



GAUTENG PROVINCE

SOCIAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

ASSESSMENT REPORT FOR THE RENEWAL OF DESIGNATION AS A CHILD PROTECTION ORGANIZATION

Date of Assessment:	27 January 2015
Date of report:	14 March 2015
Social Worker:	Mrs S.M. Huygen - Social Worker (Grade 4)
Date of previous Assessment:	1 October 2014 and 10 December 2014
Purpose of Assessment:	Renewal of Designation as a Child Protection Organization

1. IDENTIFYING PARTICULARS

Name of Child Protection Organization: SAVF Vanderbijlpark Shelter

Reference number: BP 1000406969

NPO Registration: 011-030-NPO registered on 16 November 2000

Physical Address: Plot 21, Theoville, Vanderbijlpark 1900

Postal Address: P.O. Box 75, Vereeniging 1930

Telephone: 016 987 2805/082 359 1925

Fax: 016 987 1888

E-Mail Address: admin@savfvaal.co.za

Business Hours: 7h30 to 16h00

Name of Manager: Mrs Louise Ferreira

Telephone: 082 804 5881/011 916 2217

E-Mail Address: louise.ferreira@execmail.co.za

Affiliation: Suid-Afrikaanse Vrouefederasie (SAVF)
National - Registered under number
001-446 NPO on 24 August 2000

Accreditation reference number: 11/1/1/4/4-38/10 dated 23 August 2012.

(The Certificate of Accreditation to provide Adoption Services was issued on 1 April 2012 and is valid until the 31st March 2015).

2. MANAGEMENT

2.1 Is the management constituted in accordance with the constitution? Yes.

According to SAVF Vanderbijlpark Shelters' Constitution the quorum for an annual general meeting shall consist of half the existing Members of the Service Management plus one. The Service Management is to be elected by the registered volunteers at the conclusion of the AGM, having one vote each and shall consist of a minimum of five persons with voting rights.

During the AGM conducted in October 2014 only three volunteers could be nominated to serve on the Service Management. After the AGM, volunteers were recruited and co-opted. During a Special Meeting conducted in November 2014 seven people were elected. One of them recently resigned as he was not prepared to complete a Form 30 to request clearance in terms of the National Child Protection Register.

The current Service Management is not gender representative and also not representative of the organization's beneficiaries. All the members are females of which only one is black.

SAVF Vanderbijlpark Shelter is aware that they have to recruit and co-opt more volunteers on the Service Management – especially males and also volunteers from other race groups - as this forms part of the organization's transformation plan.

SAVF Vanderbijlpark Shelter's Vision and Mission is contained in in the organization's Constitution and also the Code of Conduct for SAVF Volunteers. The organization staff members and volunteers are expected to honour the SAVF Credo.

2.2 Constitution of Service Management: SAVF Vanderbijlpark Shelter (Management shall consist of not less than seven members)

Name: Ms. C.G.M. du Plessis
Position: Chairperson
Competency: Volunteerism, fundraising
Contact number: 082 335 5761

Name: Ms. Thania van den Berg
Position: Vice-Chairperson
Competency: Volunteerism, networking, ECD, Architect by profession
Contact number: 082 924 0408

Name: Ms. Sheridene Slabbert
Position: Treasurer
Competency: Finances
Contact number: 079 510 8310

Name: Ms. Lillian Ackron
Position: Secretary
Competency: Volunteerism
Contact number: 084 601 1663

Name: Ms. Mahlodi Zitha
Position: Additional member
Competency: Community Work
Contact number: 0726929003

Name: Ms. Annemarie Combrinck
Position: Additional member
Competency: ECD, printing and design
Contact number: 0824426513

Name: Mrs Yolande van Niekerk
Position: Office Manager SAVF Vanderbijlpark Social Services

Name: Mrs Helena Groenewald
Position: Additional member
Competency: Volunteerism

Competency: Social Worker
Contact number: 071 626 7238

Contact number: 083 780 6301

Name: Ms. Loma van der Hoff
Position: Principal SAVF Vereeniging Day Care
Competency: Manager – Child Care and Day Care
Contact number: 073 238 2019

