



EASTERN CAPE PROVINCE

DEPARTMENT SOCIAL DEVELOPMENT

SOCIAL SERVICE DELIVERY PROGRAMMES:

SERVICE SPECIFICATIONS

CARE AND SUPPORT SERVICES TO FAMILIES 2025/2028 FINANCIAL YEAR (3 YEARS)

1. INTRODUCTION

The mandate of the Sub-programme is provision of developmental Social Welfare Services through care and support services to families. The programme provides a range of services in a holistic approach targeting families. The niche is to strengthen and empower families so that they can support individual members of the families. Programmes / Services to families are provided through programmes such as Family Preservation, Family Resource Centre, Single Parents, Fatherhood and Parenting Skills Programmes.

2. STRATEGY FOR INTERVENTION

The strategy for intervention is to offer services in line with the four (4) levels of intervention as stipulated in integrated services delivery model that is prevention, early intervention, statutory and continuum of care / after care services. The focus is on the three Strategic areas and envisaged actions of the White Paper for Families (June 2013) which are outlined below:

- Strategic Priority: 1 Promotion of Healthy Family Life
- Strategic priority: 2 Family Strengthening
- Strategic Priority: 3 Family Preservation

Emphasis is on prevention and early intervention levels and Family preservation services should be implemented at all levels.

3. OBJECTIVES OF 2025/2028 FUNDING

The programme seeks to achieve its mandate through funding of Non-Government Organizations (FAMSAS) and Non- Profit Organizations that implement Family Preservation, Family Resource Centres, Single Parents Association and Fatherhood Programmes.

The Programmes rendered in Families are described as follows:

FAMILY PRESEVATION PROGRAMMES (FPP)
<ul style="list-style-type: none">• Family Preservation Programmes are responsible for Empowerment of families through Life Skills, Youth Mentorship, Family Group Conferencing, Community Conferencing, Intensive Family Support, Educational Awareness, Teenage Parents, Marriage Preparation and Enrichment Programmes.
FAMILY RESOURCE CENTRE PROGRAMMES AND YOUTH CARE CENTRES (FRC)
<ul style="list-style-type: none">• Family Resource Centres are responsible for Provision of After School Care, Skills Development, Family Enrichment, Income Generation for families, Intergenerational and Integrated Holiday Programmes for families (as stipulated in the Framework for Holiday Programmes).
SINGLE PARENTS ASSOCIATION PROGRAMMES (SPA)
<ul style="list-style-type: none">• Single Parents Association are responsible for Empowerment, Support, Skills Development, Economic Empowerment and Income generation programmes for Single Parents.
FATHERHOOD PROGRAMMES
<ul style="list-style-type: none">• Fatherhood Programmes are responsible for Empowerment of Fathers to play their role as fathers, Provision of Parenting Skills & Programmes, Men Care +, Prevention and Educational Campaigns to address the issue of absent fathers (as stipulated in Fatherhood Strategy) must include the following campaigns/programmes/services (but not limited):<ul style="list-style-type: none">➤ Men can be responsible,➤ One Man Can➤ Daddy Where are you Campaigns.

- Not in Our Name
- Street Intervention
- Traditional Initiation Preparatory Programme (Circumcision)

CARE AND SUPPORT SERVICES TO FAMILIES RENDERED BY NON GOVERNMENTAL ORGANIZATION (NGOS)

4. KEY SERVICE AREAS

4.1. KEY AREA 1: FAMILY PRESEVATION PROGRAMMES (FPP))

4.1.1. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

4.1.2. SERVICE DESCRIPTION: CARE AND SUPPORT SERVICES TO FAMILIES

AIM OF THE PROGRAMME	Strengthening and preservation of families
TARGET GROUP (S)	FAMILIES
TARGETED DISTRICTS & METROS	Alfred Nzo, Amathole, Chris Hani, Sara Baartmaan, Joe Gqabi, Nelson Mandela Metro, OR Tambo and Buffalo City Metro (Matatiele, Mt Frere, Mquma, Mbhashe, Mt Fletcher, Ngcobo, Graaff Reinet, NMM, KSD, Mhlontlo, Fort Beaufort, East London)
AREAS OF EMPHASIS	Family Preservation Services

