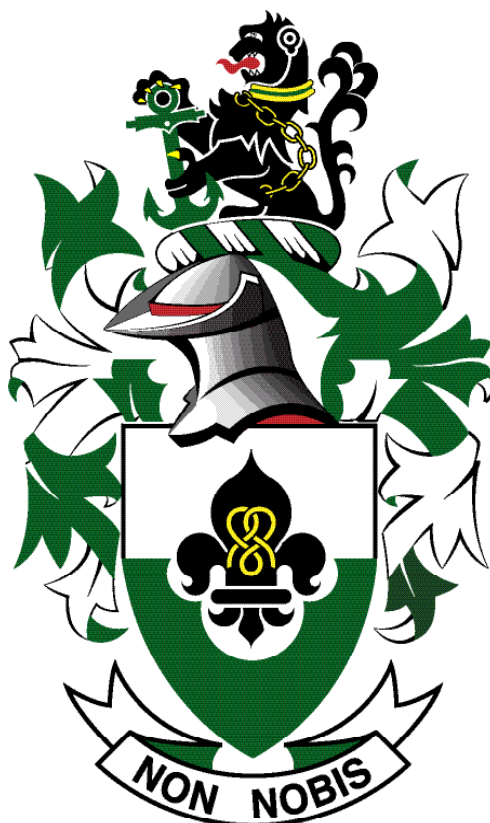




South African Council for Social Service Professions

Professional Board for Child and Youth Care Work

SUMMIT

**on the crisis in the child and youth care sector in South Africa
and its impact on the welfare of children and youth**

SUMMARY OF PROCEEDINGS AND RESOLUTIONS

2021

South African Council for Social Service Professions

Guidelines on generic processes and tools for child and youth care work practice with individual children and families

Published: 2021

Principal: Professional Board for Child and Youth Care Work

Status: Approved by the Professional Board for Child and Youth Care Work

Suggested citation:

Professional Board for Child and Youth Care Work. 2021. *Summit on the crisis in the child and youth care sector in South Africa and its impact on the welfare of children and youth: Summary of proceedings and resolutions*. Pretoria: SACSSP

© South African Council for Social Service Professions (2021)

All care has been taken to ensure that the information is correct and original sources have been indicated for reference and verification. With an identification of the South African Council for Social Service Professions as source, the document may be freely quoted, reviewed, abstracted, reproduced and translated, in part or in whole, but not for sale nor for use in conjunction with commercial purposes. Original sources should be acknowledged where indicated in the publication.

ENQUIRIES:

The Registrar
South African Council for Social Service Professions
37 Annie Botha Avenue, Riviera, Pretoria, 0001 South Africa
Private Bag X12, Gezina, 0031
Tel: +27 12 356 8300
Email: registrar@sacssp.co.za
Website: www.sacssp.co.za

ABOUT THE SOUTH AFRICAN COUNCIL FOR SOCIAL SERVICE PROFESSIONS

The South African Council for Social Service Professions (SACSSP) is a statutory body established in terms of section 2 of the Social Service Professions Act 110 of 1978. The SACSSP has two professional boards under its auspices: i.e. the Professional Board for Social Work and the Professional Board for Child and Youth Care Work. The SACSSP, in conjunction with its two professional boards, guides and regulates the professions of social work and child youth care work in aspects pertaining to registration, education and training, professional conduct and ethical behaviour, ensuring continuing professional development and fostering compliance with professional standards. It is protecting the integrity of the social service professions as well as the interest of the public at large. In order to safeguard the public and indirectly the professions, registration in terms of the Act with the SACSSP is a prerequisite for practising social work and child and youth care work. This includes social workers, social auxiliary workers, student social workers, student social auxiliary workers, child and youth care workers, auxiliary child and youth care workers, student child and youth care workers, and student auxiliary child and youth care workers.

CONTENTS

Acronyms	3
1. Introduction	3
2. Summit attendees	4
3. Opening and Welcome Remarks.....	5
4. Purpose of the Summit	5
5. Address by the Minister of Social Development	6
6. Challenges of Child and Youth Care Workers – Gauteng Example	6
7. The Current Status of Child and Youth Care Work in South Africa.....	7
8. Role of Child and Youth Care Work in the District Development Model	8
9. Experiences of Child and Youth Care Workers and Child And Youth Care Work Beneficiary	9
10. Response From the National Department of Social Development.....	9
11. Response from the Department Of Public Service And Administration (DPSA)	10
12. Response from the Durban University of Technology (DUT)	11
13. Response from the Department of Higher Education and Training (DHET)	13
14. Response from the Health and Welfare Sector Education and Training Authority (HWSETA)	13
15. Response from the Public Servants Association of South Africa (PSA)	14
16. Response from National Education, Health and Allied Workers Union (NEHAWU)	14
17. Response from UNICEF South Africa	15
18. Way Forward.....	15
19. Closure.....	18
Annexure A: List of invited Summit attendees.....	19
Annexure B: Apologies from invited Summit guests	23
Annexure C: My journey in child and youth care work: Residential care setting.....	24
Annexure D: My journey in child and youth care work: Community setting	26
Annexure E: Message from a beneficiary of child and youth care work	28
Annexure F: Questions and suggestions from participants.....	30

ACRONYMS

APP	Annual Performance Plan
COGTA	Cooperative Governance and Traditional Affairs
DUT	Durban University of Technology
HR	Human resource
HWSETA	Health and Welfare Sector Education and Training Authority
MINMEC	Minister and Members of Executive Councils Meeting
NACCW	National Association of Child Care Workers
NEHAWU	National Education, Health and Allied Workers Union
NGO	Non-government organisation
NQF	National Qualification Framework
NSFAS	National Student Financial Aid Scheme
NSG	National School of Government
OSD	Occupation Specific Dispensation
PHSDSBC	Public Health and Social Development Sectoral Bargaining Council
POE	Portfolio of Evidence
PSA	Public Servants Association of South Africa
PSCBC	Public Service Coordinating Bargaining Council
RPL	Recognition of Prior Learning
SACSSP	South African Council for Social Service Professions (Council)
SAQA	South African Qualifications Authority

1. INTRODUCTION

The South African Council for Social Service Professions' (SACSSP) Professional Board for Child and Youth Care Work hosted a full day strategic Summit on Thursday, 6 May 2021, under the theme “*The crisis in the child and youth care sector in South Africa and its impact on the welfare of children and youth*”.

This report provides a summary of the Summit proceedings and resolutions. It forms part of the Summit package that includes the following resources:

- *The Current Crisis in the Child and Youth Care Work Profession*: concept document prepared by the Professional Board for Child and Youth Care Work to inform the Summit deliberations. The document was shared with invited guests before the Summit.
- *Purpose of the Summit*: presentation by Mr Donald Nghonyama, Vice-President of the SACSSP.
- *Challenges and Current Picture – Child and Youth Care Work in the Public and NPO Sector (A Gauteng Case)*: presentation by Mr Onkemetse Kabasia, Deputy Director General, Gauteng Department of Social Development (DSD).
- *Current Status of Child and Youth Care Work in South Africa*: presentation by Ms Zeni Thumbadoo, Chairperson of the Professional Board for Child and Youth Care Work.
- *The District Development Model*: presentation by Honourable Ms Faith Muthambi, Chairperson of the Portfolio Committee on Cooperative Governance and Traditional Affairs (COGTA).
- *Child and Youth Care Qualifications from the Durban University of Technology*: presentation by Ms Fatima Dewan, Lecturer in the Department Community Health Studies.
- *Child and Youth Care Workers Employment Review*: presentation by Ms Elaine Brass, Chief Executive Officer of the Health and Welfare Sector Education and Training Authority (HWSETA).

A complete recording of the Summit is available on *YouTube* at:

https://www.youtube.com/watch?v=jY_h1f7wQGA.

2. SUMMIT ATTENDEES

The Summit was attended by strategic role-players including the Minister of Social Development, Honourable Ms Lindiwe Zulu (MP), Chairperson of the Portfolio Committee on Cooperative Governance and Traditional Affairs, Honourable Ms Faith Muthambi (MP), senior officials from national and provincial Departments of Social Development (DSD), Department of Higher Education and Training (DHET), Department of Public Service and Administration (DPSA), Health and Welfare Sector Education and Training Authority (HWSETA), labour representatives, higher education institution representatives, UNICEF's Chief Social Policy and Child Protection, Members of Council, the Professional Board for Child and Youth Care Work and Professional Board for Social Work, the National Association of Child Care Workers (NACCW), child and youth care workers from government and non-government organisation residential care and community settings, and other stakeholders.

