Service Specification (Amended)

Specification Title:	**Services for Anti- Substance Abuse**
Specification Number:	**SP4.4 Substance Abuse, Prevention and Rehabilitation**

1 Background

1.1 Population or community need

The service seeks to address social ills associated with the use, abuse and misuse of alcohol and drugs. It also seeks to empower community members by providing information on the harmful effects of substance abuse and available services at district and service point level.

The service provided through the helpline targets the most vulnerable population including children, youth, adults. The target groups are also inclusive of special populations such as people with disabilities, women, LGBTIQA+ and people of low economic status. Aftercare services will in particular, target service users, families or significant others and communities.

The programme also targets communities from rural, urban, hostel dwellers, farming areas and the homeless. The services will be implemented in the nine provinces, considering that substance abuse affect everyone in the society both directly and indirectly.

1.2   Population- and community-level outcomes or results

The use and abuse of alcohol and drugs continues to contribute to major problems around the world including South Africa, taking a toll on health, social and economic functioning. Substance Use Disorder is viewed as a complex health challenge, characterised as chronic and relapsing in nature. To this end, social causes and consequences that can be prevented and treated through appropriate substance abuse programmes. This requires strengthening of aftercare, and social reintegration programmes to minimise relapse rates.

In the coming funding cycle (2024/25, 2025/26 and 2026/27) the programmes seeks to reduce number of people using, misusing and abusing alcohol and drugs in the nine provinces by provision of early intervention, reintegration and aftercare services. In addition, the programme will provide support to families and service users who have completed treatment to assist them to maintain sobriety. Aftercare will be provided as a community service and will include but not be limited to counselling, support services and skills development.

The programme furthermore seeks to reduce relapse rates amongst service users who have completed substance abuse treatment programme in nine provinces.

Service overview

1.3 Description and objectives of the service

Services for Anti-Substance develops, supports and monitors implementation of programmes, polices, norms and standards for combating substance abuse.

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

OBJECTIVE 1: To manage and maintain Anti-Substance Abuse Helpline and SMS service targeting nine provinces.
OBJECTIVE 2: Mentoring of emerging organizations rendering substance abuse services by providing governance oversight, capacity building, implementation and monitoring of aftercare programmes over a period of three years (2024/25, 2025/26 & 2026/27)

1.4 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. To manage and maintain Anti-Substance Abuse Helpline and SMS service targeting nine provinces	1.1 Screening of substance abuse with basic evidence-based screening tool. 1.2 Provide telephonic counselling, information on substance abuse, brief intervention, and referral for further intervention. 1.3. Respond to SMS within limited period. 1.4. Market Substance Abuse Helpline in nine provinces including in schools, institutions of higher learning, community meetings and conferences and any other meetings where the service provider is in attendance.	2024/25, 2025/26 and 2026/27
OBJECTIVE 2 Mentoring of emerging organizations	2.1 Identify emerging organizations in the nine provinces (**three organizations per province**)	2024/25, 2025/26 and 2026/27

	2.2. Capacitate the emerging organizations on the governance, implementation and monitoring of anti-substance aftercare programmes/services. **N.B.2.2. Anti Substance Aftercare programmes/service should be registered with the Department of Social Development or relevant authority**	
rendering substance abuse services by providing governance oversight, capacity building, implementation and monitoring of aftercare programmes over a period of three years		

Description of the beneficiaries to be served or service users

The beneficiaries to be served are all community members including children, youth, adults, service users and their families.

1.5 Geographic coverage of the service

Objectives	Geographical Areas	Target year/s
OBJECTIVE 1 To manage and maintain Anti-Substance Abuse Helpline and SMS service targeting nine provinces	The service targets nine provinces (Eastern Cape, Free State, Gauteng, Limpopo, Kwa Zulu Natal, Mpumalanga, North west, Northern Cape and Western Cape)	Year 1: 9 provinces Year 2: 9 provinces Year 3: 9 provinces
OBJECTIVE 2 Mentoring of emerging organizations rendering	The service target nine provinces (Eastern Cape, Free State, Gauteng, Limpopo, Kwa Zulu Natal, Mpumalanga, Northwest, Northern Cape and Western Cape)	Year 1: Identification of 27 emerging organizations in nine provinces (3

substance abuse services by providing governance oversight, capacity building, implementation and monitoring of aftercare programmes over a period of three years.		organizations per province). Capacitate and support organizations on governance and the implementation of aftercare programme/services. Year 2: Capacitate and support 27 identified organizations on governance and the implementation of aftercare programme/services. Year 3: Provide guidance, support and evaluate the implementation of aftercare services of the 27 emerging organizations in nine provinces.

1.6   Time-related elements applicable to the service

The Helpline should be available 24 hours a day, 365 days per year. SMS received should be responded to within 10 ten minutes.