SERVICES REQUIRED TYPES OF SERVICES	PROGRAMME	FUNDABLE ITEM	NON-FUNDABLE ITEM
<ul style="list-style-type: none"> Family Preservation services 	<ul style="list-style-type: none"> Intensive Family Support Awareness and educational programmes Prevention & Early intervention services Reunification Services Continuum of care / After Care services Statutory services Family Group conferencing Marriage Preparation & Enrichment Programmes Youth Mentorship services Income generating initiatives Holiday Programmes Empowerment programmes Community conferencing 	<ul style="list-style-type: none"> Stipend for Family Care Workers not to exceed 40% of the total budget but meeting the Ministerial Determination Administration & Support (emails, telephone, travelling fees, stationery, audit fees and electricity) not to exceed 10% of the total budget Implementation of the programme in family preservation such as Life Skills, Family Enrichment and Holiday Programmes etc.) at 50 % of the total budget 	<ul style="list-style-type: none"> Infrastructure Salaries

	<ul style="list-style-type: none"> • Families in Crisis Programme • Family Resilient Programmes • Programmes for Support of Child Headed Families • Trauma Debriefing • Behaviour Modification • Sinovuyo Teens Parenting Programme • Parenting Skills Programmes (Integrated parenting programme, Active parenting of Teenagers, Programme for Teen Parents, Men Care Programme(s) and Positive Parenting) but not limited to these. • Administrative management of services and programmes. 		
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OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none"> To preserve the family unit as a focal point of the society 	<ul style="list-style-type: none"> Improved quality of family life, protected families, improved social functioning and well-being, preserved family life, Stable family life, improved parenting in families, administrative management of services and programmes.

5. KEY SERVICE AREAS

5.1. KEY AREA 2: FAMILY RESOURCE CENTRES (FRC)

5.1.1. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

5.1.2. SERVICE DESCRIPTION: CARE AND SUPPORT SERVICES TO FAMILIES

AIM OF THE PROGRAMME	Empowerment of families to be self -reliant and resilient
TARGET GROUP (S)	FAMILIES
TARGETED DISTRICTS & METROS	Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Sarah Baartman, Joe Gqabi, Nelson Mandela Metro and OR Tambo (Matatiele, Fort Beaufort, Peddie, Buffalo City, Cradock, Cofimvaba, Lady Frere, Aliwal North, NMM, Qawukeni)
AREAS OF EMPHASIS	Family Resource Centre Programme

OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none"> To empower families to be self -reliant 	<ul style="list-style-type: none"> Self – reliant, self-sustainable and resilient Families

SERVICES REQUIRED TYPES OF SERVICES	PROGRAMME	FUNDABLE ITEM	NON-FUNDABLE ITEM
<ul style="list-style-type: none"> Prevention & Intervention programmes 	<ul style="list-style-type: none"> Awareness and educational programmes Prevention & Early intervention services Continuum of care / After Care services After School Care Programme Inter-generational Programme Family enrichment programmes Income generating initiatives Holiday Programmes Sinovuyo Teens Parenting Programme Parenting Skills Programmes (Integrated parenting programme, Active parenting of Teenagers, Programme 	<ul style="list-style-type: none"> Stipend for Family Care Workers not to exceed 40% of the total budget but meeting the Ministerial Determination Administration & Support (emails, telephone, travelling stationery, audit fees and electricity) not to exceed 10% of the total budget Implementation of the programme in family preservation such as Life Skills, Family enrichment and Holiday Programmes etc.) at 50 % of the total budget 	<ul style="list-style-type: none"> Infrastructure Salaries

	for Teen Parents, Men Care Programme(s) and Positive Parenting) but not limited <ul style="list-style-type: none"> Income Generation Programmes 		
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6. KEY SERVICE AREAS

6.1. KEY AREA 3: SINGLE PARENTS ASSOCIATION PROGRAMME (SPA)

6.1.1. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

6.1.2. SERVICE DESCRIPTION: CARE & SUPPORT SERVICES TO FAMILIES

AIM OF THE PROGRAMME	Empowerment of single parents and their families	
TARGET GROUP (S)	FAMILIES	
TARGETED DISTRICTS & METROS	Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Nelson Mandela Metro, Sarah Baartman and OR Tambo (Mt Frere East London, Cofimvaba, NMM, Libode, Graaf Reinet, Grahamstown Mt Fletcher and Mhlontlo)	
AREAS OF EMPHASIS	Single Parents Association Programmes	
OBJECTIVES AND EXPECTED OUTCOMES		
OBJECTIVE	Outcomes	
<ul style="list-style-type: none"> To support and empower single parents 	<ul style="list-style-type: none"> Stable single parent families. 	

