

# Service Specification

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**Specification  
Title:**

**Services to Older Persons**

**Specification  
Number:**

**SP2.2: Services to Older Persons**

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# 1 Background

## 1.1 Population or community need

According to STATSSA, South Africa is confirmed to be an ageing population with estimates indicating the proportion of older persons between 60 years and older has grown from 8,5% accounting for 4 679 000 in 2015 to 9,1% in 2020 accounting for 5 426 000. The increase in the proportion of older persons' population, also known as population ageing, is one of the most significant social changes of the twenty-first century. This increase in the ageing index confirms that South Africa's elderly population has been on the increase. It is for this reason that South Africa must ensure that the rights, safety and wellbeing of older persons are protected and promoted. Whilst the Department ensures the protection and promotion of the rights of Older Persons, their participation in decision making processes is important.

With the increase of the older cohort of population, South Africa needs to put responsive frameworks, systems; programmes, M&E and other inter collaborative mechanisms in place. The Older Persons Act, 2006 (Act no.13 of 2006) mandates that services in communities should be strengthened to allow older persons to remain active within their communities for as long as possible, but still receive integrated quality services. This calls for a number of interventions that require relevant programme implementation. The target of older persons in the communities is 23% of the poorest of the poor, i.e. 1 597 902 instead of the 97 902 that is currently being serviced. This number increased from 639 613 since 2010 when the Older Persons Act, 2006 started to be implemented. Given the afore, the Caregiver programme is eminent. Currently most of the Caregivers are not trained in line with the prescripts of the Older Persons Act, 2006. Thus, training of Caregivers is a priority.

The older persons further need programmes that will protect them against any form of abuse especially older women who are always accused of witchcraft because of them showing unusual signs of Alzheimer's or any Dementia related behaviors.

## 1.2 Population- and community-level outcomes or results

The envisaged outcomes for this Programme are as follows:

- Caregivers who are trained and capacitated to ensure that they have the skills and knowledge to render quality services both in residential facilities and community-based care and support services
- Communities, families and older persons supported and capacitated on Alzheimer's disease and Dementia. Early identification of symptoms, and the management thereof
- A country that creates an enabling and conducive environment through ensuring that the rights, safety and wellbeing of older persons are protected and promoted

## 2 Service overview

### 2.1 Description and objectives of the service

Older Persons programme develops, supports and monitors the implementation of legislation, policies, and norms and standards for developmental social welfare services to Older Persons. This will facilitate and ensure the creation of an enabling and supportive environment for older persons; community care and support services, residential care facilities, outreach programmes and protection for older persons.

Funding will be considered in line with the following **Objectives:**

**OBJECTIVE 1:**

To advocate for the protection and promotion of the rights of older persons, both in Residential Care Facilities and within communities through various intervention processes.

**OBJECTIVE 2:**

To provide comprehensive services to older persons and their families affected by Alzheimer’s disease or Dementia related illnesses.

**OBJECTIVE 3.**

To review the existing accredited caregiver skills programme in line with the QCTO prescripts to ensure compliance with the Older Persons Act 13 of 2006

### 2.2 Components of the service / activities

Below are the activities aligned to the Objectives listed in 2.1 above.

Objective	Activities	Financial Year/s
OBJECTIVE 1. (as above)	1.1 Advocate for the protection and promotion of the rights of older persons and the upholding of their dignity and integrity at all levels	2024/25 2025/26
	1.2 Lobby for the political support of services to Older Persons across all three spheres of government viz, national, provincial and local	2026/27
	1.3 Create awareness on ageing and ageism in communities and other relevant platforms.	
	1.4 Identify and support new and emerging organisations providing community-based care and support services ensuring the strengthening of programmes aimed at keeping older persons within communities as far as possible.	

	1.5 Lobby for the mainstreaming and equitable allocation of resources for older persons services in all spheres of government viz, (national, provincial and local) departments in line with their mandates including private sector	
OBJECTIVE 2 (as above)	<p>2.1. Facilitate and ensure the provision of comprehensive services to older persons affected by Alzheimer’s disease or Dementia and their families.</p> <p>2.2. Create public awareness on Alzheimer’s’ disease and Dementia within communities mostly targeting the youth.</p> <p>2.3. Conduct quality training programmes to families, carers and other relevant stakeholders on Alzheimer’s to ensure that they are equipped to render quality care</p> <p>2.4. Facilitate, nature and support partnerships between the DSD and organizations at various levels of development to ensure skills transfer capacity building, mentoring and coaching and ongoing support to new and emerging ones for their development and advancement.</p>	<p>2024/25</p> <p>2025/26</p> <p>2026/27</p>
OBJECTIVE 3 (as above)	<p>3.1. Select the relevant learning areas to form the skills programme in line with QCTO requirements</p> <p>3.2. Package the learning material according to relevant learning areas</p> <p>3.3. Pilot the revised skills programme for care givers in 9 Provinces</p> <p>3.4. Facilitate accreditation or extension of scope for qualifying service providers to conduct the training.</p>	<p>2024/25</p> <p>2025/26</p> <p>2026/27</p>

## Description of the beneficiaries to be served or service users

The beneficiaries are all older persons both in communities and in residential facilities irrespective of colour creed or religion. The services will focus more on older persons in previously disadvantaged areas where services were and are still non-existent. More focus will also be given to the effective management of the abuse of older persons and related cases, ensuring capacity building of key stakeholders to such cases, facilitating joint planning and integrated responses, and importantly, the utilization of the abuse register.

