



EASTERN CAPE PROVINCE

DEPARTMENT SOCIAL DEVELOPMENT

**SOCIAL SERVICE DELIVERY PROGRAMMES:
SERVICE SPECIFICATIONS**

**CARE AND SUPPORT SERVICES TO OLDER PERSONS
2025/2026 FINANCIAL YEAR**

1. INTRODUCTION

The strategic objective of the sub-programme is to provide care, developmental and integrated services to Older Persons by March 2023. The mandate of the Sub-programme Care and 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 as amended, older persons are encouraged to live within their communities as long as possible though they also have a right to access Residential Facilities in demanding circumstances.

2. STRATEGY FOR INTERVENTION

To give effect to rights of older persons as contained in the Constitution of the Republic of South Africa, Older persons Act, 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 including Home Based Care services as well as residential facilities and access services through Social Service Organisations. Strategies on Ageing with specific emphasis to Chapter 5 of the Older Persons Act 13 of 2006 in Section 31 and its Amendment Bill enforces a need to keep the register of perpetrators of abuse of Older Persons.

3. OBJECTIVES OF 2025/26 FUNDING

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

RESIDENTIAL FACILITIES

- To provide accommodation
- To provide Nutrition.
- To provide 24- hour care and Nursing Care
- To provide Therapeutic services and Recreation
- To provide respite care and step- down facilities
- 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 and regulations as proclaimed in April 2010
- NPO Registration in terms of NPO Act, 1997.

5. KEY SERVICE AREAS

5.1 KEY AREA 1:

5.1.1 CATEGORY OF SERVICE: Residential.

5.1.1 SERVICE DESCRIPTION:

KEY SERVICE AREA 1:

1. CATEGORY OF SERVICE: Residential.

2. SERVICE DESCRIPTION: Residential Care Facilities.

3. AIM OF THE Key Service Area	To provide residential care services to frail older persons (60+) in need of 24 hour care whose physical or mental condition renders him or her incapable of caring for himself or herself.
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TARGET GROUP (S)	<ul style="list-style-type: none">• Frail older persons who need 24hour care.
TARGETED DISTRICTS	<ul style="list-style-type: none">• Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
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.

1. OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes- increased protection, care and support of Older Persons
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 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 disease ✓ Institutional care and support for frail older persons who are either destitute or whose families are poor and unable to provide the type of care and support needed by them. ✓ Rehabilitation services, step- down and respite care ✓ Counselling services to resident and family members who need these services ✓ Implementation of outreach programmes ✓ Provision of beds for temporary accommodation of older persons at risk ✓ Ensuring the registration of residential facilities in terms of Older Persons Act no 13 of 2006 ✓ Statutory services inclusive of monitoring of compliance to norms and standards ✓ Training of volunteer care givers to deal with frail older persons and recreational activities

2. REVICES REQUIRED	Fundable Item	Non fundable Items
Type of service(s)		
<ul style="list-style-type: none"> • Nutrition • Nursing Care • Recreation • Administration 	<p>Tariff per beneficiary per month (R 2142) Below is the breakdown</p> <ul style="list-style-type: none"> • Well balanced nutritious meals (groceries) (42%) • Personal Health Care (Cosmetics, first Aid Kit, Incontinency material and detergents) (18%) • Administration (Care givers stipend, Stationery, Training of Caregiver/ Volunteers and S&T) (40%) 	<p>Infrastructure Salaries for other categories</p> <ul style="list-style-type: none"> ✚ Cooks ✚ Gardeners ✚ Cleaners ✚ Administrators ✚ Security ✚ Nurses. <p>Assets Medical care services.</p>

2. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

2.1 SERVICE DESCRIPTION: CARE AND SUPPORT SERVICES TO OLDER PERSONS

AIM OF THE PROGRAMME	Older Persons stay in their communities of origin as much as possible.
TARGET GROUP (S)	Older Persons
TARGETED DISTRICTS AND METROS	Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, NMMM, OR Tambo and Sarah Baartman.
AREAS OF EMPHASIS	Self-representation and full participation in decision-making processes, recognizing older persons as full citizens with basic human rights and responsibilities.

