702  082 968 6345	<b>Contact Numbers:</b> 047-531 4228  079 527 7455

  
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**NP. CEZA-MABANGULA**  
**DIRECTOR: CHILD CARE & PROTECTION SERVICES**

16/07/2024

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**DATE**

SUPPORTED/NOT SUPPORTED

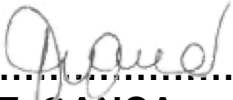


K. ZIMBA  
ACTING CHIEF DIRECTOR: CHILDREN AND FAMILIES

16/07/2024

DATE

SUPPORTED/~~NOT SUPPORTED~~



ZF. GANCA  
DEPUTY DIRECTOR GENERAL: SOCIAL WELFARE SERVICES

22 July 2024

DATE

APPROVED/~~NOT APPROVED~~



M. MACHEMBA  
HEAD OF DEPARTMENT

22/07/2024

DATE