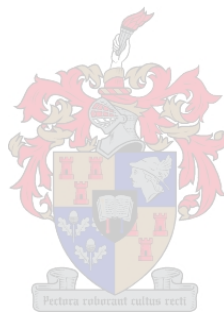


**SOCIAL WELFARE SERVICES
OFFERED AT SHELTERS TO FEMALE
VICTIMS OF DOMESTIC VIOLENCE**

by

Ann-Mariè van Zyl

*Thesis presented in partial fulfilment of the requirements for the degree
of Master of Social Work at Stellenbosch University*



Supervisor: Dr L K Engelbrecht

December 2008

DECLARATION

By submitting this thesis electronically, I declare that the entirety of the work contained therein is my own, original work, that I am the owner of the copyright thereof (unless to the extent explicitly otherwise stated) and that I have not previously in its entirety or in part submitted it for obtaining any qualification.

Date: 17 December 2008

SUMMARY

An exploratory and descriptive research design was selected together with a combination of both a quantitative and qualitative research approach to obtain the necessary information, insight and knowledge regarding the social welfare services offered to female victims of domestic violence in shelters. The motivation for this investigation stemmed from the lack of information on social welfare services offered to these female victims. The researcher became aware of this lack of information due to the fact that only limited studies and investigations had been done into the social welfare services offered to female victims of domestic violence within South Africa. The goal of this study is therefore to gain a better understanding of the social welfare services offered to female victims of domestic violence in shelters in order to provide recommendations to social service practitioners for the improvement of social welfare services in such circumstances.

The literature study firstly focused on the theories, conceptualisation and dimensions of domestic violence in order to gain an understanding and knowledge base of the theories that describe domestic violence, concepts that provide an understanding of the phenomenon of domestic violence as well the dimensions of domestic violence. Furthermore, the literature study focuses on the policies, legislations and the government's commitment to address domestic violence in South Africa. The primary focus of the literature study was to investigate the social welfare services that are offered to female victims of domestic violence in shelters.

The researcher contacted the Department of Social Development of the Western Cape in order to identify the shelter organisations that offer social welfare services to female victims of domestic violence and finally a purposive sampling was done of ten shelters in the Western Cape Metropole area which offer social welfare services to female victims of domestic violence. A qualitative and quantitative investigation was performed by means of conducting semi-structured interviews with the aid of an interview guide.

The results of the investigation mainly confirmed the findings of the literature study that domestic violence is an inherent part of the life in South Africa, also that domestic violence has a variety of causes and consequences and that social welfare services offered to female victims of domestic violence are an important part of the process of empowerment in shelters.

The recommendations were aimed at services in shelters and professional persons involved in the rehabilitation and empowerment of abused women during their accommodation in the shelters. The recommendations also included further research to explore the impact of these social welfare services on female residents, and to address the areas where social welfare services fall short in order to provide insight into the development of other social welfare services that are needed by female residents when entering a shelter.

OPSOMMING

'n Verkennende en beskrywende navorsingsontwerp is geselekteer sowel as 'n gekombineerde kwalitatiewe en kwantitatiewe benadering om kennis, insig en begrip te verkry van die maatskaplike welsynsdienste wat aangebied word vir vroueslagoffers van gesinsgeweld in skuilings. Die motivering vir hierdie studie het gespruit uit die tekort aan inligting oor die maatskaplike welsynsdienste wat aangebied word vir vroueslagoffers van gesinsgeweld in skuilings. Die navorser het bewus geword van die gebrek aan inligting, as gevolg van die tekort aan studies en ondersoeke rakende die maatskaplike welsynsdienste wat aan vroue aangebied word in Suid-Afrika. Die doel van die studie was om 'n beter begrip te verkry van die maatskaplike welsynsdienste wat aangebied word vir vroueslagoffers van gesinsgeweld in skuilings, ten einde aanbevelings te maak vir maatskaplike welsynspraktisyns om maatskaplike welsynsdienste te verbeter.

Die literatuurstudie het eerstens gefokus op die teorieë, konseptualisering en dimensies van gesinsgeweld, om sodoende 'n beter begrip te verkry van gesinsgeweld. 'n Kennisbasis oor die teorieë wat gesinsgeweld beskryf, is verken en bespreek en konsepte wat 'n insig in gesinsgeweld bied en die dimensies van gesinsgeweld is bestudeer. Die verdere literatuurstudie het gefokus op die beleid, wette en die staat se bydrae om gesinsgeweld in Suid-Afrika aan te spreek en te bekamp. 'n Primêre literatuurstudie is gedoen om ondersoek in te stel na die maatskaplike welsynsdienste wat aangebied word aan vroueslagoffers van gesinsgeweld in skuilings.

Die navorser het die Departement van Maatskaplike Ontwikkeling in die Westelike Provinsie gekontak om organisasies wat skuiling en maatskaplike dienste aan vroueslagoffers van gesinsgeweld verskaf, te identifiseer. Daarna het die navorser tien skuilings deur middel van 'n doelbewuste steekproef geïdentifiseer wat maatskaplike welsynsdienste aan vroueslagoffers van gesinsgeweld verskaf in die Wes-Kaapse Metropol. 'n Kwalitatiewe en kwantitatiewe ondersoek is uitgevoer deur middel van 'n semi-gestruktureerde onderhoud met die hulp van 'n onderhoudskedule.

Die resultate van die ondersoek het hoofsaaklik die bevindinge van die literatuurstudie bevestig dat gesinsgeweld 'n kenmerk in die lewe van Suid-Afrikaners is, dat gesinsgeweld 'n verskeidenheid van oorsake sowel as gevolge het vir vroueslagoffers en dat maatskaplike welsynsdienste as bemagtiging van vroue, belangrike faktore tydens die akkommodasie in die skooling is.

Die aanbevelings is gerig op dienste in skoolings deur professionele persone betrokke by die rehabilitasie en bemagtiging van vroueslagoffers van gesinsgeweld gedurende hulle verblyf in skoolings. Die aanbevelings sluit ook in dat verdere navorsing gedoen moet word om die impak wat maatskaplike welsynsdienste het op vroueslagoffers van gesinsgeweld te verken en leemtes te identifiseer sodat dienste verbeter kan word wanneer vroue skoolings betree.

RECOGNITION

- First I would like to thank my caring and loving parents, Fred and Ina van Zyl, for the endless opportunities they have provided me. Thank you for always being there for me, encouraging me to do better and always loving me. You have been an example to me and taught me to love and care for others.
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TABLE OF CONTENTS

CHAPTER ONE

INTRODUCTION

1.1	MOTIVATION FOR THE STUDY	1
1.2	PROBLEM STATEMENT	3
1.3	AIM AND OBJECTIVES	4
1.4	DEMARCATON OF THE FIELD OF RESEARCH	4
1.5	RESEARCH METHODOLOGY	5
1.5.1	Research approach	5
1.5.2	Research design	6
1.5.3	Research method	6
1.5.3.1	Literature study	6
1.5.3.2	Population and sampling	7
1.5.3.3	Method and data collection	8
	(a) Preparation for data collection	8
	(b) Research instrument	8
	(c) Method of data analysis	9
	(d) Method of data verification	9
1.5.3.4	Ethical considerations	10
1.6	LIMITATIONS OF THE STUDY	10
1.7	DEFINITIONS OF CONCEPTS	11
1.7.1	Shelters	11
1.7.2	Needs	11
1.7.3	Domestic violence	11
1.7.3.1	Physical abuse	12
1.7.3.2	Emotional/Verbal abuse	12
1.7.3.3	Economic abuse	12
1.7.3.4	Psychological/Emotional abuse	12
1.7.3.5	Intimidation	13
1.7.3.6	Harassment	13
1.7.4	Social welfare services	13
1.8	PRESENTATION OF THE INVESTIGATION	13

CHAPTER TWO

THEORIES, CONCEPTUALISATION AND DIMENSIONS OF DOMESTIC VIOLENCE

2.1	INTRODUCTION	15
2.2	THEORIES ON DOMESTIC VIOLENCE	16
2.2.1	Feminist theory	16
2.2.2	Social learning theory	17
2.2.3	Systems theory	17
2.2.3.1	General systems theory	18
2.2.3.2	Ecological systems perspective	18
2.3	CONCEPTUALISATION OF DOMESTIC VIOLENCE	19
2.3.1	Definition of domestic violence	20
2.3.2	Types of domestic violence	20
2.3.3	The cycle of abuse	22
2.3.3.1	Phase 1: Tension building phase	22
2.3.3.2	Phase 2: Acute or explosive phase	22
2.3.3.3	Phase 3: Honeymoon phase	23
2.3.4	The cycle of emotional abuse	23
2.4	DIMENSIONS OF DOMESTIC VIOLENCE	24
2.4.1	Perceptions of and attitudes towards domestic violence	24
2.4.1.1	Socialisation process between men and women	24
2.4.1.2	Black African communities	25
2.4.1.3	Polygamy	26
2.4.1.4	Christian communities	27
2.4.2	Causes of domestic violence	27
2.4.2.1	Individual factors (micro system)	28
	(a) Demographic	28
	(b) Personal history of family violence	28
	(c) Relationship conflict	29
	(d) Alcohol and drug use	29
	(e) Personality disorders	30

2.4.2.2	Community factors (meso system)	30
	(a) Poverty and stress	30
	(b) Community sanctions against domestic violence	30
2.4.2.3	Societal factors (macro system)	31
	(a) Socio-cultural and traditional norms	31
2.4.3	Consequences of domestic violence	33
2.4.3.1	Impact on health	33
	(a) Reproductive health	33
	(b) Physical health	34
	(c) Mental health	34
2.4.3.2	Economic impact	35
2.4.4	Characteristics of male abusers	35
2.4.4.1	The justification and minimisation of abuse by male perpetrators	36
2.4.5	The reasons why women remain in abusive relationships	37
2.4.5.1	Personal factors	37
2.4.5.2	Cultural and religious reasons	37
2.4.5.3	Remembering the good times in the relationship	38
2.4.5.4	Fear of the abuser and rejection	38
2.4.5.5	Financial and external reasons	39
2.5	CONCLUSION	39

CHAPTER THREE

THE POLICIES AND LEGISLATION OF SOUTH AFRICA TO ADDRESS DOMESTIC VIOLENCE

3.1	INTRODUCTION	40
3.2	DOMESTIC VIOLENCE INCIDENCES IN SOUTH AFRICA	41
3.3	THE SOUTH AFRICAN LEGISLATIONS IN REGARDS TO DOMESTIC VIOLENCE	41
3.3.1	The Prevention of Family Violence Act No 133 of 1993	42
3.3.2	The Domestic Violence Act, no 116 of 1998	43
3.3.3	A comparison between the Prevention of Family Violence Act and the Domestic Violence Act	45

3.4	THE SOUTH AFRICAN GOVERNMENT'S COMMITMENTS TO END DOMESTIC VIOLENCE	46
3.4.1	United Nations Declaration on the Elimination of Violence against Women	47
3.4.2	The Beijing Platform of Action	47
3.4.3	The Southern African Development Community	48
3.5	THE STATE DEPARTMENTS' ROLE IN DOMESTIC VIOLENCE	48
3.5.1	National Crime Prevention Strategy (NCPS)	49
3.5.2	The Department of Safety and Security	49
3.5.3	The Department of Justice	50
3.5.4	The Department of Welfare	51
3.5.5	The Department of Health	52
3.6	THE STATE AUTHORITIES' OBLIGATIONS IN TERMS OF DOMESTIC VIOLENCE	52
3.6.1	The role of the South African Police Services (SAPS) in domestic violence cases	53
3.6.1.1	The obligations of the police in terms of the Domestic Violence Act No 116 of 1998	53
3.6.1.2	Training done by the South African Police Services to address domestic violence	55
3.6.2	The role of the clerks of the court	55
3.6.3	The prosecutors	56
3.6.4	The magistrate	56
3.7	PROTECTION ORDERS	58
3.7.1	The grounds for obtaining a protection order	58
3.7.2	Types of relationships covered by the Protection Order	59
3.7.3	The steps in the process of the protection order	59
3.7.4	Emergency and temporary protection orders	60
3.7.5	The enforcement of protection orders	60
3.7.6	Complications of protection orders	61
3.8	THE POSITION OF WOMEN UNDER SOUTH AFRICAN LAW	62
3.8.1	Rural areas	63
3.8.2	Informal justice mechanisms	64
3.9	CONCLUSION	65

CHAPTER FOUR

THE SCOPE AND NATURE OF SHELTERS FOR FEMALE VICTIMS OF DOMESTIC VIOLENCE

4.1	INTRODUCTION	66
4.2	THE COORDINATED RESPONSES OF GOVERNMENT TO ADDRESS DOMESTIC VIOLENCE	67
4.2.1	The National Network on Violence against Women (NNVAW)	67
4.2.2	The Charter of Victims Rights	67
4.2.3	The Victims Empowerment Programme (VEP)	68
4.3	DEFINING SHELTERS	69
4.4	THE FUNCTIONING AND RESPONSIBILITIES OF SHELTERS ACCORDING TO THE DEPARTMENT OF SOCIAL DEVELOPMENT	69
4.4.1	Types of shelters	70
4.4.1.1	Safe house/emergency housing for female victims of domestic violence	70
4.4.1.2	First stage housing	71
4.4.1.3	Second stage housing	71
4.4.1.4	Third stage housing	72
4.4.2	The minimum standards of operation for shelters	73
4.4.3	Admission criteria at domestic violence shelters	74
4.4.4	Race, class and religion	75
4.4.5	House rules in the shelters	76
4.4.6	Personnel structure and responsibilities of management in shelters	77
4.4.7	The connection between the police and shelters	77
4.5	SOCIAL WELFARE SERVICE DELIVERY OFFERED AT DOMESTIC VIOLENCE SHELTERS	78
4.5.1	Protection services offered to vulnerable groups	78
4.5.2	The content of services offered to female victims of domestic violence at shelters	79
4.5.3	Principles under which shelters for female victims of domestic violence must deliver services	79
4.5.3.1	Accountability and appropriateness of service delivery	79

4.5.3.2	Empowerment and participation of the victim	80
4.5.3.3	Family, community and person centred delivery services	80
4.5.3.4	Continuum of care and developmental services	80
4.5.4	Availability and accessibility of social welfare services	80
4.5.5	Social welfare service delivery	81
4.5.5.1	Community awareness and prevention services	81
4.5.5.2	The early intervention services	82
4.5.5.3	Statutory intervention services	82
4.5.5.4	Reconstruction and aftercare services	83
4.5.6	Responsibilities of social workers when dealing with female victims of domestic violence	83
4.5.8	Social services offered at domestic violence shelters	84
4.5.8.1	Therapeutic services	85
	(a) Individual counselling	86
	(b) Group counselling	86
4.5.8.4	Hotlines	88
4.5.8.5	Developmental and empowerment programmes	88
4.5.8.6	Legal assistance and advocacy	89
4.5.8.7	Services to children	90
4.6	CONCLUSION	90

CHAPTER FIVE

EXPLORATION OF THE SOCIAL WELFARE SERVICES OFFERED TO FEMALE VICTIMS OF DOMESTIC VIOLENCE

5.1	INTRODUCTION	92
5.2	DELIMITATION OF THE INVESTIGATION	92
5.3	GATHERING AND ANALYSING DATA	93
5.4	RESULTS OF THE INVESTIGATION	93
5.4.1	Demographic information	94
5.4.1.1	Type of neighbourhood	94
5.4.1.2	Structure of the shelters	94

5.4.1.3	Accommodation for women and children	95
5.4.1.4	Personnel structure	97
5.4.1.5	Type of shelter	100
5.4.2	Dimensions of domestic violence	102
5.4.2.1	Criteria for inclusion	102
5.4.2.2	Race and age distribution	103
5.4.2.3	Marital status	105
5.4.2.4	Academic educational level	106
5.4.2.5	Causes of domestic violence	108
5.4.2.6	Consequences of domestic violence	110
5.4.3	Policies and legislations	111
5.4.3.1	Registration of shelter	111
5.4.3.2	Role of the police	112
5.4.3.3	Protection orders	113
5.4.4	Social welfare services	114
5.4.4.1	Referral of female victims	114
5.4.4.2	Defining the needs and services of the resident	116
5.4.4.3	Minimum standards of operation	118
5.4.4.4	Rules of the shelters	118
5.4.4.5	Service delivery	120
5.4.4.6	Types of services offered at shelters for female victims of domestic violence	121
	(a) Individual counselling	122
	(b) Group counselling	122
	(c) Hotlines	123
	(d) Services to children	123
	(e) Developmental and empowerment programmes	125
	(f) Legal assistance	125
5.5	CONCLUSION	126

CHAPTER SIX

CONCLUSIONS AND RECOMMENDATIONS

6.1	INTRODUCTION	127
6.2	CONCLUSIONS	127
6.2.1	Demographic information	127
6.2.1.1	Residential and urban environment	127
6.2.1.2	Housing facilities	127
6.2.1.3	Personnel structure	128
6.2.1.4	Type of accommodation	128
6.2.2	Dimensions of domestic violence	129
6.2.2.1	Criteria for inclusion	129
6.2.2.2	Race distribution	129
6.2.2.3	Academic educational level	129
6.2.2.4	Causes of domestic violence	130
6.2.2.5	Consequences of domestic violence	130
6.2.3	Policies and legislations	130
6.2.3.1	Registration with the Department of Social Development	130
6.2.3.2	The role of the police	130
6.2.3.3	Assistance provided to female victims in shelters	131
6.2.4	Social welfare services	131
6.2.4.1	Referral of female victims of domestic violence to shelters	131
6.2.4.2	Intake forms	131
6.2.4.3	Minimum standards of shelter operations	132
6.2.4.4	Rules of the shelters	132
6.2.4.5	Prevention, intervention, statutory and aftercare services	132
6.2.4.6	Social welfare services and programmes	132
6.3	RECOMMENDATIONS	133
6.3.1	Services aimed at rural areas in South Africa	133
6.3.2	Expansion of shelter accommodation	133
6.3.3	Types of abuse for inclusion in shelters	134

6.3.4	Admission criteria for boys	134
6.3.5	Alcohol and drug intervention for abused women	134
6.3.6	Academic education for female residents	135
6.3.7	Governmental, police services and private sectors service delivery	135
6.3.8	Orientation programmes	136
6.3.9	Awareness and prevention workshops	136
6.3.10	Social welfare services	136
6.3.11	Further research	137
6.4	SUMMARY	137
	BIBLIOGRAPHY	138
	QUESTIONNAIRE	156

LIST OF TABLES

Table 2.1	Continuums of abuse in domestic violence	21
Table 2.2:	Factors associated with the causation of domestic violence	32
Table 5.1:	Age distribution of female residents	104
Table 5.2:	Referral system	115

LIST OF FIGURES

Figure 5.1:	The shelter's structure	94
Figure 5.2:	Number of residents in each shelter	96
Figure 5.3:	The personnel structure of the shelters	98
Figure 5.4:	Types of shelter combinations offered by shelters	101
Figure 5.5:	Criteria for inclusion	102
Figure 5.6:	Marital status of most of the residents in participating shelters	105
Figure 5.7:	Average academic educational level of residents	106
Figure 5.8:	Causes of domestic violence	108
Figure 5.9:	Consequences of domestic violence	110
Figure 5.10:	Protection order assistance	113
Figure 5.11:	The intake procedures to assess service delivery in terms of services needed	117
Figure 5.12:	Shelter rules	119
Figure 5.13:	Service delivery	120
Figure 5.14:	Social welfare services	122
Figure 5.15:	Crèche facilities	124

CHAPTER ONE

INTRODUCTION

1.1 MOTIVATION FOR THE STUDY

Violence is a persistent trait of life in South Africa and affects all members of the South African society (Glanz & Siegel, 1996:1). South Africans reside in a violent and abusive society and one of the most persistent and unrelenting forms of violence is domestic violence (Maconachie, Angless & Van Zyl, 1993:1). Domestic violence refers to a pattern of abusive behaviour that allows one person to have power and control over another person through fear and coercion, not only by using physical abuse but also by verbal, psychological, sexual and economical abuse (Saartjie Baartman Centre for Women and Children, 2008; Tihamiyu, Guthrie & Murphy, 2005:335). Domestic violence is a universal occurrence cutting across all cultures, religion, class and ethnicity, is a feature of life for many women, and reflects a problem that is entrenched in society and is perpetuated by society, tradition, culture and gender norms (Fedler & Tanzer, 2000:18; Mathews & Abrahams, 2001:6).

Even though statistics on domestic violence are difficult to obtain (Dissel & Ngubeni, 2003:2) research illustrates that one in four women in South Africa are subjected to domestic violence (Abrahams & Jewkes, 2005:1811; Dissel & Ngubeni, 2003:2; Glanz & Spiegel, 1996:151). Angless (1998:169) states that one in three women is emotionally, physically or sexually abused in South Africa. According to Nowrojee, Manby and Wagner (1995) and Standley (1999), 41% of females who are murdered in South Africa are killed by their spouses and it is estimated that on average one woman is killed by her spouse every six days. The World Health Report of 1997 indicated that a third of all women have experienced violence in intimate relationships at some point in their lives (Mathews & Abrahams, 2001:6). At least one in every three women in the world have been beaten, coerced into sex or abused in some way, often by someone she knows, including her husband or other male family members (United Nations Population Fund, 2000). According to Mitchell (2003:34), 80% suffer domestic violence in their own homes by the male partner or husband.

Domestic violence has become widely recognised as a human rights violation due to women being denied equality, safety, dignity, self-worth and the right to enjoy basic freedom (Khan, 2000:2; Tihamiyu et al., 2005:335; Usdin, Christofides, Malepe & Maker, 2000:55). Patel (2005:185) suggests that domestic violence occurs in many household relationships, often resulting in injuries and affecting the safety, health and welfare of the individuals involved. Often wife battering, domestic assaults and domestic violence are viewed as concealed forms of violence and target the vulnerable groups in society such as the elderly, women and children.