A total of 71 invited guests attended the Summit via the Microsoft Teams virtual platform, along with an additional 91 participants¹ (162 in total). A live streaming of the Summit was available via *YouTube*, and 1 298 people were recorded as having accessed the live streaming event on the day.²

Annexure A provides a list of invited guests who attended, and *Annexure B* provides the formal apologies.

3. OPENING AND WELCOME REMARKS

The Registrar of the SACSSP, *Ms Langi Malamba*, acted as the Programme Director for the day's proceedings and opened the Summit with moment of silence in remembrance of people, colleagues and family members lost to COVID-19.

It was noted that the Summit took place during *International Child and Youth Care Week* where the role of child and youth care workers is acknowledged in South Africa and the world over. Ms Malamba emphasised the commitment of Council to making sure child and youth care workers an integral part of social service professions' service delivery by giving them the necessary recognition and support and making sure opportunities to train and develop the workforce are in place. The importance of integrated intersectoral collaboration was highlighted if we are to meet the needs of the children and families we serve. This approach is in line with the vision of Council to have the sector united in service excellence.

Dr Maria Mabetoa, President of the SACSSP, welcomed everyone to the Summit. She emphasised the important role that child and youth care workers play in the child and youth care system in South Africa and the imperative for government departments and non-government organisations (NGOs) from different sectors to work together in an integrated way so that system can function optimally. The need for more child and youth care workers at community level to address growing challenges such as bullying of children in schools was highlighted.

4. PURPOSE OF THE SUMMIT

Mr Donald Nghonyama, Vice-President of the SACSSP, provided some background on the need for the Summit. child and youth care work is a recognised profession in South Africa governed by its own Professional Board within the SACSSP. While there have been significant achievements in the development of the child and youth care work profession, it is of concern to the Professional Board for Child and Youth Care Work that the passing of the *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers* (Government Notice No. 838 published in Government Gazette No. 38135 of 31 October 2014) requiring registration of child and youth care workers in 2014 has not resulted in any improvements to the circumstances and opportunities within the sector, leading to disillusionment amongst registered child and youth care workers in the role of the Professional Board for Child and Youth Care Work and the SACSSP.

The Professional Board for Child and Youth Care Work has, over the last 7 years, raised core issues affecting the child and youth care work profession with the national Department of Social Development and the Department of Public Service and Administration with limited to no tangible results for the sector. The child and youth care sector now finds itself in a state of crisis due to these unresolved issues which if not addressed with some urgency could impede, and possibly even derail, the continued growth and standing of the

¹ Some of these participants signed in on behalf of groups from child and youth care centres and community based child and youth care organisations.

² As at 18 May 2021, this number had increased to 2 199 views.

profession – possibly leading to concomitant negative effects on service delivery in all settings in which child and youth care workers are deployed.

The purpose of the Summit was presented as follows:

- To create a platform to provide an understanding of challenges faced by the child and youth care work profession;
- To provide a platform to engage with all key relevant stakeholders on issues facing the child and youth care work profession; and
- To agree on practical and actionable steps to address the challenges.

The PowerPoint Presentation: *Purpose of the Summit*, is included in the *Summit package*.

5. ADDRESS BY THE MINISTER OF SOCIAL DEVELOPMENT

The Minister of Social Development, *Honourable Ms Lindiwe Zulu*, reiterated the importance of realigning existing policies and programmes of the Department of Social Development to ensure the inclusion of child and youth care workers because they are an important part of the integrated service delivery model within the child protection system and especially in this time of COVID-19. The Minister noted that she had requested the Human Resource Department in national Department of Social Development to make sure that all the necessary issues including the staff establishment are in place to facilitate this integration.

The Minister mentioned that MINMEC (Minister and Members of Executive Councils Meeting) would be discussing the development of a human resource (HR) plan for the sector. Part of this plan should focus on dealing with tension, uncertainties and clear pathways for child and youth care workers in the country. The country needs more social service professionals, including child and youth care workers, to address issues like the abuse of children and school bullying. Child and youth care workers are an integral part of the multi-disciplinary team who can handle many of the social issues in schools.

The Minister reiterated that the child and youth care work profession be given the same kind of attention that police, nurses and teachers receive. They need to be given that support not only by the Department of Social Development but by government in general.

6. CHALLENGES OF CHILD AND YOUTH CARE WORKERS – GAUTENG EXAMPLE

Mr Onkemetse Kabasia, Deputy Director General in the Gauteng Department of Social Development, shared challenges facing child and youth care workers from the Gauteng perspective and raised the following key challenges:

- Failure in the sector to create a distinction between auxiliary level child and youth care workers and professional level child and youth care workers (referred to in the *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers*), has led to the situation we are in today where the country does not have enough professional level child and youth care workers, with only 1.8% of 8 043 child and youth care workers registered as such. It is self-deceptive to refer to all levels of child and youth care workers as “child and youth care workers”. Government developed 10 000 auxiliary child and youth care workers but they are referred to as child and youth care workers. This is improper; they are auxiliary child and youth care workers not child and youth care workers. A person who is referred to as a child and youth care worker should have a BA degree, B.Tech

degree or a national diploma in Child and Youth Care Work. An auxiliary child and youth care worker has a relevant qualification at auxiliary level (Level 4) equivalent to graduating from high school. Regulations 18 and 19 of the *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers* define the scopes of practice of auxiliary and professional child and youth care workers. The scope of practice of an auxiliary child and youth care worker is different to that of a child and youth care worker and not making this distinction creates confusion about the nature and quality of services that auxiliary child and youth care workers are providing. The sector needs to appreciate this perplexity and deal with it. Mr Kabasia compared the situation to running a hospital with assistant nurses and expecting the health outcomes to reflect the interventions of professional nurses, or running the Department of Social Development with social auxiliary workers but expecting the outcomes to reflect the interventions of a social worker. Children in child and youth care centres need the services of professional level child and youth care workers, by only employing auxiliary child and youth care workers there are serious ramifications for the quality services that are provided particularly for children who stay long-term in child and youth care centres.

- The issue of OSD has been a long-standing issue and needs instant and urgent review.
- The same entry requirements, salaries and job descriptions for auxiliary and professional levels have resulted in a struggle to keep professional child and youth care workers registered with Council. As a result, many child and youth care workers move to other professions, mainly social work.
- Training capacity for professional level qualifications needs to be created at universities – currently only three (3) universities are actually delivering a degree or diploma in Child and Youth Care Work. Only 7% of students registered with Council are studying for degrees, the rest are auxiliary level students; this situation needs to be reversed, we need more students at professional level.
- At national and provincial Department of Social Development levels, the organisational structure does not make provision for management and coordination posts/capacity for the child and youth care work workforce and as a result the profession is highly underrepresented in policy and decision making as well as general management.
- The national Department of Social Development Human Resources (HR) Sector Plan and the organisational re-alignment process currently underway is critical to turn around the current challenges faced by the child and youth care sector (the HR Plan must have the child and youth care work workforce as top priority).

Mr Kabasia concluded by requesting that the national Department of Social Development declare the child and youth care work profession a crisis like they did with social work, and put a plan in place to create a funded child and youth care work workforce.

The PowerPoint presentation: *Challenges and Current Picture – Child and Youth Care Work in the Public and NPO Sector (A Gauteng Case)*, is included in the *Summit package*.

7. THE CURRENT STATUS OF CHILD AND YOUTH CARE WORK IN SOUTH AFRICA

Ms Zeni Thumbadoo, Chairperson of the Professional Board for Child and Youth Care Work, made a presentation on the current registration and training status of child and youth

care workers in South Africa and the core issues facing the profession which include the following:

- Lack of parity in career paths and salaries for child and youth care workers in the public sector and the need for revisions to be made to the Occupational Specific Dispensation (OSD) for social service professionals.
- Child and youth care workers in community settings continue to earn stipends not salaries.
- Uncertainty over the future of the community-based child and youth care work workforce developed through significant investment from Department of Social Development .
- Non-adherence by employers to *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers* requiring them to be registered with Council and supervised by child and youth care workers. For example, employers of child and youth care workers in the public and NGO sectors do not require them to be registered with Council and in many settings child and youth care workers are supervised by social workers.
- Limited opportunities for development of child and youth care workers at professional level due to limited opportunities for higher education studies as well as the scarcity of employment opportunities in the public and private sector.
- Absence of a HR strategy/plan for the child and youth care work workforce.
- Lack of parity in salaries for child and youth care workers in non-government and government child and youth care centres and the late payment of subsidies by the Department of Social Development to NGOs which is on-going systemic problem for the sector.
- Lack of consultation by the Department of Social Development with the Professional Board for Child and Youth Care Work on government policies that have relevance to the child and youth care work profession.