2 Staffing requirements

Staffing levels	Psycho- Social Counsellors, Bookkeeper, technicians, project manager, volunteers, Addiction counsellors, etc.
Qualification of staff	Degree in Social Work, Psychology, counselling diploma or certificate Finance related qualifications

	IT related diploma
	Communication related certificate, diploma, degree
Experience of staff	A minimum of one year
Required accreditations or registrations	Registration with the relevant council/ authority/department where applicable

3 Quality and compliance requirements

The organization should have an understanding and knowledge of the following key documents:

Constitution of South Africa

The Constitution, as the supreme law of the country, is the basis within which all legislation should be developed. The Bill of Rights which is enshrined in the Constitution is a cornerstone of democracy in South Africa. Among other things, it affirms the rights of all people in our country and the democratic values of human dignity, equality and freedom. This requires that services should be provided taking into account the spirit and purport of the Bill of Rights.

Prevention of and treatment of substance abuse Act, Act 70 of 2008

The Act provides for a comprehensive national response for the combatting of substance abuse; mechanisms aimed at demand and harm reduction in relation to substance abuse through prevention, early intervention, treatment and re-integration programmes; the registration and establishment of treatment centres and halfway houses; the committal of persons to and from treatment centres for their treatment, rehabilitation and skills development in such treatment centres; the establishment of the National Drug Committee; and matters connected therewith.

National Drug Master Plan (2019-2024)

National blueprint which outlines the role that each department should play in addressing substance use and abuse.

4 Key performance indicators

OUTPUT INDICATORS	BENEFICIARY-LEVEL OUTCOMES INDICATORS
Objective 1: Number of people reached through the helpline.	Objective 1: Number of people whose problems have been resolved or referred externally for further professional intervention.
Objective 2: Number of emerging organizations capacitated to implement after care services	Objective 2: Number of emerging organizations implementing aftercare programme/ services

SIGNATURE:

Signed by : KALAEAMEDIIVIE. M

Designation : DIRECTOR

Date : 31/07/2023

I declare that the service as outlined on the specifications are not the APP or Operational plan targets/ deliverables of the Department. None of the activities in the specifications will be performed by the funded organisations on behalf 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 following eligibility criteria *(as per the Advert)*:

- NPOs 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.

- Companies must be registered in terms of the Companies Act, No. 71 of 2008. This registration must be current, and proof of the validity of the registration must be included in the Proposal *(where applicable)*.

- The NPO or entity must be registered or have at least a conditional registration in the case where it is providing or planning to provide services where registration is a legislative requirement (for example, services set out in the Children's Act, 2005, Older Persons Act, or the Prevention and Treatment of Substance Abuse Act). This registration must be current, and proof of the validity of the registration must be included in the Proposal *(where applicable)*.

1.2 Administrative compliance criteria

ADMINISTRATIVE COMPLIANCE CRITERIA	REQUIRED SUPPORTING DOCUMENTATION
The NPO or other entity must have a bank account in the name of the entity	A **Declaration of NPO or Other Entity Bank Account Details** – signed and stamped by the relevant bank – confirming the details of the bank account in the format prescribed in the Application Form *(the declaration must be dated less than three (3) months from the closing date for submitting the proposals)* **OR** A confirmation letter from the relevant NPO or other entity's bank – signed and stamped by the bank – detailing: • The name of the NPO or other entity; • The banking details of the NPO or other entity; • The company registration number, if applicable; and • The fact that the bank account is active. The confirmation letter must be dated less than three (3) months from the closing date for submitting the proposals
The NPO or other entity must have the financial management and internal control systems applicable to the entity in place	An **NPO or Other Entity Declaration regarding Financial Management and Internal Control Systems** in the format provided in the Standard Application Form – completed correctly and signed by an authorised representative of the NPO or other entity

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

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

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

[3] Independent reviewer of Independently Reviewed Annual Financial Statements: Only registered independent reviewers may sign off the annual financial statements.

[4] 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
Organisational, administrative capacity	Does the NPO or other entity have a Board of Directors, Board of Trustees or Management Committee? Does the Board of Directors, Board of Trustees or Management Committee meet? If yes, how often? Does the NPO or other entity have the necessary financial management and internal control systems in place to manage the transfer funding? **Click or tap here to enter key questions to be considered**
Technical skills and experience	Does the NPO or other entity have the appropriate professionals – with the necessary technical competencies – to provide the services specified in the Service Specification? Have these professionals delivered projects, programmes or other interventions with a similar technical scope to the scope described in the Service Specification? **Click or tap here to enter key questions to be considered**
Proven track record of rendering the required services	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? **Click or tap here to enter key questions to be considered**
Responsiveness of the proposal to the requirements of the Service Specification	Does the Proposal demonstrate a good understanding of the problems that the services described in the Service Specification seek to address? Is the location of the project, programme or other intervention proposed by the NPO or other entity accessible to the target beneficiaries? 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? **Click or tap here to enter key questions to be considered**
Click or tap here to enter criteria	**Click or tap here to enter key questions to be considered**