## 2.3 Geographic coverage of the service

The services should be provided to all nine provinces; however, emphasis and priority should be given to previously disadvantaged areas where services were non-existent. Planning will be done with Provinces, various government departments and key organizations targeted for partnerships.

Objectives	Geographical Areas	Target year/s
OBJECTIVE 1 (as above)	All nine Provinces	Is it all provinces over 3 years <b>OR</b> - e.g. Year 1: 3 provinces Year 2: 3 provinces Year 3: 3 provinces
OBJECTIVE 2 (as above)	All nine Provinces	Year 1: 3 provinces Year 2: 3 provinces Year 3: 3 provinces
OBJECTIVE 3 (as above)	All nine Provinces	Year 1: 2 provinces Year 2: 4 provinces Year 3: 3 provinces

## 2.4 Time-related elements applicable to the service

To ensure the provision of comprehensive services to older persons affected by Alzheimer's disease or Dementia and their families, it is anticipated that these services will be available during the normal working hours.

### 3 Staffing requirements

Staffing levels	For Alzheimer's programme, among others, professional counsellors will be needed to offer comprehensive services.
Qualification of staff	There is need to bring on board specialists in the field of ageing, i.e. gerontologists, geriatric health practitioners into discussions on older persons programmes and service provision.
Experience of staff	The staff should have passion, skills and knowledge and to work in the space of older persons as one the vulnerable groups.
Required accreditations or registrations	All professionals should be registered with relevant statutory bodies and in good standing.

### 4 Quality and compliance requirements

#### Main Legislative Frameworks

Act No. 108 of 1996 as amended (Constitution of the Republic of South Africa)

Older Persons Act No. 13 Of 2006 and its regulations (Main guiding legislation)

National Health Act No. 61 of 2003

National Sport and Recreation Act No. 110 of 1998

Safety at Sports and Recreational Events Act No. 2 of 2010

Non-Profit Organizations Act No. 71 of 1997 as amended

Domestic Violence Act No. 116 Of 1088 as amended

Criminal Offences Act

Madrid International Plan of Action on Ageing, 2002

Decade of Healthy Ageing, 2020

## 5 Key performance indicators

OUTPUT INDICATORS	BENEFICIARY-LEVEL OUTCOMES INDICATORS
<p>Objective 1:</p> <ul style="list-style-type: none"> <li>• Number of advocacy campaigns conducted to ensure protection and promotion of the rights of older persons</li> <li>• Number of other stakeholders committing to support the programme for older persons</li> <li>• Older persons organizations and structures capacitated and strengthened in terms of their roles and responsibilities.</li> </ul> <p>Objective 2:</p> <ul style="list-style-type: none"> <li>• Number of older persons and the number of families who received comprehensive services.</li> <li>• Number of awareness campaigns conducted.</li> <li>• Number of trainings/capacity buildings conducted to care givers and others who works in space of older persons</li> </ul> <p>Objective 3</p> <ul style="list-style-type: none"> <li>• Redesigned skills programme in line with QCTO standards</li> <li>• Number of caregivers declared competent by QCTO based on the training provided</li> </ul>	<p>Objective 1:</p> <ul style="list-style-type: none"> <li>• Older persons capacitated in terms of their rights and responsibilities</li> <li>• Older persons receiving quality services and treated with respect</li> </ul> <p>Objective 2:</p> <ul style="list-style-type: none"> <li>• Well informed families to deal with Alzheimer’s disease and Dementia</li> <li>• Educated communities that understand the signs and symptoms of Alzheimer’s</li> <li>• care givers and other stakeholders skilled and knowledgeable to provide quality services</li> </ul> <p>Objective 3</p> <ul style="list-style-type: none"> <li>• Competent and skilled caregivers that will provide quality services to older persons both in communities and residential facilities</li> </ul>

**SIGNATURE:**

**Signed by** : Ms C.M. Legodu



**Designation** : Chief Director

**Date** :19 July 2023

*I declare that the service as outlined on the specifications are not the APP targets of the Department.*

# **Part C**

## **Evaluation Criteria**



# **1 Mandatory compliance criteria**

## **1.1 Applicant eligibility criteria**

In performing the eligibility review, the Department will determine whether each NPO or entity submitting a Proposal meets the relevant eligibility criteria (*as per the Advert*):

- For NPO it must be registered in terms of the Non-Profit Organisations Act, No. 71, 1997 and must be constituted to operate at a national level, and proof of registration and areas where it operates must be included in the Proposal.
- In case of dual registration where an NPO is registered as a Trust and / Non-Profit Company (NPC), it must also be registered and fully compliant with provisions of NPO Act 71 of 1997.