There is no single factor accounting for domestic violence, but Khan (2000:7) is of the opinion that unequal power relations, socio-economic forces, fear and control over women, lack of economical resources and social status serve as causes of domestic violence. Furthermore, Jewkes (2002:1423) states that poverty or patriarchy, alcohol, aggression, relationship conflict and social norms also contribute to violence against women. Hence there is an increase in public awareness of domestic violence and has led professionals and lay people alike to conclude that domestic violence is a phenomenon that has reached epidemic proportions in the past decade (Hampton, 1993:1).

Women who have been subjected to domestic violence require alternative living and accommodation facilities; therefore shelters that offer social welfare services to such victims represent a critical point in crises intervention. Shelters are not just places of safety but also play an important empowering role in providing social, psychological and emotional support for women in abusive relationships during crises (Park, Peters & De Sa, 2000a:248; Department of Social Development, 2008).

Due to the importance of shelters and the social welfare services offered at the shelter, an urgent need exists to further develop appropriate social welfare services to assist, counsel and empower women by continuously developing ways to break the silence surrounding domestic violence and offering services to abused females. Past research (Groenewald, 2006:124) evaluated social services offered to victims of abuse in Gauteng and identified the need to focus further on the gaps in shelter functioning and services offered at shelters. Violence against women is a pervasive and complex phenomenon and no single approach by government or civil society can

remedy the problem. A holistic, multidisciplinary approach is therefore needed to provide service delivery and funding to shelters that offer social welfare services to female victims of domestic violence.

According to Emdon (2006:32-37) a need exists to improve funding, duration of the stay in the shelter and programmes for children. The gaps in service delivery in shelters are a need for second and third stage housing, accommodation is needed for boys and more programmes for children are needed. Shelters in rural areas need to expand and operational funding is needed to make provision for the needs of the female victims (Emdon, 2006:36). In the light of the preceding exposition, it is evident that a need exists to investigate and document the types of social welfare services rendered by shelters to female victims of domestic violence. Therefore, this study aims to explore, describe and present an overview of the social welfare services provided to female victims of domestic violence in shelters.

1.2 PROBLEM STATEMENT

Various factors contribute to domestic violence and when women have been subjected to such violence, a varying number of consequences affect the social, physical and psychological wellbeing of women. In this regard, the South African government has made improvements to the legislation in order to prevent domestic violence and provide social welfare services to female victims of domestic violence.

Should women decide to escape the abusive situation, alternative accommodation and social services are needed. In the past sixteen years, shelters have increasingly become a source of service provision for abused women in South Africa due to the increasing number of domestic violence cases (Dangor, Shaik, Segwai, Mitchell & Alderton, 2001:13). Shelters refer to homes/houses established to provide shelter for women who have been abused at home and are in need of emergency support. Shelters are thus places of safety where abused women and their children can seek refuge when their lives are endangered by domestic violence (Park et al., 2000a:248). Therefore, shelter accommodation offers a safe environment to empower female victims of domestic violence and offers critical intervention strategies during crises. Based on the preceding statements, the research questions that form the central focus of this study can be stated as follows: What are the

theories, conceptualisation and dimensions of domestic violence? What policies, legislations and commitments of the government address domestic violence? What are the nature and scope of social welfare services provided to female victims of domestic violence in shelters?

1.3 AIM AND OBJECTIVES

The aim of the study was to present an overview of the scope and nature of social welfare services offered by shelters to female victims of domestic violence in the Cape Metropole. The following objectives were formulated to achieve this aim:

- To discuss the theories, conceptualisation and dimensions of domestic violence experienced by female victims of domestic violence;
- To explain the policies, legislation and South African government's commitment to address domestic violence;
- To describe the nature and scope of shelters for female victims of domestic violence;
- To explore the social welfare services offered to female victims of domestic violence;
- To draw conclusions and present recommendations to social service practitioners and providers regarding services offered to female victims of domestic violence.

1.4 DEMARCATION OF THE FIELD OF RESEARCH

The researcher's selection of shelters providing social welfare services to abused women in the Western Cape Metropole was done in terms of accessibility of the shelters and their attributes that the researcher wanted to investigate. These attributes consisted of the availability of participants to the researcher, the type of accommodation the shelter provided and whether the shelter offered social welfare services to female victims of domestic violence on a continuing and developmental basis. The Department of Social Development in the Western Cape was contacted telephonically and a list of 14 available shelters was provided to the researcher. The researcher then chose 10 shelters purposively due to their location in the Western Cape Metropole. Only 10 shelters were selected because two listed shelters were not

operating anymore, the other two shelters were far away from the researcher in distance and were excluded from the study. The confidential nature of the study prevents the ten chosen shelters being named and will therefore remain anonymous.

1.5 RESEARCH METHODOLOGY

For the purpose of this investigation, a literature study was undertaken. The research explores what social welfare services are offered to female victims of domestic violence in shelters during crises.

1.5.1 Research approach

It was decided to use a qualitative research approach because the researcher is interested in understanding the social welfare services offered to female victims of domestic violence in shelters rather than explaining the social welfare services in order to observe the phenomenon by means of controlled measurements (Mouton, 2001:107).

The researcher also used a quantitative research approach by utilising a range of methods such as measurements and investigations into the social realities of domestic violence and then provided an overview from the representative sample of shelters (Mouton, 2001:152; Bless & Higson-Smith, 2000:156). Therefore, a combination of qualitative and quantitative study was employed using semi-structured interviews because this combined research approach will allow the researcher not to be guided by a systematic plan but will allow the researcher to choose what action to take in order to succeed with the research.

According to Fouchè and De Vos (2005:269), the quantitative research design determines the researcher's choices and actions and in qualitative research the researcher's choices and behaviour determine the design. More and more social researchers are using a combined method of research to ensure a better understanding of the topic in hand. Therefore, the researcher used a combination of both quantitative and qualitative research approaches to ensure a more meaningful understanding into the topic of social welfare services offered to female victims of domestic violence in shelters.

1.5.2 Research design

The research design refers to the plan that the researcher intended to undertake in order to conduct the research and data collection. A combined method of study was undertaken and can be described as one in which the researcher uses multiple methods of data collection and analysis (De Vos, 2005c:357). To achieve the aim and objectives of this study a combination of an exploratory study and descriptive study was undertaken. The need for an exploratory study arises when there is a lack of basic information in a specific area of interest, or when a researcher wants to become acquainted with a situation in order to formulate a problem (Fouchè & De Vos, 2005:106). In the opinion of Rubin and Babbie (2007:29), the exploratory research is very valuable in social scientific research especially when a researcher is breaking new ground and wants new insight into a topic for research. A descriptive study is done when the researcher wants to describe a phenomenon and to describe the characteristics of a population using quantitative data (Bless & Higson-Smith, 2000:37; Fouchè & De Vos, 2005:106). The literature study showed a lack of information concerning social welfare services offered at shelters and therefore the exploratory study brought forth new insight. By undertaking a descriptive study, social welfare services offered to female victims of domestic violence in shelters were described.

1.5.3 Research method

The research method focuses on the steps taken during the research process in order to conduct the research study. A literature study was undertaken and focused on theoretical literature as well as operational definitions relating to the topic of social welfare services offered to female victims of domestic violence (Mouton, 1996:36). Furthermore, sampling methods were chosen and a purposive sample was drawn from the population by the researcher. Then the appropriate research instrument for the study was chosen as well as implemented, data were collected and afterwards the researcher analysed and verified all information.

1.5.3.1 Literature study

Fouchè and Delport (2005:84) state that a critical review of the literature should enable the researcher to evaluate previous research relating to the general issue

selected. It should lead to the construction of a framework that would allow the research results to be interpreted in relation to the existing theory (Fouchè & Delpont, 2005:84). A deductive method was chosen in which the researcher began with deductive logic by choosing theories and literature and then collected observations to test the theory and literature (Rubin & Babbie, 2007:27).

The research study was done by researching and focusing on South African and international literature on domestic violence, from a social work perspective as well as from other related fields, the ecological systems perspective, policies and legislations of South Africa and other literature focusing on shelter delivery services. A comprehensive literature study was undertaken in order to reach the goal of this study. Relevant articles and journals on domestic violence and methodology by means of electronic literature searches such as the internet and library databases were used. Available and relevant resources, such as articles, reports and research papers from different organisations such as the United Nations, the South African Police services and shelters were examined and studied. Various research documents, books and media reports were investigated and utilised throughout the study. Further studies were done by employing the computerised catalogue and books of the JS Gericke Library at the University of Stellenbosch and the Erica Theron Reading room at the Department of Social Work at the University of Stellenbosch was consulted for information and literature.

The researcher also conducted secondary analysis by utilising previous researchers' acquired data and processes. The secondary analysis was used to obtain the necessary information relating to social welfare services offered to female victims of domestic violence in shelters (Rubin & Babbie, 2007:257).

1.5.3.2 Population and sampling

According to Mouton (1996:134) the "population is the collection of objects, events or individuals having some common characteristic that the researcher is interested in studying". The population therefore refers to the total set from which the individuals or units are chosen and measured (Strydom, 2005:193). The population was obtained from the Department of Social Development in the Western Cape and consisted of fourteen shelters. Due to the attributes the population possessed, some

10 shelters were selected to form part of the study (Strydom, 2005:193). The characteristics of the shelters in terms of demographics, accommodation and provision of social welfare services rendered these shelters favourable to be part of the sample. Therefore, due to the varying districts where the shelters were situated the researcher chose 10 out of the 14 shelters that were situated in the Cape Metropole.

Strydom (2005:201) refers to a non-probability sample as the odds of a sample to be selected from a population. A non-probability sampling method such as purposive sampling was thus used to select a representative sample due to the characteristics and representation the sample possessed. The researcher chose the sample on the basis of the characteristics of the units that were most typical of the attributes that were being studied and investigated (Bless & Higson-Smith, 2000:92)

1.5.3.3 Method of data collection

(a) Preparation for data collection

The researcher initiated the research by making contact with the participating shelters in the Cape Metropole. The researcher introduced herself and explained the aim and procedure of the study. The participants were given the opportunity to ask questions and query any uncertainties and then established their eagerness to participate in the research study. The participants were informed that the study will not divulge any information about the specific shelter and all information will be kept confidential.

(b) Research instrument

Semi-structured interviews were conducted by the researcher with four social workers, four managers, one counsellor and one personal assistant (depending on availability) in order to gather detailed, particular information into the social welfare services offered by the shelter to female victims of domestic violence. Some close-ended, but mainly open-ended questions were asked and formed part of the structured interview. Open-ended question can provide more information to the researcher from the respondent, new territories can be explored with the participants required information can be obtained, and comparable data can be obtained by asking all the participants the same questions (Rubin & Babbie, 1993:184; Greeff,

2005:296). An interview schedule was considered and used by the researcher because it was the most appropriate way to obtain the respondent's views and feelings by utilising open-ended questions. With the interview schedule, the interviewer has more discretion in that he/she can ask more probing questions and thereby get information that is more detailed. Predetermined questions were used to engage the participants and offered the interviewer the opportunity to be explicit in obtaining information (Greeff, 2005: 297).

(c) Method of data analysis

Data analysis is the process to analyse collected data, in order to detect pattern consistencies within the data, to structure data and to find meaning within the data (Bless & Higson-Smith, 2000:138; De Vos, 2005a:333). The process of analysing data depends on the research questions, the research design and the nature of the data with the aim to understand the elements of the data by comparing the relationships between concepts, constructs and variables to observe the patterns in the information (Bless & Higson-Smith, 2000:137; Mouton, 2001:108). By using quantitative and qualitative research approaches, data were analysed through descriptive procedures in order to search for relationships in data (Bless & Higson-Smith, 2000:138; De Vos, 2005a:333).

After completion of the data gathering process, the researcher began analysing the data. First, the researcher interpreted all the responses obtained from the participants during the semi-structured interviews. Data were then categorised, prepared and analysed in order to interpret and draw conclusions. Responses from participants were summarised and compared to existing data from the literature, the data were presented in tabular and figurative form and finally conclusions and recommendations were drawn.

(d) Method of data verification

Data verification is the method used by researchers to ensure that the research is trustworthy and credible. An interviewing schedule was compiled to guide the questioning process. Information gathered from the sample needs to be credible, organised and systematic and therefore the researcher wrote down all information obtained from participants and filed each organisation's responses in envelopes in

order to ensure that the information stayed organised and to assist the researcher during the interpretation of the data. By using the qualitative research design the credibility of the research was achieved by demonstrating that the research process was conducted in such a way as to ensure the accurate identification and description of the subject through use of various interviewing techniques such as probing, verbal, and non-verbal expressions, summarising and restating, in order to confirm and ensure that information gathered was credible and accurate (De Vos, 2005a:346).

1.5.3.4 Ethical considerations

According to Strydom (2005:57) ethics are defined as moral principles that are suggested by individuals or by groups, are widely accepted and offer rules and behavioural expectations about the conduct towards experimental subjects. Ethics are standards of conduct to ensure moral behaviour (Mark, 1996:36). This research was conducted in a professional, structured manner. The researcher ensured that the social workers and management personnel at the specific shelters give informed consent by providing them with sufficient information regarding the aim of the study. Confidentiality was ensured by not enclosing information of participant views and comments, unless permission was given. Informed consent was achieved by the non-coercing of participants into the research study by allowing voluntary participation.

1.6 LIMITATIONS OF THE STUDY

The study was limited due to the small size of the sample and therefore the generalisation of the findings could also be limited. However, despite the sample size, the goal and objectives of the study could still be reached by means of participants' in-depth descriptions and reflections, as an overview of social welfare services offered by shelters to female victims of domestic violence could be presented. Further difficulties were experienced due to the lack of recent statistics on domestic violence and relevant literature on social welfare services offered at domestic violence shelters in South Africa.

1.7 DEFINITION OF CONCEPTS

According to De Vos (2005b:32) concepts need to be defined in order to avoid vagueness and ambiguity. The following concepts were defined therefore, to ensure that interpretations are clear and concise:

1.7.1 Shelters

Shelters are described as informal facilities providing temporary care for the needs of a person without accommodation or visible means of support (The New Dictionary of Social Work, 1995:57). Shelters refer to homes/houses that provide shelter for female victims of domestic violence. Therefore, shelters are places of safety where abused women and their children can seek refuge when interpersonal violence occurs in their homes.

1.7.2 Needs

Female victims of domestic violence leave their homes in search of protection and a safe haven and therefore have specific needs that have to be addressed. Needs pertain to physical, psychological, spiritual, material and social requirements for survival, well-being and self-actualisation (The New Dictionary of Social Work, 1995:41). In this study needs refer to physical and material needs such as shelter, clothes and food as well as psychological needs of women who have been subjected to violence.

1.7.3 Domestic violence

Domestic violence is described by a variety of behaviours and therefore the definition of domestic violence in relation to this study is important. According to the Republic of South Africa Government Gazette (Government Gazette, 1998:4) domestic violence means physical abuse, sexual abuse, emotional, verbal and psychological abuse, economic abuse, intimidation, harassment, stalking, damage of property, entry into the complainant's residence without consent, where the parties do not share the same residence. It is any other controlling or abusive behaviour towards a complainant, where such conduct harms, or may cause imminent harm to the safety, health or well-being of the complainant.

1.7.3.1 Physical abuse

Due to the impact that physical abuse has on women in domestic violence cases it is important to have a clear definition of what physical abuse entails. According to September and Loffell (1998:8) physical abuse refers to an intentional act that results or is likely to result, in physical injury to a person such as hitting, slapping, kicking and shoving.

1.7.3.2 Emotional/Verbal abuse

Emotional and verbal abuse means a pattern of degrading or humiliating conduct towards a complainant, including repeated insults, ridicule or name calling, repeated threats to cause emotional pain or the repeated exhibition of obsessive possessiveness or jealousy, which is such as to constitute a serious invasion of the complainant's privacy, liberty, integrity or security (Government Gazette, 1998:4).

1.7.3.3 Economic abuse

Economic abuse occurs when women are denied access to the resources to which they are legally and morally entitled (Encyclopaedia of Social Work, 1995:782). Economic abuse includes the unreasonable deprivation of economical or financial resources to which a complainant is entitled to under law. Furthermore economic abuse is the deprivation of resources that the complainant requires out of necessity, including household necessities for the complainant, mortgage bond repayment or payment of rent in respect of the shared residence or the unreasonable disposal of household effects or property which the complainant has an interest in (Government Gazette, 1998:4).

1.7.3.4 Psychological/Emotional abuse

Russell (1982) cited in the Encyclopaedia of Social Work (1995:782) states that it is hard to define psychological abuse and links it to brainwashing. It is through emotional abuse that the perpetrator undermines, isolates and terrorizes the abused women.

1.7.3.5 Intimidation

Intimidation means uttering or conveying a threat or causing a complainant to receive a threat that induces fear (Government Gazette, 1998:6).

1.7.3.6 Harassment

According to Hornby (1998:541) harassment is defined as trouble, annoying continually or to make repeated attacks on someone. According to the Government Gazette (1998:4) harassment means engaging in a pattern of conduct that induces the fear of harm to a complainant including constantly watching, or loitering outside of or near the building or place where the complainant resides, works, carries on business, studies or happens to be. Harassment also constitutes the making of repeated telephone calls or inducing another person to make telephone calls to the complainant, whether or not conversation ensues.

1.7.4 Social welfare services

Social welfare programmes are planned series of social work actions and other activities aimed at the improvement of the social functioning of predetermined target groups in a specific field of service (The New Dictionary of Social Work, 1995:60). For the purpose of this study, social welfare programmes will refer to specific programmes offered in domestic violence shelters to empower and promote the victim's well-being.

1.8 PRESENTATION OF THE INVESTIGATION

The research report is divided into six chapters. Chapter 1 serves as the introduction to the study. The motivation for the study as well as the research methodology forms part of this chapter. The first chapter emphasises the importance of the study as well as the research methods used in conducting the study.

In Chapters two, three and four the literature reviews provides an outline of the design. Chapter 2 provides information on the theories, conceptualisation and dimensions of domestic violence. Chapter 3 focuses on the policy, legislation and the South African Government's commitment to address domestic violence. In Chapter 4, the social welfare services offered to female victims of domestic violence in shelters

are discussed. After the literature, the empirical study follows. Chapter 5 includes the analysis and interpretation of the collected data. Data were collected through semi-structured interviews and questionnaires. The conclusions and recommendations based on the literature study and the results of the empirical study are presented in chapter 6.

CHAPTER TWO

THEORIES, CONCEPTUALISATION AND DIMENSIONS OF DOMESTIC VIOLENCE

2.1 INTRODUCTION

Families are described as social institutions where the roles, responsibilities and relationships give each member a sense of belonging (McKie, 2005:2,18). Therefore family life is usually visualised as being a safe, warm and intimate place for its members. However, it is often a dangerous place when abuse is present and has distressing effects on the stability of family life (Angless & Shefer, 1995:305; Van der Hoven, 2001:13). Violence is an issue that affects all of society, nationally and globally, but for many the easiest way to prevent violence is to simply lock the door and stay out of harm's way. However, the privilege of a safe home is non-existent for many and they face violence behind the closed doors in their homes (Fathalla, 2005:1910; Tshesane, 2001:1). Violence against women is a social, economical and political issue and affects millions of women worldwide. The increasing incidences of violence against women in South Africa are linked to the increase in societal violence and the decrease in societal morality and attitudes towards women and violence (Angless, 1998:169).

In this chapter domestic violence is viewed as one of the many forms of violence that women suffer due to their vulnerability in society. For the purpose of this study, the types of violence will be described in terms of abuse that affects married women and women living with male partners. A variety of factors exist to support the reasons why violence is a persistent trait in South Africa and is discussed in this chapter. This chapter focuses on the different perceptions and attitudes of society towards domestic violence and the characteristics of male abusers. Furthermore it will deal with the general reasons why women remain in abusive relationships. The purpose of this chapter is to elucidate the key literature that offers information, insight and understanding into the issue of domestic violence. By examining and discussing what domestic violence is, the risk factors that contribute to domestic violence in domestic settings, the consequences of abuse and the cycle of abuse, will contribute to an understanding of what domestic violence is and all its dimensions.

2.2 THEORIES ON DOMESTIC VIOLENCE

In order to gain an understanding into the reasons why domestic violence occurs in households and to understand how services can be provided to domestic violence victims it is important to define and discuss the different theories and perspectives. Theories of causation aid the understanding of prevention, prediction and treatment of domestic violence. Domestic violence is a problem that cuts across all classes, races, ages and cultures and no single explanation for the prevalence of domestic violence exists. Therefore theories that provide information on domestic violence will provide a framework for understanding and responding to the problem and identification of risk factors. Therefore the following theories and perspectives were included in the study to identify the individual, sociological and sociostructural explanations for the occurrence of domestic violence.

2.2.1 Feminist theory

According to Boonzaier and De la Rey (2004:444) and Bernhardt (2004:38) feminism focuses on gender and power between men and women, and its theoretical position focuses on the traditional ideas about marriage, the family and gender roles supported by patriarchy, and a male dominant society which encourages abuse as a form of expression of power. According to Singh (2003:44), Viljoen (1997:27), Danis (2003:239), Hampton (1993:13) and Imbrogno and Imbrogno and Imbrogno (2000:394) the feminist theory refers to domestic violence as a reflection of the patriarchal organisations of society, the ideology of patriarchy, the structure of authority and maintaining and supporting the male supremacy within the family. Abuse against women is complicated by issues such as race, culture, class, sexuality and many other factors and the feminist theory focuses on all these factors to acknowledge the multiplicity of challenges that surround domestic violence. The feminist theory illustrates the way men oppress women due to the construction of male power within society and families. Several authors (Boonzaier & De la Rey, 2004:444; LaTaillade, Epstein & Werlinich, 2006:396; Singh, 2004:44; Viljoen, 1997:27) all agree that the feminist theory's main focus is on the male dominant culture that society maintains and behaviours that are modelled in law, religion and traditions in members of society. The feminist theory therefore gives an overview on

how women experience violence due to the fact that patriarchy leads to the oppression and subordination of women in society.

2.2.2 Social learning theory

The social learning theory argues that aggressive and violent behaviour is learned through the process of socialisation within society as well as the family. Social-psychological explanations of domestic violence examine the interactions between individuals and their external environment (Danis, 2003:237; Viljoen, 1997:29). The most popular explanatory theory for domestic violence is the social learning theory. In order to understand domestic violence an understanding of the nature and structure of a family's social setting and situation is needed.

Londt (2004:86) states that the social learning theory conceives violence as a learnt behaviour which is reinforced during childhood as a coping mechanism in response to stress or a method to resolve conflict. The social learning theory sees the family as a training ground for violent behaviour because it shows examples for intimidation and aggressive role models (Viljoen, 1997:32). According to Vogt (2007:15) and Hampton (1993:13) individuals are governed to model violent behaviour if it results in an outcome that is valuable and governed by rewards that are higher than costs. Another explanation that is contextualised within this framework is that domestic violence exists because of the fact that there are no societal prohibitions against violence and that functional reasons exist for the practice of violence (Londt, 2004:87). According to Singh (2003:44) this theory arises from the premise that human interactions are guided by the search for remuneration and the prevention of punishment and costs, therefore it observes that not all actions will be repeated. It therefore relies on the fact that in order for behaviour to be repetitive the behaviour must be recognised to bring rewards or no sanction.

2.2.3 Systems theory

According to Healy (2005:132) the systems theories focus on the interaction within the social systems and include interpersonal systems of family, friends, neighbours, organisational systems and social structural systems. The systems theory emphasises the importance that all these systems play in the well-being of an individual. The systems theory provides an understanding of the problems and issues

that individuals have. The systems theory gave rise to the general systems theory and ecological system perspective, and will be discussed in the following section.

2.2.3.1 General systems theory

The general systems theory uses biological terms to describe needs, behaviour and interactions between the individual and the environment (Healy, 2005:135). The general systems theory focused on the homeostasis between an individual and its environment to seek balance. By implementing the general systems theory in social welfare services provided to domestic violence victims the “entropy” (disorder) is identified and then works towards achieving an equilibrium between the individual and the social environment (Healy, 2005:135). Even though the general systems theory focuses on environmental and individual unity a multi-approached perspective is needed to provide social welfare services to female victims of domestic violence.

2.2.3.2 Ecological systems perspective

The ecological systems perspective developed the concept of transactions between person and environment by providing explanations for discourse in the individual by examining the person-environment transactions (Healy, 2005:136-137). Due to the variety of theoretical considerations to explain domestic violence “many social workers favour ecological modules which allow for multiple explanations of causality and multiple level intervention strategies” due to the multiple systems that are assessed and addressed by the ecological systems perspective (Angless, 1998:170).

The ecological systems perspective draws its concept from the science of ecology and uses similes to describe social interactions and change because no one theory can explain domestic violence. Therefore the ecological systems perspective is used to describe the causes and dimensions of domestic violence (Danis, 2003:239; Sheafor, Horejsi & Horejsi, 2000:91). A comprehensive approach is needed to assess social problems and stressors in an interactional way because domestic violence is the result of maladjustments in a person’s environment (Schoeman & Ferreira, 2000:388). The ecological systems perspective examines individual and environmental factors to explain the contexts in which domestic violence occurs. According to Bernhardt (2004:37) the ecological systems perspective makes

accurate assessments of the various effects that domestic violence has on individuals, families and communities. The ecological systems perspective has four overlapping systems of functioning that are brought to bear on a victim of domestic violence, which will be discussed in the following paragraph.

According to Schoeman and Ferreira (2000:395) the micro system refers to the associations between the developing person and his/her environment in a direct setting containing the person, as well as the intra-personal aspects such as biology and personal history that influence the behaviour of the individual. Relationships are included in the micro system. The micro system represents the immediate interpersonal and social context such as intimate relationships between a husband and wife, family relationships and relationships between friends and neighbours. The meso system refers to the direct environment of an individual and to the interplay between a person and his/her socio-cultural environment such as relationships between the family, police services and courts (Jansen van Rensburg, 2004:30; Schoeman & Ferreira, 2000:395). The eco system refers to all informal and formal social structures that emphasise the immediate setting of the developing person such as media, work environment and neighbourhood. Lastly the macro system represents the institutional patterns of the culture or subculture in which the individual interacts such as economy, social and political systems.

This perspective provides an understanding of the multiple influences that all areas of functioning have on an individual in his/her environment. Therefore the ecological systems perspective is a valued perspective in understanding domestic violence by examining human behaviour in general in order to develop a multidimensional approach to minimise domestic violence and develop appropriate intervention services.

2.3 CONCEPTUALISATION OF DOMESTIC VIOLENCE

In order to understand what domestic violence is it is important to provide a clear definition and discuss what types of behaviour constitute abuse. By providing a definition a clear understanding of the different behaviours that are entailed in domestic violence will be achieved.

2.3.1 Definition of domestic violence

It is important to conceptualise domestic violence in order to understand what domestic violence encompasses. Domestic violence literally means violence that occurs at home (Kemp, 1998:225). The term domestic violence is sometimes referred to as spousal abuse, marital violence, conjugal violence, wife abuse and a number of other terms but for the purpose of this study the researcher will use the term domestic violence. Kemp (1998:225) describes domestic violence as “A pattern of assault and coercive behaviours, including physical, sexual and psychological attacks, as well as economic coercion, that adults or adolescents use against their intimate partners.” Embedded within this definition are three criteria that Kemp (1998:225) suggest should be considered when defining domestic violence. The first one is the relationship context of the violence, the second is the function that the violence serves within the home and third is the specific behaviour of the perpetrator (Kemp, 1998:225). According to the Domestic Violence Act of South Africa (Government Gazette, 1998:2) domestic violence refers to any act of physical, sexual, emotional, verbal, psychological or economic abuse, acts that include harassment, stalking, damage to property, intimidation and controlling behaviour.

2.3.2 Types of domestic violence

It is important to define what actions form the different types of abuse. The following section deals with the three continuums of abuse and what actions are categorised under each. According to Kemp (1998:8) domestic violence is a pattern of behaviour in which one individual is abusive in order to obtain power and control over another individual. The lines between types of abuse are not always clear and simultaneous types of abuse may occur. Kemp (1998:8) refers to continuums of abuse that are employed in domestic violence. The three continuums are physical abuse continuum, sexual abuse continuum and psychological abuse continuum. Continuums of abuse are forms of abusive behaviours in order of the least severe to most severe and are often used in the domestic violence field to inform victims or professionals about the patterns of abuse.

According to the Saartjie Baartman Centre for Women and Children (Saartjie Baartman Centre, 2008) and Mitchell (2003:27) *physical abuse* or battering includes threats of violence, intention to harm another in the form of hitting, punching, shoving

and pulling hair, intimidation such as reckless driving, and destruction of property, being burnt, locked in the house, stabbed or shot. *Sexual abuse* includes rape, incest and is about the use of threats or force to obtain sex or enforce unwanted sexual attention on another person. *Psychological abuse* is defined as undermining someone, constantly criticizing a person, and using intimidation, destroying someone's belongings and harming pets, often leading to confusion and self-doubt (Weisz, 1999:139). *Emotional abuse* includes being forced, insulted, and ignored, being socially isolated, shouted at, sworn at, made to feel worthless or made fun of by another person. *Economic abuse* refers to withholding money, having to do more for money than is possible or being prevented from using for example the car. These continuums serve as a description to define the types of abuse under each category. These continuums show the behaviours that are associated with the different types of abuse in domestic violence as illustrated in table 2.1.

Table 2.1 Continuums of abuse in domestic violence (adapted from Kemp, 1998:9).

<u>Physical abuse</u>	<u>Psychological/ emotional abuse</u>	<u>Sexual abuse</u>	<u>Economic abuse</u>
MODERATE BEHAVIOUR			
Pinching Squeezing Hair pulling Pushing Shaking Shoving Cornering Restraining Denying medical care	Demeaning Ignoring Withholding affection Ridiculing Accusing Isolating Undermining worth or self-worth Insulting	Minimising sexual needs Criticizing sexuality Obsessive jealousy Unwanted touching Sexual name calling Demanding sex Treating as sex object	Withholding money for clothes, transportation and food
EXTREME BEHAVIOUR			
Internal injuries Denying medical care Breaking bones Disabling Disfiguring Using weapons Murdering Force of drugs or alcohol	Humiliating Destroying valued things Yelling Threatening to abandon Threatening violence Stalking Damaging relationships with children	Promiscuity Forcing to observe sex Forcing unwanted acts Forced sex after beating Use of weapon to force sex Forcing to strip Injuring during sex	Withholding food, shelter and medical attention Denying a partner to be employed

Table 2.1 illustrates the behaviour associated with the continuums of violence by depicting forms of moderate abuse to forms of extreme abuse in domestic violence relationships.

2.3.3 The cycle of abuse

In the cycle of abuse three phases exist which will be discussed in the following section. The first phase is the tension building phase, the second is the acute or explosive phase and the third phase is the calm, loving, respite phase, also called the honeymoon phase. By examining the cycle of abuse an explanation will be given into the escalation from aggression to abuse in domestic settings.

2.3.3.1 Phase 1: Tension building phase

Kemp (1998:240) and Malherbe (2005:227) describe the first phase of the cycle of abuse as the tension building phase. During this phase everybody is “walking on eggshells” and minor battering occurs (Kemp, 1998:240; Malherbe, 2005:227). The tension between partners starts building and arguments are easily initiated. Accusations are made and everyday occurrences become turbulent and tension increases. During this phase women will try to prevent abuse by obeying the abuser and staying calm during minor occurrences of abuse (Kemp, 1998:241; Malherbe, 2005:227). Women will avoid becoming angry and make excuses for the perpetrator to escape the reality of the situation. During this phase the abuser might become fearful that he might drive away his wife/partner and become insecure, possessive and jealous in order to control his emotions (Kemp, 1998:241). After the tension building phase has concluded the acute/ explosive phase will commence.

2.3.3.2 Phase 2: Acute or explosive phase

During this phase the climax is reached and the actual fight transpires. Malherbe (2005:228) characterises this phase as a built-up phase with tension and a lack of control on the victim’s behalf. This phase is hard to control because of the immense tension build-up and explosive behaviour. The abuser loses control and teaches the victim a lesson through abusive behaviour to show that he is in control (Kemp, 1998:241; Saartjie Baartman Centre for Women and Children, 2008). The fear of this phase causes victims to trigger a situation in order for this phase to commence,

therefore giving the victim some control. The victims are insensitive to their own feelings and emotions. Kemp (1998:241) argues that some victims are able to dissociate themselves from their bodies and the situation. Furthermore, Kemp (1998:241) states that the abuser is unaware of his behaviour and cannot account for all his actions. When the abuse has ended both parties will be shocked at what had just happened. After this acute phase has finished the abuser might become remorseful and prompt the honeymoon phase.

2.3.3.3 Phase 3: Honeymoon phase

During this phase the abuser becomes loving and caring trying to charm the victim of the abuse. The abuser will become apologetic and ask for forgiveness (Kemp, 1998:241). He will shower the victim with flowers and promises of change. The victim will choose to believe that the abuser is remorseful and that the abuse will end. The victim is most likely to escape the abusive home situation but will often be persuaded by the abuser to return home by using the children or family as excuse. The duration of each phase varies and changes as time goes by.

2.3.4 The cycle of emotional abuse

There is a need to look more deeply into the cycle of emotional abuse which is closely linked to the cycle of abuse. The cycle of emotional abuse refers to the less obvious forms of violence and is focused on the emotional victimisation of women by their partners. Research (Malherbe, 2005:224) shows that there is a cycle of emotional abuse that is closely linked to the cycle of abuse. According to research (Barkhuizen & Pretorius, 2005:10; Malherbe, 2005:2) emotional abuse is defined as abuse that is not physical.

In the first phase of the cycle, jealousy sets in and the partner/wife is accused of adultery by the abuser. Abusers are jealous of time that their partner/wife spends with other friends or family and career achievements. The second phase is more destructive when verbal arguments break out between partners such as name calling directed to the intellectual capacity of the abused (Barkhuizen & Pretorius, 2005:14). During the third phase the abuser realises what has happened and tries to make amends by apologising for the behaviour. During this phase the victim develops a false sense of hope and believes that her partner has changed and is really sorry.

The last phase, according to Barkhuizen and Pretorius (2005:14) commences when the abused tries to keep the abuser happy and therefore minimises her social activities in order to give all her attention to the abuser due to fear of confrontation. By discussing the cycle of abuse a clear understanding is gained of the cycle that evolves when abuse is present within the home.

2.4 DIMENSIONS OF DOMESTIC VIOLENCE

Domestic violence is a universal crisis and cannot be explained by one factor only, but by a range of factors and interactions (Tshesane, 2001:1). A variety of reasons exist for the prevalence of domestic violence within households and in the following section attention will be given to the various risk factors and societal influences that cause and maintain domestic violence in society. Domestic violence is a complex phenomenon with various dimensions and in order to have an understanding of domestic violence all aspects and dimensions need to be discussed.

2.4.1 Perceptions of and attitudes towards domestic violence

South Africa's population consists of a variety of cultures, religions and races. Culture is part of the socialisation process and it is therefore important that cultural perceptions about women and domestic violence should be discussed (Tshesane, 2001:2). In every racial group certain traditions, religions and norms exist and therefore it is important to explain the traditional beliefs, religions and views towards domestic violence due to the fact that certain ideas are reinforced and strict sanctions are applied pertaining abuse such as forgiveness and commitment. According to Boonzaier and De la Rey (2004:453) female submissiveness and male dominance are inscribed in many religions and often result in abuse. Each culture, religion and race has its own perceptions as to what constitutes acceptable behaviour of its members in terms of domestic violence. This will be discussed in the following section.

2.4.1.1 Socialisation process between men and women

Culture is just as much part of socialisation as socialisation is a part of culture (Tshesane, 2001:2). The socialisation between men and women seems to be the same in every race. The socialisation process is internalised during childhood and

practised throughout life into adulthood. As a result women are treated in a different manner than men (Schoeman & Ferreira, 2001:290; Tshesane, 2001:2). Men are taught during childhood to be aggressive while women are taught to be emotional and supportive. Women are taught to be emotionally and financially dependent on men and therefore abuse often occurs in societies where men have economic and decision-making authority in the home and women lack economic independence (Khan, 2000:8; Tshesane, 2001:2). The relationships between men and women are strained by beliefs that femininity involves being passive, submissive and dependent on others. These notions, according to Tshesane (2001:2) and Fedler and Tanzer (2000:32) are taught in families, schools, media and magazines and link up with the physical and sexual abuse of women due to the portrayal of women as sex objects. The media reflect patriarchal culture by objectifying women and placing value on products by exploiting female sexuality (Fedler & Tanzer, 2000:32).

2.4.1.2 Black African communities

In some black African communities, the traditions adhered to, contribute to domestic violence. According to Curran and Bonthuys (2004:8) Xhosa-speaking tribes have a term “ukuthwala” or stealing the bride. This tradition refers to negotiations between the families of the bride and the groom. The groom and his friends will carry the bride away to his family and the negotiations will follow (Curran & Bonthuys, 2004:8; Vetten, 2000:74). This can be romantically idolised but could cause abuse due to the possessive nature of these negotiations. In African traditions lobola is paid by the groom to the bride’s family in the form of cattle or money to serve as compensation for losing their daughter. This however engenders the idea of the wife as a possession rather than a partner due to the factor of payment and is therefore seen as property to discipline. Paying lobola increases a woman’s vulnerability to be subjected to domestic violence (Curran & Bonthuys, 2004:34; Reddi, 2007:511). A man pays lobola to the wife’s family causing him to feel that he has the right to abuse and treat his wife the way he wants to as well as planting the belief that the male is the head of house and has the power to control all the family members (Curran & Bonthuys, 2004:9; Hubbard & Wise, 1998:6).

Van der Hoven (2001:6) refers to the indoctrination by initiation schools, patriarchal family systems, polygamy and economic dependency. When adolescent boys are

initiated into manhood in black African communities they learn to be leaders and women are inferior beings that must serve and abide to instructions and commands (Van der Hoven, 2001:16). Therefore, men in black African communities are more likely to dominate their wives or partners because of the belief that women are inferior to men and submissiveness is expected (Makofane, 2000:57).

There may be a lack of response to abuse in black African communities because of the daily occurrences of violence and the traditional patriarchal view that women are inferior to men. Often women in black African communities do not lay charges against the abuser due to feelings of duty and subservience. Because of these perceptions it is difficult to empower women to leave abusive homes and to see the abuse as abnormal and indefensible because domestic violence is viewed as part of family life. Due to this cultural ideology there is a concept of male ownership and male control over women in black African communities (Makofane, 2000:57; Khan, 2000:8; Van der Hoven, 2001:16). Van der Hoven (2001:17) mentions that in black African tribes it is expected of girls to leave their own families when they get married and thus become incorporated into the family of the husband.

2.4.1.3 Polygamy

Polygamy, as stated by Van der Hoven (2001:17), is practised in black African communities. Husbands are allowed to have more than one wife but women are expected to remain faithful to one husband. Van der Hoven (2001:17) states that in many black African communities men have families in the rural area of origin as well as girlfriends in the urban area where they occupy a job. Tshesane (2001:5) agrees with Van der Hoven and adds that in black African communities women are dependent on their husbands to provide for them and that women bear the cheating because they have no other means to support themselves. In society men are seen to be the breadwinners and must care for their families but during the past decade women have become more independent and better educated. As they started getting better jobs and became financially independent, men became more insecure and threatened by the change in dominance. This contributed to the increase in violence toward women (Van der Hoven, 2001:17). Tshesane (2001:5) agrees with Van der Hoven (2001:17) and adds that men believe they must be the breadwinners and that

women need to be dependent on them in order to survive, causing even further abuse.

2.4.1.4 Christian communities

Religious values such as commitment, forgiveness and sanctity of marriage are often identified when discussing perceptions of societies towards domestic violence (Little & Kantor, 2002:137). Religious values often reinforce violent behaviour due to the adherence to stereotypical gender roles which are stipulated and prescribed by religion (Boonzaier & De la Rey, 2004:452; Dangor, Alderton & Taylor, 2000:314). Patriarchal norms in religion affect the psychological, social and political empowerment of women and result in bestowing power on men and subordinating women (Dangor et al., 2000:134). Christianity inherited early traditions of subordination and Christian women who are abused have feelings of guilt towards the abuser and draw on religion that forgiveness is a Christian trait and should be exercised (Boonzaier & De la Rey, 2004:453; Lentz, 1999:10; Van der Hoven, 2001:18). Van der Hoven (2001:8) states that religious beliefs of Christianity instruct women to love their husbands and that family is very important to God and according to the Bible. Women must make sacrifices for their family and the wife's needs are secondary to those of her husband. They also believe that the Christian woman must keep her family together no matter the abuse and that she must keep praying for the violent man and that God can change him. However, a danger exists when scripture is used to rationalise abuse (Van der Hoven, 2001:19).

2.4.2 Causes of domestic violence

Due to the social context in which domestic violence occurs there is no one single factor that can be singled out to account for abuse. According to Mitchell (2003:54) and Jewkes (2002:1425) there are a variety of reasons why abuse happens. The individual, community, societal and relationship factors that lead to domestic violence will be discussed in order to have a better understanding of the micro, meso and macro levels in terms of the ecological perspective. The ecological systems perspective is more significant to explain the personal, situational and socio-cultural factors that contribute to domestic violence.

2.4.2.1 Individual factors (micro system)

Individual factors leading to domestic violence include demographic factors such as young age, low income and education. Other factors include a personal history of family violence, relationship factors, alcohol and drug use and personality disorders; all linked to the probability of men to commit domestic violence (Anderson, 1997:667; Krug, Dahlberg, Mercy, Zwi & Lozano, 2002:97). The individual factors therefore heighten the possibility of a person becoming a victim or a perpetrator of domestic violence. Although some of these factors do not play an inherent role in the causes of domestic violence they are identified as risk factors.

(a) Demographic

Among some of the demographic factors are young age, number of children and low income which mean that the causes of domestic violence can be explained by the ecological systems perspective when focusing on micro systems. Tshesane (2001:5) argues that women are uneducated and uncertain of their rights and available resources. A lack of knowledge, low academic achievements and illiteracy are risk factors in the cause of domestic violence. According to research (Fedler & Tanzer, 2000:28) many girl children have fewer opportunities for education which result in illiteracy. Tshesane (2001:5) argues that women who are illiterate, lack the necessary skills to obtain a job and are often more vulnerable to domestic violence, due to lack of freedom. However, Tshesane (2001:5) is not implying that educated women are not abused; only that uneducated women suffer more from abuse because of a lack of resources to acquire support and help.

(b) Personal history of family violence

The personal history factors illustrate how violence in the family of origin contributes to the causes of domestic violence. Experiences during childhood such as the witnessing of abuse or the experience of being abused have been identified as contributing factors to domestic violence. Research (Chandler & Kruger, 2005:71; Krug et al., 2002:337) found that males who were exposed to violence in their families of origin are more likely to become perpetrators of domestic violence than males who were not exposed to domestic violence during childhood. Children who witness parents modelling violent behaviour are socialized to use violence as a means to control (Khan, 2000:8; Krug et al., 2002:98; Park & Khan, 2000:337; Singh,

2003:37), therefore resulting in internalized socialisation processes to use violence as a way to resolve conflict and solve problems.