Ms Thumbadoo concluded by noting that that South Africa's children deserve the attention that the development of the child and youth care work profession can provide and this Summit holds the opportunity for partners to ensure that fair and equitable opportunities are made available to child and youth care workers. The efforts of the national Department of Social Development and Department of Public Service and Administration for the development of a HR plan for the sector should allow for equal representation and opportunities for all social service professionals including (auxiliary and professional) child and youth care workers, community development workers and social workers. The revisions to the OSD for child and youth care workers requires immediate attention.

The PowerPoint presentation: *Current Status of Child and Youth Care Work in South Africa*, is included in the *Summit package*.

8. ROLE OF CHILD AND YOUTH CARE WORK IN THE DISTRICT DEVELOPMENT MODEL

The Chairperson of the Portfolio Committee on Cooperative Governance and Traditional Affairs (COGTA), *Honourable Ms Faith Muthambi* (MP), mentioned that advent of COVID-19 pandemic along with high levels of unemployment has highlighted the need for child and youth care workers in the community. She explained that the work of child and youth care workers in focusing on the growth and development of children cuts across many sectors

and is not just limited to social development, and identified some of the opportunities and synergies for child and youth care workers in the District Development Model. Child and youth care workers are already implementing the different layers of the District Development Model, in particular the Children's Act prevention and early intervention services to children and families. Child and youth care workers always emphasis using a holistic approach in all interventions in a multi-disciplinary team that works across districts, municipalities, and sectors including housing, health, justice, and the police.

The District Development Model presents a yet to be fully explored opportunity for child and youth care workers to enrich communities across South Africa especially at this critical juncture where the child protection, child safety and child health is of great concern. The Portfolio Committee has the responsibility for oversight on district development issues and can make sure that child and youth care workers are incorporated into the District Development Model.

The PowerPoint presentation: *The District Development Model*, is included in the Summit package.

9. EXPERIENCES OF CHILD AND YOUTH CARE WORKERS AND CHILD AND YOUTH CARE WORK BENEFICIARY

Ms Linah Mashile, a child and youth care worker working in a child and youth care centre in Gauteng and *Ms Nokubonga Makwaza*, a child and youth care worker working in a community setting in KwaZulu-Natal spoke with passion and energy about their experiences of working in the field. See *Annexure C* and *Annexure D* for a description of their professional journeys in the child and youth care work field.

Jubilee Rivombo, a 22-year-old young woman from Limpopo, provided a moving testimony of her experiences of receiving services from child and youth care workers since she was in Grade 9. She described her child and youth care workers as being "literally the air beneath my wings", helping her to move from thinking as a victim to being more solution minded. See *Annexure E* for her written testimonial.

10. RESPONSE FROM THE NATIONAL DEPARTMENT OF SOCIAL DEVELOPMENT

Ms Amanda Vokwana, Director: Organisational Development and Human Resources Planning, noted the issues raised by the previous speakers, especially the OSD discrepancies around the career and professional growth of child and youth care workers and the need for the Department of Social Development to realign its organisational structures so that issues raised around posts and salaries can be addressed.

Ms Vokwana explained that the Department of Social Development is currently involved in an organisational structure realignment and review process at national and provincial levels. They are in the process of developing a generic structure for the Department of Social Development at national and provincial levels and are trying to infuse the issue of child and youth care workers at the national level and are also looking at how provincial level structures can absorb child and youth care workers. She mentioned that the Department of Social Development has started to embark on a discussion with the Department of Public Service and Administration about the OSD and that the Department of Public Service and Administration needed to guide them on this.

The Department of Social Development has put all these human resource issues pertaining to child and youth care workers as a priority in their 2021/2022 Annual Performance Plan (APP) and they plan to take care of the issues. The Department of Social Development will look at how the Department of Justice has organised themselves in terms of issues of structure and salaries for the employment of child and youth care workers.

Ms Isabella Sekwana, Acting Deputy Director-General: Social Welfare Services, spoke about the importance of teamwork in taking the child and youth care work profession to greater heights. She acknowledged that the Department of Social Development might have erred in the past, but that now is the time to put differences aside and take action together. The issue of child and youth care workers practicing without being regulated needs to be addressed. Ms Sekwana made a commitment to prioritise and fast-track the issues raised by the Professional Board for Child and Youth Care Work and put them on the agenda of the Department of Social Development. She further recognised that at national Department of Social Development level, child and youth care workers “need a face”.

When looking at unlocking opportunities for more resources to be made available to child and youth care workers for higher education studies, the Department of Social Development needs to explore what can be offered and what commitments can be made. child and youth care workers who are employed by government can apply for bursaries to advance their studies. However, making bursaries/scholarships available to child and youth care workers in the NGO sector is more of a challenge and this issue needs to be advanced through MINMEC.

11. RESPONSE FROM THE DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION (DPSA)

Mr Tshivhase, Director: Planning and Organisational Design highlighted the complexities of the OSD development and review process which is a very long process that has to go through the Public Health and Social Development Sectoral Bargaining Council (PHSDSBC) and trade unions. He explained that there currently “no appetite” within the National Treasury and the Department of Public Service and Administration to review the child and youth care work OSD because if they do this then they will have to review the OSD not only for the social sector (child and youth care work, social work, community development) but for all the other sectors (medical, engineering etc.). In order to side-step the need for making revisions to the OSD the Department of Public Service and Administration has put together a directive whereby Departments can develop a business case with a rationale as to why the status quo in terms of job grades etc. needs to be changed.

Mr Tshivhase suggested that the Department of Social Development develop a costed business case with new performance levels for child and youth care workers, aligned to the *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers (2014)*. If the Department of Social Development says there are sufficient funds for implementation, then the Department of Public Service and Administration will be able to approve those categories of jobs. National and provincial Departments of Social Development are responsible for developing this business case. Following the presentation, a number of questions and comments were raised, including:

- This is a complex process we are hearing about, some of it is familiar to us, but without political will who make sure this will happen? Who will ensure that budget allocations are there? Where would the responsibility for driving such a process lie?
- Who would lead the process and what is the timeframe?
- This process could have happened 7 years ago, we have been requesting and appealing to the Department of Social Development to do this as they are the lead department. We don't want another talk shop. This is an area of passion for the field, not one to be obfuscated and delayed. We are talking here about bread and butter issues, about stipends moving to salaries that are fair and equitable.
- Where in the revisions to the generic structure has DPSA envisaged where child and youth care workers will be placed within the new generic structure?
- If the *Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers* were signed in 2014 what did operationalisation mean for the Department of Social Development? Mr Chinnapan, Chief Director, Human Capital Management, national Department of Social Development, recently said he wasn't aware that child and youth care workers could be placed above Level 6. Need credible responses from the Department of Social Development on this issue.
- Even if the issues of advertising posts are addressed outside the OSD we still need to look at requirements for employment so they don't exclude child and youth care workers. Posts that will be advertised must be realistic e.g. not requiring 10 years registration with Council when this is not possible as child and youth care workers were only able to register from 2015.
- The Department of Public Service and Administration needs to elaborate why they no longer have an appetite for the OSD. Don't want a situation where we come up with a solution outside the OSD. It cannot be correct to say that from 2009 to 2021 let's just put issues of OSD aside without an explanation. These are critical issues and we should not just close it like that.
- It was proposed that an advisory group be set up to direct/guide the process of developing the business case. The Department of Public Service and Administration is willing to assist the sector, but the sector needs to play a role.

12. RESPONSE FROM THE DURBAN UNIVERSITY OF TECHNOLOGY (DUT)

Ms Fatima Dewan, Lecturer in the Department Community Health Studies, provided information on the higher education qualifications offered by the Durban University of Technology including a 4-year Child and Youth Care Work degree, offered since 2015, and the Masters degree in Child and Youth Care Work that will be offered in 2022. They are the only public higher education institution offering this professional child and youth care work qualification and demand for places always exceed supply (they have a first year cohort of 50 students, but receive applications of close to 800 students every year).

Bursaries need to be made available for child and youth care workers to study the Child and Youth Care Work degree and Child and Youth Care Work Masters degree. Need to look at who will provide these bursaries, as not all child and youth care workers will be eligible for a NSFAS (National Student Financial Aid Scheme) bursary. Ms Dewan concurred with the reality of many of the challenges mentioned by previous speakers

especially the challenge of salaries not matching the education costs and this results in the loss of child and youth care work graduates to other fields.

Professor Rika Swanson, lecturer and Programme Manager for Child and Youth Care at IIE MSA (and Member of Council), highlighted the point that universities do market related research before they introduce a new qualification to see what kinds of salaries graduates could earn as this determines the priority given to funding a new qualification. If you have a profession that is being paid extremely poorly, this has an impact on the willingness of universities to develop a new qualification. A further challenge to providing degree qualifications is that all lecturers need to have a Level 8 qualification (Masters degree) and there is a very short supply of child and youth care workers with this qualification available to become part of the teaching staff.

The PowerPoint presentation: *Child and Youth Care Qualifications from the Durban University of Technology*, is included in the Summit package.

Questions and answers following the presentation included the following:

- *Who else is providing the Child and Youth Care Work degree?* UNISA is coming on board, University of the Western Cape and University of Johannesburg are going to be offering the qualification in future.
- *At which level can you enter the BA degrees?* Applications must be made through the Durban University of Technology Central Application System. Prospective students with a matric need Level 4 for English and 4 other subjects at Level 4, they also have to complete an assessment provide evidence of having done some community hours, and also need an entrance interview.
- *How do you apply for the Masters in Child and Youth Care Work?* If you have completed the 4-year Child and Youth Care Work degree you will get automatic entry. If students have another affiliated degree in the social sciences they can also apply and will also be eligible. The Durban University of Technology will be advertising the Masters qualification towards the end of the year.
- *To what extent did the Durban University of Technology involve child and youth care workers in their research they did to inform the development of their qualifications?* It took the Durban University of Technology about 4 years to get from planning the degree to offering the degree. As part of the process they did stakeholder consultations with organisations like NACCW who gave available input on the modules, and based on what was said they added to the modules.
- *How has the Durban University of Technology assisted students with the RPL (recognition of prior learning) process?* Ms Mirriam Siluma from the Durban University of Technology provided some clarification on the RPL process. Many practitioners make the mistake of thinking that because they worked in the field for many years, they will come to the Durban University of Technology and get a degree. Universities don't work like this. The Durban University of Technology has its own RPL office and the RPL office determines the forms the applicant has to complete. Once the administrative part has been done then the applicant comes to the Child and Youth Care Work Department and they are given a challenge test. If they pass the test and their portfolio of evidence (POE) is fine and if they are able to meet 50% of the outcomes then the university has structures that determines where the person will be placed. One of the difficulties is that students can't find evidence that will match the outcomes (for their POE). Ms Siluma encouraged child and youth care workers not to "disappear" when asked to bring

evidence but to persevere so they can access an opportunity for articulation into the University. The Durban University of Technology receives about five (5) RPL applicants every year and some of them have been successful.

- *Who doesn't qualify for a NSFAS bursary?* NSFAS use a financial formula based on financial eligibility. Ms Dewan will look into the eligibility requirements and provide this information to participants.

13. RESPONSE FROM THE DEPARTMENT OF HIGHER EDUCATION AND TRAINING (DHET)

Mr Athenkosi Siziba, Deputy-Director: Enrolment Planning and Sector and Expansion from the Department of Higher Education and Training (DHET), with additional input provided by *Ms Zulu Siwela*, Director: Enrolment Planning and Sector and Expansion. The Department of Higher Education and Training fully support the development and professionalisation of child and youth care work from National Qualification Framework (NQF) Level 5 to NQF Level 10. Mr Siziba explained that the Department of Higher Education and Training provides different forms of financial support to universities to develop new qualifications, in addition to the block grant they receive every year for their operations, and also supports students with bursaries through NSFAS. Grants available to support universities to achieve their goals in teaching and learning and research and outreach include:

- Infrastructure development grant.
- University capacity development grant.
- University improvement grant – can be used for the employment of lecturers.
- Clinical training grant.
- Grant for historically disadvantaged universities.

Mr Siziba stressed that universities need to be proactive in accessing the various grants from the Department of Higher Education and Training to support the promotion of new qualifications including the payment of lecturer posts. The Department of Higher Education and Training looks forward to working closely with the Professional Board for Child and Youth Care Work to ensure that universities are equipped and supported to offer the professional child and youth care work qualification and considers it a much needed endeavour.

14. RESPONSE FROM THE HEALTH AND WELFARE SECTOR EDUCATION AND TRAINING AUTHORITY (HWSETA)

Ms Elaine Brass, Chief Executive Officer of the HWSETA, reiterated that there is absolutely no doubt that South Africa needs child and youth care workers. Driving the demand for services is the challenging social economic realities, bullying high levels of gender-based violence, inter-personal violence, child headed households and COVID-19.

Ms Brass provided some information on a track-and-trace study they did of the 1 657 learners HWSETA had funded to do the Level 4 Child and Youth Care Work qualification between 2011/12 and 2019/20. The findings of this study confirmed the points made by earlier speakers in relation to high unemployment rates, low remuneration rates, poor conditions of services and limited career mobility opportunities.

Regarding the issue of auxiliary child and youth care worker learners who have gone through a learnership but still don't have their certificates. Ms Brass said she was not aware of backlogs, however committed herself to personally ensuring that the HWSETA deal with

any backlogs in the certification of child and youth care work learners with a sense of urgency. Anyone with information on learners who have gone through the process and have not received their certificate backlogs should bring this to her attention as the Chief Executive Officer at HWSETA.

She also made a commitment to look into supporting bursaries for degrees for Child and Youth Care Work and funding for internships. HWSETA is also looking at the RPL process for community caregivers to enable them to also become child and youth care workers. The Department of Social Development has identified roughly 5 000 community caregivers who had the potential to become child and youth care workers through the RPL process.

The PowerPoint presentation on the HWSETA track-and-trace study: *The Child and Youth Care Workers Employment Review*, is included in the Summit package.

15. RESPONSE FROM THE PUBLIC SERVANTS ASSOCIATION OF SOUTH AFRICA (PSA)

Ms Gracia Rikhotso, PSA Union Representative, noted the need for collaborative interaction between the various stakeholders to work on the challenges identified in relation to child and youth care workers' remuneration and conditions of service. The PSA are currently reviewing the organogram of the Department of Social Development through the Public Health and Social Development Sectoral Bargaining Council (PHSDSBC) and in this process would be looking at the grading of child and youth care worker posts, which will require a review of the job profiles including the amount of work and services rendered by child and youth care workers. They will also be reviewing the conditions of service and benefits such as the danger allowance taking into account challenges facing child and youth care workers when they engage in various interventions in communities.

Ms Rikhotso encouraged the Department of Social Development and the sector to take the lead in developing a business case with different job descriptions and forward this to the Department of Public Service and Administration for consideration. Labour forms an integral part of determining the fairness of remuneration and benefits of employees and as such the PSA is committed to being part of the various task teams that will be formed to take forward the issues raised during the Summit.

16. RESPONSE FROM NATIONAL EDUCATION, HEALTH AND ALLIED WORKERS UNION (NEHAWU)

Mr Bhuti Buthelezi, NEHAWU National Organiser - Social Development, observed that child and youth care workers are the worst off of all the social service professionals and the current format of the OSD needs to be addressed as a matter of urgency. Provision also needs to be made for child and youth care workers to be supervised by child and youth care workers as per the Regulations. NEHAWU has, over the years, engaged with the Department of Social Development, Department of Public Service and Administration and also the Public Health and Social Development Sectoral Bargaining Council (PHSDSBC) on the OSD issues raised in this Summit and made proposals for the amendments to the OSD but there was no political will on the part of the Department of Public Service and Administration to take this forward.

Mr Buthelezi proposed an integrated approach to addressing the employment/labour issues facing child and youth care workers that includes the PHSDSBC, the SACSSP and the Professional Board for Child and Youth Care Work. The proposal by the Department of

Public Service and Administration to address these issues outside of the OSD is something to consider, but this process should not be divorced from the need to amend the OSD. It is very important that the PHSDSBC are part of both of these processes. NEHAWU are willing to be one of the champions who will take these issues forward.

17. RESPONSE FROM UNICEF SOUTH AFRICA

Ms Mayke Huijbregts, Chief Social Policy and Child Protection at UNICEF South Africa, acknowledged child and youth care workers as a most important workforce in the child protection system especially in the provision of prevention and early intervention services. Their role is especially relevant at this time of COVID-19 when many mental health issues are coming to the fore in families. She emphasised the importance of looking at the career pathing and career development of auxiliary child and youth care workers and professional child and youth care workers and also the development of supervisors/mentors. Ms Huijbregts expressed a commitment to continue to support the strengthening of the child and youth care work workforce and to work with the Professional Board for Child and Youth Care Work and the Department of Social Development to implement the outcomes of the Summit.