OBJECTIVES AND EXPECTED OUTPUTS	
OBJECTIVES	OUTCOMES
<ul style="list-style-type: none"> To create an environment which is more inclusive, accessible and protective to Older Persons. 	<ul style="list-style-type: none"> Stable and functional families that affords Older Person an opportunity to remain longer in the communities as long as possible.

SERVICES REQUIRED	PROGRAMME	FUNDABLE ITEM	NON FUNDABLE ITEM
TYPE OF SERVICE(S)			
<ul style="list-style-type: none"> Prevention and Promotion programmes 	<ul style="list-style-type: none"> Active Ageing Economic empowerment Intergenerational projects 	Tariff per beneficiary per month of attendance = R250.00 <ul style="list-style-type: none"> Nutritious meals (42%) 	<ul style="list-style-type: none"> Infrastructure Salaries

<ul style="list-style-type: none"> • Home based care programmes 	<ul style="list-style-type: none"> • Education and training • Luncheon clubs • Home Based Care 	<ul style="list-style-type: none"> • Facilitation Fees (Stipends for Care Givers, as per Ministerial determination) • Active Ageing (13%) • Personal Health Care (Cosmetics, first aid kit & detergents) (5%) • Administration and Support: (telephone, emails, travelling, stationery and electricity, rental) (40%) 	
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3. KEY SERVICE AREA 3

3.1. CATEGORY OF SERVICE: Social Service Organisations

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"> • Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Sarah Baartman
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.

3.3. OBJECTIVES AND EXPECTED OUTCOMES

Objectives	Outcomes
To render professional services Older Persons.	✓ Improved welfare services for Older Persons.

3.4. SERVICES REQUIRED

Type of service(s)	Fundable Items	Non fundable Items
<ul style="list-style-type: none"> Family outreach programmes Administration 	<ul style="list-style-type: none"> Subsidized salaries for Chief Social Work post = R222 283.00 • Subsidized salaries for Social Work post = R147 630.00 • Subsidized salaries for Social Auxiliary Work post = R 41 212.00 • Subsidized salaries for Admin post = R40 000, 00 	<p>Infrastructure</p> <p>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>

4. GENERAL INFORMATION

4.1. Work Method to be utilised

Service delivery must include the following Social Service Profession methods:

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

4.2. Levels of intervention

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

NB (With more emphasis on prevention and early intervention)

5.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 residential facility for Older Persons 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 previously funded organization).

Attach the existing checklist

6.ENQUIRIES

PROVINCIAL OFFICE	DISTRICT OFFICE							
	Alfred Nzo	Amathole	Buffalo City	Sarah Baartman	Chris Hani	Joe Gqabi	Nelson Mandela Metro	O.R. Tambo
1. M.C Ntlama (Social Work Manager: Older Persons) 2. T.P Lwana (Social Work Manager: Older Persons)	Mrs N. Zembe (District Director)	Mr. K. Nethe (Acting District Director)	Ms. N. Sithole (Acting District Director)	Ms. V. Mhlakaza (District Director)	Mr. T. Solani (District Director)	Ms. A. Odendaal (District Director)	Mr T. T. Ngqabayi (District Director)	Mrs K. Manakaza (District Director)
ADDRESS: One Vision Building, 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	, 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: 043 6055220/ 043 6055226 /0824470681	Contact Numbers: 0798738006	Contact Numbers:	Contact Numbers: 0825771804	Contact Numbers:	Contact Numbers:	Contact Numbers: 082 411 5698	Contact Numbers: 082 851 8491	Contact Numbers: 082 336 8071
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7. 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 adjudicate.
- 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.

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MR. M MACHEMBA

HEAD OF DEPARTMENT

DATE: 23/07/2024