



**SOCIAL SERVICE DELIVERY PROGRAMMES:
SERVICE SPECIFICATIONS**

**SERVICES TO PERSONS WITH DISABILITIES
2025/2028 FINANCIAL YEAR**

1. INTRODUCTION

The mandate of the sub-programme is to implement integrated programmes and provide services that facilitate the promotion of the well-being and the socio-economic empowerment of Persons with disabilities through provision of intervention programmes and services as well as capacity building and support. This therefore includes;

- Provision of care and support services to Persons with disabilities in Residential facilities
- Provision of social and vocational skills in order for Persons with disabilities to access employment in the open labour market.
- Provision of Community Based Rehabilitation Services (Community Based Inclusive Development) to Persons with disabilities (including children) to enable them to remain in the community and their families as long as possible. Lobbying and advocating for the development and implementation of Disability policies and transformation of services to Persons with disabilities.
- Provision of comprehensive Social Welfare services to Persons with disabilities

2. STRATEGY FOR INTERVENTION

Developmental and integrated services are provided in line with White Paper on the Rights of Persons with disabilities, Departmental Disability Policy, UN Convention on the Rights of Persons with disabilities and Integrated National Disability Strategy.

3. OBJECTIVES OF 2025/2028 FUNDING

The programme seeks to achieve its mandate through the provision of subsidies to Residential facilities, Protective Workshops, Community Based Rehabilitation Services (Community Based Inclusive Development) as well as Developmental Social Welfare Services.

3.1. RESIDENTIAL FACILITIES FOR PERSONS WITH DISABILITIES

- To provide basic care and support services to Persons with disabilities who need 24hour care and supervision

3.2. PROTECTIVE WORKSHOPS

- To ensure that Persons with disabilities at risk of compounded marginalisation are benefiting in skills development programmes, psychosocial support and social rehabilitation through sheltered employment set-up.

3.3. COMMUNITY BASED REHABILITATION SERVICES (COMMUNITY BASED INCLUSIVE DEVELOPMENT)

- To promote independence and active living of Persons with disabilities through Community Based Rehabilitation services

3.4. DEVELOPMENTAL SOCIAL WELFARE SERVICES

- To provide Professional, Developmental social welfare services to Persons with disabilities

4. REQUIREMENTS FOR FUNDING OF PROGRAMMES

- Applications should be in line with the service specifications
- NPO Registration in terms of NPO Act, 1997
- Registration in terms of Children's Act No 38 of 2005 (in Areas where there are children)

5. KEY SERVICE AREAS

5. 1: RESIDENTIAL FACILITIES FOR PERSONS WITH DISABILITIES

5.1.1. CATEGORY OF SERVICE: Residential care

5.1.2. SERVICE DISCRPTION: The focus should be on provision of 24-hour accommodation, care and support services to Persons with disabilities in residential facilities

Aim of the programme	To care for severely disabled people who are in need of 24-hour care and supervision and are not able to function independently in the community. Residents receive care services that meet their basic needs such as emotional, physical and spiritual being.
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TARGET GROUP (S)	<ul style="list-style-type: none">▪ Persons with disabilities (Adults and children)
TARGETED DISTRICTS	<ul style="list-style-type: none">▪ Alfred Nzo, Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and O R Tambo
AREAS OF EMPHASIS	Residential care, support and rehabilitation services to Persons with disabilities, Nutrition, recreation and provision of stimulation equipment (capacity building of staff and board members)

6. SERVICES REQUIRED

6.1. OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none"> ▪ To provide basic care and support services to Persons with Disabilities who need 24hour care and supervision 	<ul style="list-style-type: none"> ▪ Basic care and support services are implemented ▪ Safety and security for Persons with Disabilities are promoted, ▪ Policy and procedures on therapeutic programmes for people with disabilities are developed and implemented. ▪ Training, support and developmental supervision to effectively implement policy and practice on therapeutic programmes for people with disabilities are developed and implemented. ▪ Developmental support programmes such as life skills and educational programmes are developed and implemented.

6.2. ACTIVITY FUNDING

Type of service(s)	Programme	Fundable Items	Non fundable Items
Residential Care	<ul style="list-style-type: none"> • Care and Support services • Prevention Programmes • Early Intervention Programmes • Reconstruction and After Care Services 	<p>Unit Cost: R 2 142 per person per month</p> <ul style="list-style-type: none"> ▪ Administration costs (travelling cost, telephone, emails, postage, stationery, printing fax, rental, petty cash and maintenance) (10% of total allocation) ▪ Stipend (25% of the total allocation to meet Ministerial Determination of R 2 367 per person per month) ▪ Meals (40% of the total allocation) ▪ Equipment and stimulation material (25% of the total allocation). 	<p>Infrastructure Salaries</p>

5. KEY SERVICE AREA:

5.2. PROTECTIVE WORKSHOPS

5.2.1. CATEGORY OF SERVICE: PROTECTIVE WORKSHOPS

5.2.2. SERVICE DISCRIPTION: The focus should be on provision of social and artisan skills in order for Persons with disabilities to access Employment and participate in small, medium and macro enterprises.