18. WAY FORWARD

Dr Lesiba Molepo, Vice Chairperson of the Professional Board for Child and Youth Care Work summarised the key issues to be addressed in the way forward as follows:

- The need for representation of child and youth care workers within the national Department of Social Development to provide leadership in terms of planning, developing and supporting the child and youth care work workforce.
- The need for a *Child and Youth Care Work Sector Human Resource Plan* that will address human resource issues of auxiliary and professional level child and youth care workers.
- The need to address the OSD issues for child and youth care workers employed in the public sector.
- The need to ensure access to higher education opportunities for auxiliary child and youth care workers. The creation of opportunities for more child and youth care workers to qualify at a professional level should not be done in isolation from creating opportunities for employment for professional level child and youth care workers in NGOs and government. This requires dedicated attention and resources. Need to create an environment for demand and supply which takes time and funding. Need to make sure they the professional level child and youth care workers will be absorbed by government and NGO employers.

It was proposed that three working groups be established to take this work forward. The focus and proposed members for these different working groups are included below. Any other Summit participants who are interested in being part of one or more of these working groups are welcome to do so and should email the Professional Board for Child and Youth Care Work with their details.

Annexure F provides the written questions raised by participants during the Summit. The working groups will review and address these questions as part of their deliberations.

WORKING GROUP 1: Child and youth care work sectoral human resource plan

Focus:

1. The need for representation of child and youth care workers within national DSD to provide leadership in terms of planning, developing and supporting the child and youth care work workforce.
2. A clear human resource development plan for the child and youth care work workforce which maps demand and supply needs and sets realistic targets and timeframes for implementation.

Proposed members:

- National Department of Social Development to champion: Led by Mr Khumbula Ndaba (DDG) team/Director: Organisational Development & Human Resources Planning, with support from the DDG of Welfare Services.
- Mr Kabasia (DDG: Gauteng Department of Social Development).
- Department of Public Service and Administration
- National Education, Health and Allied Workers Union (NEHAWU)
- Public Servants Association of South Africa (PSA)
- Professional Board for Child and Youth Care Work
- NACCW
- UNICEF

WORKING GROUP 2: Revisions to the OSD for child and youth care work

Focus:

1. Address the OSD issues for child and youth care workers employed in the public sector. This could include as an interim measure the development of a business case to enable changes to job descriptions, grades and employment requirements while the OSD revision process is underway.

Proposed members:

- National Department of Social Development – Mr Chinnapan, Chief Director, Human Capital Management
- Department of Public Service and Administration
- National Education, Health and Allied Workers Union (NEHAWU)
- Public Servants Association of South Africa (PSA)
- Professional Board for Child and Youth Care Work
- SACSSP
- NACCW

WORKING GROUP 3: Access to higher education for child and youth care workers

Focus:

1. Looks at closing the gap for higher education learning for auxiliary child and youth care workers.
2. Access to bursaries for child and youth care workers for degree and post-graduate studies.
3. Development of capacity of child and youth care work lecturers to for degrees and post-graduate studies.

Proposed members:

- Department of Higher Education and Training - Enrolment Planning and Sector and Expansion Branch.
- Durban University of Technology
- National Department of Social Development
- Health and Welfare Sector Education and Training Authority (HWSETA)
- Quality Council for Trades and Occupations (QCTO)
- South African Qualifications Authority (SAQA)
- Professional Board for Child and Youth Care Work
- UNICEF
- SACSSP
- NACCW

Speakers made the following commitments during their presentations:

The National Department of Social Development will:

- Address the OSD discrepancy as a matter of urgency, together with the Department of Public Service and Administration. The Department of Social Development have put this as a priority in their Annual Performance Plan (APP) for 2021/2022.
- Realign national and provincial organisational structures to address issues of child and youth care work posts and salaries and ensure that this is addressed in the current realignment and review process in the Department of Social Development. Will look at how Department of Justice and Constitutional Development has addressed this issue.
- Advance the issue of awarding scholarships to child and youth care workers through MINMEC.
- Participate in the various working groups established to take forward the issues from the Summit.

Department of Public Service and Administration will:

- Assist the sector to address the staff establishment issues but the sector needs to play their part. The Department of Social Development need to write to the Department of Public Service and Administration with a costed business case and then the Department of Public Service and Administration can take it forward.
- Participate in a working group set up to direct/guide the process of developing the business case for child and youth care workers.

Department of Higher Education and Training will:

- Participate in a working group on higher education opportunities for child and youth care workers.

UNICEF will:

- Continue to support the strengthening of the child and youth care work workforce.
- Participate in the proposed child and youth care work working groups/advisory committee.

Health and Welfare Sector Education and Training Authority (HWSETA) will:

- Continue to support the planning and development of the child and youth care work workforce.
- Explore supporting bursaries for degrees for auxiliary child and youth care workers and funding for internships.
- Deal with any backlogs in certification of child and youth care work students (auxiliary) with a sense of urgency –anyone with information on backlogs can bring to this the attention of the Chief Executive Officer at HWSETA.
- Participate in the working group on higher education.

Public Servants Association of South Africa (PSA) will:

- Review the conditions of service and benefits such as the danger allowance taking into account challenges facing child and youth care workers when they engage in various interventions in communities.
- Participate in the various working groups that will be formed.

National Education, Health and Allied Workers Union (NEHAWU) will:

- Participate in the various working groups that will be formed, and serve as a champion for child and youth care workers.

The Registrar of the SACSSP made a commitment on the part of the SACSSP's Professional Board for Child and Youth Care Work to hold another Summit in 3 to 4 months' time to provide feedback on progress made with taking forward the Summit commitments. It was noted that while much of the work will be done by different organisational structures, child and youth care workers need to take up the challenge in terms of actively seeking and participating in opportunities that may result from the Summit.

19. CLOSURE

Ms Aziwe Magida, the former Chairperson of the Professional Board for Child and Youth Care Work from 2010 to February 2021, thanked all the speakers and delegates for their collaboration and engagement in the Summit and applauded the quality of all the presenters. She noted that the Summit was a culmination of the hard work, passion and commitment of the Professional Board for Child and Youth Care Work's Members in driving the agenda to professionalise the sector over the years and its success was attributed to the clear leadership of Council and the Professional Board for Child and Youth Care Work.

Ms Magida expressed the hope that the Summit had helped to grow a passion for child and youth care work amongst all the speakers and participants and would encourage many more people become champions for the child and youth care work profession.

Dr Archbishop Patrick Shole (Member of Council), made the concluding remarks. He commended the Summit participants in having shown government that it was possible for them to work as one and encouraged everyone to continue to work together as a team. He also made a commitment to bring the issues raised during the Summit to the attention of the President's Peer Review process, which includes national Ministers and provincial Members of Executive Councils (MECs).

ANNEXURE A: LIST OF INVITED SUMMIT ATTENDEES

NAME	ORGANISATION/POSITION	EMAIL
POLITICAL LEADERSHIP		
Hon Ms. Lindiwe Zulu (MP)	Minister of Social Development	AbramP@dsd.gov.za
Hon. Ms. Faith Muthambi (MP)	Chairperson of the <i>Portfolio Committee on Cooperative Governance and Traditional Affairs</i>	leatitia819@gmail.com
GOVERNMENT DEPARTMENTS		
Ms Isabella Sekawana	Department of Social Development, Acting DDG Welfare Services Branch	IsabellaS@dsd.gov.za
Mr Deven Chinappan	Department of Social Development, Chief Director, Human Capital Management	KhumbulaN@dsd.gov.za
Ms Amanda Vokwana	Department of Social Development, Director: Organisational Development & Human Resources Planning	Amandav@dsd.gov.za
Ms Zodwa Mata	Department of Social Development, Office of the DDG: Welfare Services Branch, Personal Assistant	ZodwaMa@dsd.gov.za
Mr Onkemetse Kabasia	Gauteng Department of Social Development, Deputy Director General	Onkemetse.kabasia@gauteng.gov.za
Ms Ramokgopha	Limpopo Department of Social Development, Head of Department	Nelbonia32@gmail.com
Mr A. Siziba	Department of Higher Education and Training, Deputy-Director: Enrolment Planning and Sector and Expansion	Siziba.A@dhet.gov.za
Ms N. Zulu-Siwela	Department of Higher Education and Training, Director: Enrolment Planning and Sector and Expansion/SACSSP Member	Zulu-Siwela.N@dhet.gov.za
Ms Thakasile Raphiri	Department of Justice and Constitutional Development, Assistant Director	ThRaphiri@justice.gov.za
Mr Emmanuel Nemataheni	Department of Justice and Constitutional Development, Family Counsellor Manager	ENemataheni@justice.gov.za
Mr K Shabangu	Department of Public Service and Administration, Deputy Director	KoosS@dpsa.gov.za
Mr O Tshivhase	Department of Public Service and Administration, Director: Planning and Organisational Design	Tshivhase@dpsa.gov.za
Mr Dino Poonsamy	National School of Government, Senior Manager	Dino.Poonsamy@thensg.gov.za
Mr Ephraim Mmekoa	National School of Government, Senior Manager	Ephraim.Mmekoa@thensg.gov.za
Ms Faith Nyaka	National School of Government, Senior Manager	Faith.Nyaka@thensg.gov.za
Ms Louise Lepad	National School of Government, Senior Manager	Louise.Lepad@TheNSG.gov.za
HIGHER EDUCATION INSTITUTIONS		
Ms Fatima Dewan	Durban University of Technology, Lecturer Department Community Health Studies	fathimad@dut.ac.za
Ms Mirriam Siluma	Durban University of Technology, Lecturer Department Community Health Studies	nomashodos@dut.ac.za
Ms Thobile Hlengwa	Durban University of Technology, Lecturer Department Community Health Studies	nomashodos@dut.ac.za
Dr Ivan Niranjani	Durban University of Technology, Vice Chancellor and Principal,	ivann@dut.ac.za
Dr Varoshini Nadesan	University of Johannesburg, Senior Lecturer	vnadesan@uj.ac.za

NAME	ORGANISATION/POSITION	EMAIL
Prof. M van der Westhuizen	University of the Western Cape, Head of Department	mvanderwesthuizen@uwc.ac.za
Ms Shernaaz Carelse	University of the Western Cape, Lecturer	ccarelse@uwc.ac.za
STATUTORY BODIES		
Dr Heidi Bolton	SAQA, Senior Manager, Research	HBolton@saqa.co.za;
Mr Thomas Lata	QCTO	lata.t@qcto.org.za
Ms Elaine Brass	HWSETA, Chief Executive Officer	reenat@hwseta.org.za
Ms Lokwe	HWSETA, Projects Manager	Luyandag@hwseta.org.za
ORGANISED LABOUR		
Mr Claude Naiker	PSA, Provincial Manager	claudenaiker@psa.co.za
Ms Gracia Rikhotso	PSA, Union representative	gracia.rikhotso@psa.co.za
Mr Bhuti Buthelezi	NEHAWU, National Organiser - Social Development	Bhuti@nehawu.org.za
Mr Enock Muchavi	PHSDSBC, Officer: Collective Bargaining	enockm@phsdsbc.org.za
Ms Makwena Ramaru	Public Service Coordinating Bargaining Council (PSCBC), Executive Assistant: Office of the General Secretary	makwenar@pscabc.org.za
Mr Frikkie De Bruin	Public Service Coordinating Bargaining Council (PSCBC), General Secretary	makwenar@pscabc.org.za
PROFESSIONAL ASSOCIATIONS		
Ms Fiona Balgobind	NACCW, Executive Committee Member	manager@pch.org.za
INTERNATIONAL ORGANISATIONS		
Ms Mayke Huijbregts	UNICEF South Africa, Chief Social Policy and Child Protection	mhuijbregts@unicef.org
CHILD AND YOUTH CARE WORKERS IN PRACTICE AND BENEFICIARIES		
Ms Nokubonga Magwaza	Registered child and youth care worker: Community setting, KwaZulu- Natal Province	Nokbonga05@gmail.com
Ms Linah Mashile	Registered child and youth care worker: Residential child and youth care centre, Gauteng Province	mashileinky@gmail.com
Ms Jubilee Rivombo	Beneficiary of child and youth care work services: Limpopo	Jubilee@naccw.org.za
SOUTH AFRICAN COUNCIL FOR SOCIAL SERVICE PROFESSIONS		
Council		
Dr Maria Mabetoa	President	mabetoamaria4@gmail.com
Mr Donald Nghonyama	Vice-President	donald@naccw.org.za
Prof Rika Swanzen	Member	RSwanzen@iimisa.co.za
Ms Morake Makau	Member	morakmwl@unisa.ac.za

NAME	ORGANISATION/POSITION	EMAIL
Mr Alfred Harris	Member	alfredw@telkomsa.net
Ms Civil Legodi	Member	Civil@dssd.gov.za
Rev Barry Lodge	Member	barry.lodge@gmail.com
Prof Lulama Qalinge	Member	lulama.qalinge@gmail.com
Mr André Viviers	Member	andriesviviers@gmail.com
Ms Julia Zingu	Member	jzingu@gmail.com
Mr Elwin Gallant	Member	Elwin.Gallant@ecdsd.gov.za
Ms Anita Samaad	Member	anitas@dssd.gov.za
Dr Archbishop Shole	Member	pmshole@gmail.com
Professional Board for Child and Youth Care Work		
Ms Zeni Thumbadoo	Chairperson	zeni@naccw.org.za
Dr Lesiba Molepo	Vice Chairperson	Lmolepo@unisa.ac.za
Ms Bessie Nkosi	Member	bessmerc@gmail.com
Ms Merle Allsopp	Member	Merle Allsopp
Ms Nompumeleo Luthuli	Member	Luthuli@gauteng.gov.za
Mr Francisco Cornelius	Member	fcornelius@leliebloem.org.za
Ms Pat Maqina	Member	pat@naccw.org.za
Ms Sinenhlanhla Mthembu	Member	gina.mthembu22@gmail.com
Ms Aziwe Magida	Outgoing Chairperson	aziwe.magida@gmail.com
Professional Board for Social Work		
Ms Sharon Follentine	Chairperson	sharon.follentine52@gmail.com
Ms Ida Strydom	Vice Chairperson	Alive1919@live.com
Mr Crosby Noko	Member	Crosby.noko@gauteng.gov.za
Prof Thandwa Z Mthembu	Member	sushim@dut.ac.za
Dr Saloshini Pillay	Member	Pillaysl@ukzn.ac.za
Ms Sithole-Dlamini	Member	tsithole3@gmail.com
SACSSP staff		
Ms Langi Malamba	Registrar	registrar@sacssp.co.za
Mr Vincent Hlabangana	Registrations Manager	registrationsmanager@sacssp.co.za
Mr Hitler Sekhitla	Professional Conduct Manager	profconmanager@sacssp.co.za

NAME	ORGANISATION/POSITION	EMAIL
Ms Eunice Vilakazi	Education Training and Development Manager	etdmanager@sacssp.co.za
SUMMIT SECRETARIAT		
Office of the SACSSP		
Ms Kamohelo Mokonyama	Acting secretary of the Professional Board for Child and Youth Care Work	MolebohengM@sacssp.co.za
Ms Wendy Manamela	Council Administrator	Support2@sacssp.co.za
Ms Lungi Mbuzo	Communications and Public Relations Practitioner	LungiM@sacssp.co.za
Mr Leepo Seele	Information Communication and Technology	LeepoS@sacssp.co.za
Other		
Ms Theresa Wilson	Consultant	theresaannewilson@icloud.com

ANNEXURE B: APOLOGIES FROM INVITED SUMMIT GUESTS

1. Deputy Minister of Social Development, *Honourable Ms Hendrietta Bogopane-Zulu* (MP).
2. Deputy Minister in the Presidency for Woman, Youth and Persons with Disabilities, *Honourable Ms Hlengiwe Mkhize* (MP).
3. Chairperson of the Portfolio Committee on Social Development, *Honourable Mr Mondli Gungubele* (MP).
4. *Ms Alexandra Lilian Amelia Abrahams* (MP), Member of Parliament (National Assembly).
5. *Mr Linton Mchunu*, Acting Director General of the national Department of Social Development
6. *Prof David Mosoma*, Chairperson of the Cultural Religious and Linguistic Communities (CRL) Rights Commission.
7. *Prof Tshilidzi Marwala*, Vice Chancellor, University of Johannesburg (UJ).
8. *Sharon Tshilate*, beneficiary of the child and youth care work services.

ANNEXURE C: MY JOURNEY IN CHILD AND YOUTH CARE WORK: RESIDENTIAL CARE SETTING

by Linah Mashile³

My journey in child and youth care work started 25 years ago when a customer at a restaurant I worked at asked if I thought I would be able to take care of children and invited me for an interview for a job at the Father Smangaliso Mkhwatshwa Child and Youth Care Centre (he picked me because he liked the way I smiled every time I served him). I thought I could do it because I have my own child and I thought it was an easy job. One Friday when I was at the restaurant I received a phone call telling me I would start working on Monday. I remember that day vividly that day and all the excitement I felt. It was the happiest moment of my life. I took off my uniform and told the manager: "I'm going back to school!".

My experience of working with children at the child and youth care centre for the very first time was nerve wrecking, challenging, sometimes frustrating and there were also times when it was exciting spending time with young people. My lack of skills, knowledge and experience was the most threatening part, and this was not something I had bargained for, but my heart kept telling me I was making the right decision. Child and youth care work is not for the fainted heart, one needs to be passionate about what you are doing. Most importantly, it must be a gift that comes straight from the heart.

When I first started working, I was introduced to a child who was psychologically challenged and I had to find my way around how to work with him. I was not that bothered until one day I entered the unit and found that he had messed up the place and at the same time was eating the mess. I remember that day I was wearing a long pencil skirt with a slit and high heels that was my first blunder because I had to change into an overall in order to take care of the mess. I did not eat the whole day thinking that I made the wrong move. Young and energetic as I was, I dealt with my fears and started building relationships with children and after two weeks I was able to share meals with them.

The children in residential facility are admitted for many reasons, and to make them feel better I would buy things for them when they asked for from candies, cakes, stationary anything you could think of. Little did I know that the government provided for them. One day my supervisor came to the unit and found out that we were having a mini party, having realised that I had bought all the refreshments she explained the process of requesting things that I need. It was an eye opener for me and that's when I started to be curious, wanting to know more about the children and the work that was doing. Since then I never stopped.

With my matric and the little knowledge I had, I decided to enroll in the BQCC with NACCW, I was fortunate to have a mentor on my side (may her soul rest in peace). She saw the passion I had for children and introduced me to the course. After going through the journey of learning I became addicted to know more on how to manage the behaviour of children. It was not an easy journey. Young people in residential care are relationship reluctant and they find it difficult to trust adults. There can be times where they insult you, letting of steam, telling you you're not their mother. But the love I had for children kept me going.

³ Registered child and youth care worker

Throughout the process I learned that child care workers are generalists. I learned that in the first year while I was doing my diploma in child and youth care. It always felt good when career and passion come together and that kept me going on and on to complete my diploma. I wanted to put in practice what I learned and started building rapport with children once I understood why they were admitted in residential care and sometimes I could relate and share my experience's. Designing programmes and engaging children holistically assisted me to grow personally and academically. Even when I was supposed to be off duty I would find myself at work planning for the next day.

The child and youth care profession taught me to learn to love the unlovable because these children were hurt, they are relationship reluctant, and knowing this made it easy for me to work with them. Doing things with them not for them. I came to believe children are capable and have potential to be the best that they can be, they just need to be given a chance.

Over the years I managed to work in different residential settings with children young as 3 years, to 10 to 15 years, 18 years and sometimes youth over 21 years. To normalise their environment in the residential setting, children were taught cleaning skills, they were also taught to wash their clothes as well as ironing their school uniform. They were also taught baking and gardening skills and some learnt to do bead work and how to make an income when they left the facility. I was involved in karate where a group of young people were taught discipline through the sport. Some were motivated to become child and youth care workers themselves. As I write my story, some of these youth are now social workers others have become drivers. I think I only see now what I planted 25 years ago. These young people remind me of the good times and the bad times that we shared, and most importantly they are grateful to have me as their child and youth care worker because I showed them love and how to love.

I remember one night when I was about to start the night shift together with my colleague, the children reported that some girls had gone to a tavern. I immediately responded and together with colleague rushed off to the tavern. When the girls saw us from far away they sent four young men to threaten us with toy guns. That was the scariest thing that has ever happened. Then my colleague grabbed one of young men by his clothes and the rest of the young men ran away. The girls saw what happened and they came running to us. We did not say anything until the following day where we had a meeting with them and talked about what happened. One of the girls is now a social worker at the Department of Social Development. That's how lovely our work is.

I might have started child and youth care on the wrong foot, responding with aggression to children and giving in to what they wanted, but as I studied more and completed my BTech Degree I learned new skills in working with the children. I also learned that children become who they are because of our mistakes as adults and we turn to blame them.

Child and youth care work has been the most fulfilling profession in my life. It is a beautiful profession as it prepares you dealing with children at the same time taking care of yourself personally and academically. To be a child and youth care worker you need to love what you're doing to know and understand the children you're working with.

ANNEXURE D: MY JOURNEY IN CHILD AND YOUTH CARE WORK: COMMUNITY SETTING

by Nokubonga Magwaza⁴

Before 2014 I would describe my life as being emotionally draining, rocky, full of insecurities, despair and spiritless. It all changed in 2014 when NACCW in collaboration with the Department of Social Development implemented the Isibindi Project in the rural area of Jozini (KwaZulu-Natal) and I was interviewed for a child and youth care position and became the luckiest candidate to be trained in the Child and Youth Care NQF Level 4 training.

To be honest, the first time I heard about child and youth care when I applied and I did not know anything about the profession. Through this profession I have learnt and discovered so many things that are so important in the community I grew up in.

During the child and youth care training, I learnt about the multi-disciplinary team and stakeholders who can play a role in meeting the developmental needs of children. I had to learn turn that theory into practice for the families I worked with. You will be surprised to hear that this is when I got an opportunity to learn about the services provided by Home Affairs and the Department of Social Development. I also learned about the occupational therapists and physiotherapists who came to the community clinic which is where I would refer children with disabilities.

Child and youth care work opened my eyes because I had to advocate and represent the children I was working with. In one of the families I was working with the child had reached 18 years and his foster care grant stopped while he was in school. During month it happened, Lungi, who worked as a Mentor Supervisor for the Isibindi programme, visited my site. She told us that for as long as the child is still at school the provision of foster care grants continues. That was good news to me! I was very excited because that was the solution to the family challenge I was working with. I referred the case to the Department of Social Development and the child continued to receive the foster care grant. That was my greatest achievement ever! Child and youth care work made me realise that knowledge is power, with knowledge you always know what to do, especially when facing challenges.

Achieving successes in my work improved my self-esteem enormously and I found myself loving child and youth care work even more. I remember when I got two offers to study, one from a college and the other to study at a university. The offers were for human resources and information technology. At the time I had one module left to complete my NQF Child and Youth Care Level 4 in child and youth care, Guess what! I chose child and youth care over these two offers and obtained my child and youth care certificate. Completion of this training in this Isibindi project was not the end of the road for me in child and youth care work. I moved forward and left my community to mentor child and youth care workers for and Isibindi Project that was implemented in another area of Jozini. I worked so well there with child and youth care workers and children from the community.

My love of working with children kept growing, and that was when I observed the uniqueness of my profession from the NPO I worked for. Every day after school, it was only my office that would be visited by children, We would do homework supervision, sing and even dance. It was very interesting, and my colleagues would come and watch us. I learnt many things from those children, the craziest,

⁴ Registered child and youth care worker

and funniest things about them is that if I was not available at work, they would leave the centre early – they missed me. That is the spirit of child and youth care. They were so attached to me, reporting everything to me. Unfortunately, I had to leave Jozini and I thought I had grown so much and enough in the child and youth care profession. Oh no!! I was lying to myself.

Through my NQF level 4 in child and youth care work, I moved forward. I was employed by NACCW, the organization that trained me to become a child and youth care worker. I was happy, joyful, cheerful and excited. I was a bit nervous as well while motivated at the same time. I would just say I had mixed feelings. I found out that the child and youth care profession is way bigger than I thought and that's when I met the very erudite child and youth care workers who have Diplomas and Bachelor's degrees in child and youth care work. I also heard there is something called a PhD in child and youth care, and I met the very experienced child and youth care workers like Sibongile Mzulwini, and the NACCW Directors that I thought I would never ever meet in person.

Working in Durban as a child and youth care worker was a huge change for me personally and professionally. Jozini is a rural area and Durban is a big city surrounded by townships and requires more confidence and flexibility. Through the skills and knowledge I learnt in child and youth care I tried to fit in. The health focused programme allowed me to explore so many things I did not know or had experience of. I work directly with clinics, practicing child and youth care where I blend a clinical approach with the psychosocial approach. I have learnt so many things related to health and the positive impact that can be made through adopting an integrated approach. I also work with schools, facilitating structured intervention programs.

I never thought child and youth care work would go viral and trend right before me. Now you will find me in schools, clinics and in communities. My behaviour is shaped positively every day, I must practice what I preach to be an example in those facilities and communities.

I can say this proudly, when child and youth care work is instilled in you, you become a new person who is always motivated to bring change in lives of vulnerable children. I am no longer in despair; I have become optimistic!

ANNEXURE E: MESSAGE FROM A BENEFICIARY OF CHILD AND YOUTH CARE WORK

by Jubilee Rivombo

A lot can be done with the wisdom of the mature people and the energy of the young people!