Name: Mrs Wilna Hansen
Position: Centre Manager SAVF Vanderbijlpark Shelter
Competency: Social Worker
Contact number: 082 359 1925

2.3 Competency of management to give guidance in respect of service delivery, recruiting, selection and training of staff and general administration of the organization:

SAVF Vanderbijlpark Shelter is affiliated to the 'Suid-Afrikaanse Vrouefederasie' which is a national welfare organization. The Shelter however has its own service management with financial, administrative and operational responsibilities. The Service Management (registered volunteers) operates the service on behalf of the SAVF, whilst both the SAVF National Executive Board (as Governing Body) and the Gauteng SAVF Provincial Forum/Committee play an integral role in overseeing the functioning of the volunteers and the services that are rendered. Orientation and training are conducted annually.

The expected conduct for volunteers forms part of the Code of Conduct for SAVF volunteers. The SAVF Vanderbijlpark Shelter and the SAVF Vanderbijlpark Social Services are two separate entities with different NPO numbers although they share the same Service Management. The members of the Service Management of SAVF Vanderbijlpark Shelter and SAVF Vanderbijlpark Social Services are the same people. They meet the criteria for SAVF volunteers.

SAVF Vanderbijlpark Shelter's Management is competent in financial management, fundraising, networking and community work. The Chairperson already serves the organization as a volunteer for more than three years. It is her passion to assist people in need. She is active in obtaining donations and has recently been elected as the Vice-Provincial Leader of the SAVF in Gauteng.

The organization receives support (including financial support) from SAVF National and SAVF Gauteng Province. SAVF Guidelines, Procedures and Policies on SAVF Shelters/Family Crisis Centres, Labour relations, Family care, Counselling, Poverty alleviation, HIV, Students, Elderly persons, Volunteers, the Health and Safety Act, Financial management and Transport are available to social workers.

The Regional Manager/Supervisor is a competent social worker with 35 years of experience in child protection services; the recruiting, selection and training of personnel, supervision and management. She deals with the recruitment, selection and training of staff; assists the organization to ensure good governance and proper standards on grass roots level; attends Service Management meetings on a regular basis and is supervised by the Director Social Services at SAVF National. She shows an interest in Shelters for Adults and through the years made special efforts to develop the SAVF Vanderbijlpark Shelter into a well-established facility.

2.4 Does the Child Protection Organization have a sub-committee? If yes, state the nature and number of members: No

2.5 Duration of office bearers to occupy office: One year.

2.6 Date of last AGM meeting: 1st October 2014. On the 7th November 2014 a special meeting was held

to elect new Service Management members.

3. ADMINISTRATION

3.1 Are the following records and registers kept efficiently? (Answer with yes/no).

a)	Admission Register	Yes
b)	Discharge Register	Yes
c)	Intake Register	Yes
d)	Daily Attendance Register	Yes
e)	Daily attendance registers in respect of staff (Every staff member completes a daily log sheet and submit it to SAVF National where it is filed on the staff member's individual file)	Yes
f)	Social Work files in respect of beneficiaries	Yes
g)	Child Abuse Register (Section 110 (6) (a) and (b)) (Seeing that this is legislated, the organization was requested to introduce such a Register and to report the cases to the DSD Sedibeng's Canalization Unit).	No
h)	Staff files (It is kept at SAVF National. Copies are kept on the staff members' files at the organization as well.)	Yes
i)	Books of account	Yes
j)	Donations book	Yes
k)	Asset register	Yes
l)	Others:	
	Car Log book (Completed daily)	✓
	File Register	✓
	SAVF Manual for Shelters	✓
	Manual: Poverty Alleviation	✓
	Measurement Tool for services on a preventative and early intervention level	✓

3.2 Is the Child Protection Organization in possession of a Children's Act 38 of 2005 and regulations? Yes.

3.3 Are the following documents regularly submitted to the department? (Answer with yes/no) If no, state the reason.

a)	Monthly evidence based stats	Yes
b)	Monthly claim forms	Yes
c)	Quarterly expenditure reports	Yes
d)	Six monthly progress reports	Yes
e)	Audited financial statements	Yes

It was found that the organization under reports on the Monthly Evidence Reporting. Training was conducted on the 8th September 2014 and again on the 10th November 2014. It is expected that future reporting will improve.