(c) Relationship conflict

Krug et al. (2002:99) and Jewkes (2002:1425) found that on an interpersonal level the most consistent marker for abuse is marital conflict or discord in the relationship. The verbal disagreements and levels of conflict in relationships are associated with violence in households (Jewkes, 2002:1425). Violence is often used as a tactic to express frustration and anger within relationships. Jewkes (2002:1425) further states that the sources of conflict are mainly linked to control, power and gender roles as well as finance. Part of the relationship factors are related toward stress men have due to economic issues which in turn cause conflict in the partnership and abuse occurs (Krug et al., 2002:99).

(d) Alcohol and drug use

Another risk factor for domestic violence that is constant across most settings is alcohol and drug use. Alcohol and drug use is linked to increased risk of all forms of interpersonal violence and heavy alcohol consumption is associated with domestic violence (Jewkes, 2002:1425; Singh, 2003:37; Kahn, 2000:8). There is a significant correlation between domestic violence and drinking. Excessive consumption of alcohol and other drugs incites aggression in the abuser which leads to domestic violence. Alcohol use lowers inhibitions, clouds judgement and impairs the individual's ability to interpret clues (Krug et al., 2002:98; Padayachee & Singh, 2003:108-109). Excessive drinking also increases abuse by providing reasons for arguments between partners (Krug et al., 2002:98; Gibson, 2004:13). According to Krug et al. (2002:98) studies in Canada have found that women who live with heavy drinkers were five times more likely to be abused by their partners than those who live with non-drinkers. Therefore a woman living with a partner who abuses alcohol stands a higher risk of being abused (Singh, 2003:37; Chandler & Kruger, 2005:71). Alcohol and drugs do not necessarily cause abuse as is believed, but it serves as an excuse for men to blame alcohol or drug use as causing abusive reactions (Mitchell, 2003:50; Fedler & Tanzer, 2000:32). Even though alcohol and drug use might not be a direct cause of abuse, it is a risk factor in terms of severity of abuse.

(e) Personality disorders

Certain personality disorders such as borderline personality disorders and other psychological problems such as depression, bipolar disorder, depression, psychotic disorders and substance abuse are contributing factors and have a strong correlation to domestic violence (Krug et al., 2002:98; LaTaillade et al., 2006:395). Men who abuse their partners are more likely to have low self-esteem, be depressed, emotionally dependent, insecure about their relationship and find it difficult to control aggressive and controlling impulses and therefore revert to violence (Krug et al., 2002:99).

2.4.2.2 Community factors (meso system)

The meso system interplays the relationship between the person's socio-cultural environments. The culture of a society encompasses all the attitudes and values of the society. Therefore the community factors that contribute to cause domestic violence are poverty and stress and community sanctions.

(a) Poverty and stress

Krug et al. (2002:99) and Jewkes (2002:1425) argue that domestic violence occur in all socio-economic groups; however it is more frequent and severe in lower socio-economic groups. Fedler and Tanzer (2000:31), Khan (2000:7) and Bhowon and Munbauhal (2005:391) indicate that economic and social factors such as low wages, unemployment, lack of economic resources and inadequate housing augment women's vulnerability and contribute to domestic violence. Poverty is inherently stressful and lower socio-economic groups have fewer personal and social forms of support and thus experience high levels of frustration and stress coupled with fewer materials, emotional, social and psychological resources to cope adequately, which might lead to abuse in domestic situations. Some research (Fedler & Tanzer, 2000:31; Jewkes, 2002:1425; Krug et al., 2002:99; Singh, 2003:38) shows that men living in poverty are discouraged and have a sense of inadequacy about their inability to provide for their families.

(b) Community sanctions against domestic violence

Literature (Bhowon & Munbauhal, 2005:385) suggests that a variety of cultural factors are involved in the causes and nature of domestic violence. The differences in

cultures and communities offer insight into the attitudes towards domestic violence in terms of values and norms and leads to the different sanctions communities have against domestic violence. Tshesane (2001:2) believes that women are treated in accordance with the culture they reside in. Many cultures hold the idea that men have the right to control their wife's behaviour and therefore some women believe they should be beaten and must be submissive to show respect to their husbands. Communities who are lenient towards domestic violence experience a higher level of abuse than those who are against domestic violence. The community's sanctions or prohibitions can take the form of legal sanctions or moral pressure for neighbours to arbitrate if women are abused (Krug et al., 2002:99). Rates of other violent crimes, social capital, social norms to do with family privacy and community norms related to male authority over women are factors which influence community responses to domestic violence (Krug et al., 2002:100).

2.4.2.3 Societal factors (macro system)

Jewkes (2002:1428) and Anderson (1997:667) suggest that societal factors such as gender play a role in domestic violence. The macro system includes all socio-organisational structures in which beliefs, attitudes and views of the culture at large are expressed.

(a) Socio-cultural and traditional norms

Tshesane (2001:2) argues that the notion in society of "social conditioning" has become an umbrella for the oppression of women. Therefore women are taught submissiveness and passivity towards their partners. Due to the socialisation process men believe that women must remain submissive in their role as homemaker and men as heads of the household. These institutional traditions are structured along patriarchal lines and place emphasis on gender role stereotypes (Fedler & Tanzer, 2000:31; Schoeman & Ferreira, 2001:288-290). Tshesane (2001:4) sees patriarchy as "a form of social organisation in which the father is recognised as the head of the family". Patriarchy restricts women's decision-making and is manifested in cultures, history and political settings which cause disempowerment in women (Anderson, 1997:655; Bhowon & Munbauhal, 2005:387; Pillay, 2006:5). According to Curran and Bonthuys (2004:8) the institute of patriarchy and sexist attitudes condition women to accept secondary status in society. The structured traditional attitude is a contributing

cause to abuse and inequality between men and women. Due to patriarchal systems and traditional norms, disarray occurs in traditional marriages and it is expected that the wife must first seek protection from her in-laws before appealing to her own family for protection. This causes two consequences in relation to domestic violence: the husband's family will side with him and disregard any negative comments the wife has about her husband and, second that women who refuse to conform to traditional expectations of compliant and subservient behaviour may be accused of witchcraft and this could lead to vigilantism (Curran & Bonthuys, 2004:9).

Domestic violence can therefore be explained as caused by patterns of structural relationships of power and tradition which are dominated by men. The causes of domestic violence are complex but the unequal positions of women and the normative use to solve conflict by reverting to violence, seem insistent. There is no single factor that contributes to domestic violence; therefore it is important to understand the complexity of domestic violence by providing information on the various factors that contribute to domestic violence. In table 4.2 a summary of the factors which influence domestic violence are illustrated.

Table 2.2: Factors associated with the causation of domestic violence

(Adapted from Krug et al., 2002:98)

<i>Individual factors (micro level)</i>	<i>Community factors (meso level)</i>	<i>Societal factors (macro level)</i>
Young age	Weak community sanctions against domestic violence	Traditional gender norms
Heavy drinking	Poverty	Social norms supportive of violence
Depression	Low social capital	Media and magazines
Personality disorders		
Low academic achievement/ low income		
Witnessing or experiencing abuse during childhood		
Relationship factors		

2.4.3 Consequences of domestic violence

According to Fedler and Tanzer (2000:24) domestic violence has a negative effect on the quality of women's lives, and far-reaching psychological and physical consequences for women. The consequences of domestic violence are profound, expanding beyond the health and happiness of individuals to have an effect on the well-being of the whole community due to the fundamental denial of women's rights (Khan, 2000:8; Krug et al., 2002:100). Garcia-Moreno, Jansen, Ellsberg, Heise and Watts (2006:1260) state that domestic violence holds consequences for women's physical, mental, sexual and reproductive health. Women in abusive relationships endure physical injuries as well as emotional and psychological scarring. The consequences of abuse will be discussed in the following section to illustrate the vast effects of domestic violence on women's physical, psychological and emotional health.

2.4.3.1 Impact on health

In addition to physical injuries women sustain in abusive relationships they are at risk of a number of physical health problems as well as psychological disorders. According to Naaeke (2006:788) and Krug et al. (2002:100) domestic violence has long term as well as immediate effects on women's health. Domestic violence is a major health concern with both legal and social implications for women (Duma & Ogunbanjo, 2004:40; Ellsberg, 2006:2; Reddi, 2007:502). Many women experience domestic violence which go unnoticed in healthcare settings (Du Plat-Jones, 2006:44; Schornstein, 1997:10). Due to the controlling nature the perpetrators, women are often forbidden to visit a doctor or hospital. In South Africa an estimated one in fifty women need medical assistance during pregnancy as a result of domestic violence (Fedler & Tanzer, 2000:25). Women who have experienced physical abuse during their childhood or adulthood are likely to experience physical and psychological ill health more regularly (Krug et al., 2002:100; LaTaillade et al., 2006:394).

(a) Reproductive health

Domestic violence has been associated with an increase in disorders of the reproductive organs and female victims of domestic violence have a difficult time protecting themselves from unwanted pregnancy or diseases such as HIV and other

sexually transmitted diseases. According to Krug et al. (2002:101) domestic violence is more common in families with many children, concluding that families with more children have more stress and therefore the risk of abusive behaviour is higher. When abusive behaviour is present many women are forced into pregnancy, abortions or sterilization (Bhatt, 1998:530; Khan, 2000:3; Nangolo & Peltzer, 2003:18; Usdin et al., 2000:56). Female victims of domestic violence are also at risk during pregnancy to have babies with birth defects, miscarriages, late entry into prenatal care, stillbirths, premature labour and birth, fetal injury and low birth weight of babies.

(b) Physical health

Female victims who have been subjected to domestic violence suffer from physical injuries such as cuts, broken bones, headaches, chest pain, insomnia, nightmares and fatigue all of which can result in hospitalisation and even lead to permanent disabilities (Eby, 2004:222; Fedler & Tanzer, 2000:24). Even though physical injury is most common with physical abuse, more common outcomes are functional disorders, which have no medical cause such as irritable bowel syndrome, and fibromyalgia (Khan, 2000:9; Krug et al., 2002:102). Miscarriages, asthma, headaches, pelvic inflammatory diseases, headaches and chronic pain syndromes are physical injuries resulting from domestic violence.

(c) Mental health

Fedler and Tanzer (2000:25) argue that even though there is little support for the theory that low self-esteem causes victims to become involved in abusive relationships, it is clear that victims who become involved in abusive relationships suffer a decrease in self-esteem. These women suffer from depression, fear, post-traumatic stress disorder, cognitive impairment, anxiety disorders, eating disorders, obsessive compulsive disorders and phobias which could result in suicide. According to Nangolo and Peltzer (2003:30) many women express deep feeling of depression and low self-esteem and feel inadequate, unappreciated, unhappy and with low self-worth.

2.4.3.2 Economic impact

Domestic violence places an economic burden on society in terms of lost productivity and increased use of social services (Krug et al, 2002:102). Even though domestic violence does not have an effect on a woman's general chance of being in employment, it does influence a woman's income and ability to maintain a job (Krug et al., 2002:103). Therefore, domestic violence places a burden on the economy and society. Naaeke (2006:788) agrees with Krug et al. (2002:103) that domestic violence leads to increased number of child prostitution, street children and social problems.

In conclusion, women who have been subjected to domestic violence are seven times more likely to abuse drugs or alcohol, be depressed and harm themselves deliberately (Du Plat-Jones, 2006:44; Joyner, Theunissen, De Villiers, Suliman, Hardcastle & Seedat, 2007:17). Therefore the consequences of domestic violence need to be addressed in order to provide adequate services for both victim and perpetrator.

2.4.4 Characteristics of male abusers

In this section the characteristics of male abusers will be discussed. This will provide a psychological understanding of and improved insight into the incident of domestic violence. Men employ various means of behaviour to control and intimidate their female partners and often resort to physical violence. Makofane (2000:57) states that men use physical violence to keep a partner submissive and fearful. It is difficult to describe the characteristics of male abusers due to the extensive range of characteristics that contributes to abuse, but a few characteristics will be discussed in the following section.

There is no single psychological profile for male abusers (Singh, 2003:42). However, Singh (2003:42) argues that the likelihood for abusive behaviour increases when an individual has grown up in an abusive and violent environment. Men who grew up in homes where the parental figures were abusive towards each other or towards the children are more likely to become abusive themselves due to learned behaviour and socialisation from the family of origin. Abusers often display childlike emotions such as punching a wall or hitting animals. Abusers are often described as having poor communication skills, they are emotionally dependent, insecure, have a low self-

esteem and thus resort to violence, and are often incapable of expressing emotions other than anger or jealousy (Krug et al., 2002:99). Singh (2003:43) and Winstok, Eisikovits and Gelles (2002:132) further state that male abusers are extremely traditional in their beliefs of controlling the family and being the head of the home. They often abuse substances in the form of alcohol or other addictive substances and are of a younger age between their mid twenties and early forties (Singh, 2003:43). Abusers have a higher level of anger, hostility, verbal aggression and show signs of early behaviour problems. In addition, Krug et al. (2002:99) argue that men who exhibit violent behaviour seem to be more depressed and attain higher scores on certain scales of personality disorders, which include antisocial, aggressive and borderline personality disorders.

2.4.4.1 The justification and minimisation of abuse by male perpetrators

Singh (2003:44) argues that the social learning theory often serves as an explanation why men abuse in that the social learning theory views abuse as being guided by the pursuit of rewards and avoidance of punishment. Often the rewards in committing abuse is the release of anger in the form of hitting, revenge and self-esteem improvement due to the successfulness of the abuse in obtaining control in the household. Boonzaier and De la Rey (2004:449) focus on the justification and minimisations of abuse by male abusers. The justification provided for abuse is denial of wrongness. Men neutralise the unacceptability of their behaviour by denying or minimising the injuries caused by them. Boonzaier and De la Rey (2004:449) are of the opinion that justification is also used by abusers to lessen responsibility and locate the responsibility or fault for the abuse with their partners. Boonzaier and De la Rey (2004) argue that male abusers use justification to minimise their role and responsibility in abusive situations. Minimising the level of severity of abuse also serves as justification. The male abuser minimises the type of abuse by acknowledging that verbal or emotional abuse was used but that he cannot be regarded as an abuser because no physical abuse was present. A discussion of the characteristics and reasons why men abuse provides an insight into the rationalisation by male abusers and serves as a tool to minimise their characteristics through counselling services.

2.4.5 The reasons why women remain in abusive relationships

Kemp (1998:242) state that it may not be valid to say that all women remain in abusive relationships but a large number of women do often remain in abusive relationships, and then due to variety of reasons. No two domestic violent situations are but they share some similarities as to why women remain in abusive relationships. Ben-Ari, Winstok and Eisikovits (2003:540) argue that the reason why many women remain in abusive relationships can be explained on three levels. The first level is the *intrapsychic*, which is explained by examining the personal level of the women's psychological makeup, relationship skills, coping skills and situational factors. The *interpersonal* level focuses on the dynamics between the abuser and the abused by examining the threats involved in leaving the abusive relationship. The last level is the *socio-structural* level which focuses on the norms, values, service provisions and policies of formal and informal social support networks. It is therefore important to discuss the reasoning and justification for remaining in abusive relationship in order to improve knowledge and to provide appropriate services to empower women to leave abusive relationships.

2.4.5.1 Personal factors

Makofane (2002:85) agrees with Kemp (1998:242) on the theory of "learned helplessness" as reasons on the personal level why women remain in abusive relationships. Women often remain in abusive relationships due to negative self-concepts, depression, low self-esteem, powerlessness, lack of coping skills, embarrassment and shame (Barkhuizen & Pretorius 2005:18; Ben-Ari et al., 2003:540; Makofane, 2002:85). Another personal reason abused women report for remaining in abusive relationships is that they often adapt their behaviour to reduce abuse by self-blame and rationalisation. Makofane (2002:86) and Nangolo and Peltzer (2003:26) state that women also remain in abusive relationships because they believe that the abuser will change and the abuse will end.

2.4.5.2 Cultural and religious reasons

Internal factors refer to ideologies, tradition, family pressure, religion and cultural norms such as patriarchal norms regarding gender roles, economic dependency on male partners and lack of alternative housing (Ben-Ari et al., 2003:540; Makofane, 2002:85). Females who subscribe to these ideologies often struggle to leave an abusive home. Sex role stereotyping often results in women remaining in abusive

relationships. Women are taught through sex-role conditioning and by society to be submissive, non-assertive and responsible for others by pleasing and nurturing the opposite sex (Makofane, 2002:86; Singh, 2003:47). Women have been socialised to accept the men's competitiveness, aggressiveness and responsiveness as expressions of masculinity. Other reasons for women remaining in abusive relationships refer to religious reasons such as the preservation of the family unit, the desire to protect the children, protection of the abusive partner from other members of the religion or church. Like Van der Hoven (2001:18), Mitchell (2003:57) believes that certain religious groups such as Christian women and black African women, believe that they must serve their husbands and that they have a responsibility to stay in the abusive home for the sake of their children, religion and partner. Religious convictions concerning divorce and family values often cause women to remain in abusive relationships (Barkhuizen & Pretorius, 2005:18).

2.4.5.3 Remembering the good times in the relationship

Singh (2003:48) and Makofane (2002:86) add that another reason why women remain in abusive relationships refers to love and hope. Abused women love their abuser, believe that the abuse will end and often remember the loving, good times of the marriage or partnership. They forgive their partners for the abuse and believe that the abusive behaviour will change. Mitchell (2003:56) argues that women try to validate the bad times by magnifying the value of the good times and comparing it with the bad times. When women ignore the abuse and reminisce on the good times it becomes difficult to leave the relationship.

2.4.5.4 Fear of the abuser and rejection

According to Makofane (2002:86) women often remain in abusive relationships due to practical problems and fearfulness. Women are often fearful due to threats of increased violence or even death by the abuser (Ben-Ari et al., 2003:540; Mitchell, 2003:56). Many women fear the abuser's threats to hurt the children, financial threats to withhold maintenance payments and even threats of hurting or ending the female victim's life if she leaves (Ben-Ari et al., 2003:540; Makofane, 2002:85; Singh, 2003:48). Women fear for the lives of their children and therefore endure the abuse to ensure the safety of the children. Women believe that children require the affection of both parents and thus remain in abusive relationships because they fear the notion

of a fatherless family (Barkhuizen & Pretorius, 2005:18; Ben-Ari et al., 2003:540; Nordien, Alpaslan & Pretorius, 2003:49). According to Nordien et al. (2003:49) women often remain in abusive relationships because they fear rejection, both within their community and family. Because of social norms to keep domestic violence private, women often fear the stigma attached to domestic violence, divorce and separation and therefore remain in the abusive relationship.

2.4.5.5 Financial and external reasons

Makofane (2002:86) states that women are fearful to leave abusive relationships due to financial and practical reasoning. Women are often obligated to be jobless and forced to be financially dependent on their partner. Mitchell (2003:58) as well as Barkhuizen and Pretorius (2005:18) believe that economic reasoning is an important factor for women who remain in abusive relationships. Economic conditions afford women with children few available options, the support from government is limited and many women do not want to turn to welfare for support (Mitchell, 2003:58). They often remain in abusive relationships because of external factors such as the loss of material and physical resources such as friends, family, and transportation.

2.5 CONCLUSION

Through a discussion of the different aspects of domestic violence a clear understanding is achieved in the way society views domestic violence as well as the various aspects that affect women. Women are isolated and threatened by abuse and it affects their lives as well as the lives of their children. It is important to understand the causes and effects of domestic violence in order to evaluate what can be done to alleviate the seriousness of domestic violence. Violence against women is complex and caused by a variety of social, economic and psychological factors that lead to the prevalence of inequality. Domestic violence is a multifaceted problem which influences a magnitude of individuals and by shedding light on the different dimensions of violence a clear understanding is achieved.

In the next chapter the legislation and the Domestic Violence Act, no 133 of 1993 (Government Gazette, 1998), will be discussed. The various government, state departments and state authorities' role in domestic violence will be discussed. Furthermore, the researcher will discuss the different options that are available to women to protect themselves and their children from domestic violence.

CHAPTER THREE

POLICIES AND LEGISLATION OF SOUTH AFRICA TO ADDRESS DOMESTIC VIOLENCE

3.1 INTRODUCTION

South Africa has gone through remarkable changes in the past 14 years; however, women are still unequally treated in society. According to Nowrojee, Manby and Wagner (1995:2) women still remain second-class members of society and economic, social and legal inequalities are still part of the society they reside in. South African women who are victims of domestic violence continue to face judicial and police systems that are insensitive and unsympathetic (Nowrojee et al., 1995:3). Women who report abuse are often mistreated by police officers, prosecutors, magistrates in court, examination surgeons and court clerks who issue protection orders (Nowrojee et al., 1995:3). Violence against women in South Africa has reached distressing degrees and in an attempt to deal with this issue of domestic violence the parliament introduced The Prevention of Family Violence Act, no 133 of 1993 (Government Gazette, 1993) in an attempt to provide security to women who have been subjected to domestic violence.

The high incidences of domestic violence in South Africa called for a legal response by the government, who adopted the Constitution of the Republic of South Africa (Constitution of the Republic of South Africa, 1996) in order to address aspects such as freedom and rights of individuals. The Constitution of the Republic of South Africa is the general parameter by which society must abide. The Constitution affirms that everyone has the right to freedom and security which includes the right to freedom, not being detained without a just trial, to be free from violence from the public and private sources, not to be tortured in any way and not to be treated or punished in a cruel, inhumane way. Even though these provisions have been adopted to ensure a violent-free society, domestic violence is still an issue in South Africa (Smit & Nel, 2002:45). To understand the policies, legislation and procedures that have been developed and adopted by the government of South Africa to minimise domestic violence an overview of these policies and legislation will be given. This chapter will

focus on policies, legislation and public services offered to protect women from domestic violence. In its commitment to address domestic violence and the policies and legislations employed to this end by the government, the societal (macro) level of the ecological systems perspective will be discussed.

