



SP_3.4_SERVICE PACKAGE FOR DROP-IN CENTRES-DIC_2027/28-2029/30

1. INTRODUCTION

There is an increase in the number of children who are vulnerable due to loss of one or both parents, poverty, abuse and other social ills. This has placed a burden within the extended families to give care and support to orphaned and vulnerable children within a family environment. Therefore, the Drop-in centre seeks to breach that gap.

2. PURPOSE

This service package serves to guide organisation that provide services in drop-in centres.

3. PRINCIPLES

- 3.1 Respect, protect, promote and fulfil the child's rights set out in the Bill of Rights;
- 3.2 Respect the child's inherent dignity;
- 3.3 Treat the child fairly and equitably;
- 3.4 Protect the child from unfair discrimination on any ground, including on the grounds of the health status or disability of the child;
- 3.5 Recognise a child's need for development and to engage in play and other recreational activities appropriate to the child's age; and
- 3.6 Recognise a child's disability and create an enabling environment to respond to the special needs that the child has.
- 3.7 If it is in the best interests of the child, the child's parent must be given the opportunity to express their views in any matter concerning the child.
- 3.8 The right of the child to express his or her own views freely.
- 3.9 Child participation.
- 3.10 Confidentiality.
- 3.11 The right to life, survival and development.
- 3.12 The right to a name and nationality.

4. VALUES

- 4.1 Responsiveness** – to respond promptly and appropriately to the needs of children, ensuring timely access to services and support.
- 4.2 Accountability** – to take responsibility for decisions, actions, and use of resources, and be accountable to children, donors, partners, and regulatory authorities.
- 4.3 Professionalism** – to deliver services ethically, competently, and in accordance with applicable legislation, policies, and professional standards.
- 4.4 Honesty and Integrity** – to conduct all activities with honesty, transparency, and ethical behaviour, maintaining the trust of children.
- 4.5 Fairness and Equity** – to provide services impartially and ensure that all children have equal access to support, regardless of their race, gender, disability, religion, nationality, HIV status, or socioeconomic circumstances.

4.6 Respect and Dignity – to recognise and uphold the inherent dignity, rights, culture, and individuality of every child.

4.7 Teamwork and Partnership – to promote collaboration among staff, volunteers, families, government departments, schools, health facilities, community organisations, and other stakeholders to achieve the best outcomes for children.

4.8 Openness and Transparency – to communicate honestly, share information appropriately, and make decisions in a transparent manner while respecting confidentiality requirements.

4.9 Innovation – to encourage creativity, continuous learning, and the adoption of effective approaches that improve the quality and impact of services.

4.10 Quality Services – to deliver a safe, effective, child-centred services that comply with the Children's Act, national norms and standards, and Department of Social Development guidelines.

4.11 Child Participation – to recognise children's right to participate in decisions affecting them and encourage them to express their views in accordance with their age, maturity, and evolving capacities.

4.12 Appropriateness – to provide community-based prevention and early intervention services to the orphaned and vulnerable children;

4.13 Accessibility – to provide accessible services to promote and support the holistic wellbeing of orphaned and vulnerable children;

4.14 Efficiency – to provide unwasted resources and service to orphaned and vulnerable children by working through collaborative partnerships with relevant stakeholders and building inclusive families and communities.

5. DEFINITION OF TERMS

5.1 Caregiver

This refers to any person, other than a parent or guardian, who provides care 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.

5.2 Child

A person under the age of 18 years.

5.3 Drop-in Centre

A drop-in centre is a community-based facility providing basic services aimed at meeting the emotional, physical, and social development needs of vulnerable children without providing overnight accommodation.

5.4 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 fulfilment of his or her rights (Orphaned and Vulnerable Children Policy Framework). Vulnerable children include, amongst others, but are 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.

5.5 Orphan

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

5.6 Prevention programmes

Programmes that are provided to families with children to strengthen and build their capacity and self-reliance, to address problems that may or are bound to occur in the family environment which, if not attended to, may lead to statutory intervention.

5.7 Early intervention programmes

Programmes that are provided to families where there are children identified as being vulnerable or at risk of harm or of removal to alternative care.