3.4 Comments regarding the efficiency of organization and general administration.

The SAVF Vanderbijlpark Shelter is situated on a plot at the outskirts of Vanderbijlpark. Public transport is not readily available and the Shelter therefore not easy accessible to all its beneficiaries. Some of them walk long distances to access the service. Social Workers that refer people to the Shelter have to transport them to the facility. Those who find employment have to walk to town or find a lift with concerned community members.

The organization has a double cab utility vehicle that is utilized to transport beneficiaries to community resources such as hospitals, clinics, the Department of Home Affairs, the Department of Labour, SASSA and the court. The organization has a driver in its employ.

Mrs Hansen, an experienced Social Worker, is working at the Shelter on a part time basis since 2006.

The organization opens case files for all long term cases on which documentation such as copies of ID's, reports, letters, court and other orders as well as process notes are kept. Files are destroyed according to the SAVF Guideline for the destroying of files. The Social Worker is responsible for the safekeeping of the case files in a cabinet in her office. The office is linked to an alarm system.

SAVF Vanderbijlpark Shelter may utilize The Communicator as computer information system and also to access SAVF documents. The Social Worker has received training but is not yet computer literate. At this stage the Administrative Officer still types her reports.

SAVF National can assess complains on the SAVF Webpage.

The organization's Administrative Officer is competent to deal with the administrative work. She is already employed at the organization since 1st July 2011 and is also responsible for the finances. Asset and Attendance Registers are kept.

3.5 Does the organization promote an equitable distribution of services? Discuss. If no, state the reason. (Reg.31 (1) (f))

Although the SAVF branch in Vereeniging was established in 1921, the first social worker was only employed 20 years later. In 1952 the branch in Vanderbijlpark was established and the SAVF Kammaland Nursery School inaugurated.

The SAVF Lochvaal Shelter was established in 1994 at Mullerstuine, on an agricultural small holding near the town of Vanderbijlpark. It was managed by a Mrs. Sally Bruwer.

In 1999 the current premises was purchased. A certain Mr. Fulton financed the erection of the building. After an investigation has been done on alleged misconduct and abuse of residents, the Bruwer family were disciplined and their membership as volunteers terminated. They left the organization in 2002.

The name changed to the SAVF Vanderbijlpark Shelter.

During 2003, the SAVF made a strategic decision to relocate its Social Services office to the rural areas (plots and farms) surrounding Vanderbijlpark, after being situated at the SAVF Nursery School in Vereeniging for many years.

The SAVF Social Services Social Worker initially rendered services to the Shelter residents. In 2009 the organization succeeded to establish a staff component for the Shelter with the assistance of NLDTF funding. Due to financial constrains some of the posts had to be abolished.

Since 2013 the Shelter has been state funded for 24 beneficiaries. As from the 1st April 2014 the number of beneficiaries has been increased to 32. An additional Social Work post for SAVF Social

Services has been approved and funded on condition that 4/8 of the post been used to render social work services to the Shelter's residents.

Although the SAVF Vanderbijlpark Shelter admits homeless families of all races from the Sedibeng Region, most of the beneficiaries are poor whites that are homeless; or not being able to find affordable accommodation elsewhere - due to the high rental demanded by landlords in the area. Other reasons for admission are unemployment and substance abuse.

3.6 Does the organization promote inclusiveness and representation in its management and service rendering? Discuss. If no, state the reason (Regulation 31 (1) (g)).

The organization promotes inclusiveness and representation in its Management Committee but finds it extremely difficult to retain black community members. It previously had volunteers from other race groups on its Service Management. The latter are however not yet willing to offer their services for free and to stay committed over a period of time as the organization does not provide stipends.

In an effort to promote transformation and recruit more volunteers, staff members were involved in diversity training.