3.2 DOMESTIC VIOLENCE INCIDENCES IN SOUTH AFRICA

Domestic violence violates a number of fundamental rights of the victim such as the right to equality, dignity, life and freedom of security and therefore it is of the utmost importance that the government enforces the proper legislations to minimise the impact that domestic violence has on vulnerable groups as well as society. According to Kruger (2004:153) domestic violence has a high prevalence in South Africa but the official statistics on the incidences of domestic violence are inadequate and difficult to obtain due to underreporting of violence and several other factors. According to Vogelman and Eagle (1991:2) these factors are the acceptance of abusive behaviour as normal by individuals and authorities, the lack of confidence in police services by the community, the humiliation women experience when describing the violent circumstances, the economic dependence of the victim on the abuser and the difficulty in obtaining a conviction during court proceedings. Vogelman and Eagle (1991:2) further state that it is even harder to obtain statistics on battery and domestic violence because it occurs within the ideological context that views the household as a private sphere within which abuse should be controlled and settled internally without interferences by non-family members.

3.3 THE SOUTH AFRICAN LEGISLATIONS IN REGARDS TO DOMESTIC VIOLENCE

Laws and policies aimed at addressing domestic violence are seen as part of the societal (macro) level of the ecological systems perspective. Therefore it is important to discuss the historical context of legislations in South Africa addressing domestic violence and to examine the various formulations of those legislations. In order to understand the legislations it is therefore important to understand South African history. Before 1993 the criminal justice system provided victims of domestic violence mainly with common law remedies and could be prosecuted when crimes such as assault, assault with the intent to do fatal bodily harm, murder and rape were committed (Kruger, 2004:155). In the past there was no specific legislation

formulated to prevent, address or recognise domestic violence as a form of violence in South Africa until the passage of the Prevention of Family Violence Act 133 (Prevention of Family Violence, 1993) in December 1993 (Fedler, Motare & Webster, 2000:132; Van der Hoven, 2001:19). Vogelman and Eagle (1991:7) argue that due to the male dominant political structures in South Africa, legislations are patriarchal biased. Women are in the minority and therefore it is important to examine the legislation that protects women from violent crime such as domestic violence.

3.3.1 The Prevention of Family Violence Act No 133 of 1993

The Prevention of Family Violence Act (Government Gazette, 1993) was the first legislative step in addressing domestic violence in South Africa. It was the first step in the process of acquiring an interdict to prevent violence in homes (Mathews & Abrahams, 2001:6). The Prevention of Family Violence Act (Government Gazette, 1993) provided for the concession of interdicts, compelling persons to report poor treatment of children and the conviction of a husband who has raped his wife. Vetten (2005a:2) states that The Prevention of Family Violence Act, no 133 of 1993 (Government Gazette, 1993) was soon reviewed and raised concerns in regards to the fact that men's rights to a fair hearing were violated in the Act. In October 1993 the former National Party approved the Prevention of Family Violence Act (Government Gazette, 1993) but the Act had mixed results due to the fact that charges could only be laid against a spouse or boyfriend living with his partner (Human Rights Watch, 2007).

In 1994 when the ANC came to power, issues concerned with violence against women were raised. The serious issues of domestic violence caused government to act against domestic violence. The South African government initiated a variety of steps on international and national level to address the problem of violence against women (Vetten, 2000:90).

The Prevention of Family Violence Act (Government Gazette, 1993) was criticised for being inadequate and not meeting expectations and demands in South Africa. Fedler et al. (2000:132) states that the Act did not recognise domestic violence as a form of violence and the only services offered to women who had been abused in their home was to lay a charge of assault, attempted murder, incest and rape. Mathews and

Abrahams (2001:6) claim that it has a variety of flaws starting with the definition of domestic violence. The definitions of domestic and family violence were not specific enough, making it difficult to differentiate between general violence and domestic violence. The definitions of what types of behaviour constitute abuse and of types of relationships were vague, and made the government revise and make changes to implement the new Domestic Violence Act (Government Gazette, 1998).

Even though the Prevention of Family Violence Act (Government Gazette, 1993) was inadequate, its advantage was the assistance it rendered to victims of domestic violence to handle disputes outside the court procedures, and so ensured the prevention of trauma and stigma by society; it also enabled magistrates to grant interdicts to prevent further violence and provided relief to female victims of domestic violence. In 1994 South Africa adopted a new Constitution to bring forth changes in South Africa and in 1998 the South African Parliament passed the Domestic Violence Act which served as a comprehensive piece of legislation aimed at addressing domestic violence in South Africa (Artz & Smythe, 2005:200). The Domestic Violence Act (Government Gazette, 1998) was implemented to provide protection from domestic abuse by providing and enforcing protection orders and will be discussed in the following section.

3.3.2 The Domestic Violence Act, no 116 of 1998

The Prevention of Family Violence Act (Government Gazette, 1993) only protected women in marriages, women living with a boyfriend and women who had once lived with her husband or boyfriend. Therefore many women who did not match these criteria had to endure the abuse or had to resort to expensive procedures to receive the necessary protection from the law. According to the Human Rights Watch (Human Rights Watch, 2007) this caused the exclusion of women who did not live with their husbands. The former apartheid policies caused many black families to live apart and therefore they did not have the right to lay a charge against a partner.

The Domestic Violence Act (Government Gazette, 1998) was introduced and passed on 20 November 1998 and took effect on 15 December 1999. The Domestic Violence Act no 116 makes provision for granting a protection order, weapons can be seized in domestic violent situations, it places a duty on the police to inform the victim of all

her rights and it provides a quick and cost effective procedure to obtain a protection order. Kruger (2004:158) also states that complainants who are in domestic relationships with a perpetrator may apply for a protection order if abuse has taken place, that applying for a protection order is a civil procedure and that the application for the protection order may be performed by a social worker, teacher or police officer on behalf of the complainant.

By the acceptance of the Domestic Violence Act (Government Gazette, 1998) the South African government made a commitment to end domestic violence against women and children. The government and people of South Africa have precedence to improve the status and image of women (Jansen van Rensburg, 2004:11). The state expressed its commitment to eliminate domestic violence and take action in terms of South Africa's constitution and international human rights legislation (Goldman & Budlender, 2000:5) The Domestic Violence Act was included in these legislations and proves to be one of the most empowering legislations to protect women internationally (Jansen van Rensburg, 2004:11; Vetten, 2005b:279). The Domestic Violence Act No 166 of 1998 (Government Gazette, 1998:1; Vetten, 2005b:279) defines domestic violence as physical abuse, sexual abuse, emotional abuse, stalking, harassment, economic abuse, intimidation, damage to property, entry into the complainant's residence without consent, any controlling or abusive behaviour towards a complainant, any action that may cause harm to the well-being, safety and health of the complainant. The Domestic Violence Act states that the Act provides the maximum protection from domestic abuse that the law can provide and ensures that the relevant parties such as the police and magistrates implement the act efficiently in cases of domestic violence. Kruger (2004:158) agrees with the function of the Domestic Violence Act (Government Gazette, 1998) and states that it protects the victim from domestic violence by enforcing and issuing protection orders.

The Domestic Violence Act (Government Gazette, 1998:4) ensures that the South African Police Services (The South African Police Services, 2007) provide women with the necessary protection and assistance during cases of domestic violence. According to Dissel and Ngubeni (2003:2) the Domestic Violence Act obligates the police to protect female victims of domestic violence. Following the definition of the Domestic Violence Act (Government Gazette, 1998) it is necessary to examine and

explain the historical context in which this Act was compelled. According to Jansen van Rensburg (2004:11) the historical South African socio-political trends do not just influence personal experiences of victims affected with domestic violence, but also play a role in shaping a society that is violent, but are also creating a positive role to reform the legislation in South Africa and raising awareness. A comparison between the Prevention of Family Violence Act (Government Gazette, 1993) and the Domestic Violence Act (Government Gazette, 1998) will be discussed during the following section in order to illustrate the shortcomings of the Prevention of Family Violence Act (Government Gazette, 1993) and the importance of the Domestic Violence Act (Government Gazette, 1998).

3.3.3 A comparison between the Prevention of Family Violence Act and the Domestic Violence Act

When comparing the Prevention of Family Violence Act (Government Gazette, 1993) to the Domestic Violence Act (Government Gazette, 1998) a wider protection is offered by the latter to victims of domestic violence than in the Prevention of Family Violence Act. The Domestic Violence Act provides a civil remedy and a criminal remedy to domestic violence. The civil remedy provides protection in the form of protection orders and the criminal remedy when the protection order is breached. After domestic violence has occurred in the home a victim can take out a protection order to protect her from the abuser and also allows for protection if the abuser breaches the protection order. These types of protection were never offered under the Prevention of Family Violence Act (Government Gazette, 1993).

The Prevention of Family Violence Act (Government Gazette, 1993) did not define family violence broadly enough and only focused on physical violence. The Prevention of Family Violence Act also did not define emotional, economic and verbal abuse but the Domestic Violence Act (Government Gazette, 1998) addressed this problem by expanding the definition of domestic violence to include the different forms of abuse such as stalking, economic, verbal and emotional abuse, harassment and intimidation. By broadening the definition of domestic violence the government could broaden the protection offered to victims of domestic violence. The Prevention of Family Violence Act only applied to persons married by definition. Marriage was defined as a man and woman who were married to each other under customary law

and as living together as husband and wife, even though they were not legally married to one another. The Domestic Violence Act defined domestic relationships by applying a broader definition such as relationships between partners of the same sex, people with parental obligations to a child and people who are living together or are engaged, not just persons who are married.

Further changes included emergency measures that were available when protection was needed from domestic violence and the court can issue an interim protection order immediately until the scheduled time of the hearing. The Domestic Violence Act (Government Gazette, 1998) provides the court with more power and the court can provide conditions and orders to ensure that the victim's well-being and safety is assured after domestic violence occurred. The monetary relief that is ordered by the court provides the victim with compensation for the loss of any earnings, medical expenses and any accommodation expenses that the victim has suffered due to domestic violence. The Domestic Violence Act stipulates the court's jurisdiction in detail whereas the Prevention of Family Violence Act did not stipulate the juridical guidelines and only stipulated that when a perpetrator did not comply with the protection order a maximum of only twelve months imprisonment was enforced; the new Act imposes an imprisonment of up to five years.

3.4 THE SOUTH AFRICAN GOVERNMENT'S COMMITMENTS TO END DOMESTIC VIOLENCE

The South African Government has expressed a commitment at policy level to eradicate gender/domestic violence. Many efforts have been made by the South African government to improve the status of women. Issues regarding the protection and safety of women are often overlooked when economic and political considerations are taken by government. Domestic violence and violence against women in South Africa has become a priority in the state departments and the South African government has expressed a commitment at policy level to eradicate gender violence. The following section will deal with the South African government's commitment and action to eliminate domestic violence against women in South Africa by discussing the United Nations Declaration on the Elimination of Violence (1993), the Beijing Platform of Action (1998) and The Southern African Development

Community (1998) strategies, operational plans and effective policy plans to eliminate violence.

3.4.1 United Nations Declaration on the Elimination of Violence against Women

The United Nations Declaration on the Elimination of Violence against Women recognised the urgent need to minimise violence and improve equality, security and human rights for women belonging to the most vulnerable group of society, namely destitute women, women living in remote communities, refugee women and migrant women. The South African Government signed the Convention on the Elimination of all Forms of Discrimination against Women in January 1993 (Vetten, 2000:90). The United Nations Declaration on the Elimination of Violence (1993) defines violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. Furthermore the United Nations Declaration on the Elimination of Violence reads that all women are entitled to equal protection of human rights and enjoyment of economic, social, cultural and civil freedoms by the right to life and equality, liberty, to be free from discrimination, the right to health and the right to be free from unfavourable work conditions. The United Nations Declaration on the Elimination of Violence (1993) also condemns any violence against women and encourages states to develop civil, labour and administrative sanctions in domestic legislation to provide women with access to justice and inform women of their rights in regards to domestic violence. National plans must be developed to promote the protection of women from any violence and develop prevention approaches to ensure women are protected against violence.

3.4.2 The Beijing Platform of Action

The South African government further signed on to the Beijing Platform of Action (1998) emerging from the Beijing Conference on Women which addressed violence against women as an important area of concern for all of society. According to Vetten (2000:91) high levels of pressure were placed on the government of South Africa to commit to these international conferences. The achievements and shortcomings of previous attempts to address domestic violence were analysed and new focus was

placed on further plans to eliminate domestic violence. In response the South African government committed itself to protect victims from domestic violence through funding programmes and research that aim to eliminate violence against women, to create, monitor and evaluate laws that deal with domestic violence issues as well as to punish and sentence offenders that have committed domestic violence, to train service providers in order to improve services that are offered to female victims of domestic violence, and fund shelters that offer services as well as creating awareness campaigns to eradicate domestic violence (South African Government's Commitments to ending Violence against Women, 2007).

3.4.3 The Southern African Development Community

The Southern African Development Community held a conference during March 1998 to address the problems of violence against women. During this conference all ministers, legislators, government officials and NGO representatives were present and drafted the Declaration on the Prevention and Eradication of Violence against Women and Children which was adopted during September 1998. Various measures were developed to protect victims and punishing offenders by creating appropriate laws, to take steps to eliminate gender inequality in legal systems, to ensure availability of counselling, health, social welfare and legal services, to adopt social, economic, cultural and political measures to ensure equal representation of leadership positions of women and men, and to guarantee that adequate research and training are undertaken to prevent violence (Vetten, 2000:92).

3.5 THE STATE DEPARTMENTS' ROLE IN DOMESTIC VIOLENCE

The South African government including all state departments, has also committed to eradicate and minimise domestic violence through the implementation of The Domestic Violence Act (Government Gazette, 1998). The following overview of information deals with the specific regulations that have been appointed to the various state partners such as the National Crime Prevention Strategy, The Safety and Security, Justice, Health and Welfare Departments to initiate strategies and programmes to eliminate domestic violence in South Africa.

3.5.1 National Crime Prevention Strategy (NCPS)

South African society has become marked as a culture of violence where crime is an epidemic and due to the high levels of crime in South Africa, the government regards the prevention of crime as a national priority and implemented the National Crime Prevention Strategy (Department of Safety and Security, 1996). According to Chandler and Kruger (2005:70) the NCPS has realised the destructive crime pattern and implemented prevention policies to establish a framework to address crime, inform and stimulate initiatives to address crime at a provincial and local level, to develop national programmes to minimise crime and to create an integrated crime prevention strategy to facilitate crime prevention programmes. According to Rasool, Vermaak, Pharoah and Stavrou (2002:153) the NCPS deals with crime as a social rather than security issue and shifted the NCPS approach from controlling crime to crime prevention, and promotes safety as a need where violence against women is seen as having a serious impact on democracy and human rights.

The NCPS developed a long-term plan to solve crime by providing appropriate strategies to minimise unequal treatment of gender and violence against women. The NCPS was brought forward to shed light on crime in South Africa and called upon the police to develop a plan to minimise crime and provide a long-term approach to solve crime (Vetten, 2000:94). In 1996 the NCPS document was finalised and set out to deal with crime in South Africa (Smit & Nel, 2002:46; Vetten, 2000:94). The NCPS was viewed as a strategy to reduce crime in South Africa and emphasised the importance of a victim-centred criminal justice system to address the effects of crimes in South Africa. Therefore the National Crime Prevention Strategy is based on an approach by government to shift from the concept of controlling crime to crime prevention.

3.5.2 The Department of Safety and Security

The Department of Safety and Security is a key player in ensuring that the Domestic Violence Act (Government Gazette, 1998) is implemented. Domestic violence is viewed as a criminal act in South Africa and therefore has become an issue dealt with by the Department of Safety and Security who in turn is responsible to the South African Police Service (Smit & Nel, 2002:47; Vetten, 2000:95). In 1996, the Safety and Security Department committed to develop policies internally in the department

and to ensure that policing within communities occurred effectively (Vetten, 2000:95). One of the focus areas of the Department of Safety and Security is to assist the South African Police Service to meet the needs of victims by assisting the victims of domestic violence, sexual offences and rape by offering victims compassion and care. The Domestic Violence Act (Government Gazette, 1998) has ensured that domestic violence has become part of the police forces' responsibilities by ensuring that the police provide services to victims of domestic violence by providing information regarding the victims' rights and developed national instructions to the police when dealing with domestic violence. The commitments and declarations such as The United Nations Declaration on the Elimination of Violence against Women, the Beijing Platform of Action and the Southern African Development Community made by government have enabled them to provide protection to female victims of domestic violence. The United Nations Declaration on the Elimination of Violence against Women, the Beijing Platform of Action and the Southern African Development Community provided a framework to produce strategies to eliminate violence and crime by ensuring programme development and implementation of these programmes at national and local level. These strategies provided the framework to provide safety measures to female victims of domestic violence and ensure that domestic violence is minimised throughout South Africa.

3.5.3 The Department of Justice

The Department of Justice has made numerous commitments to ensure that the issue of domestic violence remains an important area of concern. According to Goldman and Budlender (2000:30) the Department of Justice is responsible for the co-ordination of the implementation of the Domestic Violence Act (Government Gazette, 1998), publicity, monitoring and evaluation. Goldman and Budlender (2000:30) state that the Department of Justice is responsible for the magistrate's court in the issuing of protection orders and has the responsibility to serve out the stipulations rendered in the order. Part of the Department of Justice's responsibility is to provide Legal Aid programmes to victims of domestic violence in the form of public defence. The Department of Justice is responsible for publicity of the Domestic Violence Act as well as the evaluation and monitoring of the implementation of the Domestic Violence Act (Goldman & Budlender, 2000:43). It is their duty to ensure that the Act provides the necessary relief and protection in domestic violence cases.

Vetten (2005a:6) agrees that the Department of Justice is responsible for the implementation of the Act but due to the lack of resources such as shortcomings in staff, lack of office equipment and lack of police vehicles the Department of Justice cannot perform the duties set out by the Domestic Violence Act (Government Gazette, 1998) to publicise, evaluate and monitor; this of course leads to inadequate implementation of duties in practice.

3.5.4 The Department of Welfare

The Domestic Violence Act (Government Gazette, 1998) obligates The Department of Social Welfare to improve services offered to female victims of domestic violence. According to Vetten (2000:99) the Department of Welfare's main concern is to create awareness that violence against women and children is unacceptable. The Department of Welfare is responsible for the production of a directory that provides shelter and services to victims of domestic violence. The White Paper for Social Welfare (Ministry for Welfare and Population Development, 1997:12) places responsibilities on the service provision sector to promote gender equality through intervention and service delivery especially in the context of domestic violence, with regards to the vulnerability of women in society. Social welfare is defined as an integrated system of social policies, social services and social security to promote social development, social justice and the social functioning of people in communities (Ministry for Welfare and Population Development, 1997; Patel, 2005:20). According to the White Paper for Social Welfare (Ministry for Welfare and Population Development, 1997) social welfare improves the well-being of individuals, families and communities by providing services to serve the needs of people and improve their social well-being. The National Policy Framework for Families (2001) states that social welfare is committed to the promotion of family life and to survival, protection and development of all South African families. Social welfare must provide preventative services in order to identify high-risk families who need such services. Social welfare must identify domestic violence and provide prevention services to promote resilience to domestic violence. Early intervention services are required to assess the incidences of domestic violence and provide support to eliminate domestic violence in the home and offer a continuum of services to provide programmes and appropriate therapeutic services to restrict domestic violence.

Social welfare services provide support in the form of legal information, medical assistance and welfare support to victims of domestic violence (Dangor et al., 2000:300). Social welfare also assists women who have suffered from domestic violence; and they provide support and counselling to female victims of domestic violence. Therefore the role of social welfare in domestic violence incidences is important due to prevention, intervention and care services that are rendered to victims and their families. Due to the fact that many of government's partners are involved in providing and implementing protection orders the following section will deal with the steps, guidelines and processes involved in applying for and receiving a protection order.

3.5.5 The Department of Health

Domestic violence has an impact on the health and well-being of women and their children and has been associated with many negative health consequences such as HIV/Aids. Therefore the Department of Health plays an important role in the service provision to domestic violence victims in health care settings. The facilities offered by the Department of Health are often viewed as the first stop for victims of domestic violence. According to Vetten (2000:100) the Department of Health has started to implement screening for domestic violence in health care facilities to provide women with the necessary information and contact details to seek services and to provide early intervention. Due to health consequences that range from physical injuries, hypertension, HIV and Aids, anxiety and even death, medical attention and services play an important role in minimising domestic violence and providing services to abused women (Martin & Jacobs, 2003:4).

3.6 THE STATE AUTHORITIES' OBLIGATIONS IN TERMS OF DOMESTIC VIOLENCE

Each state authority has obligations in terms of the elimination of domestic violence and rendering of services to female victims of domestic violence. State authorities serve an important purpose in minimising domestic violence and are a crucial service provider to female victims of domestic violence. It is therefore important to discuss the role of all governmental authorities such as police services, magistrates, clerks of the court and prosecutors in order to generate an understanding of the different roles they engage in and what their functions are in terms of domestic violence incidences.

3.6.1 The role of the South African Police Services (SAPS) in domestic violence cases

Domestic violence is a frequent occurrence related to social problems that a community has to deal with and many times the police play an important role during intervention (Peens & Louw, 2001:49). The Domestic Violence Act imposes specific duties on the South African Police. The police officers in accordance with the Domestic Violence Act can arrest a perpetrator without a warrant at the scene of the crime and special duties are assigned to the prosecutors by prohibiting the prosecutor from refusing to prosecute or withdrawing a charge in context of the protection order (Kruger, 2004:162). According to Goldman and Budlender (2000:13) and Smit and Nel (2002:49) the duties of the police include attention to complaints of domestic violence and the Legal Services division. According to Parenzee, Artz and Mout (2001:11) the police are one of the most important role players in the implementation of the Domestic Violence Act (Government Gazette, 1998). Therefore, the management service of the SAPS is obligated to ensure that the implementation of the Domestic Violence Act occurs. The following section will discuss the obligations and responsibilities that the police have in terms of the Domestic Violence Act (Government Gazette, 1998) to serve and protect victims of domestic violence.

3.6.1.1 The obligations of the police in terms of the Domestic Violence Act No 116 of 1998

The Domestic Violence Act attempted to launch statutory monitoring and oversight of police enforcement of the law (Vetten, 2005a:5). According to Vetten (2005a:5) legislators placed obligations on the police force in order to change the history of neglect and untrained personnel in the police force. The Act compels the police to assist complainants of domestic violence with whatever assistance they need which includes helping the complainant receive medical care and shelter. The police need to provide protection and inform the complainant of her rights to apply for a protection order and to lay criminal charges against the respondent (Vetten, 2005a:5). Furthermore, The Domestic Violence Act (Government Gazette, 1998) states that the members of the South African Police Services have to assist and inform a person laying a complaint of her rights in terms of the Act which includes making

arrangements to ensure the safety of the complainant, medical treatment and explaining the procedures following the abuse (Goldman & Budlender, 2000:13). The police are required to inform all complainants of their rights and about laying a criminal charge or obtaining a protection order, they need to assist the victim in finding shelter and medical treatment, serve notices on abusers to appear in the court as well as serving protection orders on respondents, arrest respondents who have broken the conditions of the protection order and seize any weapons from an individual who has threatened another person's life in a domestic relationship (Parenzee et al., 2001:12; Smit & Nel, 2002:49).

Other duties of the South African Police include the taking of statements from the victim and other witnesses of the abuse, making sure that the victim provides in depth statement, providing information to the victim of services that offer assistance and shelter and if a charge is laid the police must open a docket, register an investigation, certify copies of the protection order and allocate a case number (Parenzee et al., 2001:13). Further duties include that the police officers must determine if the complainant is in danger, must secure the scene and protect the victim from any further harm (South African Police Services, 2007). Once the scene is secure the police officer must offer assistance to the victim and explain the procedures in regards to laying a complaint or further charges.

The police are often criticised for the manner in which they deal with domestic violence. Peers and Louw (2001:58) state that arrests of perpetrators can only be made when the officer on duty has witnessed the actual violence and not when he/she is called out to investigate a domestic violence dispute, and only if the woman who has been subjected to domestic violence lays a charge can the perpetrator be arrested which causes frustration in the police service. It is often difficult for the police when time and effort is put into cases of domestic violence, and then women retract the charges and police feel that their time was wasted. Many police officers feel that intervention during domestic violence is not part of police business and that marital/partner violence is a private matter. Peens and Louw (2001:50) argue that many victims of domestic violence are unsatisfied with unsympathetic manner in which police officers intervene. Therefore the police service plays an important role in

protecting females from domestic violence and therefore requires appropriate training in order to deal with domestic violence cases.

3.6.1.2 Training done by the South African Police Services to address domestic violence

Management Services of the SAPS have developed a training manual to assist police officers in cases of domestic violence (Smit & Nel, 2002:49). The purpose of this manual is to sensitise the police officers to the high incidences of domestic violence and its victims and to explain to the police officers what their obligations are in terms of the Domestic Violence Act (Government Gazette, 1998) the Regulations and the national instructions. Some of the key aspects that this manual addresses are conduct which constitutes domestic violence, the procedure after a complaint has been received and securing the scene where the domestic violence has occurred. After the complaint of domestic violence has been received the emphasis is placed on gathering information about the incident from the sources in order to provide effective assistance to the victim (Smit & Nel, 2002:49). Further issues addressed by the manual, are the rendering of assistance to the victim, applying for a protection order and keeping records of the cases. Therefore, this manual serves the police in training them to provide the appropriate responses and services to female victims of domestic violence. The police play an important role during domestic violence cases and therefore they need to be sensitive and informed in order to provide the best possible services to victims of domestic violence.

3.6.2 The role of the clerks of the court

The duties of the clerks of the court are just as important as the role of the police in domestic violence cases due to the fact that the clerk of the court is the first person that the complainant comes across when a decision is made to get a protection order against the perpetrator (Parenzee et al., 2001:14). The clerk's duties include the determination of the complainant's language preference, ensuring the privacy and comfort of the complainant while being interviewed and explaining to the victim the procedures of laying a criminal charge against the prosecutor. Furthermore Vetten (2005a:6) and Parenzee et al. (2001:14) state that the clerk's responsibility is to assist women when completing application forms for a protection order, ensure that all forms that are submitted to the magistrate are completed and contain the relevant

information regarding the case, to serve the respondent if the respondent is in the court and to ensure that the police department receives a copy of the warrant of arrest and the protection order that was granted to the victim. Writing affidavits and providing information to victims of domestic violence in a supportive and caring manner is a part of the court process (Goldman & Budlender, 2000:31).

The Domestic Violence Act indicates that the clerk of the court is liable to make sure that the protection order is provided and that a certified copy along with the original warrant of arrest is given to the complainant (Government Gazette, 1998). Therefore the clerks of the court play an important role during the court proceedings to protect women from domestic violence. They need to ensure that the safety of the female victims is a priority and that all proceedings are explained to the victim making the victim as comfortable as possible.

3.6.3 The prosecutors

According to Parenzee et al. (2001:15) the duties of the prosecutors is to prosecute the perpetrators of domestic violence and to ensure that successful sentencing is imposed against the perpetrator for the crime of domestic violence. Further duties of the prosecutor includes informing the complainant of relief that is available to them in terms of the Domestic Violence Act, referring the complainant to the clerk of the court to apply for a protection order and informing the complainant to lay a criminal charge against the abuser at the police station (Parenzee et al., 2001:15). Prosecutors play an important role in domestic violence cases due to the fact that they need to ensure that sentencing of the offender occurs. Therefore they need to support the victim during the entry level of the criminal justice system by assisting the victim and mediating with government departments and non-government organisations that serve female victims of domestic violence.

3.6.4 The magistrate

According to the Domestic Violence Act (Government Gazette, 1998) and Artz (2003:8) the role of the magistrate is to issue ex parte protection orders if the court is satisfied that there is enough evidence that a perpetrator has committed domestic violence and that the victim may suffer if not issued immediately. A further role that the magistrate must fulfil is to grant final protection orders in cases where there is

enough evidence that the perpetrators committed or are committing abuse. According to Goldman and Budlender (2000:31) the magistrate's courts issue protection orders and deal with cases when these orders have been violated. Parenzee et al. (2001:17) state that the magistrate's roles in domestic violence cases are to be objective and non-judgmental. The magistrate must determine whether there are sufficient grounds for issuing a protection order to the complainant and whether the perpetrator must be found guilty of the abuse.

Female victims of domestic violence must receive financial protection in the form of monetary relief depending on the financial needs and resources of both parties (Gernholtz & Nsibande, 2006:15; Husa, 2006:24; Parenzee et al., 2001:67). Husa (2006:24) argues that monetary relief should be awarded to female victims of any form of abuse. The monetary relief can be issued in response to any abuse that has caused physical pain and absence at work due to court proceedings. In addition Husa (2006:25) and Parenzee et al. (2001:68) state that emergency monetary relief means compensation must be awarded to the complainant at the time of the protection order and includes loss of earnings, any medical or dental expenses and household accessories. When a partner has refused to give the victim food, clothes or damaged any property the Domestic Violence Act (Government Gazette, 1998) states that compensation must be received by the victim. These orders must be carried out by the magistrates of the court and will be discussed further in the following section. Magistrates face difficulty when administering justice in domestic violence cases due to heavy caseloads and lack of time, they struggle to piece together the victims' and perpetrators' stories in order to estimate who is telling the truth and reports are often incomplete. Husa (2006:31) postulates however that this should not prevent magistrates from delivering justice in cases of domestic violence due to the importance of these cases.

Justice should be served by the magistrates during trials in order to serve and protect the victim by ensuring that justice prevails and that the truth is reached in court. This section illustrated the importance of magistrates in dealing with domestic violence cases by focusing on the victim's safety and holding the offender accountable. Magistrates must use their status and power to protect women and ensure that court proceedings are pertinent in administering protection orders and monetary relief to

women who are in need. Therefore the magistrate plays an important role in providing protection to female victims of domestic violence.

3.7 PROTECTION ORDERS

The following section will deal with the appropriate guidelines that must be followed in applying for a protection order after abuse has occurred in domestic settings. The types of relationships, specific steps to apply for a protection order and the different types of protection orders will be discussed in order to provide the framework for how to obtain a protection order.

The Domestic Violence Act (Government Gazette, 1998:8) states that complainants are allowed to apply to the courts for a protection order for relief or protection. In terms of the Domestic Violence Act (Government Gazette, 1998) applicants must complete an application for a protection order in which they document the abuse they encountered (Artz & Smythe, 2005:207). According to Artz (2004:1) and Kruger (2004:158) the Domestic Violence Act was specifically aimed at addressing domestic violence by providing and enforcing the issue of protection orders. Applying for a protection order is a civil procedure requested by a complainant, social worker, teacher or any person such as a police official who has an interest in the protection of the victim (Kruger, 2004:58). In South Africa there are specific channels that need to be followed in order to obtain a protection order against a husband or partner. In the following section the different types of relationships that are covered by the protection order are discussed as well as the grounds for obtaining a protection order and the steps that the victim must follow in order to obtain a protection order against the accused.

3.7.1 The grounds for obtaining a protection order

In order for a person to obtain a protection order from the state a criminal encounter in the form of abuse, assault and battery needs to occur (Klein & Orloff, 1999:32). Under the protection order abuse refers to kicking, striking the petitioner, any form of physical abuse, sexual abuse and damage to property. Fedler et al. (2000:133) state that the Domestic Violence Act (Government Gazette, 1998) requires a victim of domestic violence first to obtain a temporary protection order whereby the magistrate

has the discretion to grant or refuse the protection order or issue a temporary order on the day of the report.

The protection order may prohibit the respondent from committing any act of domestic violence, entering a specific place of residence or commit an act that has been set out in the order. According to Dissel and Ngubeni (2003:3) a warrant of arrest is issued with the protection order and is brought into effect if the respondent has breached any provision set out by the order. According to the Women's Net (Women's Net, 2007:2) one can apply and obtain a protection order by going to the magistrate's court in the area where the crime of violence has been committed or where the accuser and respondent lives. The accuser needs to go to court on separate days by first applying for the protection order and obtaining an interim from the magistrate if the accuser's life is in danger. After these proceedings the magistrate will decide on a second court date when the respondent has to be present.

3.7.2 Types of relationships covered by the Protection Order

According to the Domestic Violence Act (Government Gazette, 1998:4) the various types of relationships covered by the protection order, are family members and relatives by blood, marriage or adoption, people who are in a same sex relationship, parents to children or who have parental responsibility over a child. It also covers people who are or were in an engaged relationship, people who are dating, people who are in a customary relationship and people who share or have recently shared the same residence.

3.7.3 The steps in the process of the protection order

The steps to follow in applying for a protection order have been stipulated in accordance with the Domestic Violence Act (Government Gazette, 1998) and are discussed in the following section. The first step in the process of retrieving a protection order is to apply for the protection order after abuse has occurred. The victim must go to the magistrate's court and apply for the order. A lawyer at this time is unnecessary and the clerk of the court will explain the accuser her rights during the court proceedings. All medical reports from the general practitioner is needed as well as photographs of the injuries of the accuser that were taken during the examination.

Any affidavits from family members, children or neighbours must also be present during the court proceedings (Women's Net, 2007:2).

The second step refers to the interim protection order that the magistrate grants the victim and will serve as protection till the next court date. The interim protection order needs to be completed in order to obtain a protection order by delivering affidavits and statements to the magistrate and providing enough evidence to obtain a temporary or interim protection order. The third step in the process of obtaining a protection order is when the protection order is served to the respondent, by the clerk of the court or the police. During the fourth step the date on which the victim and the abuser will report to court is finalised by the magistrate. Both the abuser and victim will tell their side of the story to the magistrate. The final step in the process is when the final protection order and warrant of arrest is served. When both parties have had the opportunity to disclose their side of the matter the magistrate makes an informed decision to issue a protection order and a warrant of arrest if either party fails to comply with the order.

3.7.4 Emergency and temporary protection orders

According to Klein and Orloff (1999:33) temporary protection orders are available to women who have been subjected to domestic violence to provide immediate relief through an *ex parte* hearing. In this type of hearing one party appears in front of a judge to seek out emergency relief without letting the opposite party know (Klein & Orloff, 1999:33). Therefore it provides the most instantaneous relief to victims of domestic violence.

3.7.5 The enforcement of protection orders

In order to safeguard the victim, the protection order needs to be enforced by the state. Without the enforcement of these protection orders, victims are given a complete sense of false security. The violation of the protection order is defined as a crime and the perpetrator will be prosecuted in the criminal court (Klein & Orloff, 1999:40-41). Therefore it is of the utmost importance that protection orders must be enforced to ensure that victims of domestic violence are safeguarded and protected from the perpetrator. When the protection order fails to protect victims of domestic violence abuse will continue and the safety of the victim can't be guaranteed.

3.7.6 Complications of protection orders

According to Artz (2004:25-26) many magistrates are reluctant to enforce protection orders in response to the section 7 of The Domestic Violence Act, no 116 (Government Gazette,1998) that deals with prohibiting the abuser to enter the common home of the victim. Many magistrates are careful in granting restrictive conditions prohibiting the abuser to enter the home of the victim due to certain conditions such as communities where living conditions are poor and overcrowded and when respondents are legally entitled by ownership due to the argument that this could constitute eviction, which is an issue for the High Court (Artz, 2004:25). Many magistrates only grant the protection order when the abuser states his/her side of the story in court, but the general approach to the prohibition is that in the final stage of the protection order the abuser is prohibited from entering the home or when the magistrate feels that the victim is in immediate danger the prohibition will be granted at the interim stage. Therefore Artz and Smythe (2005:215) state that the restriction to gain access to the home complicates domestic violence cases. However when the magistrate believes that the accuser is in serious danger the restriction to enter the home will be issued during the final phase of the protection order.

The Domestic Violence Act (Government Gazette, 1998) makes provision for the granting of financial support to victims of domestic violence in the form of emergency monetary relief to compensate for monetary losses suffered by the complainant at the time of the court proceedings or during the issuing of the protection order. The intention of the emergency monetary relief is to ensure that the applicant has access to funds during court proceedings in order to provide for themselves and their dependants when the protection order has been granted and can even be issued to the perpetrator to pay medical bills and pay the rent even if he has been ordered to leave the home. However some magistrates feel that many people see the emergency monetary relief as a 'maintenance' substitute (Artz, 2003:38; Husa, 2006:24). Magistrates argue that when maintenance systems fail to provide for the applicants maintenance order or take too long a time to be issued they sometimes use the Domestic Violence Act (Government Gazette, 1998) emergency monetary relief to secure the necessary funds. Therefore this issue causes complications

during the issuing of protection orders due to the fact that magistrates view maintenance as a completely different aspect to that of emergency monetary relief.

Another matter that complicates issuing of protection orders is the access to children during protection orders. The Domestic Violence Act (Government Gazette, 1998) in relation to the access to children by the respondent states that the magistrate may decide what is in the best interest of the child by refusing the respondent contact or order contact on conditions that are appropriate. According to Artz (2003:40), Artz (2004:28) and Artz and Smythe (2005:217) the most controversial aspect of the Domestic Violence Act (Government Gazette, 1998) has been the issue of contact with children during protection orders. Granting interim and final protection orders places limits on the respondent's contact with his children and places strain on magistrates due to the sensitivity of the issue. In this regard some magistrates feel that the issue regarding contact with the children must be referred to the Children's Court because of the unfair situation for the respondent and that contact orders with children should only be granted when the protection order has been finalised and the respondent has had the opportunity to argue his case in relation to the treatment of the child (Artz, 2003:40).

It is therefore important to understand that even though protection orders offer protection to female victims of domestic violence there are still some complications when applying for a protection order. Due to the fact that male perpetrators are still allowed to enter the home until the magistrate has prohibited entering the home after the protection order has been issued it could lead to further abuse because the perpetrator has been enraged by the victim's action to obtain the protection order.

3.8 THE POSITION OF WOMEN UNDER SOUTH AFRICAN LAW

The position of South African women is still unequal to that of men in society even though the legal status of women has been improved considerably over the last few years (Nowrojee et al., 1995:3). Many women suffer due to domestic violence, but it is especially women who live under customary law in rural areas that struggle to get the needed help and protection against domestic violence. It is therefore important to discuss the case of women who live in rural areas and their positions under

customary law. Social hierarchies that accord privileges to traditional authorities are still relatively prevalent in South Africa, especially in rural areas (Vetten, 2000:73).

3.8.1 Rural areas

According to Curran and Bonthuys (2004:3) the social and economic circumstances under which women live in rural areas contribute to their vulnerability to domestic violence. Women who live in rural areas tend to be physically isolated and cut off from transportation and medical facilities. These women do not have the same access to medical, court or shelter protection that women in urban areas have, the women do not have their own homes and therefore are subjected to domestic violence by a spouse or partner (Curran & Bonthuys, 2004:4). Many shelters are situated in urban, residential areas while rural areas have little to no access to sheltering (Park et al., 2000a:248). As discussed in chapter 2 many women who live in rural areas do not earn an income and are dependent on their partners for basic survival. Women who live in rural areas have difficulty in escaping their abusive situations due to the absence of social services, cultural climates that view women as subordinate and lack of transportation to seek shelter (Websdale, 1998:11)

Even though the Domestic Violence Act (Government Gazette, 1998) provides fast, legal relief for victims of domestic violence the Domestic Violence Act (Government Gazette, 1998) can only be enforced by a magistrates' court or family court. Women who live in rural areas and women who are married under customary law do not have access to family courts or magistrate courts due to socio-cultural, linguistic and economic reasons because the chief of their tribe decides over domestic violence cases (Curran & Bonthuys, 2004:2; Moul, 2003:35). The chiefs of the villages are assisted by advisors and have no formal training to resolve dispute issues (Moul, 2003:35). Women living in rural areas are dependent on their husbands for economic survival and find it hard to report domestic violence, the distance to cities or court is extensive and they often do not have the financial means to travel long distances. Therefore services and shelters are urgently needed in rural areas of South Africa (Dangor et al., 2000:317). According to Curran and Bonthuys (2004:2) women under customary law and in rural areas still do not receive protection against domestic violence due to the fact that customary law lacks rules dealing with domestic violence. Moul (2003:35) states that this form of juridical systems of the tribe's chief

and advisors being the law in the domestic violence cases, causes negative conclusions for many women. Customary laws and informal justice mechanisms affect a wide variety of people living in South Africa and therefore it is important to discuss the informal justice mechanism.

3.8.2 Informal justice mechanisms

According to Moulton (2003:7) many parts of society have not received equal status in South Africa. There is a lack of services in rural areas and many people are suspicious of the state and therefore do not resolve disputes through the formal justice system. Informal justice mechanisms are viewed as justice systems that operate outside of the formal justice mechanisms and provide justice to members within a community (Moulton, 2005:19). South African women choose alternative justice mechanisms to address domestic violence within their communities and homes such as community policing organisations and street gatherings to resolve disputes between members of the community. There is a variety of different informal justice systems due to the wide population and cultures residing in South Africa. Moulton (2003:7) furthermore argues that some of these informal justice systems have been well established and efficiently organised to resolve disputes. Informal justice systems, whether they are courts held by the tribe with a chief residing, popular justice forums or alternative dispute resolution structures such as non-governmental organisations share a variety of characteristics such as the fact that they have a process that is voluntary and not state enforced. They also rely on social pressures to ensure attendance at the hearings and to implement decisions that are made during the hearings, the procedures are participatory and resolutions are based on negotiation rather than following strict rules (Moulton, 2003:7; Moulton, 2005:21).

Informal justice mechanisms have positive characteristics to assist in domestic violence cases. Due to the lack of financial resources to gain access to formal justice mechanisms, informal justice mechanisms offer affordable alternatives to the parties involved. Travelling costs, time and money are considerably lower due to the fact that the hearings are held in the community, close to the participants' homes, resolutions are quick and there are no office hours and are accessible to the participants. Furthermore Moulton (2003:8) argues that there is no language barrier between participants and that the community is familiar with the proceedings and procedures.

The chiefs of a rural community play an important role in the informal justice delivery system because they resolve disputes and problems that arise in the village. Chiefs play a powerful role in villages and they sometimes abuse this power due to the fact that many of these chiefs are traditional and feel that women do not have significant status in society. Women should have access to both formal and informal justice mechanisms. However, informal justice mechanisms may seem effective, but this type of method to achieve justice has no legitimacy. They offer short term solutions to victims of domestic violence, but no long term resolutions are available and therefore abuse is likely to resurface (Moult, 2003:9).

3.9 CONCLUSION

The high prevalence of domestic violence challenged the South African government and led to the implementation of the Domestic Violence Act which formed part of local and international commitments to protect the rights of women. The Domestic Violence Act's regulations and stipulations ensure the minimisation of domestic violence in South Africa by providing legal procedures to protect victims of domestic violence. Due to the commitment and responses of government and partners of the state domestic violence is a priority for social welfare and the elimination of violence against women has received global and national attention. The procedures to obtain a protection order was discussed in order to inform social service professionals on the steps, terms and conditions to obtain a protection order.

According to Kruger (2004:171) the remedies introduced by the Domestic Violence Act contribute to promoting the fundamental rights that the Constitution states. In the following chapter an overview of the specific social welfare services that are provided to female victims of domestic violence will be discussed. The social welfare services offered at shelters to female victims of domestic violence and their children will be discussed in order to provide an overview of the variety of different intervention and counselling services that are offered. The characteristics of social workers, managers and personnel delivering services will be discussed as well as the minimum standards that the Department of Development has stipulated for the functioning of shelters.

CHAPTER FOUR

THE SCOPE AND NATURE OF SHELTERS FOR FEMALE VICTIMS OF DOMESTIC VIOLENCE

4.1 INTRODUCTION

The background of apartheid, political violence, patriarchy and increased numbers of violent crimes in South Africa has created an environment where domestic violence has increased (Bollen, Artz, Vetten & Louw, 1999:3; Dangor et al., 2001:13). Domestic violence has been brought to the attention of the public and government through the efforts of women movements, non-government organisations and academic influences (Bollen et al., 1999:3). Due to the alarming number of women who are abused many non-governmental organisations in South Africa provide social welfare services to the affected women by offering counselling, shelter in the form of accommodation and support in terms of legal proceedings. Domestic violence cuts across all sectors of society and affects the lives of many individuals seeking social welfare services (Danis, 2003:237). Shelters for destitute women have been around for many years but shelters for abused women are new occurrences. During the past sixteen years, shelters for female victims of domestic violence have become a source of service provision for women all around South Africa (Dangor et al., 2001:13).

Women who are victims of domestic violence are trapped in unstable situations and require alternative, emergency accommodation to escape the abuse that occurs at home; therefore it is important that organisations and government provide services and shelters to these women. Due to the limited information available in South Africa on shelters for abused females this chapter will serve as an overview of the social welfare services offered by shelters and will provide insight into the current priorities and programmes that are offered in shelters for female victims of domestic violence. The first section will focus on the responses of government to eliminate violence against women. The chapter will provide an overview into what types of shelters are available to women who are victims of domestic violence and the functioning of these shelters according to the stipulations of the Department of Social Development.

Further attention will be given to the types of services provided to female victims of domestic violence by these shelters and services providers.

4.2 THE COORDINATED RESPONSES OF GOVERNMENT TO ADDRESS DOMESTIC VIOLENCE

The lack of shelters for female victims of domestic violence in South Africa has been identified as a constraint towards the effective execution and implementation of the Domestic Violence Act (Government Gazette, 1998). In the following section coordinated responses to address domestic violence by the government will be discussed by providing an overview of The National Network on Violence against Women, The Charter of Victims Rights and The Victim Empowerment Programme.

4.2.1 The National Network on Violence against Women (NNVAW)

Since 1980 many organisations have been established and organised to minimise domestic violence in South Africa and in 1994 The National Network On Violence Against Women was established (Van der Hoven, 2001:23). The NNVAW integrates all organisations who offer services to victims of domestic violence and consists of a National Committee and nine Provincial Committees. It meets on a regular basis and is viewed by Van der Hoven (2001:23) as successful due to the fact that the NNVAW cuts across all racial and ethnic groups in dealing with victim empowerment, human rights and education.

4.2.2 The Charter of Victims Rights

The Charter for Victims of Crime (Department of Justice and Constitutional Development's Gender Directorate, 2008) in South Africa provides an important instrument to promote justice for all of society. The Department of Justice is responsible for the Charter of Rights for Victims of Crime (Department of Justice and Constitutional Development's Gender Directorate, 2008) and has a positive impact on vulnerable groups. The Victims' Charter ensures that secondary victimisation in the criminal justice process is eliminated, ensures that victims remain central to the criminal justice process, clarifies the standards of services that are offered when victims are in the process of justice proceedings and makes provision for recourse when the standards of the justice system is not met (Department of Justice and

Constitutional Development's Gender Directorate, 2008). The charter offers victims the right to be treated with respect and dignity by all members of all departments, agencies and institutions involved in the provision of services to the victim which include the police involved in the investigation, prosecutors, court officials and other service providers.

The victim has the right to privacy as well as the right to receive information regarding the trial or investigation, the right to be part of the criminal justice proceedings, to make statements to the police if the first statement was incorrect and give evidence during the trial proceedings. The charter stipulates that all victims of violent crimes must be informed of their rights and receive information regarding services that can render support during the time of crisis, in their language of preference. The Charter of Victims Rights (Department of Justice and Constitutional Development's Gender Directorate, 2008:3-4) further offers the victim the right to protection free from any intimidation, fear and abuse and to be placed in witness protection by the police if necessary. The victim has the right to be assisted by social, health and counselling services, the right to compensation if any loss or damage has been suffered as a result of a crime and the right to restitution in the cases of unlawful eviction of goods and property. Restitution refers to the order provided by the court for the perpetrator to give back any property that was unlawfully obtained or damaged.

4.2.3 The Victims Empowerment Programme (VEP)

The high incidences of crime in South Africa are a concern for all of society and government. Women are generally seen as one of the most vulnerable groups in society and therefore the Victims Empowerment Programme was developed to improve services offered to female victims of domestic violence. The Victims Empowerment Programme facilitates the establishment of programmes and policies to support, protect and empower victims of crime and violence and focuses specifically on women and children (Makofane, 2001:96; South African Government Services, 2008). The Victims Empowerment Programme is led by the Department of Social Development in close cooperation with experts in the field of victim empowerment. A victim is defined as a person who suffered harm either individually or collectively, which includes physical, emotional, mental, and economic harm, through acts that are violent and are violations of the national criminal laws or human

rights. The VEP tries to address the disintegration of services to victims and focuses on coordinating, consolidating of models, testing of new practices and the strengthening of existing services and therefore are based on the building and strengthening of partnerships between the government and non-government organisations on national, provincial and local levels. The aim of the VEP is to develop knowledge and awareness of victim issues, to strengthen resources, address the needs of the victims, to ensure the accessibility and availability of services to victims of crime, to address the concerns of victims in an empowering manner and to ensure effective co-ordination and integration of services by providing information of all the services available to victims of domestic violence (Makofane, 2001:97; Van der Hoven, 2001:22).

4.3 DEFINING SHELTERS

According to Emdon (2006:4) shelters are defined as any accommodation that is provided to an individual who is in need of a roof over her head because of destitution and crises situations in their home or place of resident. Shelters refer to homes/houses that are established to provide shelter for women who have been abused at home and are in need of emergency support. Shelters are defined as places of safety where abused women and their children can seek refuge when their lives are endangered by interpersonal violence (Park et al., 2000a:248). Another term used for shelters is special needs housing which refers to facilities that provide temporary relief in the form of services, accommodation and counselling to vulnerable groups in society that have been rendered homeless due to circumstances in the home (Wicht, 2006:6). Therefore, for the purpose of this chapter special needs housing/shelters will refer to places of safety where women receive shelter from domestic violence in the form of accommodation and services.

4.4 THE FUNCTIONING AND RESPONSIBILITIES OF SHELTERS ACCORDING TO THE DEPARTMENT OF SOCIAL DEVELOPMENT

According to the White Paper for Social Welfare (Ministry for Welfare and Population Development, 1997), violence against women undermines physical, psychological and emotional health. Policies and programmes addressing this violence must serve the goal to improve equality and equity between men and women. Female victims of domestic violence reach a point when they can no longer remain in abusive

relationships; they leave their homes and seek shelters that offer basic needs fulfilment, which play a vital role in empowering and supporting them and offer emotional and psychological support (Park et al., 2000a:248; Wright, Kiguwa & Potter, 2007:619). Shelters provide services for these by providing accommodation and counselling to empower women to break the silence of domestic violence by addressing their needs and providing services to meet these needs. Shelters also work towards social change by preventing domestic violence and serving as a safe haven. Therefore further discussions will include the types of shelters, minimum standards for the functioning of shelters and the responsibilities of management and the police.

4.4.1 Types of shelters

Sheltering has become an important feature in social service provision in South Africa (Dangor et al., 2000:296). Domestic violence and violence against women have existed for centuries due to the lack of equality between men and women (Park, Shaik & Rasool, 2000b:211). Even though shelters offer temporary accommodation they need to ensure the safety, security and privacy of female victims of domestic violence. Therefore the following section deals with the different types of shelters and the services they offer. The Department of Social Development (2001:8) focuses on safe houses, crises centres and second stage housing and explains what types of services and programmes are offered.

4.4.1.1 Safe house/emergency housing for female victims of domestic violence

The first type of accommodation female victims of domestic violence need is safe houses/ emergency sheltering which provides the necessary services to keep the women safe and out of harm's way (Emdon, 2006:1). Emergency sheltering is for immediate crises situations and they offer accommodation to female victims of domestic violence for brief periods (Park et al., 2000a:257). Safe houses offer temporary accommodation by providing emergency housing for 72 hours. The longest period of stay is a week in order to relocate the victim to a more permanent place of safety. Counselling, support and information are available to inform victims of services that are offered to women. In safe houses women must participate in cleaning and household activities and an established programme must be present in

the shelter to assist children of victims because they need assistance when entering a shelter due to the traumatic effects of domestic violence.

The advantage of short-term housing is that it encourages women to make plans to improve their lives and protect themselves and children from further abuse, the waiting lists are not that long and women don't become dependent on the shelters to serve all their needs. According to Park et al. (2000a:258) the disadvantages are that it is often difficult to maintain long-term programmes such as group work, that the emotional sustainability of the victims is compromised because of new intakes and that there is often not enough time for women to organise themselves to find improved living conditions and to deal with practical implications.

4.4.1.2 First stage housing

In order for abused women to refrain from returning to abusive circumstances, longer term housing and care are required which refers to first stage housing. First stage housing provides accommodation for up to three months depending on the admission criteria of the shelter. First stage housing is most common within South Africa (Emdon, 2006:1). When a female victim of domestic violence has left the emergency shelter she often takes shelter in the first stage shelter. These types of housing, though also short term, offer counselling and legal assistance to female victims of domestic violence and usually provide accommodation for children, but sometimes boys older than 12 are not permitted to join their mothers in the first stage housing. According to Emdon (2007:11) women often receive blankets, food, toiletries and a small amount of cash in order to afford transport and legal services while receiving accommodation in first stage housing. However, second stage housing is limited in South Africa (Park et al., 2000a:265) and South Africa has not addressed this issue adequately and has not focused on life after the shelter.

4.4.1.3 Second stage housing

Second stage housing refers to subsidised housing for female victims of domestic violence once they have left the shelter. These types of housing are often owned by the shelter and rented out to the residents when they exit the shelter (Park et al., 2000a:265). Second stage housing should reflect a life of independence in preparation of the liberation for the women by linking the women to community

programmes such as life skills, economic empowerment programmes, and literacy programmes and skills development (The Department of Social Development, 2001:8). Second stage housing provides accommodation for up to a year to eighteen months, which is seen as the optimal time period for a female victim of domestic violence to be able to provide for her family without having to return to the abuser (Emdon, 2006:1). Second stage housing often requires the women to pay a low rental amount for the accommodation. During the stay at the second stage housing women often receive counselling and skills development in order to become self-sufficient when they leave the shelter and to find a job when they return to society (Emdon, 2007:11). According to Emdon (2006:1) this type of sheltering is non-existent in South Africa due to financial constraints.

4.4.1.4 Third stage housing

According to Emdon (2006:1) a woman and her children leave the temporary accommodation such as provided in second stage housing, supportive long term accommodation is needed which is more permanent. This type of housing refers to communal housing where a woman and her children are still offered support but have the chance to live independently. The third stage housing will provide the necessary support but the woman and her children will be independent, by having a job and economic independence, but according to Emdon (2006:1) there is almost no accommodation of this sort in South Africa.

The longer term housing also has some advantages and disadvantages according to Park et al. (2000a:258). The advantages are that long term housing offers women sufficient time to deal with their practical and emotional problems, it normalises the disequilibrium in the lives of the women and their children, services that are rendered provide counselling and help to deal with the women's emotional problems and help women to maintain positive relationship with their fellow shelter residents. The disadvantages are that there are very long waiting lists and women become too dependent on the shelter and staff and struggle to help themselves outside the shelter.

Female victims of domestic violence form part of the high risk population group and therefore accommodation and services must be provided to them. Female victims of

domestic violence live in extremely dangerous situations in their homes and often require alternative, safe accommodation for themselves and their children and therefore the minimum standards under which shelters must operate will be discussed.

4.4.2 The minimum standards of operation for shelters

The Domestic Violence Act (Government Gazette, 1998) places certain demands on the Department of Social Development: “to assist the provision of shelters and fast track them as well as ensuring the availability and accessibility of counselling services for both women and children” (Department of Social Development, 2001:1). The Department of Social Development has set a minimum standard in which shelters must operate and manage quality service delivery (Department of Social Development, 2001:1). The purpose of the minimum standard of operation for shelters is to establish rules and standards to provide service delivery to empower victims and to serve the function of enabling service providers to make changes where identified areas fall short of empowering victims. Further functions of the minimum standards are to ensure that services are rendered in a specific, planned and effective manner where services can be monitored and evaluated for their effectiveness or non-effectiveness (Department of Social Development, 2008:7).

According to Dangor et al. (2001:30) and the Department of Social Development (2001:6) a shelter must be linked to an accredited organization in the community and be registered with the Department of Social Development; all persons involved in the shelter such as management, social workers and personnel must obtain and attend training which meets the minimum standards of the specific shelter. There has to be an adequate screening process of clients in terms of assessment as soon as they are admitted to the shelter and an effective referral needs to be in place in order to deal with domestic violence in the form of a process manual which includes the injuries obtained and a list of personal belongings. The shelter must also have a process policy for discharge and re-admittance of clients. Further standards include that a standardized intake sheet must be in place to guide the assessment, placement and referral of a client, the location of the shelter must not be disclosed and must cater for the needs of children in the form of therapeutic programmes when dealing with trauma (Dangor et al., 2001:30). According to the Department of Social Development

(2001:5) all shelters need a current list of other shelters and contact persons for referral as well as police stations around the area that provide services to victims of domestic violence. Shelters must make the necessary provision for services to children and shelters must provide social welfare services to female victims of domestic violence.

Further standards for service delivery in shelters according to Emdon (2007:27-28) include that the person admitted must be managed carefully in order to feel comfortable and safe in the shelter; all information regarding the shelter such as rules, regulations and safety guidelines must be presented to the person being admitted; the rights of the person being admitted must be communicated and made clear; adequate health care must be provided; the shelter must enhance the emotional, physical and spiritual development of the occupant; a care plan and individual development plan must be prepared for each individual and therapeutic services must be offered and made available to all occupants.

According to the Department of Social Development (2001:7) shelters must have security and safety elements to ensure the safety of the female victims of domestic violence. Confidentiality with regards to the location of the facility needs to be ensured, telephones which include both landline and cell phone facilities to make calls must be guaranteed and security bars as well as a panic button must be present in front of all windows and doors. All exterior walls must have locked gates and a 24 hour service of supervision must be present such as by a member of the South African Police Service (SAPS) or a volunteer or through a contract with a security company such as the ADT security services (Department of Social Development, 2001:7; Dangor et al., 2001:30).

4.4.3 Admission criteria at domestic violence shelters

Each shelter has its own criteria for inclusion and intake procedures, and reserves the right of admission. According to Park et al. (2000a:251) shelters have formal and informal policies about the admission criteria to the shelter. During the admission phase shelter workers precede with the intake by orientating women that are admitted to the shelter with the rules in order to set boundaries, define what is expected of each woman and to establish ground rules (Park et al., 2000a:251-252).

The criteria for admission are usually based on the shelter's experience with past contacts, resources and services provided. Some shelters do not admit women with severe psychological conditions due to the safety implications for the other residents, alcohol and drug problems, destitute women, pregnant women and male children over the age of 12-13 (Park et al., 2000a:252). Many South African shelters have policies that do not permit boys over the age of 12-13 to be included into the shelter due to limited space as well as the fact that the sexual phase of teenage boys at this stage could challenge the running of the shelter (Park & Khan, 2000:330).

According to Stainbrook and Hornik (2006:55) to be admitted to a shelter women need to recognise and acknowledge that abuse has occurred within the home or partnership. Many shelters do not admit women into the shelter residence if the woman has been previously admitted at another shelter due to the lack of accommodation within shelter residences. Whenever there is a possibility of accommodation in another shelter and if the woman is in crisis the client will be referred to other shelter accommodation. Victims of domestic violence must receive services in a caring and safe manner. When shelters are contacted by other organisations such as hospitals, police stations or other welfare organisations victims must be given the opportunity to engage during this process by being involved in the decision making process regarding the specific services they need, involvement of the family and the plan for their immediate future (Department of Social Development, 2008:23-24). Victims must be given information regarding the specific rules and regulations of the shelter, they must be introduced to the caregiver and personnel of the shelter and they must feel safe in the shelter.

4.4.4 Race, class and religion

Most shelters in South Africa accept women and children from all social backgrounds, religion and race but some women still experience discrimination and stereotyping from each other in the shelter and according to Park et al. (2000a:256) shelters have a policy of non discrimination and no name calling to eliminate such behaviour. Furthermore Park et al. (2000a:256-257) states that one-third of shelters in South Africa are church based and serve the religious needs of Christian women which could lead to the exclusion of other religious groups such Muslim women. There is however some shelters that provide for the needs of other religious groups

such as IRFSA (Islamic Resources Foundation of South Africa, 2008) whose aim is to promote Islamic cultural, educational and social activities. IRFSA provides shelter to Islamic women who have been abused and are in need of shelter.

4.4.5 House rules in the shelters

Rules are important for individuals to co-exist in harmony. In shelters women who are complete strangers to one another need to co-exist and share accommodation therefore house rules are extremely important for women to live in peace with one another and to maintain safety within the shelter. The residents must protect the confidentiality of the other residents and therefore shelters must ensure that clarity and meaning of the confidentiality is stipulated in the house rules, such as the confidentiality of the shelter's address and location (Olsen, 2008:3; Park et al., 2000a:254). The location of the shelter must not be revealed in order to ensure the safety of all residents. An environment of mutual respect between residents from different cultures and backgrounds (Olsen, 2008:2) must be ensured and no racial, religious or class discrimination is allowed in the shelter.

According to Park et al. (2000a:254) most shelter's rules and regulation vary but include the following stipulations to ensure co-existence between the residents. Most shelters have a policy that everybody in the shelter must take part in the household chores. Residents are in charge of keeping their own rooms clean and tidy, doing their own laundry and help with the preparation of meals. To ensure that all residents comply with these rules it is important to devise a strategy and roster for the residents to work in groups and clean the bathrooms, living rooms and dinner rooms together. No visitors are allowed in the shelter in order to ensure that the resident's safety and protection is secured and if visiting is allowed specific rule for visitations must be stipulated. Shelter residents must lock up all valuables to minimise theft. When a resident is caught stealing the responsible person such as the manager has the right to evict the resident on grounds of theft.

The meetings that are held at the shelters to discuss important matters must be attended by all residents. An important rule in shelters is that no alcohol beverages or non-prescribed drugs are allowed in shelters and if it is found on any person

immediate eviction is considered. Most shelters do not allow smoking in the facility and residents must smoke outside.

4.4.6 Personnel structure and responsibilities of management in shelters

The basic requirements for all shelters are the same and should include a responsible personnel structure with a manager, housemother, social worker and secretary to ensure that the running of the shelter is appropriate and needs of the clients are met. The staff must be aware of the female victim's comings and going at all times and therefore have a sign 'out and in' sheet in order to keep track of where the residents are at all times (Park et al., 2000a:254). Furthermore all or most shelters have housemothers who live with the female victims of domestic violence in the shelter to ensure that rules are met, rooms are clean and to ensure the safety of the women. Housemothers are not expected to counsel residents, but they spend long hours with the residents and therefore end up counselling and supporting the residents. Therefore due to the amount of time shelter workers spend with residents (Gaitskill, Park & Joseph, 2000:363-366) they should all be required to have a basic training in domestic violence and counselling service. Management such as a community management board must reflect the community in terms of race and gender being served by the shelter, the management must be accountable and effective supervision must be delivered to the volunteers, monitoring and evaluation must be in place, an administrative and financial management system must be present as well as a plan for staff development and capacity building (Department of Social Development, 2001).

4.4.7 The connection between the police and shelters

The Domestic Violence Act (Government Gazette, 1998) ensures that members of the police services assist victims of domestic violence during crisis situations. Policemen and women are the gatekeepers to the criminal justice system and therefore need to adopt attitudes of intervention towards domestic violence as well as female victims of domestic violence (Danis, 2003:240). According to Dangor et al. (2001:18) the police and station commissioner must be linked to the community policing forum and other local organisations who provide counselling and services to female victims of domestic violence, such as shelters. Police stations have adopted and established a number of specialised units to deal with domestic violence such as

one stop centres where women who have been abused can come to receive trauma counselling and be referred to shelters (Vetten, 2000:93). The police officer at the scene of the abuse must determine whether the victim is in danger, must provide assistance and make arrangements for the victim to be transported and assisted at the shelter.

4.5 SOCIAL WELFARE SERVICE DELIVERY OFFERED AT DOMESTIC VIOLENCE SHELTERS

According to the Integrated Service Delivery Model towards improved social services (Department of Social Development, 2006:13) social welfare services consist of a wide range of services that are developed to enhance the capacity of people to address the vulnerability of these people. These services are provided by a wide range of professionals such as doctors, lawyers, community workers and social workers. Shelters offer a variety of social welfare services which include accommodation and providing a safe haven for female victims of domestic violence. Many shelters in South Africa provide services in accordance with their philosophy, funding and staff. Shelters in South Africa offer services such as emergency support, practical assistance to implement interventions and therapeutic services. The recipient of services, content of services, the principles that provide the guidelines for services and the types of services offered to female victims of domestic violence will be discussed in the following sections.

4.5.1 Protection services offered to vulnerable groups

According to the Integrated Service Delivery Model towards improved social services (Department of Social Development, 2006:22) and The Draft National Policy Framework for Families (Department of Social Development, 2001) part of the vulnerable groups in society are women, children and families in high risk situations such as extreme poverty, alcohol misuse and violence. Therefore it is important that protection services be accessible and adequate to improve the quality of life of these groups. The protection services are aimed at safeguarding individuals when their lives are in danger and are presented in the form of legislation policy frameworks. The vision of the protection services is to improve the lives of families, children and individuals to promote a nurturing environment.

