

**NOTICE 1328 OF 2007****DEPARTMENT OF SOCIAL DEVELOPMENT****PUBLICATION FOR COMMENT: DRAFT REGULATIONS UNDER THE  
OLDER PERSONS ACT, 2006 RELATING TO CHAPTER 3 OF THE ACT**

The Minister of Social Development intends to make regulations in terms of section 34 of the Older Persons Act, 2006 (Act No. 13 of 2006).

Interested parties are invited to submit comments on the proposed draft regulations to the Director-General: Social Development, Private Bag X901, Pretoria, 0001, fax number (012) 3127547 or e-mail: [Isabellas@socdev.gov.za](mailto:Isabellas@socdev.gov.za) (for attention: Ms Isabella Sekawana), within 30 days of the date of publication of this notice.

Copies of the draft regulations can be obtained from the Government Printer Pretoria, from Ms Isabella Sekawana Department of Social Development, 7<sup>th</sup> Floor, HSRC Building, 134 Pretorius Street, Pretoria, Tel: (012) 312-7352 or from the various provincial departments of Social Development. The draft regulations are also available on the Department of Social Development's website: [www.dsd.gov.za](http://www.dsd.gov.za).

**OLDER PERSONS ACT, 2006****REGULATIONS IN TERMS OF THE OLDER PERSONS ACT 13 of 2006****REGULATIONS RELATING TO CHAPTER 3 OF THE ACT**

The Minister of Social Development intends, in terms of section 34 of the Act, to make the regulations in the Schedule hereto relating to Chapter 3 of the Act.

**SCHEDULE****DEFINITIONS**

1. In these Regulations, any word or expression to which a meaning has been assigned in the Act shall have the meaning so assigned and unless the context otherwise indicates—

**“applicant”** means a person who is applying to provide a service defined in section 1 of the Act;

**“asset”** means any immovable or movable property owned by the service provider bought with Government funds;

**“financial year”** means the period between the 1<sup>st</sup> of April to the 31<sup>st</sup> March every year;

**“form”** means a form prescribed in the Regulations;

**“service provider”** means a person who is providing service defined in section 1 of the Act;

**“the Act”** means the Older Persons Act, 2006 (Act No. 13 of 2006).

**Application and approval of Registration**

2. (1) A person that wishes to provide a community based care and support service to older persons must make an application in a form similar to Form 1 in Annexure A to the Director-General for the registration of a service.
- (2) The Director General may -
  - (a) after consideration of such application and such other information as he or she may request; and
  - (b) if he or she is satisfied that community based care and support service is managed and conducted in such a way that-

- (i) the services provided may be entrusted to or conferred on the management of that community based care and support service; and
- 1(ii) it complies with the conditions set out in the minimum norms and standards for community based care and support services determined by the Minister from time to time ,

grant full registration and issue a registration certificate in a form similar to Form 2 in Annexure A.

- (3) The Director General may at any time after one month's notice of his or her intention to do so, and after consideration of any representations received by him or her during such month-

- (a) terminate registration of a community based care and support service; and
- (b) deregister a community based care and support service,

if the service provider fails to comply with the provisions of the Act, conditions of registration and the norms and standards.

#### **Temporary registration**

3. (1) The Director-General may grant a temporary registration if the applicant does not comply with all the requirements for registration and issue a temporary registration certificate in a form similar to Form 3 in Annexure A.
- (2) A temporary registration certificate—
- (a) may be issued subject to the conditions aimed at improving those conditions that have not been met by the applicant to a level acceptable to the Director General;
  - (b) may stipulate the period within which such person has to comply with all the conditions;
  - (c) may be granted if the Director-General reasonably believes that the applicant will take measures to avoid or reduce public health risks and abuse of older persons.
- (3) The Director-General may at any time after one month's notice of his or her intention to withdraw, and after consideration of any representations received by him or her during such month, withdraw temporary registration of a community based care and support service, if-

- (a) he or she reasonably believes that it is necessary to reduce the risk of harm, abuse and health hazard to older persons receiving the service; or
- (b) a service provider who contravenes or has failed to comply with the conditions for registration and norms and standards, despite being given an opportunity to do so.

### **Arrangements prior to termination of community-based care and support service**

- 4. (1) Any person who intends to terminate a community-based care and support service must in writing notify the Director-General of his or her intention by notice in the form similar to Form 4A contained in Annexure A.
- (2) The notice referred to in sub-regulation (1) must be made not less than three months before terminating the community-based care and support service.
- (3) The service provider must furnish the Department with full details of the steps that have been taken for the arrangements for the continuing of services to older persons.
- (4) The notice referred to in section 13(4)(a) of the Act, contained in a form similar to Form 4A contained in Annexure A, must be made not less than three months of taking a decision to terminate providing the community-based care and support services.
- (5) The Director-General must on receipt of the notice acknowledge receipt in a form similar to Form 4B contained in Annexure A, and consult with service providers, in the same area where the service is rendered, in order to make arrangements for the continuation or transfer of the service.
- (6) In the event of closure of the service the Director General in consultation with the management of the Service must give Direction on how the assets bought with Government funds of the said service are to be disposed of.
- (7) Any person who is aggrieved by the decision of the Director General may lodge an appeal in writing to the Minister within 90 days of such decision.
- (8) The Minister may confirm, set aside or amend the decision of the Director General.

### **Training of Caregivers**

- 5. (1) (a) The service provider of home based care must ensure that a caregiver undergoes the accredited training programme before such caregiver is allowed to render the service, and

- (b) must be registered in the register for care givers, as prescribed by the Department
- (2) The Director General must ensure that the training programme designed for caregivers is accredited by the Health and Welfare Seta, aligned with unit standard based qualification registered by the South African Qualifications Authority (SAQA).
- (3) The Director General will, in partnership with the Department of Health and the home based care service industry be responsible to design the training programme, manage its accreditation, implementation, monitoring and review.
- (4) The prescribed training programme for home-based caregivers must include the following key performance areas:
  - (a) The rights of older persons including the right to access basic services;
  - (b) active ageing;
  - (c) understanding the older person within the community;
  - (d) specific knowledge of the needs of older persons:
    - (i) physical;
    - (ii) psychological;
    - (iii) social, cultural and spiritual; and
    - (iv) material;
  - (e) understanding the roles of older persons specifically in relation to care giving and support to children and families affected by unemployment, poverty and HIV/AIDS;
  - (f) caregiver protocols;
  - (g) understanding the different levels of care;
  - (h) Code of conduct for Caregivers as set out in Annexure "B";
  - (i) Applicable legislation and policies affecting older persons including the indigent policy;
  - (j) Knowledge of community resources, including the availability of emergency, education and training and counselling services;

- (k) Ability to identify elder abuse and neglect and the prescribed protocols in preventing and combating abuse;
  - (l) Communication skills and procedures;
  - (m) Customer care;
  - (n) Self and career development; and
  - (o) Any other aspect, which the Director General may regard as appropriate.
- (5) Service providers when appointing a caregiver must ensure that-
- (a) such a person had received the SAQA accredited training;
  - (b) caregivers receive the necessary supervision and ongoing training;
  - (c) there is compliance with the approved training standards;
  - (d) remuneration of caregivers is in accordance with labour legislation;
  - (e) there is compliance with human resource standards in accordance with labour legislation;
  - (f) the caregiver is registered on the caregiver register; and
  - (g) there is adherence with the approved code of conduct.