The SAVF Vanderbijlpark Shelter has an integrated case load and offers accommodation to all people regardless of race, creed, gender or religious affiliation.

3.7 In what way does the organization support and commit itself to partnerships and collaboration with emerging organizations? (Reg. 38 (1) (i))

The staff members of SAVF Vanderbilpark Shelter rendered assistance with the development of new SAVF services in the Region such as the SAVF Mamello Drop-in Centre and the Henley on Klip Frail Care Centre. The Shelter's Social Worker currently still assists with the rendering of services at the Henley on Klip Frail Care Centre.

The organization assists Universities by taking in social work and social auxiliary work students for practicum.

SAVF Vanderbijlpark Shelter financially assists and also provides support to the SAVF Vanderbijlpark Social Services. It hosts the Shelter's office on the premises, shares offices, resources, running costs and donations. The Shelter also partook in an awareness programme on child neglect, the contents of the Children's Act, 2005 and domestic violence.

It also networks with the Lusa Community Chest, the National Lottery Board; SASSA, the SAPS, the Magistrate's Court, Wana Home Based Organization working on the Mullerstuine plots; churches, SANCA, the Alpha Trauma Centre, CWSA Vanderbijlpark, the Ondersteuningsraad and NG Welfare, SASSA and the Departments of Home Affairs, Health, Education and Social Development.

SAVF Vanderbijlpark Shelter does not have Social Auxiliary Workers in its employ, but utilizes the services of those employed at the SAVF Vanderbijlpark Social Services, when needed.

4. SERVICES

4.1 Services which registration is sought (Answer with yes/no)

a)	Prevention	Yes
b)	Early intervention	Yes
c)	Assessment of children	Yes
d)	Investigations into cases of alleged child abuse or neglect	Yes
e)	Intervention and removal of children in appropriate cases	Yes

f)	Carrying out of investigations and providing reports to court	Yes
g)	Services aimed at supporting the proceedings of Children's Courts	Yes
h)	Services aimed at supporting the implementation of court orders (Sec. 105 (5) (c))	No
i)	Therapeutic programmes	Yes
j)	After care	Yes
k)	Family reunification and reintegration	Yes
l)	Foster care services	No
m)	Placement of children in alternative care	Yes
n)	Adoption services	No
o)	Child Headed Households	No
p)	Drawing up of Individual Development Plans and Permanency Plans	Yes
q)	Education and Information	Yes

4.2 List training undergone by Social Workers to maximize their abilities and capacity to render the above mentioned services and to provide effective and efficient services which also accommodate the needs of children with disabilities (Regulations 31 (1) (e))

Lotto funding made it possible to have the SAVF's Social Workers trained. They attended the following training/workshops:

SOCIAL WORKERS	TRAINING/ WORKSHOP ATTENDED
	Code of Conduct
	Children's Act, 2005 (Act 38 of 2005) and its Regulations
	Substance Abuse
	Writing of a Business Plan
	Orientation in the Work place
	Diversity
	Framework for Supervision
	School readiness and development through play
	Training of volunteers
	Addressing challenging behaviour in the classroom
	Counselling children through play therapy
	Mental Health Act
	Bridging theory and practise
	ADHD
	NASW Conference in September 2013
	Care of the elderly/abuse of disabled persons

	Computer training
	Laugh therapy
	Attachment Disorders in South African children – Superglue for the Broken Bond
	Norms and Standards for Families
	Trust a Person (HIV)
	Community Awareness
	Mediation
	Group supervision: Self-enrichment. Get-a-Life in 40 days (7 sessions presented by Reverent Bernard Coetzee N.G. Church Elspark)
	Safety Band Risk Assessment of children: Child Protection Training on Safety and Risk Assessment Tools. National DSD Pro. C.S.L. Delpont
	Adoption
	Foster Care
	Uncontrollable children
	Burn out
	Keirse Personality Evaluation
Social Auxiliary Workers	Orientation in the Workplace, Substance Abuse, Code of Conduct, Botswadi Parenting, Mental Health, Diversity, ADHD and Self-enrichment: Get-a-Life in 40 days.
Supervisor/Regional Manager	Junior Management Course
	Supervision Training
	Play Techniques in the Assessment of Sexually Abused Children and being an Expert Witness in Criminal Cases
	Children's Act, 2005 (Act 38/2005)
	The Circle of Courage and compilation of IDP's
	The Botswadi Parental Guidance Programme
	Adoption Training - Guidelines and investigations
	Counselling Children through Play Therapy
	Mental Health: Generic Services