## 1.2 Administrative compliance criteria

ADMINISTRATIVE COMPLIANCE CRITERIA	REQUIRED SUPPORTING DOCUMENTATION
<p>The NPO or other entity must have a bank account in the name of the entity</p>	<p><b>A Declaration of NPO or Other Entity Bank Account Details</b> – signed and stamped by the relevant bank – confirming the details of the bank account in the format prescribed in the Application Form (<i>the declaration must be dated less than three (3) months from the closing date for submitting the proposals</i>)</p> <p><b>OR</b></p> <p>A confirmation letter from the relevant NPO or other entity’s bank – signed and stamped by the bank – detailing:</p> <ul style="list-style-type: none"> <li>• The name of the NPO or other entity;</li> <li>• The banking details of the NPO or other entity;</li> <li>• The company registration number, if applicable; and</li> <li>• The fact that the bank account is active.</li> </ul> <p>The confirmation letter must be dated less than three (3) months from the closing date for submitting the proposals</p>
<p>The NPO or other entity must have the financial management and internal control systems applicable to the entity in place</p>	<p>An <b>NPO or Other Entity Declaration regarding Financial Management and Internal Control Systems</b> in the format provided in the Standard Application Form – completed correctly and signed by an authorised representative of the NPO or other entity</p>

ADMINISTRATIVE COMPLIANCE CRITERIA	REQUIRED SUPPORTING DOCUMENTATION
<p>Funding applications must include the NPO or other entity's financial statements in respect of the previous financial year</p>	<p>An NPO or other entity with annual revenue/income that is less than R 500 000 (i.e. an <b>emerging entity</b>) must submit at least its prior year <i>Annual Income and Expenditure Statement</i> in the format provided in the Application Form</p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 500 000 but less than R 2 million (i.e. <b>small entity</b>) must submit at least its prior year Annual Financial Statements that have <b>at least</b> been <b>compiled</b><sup>1</sup> by an <b>independent compiler</b><sup>2</sup></p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 2 million but less than R 10 million (i.e. a <b>medium entity</b>) must submit at least its prior year Annual Financial Statements that have <b>at least</b> been <b>independently reviewed</b> by a <b>registered reviewer</b><sup>3</sup></p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 10 million (i.e. a <b>large entity</b>) must submit at least its prior year <b>audited</b> Annual Financial Statements by a <b>registered independent auditor</b><sup>4</sup>.</p>
<p>The NPO or other entity must submit the proposal in the format required by the Department using the application form prescribed by the Department</p>	<p>The official Standard Application Form – with Parts A, B and C completed and signed accordingly by the NPO or other entity</p> <p>Any additional supporting documentation required in the Standard Application Form</p>

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<sup>1</sup> 'reviewed' has the same meaning as in regulation 29(4)(d) of the Companies Regulations and must be distinguished from 'audited'

<sup>2</sup> Independent Compiler of Annual Financial Statement: An registered external accountant/ bookkeeper/ auditor may compile and sign off the annual financial statements.

<sup>3</sup> Independent reviewer of Independently Reviewed Annual Financial Statements: Only registered independent reviewers may sign off the annual financial statements.

<sup>4</sup> Registered auditor of Audited Annual Financial Statements: Only registered auditors may sign off the annual financial statements.

## 2 Technical criteria

TECHNICAL CRITERIA	KEY QUESTIONS TO BE CONSIDERED
<b>Organisational, administrative capacity</b>	<p>Does the NPO or other entity have a Board of Directors, Board of Trustees or Management Committee?</p> <p>Does the Board of Directors, Board of Trustees or Management Committee meet? If yes, how often?</p> <p>Does the NPO or other entity have the necessary financial management and internal control systems in place to manage the transfer funding?</p>
<b>Technical skills and experience</b>	<p>Does the NPO or other entity have the appropriate professionals – with the necessary technical competencies – to provide the services specified in the Service Specification?</p> <p>Have these professionals delivered projects, programmes or other interventions with a similar technical scope to the scope described in the Service Specification?.</p>
<b>Proven track record of rendering the required services</b>	<p>Does the NPO or other entity currently deliver, or has it delivered, in the past, a project, programme or other intervention with a similar scope to the scope described in the Service Specification?</p>
<b>Responsiveness of the proposal to the requirements of the Service Specification</b>	<p>Does the Proposal demonstrate a good understanding of the problems that the services described in the Service Specification seek to address?</p> <p>Is the location of the project, programme or other intervention proposed by the NPO or other entity accessible to the target beneficiaries?</p> <p>Considering the nature of the services to be delivered to the target beneficiaries, will the activities documented in the Proposal facilitate the achievement of the results (i.e. outputs and beneficiary-level outcomes) described in the Service Specification?.</p>
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