SERVICES REQUIRED TYPES OF SERVICES	PROGRAMME	FUNDABLE ITEM	NON-FUNDABLE ITEM
<ul style="list-style-type: none"> Single Parents Programme 	<ul style="list-style-type: none"> Awareness and educational programmes Prevention programmes After Care services Life Skills programme Mentoring programme Empowerment programmes Community conferencing Families in Crisis Programme Sinovuyo Teens Parenting Programme Parenting Skills Programmes (Integrated parenting programme, Active parenting of Teenagers, Programme for Teen Parents, Men Care Programme(s) and Positive Parenting) but not limited to these. Administrative management of services and programmes. 	<ul style="list-style-type: none"> Stipend for Family Care Workers not to exceed 40% of the total budget but meeting the Ministerial Determination Administration & Support (emails, telephone, travelling stationery, audit fees and electricity) not to exceed 10% of the total budget Implementation of the programme awareness and educational programmes, holiday programmes and camps) at 50 % of the total budget 	<ul style="list-style-type: none"> Infrastructure Salaries

7. KEY SERVICE AREAS

7.1. KEY AREA 5: FATHERHOOD PROGRAMME (FP)

7.1.1. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

7.1.2. SERVICE DESCRIPTION: CARE & SUPPORT SERVICES TO FAMILIES

AIM OF THE PROGRAMME	Empowerment of Families to be resilient	
TARGET GROUP (S)	Fathers and Families	
TARGETED DISTRICTS & METROS	Alfred Nzo, Amathole, Buffalo City Metro, Chris Hani, Joe Gqabi, Sarah Baartman, Nelson Mandela Metro and OR Tambo, (Mt Frere, East London, Cofimvaba, NMM, Libode, Mt Fletcher and Mhlontlo)	
AREAS OF EMPHASIS	Fatherhood Programmes	
OBJECTIVES AND EXPECTED OUTCOMES		
OBJECTIVE	Outcomes	
<ul style="list-style-type: none"> To encourage and empower fathers to be involved in their children's lives and families as well as to be resilient 	<ul style="list-style-type: none"> Responsible Parenting by fathers in the growth and development of their children and Families as well as encouraging stable families. 	

SERVICES REQUIRED TYPES OF SERVICES	PROGRAMME	FUNDABLE ITEM	NON-FUNDABLE ITEM
<ul style="list-style-type: none"> • Fatherhood programmes 	<ul style="list-style-type: none"> • Awareness and educational programmes • Prevention programmes • After Care services • Life Skills programme • Mentoring programme • Empowerment programmes • Sinovuyo Teens Parenting Programme • Parenting Skills Programmes (Integrated parenting programme, Active parenting of Teenagers, Programme for Teen Parents, Men Care Programme and Positive Parenting) but not limited to these. 	<ul style="list-style-type: none"> • Stipend for Family Care Workers) not to exceed 40% of the total budget but meeting the Ministerial Determination • Administration & Support (emails, telephone, travelling stationery, audit fees and electricity) not to exceed 10% of the total budget • Implementation of the programme awareness, educational programmes, holiday programmes and camps) at 50 % of the total budget 	<ul style="list-style-type: none"> • Infrastructure • Salaries

8. KEY SERVICE AREAS

8.1. KEY AREA 4: CARE AND SUPPORT SERVICES TO FAMILIES NON- GOVERNMENTAL ORGANIZATIONS (NGO'S)

8.1.1. CATEGORY OF SERVICE: COMMUNITY BASED PROGRAMMES

8.1.2. SERVICE DESCRIPTION: CARE & SUPPORT SERVICES TO FAMILIES

AIM OF THE PROGRAMME	Empowerment of Families to be self – reliant and resilient	
TARGET GROUP (S)	Families	
TARGETED DISTRICTS & METROS	Amathole, Buffalo City Metro, Nelson Mandela Metro and Sarah Baartman (East London, Stutterheim, Grahamstown and Port Elizabeth)	
AREAS OF EMPHASIS	Organizations rendering Care & Support Services to Families	
OBJECTIVES AND EXPECTED OUTCOMES		
OBJECTIVE	Outcomes	
<ul style="list-style-type: none"> To provide Care & Support Services to Families. 	<ul style="list-style-type: none"> Self- reliant, resilient, self-sustainable and functioning families. 	