#### **Register and Registration of Care Givers**

6. (1) Application for registration as a caregiver must be done in the form similar to Form 5 in Annexure A. The registration certificate must be in a form similar to Form 6 in Annexure A and the note of intention to remove a caregiver from the Register must be in a form similar to Form 7 in Annexure A.
- (2) The service provider must ensure that a caregiver in his or her employment is on the register of caregivers.
- (3) All home-based care service providers must keep a register of caregivers in their employment.
- (a) Full names and identity number
  - (b) qualifications;
  - (c) employment history details;
  - (d) name of training institutions or programme where caregiver training was received;

- (e) current employer, specifically :
    - (i) name of employer;
    - (ii) address;
    - (iii) telephone numbers;
    - (iv) name of Supervisor;
  - (f) commencement date of employment as caregiver;
  - (g) criminal record details;
  - (h) date of admission to the register;
  - (i) date of removal from the register;
  - (j) any other information that the Director General may deem necessary.
- (4) The service providers must within six months after the end of the financial year submit the registers in respect in respect of home based caregivers referred to in sub regulation (2), to the Minister for safekeeping.

#### **Levels Of Community Based Care And Support Services**

7. (1) Levels of community based care and support services provided will vary according to the needs and means of older persons, be assessed by the service provider on a regular basis and must comply with the Minimum Norms and Standards contained in Annexure C of these Regulations.

- (2) The following categories of community based care and support services may be provided:

##### **(a) Prevention and Promotion Programmes**

(i) Basic services provides the most basic needs for survival such as primary health and social care eg. Health, Nutrition, Shelter, Water, Sanitation, Power.

(ii) intermediate services in addition with the qualities referred to in (a) has additional support that are ancillary to health and social services such as podiatry, occupational therapy, physiotherapy, counselling, group support, education and training, capacity building, facilitation, respite care, culture and spiritual, transport services, transcultural, social rehabilitation and excursions, that require additional resources; and

(iii) tertiary services are in addition to (a) and (b), more comprehensive, which includes accommodation, assisted living, home based care, holiday excursions and other services delivered in settings such as Retirement Homes and Estates, Service Centers and Private Homes, and are partially or self funded.

##### **(b) Home Based Care Programmes**

(i) Personal hygiene and physical care such as bathing, pressure sore prevention etc.

- (ii) Provision of professional and lay support such as counselling, information, education and companionship and home help services.
- (iii) Rehabilitation programmes that include provision of assistive devices.
- (iv) Provision of respite care.
- (v) Provide counselling for family members, caregivers and the community regarding ageing and associated conditions.
- (vi) Free Health Care according to the Health Act of SA
- (vii) Comprehensive home based care for terminally ill older persons (palliative care)

- (3) Any person who provides a service to older persons must comply with the minimum norms and standards referred to in subsection (1).

#### **Code Of Conduct For Caregivers Providing Home Based Care**

8. A caregiver must adhere to the Code of Conduct determined by the Director-General from time to time contained in Annexure B of these Regulations.

#### **Penalties**

9. Any person who contravenes or fails to comply with these Regulations is guilty of an offence and liable on conviction to a fine or to imprisonment not exceeding one year or to both such fine and such imprisonment.

#### **Short title and commencement**

10. These Regulations are called the Older Persons Regulations, 2006 and come into operation on the date of publication.



**ANNEXURE A**  
**FORM 1**  
**APPLICATION FOR REGISTRATION**  
**OF COMMUNITY-BASED CARE AND SUPPORT SERVICE**  
**[Section 13(1) and Regulation 2(1)]**  
**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

**(For an applicant that is an organization)**

A. \_\_\_\_\_ (full name of organization) herein  
represented by \_\_\_\_\_ (full names and surname),

In his or her capacity as \_\_\_\_\_ duly  
authorized in terms of resolution no \_\_\_\_\_ dated \_\_\_\_\_ (attach a  
certified copy of the resolution)

**OR**

**(Applicant that is an individual)**

B. \_\_\_\_\_ (full name of individual applicant)  
Makes an application for registration of the following services

- (i) Community based care and Support Services in terms of Section 13 (1) of the  
Older Person's Act , 2006(Act no 13 Of 2006) Tick ☐ YES / ☐ NO and or

**Section A** (To be completed by applicants under (i) and or (ii) above)

**Basic details of the Services Provider (Organization or individual)**

1. Name of Organization

Or :

Name of the individual

2. Registration

2.1 Non Profit Organizations number :

2.2 Company or trust registration number :

**2.3 Any other registration details (specify) :**

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**2.4 Previous registration numbers****(i) Community based care and support:** \_\_\_\_\_**2.5 Was your registration number ever suspended or cancelled:****YES/NO****If yes, please provide details :**

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**3. Address details****3.1 Physical address of Administration Office:**

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**3.2 Physical addresses of services locations (identify facility)**

(ii)	_____	postal code	_____
(iii)	_____	postal code	_____
(iv)	_____	postal code	_____
(v)	_____	postal code	_____

**If there are more service locations please attach a list****3.3 Postal Address:****3.4 Telephone Numbers:**

(i)	_____
(ii)	_____

**3.5 E-mail address:**

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**4. Financial details****4.1 Do you have a bank account?****YES/NO****If yes, provide following details**

- (i) **Bank:** \_\_\_\_\_  
**Type Account:** \_\_\_\_\_  
**Account no:** \_\_\_\_\_  
**Branch Code:** \_\_\_\_\_
- (ii) **Bank:** \_\_\_\_\_  
**Type account:** \_\_\_\_\_  
**Account no:** \_\_\_\_\_  
**Branch Code:** \_\_\_\_\_

**4.2 Do you have an auditor?****YES/NO****If yes, provide details**

- (i) **Name:** \_\_\_\_\_  
(ii) **Address :** \_\_\_\_\_  
(iii) **Telephone number:** \_\_\_\_\_

**If no: Are your financial transactions subjected to an audit? Provide details of the auditing process.**

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**4.3 Audited Financial Statements**

