



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

GUIDELINES FOR REGISTRATION OF DROP-IN CENTRES

March 2014

TABLE OF CONTENTS

ACRONYMS AND ABBREVIATIONS.....	iv
FOREWORD	v
SECTION 1: INTRODUCTION	7
1.1 Background	7
1.2 Situational Analysis	7
1.3 Who is this Guideline for?.....	8
1.4 Objectives of the Guidelines.....	8
1.5 Definitions.....	9
1.6 Principles.....	11
1.7 Who can establish a Drop-in Centre?	13
SECTION 2: REGISTRATION OF DROP-IN CENTRES.....	16
2.1 Registration.....	16
2.2 Why is registration important?.....	17
2.3 The Registration Process.....	18
2.3.1 Application for Registration of Drop-in Centres	18
2.3.2 Consideration of Application	20
2.3.3 Granting of Registration.....	21
2.3.4 Granting of Conditional Registration.....	22
2.3.5 Rejection of application for Registration.....	22
2.3.6 Appeal Against certain Decisions.....	23
2.3.7 Cancellation of Registration.....	23
2.4 Database of Drop-in Centres.....	24
SECTION 3: MANAGEMENT OF DROP-IN CENTRES	26
3.1 What type of Programmes and Services are rendered in a drop-in centre?	26
3.2 Information Management	27
3.3 Skills and training of persons employed in Drop-in Centre	29
3.4 Prescribed Norms and Standards for Drop-in Centres	29
3.4.1 A Safe Environment for the Children.....	Error!
Bookmark not defined.....	29
3.4.2 Safe Drinking Water.....	29
3.4.3 Hygienic and Adequate Toilet Facilities.....	30
3.4.4 Access to Refuse Disposal Services or Adequate means of Disposal of Refuse.....	30
3.4.5 Hygienic Area for the Preparation of Food.....	30
3.5 Reporting of injury, abuse or death of a child in a drop-in centre	32

SECTION 4: MONITORING AND EVALUATION	34
4.1. Monitoring the status and well-being of children	34
4.2. Indicators	34
4.3. Monitoring and evaluation of services offered	35
4.4. Funding	35
SECTION 5: CONCLUSION AND RECOMMENDATIONS	36
ANNEXURE A: FORMS	37
Document Checklist	37
FORM 52: APPLICATION FOR THE REGISTRATION / CONDITIONAL REGISTRATION / RENEWAL OF REGISTRATION OF A DROP-IN CENTRE	38
FORM 53: CERTIFICATE OF REGISTRATION / CONDITIONAL REGISTRATION / RENEWAL OF REGISTRATION OF A DROP-IN CENTRE	41
FORM 54: REJECTION OF AN APPLICATION FOR THE REGISTRATION / CONDITIONAL REGISTRATION/RENEWAL OF REGISTRATION OF A DROP-IN CENTRE	43
FORM 55: AGREEMENT BETWEEN PROVINCIAL HEAD OF SOCIAL DEVELOPMENT AND MUNICIPALITY IN TERMS OF SECTION 225(2) OF THE ACT.....	45
FORM 56: AN APPEAL AGAINST A DECISION OF A PROVINCIAL HEAD OF SOCIAL DEVELOPMENT IN TERMS OF SECTION 23 OF THE ACT IN RESPECT OF A DROP-IN CENTRE	47
FORM 57: AN APPEAL AGAINST A DECISION OF A MUNICIPAL OFFICIAL IN TERMS OF SECTION 225(6) OF THE ACT IN RESPECT OF A DROP-IN CENTRE	49
FORM 29: INQUIRY BY EMPLOYER TO ESTABLISH WHETHER PERSON'S NAME APPEARS IN PART B OF NATIONAL CHILD PROTECTION REGISTER.....	50
FORM 30: INQUIRY BY PERSON TO ESTABLISH IF HIS / HER NAME IS INCLUDED IN PART B OF NATIONAL CHILD PROTECTION REGISTER.....	52
FORM 22: REPORTING OF ABUSE OR DELIBERATE NEGLECT OF CHILD	53
FORM 40: REPORTING OF SERIOUS INJURY, ABUSE OR DEATH OF CHILD IN ALTERNATIVE CARE.....	59
INSPECTION FORM.....	62
DROP-IN CENTRE MANAGEMENT INFORMATION FORM.....	73

ACRONYMS AND ABBREVIATIONS

CBO	Community-based Organisation
DCPO	Designated Child Protection Organisation
DICs	Drop-in Centres
DSD	Department of Social Development
FBO	Faith-based Organisation
NDSD	National Department of Social Development
NGO	Non-governmental Organisation
NPO	Non-profit Organisation
OVC	Orphaned and Vulnerable Children

FOREWORD

Chapter 14 of the Children’s Act 38 of 2005 makes a provision for Drop-in Centres. According to this Act, a drop-in centre is a facility providing basic services aimed at meeting the emotional, physical and social development needs of vulnerable children. Furthermore, the Children’s Act stipulates that a drop-in centre must be registered with the provincial head of social development of the province where that drop-in centre is situated.

It is against this background that the National Department of Social Development deemed it necessary to develop these guidelines in order to provide guidance to the service providers on the registration process of drop-in centres in terms of the Children’s Act; and ensuring that drop-in centres comply with the prescribed national norms and standards. In addition, the guidelines will ensure standardization, uniformity and optimization of service delivery in drop-in centres.

Drop-in centres can be regarded as one of community based prevention and early intervention programmes since vulnerable children in the communities access services from these facilities. The community is the best place for children to grow up; therefore it means that communities need support to look after their vulnerable children. Drop in centres provides structures, programmes and means for monitoring and promoting the sound physical, psychological, intellectual, emotional, and social development of children. The Department of Social Development remains committed to the strengthening and developing programmes which can assist in providing care and protection for children.

Although the Department of Social Development was the lead department in the development of these guidelines, it should be noted that services for vulnerable children are multi-sectoral in nature. Therefore, the continuous partnership with other government departments, relevant stakeholders, NGO’s and civil society is imperative to ensure the effective implementation of the Guidelines for the Registration of Drop-in Centres.

MR C PAKADE
DIRECTOR-GENERAL
DEPARTMENT OF SOCIAL DEVELOPMENT

SECTION 1: INTRODUCTION

1.1 Background

Drop-in Centres is one of the new provisions in the Children's Act No. 38 of 2005 (hereafter to be referred to as the Children's Act). It is against this background that the Department of Social Development considered it important to develop Guidelines to ensure that Chapter 14 of the Children's Act, which focuses on Drop-in Centres, is effectively implemented. The Children's Act stipulates that all Drop-in Centres must be registered with the Provincial Head of Social Development of the province where it operates.

1.2 Situational Analysis

According to the national census in 2011 (Statistics South Africa), South Africa's total population was estimated at 50 million people, of whom 18.5 million were children. Furthermore, there were approximately 3.8 million orphans in the country. This includes children without a living biological mother, father or both parents, and is equivalent to 21% of all children in South Africa (Child Gauge: 2012). According to the Department of Social Development's surveillance system of maternal orphans there were 1,346,300 maternal orphans in the country in July 2013. There are also a large number of orphaned children living in households headed by women and by elderly family members. The respective experiences of these orphans vary significantly across families, communities and countries.

Orphaned children face a number of vulnerabilities and risks. Studies (UNICEF: 2011) show that orphans and vulnerable children are at a higher risk of sexual exploitation and abuse, exposure to HIV, hazardous child labour, early sexual debut and marriage, dispossession of property, poor access to basic services, inadequate food security, poor

school attendance and performance and poor emotional and mental health. These challenges can have an adverse impact on children's psychological and physical well-being generally and on their school attendance, educational achievement, and the development of their knowledge and other developmental skills and values for constructive participation in society, in particular.

Often, extended families and communities are on the front line of the national response to the needs of orphaned and vulnerable children. The South African government promotes community-based solutions rather than institutional care for children. Drop-in Centres is one of the community-based programmes used across the country to address the needs of orphans and vulnerable children. However, the Drop-in Centres need to comply with legislation in order to safeguard the safety, protection and well-being of the children who are accessing services in that particular Drop-in Centre.

1.3 Who is this Guideline for?

The Guidelines are intended for:

- any person, organization or department intending to establish and operate a Drop-in Centre,
- Any person or organization already operating a Drop-in Centre,
- Officials from the Department of Social Development tasked with the responsibility of registering and monitoring the functioning of Drop-in Centres,
- Officials from local government, in cases where the functions of registration and monitoring Drop-in Centres have been assigned to local municipalities, in terms of Section 244 of the Children's Act.

1.4 Objectives of the Guidelines

The core objectives of these Guidelines are to:

- Provide guidance on the registration of Drop-in Centres according to the Children's Act,
- Guide service providers on the programmes and services to be rendered in Drop-in Centres,
- Ensure that Drop-in Centres comply with the norms and standards prescribed by the Children's Act.

Note: The Guidelines should be read together with the Children's Act No. 38 of 2005 and the Strategy on Services for Vulnerable Children in Drop-in Centres.