	Computer Training: Word, Outlook and Excel
	Based Practice (EBP) in Social Work: Case studies in assessment.
	Mediation
	Group supervision: Keirse Personality Evaluation
	Valuing and Diversity Management
	Adoption
	Zeta Assessment Tools
	Human Trafficking Immigration and Asylum Handling

The SAVF disposes of different programs that its Social Workers can utilize when rendering services to beneficiaries. This includes: The Botswadi Parent Guidance Programme, Amajol-jol; Anger Management, Core Values, Life skills programmes, Mood disorders, Poverty Alleviation, Human Trafficking, Foster Care; a Volunteer program, Adoption Program; Orientation for new Social Worker and others.

The SAVF also has several pamphlets on the following subjects to provide parents with information: HIV and AIDS (to prevent and deal with it), Children and Sex (what your children need to know), Your money and Grants, Your documents (importance of ID and Birth Certificate), Parents and Smart children; Food (How to plant and provide healthy food), Abuse (How to prevent sexual, emotional and physical abuse); Discipline and Respect, Crime Prevention and also on Teenagers.

4.3 Target communities:

SAVF Vanderbijlpark Shelter being the only funded Shelter for Homeless Families in the Sedibeng Region; serves as a resource for poor homeless people from Vanderbijlpark, the adjacent agricultural small holdings and the rural areas surrounding Vanderbijlpark.

4.4 Caseload

Caseload as on the 2nd February 2015: 23 residents with the average occupation per month being 21 residents.

Between April and December 2014, 8 residents experienced drug and alcohol abuse challenges, 22 received parental guidance and 19 were involved in the conflict management programme.

16 Cases where discussed in Panels.

Group Work: A therapeutic group (5 sessions) was run by a social work student. 10 Residents benefitted.

A Psychologist Dr Johan Kurten conducts group work sessions at the Shelter.

Awareness Campaigns: The organization rendered an awareness campaign on Child Neglect and Domestic Violence. 15 Residents were involved.

Holiday Programmes/Activities: This is presented during June, October and December school holidays.

4.5 Number of Social Workers

The Shelter has the following professional staff members in its employ:

A 4/8 Social Worker (One post is shared between the Shelter and the Social Services office and is state funded).

A Social Work Supervisor (This post is shared between SAVF Vanderbijlpark Social Services, SAVF Vanderbijlpark Shelter and SAVF Heidelberg).

4.6 Comments regarding ratio of supervisory staff to number of staff and caseload.

The incumbent of the post is utilized by SAVF National as Regional Manager with added responsibilities such as: The overseeing of managerial tasks and monitoring of the quality of services.

As supervisor she is responsible for supervision of/consultation with:

- **Two Social Workers and two Social Auxiliary Workers** at SAVF Vanderbijlpark Social Services and SAVF Vanderbijlpark Shelter;
- Three Social Workers and one Social Auxiliary Worker at SAVF Heidelberg;
- Two Administrative officers at the different SAVF Offices in the Sedibeng/Lesedi Region.

As Regional Manager she renders assistance to Managers and Principals at the following facilities/services and also supervises the Social Workers and Social Auxiliary Workers employed by them:

- SAVF 'Werkende Handjies' Day Care Heidelberg;
- SAVF 'Kammaland' Day Care Vanderbijlpark;
- SAVF Vereeniging Day Care;
- SAVF 'Blink Ogies' Day Care Vanderbijlpark Shelter;
- SAVF 'Klein Duimpie' Springs;
- SAVF Mamello Drop in Centre (1 Manager, 2 Social Auxiliary Workers and 1 Social Worker responsible for the supervision of 26 Social Auxiliary Workers - post vacant since January 2014);
- SAVF Henley on Klip Frail Care Centre and Retirement Village;
- HIV services in Midvaal;
- Two Frail Care Centres (one Social Worker), SAVF Jabes Community Services (Day Care Centre and Luncheon Club) and the SAVF Care of the Aged in the Ekurhuleni Region – where she oversees the Administration, Finances and Management of the organization.