**Please attach a copy of your Audited Financial Statements for the past year. If you do not have Audited Financial Statements please give the reasons and attach un-audited financial reports**

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**5. Governance Details****5.1 Constitution or deed: Please attach a copy of the above****5.2 Details of Governing Body:****Please attach a list of your Board members**

- (i) Name and title
- (ii) Position on board
- (iii) Address
- (iv) Telephone details

**5.3 Do you hold General Members Meetings****YES/NO****If yes, attach a copy of the minutes of the last meeting****5.4 Membership****How many enrolled members do you have? \_\_\_\_\_****6. Beneficiaries****How many persons benefits from the work of the services provided?****Declaration**

**I declare that the above information is true and correct. I understand that any misrepresentation or omission of pertinent information may considered as sufficient grounds for withdrawal of registration.**

**Signature** \_\_\_\_\_**Place** \_\_\_\_\_**Date** \_\_\_\_\_**Full Name:** \_\_\_\_\_**Capacity:** \_\_\_\_\_**Copy of ID to be attached**

**Section B: Community Based Care and Support Services****1. Name of applicant (as in section A)**

\_\_\_\_\_

(i) Organisation or Company: \_\_\_\_\_

(ii) Individual : \_\_\_\_\_

**2. Description of Community Based Care and Support Services****2.1 When was the services first established : (date)**

\_\_\_\_\_

**2.2 What services are rendered (please tick) (Attach copy of your services plan)**

- ☐ Meals
- ☐ Meals-on-wheels, foot
- ☐ Transport
- ☐ Primary Health Care
- ☐ Home based care
- ☐ Assisted Living Services
- ☐ Respite Care Services
- ☐ Palliative Care Services
- ☐ Full Frail Care Services
- ☐ Emergency Care Services
- ☐ Physical Exercises
- ☐ Recreation
- ☐ Income Generation
- ☐ Socialisation
- ☐ Culture and Spiritual
- ☐ Home visits
- ☐ Advice
- ☐ Group Support
- ☐ Education and Training
- ☐ Counselling (social work)
- ☐ Temporary accommodation
- ☐ Other, Please specify

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2.3 On how many days per week do you operate? Tick**

1	2	3	4	5	6	7
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**3. Beneficiaries**

Please give a breakdown of persons who benefit from the services on weekly bases

- (i) Total : \_\_\_\_\_  
 (ii) Number of older persons: \_\_\_\_\_  
 (iii) Number of children (if applicable) \_\_\_\_\_  
 (iv) Number of persons with disabilities: \_\_\_\_\_  
 (v) Other persons, specify: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**4. Funding of the Services**

- 4.1 Do you receive a grant/ subsidy from the Department of Social Development  
 Tick YES / NO

If yes what amount do you receive on a monthly basis: R \_\_\_\_\_

- 4.2 Do you receive a grant from the local authority Tick) YES / NO

If yes what amount do you receive per month or per annum: R \_\_\_\_\_

- 4.3 Have you applied for funding from the Department of Social Development witch  
 was turned down? (Tick) YES/NO

If yes give details :

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 4.4 Do beneficiaries pay for the services (Tick) YES / NO

If yes what do beneficiaries pay for the services per month R \_\_\_\_\_ per individual?

If no, please give your reasons:

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## 5. Human Resources

5.1 Do you have paid staff members (Tick)

YES /NO

If yes give breakdown of employed staff:

POSITION	NO	TASKS

5.2 If you do not use paid staff members, how do you rendered the services?:

(i) Volunteers

YES/NO

(ii) Partnership workers, provide by other organizations

YES/NO

5.3 How many volunteers on a monthly basis rendered services \_\_\_\_\_ and the estimated total hours of volunteer work \_\_\_\_\_

## 6. Services Locations

6.1 Provide a list of places and areas where services are rendered.

AREA	PLACE
(i)	
(ii)	
(iii)	
(iv)	
(vi)	

If you render services at more locations please attach a list.

Provide sketch plans of the above facilities

**6.2 Facilities in service delivery (please tick):**

- ☐ Hall
- ☐ Offices
- ☐ Kitchen
- ☐ Store Room
- ☐ Dining Room
- ☐ Clinic
- ☐ Library
- ☐ Bathrooms/Showers
- ☐ Toilets
- ☐ Wash Basins
- ☐ Other (specify)

If you do not have the above facilities to your disposal, how do you render the services?  
Give details:

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**6.3 Basic amenities and equipment to render services. Please tick below:**

- ☐ Stove
- ☐ Fire
- ☐ Fridge
- ☐ Water supply
- ☐ Power supply
- ☐ Coring utensils
- ☐ Plates, cups etc
- ☐ Tables and chairs
- ☐ Recreation equipment
- ☐ Primary Health Care equipment
- ☐ Assistive devices (wheel chairs, tripods, commodes, walking sticks)
- ☐ Other, provide list:

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**Please attach a list of the equipment used in the facility**

**7. Business Plan**

**Do you render your services according to a year plan? (Tick)**

**YES/NO**

**If yes, please attach your year plan to section B**

**If no, please indicate the reasons (Tick) below:**

- ☐ **A new service**
- ☐ **An outreach service from residential care facilities**
- ☐ **Other, please specify:**

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**If your services are linked to other services, please give details:**

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**FORM 2**  
**REGISTRATION CERTIFICATE**  
**OF COMMUNITY BASED CARE AND SUPPORT SERVICES**  
**[Section 13(2) and Regulation 2(2)]**

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

Registration Certificate No. \_\_\_\_\_

Issued to *(name Of Community Based Care And Support Services)*

\_\_\_\_\_  
\_\_\_\_\_

It is hereby certified that the above-mentioned Community Based Care And Support Services for  
older persons situated at *(physical address and capacity/no. of beneficiaries)*

\_\_\_\_\_  
\_\_\_\_\_

has been registered in terms of section 13 of the Older Persons Act, 2006 (Act No. 13 of 2006).

This certificate is valid with effect from \_\_\_\_\_ *(dd/mm/yyyy)*.

*NB. This certificate in terms of section 18(7) of the Older Persons Act, 2006 is not transferable.*

\_\_\_\_\_  
**DIRECTOR-GENERAL**

**DATE:** .....

**PLACE:** .....

(OFFICIAL STAMP)

**FORM 3**  
**TEMPORARY REGISTRATION CERTIFICATE**  
**OF COMMUNITY BASED CARE AND SUPPORT SERVICES**  
**[Section 13(1) and Regulation 3(1)]**

**DEPARTMENT OF SOCIAL DEVELOPMENT**

OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)

Registration Certificate No. \_\_\_\_\_

Issued to *(name of Community Based Care And Support Services)*

\_\_\_\_\_  
\_\_\_\_\_

It is hereby certified that the abovementioned Community Based Care And Support Services for older persons situated at *(physical address and capacity/no. of beneficiaries)*

\_\_\_\_\_  
\_\_\_\_\_

has been registered in terms of section 13 of the Older Persons Act, 2006 (Act No. 13 of 2006), subject to the following conditions:

Conditions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

This certificate is valid for a period of \_\_\_\_\_ with effect from \_\_\_\_\_  
*(dd/mm/yyyy)* to \_\_\_\_\_ *(dd/mm/yyyy)*.

*NB. This certificate is issued in terms of section 18(7) of the Older Persons Act, 2006 not transferable.*

(OFFICIAL STAMP)

\_\_\_\_\_  
**DIRECTOR-GENERAL**

**DATE:** .....

**PLACE:**.....

**FORM 4A**  
**NOTICE OF INTENTION TO TERMINATE COMMUNITY-BASED**  
**CARE AND SUPPORT SERVICES**  
**[Section 13(4)(a) and Regulation 4(2)]**

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

To: The Director-General  
Department of Social Development

Notice is hereby given, in terms of section 13(4)(a) of the Act, of the intention to terminate community-based care and support services. The said decision will take effect as from.

The reasons for the termination are—

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Take further notice that as required in terms of section 13(4)(b) and (c) of the Act, arrangements are being made to inform the older person(s) in my/our care of the intended termination of the service, as well as to refer the older person(s) to another person or organisation who provides similar services. The details of the said person or organisation will be forwarded to you 30 days before the termination date mentioned above.

Details of organization/individual:

Name: \_\_\_\_\_

ID No.

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Registration certificate No (Department of Social development).

Physical address: \_\_\_\_\_

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Postal address: \_\_\_\_\_

Tel. No. \_\_\_\_\_ (B) Fax No. \_\_\_\_\_ Cell No. \_\_\_\_\_ E-mail  
address \_\_\_\_\_

Bank details of persons and organization:

List of beneficiaries and, names and ID numbers

I undertake to fulfill any obligations in terms of the Act before the date of termination.

\_\_\_\_\_  
**COMMUNITY-BASED CARE AND  
SUPPORT SERVICES PROVIDER**

**Name:**.....

**Capacity:**.....

**Date:**.....

**FORM 4B**  
**ACKNOWLEDGEMENT OF RECEIPT**  
**(NOTICE OF INTENTION TO TERMINATE COMMUNITY-BASED CARE**  
**AND SUPPORT SERVICES)**  
**[Section 13(4)(a) and Regulation 4(4)]**

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RE: NOTICE OF INTENTION TO TERMINATE COMMUNITY-BASED CARE**  
**AND SUPPORT SERVICES**

I hereby acknowledge receipt of your notice of intention to terminate community-based care and support services, as provided for in section 13(4)(a) of the Act.

The contents of your notice have been noted, and I anticipate your compliance with the provisions of section 13(4)(b) and (c) of the Act.

Your co-operation is highly appreciated.

Kind regards

\_\_\_\_\_  
**DIRECTOR- GENERAL**  
**DATE:**

**ANNEXURE B****CODE OF CONDUCT FOR COMMUNITY-BASED CAREGIVERS**

1. A caregiver must at all times-
  - (a) Treat older persons with respect and dignity and to honour their right to privacy and cultural and religious beliefs and habits;
  - (b) act with integrity and conscientiously in the performance of his or her duties;
  - (c) discharge his or her duties with efficiency, competency, due care and diligence;
  - (d) maintain effective inter-personal skills recognizing the importance of personal communication;
  - (e) not engage in any act of dishonesty, corruption or bribery;
  - (f) protect older persons against any form of danger, and
  - (g) to take the necessary action to prevent and combat physical, social, psychological, financial and verbal abuse or victimization of older persons;
2. The caregiver, must at all times, executes his or her duties in accordance to the instructions of superiors and the applicable job description. The following is of particular importance to the caregiver-
  - (a) adherence to specified duty hours;
  - (a) willingness to work outside duty hour in times of an emergency;
  - (b) dress according to the required dress code;
  - (c) recognize the importance of supervision and in-service training provided by the caregiver agency;
  - (d) adhere to the human resource guidelines and requirements of the employer.
3. A caregiver is required to-
  - (a) furnish the manager of the program with the necessary contact information in the event of an emergency;
  - (b) report any changes in the contact information;
  - (c) promptly submit reports to the caregiver agency on the execution of caregiver tasks;
  - (d) continue to further and expand his/her knowledge and skills regarding the care of older persons.
5. The caregiver must ensure that he or she is registered on the Caregiver Register as determined in 6(1) and 6(2) of these regulations

**FORM 5**  
**APPLICATION FOR REGISTRATION**  
**AS A CAREGIVER**  
**[Section 14(2) and Regulation 6(3)]**

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

I, \_\_\_\_\_ (*full names and surname*), hereby make an application for registration as a caregiver in terms of section 14(3)(a) of the Older Persons Act, 2006 (Act No. 13 of 2006).

**SECTION A**  
*(Details of applicant)*

Name and Surname					
Preferred Name					
ID No			Date of birth		
Age		Nationality		Gender	

Physical address				
Postal address				
Telephone No	Fax		Cell	
E-mail address				

**EDUCATION** (*Attach copies of relevant certificates*)

School, College or University	Standard / Qualifications	Date

**Other training** (*Attach copies of relevant certificates*)

Course / Qualification	Institution	Date

CONVICTIONS FOR CRIMINAL OFFENCES	Y	N	Details	
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CONVICTIONS FOR CRIMINAL OFFENCES	Y	N	Details	

**(SECTION B***(Declaration and attachments)***Declaration**

I declare that the above information is true and correct. I understand that any misrepresentation or omission of pertinent information may be considered as sufficient grounds for withdrawal of registration.

\_\_\_\_\_  
**Signature of applicant Place**

\_\_\_\_\_  
**Date**

**Copies submitted**

☐ ID

☐ Certificate of qualifications

Other *(please specify)* \_\_\_\_\_

**SECTION D***(For office use)*

Application Number	Registration details			Signature
	Full registration	Y	N	<div style="border-top: 1px solid black; padding-top: 5px;"> <b>DIRECTOR-GENERAL</b>  <b>DATE: .....</b> </div>
	Or			
	Temporary registration	Y	N	

<b>Registration Certificate No.</b>	
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**FORM 6**  
**REGISTRATION CERTIFICATE**

[Section 14 of the Act]

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

1. This is to certify that  
Name.....  
ID.....  
Has been awarded a certificate as a caregiver

In accordance with .....  
Registration No.....

**DIRECTOR – GENERAL**  
**DATE**

OFFICIAL STAMP

**OR**

2. This is to certify that a certificate as a caregiver

Has been awarded to  
Name.....  
ID.....

Registration No.....  
**DIRECTOR – GENERAL**  
**DATE**

OFFICIAL STAMP

**OR**

3. This is to certify that  
Name.....  
ID.....  
has complied with the requirements for the twelve month  
Course .....

Registration No.....  
**DIRECTOR – GENERAL**  
**DATE**

OFFICIAL STAMP

**FORM 7****NOTICE OF INTENTION TO REMOVE CAREGIVER FROM THE REGISTER****[Regulation 6(1)]****DEPARTMENT OF SOCIAL DEVELOPMENT  
OLDER PERSONS ACT, 2006 (ACT NO. 13 OF 2006)**

The Director-General  
Department of Social Development

Notice is hereby given, in terms of section 14(4) of the Act, of the intention to remove your name in the register as a caregiver. The said decision will take effect from \_\_\_\_\_. The reasons for removal are—

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My details are as follows:

First Names: \_\_\_\_\_ Surname: \_\_\_\_\_

ID No.

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Registration certificate No. \_\_\_\_\_

Physical address: \_\_\_\_\_

Postal address: \_\_\_\_\_

Tel. No. \_\_\_\_\_ (B) Fax No. \_\_\_\_\_ Cell No. \_\_\_\_\_

E-mail address \_\_\_\_\_

**DIRECTOR – GENERAL**

**DATE**

**OFFICIAL STAMP**

## ANNEXURE C

**MINIMUM STANDARDS FOR HOME BASED CARE SERVICES****DEFINITIONS:**

**'Home Based Care'** means care provided or services rendered at the place where a frail older person resides, excluding at a residential facility, by a care giver in order to maintain such frail older persons maximum level of comfort, including care towards a dignified death.

**'Frail Care'** means the provision of services that address the physical, social and emotional well-being of frail persons.

**'Frail person'** means a person, excluding a child, whose physical or mental condition renders him or her in need of 24 hours continuous care.

**'Domestic assistance'** means the provision of domestic services to an older person living outside a facility, in order to enable the older person to maintain his or her present level of 'independent' living.

**'Respite Care'** means a service offered specifically to a frail older person and to a caregiver and which is aimed at the provision of temporary care and relief.

**'DQ98'** means an assessment tool that is used to gather information on the disability of the potential client and to assess his / her need for a caregiver, i. e. the dependency level. The effect of any specific physical impairment is expressed as its consequent disability / dependence.

**'Caregiver'** means any person excluding a family member who provides care to older persons.

**'Care'** means the provision of physical, psychological and material assistance to an older person where such older person is unable to provide these for himself or herself, and includes the service aimed at promoting the quality of life and general well-being of older persons.

The above definitions were adapted from the Older Persons 'Legislation' Act 13, 2006

FUNCTIONAL AREA	OUTCOME	STANDARD
1.4 Home Based Care Programme.	a) Older Persons maintain their independence through the provisioning of Home Based Care:	<p><b>Category A</b> Informal service level</p> <ul style="list-style-type: none"> <li>• Visits to frail</li> <li>• Meals on pool</li> <li>• Referrals to category B and C service centres or other resources</li> <li>• Education and training to family care givers and members</li> <li>• Laundry services</li> <li>• Transport</li> <li>• Home cleaning services</li> <li>• Bathing, dressing and grooming</li> <li>• Companionship/ socialisation</li> </ul> <p><b>Category B</b>(Intermediate service level)</p> <ul style="list-style-type: none"> <li>• All of the above services ( category A services)</li> <li>• Day care</li> <li>• Social work services</li> <li>• Health monitoring</li> <li>• Meals on wheels</li> <li>• Referral to level C services</li> <li>• Exercises</li> <li>• Cooking</li> <li>• Cleaning</li> <li>• Social and mental stimulation-communication</li> <li>• Advice and training of informal care givers</li> <li>• Accompany member to clinic, pension pay point if required</li> <li>• Vital science monitoring</li> <li>• Risk management/ Prevention of ....and illness</li> <li>• Interaction with family and friends</li> <li>• Recruit volunteers</li> </ul> <p><b><u>Administrative tasks</u></b></p> <ul style="list-style-type: none"> <li>• Written and oral reports to nursing supervision</li> </ul>

		<ul style="list-style-type: none"> <li>• Report incidents i.e. abuse</li> <li>• Referrals to professionals</li> </ul> <p><b>Category C Comprehensive Care</b></p> <ul style="list-style-type: none"> <li>• Continuation of care provisions under A and B</li> <li>• Deployment of formal care givers to provide full range of home based care</li> <li>• Nursing professionals to manage and supervise the formal caregivers, ratio 1 nursing professional: 10 caregivers</li> <li>• Formal caregiver is trained and registered on the caregivers register.</li> <li>• Basic care giving equipment consist of <ul style="list-style-type: none"> <li>▪ Uniform</li> <li>▪ Cleaning material</li> <li>▪ First aid kit</li> </ul> </li> <li>• Prescribed care giving tasks <ul style="list-style-type: none"> <li>▪ Maintain acceptable level of hygiene</li> <li>▪ Bathing, washing, dressing, feeding, grooming</li> <li>▪ Laundry</li> </ul> </li> </ul>
Support to care givers	Enabled and motivated care givers	<ul style="list-style-type: none"> <li>• Programmes to train, develop and support care givers</li> <li>• Respite care programmes</li> <li>• Information and referral systems to care givers</li> <li>• Training programmes in the correct use of assistive devices</li> <li>• Directory/ data bank of lending depots</li> </ul>

**MINIMUM NORMS AND STANDARDS FOR COMMUNITY BASED CARE AND  
SUPPORT SERVICES TO OLDER PERSONS**

<b>FUNCTIONAL AREA</b>	<b>OUTCOME</b>	<b>STANDARD</b>
<b>6. DELIVERY OF SERVICES</b>  Physical environment determined by the category of services delivered.	y) Building and facilities are accessible to older persons in the community	<b>Basic Services</b>  <b>Informal/temporary accommodation ( Rural)</b> <ul style="list-style-type: none"><li>▪ Informal kitchen( which could be a Lapa)</li><li>▪ Kitchen must have water supply</li></ul>

	<p>Building facilities and services are accessible to older persons in the community</p>	<ul style="list-style-type: none"> <li>▪ There should be a meeting place community hall</li> <li>▪ Facility to wash hands</li> <li>▪ At least one toilet for every 25 members, separate for every gender.</li> </ul> <p><b>Basic Services (Formal)</b></p> <ul style="list-style-type: none"> <li>▪ Community Hall – at least 1,5 m<sup>2</sup> per person</li> <li>▪ Office</li> <li>▪ Kitchen with running water.</li> <li>▪ Safe source of electricity</li> <li>▪ Toilet facility 1:25 members of each gender</li> <li>▪ Ramps provided to make the facilities wheelchair and tripod accessible.</li> <li>▪ Hand wash facilities in each toilet block with running water.</li> </ul> <p><b>Intermediate Services</b></p> <ul style="list-style-type: none"> <li>▪ Community Hall – at least 1,5 m<sup>2</sup> per person</li> <li>▪ Office</li> <li>▪ Consulting room facility.</li> <li>▪ Kitchen with running water.</li> <li>▪ Safe source of electricity</li> <li>▪ Toilet facility 1:25 separate for members of each gender</li> <li>▪ Ramps provided to make the facilities wheelchair and tripod accessible.</li> <li>▪ Hand wash facilities in each toilet block with running water.</li> <li>▪ Bathroom facility with a shower with hot and cold water supply.</li> <li>▪ Services are rendered 5 days per week.</li> </ul> <p><b>Tertiary Services</b></p> <ul style="list-style-type: none"> <li>▪ Community Hall – at least 1,5 m<sup>2</sup> per person</li> <li>▪ Office</li> <li>▪ Consulting room facility with a lock up facility for medicines.</li> <li>▪ Kitchen with running water.</li> <li>▪ Cooling room for perishable food products</li> </ul> <p>▪ "Cooling room" to be changed to fridge or facility to main perishable food</p> <ul style="list-style-type: none"> <li>▪ Safe source of electricity</li> <li>▪ Toilet facility 1:25 separate for members of each gender</li> </ul>
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1.1 Statutory requirement	<p>e) The Community based care and support service is registered in terms of the Older Persons Act(Act 13 of 2006)</p> <p>f) Membership policy in accordance with statutory requirements</p>	<ul style="list-style-type: none"> <li>▪ Registration certificate accessible and publicly displayed.</li> <li>▪ Implementation of departmentally approved assessment instrument (B &amp; C categories)</li> <li>▪ Completed standardised background report.</li> <li>▪ Contract between service provider/ organisation and recipient / representative.( B&amp; C categories)</li> <li>▪ Membership policy and code of conduct to be in line with policy, principles and the South African Declaration on the Rights and Responsibilities of Older Persons.</li> <li>▪ Information on the organisation and services rendered provided.</li> <li>▪ Information accessible to all.</li> <li>▪ Membership registers to be available and updated for members and beneficiaries.</li> </ul>
Provision of Community Based Care and Support programmes	<p>a) Economic empowerment programmes</p> <p>b) Recreational opportunities</p> <p>c) Information</p>	<ul style="list-style-type: none"> <li>▪ Income generation activities(All categories)</li> <li>▪ Food gardening(All categories)</li> <li>▪ Arts and craft ( All categories) –</li> <li>▪ Poverty relief projects</li> <li>▪ Financial management training to be added</li> <li>▪ Cultural activities</li> <li>▪ Indoor and outdoor games</li> <li>▪ Library services</li> <li>▪ Socialisation-activities(outings,etc)</li> <li>▪ Sports activities( e.g. SANGALA)</li> <li>▪ Awareness campaigns on the rights of older persons, on abuse, Dementia, HIV and AIDS and Health</li> <li>▪ Information on basic services, how and where to access the services</li> </ul>

	d) Education	<ul style="list-style-type: none"> <li>▪ Adult Basic Education Training (ABET)</li> <li>▪ Life skills programmes( e.g budgetting, parenting skills)</li> <li>▪ Counselling on health issues</li> </ul>
	e) Counselling services	<ul style="list-style-type: none"> <li>▪ Bereavement counselling</li> <li>▪ Trauma counselling( e.g abused older person, family crisis)</li> <li>▪ Pre and Post retirement counselling</li> </ul>
	f) Spiritual, cultural, medical, civic and social services	<ul style="list-style-type: none"> <li>▪ Religious activities</li> <li>▪ PHC services(e.g immunisation, basic podiatry services, monitoring of Health status,etc)</li> <li>▪ Cultural/traditional activities( e.g indigenous games)</li> <li>▪ Pension pay points/access social grants</li> </ul>
	g) Provision of nutritionally balanced meals to needy older persons	<ul style="list-style-type: none"> <li>▪ Meals on wheels( Provision of meals to older persons in the community on a regular basis)</li> <li>▪ Food on foot(When members from the service centre deliver meals on foot to sick members in the community deliver meals to other member of the who are sick on foot)</li> <li>▪ Provision of a balanced meal to older persons at the Community Based Care and Support Service</li> </ul>
	h) Provision of skills and capacity of older persons to sustain their livelihood change to Capacity building activities	<ul style="list-style-type: none"> <li>▪ Life skills (Link to economic empowerment activities)</li> </ul>
	i) Provision of professional services, including care and	<ul style="list-style-type: none"> <li>▪ Sessional social work services</li> <li>▪ PHC nurse</li> <li>▪ Community Based Rehabilitation workers (CBR workers)- Assistant</li> </ul>