1.5 Definitions

Caregiver

This refers to any person, other than a parent or guardian, who factually cares for a child and includes:

- a) A foster parent,
- b) A person who cares for a child with the implied or expressed consent of a parent or guardian of the child,
- c) A person who cares for a child whilst the child is in temporary safe care,
- d) The person at the head of a child and youth care centre where a child has been placed,
- e) The person at the head of a shelter,
- f) A child and youth care worker who cares for a child who is without appropriate family care in the community,
- g) The child at the head of a child-headed household.

Child

A person under the age of 18 years.

Drop-in Centre

Drop-in Centre is a facility providing basic services aimed at meeting the emotional, physical and social development needs of vulnerable children.

Street Child

A child who:

- a) Because of abuse, neglect, poverty, community upheaval or any other reason, has left his or her home, family or community and lives, begs, or works on the streets;
or
- b) Because of inadequate care, begs or works on the streets but returns home at night.

Vulnerable Children

A child whose survival, care, protection or development may be compromised due to a particular condition, situation or circumstance and which prevents the fulfillment of his or her rights (OVC Policy Framework). Vulnerable children includes, amongst others, but not limited to:

- a) Chronically and/or terminally ill children,
- b) Orphaned children,
- c) Children who have a disability or are living with a chronic illness,
- d) Children whose parents are unable to care for them due to ill health,
- e) Children infected and affected by HIV and AIDS,
- f) Children from dysfunctional families,

- g) Children in conflict with the law,
- h) Children in homes headed by other children,
- i) Children in poor households and communities,
- j) Children living and working on the streets,
- k) Unaccompanied foreign children and/or refugees,
- l) Children living in poverty,
- m) Children involved in child labour,
- n) Children who are abused, neglected and exploited,
- o) Children who are abandoned.

Orphan

A child who has no surviving parent caring for him or her.

A fit and proper person

According to the Information Guide on the Management of Statutory Services in terms of the Children's Act (2013: 19), a fit and proper person is a person who has been assessed against the criteria of honesty, integrity, reputation, competence and capability, and approved to be entrusted with the care or protection of a child. Furthermore, the particulars of such person should not be in Part B of the National Child Protection Register or the Sexual Offender Register.

1.6 Principles

These Guidelines are based on the following principles:

Best interests of the child

The Convention on the Rights of the Child states that in each decision affecting the child, the various possible solutions must be considered and the child's best interests must be taken into careful consideration. In all matters concerning the care, protection and well-being of a child the principle of the child's best interest must be applied.

Rights-based

All actions taken in relation to child victims shall be guided by applicable standards and, in particular, by the principles of protection and respect for children, as outlined in Section 28(1) and 28(2) of the South African Constitution. These rights, amongst others, are the right to a name, nationality, basic education, proper health care, a safe and secure environment, and care and protection. The child protection system is child-centred and should recognise children as individuals and also as members of families and communities.

Responsibilities of children

Depending on their abilities, every child has age-appropriate responsibilities towards his or her family, community and the state (Children's Act Section 16).

Non-discrimination

The child must be protected from unfair discrimination on any grounds, including on the grounds of the health status or disability of the child or a family member of the child.

Child Participation

This principle affirms that children are entitled to express their view in all matters affecting them and requires that those views be given due consideration in accordance with the child's age, maturity and stage of development.

Child Centred

All proceedings, actions or decisions in the matter concerning a child must:

- Respect, protect, promote and fulfil the child's rights as set out in the Bill of Rights,
- Respect the child's inherent dignity,
- Treat the child fairly and equitably,
- Recognise the child's need for development and to engage in play and other recreational activities appropriate to the child's age,
- Recognise a child's disability and create an enabling environment to respond to the special needs that the child has.

Community-based

This principle enables the individual, family and community to have access to services that respond to the needs of the community and are nearest to their home. The principle encourages participation by people and strengthens mutual aid opportunities and social responsibilities.

Confidentiality

All necessary measures shall be taken to protect the privacy, information and personal details of the child and to ensure the safety and security of the child and his or her family. For example, records of case details must be kept safely to ensure confidentiality.

Accessibility

All Drop-in Centres must be accessible to all vulnerable children including children with disabilities.

1.7 Who can establish a Drop-in Centre?

A Drop-in Centre may be established by:

- A person,

- An organisation, which includes anon-profit organisation (NPO), a community-based organisation (CBO), a faith-based organisation (FBO), a designated child protection organisation (DCPO) or non-governmental organisation (NGO),
- An organ of state, which includes a state department in the national, provincial or local sphere of government.

Before establishing a Drop-in Centre, the person, organisation or organ of state must be aware of the norms and standards and ensure that the centre complies with them. Any person or organisation may establish or operate a Drop-in Centre provided that the Drop-in Centre is registered with the provincial head of Social Development of the province where the Drop-in Centre is situated. The establishment of a Drop-in Centre should be guided by a thorough assessment of the needs of children in a particular community. In addition, the provincial strategy on Drop-in Centre may determine and guide the establishment of Drop-in Centres.

The following guiding questions can be used to establish the need for a Drop-in Centre in the community:

- Who are the most vulnerable children in the community?
- Who takes care of children during the day?
- What are the circumstances of their caregivers? (note: Most vulnerable children are cared for by elderly grandparents or ill care givers who do not have time and resources to take care of them)
- Who takes care of the children after they arrive home from school?
- Who helps them with their homework?
- Who feeds them when they get home?
- Is there food when they get home?
- What other challenges are these children and their caregivers experiencing?

Important points to remember before establishing a Drop-in Centre:
--

- A Drop-in Centre is not an income generating project. It is a service for vulnerable children who do not have the means, therefore the services are free.
- There must be an equitable spread of Drop-in Centres in the province.
- Drop-in Centres must be accessible for children with disabilities.

SECTION 2: REGISTRATION OF DROP-IN CENTRES

2.1 Registration

Any person or organisation may establish or operate a Drop-in Centre provided that the Drop-in Centre is registered with the provincial head of Social Development of the province where the Drop-in Centre is situated. Furthermore, the Drop-in Centre must be managed and maintained in accordance with conditions and must comply with the national norms and standards relating to Drop-in Centres as outlined by the Children's Act.

Requirements for Registration of Drop-in Centres:

- All Drop-in Centres, whether owned by the government or a non-governmental organisation must be registered with the provincial Department of Social Development.
- Drop-in Centres must comply with the Public Finance Management Act (as amended No. 29 of 1999), Non-Profit Organisation Act (No. 71 of 1997) and the Children's Act (No. 38 of 2005).
- Compliance with environmental health and safety requirements. The documents required are:
 - Approved building plans,
 - Zoning certificate,
 - Electrical certificate,
 - Health certificate,
 - Fire Safety certificate,
 - An operational evacuation plan,
 - First-Aid and Basic Fire Fighting course certificates,
 - A food preparation certificate.
- Compliance with national norms and standards relating to Drop-in Centres.

- Only fit and proper persons (refer to Definitions) may manage, provide services or assist in a Drop-in Centre.

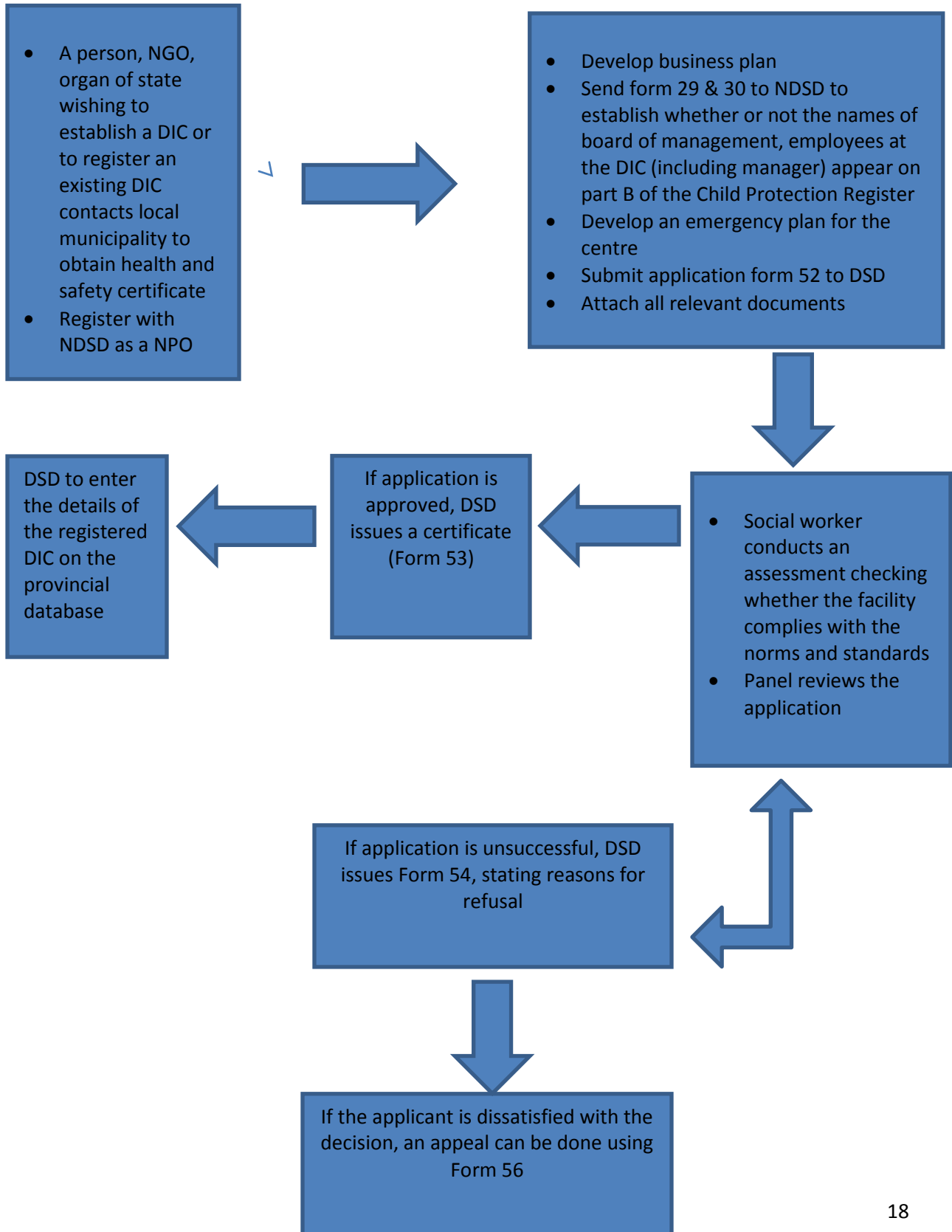
2.2 Why is registration important?

It is important to register Drop-in Centres in order to:

- *Ensure that the provincial department of Social Development knows how many Drop-in Centres exist, and where they are located.*
- *Enable an assessment of the number and spread of drop-in centres.* Section 214 of the Children’s Act requires the MEC for Social Development to establish a provincial strategy which ensures the appropriate spread of Drop-in Centres in the province. To be able to fulfil this mandate, it is important that all Drop-in Centres are registered so that the MEC can identify where they are located and what services and programmes are rendered.
- *Access funding from the Provincial Department of Social Development for the running of the centre.* However, funding from the Department of Social Development is not compulsory.
- *Ensure the safety of the centre and the quality of programmes offered.* Registration is a way of ensuring safety of the children in a Drop-in Centre, since it can only be granted if the centre comply with the norms and standards, the relevant municipality and safety regulations and offer programmes and services which meets the needs of the children attending that Drop-in Centre.
- *Facilitate periodic monitoring and inspection to enforce the provisions of the Children’s Act and compliance with the national norms and standards.*

2.3 The Registration Process

The following diagram illustrates the steps to be followed in registering a Drop-in Centre. This process will be described in detail in this section. :



2.3.1 Application for Registration of Drop-in Centres

- An application for the registration, conditional registration or renewal of registration of a Drop-in Centre must be lodged with the provincial head of Social Development of the province where the facility is situated in a form that substantially corresponds with **Form 52** (See Annexure A).
- If the performance of the functions for registration have been assigned to a municipal manager or delegated to a social service professional in the employ of the municipality, an application must be lodged with the municipal manager of that municipality.
- In addition to **Form 52**, an application must be accompanied by the following:
 - (a) A business plan containing the:
 - (i) Business hours of the Drop-in Centre;
 - (ii) Staff composition;
 - (iii) Supporting documents of the skills and training of staff members as required by **regulation 95**;
 - (iv) Disciplinary policy and rules; and
 - (v) Organisational structure.
 - (b) Clearance certificates to the effect that the name of the applicant and the name of any employee do not appear in Part B of the National Child Protection Register or the National Register for Sex Offenders issued by the Director-Generals of Justice and Constitutional Development, respectively (**Form 29 and 30 to be used. See Annexure A**).
 - (c) Details of the management committee.
 - (d) A copy of the Constitution signed and dated.
 - (e) A daily activity programme and menu for the children.
 - (f) A local authority certificate of compliance with national and local building structural, health and safety requirements (known as health certificate).

- (g) A centre emergency plan to demonstrate that all reasonable measures have been taken to ensure that children and staff are safe from the risk of fire, accidents and other hazards.
- (h) A certified copy of the financial statements and cash flow projections.
- (i) The social worker's onsite assessment report.
- (j) Proof of registration as a Non-Profit Organisation (NPO).

NPO Registration

Drop-in Centres are required to be registered as Non- Profit Organisations (NPO) in terms of the NPO Act No. 71 of 1997. The primary purpose of the Act is to encourage and support organisations in their contribution to meeting the diverse needs of the Republic of South Africa by:

- Creating an environment in which NPOs can flourish;
- Establishing an administrative and regulatory framework within which NPOs can conduct their affairs;
- Encouraging NPOs to maintain adequate standards of governance, transparency and accountability and to improve those standards;
- Creating an environment within which the public may have access to information concerning registered NPOs;
- Promoting a spirit of co-operation and shared responsibility within and amongst all stakeholders.

How do organisations register?

By submitting the following to the NPO Directorate in the National Department of Social Development:

- A complete application form, which is obtainable from DSD; and
- Two copies of the organisation's founding document, that is, a constitution or a Deed of Trust or Memorandum and Articles of Association.

How much does it cost?

To register an NPO is free of charge.

2.3.2 Consideration of Application

The provincial head of Social Development must consider an application for registration, conditional registration or for the renewal of registration, and either reject the application or grant the registration or renewal with or without conditions.

When considering an application, the provincial head of Social Development must take into account all relevant factors, including whether:

- The Drop-in Centre complies with national norms and standards.
- The Drop-in Centre complies with the structural, safety, health and other requirements of the municipality and any other relevant legislation.
- The applicant is a fit and proper person to operate a Drop-in Centre.
- The applicant has the necessary skills, funds and resources available to operate the Drop-in Centre.
- Each person employed at or engaged in the Drop-in Centre is a fit and proper person to assist in operating a Drop-in Centre.
- Each person employed at or engaged in the drop-in centre has the prescribed skills and training to assist in operating a Drop-in Centre.

A person unsuitable to work with children is not a fit and proper person to operate or assist in operating a Drop-in Centre.

The provincial head of Social Development must consider a report from a social service professional before deciding an application for registration, conditional registration or renewal of registration.

The Department of Social Development has agreed that the registrations should be divided into three levels, which are as follows:

- The **Gold Level** which will refer to the full registration where the applicant complies with between 100 to 80% of the norms and standards.
- The second level will be the **Silver Level** which will be referred to as the conditional registration. In this case compliance with the norms and standards should be between 79 to 50%.
- The third level of registration is the **Bronze Level**. This level also refers to the conditional registration, complying with 49 to 40% of the norms and standards.
- **Rejection of registration or Cancellation of registration:** The facility does not qualify for registration if compliance is at 39 % and below and it does not meet the norms and standards.

It should be noted that the following norms and standards are non-negotiable for all levels of registration (These are detailed further in Section 3.4):

- ✓ A safe environment for the children.
- ✓ Safe drinking water.
- ✓ Hygienic and adequate toilet facilities.
- ✓ Access to refuse disposal services and other adequate means of disposal of refuse.

2.3.3 Granting of Registration

- The provincial head of Social Development or, where the function has been assigned to a municipal manager, in terms of section 225 of the Act, the municipal manager or social service professional concerned, must issue the applicant with a certificate of registration, conditional registration or renewal of

registration in a form that substantially corresponds with **Form 53** (See annexure B).

- The registration certificate must be displayed within the centre.
- The registration may not be granted for a period exceeding five years.
- The application for the renewal of registration must be made at least **90 days** before the registration is due to expire.

2.3.4 Granting of Conditional Registration

The provincial head of Social Development may grant the registration or renewal of registration of a Drop-in Centre on conditions, including:

- Specifying the types of services that may or must be provided,
- Stating the period for which the conditional registration will remain valid, and
- Outlining any other requirements.

2.3.5 Rejection of Application for Registration

- In rejecting an application for registration of a Drop-in Centre, the provincial head of Social Development or, where the function has been assigned to a municipality in terms of section 225 of the Act, the municipal manager or social service professional concerned, must duly inform the applicant of the refusal in a form that substantially corresponds with **Form 54** (See annexure C) by registered post or by hand delivery.
- Reasons for the rejection of the application must be furnished to the applicant in writing.

2.3.6 Appeal against Certain Decisions

- An appeal by an applicant or a registration holder aggrieved by a decision of a provincial head of Social Development must be in a form that substantially corresponds with **Form 56** (See Annexure D).
- An appeal by an applicant or a registration holder aggrieved by a decision of an official in the employ of a municipality must be in a form that substantially corresponds with **Form 57** (See Annexure E).
- An appeal must be lodged with the MEC for Social Development within 90 days, who must decide the appeal within 90 days of receipt thereof.
- If the applicant or registration holder is not satisfied with the outcome of an appeal, then the applicant or registration holder can request the High Court to review the decision.