Her responsibilities further include:

- Attending to the Annual Management Meetings of 7 Service Managements;
- The rendering of statutory services when posts are vacant;
- Assistance with the recruitment, empowerment and proper utilization of volunteers on grass roots level;
- The drafting of NLDTF Applications/Proposals, BAT, Lusa Community Chest and when applicable 'Beeld Gee Om' Children Fund;
- Attendance of various SAVF Meetings (3 Different Steering Committee Meetings, Regional Managers Meetings and the SAVF Gauteng Provincial Meetings) as well as the SAVF Gauteng Conference (Annual) and the SAVF Congress – once in 3 years;
- Human Resource Management: Recruitment, Selection, Appointment and Orientation of staff, Performance management and disciplinary action;
- Student practicum placements;
- Serving on Task teams: One for Developing of a Measuring Tool for Social Workers

and a Toolkit for Supervisors, and another one on reviewing of the syllabus of Social Auxiliary Workers;

- Networking and Marketing: Bi-weekly visits to Social Work offices and bi-monthly visits to SAVF ECD centres.

The volume of work and the responsibilities attached to the management functions as Regional Manager creates the impression that the Supervisor is totally overloaded. She has appointed a part time Administrative Officer to assist her with the administrative tasks and the filing of documents. She denies that she is not able to do justice to her supervision responsibilities.

4.7 General impression regarding the Child Protection Organization's capacity and expertise to render services which registration is sought.

SAVF Vanderbijlpark already renders child protection services for many years. The Shelter's Social Worker disposes of experience in the field of children and families. The organization has applied to be registered as a Child Protection Organization in order to protect the social worker who is expected to render a full range of services to children and families residing at the Shelter. The Shelter's Management *has the capacity, knowledge and experience to render the services for which registration is sought.*

SAVF Vanderbijlpark Shelter utilizes the following SAVF programmes when rendering services:

- Residential Programme for SAVF Shelters/Family Crisis Centres
- The Accredited SAVF Botswadi Parent Guidance Program
- The IPSO Community Capacity Building Workshops
- The Safety and Risk Assessment of Children in the field of Child Protection Services
- Awareness Programmes on Child Neglect, Abuse and Domestic Violence.
- Poverty Alleviation Programme
- Anger Management, Building Self-esteem and the Prevention of drug abuse.

The Supervisor disposes of the expertise to supervise and guide staff members. She is still involved in field work and assists with investigations and services when there are vacant posts at the organization.

A few years ago the SAVF received a Certificate from the National DSD as best performing NGO in recognition for its outstanding contribution to the readiness assessment for the implementation of Generic Norms and Standards for Social Welfare Services.

SAVF Vanderbijlpark Shelter meets the Norms and Standards for Child Protection Organizations stipulated in the Children's Act, 38 of 2005 and the applicable Regulations. The DSD will continue to monitor the organization through regular contact, on-site visits and the monthly Evidence Based Reporting.

5. MONITORING

5.1 Monitoring of Social Workers

(Please include measures/systems in place to monitor Social Workers' activities).

The Social Worker is expected to do monthly planning of her work and to keep duty sheets indicating all her activities on a daily basis and to submit it to the Supervisor. She is also expected to write process notes and progress reports, make use of a diary and plan services.

All the staff members have service agreements and dispose of job descriptions to guide them in their daily work.

5.2 Supervision of Social Workers *(Please include frequency of supervision and the responsible person)*

The SAVF conducts a comprehensive orientation programme with all new social workers and social auxiliary workers, which includes information on office administration, professional service delivery, statutory work, community work and group work.

