

SERVICE SPECIFICATIONS 2011/2012

CATEGORY OF SERVICE: SERVICES TO CHILDREN

SERVICE DESCRIPTION:

24-HOUR TELEPHONE SERVICES TO CHILDREN IN NEED (CHILD LINE)

DISTRICT: FREE STATE PROVINCE

AREA

Name of Town(s)	All towns in the Free State Province.
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AIM

Aim of Service/Project	To provide and maintain a 24-hour emergency telephone line for Children and their Families.
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SERVICES REQUIRED

Target Group (s)	Target group consist children and families in need.
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OBJECTIVES AND OUTPUTS REQUIRED

Objective (s)	Output(s)
A 24-hour emergency telephone line for Children and their Families.	<ul style="list-style-type: none"> • Marketing of the service. • Training of telephone counsellors. • Screening/assessment of all incoming calls 24 hour a day. • Referral system to relevant stakeholders in place, e.g. Department of Social Development, NGO's, SAPS, etc.; and link with the after hour crisis services in districts. • Monthly statistics and information on calls received, assessed and referred in place. <p>Types of services:</p> <ul style="list-style-type: none"> • Telephone Counselling <p>Work methods: Marketing/Information Training/Supervision Management and administration Use of personnel and volunteers.</p>

FUNDABLE ACTIVITIES / ITEMS

<ul style="list-style-type: none">• Personnel• Office expenditure (Post and Telecommunication Services)	<ul style="list-style-type: none">• Special Programme Expenditure (Public Relations and Marketing)•
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ENQUIRIES

PROVINCIAL OFFICE OFFICIAL
Official: Me M. Mosetlhe
Tel Nr: 051- 4090590

NOTE: Additional information on this specific service and requirements could be obtained from the relevant legislation, departmental policies, position papers and circulars.

SUBMIT TO:

PROVINCIAL OFFICE:
Office: Provincial office
Physical Address: Liberty Life Building, Room 202, St Andrew Street, Bloemfontein.
Official: Me M. Mosetlhe
Office Nr: 202

APPROVED:

EXECUTIVE MANAGER: SWS

DATE: