Guidelines on Databases and Funding for Organisations working with Orphans and Vulnerable Children

Prepared by: Community Agency for Social Enquiry
For National Action Committee for Children Affected by HIV and AIDS
(Led by Department of Social Development)
And Supported by UNICEF
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1. **Introduction to this booklet**

1.1. **Background**

In late 2005, the Community Agency for Social Enquiry (CASE) was contracted by the United Nations Children’s Fund (UNICEF) to conduct a national data audit on orphans and vulnerable children (OVCs). The objectives of the study were:

- To determine ways in which data are collected by a sample of local organisations and institutions, the type of data collected and the format in which it is collected;
- To make recommendations on how data can be used at local level to track children and ensure that they receive the essential care and support services;
- To make recommendations on how data collection and processing can be improved.

CASE conducted the study between December 2005 and February 2006. It interviewed twelve organisations, spread across the nine provinces. The organisations ranged from small to big. Between them they covered the following categories: health centres, municipalities, schools, non-governmental organisations (NGOs), community-based organisations (CBOs), early childhood development (ECD) centres and home- and community-based care (HCBC) organisations. The sample included organisations working in both urban and rural areas.

The organisations interviewed were:

- Isibindi Creating Circles of Support in Eastern Cape
- Dihlabeng Development Initiative in Free State
- Friends for Life in Gauteng
- Ingwavuma Orphan Care in KwaZulu-Natal
- Msunduzi Munipality in KwaZulu-Natal
- MIET Izingolweni Primary School in KwaZulu-Natal
- Siyabona Trust in KwaZulu-Natal
- CHoiCE Trust in Limpopo
- Amazing Grace in Mpumalanga
- Age in Action in Northern Cape
- Ntutolbo in North West
- Khayelitsha clinics in Western Cape.

The audit revealed both good practices and pitfalls in all of these organisations. It showed the challenges of databases, as well as the different ways in which they can assist organisations to work more effectively.
UNICEF therefore asked CASE to write this booklet to assist organisations working with OVCs that want to use databases. The booklet is intended, among others, to share the experiences and lessons learned of the organisations covered in the audit. A secondary aim is to provide information to organisations about key funders in government and outside government who can be approached for funding for work related to OVCs.

The booklet is written in non-technical language so that it can be understood by people without specialised computer training and database experience. We have, however, included some technical terms so that you will be able to have a mutually understandable conversation with technical experts. Nevertheless, when you consult experts you will likely still find that they use terms that are not clear to you. Don’t be shy to ask what they mean. It is better that you show your ignorance and get a good explanation so that you make good decisions. Remember that the technical expert would not probably understand everything you said if you spoke to them about technical aspects of your work with OVCs.

The booklet first discusses a range of questions that organisations need to ask themselves when they consider setting up a database. After this discussion, the booklet describes how to approach the Department of Social Development and Department of Health in respect of funds for OVC-related activities. There is also a short description of the main government grants available for children and their caregivers. Finally, the booklet describes how to approach six key non-government funders.
2. QUESTIONS TO CONSIDER WHEN CONSIDERING A DATABASE

2.1. WHY set up a database?
In the audit, several organisations said that they set up the database for reasons related to fundraising. Some said that having information about the levels of need among those they served, as well as about their services, helped them to find new funders. Other said that the database helped them generate the reports required by funders.

Fundraising is obviously important, and can be an important motivation for setting up a database. Nevertheless, staff-members are likely to put more effort into the database if they can see it is useful for other purposes besides fundraising and satisfying funders. If the database is not seen as serving a useful purpose, people will not want to put effort into the database. They might, for example, show their lack of interest by not collecting information consistently and accurately.

Being clear about the reason for setting up the database will also help you enormously when deciding what the database will look like. If, for example, you want the database to help you determine levels of need in the area you serve, you might want to collect information beyond those children you are currently assisting. If you want to assist with access to grants, you will need to know whether children are currently receiving grants, and whether they have the necessary ‘qualifications’ (such as identity documents, correct age, etc). If you want the database to help with reports to funders, you need to match what is recorded in the database to the information required by the different funders. For example, if a funder is giving you money to pay volunteer stipends, your database might need to record information about what the volunteers are doing. If you want the database to help monitor staff or volunteer performance, you will need to record what each person does each day, week or month. If you want to use the database for advocacy, you need to decide what your main advocacy message is, and what information will strengthen the message.

When you discuss why you want the database, you may come up with many different reasons. Satisfying all these reasons may require more resources and energy than you are able or want to put into the database. It may also make the database too big and complicated. It is therefore useful to prioritise the reasons – to decide which ones are most important for you and which might be ‘nice-to-have’ but are not essential. This will help you make decisions later about different aspects of your database. For example, while it might be ‘nice-to-have’ to know about all children living in a particular area, to have a
clear idea of levels of need, this will entail much more work than recording information only about your beneficiaries. The benefit of having all this information might not be worth the extra resources and effort.

To help you decide whether you need a database, and what sort of database you should have, it is useful to have discussions with different people. Inside the organisation you need to talk, among others, to the people who deliver the services (e.g. the volunteers and home visitors), to the people who organise the services (e.g. programme managers), and to the fundraiser and person responsible for reporting to funders. It is also useful to speak to other organisations doing work similar to yours which have experience of a database. When speaking to people from other organisations, ask them about the benefits as well as the difficulties. Again, try to speak to different people with different roles within the organisations as different people may have different opinions about the pros and cons of the database.

Finally – remember that a database is not a solution to all problems. Further, a database may in some cases not be necessary or useful for an organisation at a particular time. So keep an open mind! In the audit, one organisation said that they felt it was ‘credible and fashionable’ to have a database. This is not a sufficient reason on its own as databases create work and consume financial, human, time and other resources. Think realistically about the benefits the database is likely to bring. For example:

- You may want a database because you think it will save you time, but you must also remember the time that will be needed to maintain the database.
- You may want a database because you think it will help you to be more organised, but databases do not work well if you do not operate them in an organised way. So you may simply convert the disorganisation into a different form.

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<tr>
<td>Decide why you need a database</td>
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<td>Focus on the priority reasons when designing the database</td>
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<td>Ask other similar organisations about their database experiences</td>
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2.2. WHAT do funders want?

As noted above, many organisations set up databases at least partly to satisfy funder needs. In the discussion of different funders in Sections 2 and 3 of this booklet, we highlight funder requirements with which databases might help. Overall, most of the funders listed do not require a lot information with which a database on beneficiaries, for example, would help. At the most, they generally require an indication of the number of beneficiaries assisted with different services. Sometimes they might want this disaggregated by the different type of service, or by other variables such as sex of the beneficiary.
There are exceptions, however. PEPFAR, for example, tends to require more information than other funders. Further, although it was not mentioned in our interviews for the manual, in the audit some organisations reported that their funders insisted on their having a database. Also, it seems that some funders are planning to increase the amount of information they ask for.

In some cases funders might provide assistance with the database. For example, they may specify what information it must contain, or even provide the database. Alternatively, they may be prepared to provide funding or other assistance to help you set up your database. If the funder insists on your having a database, this gives you the opportunity to ask whether they will provide any assistance – or whether they can refer you to other organisations that they are funding and that have databases that satisfy their requirements.

One challenge in meeting funder requirements in respect of databases is that the requirements can change over time. Many funders themselves must report to the people or organisations from which they receive the money they pass on to you. Their funders might be asking for more, and more detailed, information over time. Your funders will then need to get this information from you.

A second, related, challenge is that you may change funders over time, and the new funders – or those you want to approach – may have different requirements from those of your current funders.

A third challenge is that many organisations receive support from more than one funder, and different funders often have different reporting requirements. It is clearly not cost- and time-efficient to have a separate database for each donor, so you need to find a way of designing your database so that it meets the requirements of all the donors.

There is no fool-proof way to predict future needs in respect of a database. It is generally not a good idea to set up a database that, from the start, meets all possible future needs. It is nevertheless useful to try to think what future needs are likely to be. It is also important to plan and design your database in a way that allows for adaptation and growth.

Remember:
Ask all your existing and likely future funders what information they require
Ensure that your database can be changed, if necessary, in the future

2.3. WHAT are other organisations doing?
UNICEF funded the production of this booklet because the audit showed that many organisations did not know where to get advice when they set up their databases. As a result, some organisations took decisions that they might not have taken if they had been able to learn from other people’s experience.
The extent to which you can learn from other organisations depends on many things. It is easiest to learn when the two organisations are similar. Factors which are important to consider when searching for a similar organisation are (a) the types of services offered by the organisation; (b) the size of the organisation in terms of staff and number of beneficiaries; (c) the level of literacy, and computer and other skills of the different staff; (d) the funders supporting the organisation; and (e) the spending patterns of the organisation.

Remember to ask the organisation about their bad as well as their good experiences. Remember, if possible, to talk to a range of different staff so that you can hear if there are different perceptions.

If at all possible, also ask to see the different stages of the system in operation – for example, to see what input forms look like, to watch someone inputting the data into the computer, to see how reports are generated, and to see a report. In asking to see the system, you will, of course, need to respect confidentiality.

Remember:
Speak to other similar organisations about their database experiences
Ask them about their bad experiences as well as their good ones
Ask to see the database in operation

2.4. WHAT information must the database system provide?
This question is one of the most important – and should probably be considered before most of the other questions. This is so because although many other things must be done before the database system can keep an organised and accessible record of your information, generate reports and feed back information to you in other ways, if it is not able to provide the information that you need, it is not worth doing all the earlier tasks. The question is also important because it is only when you know what information you want from the system that you will be able to work out what information you need to feed into the system so that it can produce what you want.

There are different ways in which a database system can provide information for you:
- It can provide an organised record of all your information. So, for example, you might want the system to be able to list all your beneficiaries in different ways (by surname, or by age, or by category of vulnerability, or by type of assistance offered).
- It can give you the details about a particular unit, or about units with particular characteristics. For example, you might want to be able to 'search' the system for all children under 14 years (as potential recipients of the child support grant), or all children not attending school, or a child with a particular surname.
It can provide summaries of the work you do. For example, it can give the numbers of girl and boy children you assist, or the numbers of volunteers who are working with the organisation. Such summaries might be important, among others, for reporting to funders.

It can provide reports listing and/or summarising different aspects of your work. For example, you might want a list of all children visited in a particular month, or the number of visits done by each volunteer.

It can be used to assess the short- and long-term achievements of the organisation.

It can be used to monitor whether the children you are assisting and those you refer are being helped to access their rights.

You will probably find that there are some reports that you need on a regular basis – for example, every six months for reporting to funders, or every month for management purposes. Other reports you may want only occasionally, or perhaps only once. For example, when you are doing strategic planning, you might want a report on a particular aspect of your work or particular characteristics of beneficiaries to decide what you should do in the coming year. When planning the database system, you should try to list all the regular reports that will be needed to ensure that the system will be able to produce them with little bother. But you should also try to think of a number of reports and queries that you might want occasionally, to check that the system is likely to be able to help in this respect.

**Remember:**
Design your database around the information that you want it to give back to you and how you want it to give you this information.

### 2.5. WHAT information should we record?

One of the early decisions you must make is about the main ‘unit of analysis’. (In computer terms, this will be the thing that is represented by the different ‘records’ in your database.) For example, do you want to record information about the children to whom you provide services, or the staff who do the work, or something else?

Among the organisations reviewed for the audit, the most common unit of analysis was the child. There were, however, some organisations that recorded information according to other units. Some had units bigger than a child, for example schools or households. Some had units smaller than a child, for example visits.

Usually when you think about what unit you want to use, you will realise that you deal with a range of different things which have different relationships to each other. For example, each staff member will usually be dealing with many children. Each child may be involved in many visits. Each household may have more than one child.
One solution to this problem is to have several different ‘files’ (i.e. collections) of records, one for each type of unit. For example, you can have one file for the children, and another file to record all the visits, and each visit record can have a link to the child record to which it relates. The disadvantage of this solution is that it is more complicated to set up and to generate reports from than a single-file database. So you would need someone with more advanced computer skills to set up the database for you and to design aspects like reports. Ideally, you would need that same person to be available each time you want to make a change to the database or design a new report.

A second solution to the problem is to choose one unit and record all the information about the other units in the record for the first unit. For example, if you choose the child as the main unit, you would need to have space for recording information on up to X visits per child. To avoid the records getting too long, you would only record a little information on each visit. Alternatively, if you choose the visit as the main unit because you want a lot of information about each visit, you will need to repeat the name and basic details (such as sex, age) in each visit record. In this case you will not be able to record too much information about each child because that will make the visit record very long and also mean you must type in a lot of duplicate information. If you adopt this approach, you can ‘sort’ the records by the child information and print out all records by child. This solution is wasteful because it means you type in some extra information. But it is much simpler than the multiple-file solution and will allow you to use a simple database programme such as Excel. You will also be able to make changes to the database more easily than if you had multiple files.

In addition to deciding on what unit/s you will record information on, you need to decide which information you will record about each unit. Among the audited organisations, common ‘fields’ recorded about each child were name, date of birth or age, ID number, address, parent details, and type of vulnerability. Even these basic fields have complications:

- **With name**, it is usually a good idea to separate surname and first name/s so that you can search and sort on either of them. One problem that can arise is when children have nicknames. If you are assisting the children in their interaction with official agencies – for example applying for grants – you need the official name. So you may want to have separate fields for the official first name and the common nickname. A second problem is that you might have more than one child with the same name and surname. If this is the case, you need to make sure you have some other information (such as date of birth) that you can check to make sure you are recording or retrieving information about the correct child.

- **With date of birth and age**, there is sometimes a problem of incomplete knowledge. In particular, your informant may not know the exact date of birth of the child. The problem with storing age in
years as a way around this problem is that, if you continue to have this child as a beneficiary of your services, the age will become incorrect within twelve months or sooner. For most purposes, storing year of birth will be good enough.

With ID number, the problem is that some children may not have an ID number, or your informant may not know it. This is especially likely with orphans or other children who are living apart from their mothers and whose papers may have been lost. Your system must thus not rely on having ID numbers.

With address, if you are working in an informal settlement or very rural area, there may not be clear ways to specify addresses. If you are using address for contact purposes, make sure you have additional ways of contacting the child or caregiver. If you are using address to describe the location where the child lives, then you can have a field that specifies only the settlement or type of area that you want to distinguish.

With parents, the problem is that many children – especially in an HIV-related projected – might have lost more than one parent. In addition, even without the HIV and AIDS pandemic, relatively few children in South Africa live with their father. The database might thus need to focus on the main caregiver, and specify the relationship of the caregiver to the child.

With type of vulnerability the first challenge is to define the different categories. Ideally you need categories that reflect the type of services you offer. When defining categories, you need to think about whether each child will fit in only one category or, alternatively, can belong to more than one category. If a child can be in more than one category, you will need a separate yes/no field for each possible category. In the audit, Friends for Life reported that they use six categories which represent the following: children in child-headed households, HIV-positive children, occasional clients, children whose parents are alive but chronically ill, orphans with guardians, children whose fathers do not support them and whose mothers are either ill or have passed away. Some children belong to more than one category, for example, HIV-positive children who are orphaned. MIET reported that they had six ‘vulnerability’ categories, as follows: (a) persistent absenteeism; (b) death of learner or family member; (c) evidence of poor nutrition or starvation; (d) behavioural change; (e) abuse; and (f) persistent illness or poor health. Again, a single child could be in more than one category.

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<th>Common fields for an OVC database</th>
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<td>Each organisation will need to decide which items of information they need. The following items are, however, ones which many organisations working with OVCs and having a child as the ‘unit’ will want to include:</td>
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<td>Date on which first came into contact with organisation</td>
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<td>First name/s and surname</td>
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One issue to consider is whether you can get accurate and honest information on the items you would like. You need to think whether there will be incentives for the person giving you the information to lie. In the audit we were told that teachers sometimes gave incorrect information about children’s nutritional status because they did not want the child to be excluded from a feeding scheme.

In addition to accuracy, you need to think about which types of information might be sensitive so that the people you work with may not want to provide it. For example, you may think it would be useful to have information about the income of the people or households you work with to check that you are assisting those who are really poor. Some people might not want to share this information. Similarly, you might want to record whether a child, their caregiver, or someone else in the household is HIV positive. This is also a sensitive issue for many people – and many simply won’t know.

If your organisation has been operating for some time, then a good place to start when deciding what goes into the database is to think about what information you are currently collecting, and how you are using the different pieces of information. Most organisations will already be recording information in some way. For example, home visitors might have a book in which they record the visits they make. Or the organisation might even have a paper file for each child or household that they serve.

In addition to ‘what’, you need to think about ‘how much’ information to collect about each unit. There is often a trade-off between quantity and quality. If you try to collect too much information, those responsible for collecting and inputting information will spend a lot of time on this task. They are likely to collect incomplete information or make mistakes as they collect and input data as the amount of information they deal with increases. So the relevant question is not: ‘What information would be nice to have?’ but ‘What information can be really useful for us?’ But you must also not take the idea that ‘small is beautiful’ too far. If your database is too minimalist, everyone will ignore it because they will not feel it is providing helpful information.

The amount of information you need will depend on what your organisation does. For example, one of the organisations covered in the audit was one of

| Date of birth |
| Possession of Road to Health card |
| Possession of birth certificate |
| Details of responsible caregiver |
| Whether mother and father alive |
| Whether mother and father living with the child |
| Whether attending school |
| Forms of state support (e.g. grants) received. |
the first in the country to provide anti-retroviral treatment. The main purpose of their database was to form the basis of research into the efficacy of the treatment. This database therefore needed a lot of information about the condition of each person at each visit to the clinic. All the information needed to be on the computer so that it could be used in calculations. Most organisations providing services to OVCs will not need to collect this amount and detail of information.

As a general principle, it is a good idea to start quite small, and grow over time as you gain experience of the database and realise its potential and what is missing. But there is also a danger of introducing changes too often. Stable systems are less confusing and more likely to have forms, screens, reports and manuals that match each other.

Remember with all information collection to record the date on which the information was collected. This is important because the characteristics and situation of children and households can change, especially when we are in the midst of an AIDS pandemic.

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<td>Don’t make your database so big in coverage that that the associated tasks are overwhelming</td>
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<tr>
<td>Don’t make the database so small in coverage that it does not provide useful information</td>
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### 2.6. WHEN should we use a computer?

When we speak of databases, many people immediately think of a computer database. In fact, one can also have a paper database. Or one can have a database that combines paper and computer records. In the audit, we found that a combination paper-computer approach was being used by many organisations. In some cases, the electronic database consisted only of a list of children’s names and other basic details, with all the detailed information stored in paper files.

The following question can help you decide what to store electronically and what to store in paper files:

- **Which information will you want to appear in regular reports, e.g. to funders or for management purposes?** This information should be stored electronically, as the computer can then generate automatic reports without anyone typing or writing the information again each time it is needed.

- **Which information is confidential?** Confidential information should usually not be stored on an electronic database, unless there is tight control over who has access to the computer and the database.

- **Which information will you want to use to generate statistics?** Computers are much faster and more accurate in calculating statistics than most people. So, if you want to know or report the
number of male/female children, or the number of children with a particular problem, it is useful to store this information electronically.

Do you sometimes find it difficult to find information about a particular child? Computers can help you perform queries using one characteristic (variable) of the child. For example, if you have only the first name of a child, a query will allow you to locate all children with that first name and – when you have decided which is the correct one – will give you the other information about that child.

What is the form of the information? If information fits into neat categories or can be briefly described (e.g. male/female, age), then it can be easily recorded on an electronic database. If the information is more narrative and will differ a lot from child to child without neat categories, then it will not fit easily into a simple database. For example, if you keep detailed case histories of social problems, these are probably better to store in paper form. Alternatively, you can store them in word-processing files separately from the database.

How many ‘units’ do you deal with? For example, to how many children do you provide services? Computers are a useful tool for organising large amounts of information. If the number of units is fairly small, it many not be worthwhile to store any information on computer. Instead, you can use a pen and paper!

If you decide to use a combination of paper and electronic files, you need a way to link the information from the two sources about a particular unit. If you are a relatively small organisation with a limited number of units, then a simple link such as the name might be enough. If, however, you have many units and there might be duplicate names, you will need to make a ‘unique identifier’ for each unit. Some systems use numbers as identifiers. The problem with this approach is that numbers are difficult to remember, and it is also easy to ‘transpose’ digits – for example to type 3564 instead of 3546. Codes can be made easier to remember and less prone to error if you combine some alphabetic letters e.g. the first four letters of the child’s surname, with a limited number of digits. With this sample, Thabo Ngubane might be NGUB01 while Maria Ngubane would be NGUB02. Whatever system you choose, the important thing is to keep a record of the list of identifiers and who/what they refer to.

Remember:
You do not need to record everything on computer.
You must have a simple way of linking your paper and computer information.

2.7. HOW will the information be collected?
In most of the organisations covered by the audit, fieldworkers – often home visitors – were the main data collectors. Some of these fieldworkers were full-time paid staff. Many were volunteers. They usually collected information about ‘new’ units (children or households) when they first visited a home or
identified a child in another way. They also updated information on subsequent visits as well as recording information about that visit. In most cases the information about each visit was not included in the electronic part of the database.

Having fieldworkers collect information has many advantages. Firstly, the fieldworkers often know more about the children and others assisted than anyone else in the organisation. Secondly, it avoids having to employ additional staff and the associated cost, training, etc. For the children and households helped, it means that they can speak to the helpers that they already know and trust.

There are, however, sometimes drawbacks to using fieldworkers. In some cases, for example, fieldworkers may have limited literacy skills. In some cases they may resent having to collect information and all the paper-work associated with it.

One way of trying to avoid this resentment and encouraging fieldworkers to collect good information is to find ways in which the information can help them. For example, a clinic covered by the audit used clerical staff for some of the database duties, and developed the database to provide reports that would help them see its usefulness. Thus the database generated labels for medicines and lists of those who have missed their appointments each day. Fieldworkers are also likely to collect information more diligently if the amount of information to be collected is small.

A second way of promoting good information is to design data capture forms that are user-friendly. The instructions on the forms should be clear. And there should be enough space to fill in the responses even if the person has a blunt pencil and a big, untidy handwriting.

To ensure good quality data, you should have the data collection forms checked as soon as possible after the information has been collected. This is especially important in organisations where the data capturing (or inputting) (see below) is done only once a week or even once a month. In larger organisations, there may be a supervisor who can do the checking. In smaller organisations you can think about a system of ‘peer’ checking e.g. where fieldworkers check each other’s forms. But you need to be sure that they don’t agree to hide each other’s mistakes and omissions. Having information that is incorrect is probably worse than having no information at all!

**Remember:**
Think about the data collectors when designing your database. Tired and angry data collectors will produce a database with poor information.
2.8. HOW will the electronic information be captured?
None of the organisations covered by the audit captured the information directly onto the computer. All first filled in the information on paper and typed it into the computer later. Collecting information on paper first is a good idea. Firstly, it saves the need to have computers for all information collectors. Secondly, it means that you have an automatic ‘backup’ of your data if something goes wrong with the computer or the computer programme or file.

In most of the audited organisations, office-based workers were responsible for inputting the information into the computer. Often they did this work in batches, for example once a week for a few hours or even once a month. This approach was suitable for most of the organisations because they recorded relatively little information on the computer, and the information they recorded was mostly about things that do not change rapidly. For example, those organisations that mainly recorded basic information about the children assisted did not have much new information to record each week or month because the same children were often helped over extended periods.

If you decide to record more information on the computer, or information that changes more often (for example, information about each visit), then more staff and/or more time will need to be set aside for inputting information. Unless you do this, backlogs will build up, and the information on the computer will not be useful because it will not be up-to-date.

If you have limited information and do the inputting only weekly or monthly, you need an organised system for storing all the forms that still need to be input, and a way of recording clearly when you have completed inputting particular information. If you don’t set up a good system for this, you are likely to have some information that never gets on the computer, and other information that gets on more than once and creates confusing duplicates.

In most organisations covered by the audit several people knew how to input information into the computer. But in some organisations there was only one person who knew how to do this task. Having only one person is not a good idea, as if that person becomes ill or leaves, the organisation will be in a difficult situation.

Remember:
A database which has not got the latest information is not useful. Ensure that there is a system for regular inputting of the information.
Ensure that there are several people who know how to input information.

2.9. HOW will the information be updated?
Over time, the situation that your database describes will change. Children will, for example, become older. Some children may die, or move away from
The method you devise for updating the information will depend on what type of information you are recording in your database. Some changes you will learn about quite easily. For example, if you have a home visiting programme, you will learn quite quickly if the address changes. Other changes you may not hear about without asking. For example, if you provide advice to a caregiver on how to get an ID or grant for the child, they may only tell you if they have problems in doing this – they may not tell you if the process goes smoothly.

In designing your update checking approach, you need to balance having up-to-date information against placing too much of a burden on the person collecting the information and the people you are assisting. It would, for example, be annoying and time-wasting if a volunteer was visiting a household every week and had to check each time on every bit of information. Instead, you might ask the volunteer to check on less important information only every three months, or even once a year. But there might be some types of information where it is important that you know about the change as soon as possible. The important thing is to design a system where both you and the person who collects the information know what must be checked when.

If more than a few items of information must be checked, the information collector may not know or remember what is recorded in the database. This is especially likely if more than one person is responsible for information collection. If this is the case in your organisation, you could have a system where the information collector is given a printed form/report from the computer showing what the current information is. They can then take the form with them when checking the information.

**Remember:**
A database with out-of-date information is not useful.
Ensure that any information that can change is checked regularly against the real situation of the child.
Ensure that any changes in the situation are recorded as soon as possible on the database.

**2.10. WHAT will you do about ‘old’ information?**
You will need to decide what to do about information that has become outdated. There are at least two forms of outdated information. Firstly, some
‘units’ may no longer be relevant. For example, when a child whom you were assisting turns 18, they are no longer a child and may no longer fall within your scope of services. Similarly, if a child dies, they will no longer be a beneficiary of your services. Secondly, some bits of information about a ‘unit’ may no longer be relevant. For example, a child who was measured as being underweight at the first visit may no longer be underweight after you have provided assistance. Similarly, a child who was recorded as not having an ID document will not be in this position if you successfully assist their caregiver to obtain a document for them.

The simplest solution is to discard outdated information. For example, you could delete the person who was no longer a child, and over-write the information about the problem of underweight or lack of an ID document. Your database would then give you clear information about the situation that faces you now.

The disadvantage of the simple solution is that you then don’t have a record of what you have done in the past. For example, you would not be able from your database to say how many children you have worked with over the full life of your project or organisation, or how many underweight children you have assisted. If this is important to you and/or your funders, you must find some way of recording it. You could, for example, keep paper records or summaries of the situation at different points in time. Alternatively, you can design a more complicated database that records history as well as the current situation.

You could, for example, have a separate database in which you record children you have helped in the past, as well as the reason why you are no longer assisting them. Where children are no longer being helped because they are now outside the age group you cover, you might want nevertheless to keep information on them so that you can refer them to other services such as youth development, life skills and job opportunities.

Alternatively, you can keep these children on the main database but have a ‘field’ that shows that they are ‘old’ units. When the unit is still part of the database but some characteristics have changed, you can have different fields that record the original characteristic (e.g. the original weight and the relevant date) as well as fields that record the most recent characteristics. Your decisions will depend on how important the old information is for you, and how complicated you want the database to be. Most important is that you must be able to see clearly what the current situation is.

**Remember:**
A database that is cluttered with old information that is not being used is cumbersome.
Decide whether or not you need to keep old information.
If you decide to keep old information and there is a lot of it, keep it separate from the current information.

2.11. **WHO will receive reports?**
It is useful to discuss who will receive particular reports, and what sort of information different individuals or groups should have access to. You need to think about individuals and groups both inside and outside the organisation. For example, inside the organisation, you will probably decide that managers and fieldworkers should receive different information. Fieldworkers, for example, might not receive detailed performance information on other fieldworkers, or on the beneficiaries with whom other fieldworkers work. Beyond the organisation, you will not want to provide funders or the general public with any confidential or sensitive information about particular individuals.

If there are some reports that have restricted readership, then you must ensure that access to the database is protected so that people who should not have particular information cannot get it. You must also ensure that once reports are produced, they are not left lying around. Further, you need to tell anyone to whom you provide sensitive information that they should not share this with others. When you make hard copies of files and forms that contain confidential information, you should, if possible, keep them in a locked cabinet.

**Remember:**
- Different roleplayers have different information needs.
- Confidential information should be closely guarded.

2.12. **WHAT computer programme should we use?**
This question is, of course, only relevant to organisations that decide that part of their database will be stored electronically.

A few of the organisations covered in the audit kept their database on MSWord. This might seem the simplest solution beyond paper, because more people know how to use MSWord than know how to use most other computer programmes. This method is, however, not very useful for anything beyond storing basic names, addresses, and similar details. It is also not usually the best way to store even simple details as MSWord is not really designed for sorting, searching, calculating sums and averages and the other functions that you want a database to do.

Several organisations covered in the audit were using Excel to store their database. This, like MSWord, is one of the standard programmes that one gets as part of the Microsoft package. It is also one of the first programmes that most people learn to use. It is more appropriate than MSWord because it is designed for sorting, searching and calculations. Another very attractive
feature of Excel is that it has a very large range of different functions and capabilities. When you start using the programme, you do not need to bother about these functions and capabilities. But as you develop the database, you can learn about and use the specific ones that are useful for your purposes. For many organisations, Excel would be an ideal programme to use as the basis of their database.

A few organisations covered in the audit used Access. This is also part of the Microsoft set of programmes, although you do not always get it when you buy a Microsoft package. While Excel is classified as a ‘spreadsheet’ programme, and designed mainly for calculations, Access is classified as a ‘database’ programme. It may thus seem preferable to Excel. For simple databases, however, Excel may be better. Firstly, as noted, Access is not always part of a standard Microsoft package, so you may need to pay extra to buy it. Secondly, far fewer people know how to use Access than know how to use Excel. So you will need extra training for staff. Thirdly, Access is more complicated to use than Excel. So, although it can do more things, it is more difficult to use. And unless you need all the more complicated extras, it is not worthwhile.

Overall, then, Excel is probably a better choice for many organisations. If, however, you want a database that links together the information on different units, then Access is preferable.

MSWord, Excel and Access are all Microsoft programmes. They are discussed here because they were the programmes used by virtually all the organisations covered in the audit, and are also the programmes that people who work on computers are most likely to know already. But there might be special reasons why your organisation decides to use something else.

In particular, someone might suggest that you use free open-source software (FOSS). This is software that has been developed as part of a movement to counter high prices for computer programmes and the use of copyright to protect profits. Within FOSS, you will find a range of different programmes available, including both spreadsheet and database programmes. Generally, these programmes are likely to be able to do more or less the same things that Excel and Access can do. The advantage of using these programmes is that you will be supporting the FOSS movement. The disadvantage is that your staff and others are less likely to know how to use these programmes, and it might be more difficult to get assistance if you get stuck.

Another option is to have a programme specially written for your organisation. This can be done using Access as a basis, or using another programming language. The advantage of this approach is that the programme can be completely tailor-made for your needs. For example, the screens for inputting can be designed just as you want them, and the reports can have tailor-made headings. Access and some other programmes also cope better with
longer fields with open-ended information (such as comments) than Excel does. There are, however, also some drawbacks. Firstly, a tailor-made programme is likely to be more expensive, as you will need to pay someone to develop it for you, and programming takes time. The time taken is often longer than first estimated unless the programmer clearly understands your organisation and its needs and expectations. There will usually need to be an extended process in which the programme develops something, you give feedback, changes are made, you give more feedback, and so on. Secondly, you are likely to become dependent on your programmer. If anything goes wrong or you need to change something, it will be difficult unless the original programmer is still available. And there will also usually be additional expenses for this assistance. You therefore need to think very carefully about the pitfalls, especially as regards future maintenance, support and costs, before deciding on a tailor-made programme.

Remember:
Simple programmes that are widely used and widely available are usually best.
Avoid becoming dependent on one company or person.
Avoid a situation where you will have to pay a lot of money to make changes to your database or when anything goes wrong.

2.13. HOW much will it cost?
The cost of the database depends on many different factors. These include:

- Whether you choose **paper or electronic**, or a combination
- Whether you **already have** a computer and the relevant programmes or need to **buy** them or supplement them
- **How much information** you want to collect and record, and therefore how much staff time is used
- **Who does the various tasks**, and what their ‘costs’ are. (Here you must remember that even unpaid voluntary staff has a ‘cost’, as the time they spend on database work is time that they are not spending on other tasks.). Remember to include training costs for those who will operate and manage the database.

Having a database can also save you some costs, or even get you increased revenue for the organisation. For example, a database that can ‘prove’ that your organisation is doing useful work may convince existing funders to continue to support you and even expand their support. Similarly, the information produced by your database may win you new funders. In terms of savings, a good database can prevent you and your staff wasting time looking for lost information, or manually calculating totals and other information needed for funding reports manually. From a management point of view, a database that monitors what paid staff and volunteers are doing on a daily and weekly basis may help you discover weaknesses in how the work is organised and find ways of addressing these.
When weighing up the costs and benefits of a planned database, you need to think about both the once-off costs to set it up and the ongoing costs of maintaining it. Among once-off costs could be the costs of a computer, a programme, a programmer, and the time you and staff spend on discussing, designing and being trained to use the database. In some cases – especially if a funder is insisting that you have a database – you may be able to convince the funder to contribute to covering some of these costs.

After the database is established, ongoing costs will be staff time spent on collecting, inputting and extracting information, as well as the material costs for paper, printer cartridges or ribbon, backup material, etc. There may also be further once-off costs if you decide to expand or change the database in some way after using it for some time.

**Remember:**
Databases have both costs and benefits.
Costs and benefits should be measured in terms of both money and time.

### 2.14. WHO will work with the database?
There are a range of different tasks associated with a database. These include:

- **Collecting** the information
- **Inputting** the information
- **Extracting** the information (e.g. through reports or searches)
- **Using** the information.

Different people in your organisation are likely to do different tasks. For example, the fieldworkers might collect the information, administrative staff input and extract it, while management is the main user of the information. It is, however, not a good idea to divide up tasks too separately. Unless the people who collect and input the data can see how it is used, they might not put too much effort into doing the task well. If possible, you thus need to find a way of showing them that the information is relevant for their work. You can also provide incentives for them to do the work well. For example, one organisation covered by the audit only paid workers after they had handed in their monthly database collection sheets. You must, however, be careful in designing incentives to ensure that they do not encourage staff to manipulate information or perform tasks fast but carelessly.

Another important reason for not dividing up work too separately is that the organisation must avoid becoming too dependent on any single person. For example, if only one person knows how to input the information, or what the password is, then you will have a big problem if that person is unexpectedly not available.

At the same time, when more than one person is responsible for a particular task, you need to have some way of knowing who has done what. So, for
example, the person who inputs the information into the computer should write their name and the date on each form as they input it. Similarly, every person who collects information should write their name and the date on the paper which they use to collect the information. You can also have a logbook in which every person who uses the database records the date, their name, and what they did. This type of logbook can also help you, as an organisation, the burdens the database is imposing on your organisation (for example, time spent on tasks) as well as the benefits (the ability of staff and others to find information, generate reports, etc.)

| Remember: |
| Every person must be clear about their responsibilities in relation to keeping the database up to date and accurate. |
| There should be at least two people who know how to do every task. |

2.15. HOW will staff learn how to use the database?

Staff will need to be trained to do the various tasks associated with the database. The training should include both ‘theory’ and practice. The theory should explain the purpose of the database and how it will assist with the organisation’s work. It should also cover issues such as the need for accuracy in doing database tasks and for keeping the database up-to-date. The practice should involve hands-on work doing the various tasks. When the database is first set up, this practice learning will probably also serve the purpose of identifying problems that need to be corrected (for example, items on forms that are not clear) or ways that the database can be improved.

All organisations experience changes in staff over time. As some staff leave and new staff come in, there will need to be training for the new ones. One good way of doing this if the organisation is using the database well is to ask existing or old staff to train the new staff.

In addition to person-to-person training, there should also be full documentation about how the system works. In the audit, there were very few organisations that had such manuals. Having a database with no manual places an organisation at risk. The manual does not need to be long and complicated, but it should describe all the elements of the database, and also describe the steps for each task. And if you change the database at any time, the manual needs to be updated.

A technical manual is especially important if you have a complicated database set up and ‘programmed’ for the organisation. Without such a manual, you will be in great difficulties if you want to change your database, or experience a problem and the programmer has disappeared.

| Remember: |
| Staff need training to ensure that they use the database correctly. |
The organisation must have full documentation on how the database works so that it is not reliant on anybody’s memory.

2.16. HOW will you control quality?
A common saying in the computer world is: garbage-in-garbage-out, or GIGO. This saying says that if you put poor information into the computer, it will give you poor information. This saying is very true about databases. You therefore need to find ways of ensuring that your organisation’s database contains good quality information.

Some of the decisions you take in designing the different parts of the database will affect quality. For example, a user-friendly data collection form with plenty of space for writing will encourage the data collectors to record good quality information. Using tick-boxes and pre-specified options as much as possible in the place of open-ended write-in questions will also usually be easier for information collectors. These approaches will, however, not work well if the options are unclear or overlap so that the information collector is not sure which one to choose.

At the input stage, you can specify rules which improve quality. For example, you need to specify when capital letters should be used and when small letters, and whether – when writing in names – the inputter should write the full name or initials. Similarly, you need to specify when information collectors and data inputters should use abbreviations and when they should not, and what the acceptable abbreviations are for the database. This sort of detail is important because computers, while they are very clever in many ways, are not good at guessing. For a computer, ‘HIV/AIDS’ is very different from ‘HIV & AIDS’, which is also different from ‘HIV and AIDS’. So you need to have as little variation as possible in how a particular thing is typed into the computer. Some of the variation can be controlled by programming the database only to allow certain types of entries. For example, you could make the computer reject any entry that is not 13 numeric digits.

Remember:
Design the database in a way that encourages accurate information.

2.17. HOW can we protect our database?
Unfortunately, in South Africa security is a major problem. As a result your database will be at risk, especially if it is an electronic database. In most cases those who threaten your database will not want the information that it contains. But they will want to have the equipment on which it is stored. To protect yourself against these people, you must use all the different ways that have been devised to protect property.

In some cases, there may also be reasons why people want the information on the database. There are additional protections you can use against this
threat, such as passwords on the computer as a whole, and passwords before anyone can use the computer programme. If you decide to use passwords, you must avoid recording them in an obvious place. A password that is stuck onto the computer screen, or on the filing cabinet next to the computer, is not useful at all.

In addition to the database being physically stolen, it can be lost in other ways. In particular, like all other computer information, the database can be destroyed either through corruption of the particular database file, or because the disk or some other part of the computer fails.

One particular problem related to computers is that information can become corrupted if the electricity surges or suddenly goes on or off while you are working on something. Database programmes are often particularly vulnerable to changes in electricity current. One way of protecting against this is to use a ‘shaved pin’ plug for your computer. This is a red plug on which the earth pin is shaved down, and which is inserted into a special socket that is connected to a separate circuit on the electricity distribution board which is meant to deliver ‘clean power’. A more expensive option is to have a ‘UPS’ – universal power supply – which will continue to supply electricity for some time after the mains electricity goes off. The UPS would then give you enough time to close down the database and turn off the computer without its being damaged.

Even if you decide not to have the electricity protection, to protect yourself against various disasters, you must ensure that you have adequate ‘backup’ of your database, in the form of extra copies of the information. In addition to electronic copies, it is a good idea to print out a ‘hard’ paper copy of the database every month.

The audit showed that very few organisations had good backup systems for their databases. One or two of the organisations had already experienced disasters where they had lost a lot of information because of not having backup.

There are many different ways of doing backup. Which you choose depends, among others, on the size of your database, on how much value you attach to it, and on what you can afford.

Whichever method you use, the following rules are important:

- You must do backup regularly. If you only do backup once a month, and your database disaster happens four weeks after you did the last backup, you will have to redo four weeks of work.
- You should have several different copies of backup. For example, you could have three different sets. If you do backup weekly, in the first week you use set 1, in the second week set 2, in the third week
set 3, and in the fourth week you re-use set 1. This avoids big problems if the backup becomes corrupted.

You must carefully record when you do each backup and what type of backup you do. This is important so that when the disaster happens, you are clear what was already recorded at the time the backup was done, and what will need to be redone. Further, this dating system will only work properly if you also put the date on each data collection form on the day the information is input into the computer.

You must keep at least one copy of backup at a different site. This avoids your losing both the main database and the backup copy if, for example, you have a robbery where everything is stolen, or if you have a fire which destroys everything in the building.

You must use good quality equipment for the backup. You should not, for example, use your old disks to do backup so as to save money. Old disks may be damaged, and your backup will then not be readable.

You must make sure that you know how to ‘recover’ the information from the backup if a disaster happens.

**Remember:**
Disasters always happen at inconvenient times. There are many different types of disaster and it is no use being protected against a disaster different to the one that happens. It is too late to make backup after the disaster happens.

### 2.18. HOW do we ensure confidentiality?

In the audit, most organisations acknowledged that there were ethical issues associated with the database. In particular, because all organisations were dealing with people affected or infected by HIV/AIDS, there were issues of confidentiality. Some of the organisations had had discussions with and training for staff on this issue, but not all had introduced practical ways of ensuring confidentiality.

The main question to be asked is who should have access to which information and for what purposes. Any information that might be sensitive should only be provided to those who really need it and who will use it in ways that will be beneficial for those affected. In addition, if sensitive information is not really necessary, it should not be included in the database at all. If the database does contain sensitive information, access to the database itself as well as reports and forms needs to be carefully organised so that those who do not need the information do not have access.

Some of the ways in which audited organisations protected confidentiality were:
At the fieldworker level, organisations restricted information about particular children and households to the particular fieldworker working with the child/household.

With HIV status, one organisation recorded the information on removable disks instead of on the main computer.

In reporting, several organisations provided funders only with summary information (such as number of boys and girls assisted) instead of providing names and details of all beneficiaries.

Concern around confidentiality can, however, be taken too far. In some cases it is necessary to give information so as to assist beneficiaries effectively. In such cases, a good principle is always to check first with beneficiaries whether they are comfortable with your passing on information.

Remember:
Confidentiality practices should be designed around the answers to the question: Who should have access to which information and for what purposes.

2.19. WHERE can we get more advice?
There are many issues to consider when setting up a database. And there is no single recipe to make a database that will fit all organisations working with OVCs. This manual is intended to help with asking the questions both within the organisation and from others.

In particular, you may want to ask a computer person to give you advice if you are thinking of setting up an electronic database. In this respect, one of the audited organisations advised that you should be careful to choose someone who does not have a vested interest, such as someone who wants to sell you their services or product.

A further caution is that many people are fascinated by what computers can do, and will often suggest the cleverest ‘state-of-the-art’ solution. This solution is usually one of the most expensive, can be complicated to use, and may not have been properly tested. So don’t be talked into buying a Rolls Royce when a small Volkswagen, or even a bicycle, would meet your needs.

Remember:
Databases can be intimidating. Ask if you do not know.
3. GOVERNMENT FUNDING

3.1. Introduction
This section of the booklet covers funding from government. Three types of funding are covered:

- Subsidies provided to organisations which provide specified services, such as shelters and day-care centres, that government might otherwise provide
- Grants to support organisations providing other services for which subsidies are not provided
- Grants that are accessed by individuals whom the organisation might be assisting, such as the child support, foster and care dependency grants.

In the past, all three types of funding were provided by provincial government. The last type of funding – individual grants – has been shifted to the South African Social Security Agency (SASSA). The first two types continue to be provided by provincial government, although national government sets the overall guidelines.

This booklet does not cover the details of all nine provinces in respect of provincially controlled funds. Instead, it gives the national picture and details from three provinces – Gauteng, KwaZulu-Natal and Western Cape. If your organisation is in one of the other provinces, you must check the specific details for your province. The contact details for each of the provinces are provided in the table below:

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<th>FAX NUMBER</th>
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<td>EASTERN CAPE</td>
<td>Communication: (040) 608 5755 Donor coordinator: (040) 608 5836</td>
<td>General: (040) 639 1033</td>
<td>Private Bag X0039 Bisho 5605</td>
<td>1st to 3rd Floor Dukumbana Building Bisho 5605 4th Floor Tyamzashe Building Bisho 5605</td>
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<tr>
<td>FREE STATE</td>
<td>Call centre: 0860 007 468 / (051) 407 0670</td>
<td>Call Centre: (051) 407 0573</td>
<td>Private Bag X4424 Bloemfontein 9300</td>
<td>4th Floor Old Mutual Bldg Maitland Street, Bloemfontein 6th Floor Lebohang Bldg Cnr St Andrews &amp; Markgraaf Bloemfontein</td>
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<tr>
<td>GAUTENG</td>
<td>Information Centre: (011) 355 7760 / 7766 / 7929</td>
<td>Head Office: (011) 492 1094 Information Centre: (011) 355 7759</td>
<td>Private Bag X35 Johannesburg 2000</td>
<td>10th Floor Thusanong Bldg 69 Commissioner Street Johannesburg</td>
</tr>
<tr>
<td></td>
<td>Communication: (033) 341 7900</td>
<td>Minister: (035) 874 3708 / (031) 360 6581</td>
<td>Private Bag X27 ULUNDI 3838</td>
<td>Administrative Building King Dinuzulua Highway Ulundi</td>
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<tr>
<td></td>
<td>Donor Coordinator: (035) 874 3715</td>
<td>HOD: (035) 874 3710 / (031) 368 1132</td>
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<td>KWAZULU-NATAL</td>
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<td></td>
<td>Information: (015) 293 6000 / 11</td>
<td>Information: (015) 293 6260</td>
<td>Private Bag X9302 Polokwane 0700</td>
<td>18 College Street Polokwane 48 Land Road Polokwane</td>
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<tr>
<td></td>
<td>Switchboard: (015) 291 7400</td>
<td>MEC: (015) 293 6150</td>
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The booklet also does not cover all possible government sources of funding for organisation. Instead, it focuses on funding from the Department of Social Development (DSD), which is the main government funder of NGOs and CBOs, especially in respect of services for children. (In some provinces, the
provincial Department is not called Social Development, but has a slightly different name.) The booklet also looks at funding from the Department of Health for home-based care (HBC).

Before looking at the different types of funding, the booklet describes the rules around registering as a non-profit organisation (NPO). This information is included in the booklet because government will not give money to any organisation that is not registered. Many non-government funders also insist on registration as an NPO. In addition, organisations providing certain types of services need to register in other ways. These other forms of registration are also described.

After describing registration, the booklet looks at funding from the DSD, after which it describes funding from Department of Health and then individual grants.

3.2. Registering your organisation
There are several different types of registration. The first part of this sub-section describes how to register as a NPO. It is not compulsory to register as an NPO. But you will not be able to receive money from government if you do not. Other funders also often prefer funding organisations that are registered.

If your organisation is an early childhood development (ECD) centre, a children’s home, or a shelter, you will also need to register under the Child Care Act. You need to register in this way even if you do not receive funding from government as it is illegal to provide these services without registration. Below we describe registration for these types of services.

3.2.1. Registering as an NPO
In the past, organisations that wanted to raise funds had to register as a welfare organisation and get a fundraising number. This is no longer necessary as the law says that any organisation that is registered as an NPO is allowed to raise funds. Some of the application forms used by the provincial Departments of Social Development still ask questions about welfare organisations and numbers and fundraising numbers. You do not need to worry about these questions. If, however, your organisation is affiliated to a welfare organisation, you can use the welfare organisation’s NPO registration number when you apply for funding.

NPO registrations are dealt with by the national DSD. National DSD has an NPO Directorate which is responsible for dealing with registration. An NPO can be any group of people that comes together with a public purpose, and which does not operate for profit. ‘Not-for-profit’ means that office bearers (e.g. board members) can only receive money if they do work for the organisation.

Types of NPOs include:
Non-governmental organisations (NGOs)
Community-based organisations (CBOs)
Faith-based organisations (FBOs)
Organisations that have registered as Section 21 Companies under the Company Act 61 of 1973
Trusts that have registered with Master of the Supreme Court under the Trust Property Control Act 57 of 1988.

It does not cost anything to register an NPO. But only NPOs that have a constitution or some other founding document (constitution, deed of trust, memorandum and articles of association) can be registered. The National Department has developed a model constitution that you can use to develop a constitution for your organisation if you do not have one already.

To register as an NPO, you need to submit an application form and two copies of your NPO's founding document. You can get a copy of the application form from the DSD website, from DSD at Private Bag X901 Pretoria, or from a provincial district office. The website address for the application form is: http://www.socdev.gov.za/npo/npo.htm.

The application documents must be submitted by post to:
  Directorate: Non-Profit Organisations
  Department of Social Development
  Private Bag X901, Pretoria, 0001
Or hand delivered to:
  Directorate: Non-Profit Organisations
  HSRC Building, 134 Pretorius Street, Pretoria, 0002

It will take about two months for you to get a registration certificate, but you should get an acknowledgement of receipt letter as soon as you submit the application. You can appeal if the Department refuses to register your organisation.

Once you are registered, you will need to submit annual narrative and financial reports to the NPO Directorate and comply with a code of good practice. You can find the documents for the narrative report and code of good practice on the web at www.socdev.gov.za/npo/narrative.pdf and www.socdev.gov.za/npo/codes.pdf. You can also ask for copies at your province’s district offices.

The annual reports must be submitted within nine months of the organisation’s financial year end. The narrative must be written using the provided form. This asks, among others, for achievements against measurable activities planned, a list of important meetings, and details of changes to constitution. It asks for a short (100 words) general description of how beneficiaries benefited. It also asks for race and gender details of staff. A database might be useful for recording activities that you report on for the measurable activities.
3.2.2. Registering as one of the specialised service providers

As noted above, there are some services in respect of children – children’s homes, ECD, after care and shelters – for which the Child Care Act says that organisations must register and for which they may receive government subsidies. This section of the booklet discusses registering these services.

Each province is responsible for designing its own application forms for the different services. You can get the registration forms for the different types of services from the provincial district office.

In Western Cape, the registration forms include a number of questions that a database may be able to help with answering. For example:

- The registration form for children’s homes ask for the number of children in age groups, as follows: 0-2 years, 3-6 years, 7-13 years, 14-18 years, and 18-21 years.
- The registration form for drop-in centres/shelters for children asks for the number of children registered and cared for on a half-day and full-day basis in different categories. The broad categories are ‘programme’, drop in centre and shelter. Within each of these broad categories, the form asks for numbers in age groups as follows: 8-10 years, 10-12 years, 12-14 years, 14-16 years, 16-18 years, 18-21 years.
- The registration form for drop-in centres/shelters also asks which services the centre/shelter provides or plans to provide. The listed services are:
  - Meals
  - Care for handicapped children
  - Transport for the children to and from the facility/programme
  - After school/education/recreational programme
  - Clinic/medical and dental
  - Life skills development
  - Social work services
  - Other (specify)

The registration for places of care asks for the number of children you plan to accommodate and the age groups covered.

In addition to information asked for on the application form, applicants who want to register places of care must submit:

- The constitution of the place of care, which must state the category/ies of children it will cater for
- A certificate from the municipality approving the structure in which the services will be provided
- A certificate from the provincial DSD confirming that a needs assessment was done.
After you have submitted the application for registration, an official of the district office of the DSD will visit the premises and inform the municipal environmental health officer about the application. The municipal health office must then visit to inspect and, if satisfied, issue a health clearance certificate. The DSD can then register the centre and the organisation can apply for a subsidy. Subsidies are not given automatically. In all three provinces where we did interviews, you use the same forms to apply for a subsidy as you use for applicants for grants to NGOs providing other services. The forms are described below.

If the facility does not meet the minimum standard, the DSD can register the facility provisionally for six months. (During this time, the facility can already apply for subsidy.) After provisional registration, the official of the district office will monitor the centre. If everything is satisfactory, they will issue a full registration certificate valid for two years and continue to monitor the centre. If the standards are still not met after six months of provisional registration, the registration will be extended for another six months, after which the centre can be fully registered or closed down. The official is meant to support a centre that is provisionally registered to meet the minimum standards.

After two years, the registration needs to be renewed. If possible, you should inform the Department three months before registration lapses that it needs to be renewed. You will not need to complete a new application form for registration. Instead, an official from the Department will visit the organisation to do an assessment before issuing a new registration certificate.

Places of care
We include extra information on places of care, as these are the most common type of services that can be subsidised. The Child Care Act of 1983 defines ‘places of care’ as including:
- ECD centres / crèches,
- Playgroups,
- After-school centres,
- Or a combination of the three
(The Child Care Act will in coming years be replaced by the Children’s Act. For the mean time, however, organisations must register under the Child Care Act.)

The Child Care Act only requires registration if someone is caring for more than six children. So a person or organisation that cares for six or fewer children does not need to register. No subsidies will, however, be paid to any unregistered organisation or person.

The registration certificate from the provincial Department will specify the date of registration and expiry date, the number of children to be cared for, the sex and age of the children. It may also specify classification (for example, type of care to be provided) and conditions.
Regulation 34 under the Child Care Act says that every place of care must keep a register which includes the following information about each child:

- Surname
- First names
- Date of birth;
- Sex
- Date of admission into the centre;
- Name of parent/primary caregiver;
- Physical address of parent/primary caregiver;
- Telephone numbers of parent/primary caregiver;
- Date on which child left the care of the centre (stop attending the programme);
- Other information such as chronic medical conditions and dietary requirements

Centres must also keep a daily attendance register. A database could be used for recording the necessary information.

The ECD Guidelines also suggests that the following information be recorded:

- Home language
- Home address and contact details of parents/family;
- Work address(es) and contact details of parents/family;
- Income of parents/guardians (in the case of subsidised places);
- Name, address and contact details of another responsible person who can be contacted in an emergency;
- Name, address and contact details of a person who has the parent or guardian’s permission to fetch the child from the centre on their behalf;
- Name, address and contact details of the child’s family doctor or health care provider.
- A complete medical history of the child. This can form part of the registration form

Most of these details could be included in an organisation’s database.

The information on the medical history could be kept on a database but, if so, the database must have strict access control as medical history should be confidential. Medical information to be recorded includes:

- Information about the child’s general state of health;
- A copy of the Road to Health card for each child;
- Any communicable illnesses that the child has had and the dates when he/she had these illnesses;
- Details of the child’s immunisation against polio, diphtheria, tetanus, whooping cough, measles, Hepatitis B, Tuberculosis and HIB (Haemophilus Influenzae Type B);
- Allergies, including food allergies, and any other diseases such as diabetes and epilepsy;
The name and contact details of the child’s family health practitioner (doctor, clinic, traditional healer).

A centre that wants to register or change its registration should:
- Contact the nearest district office of the provincial DSD to find out about registration and subsidy procedures and minimum standards
- Complete and submit the registration form, including details such as menu, daily programme, needs assessment in the local area, job descriptions of staff, as well as proof that you can lawfully use the premises.

3.3. Applying for funding from DSD

3.3.1. Applications for organisational grants

NPOs must register with the national DSD, but receive funds through provincial departments. There are, however, some things that are the same across provinces in respect of funding. Thus in 2004 MINMEC, which brings together all Ministers responsible for provincial DSDs, adopted a Policy on Financial Awards of service providers.

Provincial departments are required to prepare the general ‘service specifications’ which state what types of organisations they are interested in funding. They must do this not later than 30 September each year. Business plans must be submitted by organisations within one month of the provincial department issuing the call and specification. Organisations that need assistance with developing the business plan can request this from the department.

The Procedure Guidelines issued by the national DSD in 2005 state that the amount of funding received by an organisation will be based on:
- the cost of the project
- the organisation’s ability to implement the project
- the income-generating potential of the organisation
- comparative costs for a similar project
- the purpose for which the funds are requested
- the potential impact of the project in terms of numbers and outcomes.

If your organisation has a database, you may be able to make a more convincing argument of your potential impact.

The national policy says that all funded service providers must submit at least two progress reports each year.

There are two types of funding. The first type of funding is available to all types of organisations, providing different types of services. The second type of funding is available only to organisations that provide specified services for which the organisations must register. In the case of children, these services
are children’s homes, ECD and after-care and shelters. Funding for these specified services takes the form of ‘subsidies’, and there are some special requirements. Organisations which apply for subsidy funding must, as well as the special requirements, also complete the funding-related forms.

Western Cape
Western Cape’s Department of Social Services & Poverty Alleviation (DSSPA) has produced a publication, Guidelines to apply for financing from the Department of Social Services and Poverty Alleviation that explains how to apply for funding from it. The Guidelines publication includes a circular diagram of the process of registering an organisation and applying for funding from the Department. The circle shows the following steps which an organisation must complete:

- Assess need in terms of geographic area and target group
- Register as an organisation
- Consult with district office and other role-players
- Draw up service plan (this is the application form, and is called a ‘business plan’ in some other provinces) and budget
- Submit service plan to local district office
- Local district office appraises service plan and makes recommendation
- District office presents recommendations to head office for approval
- Head of Department makes decision
- District office communicates decision to organisation

There is no charge for applying for funding.

The first step for the organisation is to do a needs analysis. Each of the district offices also does a ‘gap analysis’ which shows which geographical areas have the greatest needs and for which services. It is therefore a good idea to talk to the district office early on, when you want to do the needs assessment. When you consult with the district office, they can advise you on where they think the biggest need is and, therefore, what they will be most eager to fund.

Consulting with the district office is also important because requirements sometimes change. You should therefore not rely only on information and documents from the internet, as these may be out of date.

The service plan describes the organisation and what it plans to do. (Organisations which are awarded funding are described as ‘service providers’.) The Department has a pre-set form which you must use for the service plan. If the organisation provides several different types of services, it must submit a separate service plan for each.

The DSSPA has a Draft Policy Framework for Development Social Welfare (2nd draft) on its website (www.capecateway.gov.za/Text/2004/2/draft_policy_framework.pdf) which gives some hints about what the Department wants to see in plans. It says that
activities should be very clearly and precisely defined, so that they can be measured and easily monitored and evaluated at the end of each year. If you have a well-designed database that records information about the children you work with, it will help you provide measurable indicators.

The DSSPA’s Transformation Plan of late 2005 says that the Department wants to shift from funding based on inputs to funding based on intended outcomes – what you will achieve. That is why you need to measure what you achieve. The Department also wants to shift to funding based on need, rather than funding based on historical patterns. For example, in 2005 Worcester was getting 9.0% of total funding while Mitchell’s Plan was getting 1.9%. By 2007/8 the DSSPA wanted Worcester to get 6.5% of funding and Mitchell’s Plain 6.8%. This is in line with government’s identification of some areas as being especially needy. Government’s priorities include:
- Beaufort West, Khayelitsha, Mitchell’s Plain as ‘Presidential nodes’
- Atlantis, Delft, Philippi and Southern Cape as ‘under-serviced areas’.

Because it is focusing on need, the Department wants to know your estimate of the number of people in the community that are affected by the problem/s you are trying to address. For example, for a crèche they would want to know the estimated number of children of the age to be serviced by the crèche. You must then say how many of these people you plan to provide services to.

The DSSPA has identified the following types of services as ‘strategic imperatives’:
- Substance abuse treatment and prevention programmes
- Services to children in conflict with the law
- Community-based services to older and disabled persons
- Care, protection and development of children (early childhood development, street children, child trafficking)
- Gender-based violence
- Family support and strengthening (with particular focus on families on farms, family strengthening)
- Poverty reduction
- Youth development
- Families infected and affected by HIV/AIDS.

If your service plan explains how you will address any of these strategic imperatives, you will probably have a better chance of getting funding from government.

The Department also wants to know about the planned staff – how many people will be employed, in what jobs, and whether they will work full-time or part-time. The Department is interested, among others, in the race and gender of staff. This information can also be recorded on a database. But a database will not be necessary if the staff is small.
There are set dates by which you must submit service plans each year. The guidelines say that the department will inform all organisations that it knows about these guidelines, and also advertise this through the media. We suggest, however, that you contact the district office for the latest information.

There are 16 district offices in the Western Cape. The province distributes available funds for NPOs between the 16 offices using a formula that is based on the following variables:

- Population size (weight=20)
- Proportion of children in age group 0-6 years (15)
- Proportion of young people in age group 15 to 34 (15)
- Proportion of older people (60+) (8)
- Proportion of persons with disabilities (7)
- Proportion of households reporting household income below R19 000 pa (20)
- Proportion of households with income below 19 000 per annum who live in informal dwelling (15)

Staff at each district office review the applications that are submitted to that office. A staff member will visit the organisation if it is a new application. A panel then discusses each application and makes recommendation to head office. A second panel at head office, which has representatives from the district offices, discusses the recommendations from the all district offices and makes recommendations. Management then makes the final decision and notifies district offices who inform applicants.

The DSSPA has a specialised sub-directorate on Social Policy: HIV/AIDS which is responsible for funding in respect of home- and community-based care (HCBC). The sub-directorate’s criteria for funding include that the organisation must:

- Have clear objectives, actions, time frames
- Fit departmental objectives
- Aim to strengthen the capacity of families
- Aim to strengthen community-based responses
- Promote protection for the most vulnerable children through provision of essential services
- Build the capacity of children to support themselves and encourage their participation
- Create an enabling environment for affected children and their families.

HCBC funding is available for:

- training
- stipends to volunteers/caregivers
- social relief and material assistance such as food and clothing
- income-generating projects
- psycho-social support
- peer education
- advocacy and awareness
- services to child-headed households
- support to women
- administration.

KwaZulu-Natal
In KwaZulu-Natal, organisations can apply for general funding at any time during the year from the Department of Social Welfare and Population Development. There is a set format for business plans that must be submitted as part of the application. The format is based on national guidelines.

The Department does not issue calls for proposals. Instead, development workers go out into communities and mobilise groups which they feel have met with all the requirements. The development workers assist these organisations to compile a business plan, which is then submitted as an application.

The organisation must also submit proof of registration as an NPO and its constitution. The development workers can assist organisations with registration. In fact, the provincial Department prefers organisations to register with their assistance, so that they can provide assistance through the whole registration, application for funding and monitoring process to avoid organisations making mistakes or following an incorrect process.

If the Department feels that a CBO is weak on financial management or other institutional issues, it may allocate some money for training to help staff and board members learn the necessary skills. In 2006, the Department aimed to train 500 developing CBOs in the province in this way so that they could meet the requirements for registration as an NPO. Development workers will also assist organisations to open bank accounts.

If an organisation successfully applies for funding on their own without the assistance of development workers, they will be required to accept guidance from the Department’s development workers after receiving funding.

The Department does not have a process for renewing funding. Instead the Department assesses the need at the initial stage of application and decides on the number of years to be funded.

Funded organisations must submit monthly reports which show progress on their year-one deliverables. (A database could help with this.) At present, the development workers assist organisations by submitting the progress reports on their behalf. The report must include a full financial reconciliation and details of activities. Organisations must also hold monthly and annual general
meetings and provide the department with minutes of the annual general meeting, details of the election process and audited financial statements.

After the first year, the Department will ask the organisation to use the same business proposal as before but provide more detail about addressing backlogs from year one to year two and plans for year two. The Department and the organisation will then sign an addendum to the first year’s agreement.

Funding is targeted to vulnerable groups in the province. The main foci are children, the elderly, people who are HIV positive, people with disabilities, and people who are unemployed. In respect of children, the focus areas are holistic development of children, establishment of crèches (ECD), shelters for children and street children, drop-in centres or community care centres (social support mechanism for HIV and AIDS), and foster homes. In respect of poor, unemployed people there is a special interest in funding employment or income-generation projects for caregivers of children receiving the child support grant.

When selecting organisations, preference is given to developing NGOs and CBOs in rural areas, so as to counterbalance the fact that most registered organisations are currently based in large urban areas.

To qualify for funding, an organisation must have premises from which it can operate. They should have permission for use of the property from the local authority or government if they are using local government property. If they are using the premises of another organisation like a church, they should have written permission from that organisation. If using a private building or property, a copy of the lease in the organisation’s name is required.

In 2006, the Department made R19,54 million available for development funding. Each year the amount increases by between R100 000 and R200 000. The Department also has R68m which was given in the form of a conditional grant by national government for the development of new welfare services. The Department funds a minimum of 40 organisations each year – often more. The amount allocated to an organisation depends, in part, on the number of people served.

When awarding funding, the Department sometimes builds in a mechanism that allows for extra spending for certain purposes, provided it is sanctioned. If the organisation wants to use the extra money, the Department first checks that the spending is still in line with the business plan. If the extra amount is R5 000 or less, it can be approved by a development worker. If it is more than that, it must be approved by the regional office. Valid quotations must be submitted for all expenditure.
The Department will fund equipment provided that it is for project purposes. Capital expenditures and motor vehicles are not covered. The Department also will not cover salaries. It will cover running costs and stipends.

Gauteng
In Gauteng, the Directorate Partnerships and Financing is responsible for funding of NPOs.

New applicants can submit their business plan at any time of the year. To renew their funding, they are required to submit a new business plan by 30 September each year. The application for funding (business plan) must be made using the prescribed formal application form, which is available from a provincial or regional office or the Department’s website. The application should also include:

- Proof of registration as an NPO
- Constitution
- Letter of assurance that the organisation implements effective, efficient and transparent financial management and internal control systems
- Audited financial reports
- A signed service plan agreement with objectives
- Details of partnerships, consortiums etc. Organisations are also encouraged to sign written agreements if they belong to any partnerships.

The priorities of the Gauteng DSD are:

- Rebuilding of families, communities and social relations
- Poverty eradication programmes
- Programmes that respond to all forms of violence against women and children
- Support for people living with HIV/AIDS as well as those affected such as children orphaned as a result of AIDS
- Programmes that reduce youth criminality and youth unemployment
- Services to people with disabilities
- Services to older persons.

Funded organisations must submit narrative progress reports, claim forms/registers and cash flow statements every six months. The narrative report should include the following details:

- A description of services rendered
- Details of beneficiaries
- People or organisations targeted
- Programmes implemented
- Staff utilised.

Audited financial statements must be submitted annually.
The Gauteng DSD covers the costs of projects (including awareness campaigns), administration, equipment and staff. In terms of staff salaries, the Department stipulates the annual salary for employees in different categories. For example, a social worker should be paid R72,000 per annum. Administration costs are also stipulated, i.e. an organisation should use not more than R22,000 of the total funding for administration costs. For equipment, a total amount for each item required by the organisation is stipulated. No funding is given for building purposes. Organisations are funded for one year at a time.

In 2006, the total amount available for NGOs in Gauteng was about R400m. Of this, R42m was allocated for ECD, R48.5m for children’s homes, and R8.7m for shelters for children.

**Free State**

The audit revealed that in Free State the provincial Department of Social Department has a form that organisations with caregivers must fill in and send back to them reporting on child-headed households. The units in this form represent households. The background details of the children including names and sex of each child in the household, age of eldest child, age of youngest child and school information are required. The second section is the actual report which asks the following:

- How was the child-headed household identified?
- Are any services rendered to this household currently?
- If yes, which organisation is rendering the service and what is the nature of the service?
- Comments and observations regarding the family
- Name of person who lodged the report
- Organisation contact details (telephone, address).

### 3.3.2. Applications for subsidies

Regulation 38 under the Child Care Act says that a grant/subsidy may be paid to an organisation that provides specified services. Government is not obliged to pay a subsidy to every organisation that is registered for specified services.

The regulations state that the amount of the subsidy is calculated according to a formula that is based on the number of days a child is to be cared for. The DSD pays a subsidy for 220 days of a calendar year and at a fixed unit cost per child per day. Subsidies will not be paid for children who are absent for longer than six weeks. A database can help you record which children are present each day.

All the **Western Cape** registration forms state upfront that registration does not automatically lead to subsidization, and that you must fill in additional forms if you want to be subsidised. These additional forms are the same ‘service plan’ forms that you fill in for non-subsidy funding and that are described above.
Organisations providing professional social work services to children and families are funded in terms of approved social worker posts. The funding level for an approved social work post is R72 776.25 per year. Additional funding up to a maximum of 25% is allocated for administrative expenditure.

Organisations providing children’s homes are funded on a unit cost basis of R1 100 per child per month. The allocation is based on the number of children registered at the home and the money paid in 12 monthly instalments. For monitoring purposes, the home must submit a report each month giving details of resident children.

Organisations offering ECD services or places of care are also funded on a unit cost basis, at R6,50 per day per child. The organisation must submit details of children enrolled at the centre at the start of the school year. This is used to calculate the funding allocation. The amount approved is determined by the age group of the children enrolled, the number of dependants in the family, the gross income of parents or grandparents as well as the total number of days of attendance at the facility. To qualify to have the R6,50 paid, the monthly income criteria are as follows:

- 1 dependant: must be less than R1 200
- 2 dependants: must be less than R1 500
- 3 dependants: must be less than R1 800
- 4 or more dependants: must be less than R2 100.

For the 2006/07 financial year, the Department allocated R159.7m for child care and protection services for children. Some of the Department’s other programmes also provide funding to NGOs that deliver services to children.

As in Western Cape, the general application process for funding is similar in KwaZulu-Natal. Even where these organisations receive ongoing funding, they must submit annual business plans. In addition, each year the Department will conduct a full welfare evaluation of all funded organisations.

The total allocation for subsidies in KwaZulu-Natal is R350m per annum, of which R50m is for ECD. Funds for ECD are allocated per child. R11 is allocated per child for each day of attendance.

Unlike other funding, organisations are paid the subsidy money on a monthly basis and must submit monthly claims. The monthly claim served as a financial report as it includes details of services and children who attended each day.

As with other funding in KwaZulu-Natal, capital costs will not be covered in subsidy funding. The organisation may, however, be allowed to purchase a vehicle if it is part of the approved business plan.
In **Gauteng**, new applicants can submit their business plan for subsidy funding at any time of the year. Once organisations are registered by the DSD, there is no need to reregister each year, unless extending their services. To renew their funding, they are required to submit a new business plan by 30 September each year.

Registers of children must be submitted so that the Department can calculate the amount of funding to be provided. If an organisation provides care for 75% or more children of their potential capacity, they receive the total amount of funding. If they provide care for less than 75% of their capacity, they receive a specified amount per child, i.e. R9 per child per day.

The Gauteng Department will assist with funds for furniture and facilities for new crèches. The Department does not, however, fund salaries or building costs. Salaries may be covered by funding from the Department of Education, but this is likely to be only for services to children in Grade R.

### 3.4. Applying for funding from Department of Health

Funding is available from the provincial Departments of Health in Western Cape, Gauteng, KwaZulu-Natal, Eastern Cape and Limpopo for organisations providing HBC. The money for this comes from the EU and United Kingdom’s Department for International Development (DFID) as part of the six-year Partnerships for Health programme which tries to strengthen the way in which government and NPOs work together. This programme is also described in the section of the booklet describing non-government funders. In the case of HBC the plan is that nurses at clinics or other health centres will refer patients who need care in their home to an NPO that can provide this care. In addition, in some provinces the Departments of Health allocate money from their own budget for HBC.

#### Western Cape

In Western Cape the European Union (EU) HBC programme and funding is managed from the Woodstock office of the Department of Health. (See section on non-government funders for more detail on the EU programme.)

In Western Cape the Department of Health places an advertisement in the paper calling for proposals once a year, in December. All organisations that fit the criteria can apply for funding. The most important of the criteria are that the organisation must have existed for at least a year, must have financial accounts for at least a year, must provide the last financial audit if they have had one done, and must be registered as an NPO with the national DSD. They must also provide the services covered in the call for proposals.

The Department organises a compulsory session for all who are interested in applying. At this session organisations are told the criteria, given the proposal format, and told how to complete it. The organisations then submit proposals and the Department decides the amount to be given. The proposal must give
details such as how many people are employed, the area served, the services offered, and previous amounts spent. The Department calculates the funding amount based on these details. For example they have set amounts for supervisors and carers.

After the decision has been made as to who is to be funded, these organizations are again called together. After that meeting, the contracts are finalised.

As noted above, the programme is currently funded by the EU. The EU is, however, gradually withdrawing in some areas while it expands in others. In Western Cape metro region the HBC programme will soon be funded by government instead so that the EU funds can be used for the poorer, rural areas. This will affect the funding amounts available in the metro region. For example, the EU gives additional amounts for items such as cellphones, kits and uniforms. The Department will not cover these costs. Even now, the Western Cape website on the programme notes that it will not cover all ‘hidden’ costs because it does not want to encourage a ‘dependency syndrome’. So, for example, government expects the NPO to contribute to covering transport costs of volunteers.

Although the HBC is a national programme, and is meant to be ‘comprehensive’ (i.e. cover all types of care), each province can choose what to focus on. In Western Cape there is very little emphasis on OVCs, while these are catered for in other provinces.

KwaZulu-Natal

Previously the KwaZulu-Natal provincial Department issued a call for proposals in respect of HBC and organisations had to submit their proposals along with a business plan. The Department realised that this system was inequitable as organisations lacking in capacity, usually from rural areas, were unable to meet the formal requirements and therefore did not receive funding.

In 2006 the system was replaced by ‘service level agreements’. The Department now issues a call for ‘expressions of interest’, which do not depend so much on the ability of organisations to draw up high-quality proposals. Organisations must submit their details, and the Department decides which organisations it will support. The Department intends issuing a call for expressions of interest once every year.

In addition to their plans, organisations must submit:
- Proof of NPO registration
- Constitution of the organisation
- ID of signatories
- A bank statement. If the organisation does not have a bank account, they are encouraged to open one.
- A declaration (at the district office) that the organisation is operational and implements projects in an effective, efficient and transparent manner.

- Description of all relationships with other organisations, e.g. partnerships, mentorships and consortiums.

If the organisation has been previously funded, the Department will request audited reports. If an organisation has not been previously funded, the Department will not insist on audited reports.

Funded organisations are required to submit financial and narrative monthly. The financial report should include all expenditure details and should have all relevant documentation attached. The narrative report should include details of services rendered, campaigns held, and number of caregivers in their employ. The Department also funds the costs of standardised training so the organisation should also include details of any trainings held. The narrative report should include details of challenges that the organisation faced. For example, national government stipulates that NGOs should pay unemployment and workman’s compensation costs. This is not included in the funding but if organisations fill in these details in their report, they might be able to claim the money back from the Department.

The available funding is currently divided equally amongst all the districts who then allocate the funding to organisations. This process is flawed as districts with a smaller population or fewer problems are allocated the same amount as districts with a higher population and greater problems. In future the Department will implement a system in which districts will be required to perform a situational analysis and grants will be awarded in proportion to demand.

R25m is allocated for HBC in KwaZulu-Natal per annum. Of this R1.1 million is currently allocated to each district, with approximately R250,000 going to individual organisations.

The funding covers administration costs (including salaries) and project implementation costs only. Building and equipment costs are not covered. Administration costs can include salaries for essential staff members, telephone and fax bills, stipends, electricity bills and the cost of routine awareness campaigns held each year. Of the total funding, 60% should be used for project implementation, 10% for running costs and the rest for salaries.

Gauteng
Gauteng is one of the provinces covered by the European Union (EU) HBC programme described in more detail in the non-government funder section of this booklet.
Funding for the EU programme in Gauteng was delayed. As a result, organisations that applied during 2005 only received their first funds in the second half of 2006. At the time of writing these guidelines, it was not clear when money would be available to allow Gauteng to accept further applications.

When funds are available, the Department advertises in the Sowetan and Sunday Times and asks that interested organisations attend a briefing session. At this session, organisations are given copies of the prescribed application form as well as other guidelines.

Funding is available for organisations doing home-based care, counselling, and voluntary counselling and testing. The programme has also funded one organisation working on nutrition, one providing orphan care, and one providing directly observed treatment for tuberculosis.

The Department prefers to fund smaller, community-based organisations. Where it gives funds to larger organisations, the funding is for these organisations to mentor smaller ones until they no longer need the help of the bigger ones.

Applicant organisations must have NPO registration, audited reports and a functioning board. For audit purposes, the Department prefers that organisations use auditors contracted and approved by the EU. Organisations must provide references when applying.

For the last round of funding, approximately R22,05m was available in Gauteng. Funding for a single organisation ranges between R212 000 and R644 000 and is paid in three tranches.

Organisations must submit monthly financial reports. These reports must show clearly what was bought with the money, for example how many meetings were held and what they cost, how many staff were employed at what expense, how much was spent on travelling, and how much was spent on care packages and other supplies. Organisations must also report monthly on their activities. If they are providing HBC, they must specify the different types of care they have provided, for example, how many people they have helped who are very will, how many who are ill but can do some things for themselves, and how many they see monthly to check that they are taking their medication. If the EU funds are being used for payments to carers, the organisation must report how many carers were active during the month.

The EU funds cannot be used for any building costs except maintenance. The costs of a vehicle would only be covered if the organisation was providing mobile services. The Department is, however, not currently funding any mobile services.
The Department of Health in Gauteng also provides further funds to organisations working on home-based care. This funding is not part of the EU programme. Instead, the money comes from the province’s own budget.

The Department advertises in September or October each year for submission of applications. The advertisements are placed in all national and local newspapers and run for four to six weeks.

Only registered NPOs can apply. Applicants must use a prescribed format, which they can get from regional or district offices. In addition to the form, organisations must submit:
- Work / business plan
- Constitution
- List of board members
- Bank details (including the type of account – e.g. transmission). The Department will not pay money into personal accounts, so the organisation will need a cheque account if it is successful.

The Department requires audited financial statements but does not insist on this for new organisations. If the organisation has never been funded before then audited reports will not be required, but the organisation must operate for one year before applying so that it can provide some financial reconciliation. After this, monthly and quarterly reports will be used to assess progress, and audited reports must be submitted three months after the end of the financial year in which the Department provides funding.

Organisations that qualify for funding are awarded funding for one year only. Currently funded organisations that are performing well can reapply for funding. The Department is planning to change the rules so that organisations can be given three-year contracts.

There are no preferences in terms of the type of organisation funded, but the Department does pay particular attention to coverage. References are not required. Organisations must apply to their region and the regional office forwards the application to the sub-district. The sub-district staff will indicate if they know the organisation and if there is a need for HBC services in that area. They will also visit the organisation to check that it is operational.

The organisation must have an office to operate from that is close to the organisation’s service area. This is necessary because transport costs are not covered by the funding so caregivers must be able to walk to all homes within the area served. The organisation should also only employ caregivers trained by the department on their 69-day course.

The Department is concerned that most of the current caregivers are women. This sometimes poses cultural problems, as elderly men do not want to be
cared for by young women. The Department thus supports organisations that recruit more male caregivers.

In 2006 the Department was funding 211 NGOs in respect of HBC. The total amount of funding for HBC was R26m. Funding for a particular organisation is based on the number of health workers employed. The Department works on a prescribed ratio of one health worker to a maximum of 10 patients. Organisations are paid R1 000 per month per health worker. In some cases more or fewer health workers are allowed, depending on the area and the organisations fund-raising efforts.

Funded organisations are required to submit monthly reports to their regional office and quarterly reports to their provincial office. Reports must be done according to a prescribed format that is available from provincial and district offices.

Reports should include financial and narrative details. In terms on statistics required, the Department would like to see details such as:

- The number of visits made (patients)
- The number of referrals made to hospitals and clinics
- The number of visits by a professional nurse or doctor

A database could help with reporting on these items.

The Department is prepared to cover administration costs of up to 5-7% of total funds, some equipment with prior approval, project costs (including the payment of stipends) and rental costs. Once the expenditure items are approved, they cannot be changed without written approval from the Department.

3.5. Individual grants

Individual grants must be applied for by the individual concerned, so this is not money that you, as an organisation, can apply for. It is nevertheless useful to know something about these grants as this will assist you to advise the people you work with in the community.

There are eight categories of grants for poor people and people with special needs:

- child support grant
- care dependency grant
- foster care grant
- old age pension
- disability grant
- grant in aid
- war veteran’s pension
- social relief of distress.
In this booklet we focus on the first three, as they are targeted at meeting the needs of children.

All the grants except the foster care grant are means tested. This means that they are only available for people with less than a specified income. The amount of each of the grants is increased in April of each year.

The **child support grant** is available to any South African citizen or permanent resident who takes care of a child under the age of 14 years. The amount from April 2006 is R190 per month. The child must also be a South African citizen or permanent resident. To qualify, the person who cares for the child:

- must not receive any other income for the child such as maintenance from the other parent or inheritance;
- must, together with their spouse, have a combined monthly income of less than R800 per month if they live in an urban area, or less than R1 100 if they live in a rural area or informal settlement.

The **care dependency grant** is paid to South African citizens and permanent residents who care for children between 1 and 18 years who are severely disabled and need 24-hour home care. The Department says that children who are chronically ill with sicknesses such as HIV and AIDS can also get this grant. The amount of the grant from April 2006 is R820 per month. The applicants can be parents, foster parents or people who have been made caregivers by the court. Unless the caregiver is the legal foster parent of the child, the caregiver will only qualify if their income is less than R4 000 per month. If the child receives an income, they will not qualify for a grant if their income is more than double the grant amount.

The **foster care grant** is given to the caregiver of a child who is not the child’s parent by birth. Anyone who looks after a child who is not their own can apply to become a legal foster parent. You do not have to be a South African citizen to apply for the grant. The grant is usually for children under 18 years of age. The age limit can be extended to 21 years if the child is still at school. The amount of the grant from April 2006 is R590 per month. The income of the foster parent is not taken into account. If the child receives an income, they will not qualify for a grant if their income is double or more than the grant amount.

To apply for a grant, a caregiver needs the following documents and information:

- Proof of income: If the caregiver is employed, they need a salary slip or a letter from their employer saying how much they earn. If they are unemployed, they need to make an affidavit to prove they do not have an income;
- A 13-digit birth certificate for the child if they are applying for a grant for a child in their care;
- A death certificate if one or both of the child’s parents are dead;
A 13-digit bar-coded South African identity document of the person who is applying for the grant;

Their marriage certificate or divorce order, if applicable.

If a caregiver is applying for a child support grant and the child is not their own, they need to make an affidavit at a police station to prove that they have permission from the parents to take care of the child.

If a caregiver is applying for a care dependency grant, they need a medical report saying what is wrong with the child. They can get the medical report from the district surgeon at the clinic or hospital nearest where they live.

If a caregiver is applying for a foster care grant, they must have proof that they are a legal foster partner. To get legal permission to foster a child, they must apply to a social worker working for government or a welfare organisation in their area. The social worker will visit their home and meet with other members of the family to check that they will be a suitable foster parent. The social worker will write a report that will go to the children’s court. The court will then decide whether or not the child should go into their foster care. If the court decides that this should happen, they will be given a court order. This will allow them to foster the child legally. After the child is placed in their care, they will be contacted regularly by the social worker to check on how they are caring for the child.

There is no charge for applying for any of the grants. All applicants must apply for grants at the service office nearest to where they live and should be paid from the nearest paypoint. Applications to change pay points can be done at the pay point, through the help desk staff, or at the district welfare office.

An applicant can choose to get paid through the bank, through the post office or at the welfare office, or they can collect your money in cash from a pay point. They can find out where the nearest paypoint is when they apply for the grant. They should get a receipt when they apply for a grant. This is proof of the application.
4. NON-GOVERNMENT FUNDERS

4.1. Nelson Mandela Children’s Fund (NMCF)

Contact details:
Telephone: 011-274 5600
Fax: 011-486 3914
Address: 21 Eastwold Way, Saxonwold, 2197, Johannesburg
Web-site: http://www.nelsonmandelachildrensfund.com/

In 2005 NMCF decided to change to issuing calls for proposals rather than allowing organisations that want funding to send in requests at any time of the year. The organisation made this decision so that applications can be handled more smoothly and so that applicants can be clearer about the requirements. The call for proposals is posted on the NMCF’s website and also advertised through radio and roadshows. The closing data for the first call was 31 August 2005, in respect of funding for 2006. The NMCF did not issue another call in 2006 because it was deciding whether to continue with this approach. Organisations which were given funding after the 2005 call were funded on a three-year cycle. They will need to reapply after the second year (2007), at which time the NMCF may also accept new applications.

NMCF’s call asks that organisations first submit a concept paper that describes what they do. This information is then entered into a database of organisations working on NMCF’s focus areas. Grantees are chosen by the Grants Committee from among the organisations on the database.

The concept paper must give the following information:

_ Organisation’s profile, including an organogram and the number of years in operation
_ Contact and registration details
_ Geographical areas of operation
_ Programme outline, theme and activities
_ Specific tasks, implementation time frames and indicative budget
_ Organisation’s past experience in similar activities
_ Names of current and previous funders over the last three years.

The NMCF’s target group is children and youth up to the age of 22. The programme focus areas are:

_ Well-being of the child: Promoting a rights-based, nurturing, caring, safe and supportive environment for children and youth
_ Disability: Improving the quality of life of disabled children and youth, facilitating their integration into mainstream society;
Leadership and excellence: Promoting leadership potential, excellence, talents and enhancing civic participation

Skills development: Improving skills development for children and youth to increase employability and participation in the formal economy.

The focus areas thus do not mention HIV/AIDS or OVCs directly. Nevertheless, work with OVCs can easily fit into these focus areas, specially the first one.

NMCF will only fund an organisation if it is a registered non-profit organisation (NPO) with a tax registration number and is able to provide audited reports. It does not have any special preferences in terms of NGO vs CBO, urban vs rural, or large vs small organisations.

The Fund allocates between R30m and R38m per annum. The amounts granted to individual organisations range from R200 000 to R1m per annum, granted over a three-year cycle. NMCF will not cover costs for building and construction. It will, however, cover a small amount for equipment and 20% of the money can be used for administration costs. The rest must be used for project work.

After being granted funding, organisations must submit both narrative and financial reports twice yearly. At the end of the three years the organisation must submit a full financial report.

4.2. National Lottery (Lotto)

Contact details (head office):
Telephone: 011-715 5000
Fax: 011-715 3300
Address: 16th Floor, SABC Radio Park Building, Henley Road, Auckland Park, Johannesburg
Web-site: http://www.nationallottery.co.za/default.aspx

Contact details (National Lottery Distribution Trust Fund):
Telephone: 012-394 3440
Fax: 012-394 0222
Address: Private Bag X101, Brooklyn Square, 0075, Pretoria
Web-site: http://www.nlbt.org.za

The National Lottery usually issues a call for applications once a year through all national newspapers. Organisations can ask for a copy of the advert to be sent to them either by email or collected from Lotto offices. The advertisements give the guidelines that applicants must follow.

The Lotteries Act states that funding will be provided in terms of five sectors. There are some differences between application procedures for the different sectors, but all of them use the following basic format:
_ Form 03/1 completed and signed (You can get a copy of this form from the Lottery)
_ Project summary, in suggested format, maximum of one page
_ Project business plan/proposal with budget and supporting documentation
_ Founding documents e.g. constitution, articles of association or trust deed
_ Signed audited financial statements for the most recent two years
_ NPO registration certificate.

Each organisation can submit only one application in response to any call for applications. A single application can, however, include several different projects. The application can be for a maximum of two years at a time. Usually, however, funding is only given for one year at a time.

Regulations promulgated in mid-2002 specified what percentage of the lottery funds should go to each sector, as follows:
_ Reconstruction and Development Programme: 15%
_ Charities: 36%
_ Arts, culture and national heritage: 22%
_ Sport and recreation: 22%
_ Miscellaneous purposes: 5%.

The second category, which is the biggest in monetary terms, will be the relevant one for most organisations working with OVCs.

Within the five broad sectors, there are specific focus areas. For the charities category, the current areas are as below. The preferences can, however, be changed by the distributing agent for each sector, who are appointed on a five-year basis. The current areas are:
_ Development of under-developed social service organisations and groups
_ Literacy and numeracy programmes (adult basic education and training)
_ Organisations supporting or assisting school-going children in underprivileged communities
_ Community and residential programmes for children; the youth; women; families; the chronically/terminally ill; older persons, people with disabilities, drug, crime prevention and rehabilitation programmes; and HIV/AIDS prevention and treatment programmes
_ Projects aimed at meeting the basic needs of a community
_ Sport: All sport organisations, federations, clubs, schools, municipalities, tertiary institutions and sport councils.

For all sectors, preference is given to applications from organisations working in areas that are under-developed and under-resourced. For the arts sectors, preference is given to applications from rural areas and from Eastern Cape,
Free State, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape and North West provinces.

All sectors accept applications only from registered non-profit organisations and require audited financial statements for the most recent two years. Organisations that are not able to meet these requirements are asked to apply in partnership with established organisations. The two organisations must sign an agreement which says that all relevant documentation will be submitted in the name of the partner organisation that meets the Lotto’s requirements.

Each week the licensed operator of the National Lottery transfers part of its revenue from ticket sales to the NLDTF according to a set formula. Over the 7-year licence period of the operator, they transfer an average of 30% of proceeds of ticket sales (excluding VAT). The money transferred in any one year is then available for distribution to organisations in the following year.

In 2005, a total of about R1,2bn was available for funding. Of this, R505m was allocated for the charities sector. The amount for individual organisations ranged from R1 000 to R30m per organisation.

Like other funders, Lotto asks for both narrative and financial statements. All the rules about reporting are described in the contract signed between the organisation and the distributing agency. In particular, the contract says that the financial statements must specify in detail how Lotto funds were used. If there is a change to the original budget submitted with the application, the organisation must submit an official request to make this change to the distributing agency.

The National Lottery will consider funding for most things, including core costs, running costs and some equipment and building costs. It might, for example, approve funding for building a crèche. The only cost that Lotto will never approve is funding for the formation of a for-profit organisation.

4.3. National Development Agency (NDA)

Contact details:
Telephone: 011-718 5500
Fax: 011-403 2514/5
Address: 122 De Korte Street, Braamfontein, Johannesburg
Web-site: http://www.nda.org.za/

The NDA uses requests for proposals as it feels that this makes things easier for organisations by providing clear instructions and assistance where necessary. The NDA issues a call for proposals twice a year – in June and September, depending on the funds they have available.
There is a standard application form, which is available from the NDA Office or the NDA website. All project proposals must contain the following information, which must be included on the application form:

- Project description
- Project objectives
- Project justification
- Project implementation methodology
- Expected results
- Project sustainability
- Governance (e.g. board of trustees)
- Budget

In addition, organisations must provide:

- Proof of registration as an NPO
- Constitution
- Details of any partnerships
- A memorandum of agreement in respect of any partnerships

The NDA’s focus area is community-driven projects that contribute towards the eradication of poverty. Its target sectors are economic development and food security. It is especially interested in organisations that can show how they are involving women, youth, people with disabilities, and people living with HIV/AIDS.

The NDA does not have preferences in terms of the type of organisation it funds, but is not keen to fund large NGOs which do not have direct contact with a community or constituency. In addition to NGOs, CBOs and faith-based organisations, it also funds organisations registered as cooperatives.

The NDA does not require audited reports as a prerequisite for funding because this would prevent its funding new organisations. For such new organisations, NDA requests an audited report only after a year of funding.

The NDA does not ask for references. If, however, the NDA wants to check on the credibility of an organisation it does not know, it may make a special request for references.

The total amount of funding provided in 2005 was R69m. Individual organisations are usually allocated between R400 000 and R800 000 per year. Most organisations are funded for between 18 and 24 months, but the funding period can be as long as three years.

Organisations are required to submit both narrative and financial reports every six months.

NDA covers all types of costs, depending on the need and the budget in the application. For example, the NDA will cover building costs for poultry pens
and equipment costs for a tractor if they are related to the project. A maximum of 7% of the budget can be allocated for administration costs.

4.4. AIDS Foundation of South Africa (AFSA)

**Contact details:**
Telephone: 031-2772700  
Fax: 031-2029522  
Address: 237 Musgrave Road, Musgrave, Durban  

For new organisations wanting funding, AFSA issues calls for applications via its website, provincial networks and other local networks. It issues these calls when the Foundation has money available for distribution. Because AFSA itself depends on funding from other funders, it cannot predict when money will be available and therefore does not have a set time for issuing calls.

For organisations already funded by AFSA, AFSA asks that new work plans and budgets be submitted two months before the new grant cycle will begin.

AFSA’s target is small community-based organisations. Often these organisations do not have the skills to fill out long complicated application forms. AFSA therefore first asks that organisations submit a narrative proposal. It uses these narrative proposals to see which organisations might qualify for funding. The organisations that qualify are then given assistance to fill out a formal application. Assistance can be given through visits from the project officer or community workshops on the application process and objectives.

For the second step of the application process, organisations must provide the following:
- Constitution  
- Bank account details  
- Signed authorisation that obliges the organisation to contract a financial auditor  
- Bank confirmation with three signatories  
- Work plan and budget.

Applicant CBOs need to be engaged in one or more of the following activities:
- Prevention  
  - Peer-based behaviour change interventions;  
  - Gender interventions targeting both the girl and boy child, gender-based violence, and men as partners;  
  - Culture and health interventions targeting traditional healers, traditional leaders, initiation schools, and customary gender roles.
Care and support

- Home- and community-based care interventions: e.g. training, palliative care, directly observed treatment (for tuberculosis), treatment literacy & anti-retroviral compliance education, and counselling;
- Care of orphans and vulnerable children interventions: e.g. early identification of vulnerable children and succession planning, facilitating kinship and community foster care, assistance with social grant applications, psychosocial support (bereavement counselling and play therapy) and monitoring the well-being of children;
- Poverty alleviation interventions: e.g. promoting and providing training in respect of food security, assisting families to access social grants, and income generating activities.

In addition to the above focus areas, AFSA also focuses on the cross-cutting issues of advocacy and income-generating initiatives.

AFSA currently supports CBOs working in KwaZulu-Natal, Mpumalanga, Limpopo, Eastern Cape, Northern Cape and Free State. Preference is given to CBOs working in poor and under-serviced regions of the country, and those with high HIV prevalence rates.

Unlike some other funders, AFSA is prepared to fund organisations that start on a 'zero basis' i.e. that have never been awarded funding before. It is for this reason that AFSA does not insist on audit reports as a prerequisite for funding. In the case of 'zero basis' organisation, AFSA assesses the organisation's purpose and service provision within the community and does a basic needs assessment. AFSA also contracts local clinics and voluntary counselling and testing (VCT) sites to offer support to the new organisation.

Similarly, if organisations are not yet registered as NPOs, AFSA takes on the organisation as a ‘project’. It provides financial assistance and development support for a year during which time it assists the organisation with meeting the legal requirements of an NPO. This includes assistance with adapting the model constitution so that it fits the organisation and the organisation understands and is satisfied with it. At the end of the year, once the organisation has met all the legal requirements, it can register as an NPO, contract an auditor and apply for further funding.

AFSA provides approximately R12m per annum to CBOs in South Africa. Each organisation is allocated between R120,000 and R250,000 over a three-year period. Larger organisations are sometimes funded over a five-year cycle.

Even though the funding is for several years, contracts to release funds must be signed each year. This allows the Foundation to withhold funds if CBO partners fail to comply with their obligations. AFSA also reviews the funding on
an annual basis to protect itself against providing ongoing funding to organisations that are not performing.

AFSA requires narrative reports on a yearly basis detailing short- and long-term results. Financial reports with detailed statistics must be submitted every three months.

AFSA’s own funders specify what their money can be used for. Most of AFSA’s funders do not want their money to be used to cover capital expenses. AFSA’s own policy discourages the use of funding for building unless it is used for rental of premises. The only equipment organisations can cover with AFSA funding is computers, but AFSA usually tries to get donated computers for the organisations instead. In terms of administration expenses, a maximum of 20% of the funding can be used to pay salaries. The majority of the funding should be used for project purposes.

4.5. President’s Emergency Plan for AIDS Relief (PEPFAR)

Contact details:
Telephone: 012-4314240
Fax: 012-3422190
Address: US Embassy, PO Box 9536, Pretoria, 0001
Website: http://pretoria.usembassy.gov/wwwhpepfar.html

PEPFAR gives large amounts of money to South African institutions and organisations. In this booklet we focus on the US Ambassador’s HIV/AIDS Small Grants Programme as this is the most likely source of funding for local organisations working with OVCs. The Small Grants Programme assists small grassroots, community-run projects in all nine provinces, including projects run by faith-based organisations and groups of people living with HIV/AIDS. Organisations that are already receiving direct funding from the US government from another source cannot get money through the Small Grants Programme.

PEPFAR has other routes for funding of larger NGOs. In the audit we heard that the National Association of Child Care Workers’ Isibindi project was being supported by PEPFAR. PEPFAR had provided NACCW with an electronic system for monitoring and evaluation, and trained them to use it. PEPFAR also required that their annual report be based on a standard 23-page format covering prevention work, treatment work, OVC care work, among others. NACCW only completes the pages that are relevant for the services it is providing. The care section, which is most relevant for NACCW, includes the number of OVCs receiving education, economic, food, health care, legal, and psycho-social report, as well as the number protected from abuse. Reporting for the Small Grants Programme should be simpler than for larger organisations.
Organisations can submit proposals to the Small Grants Programme at any time of the year, but there are cut-off dates for submission if you want funding in a particular year. For example, the cut-off date for organisations wanting funding for 2007 is 1 March 2007.

The two-page prescribed application form is included in the short document describing the Small Grants Programme which is downloadable from the web. The application form asks for a budget divided into pre-specified categories. It also asks how the community will contribute through giving cash or in other ways, for example through volunteer labour. And it asks for measurable results.

In addition to the application form, organizations must submit:

- Detailed history of the organisation and project, describing when it started, what it has achieved, and how the community supports it
- Constitution
- List of committee members with names and addresses
- Map showing how to get to the project from a major road
- Bank account details
- Quotations for all items and services for which you are requesting funding
- Proof that the project is legally entitled to use the land, for example signed lease agreement or land deed

HIV/AIDS Small Grants funding focuses on two categories of activities:

- Supporting OVCs
- Supporting community-based HIV/AIDS palliative care and home health care.

The CBOs must be focused on service delivery of some sort (e.g. training people, aiding orphans). Other criteria are that the organisation or project must:

- Be community driven
- Benefit a large number of people
- Get a contribution of labour, money or materials from members of the local community
- Be within the means of the local community to operate and maintain
- Be able to be implemented and have impact within the one-year grant period.

In 2006, PEPFAR’s budget for South Africa was US$221m. Only a portion of this money was allocated to the Small Grants Programme. Some of the rest of the money goes to government, some goes to larger NGOs, and some goes to organisations, such as the Nelson Mandela Children’s Fund, that may then channel some of the money to smaller organisations.
Each organisation funded by the Small Grants Programme usually receives between US$5 000 and US$10 000 per year, but in some cases PEPFAR gives as much as US$20 000. In special cases, grants will be extended for up to three years. After the end of the funding period, PEPFAR expects the project to be able to continue on its own or with the help from the community.

PEPFAR is much stricter than most other funders about measurement and statistics. All organisations must include clear target results in their application, and must report on results twice a year, in March and September. For example, for OVC, you could have results in terms of the number of OVC programs, number of OVC served, number of providers/caretakers trained. And you could set the target of assisting 100 OVCs with services over the one-year period in which you receive the grant. You could use a database to help you record your service delivery so that reporting is easier and more accurate.

You can apply to the Small Grants Programme for funding to cover the following type of costs:

- Ongoing administrative or operating costs, such as stipends or rent if these are small
- Home-based caregiver kits and medical supplies
- Training for staff and volunteers
- Prevention and awareness campaigns, workshops, and outreach sessions
- Equipment for OVC centres
- Educational materials and training supplies.

The Small Grants Programme will not cover building or vehicle costs.

4.6. European Union (EU)

**Contact details:**
Telephone: 012-3123250
Fax: 012-3120176
Address: Office 326 3rd floor, Hallmark Building, corner Andries & Proes or Vermulien and Andries, Pretoria

The EU provides a range of different types of funding in South Africa, to both government and non-government organisations. This booklet focuses on the EU’s Partnerships for Delivery of Primary Health Care (PDPHC) programme. This programme provides funding to NGOs, with the money channelled through provincial departments of health.

The EU issues a call for proposals once a year at a time that allows funding to match the South African government’s financial year (April to the following March). The call is issued through national newspapers.
Organisations must submit applications using a prescribed format. The format can be obtained from the district offices of the Department of Health. (A web-site is being constructed, but the EU prefers that organisations collect the form from district offices.) The following details are required:

- Administration details: such as the name of the organisation, registration number, address, contact details.
- Organisational details: a brief background to the organisation and its objectives
- Board members: Names and number (they should not be ‘friends and relatives’)
- Carers: Number
- Staff: Number
- Objectives of the proposal
- Workplan
- Budget.

Organisations must also provide:

- NPO registration certificate
- An audit certificate
- Constitution
- Bank details
- Physical address.

An organisation can apply for funding only after it has been in operation for one year.

When reviewing applications, the EU looks at whether the district needs the particular organisation and services. It also checks if the organisation is providing real on-the-ground service to communities.

The overall aim of the programme is to strengthen district health service delivery through primary health care partnerships between government and NGOs and CBOs. In particular, the aim is to include HIV/AIDS in the primary health care system. Target provinces are Limpopo, KwaZulu-Natal, Eastern Cape, Gauteng and Western Cape.

The overall focus is decided upon at a national level but details are decided at provincial level. In terms of children, the focus is on OVC.

Geographically, the focus is mainly on NGOs serving rural organisations. There is no preference for large and small organisations as the larger organisations are seen as being able to support the smaller less established ones. There is also no preference for NGOs vs CBOs.
The EU provides R120m per annum for this programme each year, of which R80m is passed on to non-profit organisations. Individual organisations receive between R350 000 and R700 000 per year. The EU provides funding for a minimum of three years, and funds some new organisations each year. Organisations that have been funded for three years may be re-funded for further years.

Annual narrative reports are required, as well as monthly financial reports which include numeric indicators, such as number of patients, showing the organisation’s progress. If the organisation has a database, it might assist in providing these indicators.

The EU allows 7% of the funding to be used for administrative costs such as running costs and equipment such as computers and furniture. The EU funding cannot be used for building or to purchase cars. Staff salaries can be covered, up to a total of five administrative staff – the manager, a home-based care person, a finance person, a cleaner and the receptionist. In addition, one carer will be allowed for every eight patients, as this is the Department of Health’s national norm. So if an organisation is providing care to 100 patients, they should have about 12 carers in their employ. They organisation will need to motivate if there are additional carers. These ratios obviously only apply to organisations that are dealing directly with patients. Besides the above costs, the rest of the funds should be used for project purposes.