2.3.7 Cancellation of Registration

The provincial head of Social Development may cancel registration of a Drop-in Centre by written notice to the registration holder if:

- The Drop-in Centre is not maintained in accordance with the prescribed national norms and standards,
- Any condition subject to which the registration or renewal of registration was issued is breached or not complied with,
- The registration holder becomes a person who is not fit and proper person to operate a Drop-in Centre,
- A person who is not fit and proper person to assist in operating a Drop-in Centre is employed at or engaged in operating a Drop-in Centre.

2.4 Database of Drop-in Centres

The MEC for of Social Development must maintain a record of all registered Drop-in Centres in the province concerned. Therefore, the Provincial Department of Social Development must ensure that the details of all registered and unregistered Drop-in Centres are entered on the provincial database.

- The register must reflect the profile of the facilities and the programmes available.
- The database must be updated quarterly.

An example of information to be included in the database:

Drop-in Centre location:

Details of the Drop-in Centres (e.g. Drop-in Centre name, NPO number, DSD Registration number):

Registration status (including dates):

Type of Drop-in Centre (e.g. street children, orphans etc.):

Number of children:

Funding status:

Services and programmes rendered:

See Annexurefor detailed information

SECTION 3: MANAGEMENT OF DROP-IN CENTRES

The following core elements and programmes regarding Drop-in Centres are outlined in the Children's Act, Regulations and Norms and Standards.

3.1 What type of Programmes and Services are rendered in a drop-in centre?

All services and programmes offered in Drop-in Centres should be based on the developmental needs of the child. The Children's Act is very specific about the core programmes that a Drop-in Centre **must** provide and they are as follows:

- Provision of food (*Cooked meals and where possible food parcels*),
- School attendance support (*Helping children to enrol in schools, facilitating access to schools, helping with homework*),
- Assistance with personal hygiene (*Helping children by providing them with a clean bath, change of clothing, oral health, etc.*)
- Laundry services (*Washing of clothes*).

In addition to the services mentioned above, a Drop-in Centre **may** offer any of the following programmes to the children attending that centre:

- Guidance, counselling and psychosocial support,
- Social skills and life skills,
- Educational programmes,
- Recreation,
- Community services,
- School holiday programme,
- Primary health care in collaboration with the local health clinic.
- Reporting and referral of children to social workers or social service professionals,
- Promotion of family preservation and reunification,
- Computer literacy,

- Outreach services,
- Prevention and early intervention (*Refer to Section 143 and 144 of the Children's Act*).

3.2 Information Management

3.2.1 Information on Children

- A register or registers must be kept by a Drop-in Centre in which the following particulars must be entered:
 - (a) The full name, gender, date of birth and identity number of each child,
 - (b) The names, addresses and contact particulars of a child's parent, primary care-giver or family member,
 - (c) The date of a child's admission to the Drop-in Centre and date of termination of attendance of the Drop-in Centre or, in the case of irregular attendance, the dates attended, and
 - (d) Any disability, chronic medical condition or dietary requirement and any other critical information for the care and development of a child.
- A Drop-in Centre must keep a separate file in respect of each child in which the following information must be filed:
 - (a) All documents relating to the child, received at the time of admission,
 - (b) Any document or correspondence relating to the child,
 - (c) Reports and notes by the provider of a programme within the Drop-in Centre on the development of the child with particular reference to any irregular behavioural pattern or possible deviations from the normal development of the child with due consideration to his or her age, and

- (d) Reports and notes on any injury to or bruises on the child observed during the child's admission at the Drop-in Centre including any observations which may relate to the possible abuse of the child.

3.2.2 Information on Staff and Management Board

- A file must be kept of each staff member employed at, or volunteer providing services at, a Drop-in Centre.
- CPR clearance letters for all staff members and management board members must be kept in the file.
- There must be a file regarding human resources policies, including induction and orientation, training and professional development, disciplinary procedures, grievance procedures etc.

3.2.3 Behaviour Management of Children

- A disciplinary register must be kept in which the name of the child, the nature of the behaviour and the disciplinary measure imposed.
- Any register or file kept in terms of this regulation must be kept for a period of at least three years after the date of termination of attendance by a child at a Drop-in Centre.
- Any irregular or dysfunctional behaviour of a child in a Drop-in Centre must be brought to the attention of the parent or the care-giver of the child, where their whereabouts are known.
- Quarterly progress reports must be furnished to the parent or the care-giver of each child in a Drop-in Centre, where their whereabouts are known.

3.3 Skills and training of persons employed in Drop-in Centre

- Any person rendering services to children at a Drop-in Centre, excluding persons who do not work directly with such children, must possess the following skills:
 - (a) The ability to implement a development programme in a Drop-in Centre
(See Regulation 75 for ideas on programmes which can be rendered),
 - (b) Report writing skills,
 - (c) Skills or training on the identification of irregular and dysfunctional behaviour in a child,
 - (d) Basic numeracy skills, and
 - (e) Skills or training on child development.

- Any person employed at or engaged at a Drop-in Centre after registration of the centre in terms of these Regulations, must provide his or her employer with:
 - (a) A certified copy of his or her identity document, and
 - (b) Proof of his or her skills or training.

- Any person rendering services to children at a Drop-in Centre and who works directly with a child in such centre must be able to communicate with the child in a language, including sign language, which such child understands.

- If a Drop-in Centre renders services to children with special developmental and behavioural needs, one or more persons with specialised skills in dealing with such children must be employed or available to provide such specialised services.

3.4 Prescribed Norms and Standards for Drop-in Centres

Drop-in Centres are required to comply with the national norms and standards, in order to ensure safety of children, provision of quality services, funding and registration purpose and to guide practice and provision of services.

The national norms and standards for Drop-in Centres are as follows:

3.4.1 A safe environment for children

- a) Children must experience safety and feel cared for while at a Drop-in Centre.
- b) Premises inside and outside must be clean, safe and maintained to a reasonable standard.
- c) Equipment used must be safe, clean and well maintained.
- d) There must be adult supervision at all times.
- e) All reasonable precautions must be taken to protect children and staff from the risk of fire, accidents or other hazards.
- f) A first aid kit must be available and maintained, and persons providing services at a Drop-in Centre must be trained to administer it.
- g) Any substances, cleaning materials or dangerous objects must be safely stored and kept out of reach of children.
- h) Where obvious signs of injury or trauma are detected, a child must be referred to a hospital or clinic for further assessment and treatment, and his or her parents or care-giver informed as soon as possible, if their whereabouts are known.
- i) Where it is suspected that a child may have been abused and in need of child protection services, such child must be referred to a designated child protection organisation (See Section 110 of the Children's Act).
- j) Inhumane and degrading treatment and punishment of children in a Drop-in Centre is prohibited.

3.4.2 Safe drinking water

- a) Safe and clean drinking water must always be available.
- b) Where water is not from a piped source, it must be treated and made safe using approved national guidelines for the treatment of water by adding one teaspoon of bleach to 25 litres of water.

- c) Where no running water is available, there must be a minimum of 25 litres of drinkable water per day, bearing in mind the period of time for which the Drop-in Centre is open.
- d) All water containers must be covered with a hard cover that is not easily removable by young children at all times.

3.4.3 Hygienic and adequate toilet facilities

- a) There must be safe and hygienic toilet and hand washing facilities.
- b) Where sewerage systems are available, there must be one toilet and one hand washing facility for every 40 children.
- c) Where no washbasins are available, one suitable container for every 20 children must be made available, provided that such container is cleaned regularly and closed.

3.4.4 Access to refuse disposal services or other adequate means of disposal of refuse

- a) Where possible, refuse must be disposed of according to municipality regulations.
- b) Waste must be kept out of reach of children.
- c) Waste disposal areas must be regularly disinfected.

3.4.5 Hygienic area for the preparation of food

- a) There must be a separate, clean and safe area for the preparation of food as well as for cleaning up after food preparation.
- b) There must be a separate space for the serving of food to children.
- c) There must be a cooling facility for the storage of perishable food.
- d) There must be a facility for the storage of food.

3.5 Reporting of injury, abuse or death of a child in a drop-in centre

- If a child is seriously injured or abused while in a Drop-in Centre or following an occurrence at a Drop-in Centre, the person operating the Drop-in Centre or a person employed at the Drop-in Centre must immediately report such injury or abuse to the provincial head of Social Development (**Form 22** should be used).
- The provincial head of Social Development must conduct investigations into the circumstances of the serious injury or abuse.

Procedures to be followed when reporting a case:

A report may be made verbally, telephonically, in writing, faxed or in person. The prescribed Form (**Form 22, See Annexure A**) should be completed as soon as possible, once abuse is identified. Delay in reporting may be detrimental to the child.

The prescribed Form must be forwarded to the local Department of Social Development where the child resides or the nearest district office. Irrespective of who identified the abuse, a prescribed Form must be completed to ensure the child's safety and well-being.

- If a child dies while in a Drop-in Centre or following an occurrence at a Drop-in Centre, the person operating the Drop-in Centre or a person employed at the Drop-in Centre must immediately report such death to:
 - ✓ The parent, care-giver or guardian of the child, if he or she can be traced,
 - ✓ The police official, and
 - ✓ To the provincial head of Social Development.

There is no prescribed form for reporting the death of a child in a Drop-in Centre; however, **Form 40** can be used as a guide (See Annexure A).

- The police must cause an investigation into the circumstances surrounding the death of the child, unless if satisfied that the child died of natural causes.

- In terms of Section 110 of the Children’s Act, a member of staff or volunteer worker who on reasonable grounds concludes that a child has been abused in a manner causing physical injury, sexually abused or deliberately neglected, must report the matter using **form 22**, within 24 hours to:
 - ✓ A designated child protection organisation,
 - ✓ Provincial Department of Social Development or a
 - ✓ Police official.

SECTION 4: MONITORING AND EVALUATION



4.1. Monitoring the status and well-being of children

Since the Drop-in Centres have a specific objectives function in relation to vulnerable children, it is important to track whether these objectives are achieved. The starting point is to have baseline information on the condition of the child at admission. Looking at the core services of these centres, namely:

- Provision of food,
- School attendance support,
- Assistance with personal hygiene, and
- Laundry services.

4.2. Indicators

The following indicators can be used to determine the status, health and well-being of vulnerable children in the Drop-in Centres:

- An increase in literacy levels of children aged 5-18 years.
- A decrease in the number of children suffering from malnutrition determined by Body Mass Index measurements over time.
- An increase in social grants accessed.
- Improved health care and home-based care services with a concurrent reduction in child illnesses such as diarrhoea and HIV and AIDS related opportunistic illnesses.
- A reduction in the number of abandoned and neglected children.
- Household assessments yield psychosocial outcomes indicating abilities for self-care and healthy socialization with peers.
- Children access Drop-in Centres and Early Childhood Development centres regularly.

- Good school attendance records. A reduction in school drop-out rates and increase in number of children completing matric.

4.3. Monitoring and evaluation of services offered

The provincial head of Social Development must conduct regular inspections of Drop-in Centres in collaboration with the municipality where the Drop-in Centres are situated. All Drop-in Centres must undergo the process of inspection, monitoring and evaluation to determine compliance with the Children's Act, Regulations, norms and standards, and practise guidelines as prescribed. All inspections and monitoring visits must be followed by a report that must be submitted to the provincial head of Social Development and the management of a Drop-in Centre with recommendations and organisational development plans.

4.4. Funding

The MEC for Social Development **may** provide and fund Drop-in Centres for that province. Such Drop-in Centre must:

- Be managed and maintained in terms of the Children's Act,
- Comply with the national norms and standards,
- Comply with the structural safety, health and other requirements of the municipality of the area where the Drop-in Centre is situated.

The funding of Drop-in Centres must be prioritised:

- In communities where families lack the means of providing proper shelter, food and other basic necessities of life to their children, and to
- To make Drop-in Centres accessible to children with disabilities.

SECTION 5: CONCLUSION AND RECOMMENDATIONS

Drop-in Centres are effective mechanisms for early intervention and prevention services, which can be utilized to meet basic needs of orphans and vulnerable children at community level. However, these Drop-in Centres must meet the service standards stipulated in the Children's Act, to ensure that children are cared for and protected and that their rights are respected.

In order to achieve the above, it is necessary for the Provincial Department of Social Development to:

- Ensure that Drop-in Centres are registered and operating in compliance with the prescribed norms and standards.
- Ensure the appropriate spread of Drop-in Centres in the province.
- Develop a comprehensive database of all registered and unregistered Drop-in Centres, which will assist in planning and monitoring of services rendered.
- Ensure that all Drop-in Centres, including those not funded by the government, provide quality care and support.

The provision of quality services in Drop-in Centres requires a collective and coordinated effort. Therefore, the Department of Social Development should provide strategic direction for service delivery by promoting coordination and collaboration between all stakeholders at all levels: government, non-governmental organisations, faith-based organisations, community-based organisations and civil society.

ANNEXURE A: FORMS

PRESCRIBED DOCUMENTS, PLANS AND CERTIFICATES FOR YOUR APPLICATION

Document Checklist

The following documents must be attached to the application of registration of a Drop-in Centre:

- A copy of the organisation's NPO certificate.
- A copy of the centre's constitution.
- Clearance certificates from the Department of Social Development that all board members, manager and staff members are not recorded in the National Child Protection Register.
- Business Plan.
- Local authority certificate of compliance with national and local.
- Building structural, health and safety requirements (known as the health certificate).
- Certified copy of the centres audited financial statements and cash flow projections.
- Daily menu and programme.
- Centre emergency plan.

FORM 52

**APPLICATION FOR THE REGISTRATION / CONDITIONAL
REGISTRATION / RENEWAL OF REGISTRATION OF A DROP-IN
CENTRE**

(* DELETE THAT WHICH IS NOT APPLICABLE)

(Regulation 92)

REPUBLIC OF SOUTH AFRICA

(A) PARTICULARS OF APPLICATION

Name of Drop-in Centre: _____

Physical address:

Postal address:

_____ Postal code:

Name of person or body who manages the Drop-in Centre or who wishes to establish it:

Physical address of person or body:

Telephone: _____ Cell phone:

Fax number: _____ E-mail:

The number of children that will be accommodated in the Drop-in Centre in respect of which application is made: _____

(B) **SUPPORTING DOCUMENTS**

The following supporting documents must accompany the application:

- A business plan containing the information prescribed by regulation 92(3); and
- Clearance certificates that the name of the applicant and the names of all staff members do not appear in the National Register for Sex Offenders established by Chapter 6 of the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007 and in Part B of the National Child Protection Register established by Part 2 of Chapter 7 of the Act;

(C) **GENERAL REMARKS**

Any additional remarks by the applicant in support of the application:

I certify that the above-mentioned particulars are, to the best of my knowledge, true and correct.

SIGNATURE OF APPLICANT

CAPACITY

DATE

FORM 53

CERTIFICATE OF REGISTRATION / CONDITIONAL REGISTRATION / RENEWAL OF REGISTRATION OF A DROP-IN CENTRE

(* DELETE THAT WHICH IS NOT APPLICABLE)

(Regulation 93)

Reference No.: _____

REPUBLIC OF SOUTH AFRICA

It is hereby certified that:

- The following Drop-in Centre has been registered in terms of section 219 of the Act;
- The following Drop-in Centre has been conditionally registered in terms of section 220 of the Act; or
- The registration of the following Drop-in Centre has been renewed in terms of section 219 of the Act.

on _____ (insert date).

Name of Drop-in Centre facility: -

Physical address of Drop-in Centre:

The validity of this registration expires on: _____ (insert date)

The Drop-in Centre is registered subject to the condition that the maximum number of children that may be accommodated is: _____

The registration or renewal of registration is subject to the following additional conditions:

Provincial Head: Social Development/
Municipal Official
Province/Municipality: _____
Date of issue: _____

FORM 54

**REJECTION OF AN APPLICATION FOR THE REGISTRATION /
CONDITIONAL REGISTRATION/RENEWAL OF REGISTRATION OF A
DROP-IN CENTRE**

(* DELETE THAT WHICH IS NOT APPLICABLE)

(Regulation 93)

Reference No.: _____

REPUBLIC OF SOUTH AFRICA

Name of applicant:

Name of Drop-in Centre:

Physical address of Drop-in Centre:

Date of application: _____

The application has been refused for the following reasons:

PROVINCIAL HEAD OF SOCIAL DEVELOPMENT/
MUNICIPAL OFFICIAL

PROVINCE/ MUNICIPALITY: _____

DATE: _____

FORM 55

AGREEMENT BETWEEN PROVINCIAL HEAD OF SOCIAL DEVELOPMENT AND MUNICIPALITY IN TERMS OF SECTION 225(2) OF THE ACT

(Regulation 96)

REPUBLIC OF SOUTH AFRICA

----- (full names) in my capacity as the Head of the Provincial
Department of Social Development in the ----- Province
(name of the province) and duly authorized thereto

AND

----- (full names) in my capacity as the Mayor of the -----
----- (name of
municipality) and duly authorized thereto

hereby agree that the functions contemplated in sections 217,218,219,220,221,222 and 224 (delete which is not applicable) of the Children’s Amendment Act,2007 (Act No. 41 of 2007) be assigned to the Municipal Manager of the

----- (name of
municipality) with effect from -----
----- (date)

SIGNED at ----- on this ----- day of-----

As Witnesses:

- 1.
- 2.

HEAD OF PROVINCIAL DEPARTMENT

SIGNED aton thisday of
.....

As Witnesses:

- 1.
- 2.

MAYOR

FORM 56

**AN APPEAL AGAINST A DECISION OF A PROVINCIAL HEAD OF
SOCIAL DEVELOPMENT IN TERMS OF SECTION 23 OF THE ACT IN
RESPECT OF A DROP-IN CENTRE**

(Regulation 97)

Reference No.: _____

REPUBLIC OF SOUTH AFRICA

Name of appellant:

Name of Drop-in Centre:

Physical address of Drop-in Centre:

This is appeal against a decision of the provincial head of Social Development of

_____ (Insert name of province) against the exercise

of his or discretion in respect of a decision relating to:

Indicate decision against which this appeal is lodged (Indicate yes or no)	Grounds on which appeal is lodged

	Section 219: Consideration of application for registration
	Section 219: Consideration of application for conditional registration
	Section 219: Consideration of application for renewal of registration
	Section 220: Conditions on which registration was granted
	Section 221: Cancellation of registration
	Other grounds of appeal

The reasons provided by the provincial head of Social Development for his or her decision are attached.

My reasons for appealing against the decision are attached.

APPLICANT / REGISTRATION HOLDER

DATE

NOTE: The appeal must be lodged with the MEC for Social Development in the province where the decision was taken by the provincial head of Social Development.

FORM 57

AN APPEAL AGAINST A DECISION OF A MUNICIPAL OFFICIAL IN TERMS OF SECTION 225(6) OF THE ACT IN RESPECT OF A DROP-IN CENTRE

(Regulation 97)

REPUBLIC OF SOUTH AFRICA

Reference No.: _____

Name of appellant: _____

Name of Drop-in Centre: _____

Physical address of Drop-in Centre: _____

This is appeal against a decision of municipal official of _____ (Insert name of municipality) against the exercise of his or discretion in respect of a decision relating to:

Indicate decision against which this appeal is lodged (Indicate yes or no)	Grounds on which appeal is lodged The sections stated below refers to the sections in respect of which functions have been assigned to a municipality in terms of section 225 of the Act
	Section 219: Consideration of application for registration
	Section 219: Consideration of application for conditional registration
	Section 219: Consideration of application for renewal of registration
	Section 220: Conditions on which registration was granted
	Section 221: Cancellation of registration
	Other grounds of appeal

The reasons provided by the municipal official for his or her decision are attached.

My reasons for appealing against the decision are attached.

APPLICANT / REGISTRATION HOLDER

DATE

NOTE: The appeal must be lodged with the municipal council of the municipality where the decision was taken.

FORM 29

INQUIRY BY EMPLOYER TO ESTABLISH WHETHER PERSON'S NAME APPEARS IN PART B OF NATIONAL CHILD PROTECTION REGISTER

(Regulation 44)

[SECTION 126 OF THE CHILDREN'S ACT 38 OF 2005]

TO: The Director-General
 Department of Social Development
 Private Bag X901
 PRETORIA
 0001

Dear Sir / Madam

In terms of section 126(1) / 126(2)* of the children's Act, (No. 38 of 2005), I,.....
 (full names and surname) wish to inquire
 whether the name of a certain person is included in Part B of the National Child Protection
 Register. The particulars of the person are:

(* - Delete which is not applicable)

1. EMPLOYEE'S DETAILS:						
Surname			Full name(s)			
Gender:	M	F	Date of Birth:	DD	MM	CCYY
* He / she is known as:			Driver's licence no:			
Alias (also known as):						
* ID no:			* Passport no:			
Physical Address:			Postal Address:			
* Telephone no:			Mobile no:			
The above-mentioned person will be / is currently* employed in the following position:						

2. DETAILS OF EMPLOYER - (My / our details are the following :)
--

Employer's name or name of NPO:	NPO Registration number:
Employer's Physical Address:	Employer's Postal Address:
Employer's telephone no/s:	Other contact details:

3. ATTACHED DOCUMENTS:

A certified copy of the following documents is attached as verification of identity:

- authentic signed letterhead of employer or prospective employer
- certified copy of birth certificate, identity document or passport of person who signed letterhead
- certified copy of birth certificate, identity document or passport of person to be screened.

Please note that section 126(5) (a) of the Act requires you to respond to this inquiry within 21 working days.

Yours sincerely

(Signature)

(Designation)

(Date)

Official Stamp of employer/ Organisation

FORM 30

INQUIRY BY PERSON TO ESTABLISH IF HIS / HER NAME IS INCLUDED IN PART B OF NATIONAL CHILD PROTECTION REGISTER

(REGULATION 50(1)(b))

[SECTION 126(3) OF THE CHILDREN'S ACT, (No 38 OF 2005)]

TO: The Director-General
Department of Social Development
Private Bag X901
Pretoria
0001

Dear Sir / Madam

In terms of section 126(3) of the Children's Act, (No. 38 of 2005), I _____
_____ (full names and surname) wish

to enquire whether my name is included in Part B of the National Child Protection Register. A certified copy of one of the following documents is attached as verification of my identity.

1. IDENTIFYING DOCUMENTS:		
<input type="checkbox"/> birth certificate (only if not in possession of identity document or passport)		
<input type="checkbox"/> identity document	<input type="checkbox"/> passport	<input type="checkbox"/> other

In the event that my name has been included in Part B of the Register, kindly furnish reason why this was done. My personal details are:

2. CONTACT DETAILS:	
Postal address:	Physical address:
* Email:	
Telephone No:	* Cellular No:

(* - if applicable)

Please note that section 126 of the Act requires you to respond to this inquiry within 21 working days.

Yours sincerely

(Signature)

(Date)

FORM 22

REPORTING OF ABUSE OR DELIBERATE NEGLECT OF CHILD

(Regulation 33)
[SECTION 110 OF THE CHILDREN'S ACT 38 OF 2005]

REPORTING OF ABUSE TO PROVINCIAL DEPARTMENT OF SOCIAL DEVELOPMENT,
DESIGNATED CHILD PROTECTION ORGANISATION OR POLICE OFFICIAL

NOTE: A SEPARATE FORM MUST BE COMPLETED FOR EACH CHILD

TO: The Head of the Department

Pursuant to section 110 of the Children's Act, 2005, and for purposes of section 114(1)(a) of the Act, you are hereby advised that a child has been abused in a manner causing physical injury/ sexually abused/ deliberately neglected or is in need of care and protection.

Source of report (do not identify person)				<input type="checkbox"/> Victim	<input type="checkbox"/> Relative	<input type="checkbox"/> Parent
<input type="checkbox"/> Neighbour	<input type="checkbox"/> friend	<input type="checkbox"/> Professional (specify)				
<input type="checkbox"/> Other (specify)						
Date Reported to child protection organisation:				DD	MM	CCYY

1. CHILD: (COMPLETE PER CHILD)						
Surname			Full name(s)			
Gender:	M	F	Date of Birth:	DD	MM	CCYY
School Name:			Grade:	Age / Estimated Age:		
* ID no:			* Passport no:			
Contact no:						

2. CATEGORY OF CHILD IN NEED OF CARE AND PROTECTION						
<input type="checkbox"/> Child abuse	<input type="checkbox"/> Child labour	<input type="checkbox"/> Child trafficking	<input type="checkbox"/> Street child			
<input type="checkbox"/> Commercial sexual exploitation		<input type="checkbox"/> Exploited children	<input type="checkbox"/> Child abduction			

3. OTHER INTERVENTION – CONTACT PERSON TRUSTED BY CHILD	
Surname:	Name:

Physical address:	Telephone number:
-------------------	-------------------

Other children interviewed: Yes No Number :

4. CAREGIVER INFORMATION (If not same as trusted person or parent(s) of child)

Surname:	Name:
Physical Address:	Postal address
Relationship to child:	
Telephone number:	Mobile:

5. ALLEGED ABUSER

5.1) Surname				Full Name(s)		
Date of Birth:	DD	MM	CCYY	Gender:	M	F
ID No:				Age:		
* Passport No:				* Driver's license number:		
Also known as:				Relationship to child:		
Street Address (include postal code):				<input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Grandfather <input type="checkbox"/> Grandmother <input type="checkbox"/> Step father <input type="checkbox"/> Step mother <input type="checkbox"/> Foster father <input type="checkbox"/> Aunt <input type="checkbox"/> Uncle <input type="checkbox"/> Foster mother <input type="checkbox"/> Sibling <input type="checkbox"/> Caregiver <input type="checkbox"/> Professional: social worker/police officer/teacher/caregiver/priest/dr/volunteer <input type="checkbox"/> Other (specify) Other (specify)		
	Postal Code:					

5.2) WHEREABOUTS OF ALLEGED PERPETRATOR:

Section 153 (Request for removal by SAPS) Still in home
 In hospital (Name/Place.....)
 In detention (Name/Place.....)
 Living somewhere else (Address.....)

<input type="checkbox"/> Whereabouts unknown	<input type="checkbox"/> Un-identified
--	--

6. PARENTS OF CHILD (If other than above)						
Surname: Father / Step-father				Full name(s)		
Date of Birth:	DD	MM	CCYY	Gender:	M	F
ID number:				Age:		
Surname: Mother / Step-mother				Full name(s)		
Date of Birth:	DD	MM	CCYY	Gender:	M	F
ID number:				Age:		
Names and ages of siblings or other children if helpful for tracking						
Surname		Full names			Age/Date of birth	
Street Address (include postal code):					Postal Code:	

7. ABUSE									
Date of Incident:			If date unknown (mark with X here):	Episodic/on-going from (date)			Reported to CPR:		
DD	MM	CCYY		DD	MM	CCYY	DD	MM	CCYY
Place of incident: <input type="checkbox"/> Child's home <input type="checkbox"/> Field <input type="checkbox"/> Tavern <input type="checkbox"/> School <input type="checkbox"/> Friend's place <input type="checkbox"/> After school centre <input type="checkbox"/> ECD Centre <input type="checkbox"/> Neighbour <input type="checkbox"/> Private hostel <input type="checkbox"/> Child and youth care centre <input type="checkbox"/> Foster home <input type="checkbox"/> Temporary safe care <input type="checkbox"/> temporary respite care <input type="checkbox"/> Other (specify)									
7.1) TYPE OF ABUSE (Tick only the one that indicates the key motive of intent)									
Physical			Emotional		Sexual		Deliberate neglect		
7.2) INDICATORS (Check any that apply)									
<u>PHYSICAL:</u> <input type="checkbox"/> Abrasions <input type="checkbox"/> Bruises <input type="checkbox"/> Burns/Scalding <input type="checkbox"/> Fractures <input type="checkbox"/> Other physical illness <input type="checkbox"/> Cuts <input type="checkbox"/> Welts									

<input type="checkbox"/> Repeated injuries		<input type="checkbox"/> Fatal injury (date of death)	
<input type="checkbox"/> Injury to internal organs		<input type="checkbox"/> Head injuries	<input type="checkbox"/> No visible injuries (elaborate)
<input type="checkbox"/> Poisoning (specify)		<input type="checkbox"/> Other Behavioural or physical (specify)	
<u>EMOTIONAL:</u> <input type="checkbox"/> Withdrawal <input type="checkbox"/> Depression <input type="checkbox"/> Self destructive aggressive behaviour			
<input type="checkbox"/> Corruption through exposure to illegal activities		<input type="checkbox"/> Deprivation of affection	
<input type="checkbox"/> Exposure to anti-social activities		<input type="checkbox"/> Exposure to family violence	
<input type="checkbox"/> Parent or care giver negative mental condition		<input type="checkbox"/> Inappropriate and continued criticism	
<input type="checkbox"/> Humiliation	<input type="checkbox"/> Isolation	<input type="checkbox"/> Threats	<input type="checkbox"/> Development Delays
<input type="checkbox"/> Rejection		<input type="checkbox"/> Accusations	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Lack of cognitive stimulation			
<input type="checkbox"/> Mental, emotional or developmental condition requiring treatment (specify)			
<u>SEXUAL:</u> <input type="checkbox"/> Contact abuse <input type="checkbox"/> Rape <input type="checkbox"/> Sodomy			
<input type="checkbox"/> Masturbation		<input type="checkbox"/> Oral sex area	
<input type="checkbox"/> Molestation			
<input type="checkbox"/> Non contact abuse (flashing, peeping)		<input type="checkbox"/> Irritation, pain, injury to genital	
<input type="checkbox"/> Other indicators of sexual molestation or exploitation (specify)			
<u>DELIBERATE NEGLECT:</u> <input type="checkbox"/> Malnutrition <input type="checkbox"/> Medical <input type="checkbox"/> Physical <input type="checkbox"/> Educational			
<input type="checkbox"/> Refusal to assume parental responsibility		<input type="checkbox"/> Neglectful supervision	
<input type="checkbox"/> Abandonment			
7.3) Indicate overall degree of risk to child:			
<input type="checkbox"/> Mild		<input type="checkbox"/> Moderate	
<input type="checkbox"/> Severe		<input type="checkbox"/> Unknown	
7.4) Where applicable, tick the secondary type of abuse or multiple abuse: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Sexual	Physical	Emotional	Deliberate Neglect
Brief explanation of occurrence(s) (including a statement describing frequency and duration)			
8. MEDICAL INTERVENTION (*)			
Examined by:	Treatment received:	Where (name of hospital, clinic, private doctor):	Hospitalised:
<input type="checkbox"/> Doctor	<input type="checkbox"/> Yes		<input type="checkbox"/> For assessment
<input type="checkbox"/> Reg. Nurse	<input type="checkbox"/> No		<input type="checkbox"/> For treatment

			<input type="checkbox"/> As temporary safe care (place of safety)
Contact person:	Contact person:	Contact person:	Contact person:
Telephone No:	Telephone No:	Telephone No:	Telephone No:

9. CHILDREN'S COURT INTERVENTION (*)			
Removal of child to temporary safe care (Section 152):		Date	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	MM	DD
		CCYY	

10. SAPS: (ACTION RELATED TO ALLEGED ABUSER(S)) – (*)				
Reported to SAPS:		Charges laid:		Date
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	DD
				MM
				CCYY
CASE NR		Police Station		Telephone Nr
Name of Police Officer			Rank of Police Officer	

11. CHILD KNOWN TO DESIGNATED CHILD PROTECTION ORGANISATION (DCPO)/ SOCIAL DEVELOPMENT(DSD)?		
11.1) Child known to DCPO/DSD ?:		
		<input type="checkbox"/> Yes
		<input type="checkbox"/> No
Name of DCPO/DSD Office:	Contact number	Reference number

12. DETAILS OF PERSON WHO REPORTS ALLEGED ABUSE (Refers to a professional or mandatory obliged to report child abuse in terms of Section 110(1))					
CAPACITY(OF INFORMANT)					
Caregiver	Correctional Official	Child and Youth Care Centre	Dentist	Doctor	Drop-in Centre
Homeopath	Labour Inspector	Legal Practitioner	Midwife	Member of staff – partial care facility	Medical Practitioner
Minister of Religion	Nurse	Occupational Therapist	Psychologist	Police Official	Physiotherapist
Religious leader		Social service professional		Social worker	
Speech therapist		Shelter		Traditional leader	
Teacher		Traditional health practitioner		Volunteer Worker – partial care facility	
Other (specify)					
Surname of informant		Name of informant		Name of employer	
Employer Address		Work Telephone Nr		Fax Number	

Email Address		

(*) = Complete if information is available or applicable

I declare that the particulars set out in the above mentioned statement are true and correct to the best of my knowledge.

Signature of informant: _____

Date: _____

Official Stamp

FORM 40

REPORTING OF SERIOUS INJURY, ABUSE OR DEATH OF CHILD IN ALTERNATIVE CARE

Regulation 64

[Section 178 of the Children's Act 38 of 2005]

A. Serious injury or abuse of child in alternative care.

To: The Provincial Head of Social Development

.....
.....
.....
.....

Pursuant to section 178 of the Children's Act, 38 of 2005, you are hereby informed that a child in alternative care has been seriously injured or abused.

Details of child :

Name :

Surname :

ID number :

Date of birth :

Gender :

Age :

Date and place of serious injury or abuse :

Type of serious injury or abuse :

Brief explanation of incident of serious injury or abuse:

.....
.....
.....
.....
.....

.....
.....
.....
.....

Brief explanation of medical intervention:

.....
.....
.....
.....
.....
.....
.....
.....

Details of alleged abuser:

.....
.....
.....
.....
.....

B. Death of child in alternative care

To: The Provincial Head of Social Development/ Police official/ Social worker/ Parent or guardian of child

.....
.....
.....
.....

Pursuant to section 178 of the Children’s Act, 38 of 2005, you are hereby informed that a child in alternative care has died.

Details of child :
Name :
Surname :
ID number :
Date of birth :

Gender :

Age :

Date and place of death :

Brief explanation of incident leading to death of child:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Brief explanation of medical intervention:

.....
.....
.....
.....
.....
.....
.....
.....

I declare that the information set out above is true and correct to the best of my knowledge.

Name of person in whose care or temporary
safe care the child had been placed

Name of organization in whose care or
temporary safe care the child had been placed

Date:

INSPECTION FORM



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

INSPECTION REPORT FOR THE DROP-IN CENTRES

[SECTION 224 1(b) OF THE CHILDREN'S ACT 38/2005]- REGULATIONS 91-95)

DATE OF INSPECTION:
DATE OF PREVIOUS INSPECTION:
PURPOSE OF INSPECTION:

PART(A) IDENTIFYING PARTICULARS AND MANAGEMENT STRUCTURE

1. PARTICULARS OF THE APPLICANT

Name of Drop-in Centre: _____

Physical address: _____

Postal address: _____

_____ Postal code: _____

Name of person or body who manages the drop-in centre or who wishes to establish it:

Physical address of person or body: _____

Telephone: _____ Cell phone: _____

Fax number: _____ E-mail: _____

NPO number and registration number: _____

.....
.....
.....
.....