	<p>rehabilitation to ensure independent living of older person</p> <p>j) Services contained in the indigent policy for vulnerable and qualifying older persons</p> <p>k) Utilisation and management of existing facilities for older persons as multi-purpose community centres</p> <p>l) Integrated community care and development systems for older persons</p> <p>m) Provision of Intergenerational programmes</p>	<p>physiotherapist &amp; Assistant occupational therapist</p> <ul style="list-style-type: none"> <li>▪ support services</li> <li>▪ Programmes to enable and support families and spouses/partners to provide care and support</li> <li>▪ Awareness on the content of the indigent policy of local government and rebates or rates concession for qualifying older persons( e.g TV license, discounts at supermarket, subsidised transport)</li> <li>▪ Referral system in place to access services contained in the indigent policy</li> <li>▪ Outreach programmes( taking services to the community and making the facility available for the community)</li> <li>▪ Directory of community care and support service</li> <li>▪ Utilisation of skills of older persons in the community projects(e.g skills of retired professionals)</li> <li>▪ Reality orientation programmes change to dementia therapies promote Active Ageing Programme</li> <li>▪ After school classes run by older persons</li> <li>▪ Cultural story telling</li> <li>▪ Operation dignity</li> <li>▪ Cultural games</li> <li>▪ Grand parenting programmes</li> <li>▪ Moral regeneration activities (preservation of values, adopt a school, adopt a granny)</li> </ul> <p><b>Basic Services –Primary Support</b></p> <ul style="list-style-type: none"> <li>▪ Provision of nutritional balanced</li> </ul>
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		<p>meal</p> <ul style="list-style-type: none"> <li>▪ Spiritual, cultural, medical, civic and social services</li> <li>▪ Intergenerational programmes</li> <li>▪ Information and educational programmes</li> <li>▪ Economic empowerment (one of the above mentioned services)</li> <li>▪ Home Based care</li> </ul> <p><b>Basic Services</b></p> <p><b>Minimum requirements</b></p> <ul style="list-style-type: none"> <li>▪ Must render two of the primary services of which meals be one of them, will progress to category B functioning three days a week, 18 hours per week</li> </ul> <p><b>Membership</b></p> <ul style="list-style-type: none"> <li>▪ Minimum of 40 older persons</li> </ul> <p><b>Staff</b></p> <ul style="list-style-type: none"> <li>▪ 1 coordinator</li> <li>▪ 4 Volunteers for 40 older persons</li> </ul> <p><b>Intermediate Services</b></p> <p><b>Minimum requirements</b></p> <ul style="list-style-type: none"> <li>▪ At least three primary services of which meals be one of them functioning 5 days a week for a minimum of 30 hours per week and will progress to category C when they meet prescribed requirements</li> </ul> <p><b>Membership</b></p> <ul style="list-style-type: none"> <li>▪ Minimum of 75 older persons</li> </ul> <p><b>Staff</b></p> <ul style="list-style-type: none"> <li>▪ 1 Coordinator/manager</li> <li>▪ 1 Administration clerk</li> <li>▪ 1 cook</li> <li>▪ 1 driver</li> <li>▪ 5 General workers(gardener, maintenance officer)</li> <li>▪ 1 Social worker/Auxilliary social worker (on sessional basis)</li> <li>▪ 1 PHC nurse( sessional basis)</li> <li>▪ 1 Community Based Rehabilitation workers</li> <li>▪ 1 Dietician( sessional basis)</li> <li>▪ 1Volunteer for 20</li> <li>▪ 1 Caregiver for 20 older persons</li> </ul>
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		<p><b>Tertiary Services</b></p> <p><b>Minimum requirements</b></p> <ul style="list-style-type: none"> <li>Render all six primary services and as many secondary services as possible. They have to provide 3 meals per day if they render respite care services or and Assisted living. They must function five to seven days per week ( 40hrs or 168hrs per week) when rendering of respite care service and or Assisted living</li> </ul> <p><b>Membership</b></p> <ul style="list-style-type: none"> <li>Minimum of 100 members</li> </ul> <p><b>Staff</b></p> <p>The staff compliment will depend on the services rendered, the following is the minimum staff:</p> <ul style="list-style-type: none"> <li>1 Manager</li> <li>1 Administration officer</li> <li>Cook</li> <li>PHC nurse</li> <li>1 social Worker/ Auxilliary Social Worker</li> <li>2 Community Based Rehabilitation workers</li> <li>General workers</li> <li>1 Driver</li> <li>1 Care giver per 20 older persons (if respite care and assisted living services are rendered the ratio will be 1:10</li> <li>1 Volunteers per 20 older persons</li> </ul>
1.10 Capacity building	e) Effective and accessible volunteer programmes	<ul style="list-style-type: none"> <li>Organisation must have               <ul style="list-style-type: none"> <li>- A recruitment programme</li> <li>- Selection criteria</li> <li>- Training programme</li> <li>- A job description</li> <li>- Register of volunteers</li> </ul> </li> </ul>
1.11 Community participation	b) An informed and supportive community	<ul style="list-style-type: none"> <li>An outreach programme</li> <li>Information sharing</li> <li>Plan for promotion of community participation</li> <li>Involvement of community in special events, projects etc</li> <li>Measure the response e.g donations, visits, volunteers</li> </ul>

1.12 Health and social welfare services	c) Optimal healthy ageing and self-actualisation through the provisioning of affordable accessible and appropriate health and social welfare services	<ul style="list-style-type: none"> <li>▪ Accessible primary health care services</li> <li>▪ Accessible and affordable curative care, i.e hospitals and day hospitals</li> <li>▪ Accessible social welfare services</li> <li>▪ Accessibility of multi-purpose services</li> <li>▪ Accessible psycho-geriatric services</li> </ul>
1.13 Transport	d) Facilitate the development Of an affordable, appropriate and safe transport system to Promote the accessibility of Services and the optimal Independent functioning of Older persons	<ul style="list-style-type: none"> <li>▪ Concessions to promote the accessibility of public transport</li> <li>▪ Older person-friendly and safe transport system/programmes</li> <li>▪ Transport available to access services</li> </ul>
1.14 Provisioning of assistive devices	e) Lending depots	<ul style="list-style-type: none"> <li>▪ Accessibility of lending depots</li> <li>▪ Assistive devices are available</li> <li>▪ Assistive devices are properly maintained</li> <li>▪ Training programmes in the correct use of assistive devices</li> <li>▪ Directory / data bank of lending depots</li> </ul>
1.15 Social and economic independence	f) Optimal independent functioning and self fulfilment / actualisation	<ul style="list-style-type: none"> <li>▪ Programmes to promote preparation and provisioning for old age</li> <li>▪ Poverty relief programmes to promote the financial sustainability of families</li> <li>▪ Programmes for the development of life skills</li> <li>▪ Enrichment programmes to acquire and transfer skills and culture</li> <li>▪ Programmes to utilise older persons' skills and expertise</li> <li>▪ Programmes for life-long training and education</li> </ul>

		<ul style="list-style-type: none"> <li>Programmes to promote optimal self-actualisation</li> </ul>
1.16 Volunteerism	g) Active corps of volunteers	<ul style="list-style-type: none"> <li>Establish and maintain a volunteer programme</li> <li>Register for volunteers</li> <li>Volunteer policy</li> </ul>
	h) active corps of older volunteers	<ul style="list-style-type: none"> <li>Establish and maintain a senior volunteer programme</li> </ul>
1.17 Provision of food	i) Hygienic food preparation and serving facilities	<ul style="list-style-type: none"> <li>Suitable premises and facilities for the preparation and storage of foodstuffs</li> <li>Sufficient and appropriate crockery and cutlery</li> <li>Eating facilities to be clean and odourless</li> <li>Separate hand washing and ablution facilities for staff</li> <li>Adequate functional storage of raw and prepared foods</li> <li>Separate facilities for the storage of cleaning materials and refuse</li> </ul>
	j) Nutritious food	<ul style="list-style-type: none"> <li>Nutritious meals according to the service being provided with residential facilities providing 3 meals per day, and additional fluids at least 3 times per day</li> <li>A pre-planned cycle of varied and balanced meals</li> <li>Special diets in accordance with the medical needs of residents</li> <li>Accommodation of cultural and religious preferences where feasible</li> <li>Access to available food parcels</li> </ul>
<b>7. MANAGEMENT SERVICES</b>		
2.1 Management committee	a) Effective management committee	<ul style="list-style-type: none"> <li>Elected and appointed members according to the constitution of</li> </ul>