Aim of the programme	Provision of social and artisan skills in order for Persons with disabilities to access employment and participate in small, medium and macro enterprises
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TARGET GROUP (S)	Persons with disabilities
TARGETED DISTRICTS	Alfred Nzo, Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and O R Tambo
AREAS OF EMPHASIS	Skills development, social and artisan skills and social rehabilitation

6.SERVICES REQUIRED

6..1 OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none">To ensure that Persons with disabilities at risk of compounded marginalisation are benefiting in skills development programmes, psychosocial support and social rehabilitation through sheltered employment set-up.	<ul style="list-style-type: none">Skilled Persons with disabilities through sheltered employment set-up.Persons with disabilities participated in generating income from business proceeds of workshopsSocial rehabilitation and Therapeutic programmes are implemented.Workshops for Persons with Disabilities are effectively and efficiently managed.

6.2 ACTIVITY FUNDING

Type of service(s)	Programme	Fundable Activities	Non fundable
<ul style="list-style-type: none"> ▪ Skills Development Programmes 	<ul style="list-style-type: none"> • Psycho-Social Support (Assessments, Rehabilitation, Counselling Services, Health promotion, Educational programmes and Appropriate training programmes) • Life skills Programmes • Economic Empowerment (Include the provision of transitional / fulltime employment, rehabilitation and social support activities, the conversion of the workshops into independent business entities, implementation of relocation and exit strategies) 	<p>Unit cost is R 234 per person per month</p> <ul style="list-style-type: none"> ▪ Administration costs (travelling cost, telephone, emails, postage, stationery, printing fax, rental, petty cash and maintenance) (10% of total allocation) ▪ Stipend (24% of the total allocation to meet Ministerial Determination of R2 367 per month)) ▪ Meals (26%) of the total allocation ▪ Equipment and material (40%) of the total allocation 	<p>Infrastructure</p>

5. 3.: KEY SERVICE AREA: COMMUNITY BASED REHABILITATION SERVICES (COMMUNITY BASED INCLUSIVE DEVELOPMENT)

5.3.1. CATEGORY OF SERVICE: Community Based Rehabilitation Services (Community Based Inclusive Development)

5.3.2. SERVICE DISCRIPTION: The focus should be on the provision of counselling, psycho- social support, life skills, education, information and Paralegal/ financial guidance, advocacy, lobbying, prevention and rehabilitation programmes, home based care and capacity building for persons with disabilities in order to remain independently in the community and with their families as long as possible.

Aim of the programme	Community Based Rehabilitation aims at enabling Persons with disabilities to reach and maintain their optimal physical, sensory, intellectual, psychiatric and/or social functional levels, thus providing them with tools (assistive devices) to change their lives towards a higher level of independence.
TARGET GROUP (S)	Persons with disabilities, their families, private and public organizations as well as communities
TARGETED DISTRICTS	Alfred Nzo, Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and O R Tambo
AREAS OF EMPHASIS	Community Based Rehabilitation services to persons with disabilities and advocacy programmes

6. SERVICES REQUIRED

6.1. OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none"> ▪ To promote independence and active living of persons with disabilities through Community Based Rehabilitation services. 	<ul style="list-style-type: none"> ▪ Communities, organizations and families are educated on the rights of persons with disabilities and social model in disability through awareness and educational campaigns in order to improve their understanding of the concept of disability within the developmental paradigm. ▪ Home based care services to Persons with Disabilities and their families are implemented. ▪ Persons with disabilities are skilled and economically empowered within their families and communities. ▪ Communities, families and different stakeholders and communities have shift away from the medical model towards developmental model in the manner they interact with persons with disabilities.

6.2 ACTIVITY FUNDING

Type of service(s)	Programme	Fundable Activities	Non fundable
<ul style="list-style-type: none"> ▪ Community Based Rehabilitation Services. 	<ul style="list-style-type: none"> • Prevention Programmes (Awareness campaigns, educational talks, door to door campaigns, community dialogues, workshops) • Life skills Programmes • Skills Development • Psycho-Social Support • Home Based Care • Self-help Groups and Fora • Advocacy and lobbying • Income generating projects • Referrals 	<ul style="list-style-type: none"> ▪ Administration costs (travelling cost, telephone, emails, postage, stationery, printing fax, rental, petty cash and maintenance) (10%) of total allocation ▪ Stipend (54% to meet Ministerial Determination of R2 367) ▪ Equipment and material (16%) ▪ Capacity Building (10%) ▪ Advocacy, Lobbying and Educational and Awareness Raising (10%) 	<p>Infrastructure Professional/ consultation services</p>

7.1.: KEY SERVICE AREA: PROFESSIONAL SOCIAL WELFARE SERVICES

7.1.2. CATEGORY OF SERVICE: DEVELOPMENTAL SOCIAL WELFARE SERVICES

7.1.3. SERVICE DISCRIPTION: The focus should be on provision of comprehensive Professional, Developmental Social Welfare services to Persons with disabilities and their families

Aim of the programme	To render a comprehensive Professional Social Development service by registered Social workers or/ and Social auxiliary workers and Community Development Worker to Persons with disabilities and their families.
TARGET GROUP (S)	Persons with disabilities and their families
TARGETED DISTRICTS	Alfred Nzo, Amathole, Buffalo City Metro, Sarah Baartman, Chris Hani, Joe Gqabi, Nelson Mandela Metro and O R Tambo
AREAS OF EMPHASIS	Professional, Developmental Social Welfare services to Persons with disabilities, Community Based Rehabilitation services, Training and Advocacy programmes

7.1.4 SERVICES REQUIRED

7.1.4.1 OBJECTIVES AND EXPECTED OUTCOMES	
Objectives	Outcomes
<ul style="list-style-type: none"> ▪ Professional Developmental social welfare services to Persons with disabilities 	<ul style="list-style-type: none"> • Developmental social welfare services to Persons with disabilities and their families are rendered • Communities, organizations and families are educated on the rights of persons with disabilities and social model in disability through awareness and educational campaigns in order to improve their understanding of the concept of disability within the developmental paradigm. • Home based care services to Persons with Disabilities and their families are implemented. • Persons with disabilities are skilled and economically empowered within their families and communities. • Communities, families and different stakeholders and communities have shift away from the medical model towards developmental model in the manner they interact with persons with disabilities.

7.2. ACTIVITY FUNDING

SERVICES REQUIRED Type of service(s)	Programme	Fundable Activities	Non fundable
<ul style="list-style-type: none"> ▪ Developmental Social Welfare Services. 	<ul style="list-style-type: none"> • Prevention Programmes (Awareness campaigns, educational talks, door to door campaigns, community dialogues) • Life skills Programmes • Skills Development • Psycho-Social Support • Home Based Care • Self-help Groups and fora • Advocacy and lobbying • Income generating projects 	<ul style="list-style-type: none"> ▪ Administration costs, R40 000 per Social worker per annum, R20 000 per Social Auxiliary worker per annum) ▪ Salaries of Chief Social Workers @ R 222 283 per CSW per annum ▪ Salaries of Social Workers @ R147 630 per SW per annum ▪ Salaries of Social Auxiliary Workers @ R 41 212 per SAW per annum. ▪ Salaries of Chief Development Worker @ R 116 349 per CDW per annum. ▪ Salaries of Development Worker @ R 74 191 per DW per annum ▪ Salaries of ASD @ R 111 650 	<p>Infrastructure</p>

8.GENERAL INFORMATION

8.1. Work Method to be utilised

Service delivery must include the following Social Service Profession methods:

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

8.2. Levels of intervention

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

NB (With more emphasis on prevention and early intervention)

9. DOCUMENTS TO BE SUBMITTED WITH THE APPLICATION FOR FUNDING:

- 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 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 departmental database (for new projects/institutions/organizations)
- Audited Financial Statement (for the previously funded organization).

10. CONDITIONS FOR APPLICATION

1. Submit a list of beneficiaries/project members with the application and their ID numbers
2. Services should target the disadvantaged communities as a target group.
3. Submit a list of personnel /volunteers with the application and their ID numbers

PROVINCIAL OFFICE	DISTRICT OFFICE							
	Alfred Nzo	Amathole	Buffalo City	Sarah Baartman	Chris Hani	Joe Gqabi	Nelson Mandela Metro	O.R. Tambo
Dr Shirley Hugo (Chief Director – Developmental Social Welfare Services)	Ms 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)	Ms Khanyisa Manakaza (District Director)
ADDRESS: : 5 th Floor Dukumbana Building; Independence Avenue, 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 Pondarosa building 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: 066 245 8417	Contact Numbers: 079 873 8006	Contact Numbers: 082 553 5059	Contact Numbers: 082 577 1804	Contact Numbers: 076 920 1884	Contact Numbers 082 411 5812	Contact Numbers: 082 789 0114	Contact Numbers: 082 851 8491	Contact Numbers: 079 527 7455
E-mail Address: shirley.hugo@ecdsd.gov.za	Ntombohlanga.zembe@ecdsd.gov.za	Khululekile.neth e@ecdsd.gov.za	Noluthando.sithole@ecdsd.gov.za	Veronica.mhlakaza@ecdsd.gov.za	tsehpo.solani@ecdsd.gov.za	Annalie.odendaal@ecdsd.gov.za	tembile.ngqabayi@ecdsd.gov.za	khanyisa.manakaza@ecdsd.gov.za

11. 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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M MACHEMBA
HEAD OF DEPARTMENT

DATE: 23/07/2024.....