SERVICES REQUIRED TYPES OF SERVICES	PROGRAMME	FUNDABLE ITEM	NON-FUNDABLE ITEM
<ul style="list-style-type: none"> Social Work & Auxiliary Social Work Services 	<ul style="list-style-type: none"> Awareness and educational programmes Prevention & Early intervention programmes Continuum of care /After Care services Life Skills programme Mentoring programmes Empowerment programmes After School Care programme Family Preservation services Programmes for families in crisis Mediation Services Re - unification Services Marriage preparation & enrichment programmes Family therapy programme Sinovuyo Teens Parenting Programme Parenting Skills Programmes (Integrated parenting programme, Active parenting of Teenagers, Programme for 	<p>Funding will only be limited to payment of:</p> <ul style="list-style-type: none"> Salaries for Principal Social Workers @ a rate of R 222 283 Salaries for Social Workers @ a rate of R 147 630 Salaries for Social Auxiliary Workers at a rate of R 41 212) Administration costs @ a rate of R 40 000 per Social Worker Administration costs @ a rate of R 20 000 per Social Auxiliary Worker 	<ul style="list-style-type: none"> Infrastructure

	Teen Parents, Men Care Programme(s) and Positive Parenting) but not limited to these		
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9. GENERAL INFORMATION

10. Work Methods to be utilised

Service delivery must include the following Social Service Profession methods:

- Casework
- Group work
- Community Work
- Supervision
- Management and Administration

11. Levels of intervention

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

NB: With more emphasis on prevention and early intervention

12. DOCUMENTS TO BE SUBMITTED

CHECKLIST INFORMATION FOR NPO		DISTRICT	PROVINCIAL	LEVEL APPLICATION
1	Application for Financial Assistance from the project to the Department			District
2	Business Plan signed by the Project Committee Chairperson / Treasurer /Secretary			District
3	Constitution signed by the Chairperson / Treasurer / Secretary			District
4	Non-Profit Organisation NPO Certificate/Proof of application for registration			District
5	Letter from the Bank confirming the NPO banking details/Current bank statement			District
6	Letter/s of support from Stakeholders (Community leaders)			District
7	Letter / Memo of recommendation for the Project from Area Manager / District Director			District
8	Bas Entity / Proof of Registration / Supplier Number			District
9	Latest Audited Financial Statement (for the previously funded organisation)			District
10	Evaluation report or assessment report (Rejection and Selection Criteria)			Both
11	Minutes of the Assessment Committee			Both
12	Attendance register of Assessment Committee Members			Both
13	Masterlist for all submitted Business Plans			District
14	Masterlist for all assessed Business Plans			District

15	Masterlist for recommended Business Plans			Both
16	Masterlist for not recommended Business Plans			Both
17	Project Synopsis			District
18	Allocation Letter			Provincial
19	Signed Service Level Agreement			District

NB: Both means application at district and provincial level

13. ENQUIRIES

PROVINCIAL OFFICE	DISTRICT OFFICE							
	Alfred Nzo	Amathole	Buffalo City	Sarah Baartman	Chris Hani	Joe Gqabi	Nelson Mandela Metro	O.R. Tambo
Mr Z Tafeni Director: Families, Partial Care and Community Based Care	Ms N. Zembe (District Director)	Mr K. Nethe (Acting District Director)	Ms N. Sithole (Acting District Director)	Mrs V. Mhlakaza (District Director)	Ms T. Solani (District Director)	Ms A. Odendaal (District Director)	Mr H. Weyers (Acting District Director)	Ms K. Manakaza (District Director)
ADDRESS: Corner of Circular drive	ADDRESS	ADDRESS	ADDRESS	ADDRESS	ADDRESS	ADDRESS	ADDRESS	ADDRESS

and independence avenue, Private Bag x 0039, Bhisho, 5605								
Contact Numbers: 082 411 5782	Contact Numbers: 066 063 3398	Contact Numbers: 082 553 5059	Contact Numbers: 082 442 1680	Contact Numbers: 066 068 7474	Contact Numbers: 076 910 7825	Contact Numbers: 072 987 0253	Contact Numbers: 082 968 6345	Contact Numbers: 079 527 7455

14. 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 Business Plan.
- The approval of the service plan for funding is subject to approval of the extent and levels at which the organisation or consortium 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 (Service Level Agreement) with a successful organisation to formalise the agreement for funding.
- Proof of Registration as prescribed must be provided.
- Applications should be in line with the service specification.

- NPO Registration in terms of NPO Act, 1997
- Registration as a supplier with the Department of Social Development (DSD)

APPROVED / ~~NOT APPROVED~~



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M. MACHEMBA
HEAD OF DEPARTMENT

24/07/2024

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DATE