2. MANAGEMENT

- (a) Is the management constituted in accordance with the constitution? (The constitution of the centre must be submitted to the centre management when the application for registration is made).

.....
.....
.....
.....
.....
.....
.....
.....

- (b) The manager and staff employed at the Drop-in Centre screened on Part B of National Child Protection Register?

Yes.....
No.....
(If no what steps to be taken to ensure that the manager and staff are screened?)

- (c) Does the management have proof of the qualification of the staff?

Yes.....
No.....
(If no what steps to be taken to ensure that there is proof of qualification of staff)

- (d) Does the staff have personal file?

- (e) Is the proof of a personal development plan in the personal file?

Yes.....
No.....
(If no what steps to be taken to ensure that personal development plan is in the personal file.)

.....
.....
.....
.....

- (f) Composition of board of management:

Name :
.....
Address :
Occupation:
Office Position:
Tel :

Name :
Address :
Occupation :
Office Position :
Tel :

Name :
.....
Address:
Occupation:
.....
Office Position:
.....
Tel :

Name:
Address:
Occupation:
Office Position :
Tel :

Name:
Address:
.....
Occupation:
.....
Office Position:
.....
Tel:

Name :
Address:
Occupation:
Office Position :
Tel :

Name:
Address :
Occupation:
Occupation:.....
Office Position:
.....
Tel :

Name:
Address:
Office Position :
Tel :

Name:
..... Address:
.....
Occupation:
.....
Office Position:
.....
Tel :

Name:
Occupation:
Office Position :
Tel :

(Management board shall consists of not less than seven members)

Does the Drop-in centre has sub-committees? If Yes, State the nature and numbers of members

- (a)
- (b)
.
- (c)
- (d)

- (e)
- .
- (f)
- .
- (g)
- .
- (h)
- ..

Duration of office bearers to occupy the office: (management board members)

Last date of the AGM meeting: (attach minutes)

3. MANAGER AND STAFF OF DROP-IN CENTRE

- a) Does the person rendering the services directly to the children have the following skills?
 - (i) Ability to implement a development programme in a Drop-in Centre
 - (ii) Report writing skills
 - (iii) Skills or training on the identification of irregular and dysfunctional behaviour in a child
 - (iv) Basic numeracy skills
 - (v) Skills or training on child development
- b) Is the manager and staff employed at drop-in centre fit and proper to work with children
(Clearance certificates from the National Child Protection Register and Sexual Offence Register)

.....

- c) Does the facility has sufficient staff or other appropriate persons to assist in operating the centre.....

.....

- d) General impression in connection with establishment with regards to ratio of supervisory staff to number of children, adequacy and competency; recruiting, selection and training, conditions of service, etc:

.....

.....
.....

4. COMPLIANCE

Does the Drop-in Centre comply with?

- a) The prescribed national norms and standards contemplated in section 216(2)
 - A safe environment for the children,
 - Safe drinking water,
 - Hygienic and adequate toilet facilities,
 - Access to refuse disposal services or other adequate means of disposal of refuse, and
 - A hygienic area for the preparation of food for the children

- b) Compliance with the Public Finance Management Act ,Treasury Regulation and Policy on Financial Awards

.....
.....
.....

- c) The structural safety, health and other requirements of the municipality in which the Drop-in Centre is or to be situated

.....
.....
.....

5. ADMINISTRATION

a. Are the following records and registers kept efficiently? (Answer Yes or No)

- (i) General office records (with index)
- (ii) Admission registers with identifying particulars of each child
- (iii) Daily attendance registers in respect of: each child
- (iv) Separate record file in respect of each child.
- (vii) Books of account
- (viii) Store registers
- (ix) incident/accident registers
- (x) Donations book
- (xi) Visitors book
- (xiii) Any other registers (state e.g. medical register, school progress, daily happenings, etc.)
- (x) File of each staff member
- (xiii) Disciplinary register

b. Is the Drop-in Centre in possession of a Children's Act 38 of 2005 and regulations?

.....
.....

c. Is the Drop-in Centre in possession of relevant Policies and Guidelines i.e. HR policies, Health and Training policies?

.....
.....
.....
.....

d. Are the following documents regularly submitted to the Department? If not, state reasons why not?

- Monthly and annual statistics
- Monthly and quarterly expenditure reports

e. Impressions regarding the efficiency of organization and general administration.....

.....
.....
.....
.....
.....

6. FINANCES

Financial position: (If audited financial statements are attached, it is not necessary to complete this paragraph)

(a) Expenditure

- (i) Direct maintenance costs (feeding, clothing and health services) and percentage of total expenditure
- (ii) Costs in respect of staffing and percentage of total expenditure
- (iii) Capital expenditure (excluding interests on loans, purchase of equipment and depreciation) and percentage of total expenditure

(b) Income

- (i) From official sources :
- (ii) From private sources :

.....
.....
.....
.....

7. LOCATION

Is the Drop-in Centre accessible to churches, schools, hospitals, railway station?
Please describe.

.....
.....
.....
.....
.....
.....
.....
.....

Does the Drop-in Centre has a garden, facilities for recreation, hobbies, etc and what is the physical condition
Please describe?

.....
.....
.....
.....
.....
.....

Is there a safety and security measure in the Drop-in Centre?

.....
.....
.....
.....

.....

.....

.....

.....

.....

.....

Is the action plan to deal with emergencies available?

.....

.....

.....

.....

.....

.....

8. SERVICES AND PROGRAMMES

Services (tick if available)

Provision of food	
School attendance support	
Assistance with personal hygiene	
Laundry services	

Programmes (tick if applicable)

Guidance, counseling and psychosocial support	
Social skills and life skills	
Educational programmes	
Recreation	
Community services	
School holiday programmes	
Primary health care in collaboration with the local health clinic	
Reporting and referral of children to social workers or social service professionals	
Promotion of family preservation and	

reunification	
Computer literacy	
Outreach services	
Prevention and early intervention	

9. INTERVIEWS WITH STAFF AND CHILDREN

Does the Drop-in Centre conduct interviews with children and staff?

.....
.....
.....
.....

10. INVOLVEMENT OF OTHER STAKEHOLDERS

(a) How does the Drop-in Centre interact with other stakeholders?

.....
.....
.....
.....

(b) Name other Stakeholders involve in the provision of services in the Drop-in Centre please state?

.....
.....
.....
.....

PART(B) FINDINGS AND RECOMMENDATIONS BY INSPECTION OFFICER

.....
.....
Impression of the inspecting officer after interviews with children:

.....
.....
.....
.....

Any other aspect not covered by the preceding questions:

.....
...
.....
...

.....
11. RECOMMENDATIONS

(Please include in your recommendation age and gender of the children, capacity, type of children:

Full /renewal/ conditional /cancellation of registration:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Recommendation by the supervisor :

.....
.....
.....
.....
.....
.....
.....
.....

Social Worker/Social Service Professional (name and signature) :
.....

Regional office :

Date :

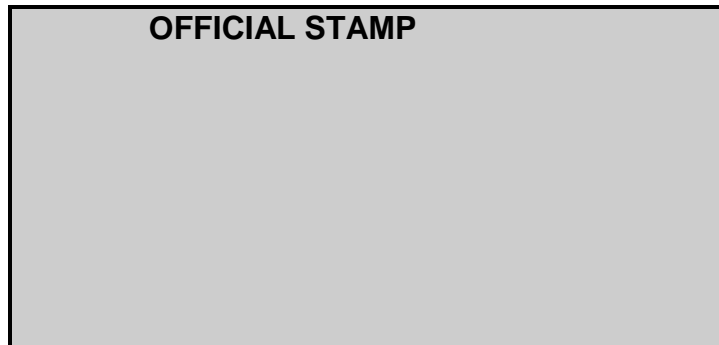
Supervisor (name and signature) :

Date :

Manger (name and signature)
.....

Date :

Date of next review :



DROP-IN CENTRE MANAGEMENT INFORMATION FORM

PROVINCE:

Drop-in Centre Location

District/ Metro	
Local Municipality	
Town/ City	
Suburb / Village	

Drop-in Centre Details

Name of Drop-in Centre	
Date the Centre was established	
NPO number	
DSD Registration number	
Date the Centre was conditionally Registered (if applicable)	
Registration date	
Expiry date	
Date Terminated / Deregistered	
Reason for Termination	

Number of Children

5-6 years	
7-10 years	
11-14 years	
15-18 years	
Male	
Female	
Disability or special needs	
TOTAL	

Number of staff

Volunteers	
Assistants	
Other	

Services (tick if available)

Provision of food	
School attendance support	
Assistance with personal hygiene	
Laundry services	

Programmes (tick if applicable)

Guidance, counseling and psychosocial support	
Social skills and life skills	
Educational programmes	
Recreation	
Community services	
School holiday programmes	
Primary health care in collaboration with the local health clinic	
Reporting and referral of children to social workers or social service professionals	
Promotion of family preservation and reunification	
Computer literacy	
Outreach services	
Prevention and early intervention	