The Regional Manager for the Sedibeng/Lesedi Region is responsible for the supervision of the Social Worker at the SAVF Vanderbijlpark Shelter. The latter is already an experienced staff member. She consults with the Regional Manager when there is a need.

Individual consultation sessions with SAVF Vanderbijlpark Shelter is Social Worker is conducted. The Regional Manager keeps a supervision file for the Social Worker and signs a supervision contract with her every year. She is also expected to note their supervision needs. The guidance obtained from the Supervisor is recorded and placed on the Supervision file. When a case is discussed, a supervision note is completed and placed on the case work file.

The Social Worker is provided with the SAVF Guideline for Shelters to assist them with service delivery.

Quarterly group supervision sessions are conducted; staff meetings are held bi-monthly and provision is made for four in-service training sessions/conferences and one teambuilding event per annum. Important information is disseminated during staff meetings.

The Supervisor is available on cell phone and also e-mail when consultation out of the office has to take place.

Supervision is conducted according to the Supervision Framework (SACSSP) and the SAVF Manual for Regional Managers. Quarterly evaluation takes place, results are discussed and progress is reflected in the subordinates' evaluation reports.

5.2 Supervisor's competency to provide supervision on the services for which registration is sought. (Refer to Reg. 36 (6) – At least 5 years of experience in Child Protection)

The incumbent of the Supervision post has 30 years of experience, first at the Department of Social Development and for the past 16 years as Regional Manager at the SAVF. She received training in Supervision and Management and assisted with compiling a Training Program for Supervisors and a tool kit for supervisors that will be available in 2015. She has been involved in various forums with inter alia the SACSSP to develop a measuring instrument to determine the production of social workers.

She is adequately competent to provide supervision on the services for which registration is sought. She has rendered Child Protection Services for many years. As supervisor she did adoptions, children's court investigations, placements of children in alternative care and wrote reports for the extension of court orders. Her main responsibility is to oversee managerial tasks, to monitor the quality of services and to provide supervision and consultation to the professional staff.

5.3 Monitoring of Services

(Please include measures/systems in place to determine and ensure beneficiaries' satisfaction).

The following measures/systems are in place to monitor services:

Monthly planning; Daily log sheets; regular feedback to the Provincial and National Office of the SAVF; monthly visits to the office by Service Management members and Case Audits done by the Supervisor.

All statutory reports are canalized (no report is canalized or signed in absence of the case file); monthly supervision sessions are conducted and the monthly Evidence Based Performance are monitored.

The Social Worker keeps updated lists of the beneficiaries/residents and also signs working agreements with them.

The organization has a compliments/complaints box which is utilized by beneficiaries if there is a need. The Regional Manager and the Chairperson of the Service Management are available to beneficiaries/ residents should they experience problems concerning service delivery.

6. SUPPORTING DOCUMENTS

6.1 Are the following documents submitted with the application form? (Answer with yes/no)

a)	NPO certificate	✓
b)	Constitution	✓
c)	Business Plan	✓
d)	<p>Social Worker's certificate of registration with the SACSSP and proof of payment:</p> <p><i>Louise Marie Ferreira (Johnson)- Regional Manager/Supervisor</i> <i>Yolande van Niekerk (van der Westhuizen)- Social Worker</i> <i>Anna Wilhelmina Hansen- Social Worker</i> <i>Monako Maggie Moselane- Social Auxiliary Worker</i> <i>Magauta Hildah Maleke- Social Auxiliary Worker</i></p>	✓
e)	<p>Clearance Certificates for staff members and volunteers</p> <p><i>The following staff members were cleared:</i> <i>Anna Wilhelmina Hansen- Social Worker SAVF Vanderbijlpark Shelter</i> <i>Louise Ferreira (Supervisor and Regional Manager)</i> <i>Lee-Zelda Ferreira – Administrative Officer</i> <i>Heidi Gertrud A De La Rose – Driver at the SAVF Vanderbijlpark Shelter</i> <i>William Crowley - Caretaker at the SAVF Vanderbijlpark Shelter</i></p> <p><i>The following staff members employed by SAVF Vanderbijlpark Social Services were cleared:</i> <i>Yolande van Niekerk – Social Worker</i> <i>Monako Maggie Moselane- Social Auxiliary Worker</i> <i>Magauta Hildah Maleke – Social Auxiliary Worker</i></p> <p><i>The following Service Management member has been cleared:</i> <i>Ms Lillian Ackron</i></p> <p>Form 30's for the following Management members have been submitted to the DSD National to obtain Clearance in terms of the National Child Protection Register: C.G.M. du Plessis (Chairperson) M.M. van den Berg H.A.C. Groenewald</p>	✓

	<p>S.A. Slabbert Annamarie Combrinck M.E. Zitha Dr J. Kurten (Educational Psychologist) - Volunteer Feedback is awaited.</p> <p>The Form 30 for the Household Head at the Shelter Ms. S. Pretorius still has to be submitted to DSD National to obtain Clearance in terms of the National Child Protection Register. It will be done without delay.</p>	
f)	Code of conduct (Disciplinary Procedure and Code of Conduct for staff members and a Code of Conduct for SAVF Volunteers)	✓
g)	SAVF Credo	✓
h)	Confirmation of the organization's banking details	✓
i)	Audited Financial Statement	✓
j)	Organogram	✓
k)	Minutes of last AGM meeting	✓
l)	SAVF Policy on Fee Structure for Professional Social Services	✓
m)	Skills Development Plan	✓

7. RECOMMENDATIONS

7.1 Social Worker's recommendations

(Please include services recommended for and status of registration i.e. full or conditional registration)

It is recommended that SAVF Vanderbijlpark Shelter be designated as a Child Protection Organization in terms of Section 107 (2) of the Children's Act, 2005 (Act 38 of 2005) for a period not exceeding five years; to perform the following designated Child Protection Services in the Sedibeng Region (Emfuleni Local Government) of Gauteng Province:

- Education and information
- Services relating to Preventative and Early Intervention Services (Education and Information programmes including Awareness campaigns and Awareness rising; Family Preservation and Skills Development programmes);
- Assessment of children;
- Intervention and removal of children in appropriate cases;
- Carrying out of investigations and providing reports to court including investigations into cases of alleged child abuse or neglect;
- Services supportive of the proceedings of a Children's Court;
- The placement of children in alternative care;
- The integration of children into alternative care arrangements;
- The drawing up of Individual Development Plans and Permanency Plans for children removed from their family;

- Therapeutic Programmes;
- The reunification and reintegration of children in alternative care with their families and
- After- Care Services.

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(Mrs.) S.M. Huygen
Social Worker (Grade 4)

Date: 14 March 2015

016 430 2550

Tel

Recommendation - Refer to 7.1

It is recommended that SAVF Vanderbijlpark Shelter be designated as a Child Protection Organization in terms of Section 107 (2) of the Children's Act, 2005 (Act 38 of 2005) for a period not exceeding five years; to perform the following designated Child Protection Services in the Sedibeng Region (Emfuleni Local Government) of Gauteng Province:

- Education and information
- Services relating to Preventative and Early Intervention Services (Education and Information programmes including Awareness campaigns and Awareness rising; Family Preservation and Skills Development programmes);
- Assessment of children;
- Intervention and removal of children in appropriate cases;
- Carrying out of investigations and providing reports to court including investigations into cases of alleged child abuse or neglect;
- Services supportive of the proceedings of a Children's Court;
- The placement of children in alternative care;
- The integration of children into alternative care arrangements;
- The drawing up of Individual Development Plans and Permanency Plans for children removed from their family;
- Therapeutic Programmes;
- The reunification and reintegration of children in alternative care with their families and
- After- Care Services.

Recommendation by the supervisor:

The recommendation of the Social Worker is endorsed.

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(Ms.) Itani Mashau
Social Work Supervisor (Grade 1)

Date

082 312 3720

Cell

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(Mrs.) Vuyi Bolofo
Social Work Manager

Date

082 312 3725

Cell