	b) Members of the management committee are well equipped for their tasks	<p>the organisation</p> <ul style="list-style-type: none"> <li>▪ Regular meetings</li> <li>▪ Proper agendas and minutes</li> <li>▪ Regular reports to stakeholders</li> <li>▪ Receipts of regular progress reports on operational management service delivery</li> </ul> <ul style="list-style-type: none"> <li>▪ Training programme</li> <li>▪ Job description for management committee</li> </ul>
2.2 Statutory requirements	<p>c) Protection and promotion of the rights of older persons as the recipients of service</p> <p>d) Adherence to statutory requirements</p>	<ul style="list-style-type: none"> <li>▪ Approval by the Management Committee of a code of conduct and the adherence to and public display of the code of conduct</li> <li>▪ All applicable Acts and regulations available and updated (B &amp; C)</li> <li>▪ Working knowledge of applicable legislation (management committee and staff) (B &amp; C)</li> <li>▪ Training programme to ensure working knowledge (responsible body is another body/facility/government)</li> <li>▪ Constitution to be approved by relevant authorities and should promote accountability and transparency</li> </ul>
<p>2.3 Functional management</p> <p>2.3.1 Financial management practices applicable to the category of service rendered.</p>	e) Accountability of management	<ul style="list-style-type: none"> <li>▪ Recognised and acceptable financial management practices are adhered to</li> <li>▪ Annual budget is approved in accordance with the organisation's constitution</li> </ul>



	<p>f) Efficient and effective service delivery</p>	<ul style="list-style-type: none"> <li>▪ The budget and monthly financial statements are accessible for</li> <li>▪ Financial statements are submitted at meetings of the Management Committee, at least every 3 months.</li> <li>▪ The office bearer responsible for the financial management is adequately trained and qualified.</li> <li>▪ Financial policy and delegation are determined by the Management Committee.</li> <li>▪ The payment of accounts and receipt of income is done in accordance with financial policy of the organization and in the case of Government funding according to the Treasury Regulations.</li> <li>▪ All external and internal audit reports must be submitted to the Management Committee and must be reflected in the minutes of the Committee meeting.</li> <li>▪ Annual financial reports submitted to the general members meeting.</li> <li>▪ Operational meetings / communications with staff</li> <li>▪ Operational control of the service</li> <li>▪ Hygiene management of all areas and pest control</li> <li>▪ Accessibility of emergency services</li> <li>▪ Telephone number of emergency services prominently displayed</li> <li>▪ Proof of arrangements with emergency services with regard to management of emergencies</li> <li>▪ Emergency plan approved by relevant authorities</li> <li>▪ Access control</li> <li>▪ Safety officers appointed</li> <li>▪ Evaluation procedures in place</li> <li>▪ Register of abuse to be kept</li> <li>▪ Proof of arrangement with doctors on call, local hospital, ambulance service, contact numbers for support services S.A.P.S and nearest family member</li> </ul>
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2.4 Asset management	g) Effective utilisation and maintenance of assets	<ul style="list-style-type: none"> <li>▪ Maintenance management programme approved by Management</li> <li>▪ Asset Register available</li> <li>▪ Assets where appropriate are comprehensively insured</li> <li>▪ Regular inspections performed and reported at meetings of the Management</li> </ul>
2.5 Human resource management	h) Well trained, motivated and dedicated staff	<ul style="list-style-type: none"> <li>▪ Human resource policy approved by Management Committee to ensure best practices exist</li> <li>▪ Staff recruitment policy approved by Management Committee</li> <li>▪ Relevant Acts must be available and adhered to</li> <li>▪ Signed copies of: <ul style="list-style-type: none"> <li>▪ Job description to be kept in each staff member's file</li> <li>▪ Contract of employment which includes acknowledgement of the rights of older persons and their rights as recipients of service</li> </ul> </li> <li>▪ Personal file of each staff member</li> <li>▪ Staff records e.g. leave / sick leave up to date</li> <li>▪ Training programmes for staff implemented</li> <li>▪ Induction programme in place</li> <li>▪ Evaluation programme in place</li> <li>▪ Grievance procedure available</li> <li>▪ Disciplinary code available</li> </ul>
2.6 Nursing administration	a) Provision of acceptable standards for continuous care	<ul style="list-style-type: none"> <li>▪ Policies and procedures known to and accessible by all members of nursing staff, including indications of quality of care to be maintained</li> </ul>
		<ul style="list-style-type: none"> <li>▪ Staff establishment and organisation</li> <li>▪ Appropriate deployment and utilisation of staff, including adequate supervision from trained professionals</li> <li>▪ Continuous professional development programme</li> </ul>

		<p>supervision and maintenance of registers and documentation in accordance with legislation</p> <ul style="list-style-type: none"> <li>▪ Develop individual care and support programmes for members.</li> </ul>
8. RIGHTS AND RESPONSIBILITIES OF OLDER PERSONS	i) Older persons are treated with dignity and respect	<ul style="list-style-type: none"> <li>▪ Declaration on the rights of older persons signed, explained and displayed</li> <li>▪ Participation in the planning and management of services</li> </ul>
	j) Older persons are protected against abuse, neglect, ill-treatment and exploitation	<ul style="list-style-type: none"> <li>▪ Programmes to promote and maintain the status of older persons</li> <li>▪ Register on abuse (B &amp; C)</li> <li>▪ Protocol on abuse available (B &amp; C)</li> <li>▪ Protocols for the placement of people in safe environment</li> <li>▪ Training programmes for carers to deal effectively with abuse (B &amp; C)</li> <li>▪ Training programmes for survivors to deal effectively with abuse (survivors empowerment programme) (B &amp; C)</li> <li>▪ Personal safety and security awareness programmes</li> <li>▪ Recipients / family respect the social, cultural and religious beliefs of their fellow recipients of service.</li> </ul>
	k) Older persons and /or their family are active participants in the delivery of services	<ul style="list-style-type: none"> <li>▪ Recipients and / or their family remain active and self-reliant as far as possible</li> <li>▪ Recipients / family freely participate in all programmes</li> <li>▪ Recipients/ family do not engage in practices that may endanger and / or disturb the lives, health and well-being of others</li> </ul>
	l) A caring community	<ul style="list-style-type: none"> <li>▪ Active participation in the promotion and maintenance of the rights of older persons</li> <li>▪ Promotion of awareness in</li> </ul>

		<p>national and provincial programmes of interest to older persons</p> <ul style="list-style-type: none"><li>▪ All programmes are older person sensitive and specific</li></ul>
9. DATA INFORMATION SYSTEM	d) Reliable and valid data	<ul style="list-style-type: none"><li>▪ Directory of services</li><li>▪ Directories of services &amp; service providers</li></ul>