6. LEGAL AND POLICY FRAMEWORK

- 6.1 United Nations Convention on the rights of the Child (UNCRC) 1989.
- 6.2 African Charter on the Rights and Welfare of the Child (1990).
- 6.3 Constitution of the Republic of South Africa No. 108 of 1996.
- 6.4 Children's Act No.38 of 2005.
- 6.5 White Paper on Social Welfare (1997).
- 6.6 Revised White Paper on Families in South Africa (2021).
- 6.7 Strategy Guidelines for Children Living and Working in the Streets (2010).
- 6.8 South African Childcare and Protection Policy (2019).
- 6.9 Guideline for registration of Drop-In Centres (2014).
- 6.10 Strategy and Guidelines for Statutory Services for Child Headed Households (2011).
- 6.11 White Paper on the Rights of Persons with Disabilities (2015).
- 6.12 National Development Plan (2030).
- 6.13 South African Schools Act No. 84 of 1996.
- 6.14 Strategy and Guidelines on services for children with chronic illnesses (2018)
- 6.15 Community Based Prevention and Early Intervention Services to Vulnerable Children Guidelines (2019).
- 6.16 Psychosocial Support Intervention Guidelines for Vulnerable Children and Youth (2016).

7. SERVICES PROVIDED

A drop-in centre must offer the following basic services:

- 7.1 Provision of nutritional support;
- 7.2 Educational support;
- 7.3 Assistance with life skills programme;
- 7.4 Guidance, counselling and psychosocial support;
- 7.5 Laundry services.

8. PROGRAMMES RENDERED IN DROP IN CENTRES

A drop-in centre should offer the following programmes appropriate to the developmental needs of the children attending that centre:

8.1 Educational programmes

8.1.1 School holiday programme

8.1.2 Homework supervision

8.1.3 Computer literacy

8.2 Nutritional support programme

8.2.1 Provision of meals

8.3 Social and behaviour change programmes (for organisations that have auxiliary child and youth care workers ACYCWs)

8.3.1 Yolo

8.3.2 Chommy

8.4 Risiha Programme

8.4.1 Childcare and protection

8.4.2 Food and nutrition

8.4.3 Psychosocial support

8.4.4 Educational support

8.4.5 Economic strengthening

8.4.6 Health promotion

8.4.7 HIV and AIDS

9. REGISTRATION REQUIREMENTS

The drop-in centre must be registered in terms of section 217 of the Children's Act 38 of 2005, provided they adhere to national norms and standards.

10. BENEFICIARIES

Persons under the age of 18 years.

11. SCREENING OF EMPLOYEES

All personnel employed by drop-in centre must be screened against Part B of the National Child Protection Register and National Register for Sex Offenders.

12. INDICATORS

ACTIVITY	INDICATOR
● Provide community-based prevention and early intervention services	● Number of children reached through community-based prevention and early intervention programmes.
● Implement social and behaviour change programmes	● Number of beneficiaries participating in social and behaviour change programmes.
● Provide psychosocial support services	● Number of beneficiaries receiving Psycho-social Support Services.
● Conduct assessments using the Risiha Core Package of Services	● Number of children assessed across all the domains of core package of services.
● Conduct household profiling	● Number of households profiled ● Number of vulnerable children identified ● Number of orphans identified ● Number Child Headed Households identified
● Provide educational support services	● Number of children monitored for school attendance ● Number of children linked to educators ● Number of children receiving homework supervision. ● Number of children participating in life skills programmes ● Number of children linked to educational assistance (e.g., bursaries, uniforms, stationery, school fees).
● Provide referrals to specialised services	● Number of orphaned and vulnerable children referred for social work services.

ACTIVITY	INDICATOR
	● Number of orphaned and vulnerable children referred for social grants. ● Number of beneficiaries referred for health services. ● Number of children referred for psychological or counselling services. ● Number of children linked to local government or other authorities for housing or related support. ● Number of children referred for legal or child protection services.
● Provide after school programmes	● Number of children participating in after-school programmes ● Number of children participating in recreational and sports activities. ● Number of children participating in arts, culture, and talent development activities.
● Provide nutrition support	● Number of meals provided. ● Number of children receiving nutritional support
● Provide parenting and caregiver support	● Number of parenting sessions conducted. ● Number of caregivers attending parenting programmes.
● Conduct awareness campaigns	● Number of awareness sessions conducted. ● Number of children reached through awareness campaigns.
● Conduct home visits	● Number of home visits conducted. ● Number of households followed up.