- Jubilee Rivombo

MY BACKGROUND

My name is Jubilee Rivombo. I am 22 years of age. I reside at a village called Njhaka-Njhaka in the Limpopo region. I am part of the Shitaci Safe Park Youth Forum. I am currently the Youth Forum Liaison Officer of the NACCW. I am a first born child of Mr Daniel Rivombo and Mrs Eunice Rivombo. My little sister is doing Grade 8. My father works as a sales representative at a company in Gauteng and my mother is a home based carer.

MY LIFE BEFORE THE INTERVENTION OF THE CHILD AND YOUTH CARE WORKER:

I had dreams but I didn't really believe that they were possible for me. For an example, I wanted to be an author at the age of 10 but didn't know where I could find the resources to be who I wanted to be. I didn't have someone to direct or channel me towards the right direction. I had a good idea of what I wanted to achieve, but I didn't have anyone pouring into my life like a coach, mentor or peers that would encourage me to move forward effectively. By age 14, I was at a point where I only dreamt of passing grade 10, I didn't think further than that!

HOW I JOINED THE YOUTH FORUM

One day at school while I was in Grade 9, two representatives from Tlangelani, (where our Safe Park is), came to our school and spoke at the school assembly. I missed that session, but I went to the Safe Park and got introduced to the Youth Forum. I signed up and my life has never been the same!

IMPACT OF THE CHILD AND YOUTH CARE WORKER

My child and youth care workers have continuously shown me that they believe in me and that my dreams are valid. They are people who celebrated even the little things I achieved and always pushed me to go further with my studies and passion. They have not only served as awesome chaperones to all the NACCW International Conferences but also as a shoulder to cry on, and a gentle listening ear. Young people are in desperate need of such people and I am grateful to have them in my life.

My child and youth care workers pushed me to go for my dreams and have practically supported me in achieving my dream. They supported me through some of the most difficult times in my life especially when I was a student. She continuously checked on my mental health and kept trying to assist me in getting financial aid. She taught me about changing my priorities and setting them straight. Starting and maintaining a healthier lifestyle. Leading a better life and be truly being okay.

Here are some of the opportunities I was afforded during the intervention of my child and youth care workers:

- Admission into TTP (Targeting Talent Programme by The University of The Witwatersrand), which is a university preparation programme.
- University entrance (Humanities faculty always want to know the extra work you put in). I also got assistance from the CAB NACCW organisation. We were given emotional support as to not

succumb to the already high student suicide numbers in our country and not to be university dropouts.

- Golden Key UFS Chapter Executive Member in 2017/2018 as Community Service Officer.
- Residence Committee Member (Student Leadership under the university SRC, serving at residence level).

Through the coaching by my child and youth care worker:

- I knew how to apply for university. I got university entrance and graduated in record time.
- They supported me by buying my book, this helped me pay some of my tuition fees.
- They pushed me to start a business and not rely on getting a job. Now I am a book publisher.

I am grateful because I know that child and youth care workers, youth forum members and executive committee members and youth coordinators had a lot to do with my success at university level.

Impact of the intervention of a child and youth care worker on a personal level:	• <i>Increase in confidence</i> • <i>Better self-esteem</i> • <i>Better self-concept</i> • <i>Deeper belief in my dreams</i>
Interpersonal skills improved through the intervention of the child and youth care worker:	• <i>Public speaking</i> • <i>Presentation skills</i>
Intrapersonal skills improved through the intervention of the child and youth care worker:	• <i>Patience</i> • <i>Empathy</i> • <i>Thinking pattern from victim mindedness to solution-mindedness</i>
Some of the other certified achievements I have:	• <i>Basic Fire Training Certificate</i> • <i>Health and Wellness Certificate</i> • <i>Understanding Elections and Civic Responsibility Certificate</i> • <i>Agripreneurship: A Path to the Future Certificate</i>

I am grateful to all the people that have helped me to get to where I am and are committed to keep pouring into my life further. I am super grateful for the work that the NACCW is doing and what it is going to continue doing for the youth of South Africa. I am grateful for my child and youth care givers and everyone who has helped me get to where I am today. Young people are inspired and thus the future of the nation is changed through you.

Khanimamba!

Thank you!

ANNEXURE F: QUESTIONS AND SUGGESTIONS FROM PARTICIPANTS

FETC/HWSETA related:

- When is HWSETA going to issue certificates for people who passed the child and youth care work training 3 years ago?
- HWSETA has not issued certificates for child and youth care workers who have successfully completed the course.
- Please can you address the current crises of child and youth care workers waiting for many years for their certificates after being found competent...why is this backlog not being given sufficient priority to be resolved?
- I just want to know when are we going to get our SACSSP certificate?
- How can HWSETA be engaged to deliver Child and Youth Care Work certificates to those who have passed the course, some as long as 3 years ago?
- Question is with regard to learners who have been on learnership from 2019 and wrote their final summative assessment only in 2021. These are children in the community, they are unemployed, and some of them are volunteering, up to now they haven't been declared competent. In my understanding the learnership was supposed to be for 12 months. How can we help them, how can we assist them?
- One burning issue is that service providers train child and youth care workers but do not have the qualification or experience in child and youth care work.

SACSSP:

- If you pay Council each year and by the time you send your outstanding documents together with proof of payment and you lost one slip of proof of payment would it delay your council number or would members of council check using my ID numbers?
- What is the penalty of not paying council?

Higher education for child and youth care workers:

- What has determined the shift of the degree level 7 to 8?
- If one only has a level 7 BTech degree how will we bridge the gap to go onto the Master's Degree?
- How does the RPL process for gaining access to university/degree work?
- Provide information on the Child and Youth Care Work Masters (at Durban University of Technology) for interested people.
- Would the Department of Higher Education and Training consider funding lecturing posts for lecturers for universities that want to initiate Child and Youth Care Work qualifications even if it is for a limited period to get the qualification off the ground?
- Our biggest challenge as child and youth care centres is: The child and youth care work course is very expensive - R18, 000 - and there is no funding for this.
- To the Minister of Social Development: Are there going to be bursaries offered for child and youth care workers like the department does for social workers?
- NSFAS bursary or grant – what type of student does not qualify for this bursary? This restriction on NSFAS does it include age restriction?

Child and youth care worker employers (government and NGO):

- Cross-pollination between social workers and child and youth care workers, in some cases child and youth care workers are not given an opportunity to work in the life space of the child but are having to work with the family and older people.
- One area that need to be addressed in responsibility of employers (state and NGO) to ensure the appropriate recognition of child and youth care workers, including the requirements to register and ensuring the supervision is done in line with the Regulations. The onus should rest significantly that employers are not only responsible for the employment of child and youth care workers at professional and auxiliary level to render services within the scope of practice of child and youth care work, but also to ensure that the required supervision structures (internal or outsourced) are in place.

Employment of professional child and youth care workers:

- On the issue of up-skilling child and youth care workers – there are unemployed child and youth care workers with masters.
- Minister spoke about seamlessly employing child and youth care workers at provincial and national level (in the Department of Social Development). Need to see that this happens as soon as possible.
- This is a compelling argument (to employ professional level child and youth care workers in child and youth care centres) but how will organisations afford the salaries for the skilled professionals? Is there a plan to increase funding to child and youth care centres to be able to afford more qualified personnel?
- How best to retain the small percentage of child and youth care workers at professional level and not lose them to other professions? Many child and youth care workers are disgruntled and frustrated, also a confusion about the role of a (professional) child and youth care worker and auxiliary child and youth care worker and their scope of practice.
- Is it possible for the Department of Social Development to benchmark salaries for (professional) child and youth care workers? If not addressed will continue to lose the cream of the crop of child and youth care workers to other professions.

Employment of child and youth care workers in government departments:

- We need a specialist/policy unit specific to child and youth care work at the national Department of Social Development. Patching it under another long existing unit will not work - we will be perpetuating the orphanhood of child and youth care work.
- As a court intermediary, I urge our (Justice) minister to advocate for child and youth care worker to also come on board and assist the court in regards the issue of gender-based violence and sexual offences.

Way forward:

- I propose that the task team that is formed should include current child and youth care workers.
- Minister Zulu what role will you be playing in terms of making sure that what has been discussed will be happening?

- Hope our leaders take decisive actions to address the abnormalities in the workforce.
- Hope and pray that there will be a high level of accountability to what is being said.
- Timeframes very important.
- I would like to put out a message to the decision makers that we were hoping that at this Summit we could get announcements of decisions made already about this profession because we have heard repeatedly over the years about processes unfolding but we never see even the smallest developments being made especially within the DSD. Is there no sense of empathy for the plight of the child and youth care workers.

South African Council for Social Service Professions

Private Bag X12, Gezina, Pretoria

37 Annie Botha Avenue, Rivera, Pretoria

www.sacssp.co.za

NON NOBIS - *Not for ourselves*