4.5.2 The content of services offered to female victims of domestic violence at shelters

Shelters must try to create a safe environment in order to assist abused women in learning how to relate to one another. Dangor et al. (2001:73) states that shelters cannot offer all the services required to empower victims therefore it is important that a strong referral system is put in place to refer victims to other services. Empowerment in shelters for victims of domestic violence occurs in three stages according to Wright et al. (2007:630). The first stage focuses on coping with the abuse, the second stage is to acknowledge the effects of the abuse in relation to freedom and control over their own lives by breaking the silence involved in domestic violence and the third involves entering a survival mode. Shelters offer female victims of domestic violence an opportunity to be introduced to resources and information that were previously inaccessible. According to Wright et al. (2007:628) shelters should be a place of safety, food and support.

4.5.3 Principles under which shelters for female victims of domestic violence must deliver services

The White Paper for Social Welfare (Ministry for Welfare and Population Development, 1997) and the Department of Social Development (Department of Social Development, 2001:2) provided the following principles by which every shelter needs to deliver services to victims of domestic violence. It is important to focus on the specific principles in order to have a broader understanding of the service delivery of shelters. These principles were developed to identify the needs of vulnerable families and therefore provide standardised services to improve the quality of life of vulnerable families.

4.5.3.1 Accountability and appropriateness of service delivery

The first principle is *accountability* and refers to the aspect that each person such as the social worker, manager or any staff member who has had intervened and delivered a service to a client such in a shelter needs to be accountable for the delivery of that service. Social welfare services, methods and approaches must be *appropriate* and enhance the clients self respect and independence (Ministry for Welfare and Population Development, 1997:9).

4.5.3.2 Empowerment and participation of the victim

The *empowerment of the victim* and *participation* refer to the fact that the resourcefulness of each individual who has received services should have the opportunity to build on their strengths and support networks, have the responsibility to make their own choices and be involved in all actions taken during intervention and services delivery (Ministry for Welfare and Population Development, 1997).

4.5.3.3 Family, community and person centred delivery services

The *family centred*, *community centred* and *the person centred* principles rest on the idea that services need to be contextualised within the family, the individual and the community. Support to the individual, family and community as well as capacity building should be provided to strengthen the development of the family over time and strengthen family life. The *rights* of the individual, family and community must be taken into consideration and be protected by the services offered by the shelter (Ministry for Welfare and Population Development, 1997).

4.5.3.4 Continuum of care and developmental services

The *continuum of care and development of services* refers to the fact that victims should have access to a range of different and integrated services on a continuum basis ensuring that they have adequate access to services. An empowering environment should be presented in which individual needs of the victim can be addressed. *Developmental services* focus on intervention strategies appropriate within a changing social, emotional, physical, cultural and cognitive environment of the individual (Ministry for Welfare and Population Development, 1997).

4.5.4 Availability and accessibility of social welfare services

It is important that social welfare services be provided to female victims of domestic violence but also that these services be made available and accessible. Therefore the Victims Empowerment Programme, as discussed earlier, developed principles in order to render services that are available, accountable, empowering, democratic, accessible and appropriate. Social welfare services offered to female victims of domestic violence include support groups, hotlines, counselling, shelter, court

advocacy and legal services. It is important for social welfare services to be available and accessible to women in domestic violence situations in order for them to receive the appropriate social welfare services in regards to the abuse. The accessibility of domestic violence services takes into account what the factors might be for victims to not receive proper services (Tiamiyu et al., 2005:337). There are a few factors that minimise accessibility to domestic violence services according to Tiamiyu et al. (2005:337) such as the fact that domestic violence services are only offered to women, there are restrictions as to who is eligible to receive services, government resources are limited and funding for services is a problem. Therefore it is important that the availability and accessibility to social welfare services be enhanced. According to the Integrated Service Delivery Model for Developmental Social Services (Department of Social Development, 2006:11) social services refer to a comprehensive range of services that relate to social welfare services and development of the community to ensure sustainability and intervention efforts.

4.5.5 Social welfare service delivery

To improve the social functioning of vulnerable groups certain social welfare services must be rendered at different levels of society (Department of Social Development, 2006:18). According to the Integrated Service Delivery Model towards improved social services (Department of Social Development, 2006:18) the different levels of intervention can be divided into prevention and promotion, early intervention and continuum of care and development. According to the Department of Social Development (Department of Social Development, 2001:4) no residential facility must focus solely on one of these levels of service delivery but must try to focus on all developmental areas. The specific service levels according to the Integrated Service Delivery Model towards improved social services (Department of Social Development, 2006) are as follows.

4.5.5.1 Community awareness and prevention services

Community awareness services are needed to inform the community of the causes of domestic violence and consequences of violent behaviour. Prevention services offered to minimise the occurrence of domestic violence in society are needed to provide accurate information into the dimensions of domestic violence before it occurs. Prevention services delivered to vulnerable groups refer to services aimed at

strengthening and building the individual's capacity and self-reliance. It is important that individuals regroup and find the ability to rely on himself or herself to improve the situation. Prevention services are important due to the fact that they minimise the occurrences of domestic violence. These types of services serve vulnerable groups before abuse occurs and minimise the effect of domestic violence.

4.5.5.2 The early intervention services

Early intervention serves all victims and perpetrators of crime by providing care and developmental assessment services to victims and perpetrators by referring them to the least restrictive empowering services (Department of Social Development, 2008:13). However it is important that during intervention women are identified during a state of crisis and that an appropriate referral system is in place. Intervention is dependent on the victim's willingness to acknowledge her state as victim and willingness to escape the situation (Eby, 2004:221). According to the Integrated Service Delivery Model towards improved social services (Angless, 1998:172; Department of Social Development, 2006:18) these services make use of therapeutic programmes and developmental programmes to ensure that individuals that are at risk receive the necessary services before they need statutory services or alternative care. These types of services will be explained later in the chapter in the form of the different therapeutic services and counselling that women receive during their stay in the shelters.

4.5.5.3 Statutory intervention services

The statutory intervention services provide legal advice and fair access to legal representation for all victims of domestic violence by providing effective developmental assessment, referral and support services to enable the victim to participate in court proceedings (Department of Social Development, 2008:16-17). This level of intervention is involved in female victims who are already involved in a court case such as domestic violence cases and require services aimed at supporting her and strengthening the individual when she is inadequate in functioning normally in the community. Therefore, services must be rendered to female victims of domestic violence in the form of advocacy, legal assistance and informing women of their legal position during the court case.

4.5.5.4 Reconstruction and aftercare services

The statutory intervention is aimed at providing alternative care to individuals who are in temporary care and followed up with reconstruction services to enable the individual to return to her family as soon as possible. Reconstructive services are aimed at improving an individual's functioning in order for her to return to his/her normal functioning and self-reliance. Therefore social welfare services are offered to female victims of domestic violence in order for the women to return to society and be able to function properly without the influences of abuse. Women need aftercare in order to deal with unresolved feelings of low self-worth and vulnerability in order for them to return to normal and be able to protect themselves, maintain a job and become self-reliant. However, aftercare and support for women when leaving the shelter is limited due to lack of resources and second stage housing (Park et al., 2000a:265).

4.5.6 Responsibilities of social workers when dealing with female victims of domestic violence

Not all shelters who offer social welfare services to female victims of domestic violence have social workers who assist and counsel victims in the residences. Some shelters have volunteers who assist women but it is an ideal that some sort of counsellor be present in order to provide counselling and assistance to women who have been abused.

Social work, as a profession which promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being, is ideally suited for service delivery to female victims of domestic violence, as social workers utilise theories of human behaviour and social systems and intervene at the points where people interact with their environments. Principles of human rights and social justice are also fundamental to social work (Hare, 2004).

Domestic violence affects all of society and social workers need to be equipped with the necessary knowledge and skills in order to deliver services. Intervention strategies need to be multi-dimensional and must be applied to address domestic violence. Therefore, appropriate assessment strategies should be designed to equip social workers and shelter workers to be empathetic, non-judgemental and create

non-threatening environments for female victims of domestic violence (Danis, 2003:242; Makofane & Du Preez, 2000:55). It is important to validate the woman's experience and to facilitate her recovery in a supportive environment. Social workers should be empathetic and enable the woman to talk freely about her experience, anger, guilt and any other feelings connected to the abuse (Makofane & Du Preez, 2000:55). When female victims of domestic violence notify social workers of abuse the social worker needs to inform the victim of services available and an appropriate referral system must be in place to ensure the best possible intervention service is delivered. Furthermore the social workers should provide information about abuse and what services are available to abused women (Makofane & Du Preez, 2000:55).

The social worker needs to assist the woman in providing a safety plan and establish whether the woman is in need of emergency relief of the abuse by asking relevant and appropriate questions to explore the situation. The social worker needs to build on the woman's strength and avoid blaming her for the abuse. According to Makofane and Du Preez (2000:55) the social worker needs to analyse the victim's strengths and ability to protect herself and should praise her for her courage to seek help and in having taken the step to do something about her current situation. Lastly, Makofane and Du Preez (2000:56) state that the social worker should adopt a non-judgmental attitude and should support the view of the women in dealing with the emotional and practical losses of the abuse. Women experience emotional and material losses which might drive them to return to the abuser and therefore social workers need to provide emotional support and understanding.

4.5.8 Social services offered at domestic violence shelters

Social services offered at domestic violence shelters must be developmental in nature and offer access to health services, social services and legal services such as assistance and education about the legal services offered, legal terminology and the legal process (Department of Social Development, 2001:5; Riger, Bennett, Wasco, Schewe, Frohman, Camacho & Campbell, 2002:17). Furthermore services must include therapeutic services, advocacy, prevention work and awareness campaigns (Park et al., 2000a:260).

Social welfare services offered to female victims of domestic violence include counselling, support groups, hotlines, court advocacy and legal services. Group work and support groups offer support and teach women skills in order to deal with the abuse (Tiamiyu et al., 2005:337). The legal services as discussed in chapter 3 offer women protection against domestic violence by arresting the perpetrator and providing further intervention and information to minimise further abuse. Legal volunteers are to provide information about any legal rights and to advocate on behalf of the victims. Women who are admitted into shelters need to empower themselves in order to plan for the future. Social welfare services offered to female victims of domestic violence and their children assist women to become self sufficient. These services provide women with structured and supportive counselling, education and other services in order for women to apply themselves and improve their circumstance as well as their children's circumstances (Humphreys & Lee, 2006:311). In the following section the different types of services will be discussed in extensive detail.

4.5.8.1 Therapeutic services

In therapeutic counselling there are four concepts in relation to service delivery such as crises, trauma, complex trauma and learned helplessness. The four concepts supply the focal point of deciding what type of services should be rendered during intervention. Trauma is defined as a situation in which a person is powerless, resulting in injury or death. A great danger is involved and overwhelms a person's ability to cope with the situation (Dangor et al., 2001:72). According to Ursano, McCaughey and Fullerton (1995:31) trauma is a traumatic event which is dangerous, overwhelming and sudden and marked by extreme violence, force and leads to anxiety, avoidance and fear. Symptoms include a repeat experiencing of the trauma, avoidance or numbing, increased arousal, fear of the perpetrator and increased anxiety (Dangor et al., 2001:72). Complex trauma refers to the prolonged reaction to trauma that changes a person's character and her ability to interact with other persons. Dangor et al. (2001:73) refers to learned helplessness to illustrate how someone becomes a victim. The learned helplessness approach conceptualises that abused women perceive the fact that they have no control over the abuse and therefore accept the abuse as part of life. Therefore it is important that shelters offer services in relation to the concepts of the social learning theory, feminist theory,

general systems theory and the ecological systems theory. In order for services to be appropriate and supportive the services need to address these concepts and evaluate which type of traumatic experience the victim of domestic violence has endured.

Therapeutic services in the form of counselling are provided to female residents in domestic violence shelters. Even though not all shelters have counsellors or social workers to provide these services contract professional services are incorporated and involved in the counselling of female victims of domestic violence. The types of therapeutic services range from individual counselling to group counselling.

(a) Individual counselling

Individual counselling refers to the counselling of female victims of domestic violence in individual sessions with a counsellor or social worker. The client's specific needs are addressed and an appropriate intervention strategy is revised in order to help and improve the female victims' self reliance and functioning in order to return to society. Because most women who have entered the shelter have been traumatised by an event such as violence in the home, counselling for these individuals is extremely important in order to help the victims deal with inner conflict and provide them with the necessary coping mechanisms. Individual counselling focuses on isolation, fear, guilt, anger and confusion due to the impact that domestic violence has on individuals. Saartjie Baartman Centre for Women and Children (Saartjie Baartman Centre, 2008), POWA (People Opposing Women Abuse, 2008) and A Safe Place (A Safe Place, 2007) are examples of South African shelters that provide female victims individual counselling and help the victims to recognise their feelings and experiences. This individual counselling helps the female victim to voice her suffering and gives her the opportunity to share in-depth feelings that she struggles with.

(b) Group counselling

Group work is one of the intervention methods used by shelters to address and manage female victims of domestic violence. Group work allows participants to share their experiences of domestic violence in a group environment. Group work serves as a primary intervention method. According to Angless and Shefer (1995:306) the purpose of a group is to empower members to review their situation in order to make

informed decisions to enhance their quality of life. The groups offer support to victims and provide the members with clarity on the external problem of domestic violence that they are experiencing (Abel, 2000:55; Angless & Shefer, 1995:306). Group work provides support and allows female victims of domestic violence to share their own experiences with domestic violence. Anger expression groups are also part of group work and allow women to address their right to be angry because of the abuse but also focus on their self discipline, self control and anger triggers in order to deal with future aggression and anger. Coping skills groups and assertive groups are also part of group work and allow women to be trained in assertive behaviour and allow women who have been victims of abuse to exercise their rights and coping skills to enforce their new behaviour.

According to Tiamiyu et al. (2005:337) groups are also important because they provide women with social support as well as certain knowledge and skills to deal with life after they have left the abuser. Group work is also provided in the form of mother-child groups. This type of group helps mothers to be supervised and to improve on their parenting skills. A variety of benefits is derived from the groups and will be explained in the following section. According to Angless and Shefer (1995:306-309) the benefits of the group are that the silence surrounding domestic violence is broken and by joining the group women take a brave step and acknowledge the problem that domestic violence is present in their homes. When women hear that there are other females in the group who have been experiencing the same violence the women find that they are not alone and trust is facilitated between the women in the group. The group further provides the women with a social situation that they feel safe and comfortable in to share their experiences of abuse because they are often isolated by the abuser and are not allowed to be part of any social activities due to the fear that the abuse might be observed.

A further benefit that the group offers is that it de-pathologises abuse by increasing the understanding that domestic violence is a social and political problem and not just a personal problem (Angless & Shefer, 1995:307). Women believe that the abuse will stop and that their abuser will be cured and by attending these group sessions women become aware that the likelihood of the abuser changing is minimal and therefore the women can make a clear decision in order to change their situation.

Group work challenges the myth of abuse. Women who are abused and abusers often blame unemployment, alcohol abuse, neglect, child abuse and stress as the reasons for the abuse. They believe that when the husband stops drinking he will stop abusing but when hearing that another women's husband does not drink and still abuses one of the myths behind abuse is broken (Angless & Shefer, 1995:307). Group work increases healing in victims and increases self-esteem because women believe that when they look after themselves and try and protect themselves they are being selfish. Women's individual healing increases in group work environments because they gain personal power and their self-esteem increases due to the fact they receive support and respect from the group. The women are empowered to decide what they want for themselves and their advice and contribution is valued throughout the group.

4.5.8.4 Hotlines

According to Riger et al. (2002:13) most shelters have 24-hour crises hotlines to provide female victims of domestic violence with information, referrals and crisis counselling when abuse has occurred. A Safe Place (A Safe Place, 2007), Shelter for Abused Women and Children Naples Centre (Naples Shelter, 2008) and POWA (People Opposing Women Abuse, 2008) provide for example a 7-day a week 24-hours hotline and provide victims of domestic violence with assistance during a crisis situation. They provide support, provide referrals to resources and answer any domestic violence related questions.

4.5.8.5 Developmental and empowerment programmes

According to Groenewald (2006:53) and the Saartjie Baartman Centre for Women and Children (2008) there is a direct link between domestic violence and poverty and therefore developmental programmes play an important role in service delivery. Examples of developmental programmes are training women how to write their own curriculum vitae when applying for a job. Pottery work, art work, bead work, catering and cooking, gardening and soap making programmes are offered at shelters in order to empower women with skills to fend for themselves and to help women build their self-esteem. Job skills training takes place at shelters due to the alarming fact that poverty and domestic violence have a strong correlation and the many women who enter shelters do not have jobs (Saartjie Baartman Centre for Women and

Children, 2008). Job skills training takes on forms such as cooking, cleaning, beading work, first aid courses and catering as mentioned previously in this section. Organisations such as The Saartjie Baartman Centre for Women and Children (Saartjie Baartman Centre, 2008) offer female victims the opportunity to participate in these types of job skills training such as mentioned above to generate income.

Empowerment programmes focus on skills and literacy development in order to empower women to develop a safety plan when leaving the shelters. Empowerment programmes help victims with decision making processes such as logistics and practical issues surrounding finding a job, transport arrangements to go to court and back and work/school when victims leave the safety of the shelter. Therefore, this type of empowerment programme empowers women with the appropriate skills to cope when they leave the shelters and return to their community.

4.5.8.6 Legal assistance and advocacy

Women who have faced domestic violence often struggle to gain access to the legal system and courts. The cost of legal assistance is very high and women who have been abused often are not aware of what their rights are until they have reached the shelters. Therefore shelters need to provide services to ensure legal assistance and advocacy for female victims of domestic violence. Shelters offer services by subcontracting legal services in order to support victims to follow the legal process to obtain a protection order and help victims to prepare for the court proceedings. Shelters usually provide assistance to victims of domestic violence while seeking protection orders. They assist victims during the court proceedings by providing legal assistance through networking with legal systems, offer free legal advice and conduct training workshops for clients of the centre and staff members on legal issues such as Domestic Violence and Maintenance Acts such as A Safe Place in Lake County (A Safe Place, 2007), The Saartjie Baartman Centre for Women and Children (Saartjie Baartman Centre, 2008) and Domestic Abuse Shelter of The Florida Keys (Domestic Abuse Shelter, 2008). According to Weisz (1999:142) advocates provide survivors of domestic violence with information regarding legal terms and definitions, emotional support and any illegal behaviour that constitutes abuse.

4.5.8.7 Services to children

Children who are not directly assaulted but who are witnesses of domestic violence are equally at risk than children who are abused (Singh, 2005b:36) Children who have been subjected to domestic violence have a higher risk of emotional and behavioural problems, such as anxiety, depression, low self-esteem, poor school performance, nightmares, disobedience, lower social skills and physical health complaints, aggressive behaviour, stomach aches and headaches, eating disorders and nausea (Humphreys & Lee, 2006:311; Krug et al., 2002:103; Singh, 2005a:30; Tiamiyu et al., 2005:336). Children who have been subjected to domestic violence also have a lower cognitive ability, lack of conflict resolution skills, pro violent attitudes and a belief of male superiority and gender stereotyping as well as developing more external and internal problems (Singh, 2005:30; Tiamiyu et al., 2005:336).

Therefore it is important that children receive the necessary counselling and therapeutic services when accommodated in the shelter in order to deal with the trauma caused by domestic violence. Some shelters offer individual counselling to children in order to help them deal with the trauma of abuse, loneliness, fear and anger that they experience, in the form of play therapy, art and music (A Safe Place, 2007; St. Anne's Homes, 2008). Group sessions with children help them deal with the pain and embarrassment of abuse and address emotional and social needs of the child. This type of service helps to restore the child's equilibrium and gives children a sense of safety within the group. Educational services to children are also provided in order to assess the children's educational needs and determine their skills level by providing the mother with the necessary information when leaving the shelter. Mother/child groups equipping mothers with the necessary skills in parenting making them aware of the developmental phases of their children and helping them develop educational and stimulating skills to teach their children, are also offered.

4.6 CONCLUSION

Shelters for female victims of domestic violence offer and provide valuable services to assist women when abuse has occurred within the home. Women are amongst the most vulnerable sectors of society and shelters serve the needs of these vulnerable groups. Shelters meet the basic needs of women in South Africa by providing

counselling, support and prevention efforts aimed at the community and society. Shelters serve as important service providers and increasing efforts should be focused on improving services and to erect more shelters because of the increase in victims of domestic abuse.

In the following chapter an empirical study will serve as the basis to provide information regarding social welfare services rendered in practice. Semi-structured interviews were conducted with social workers and staff members of shelters in the Cape Metropole who offer social welfare services to female victims of domestic violence. Through their answers the participants provided the necessary information regarding specific social welfare services offered to female victims of domestic violence. Therefore the following chapter explores the social welfare services offered to female victims of domestic violence and outlines the results of the study.

CHAPTER FIVE

EXPLORATION OF THE SOCIAL WELFARE SERVICES OFFERED TO FEMALE VICTIMS OF DOMESTIC VIOLENCE

5.1 INTRODUCTION

Domestic violence has an impact on the social, physical, economic and psychological well-being of women and therefore a need exists in exploring the nature and scope of social welfare services rendered to female victims of domestic violence by shelters during crisis situations. Domestic violence shelters provide important services to female victims by providing shelter, counselling and advocacy (Riger et al., 2002:16). Therefore, shelters represent a critical point of crisis intervention and are not just places of safety but play an important empowering role in providing social, psychological and emotional support for women in abusive relationships during crises (Department of Social Development, 2006; Park et al., 2000:248). Despite the fact that literature (Emdon, 2006:32-37) suggests that there is an urgency to prolong the stay of female victims of domestic violence in shelters a lack exists in research to investigate the nature and scope of social welfare services offered to female victims of domestic violence in the shelters. Due to the importance of social welfare services during their stay in the shelters to empower female victims, an exploration of the social welfare services will follow. The objective of this chapter is to explore the social welfare services offered at shelters to female victims of domestic violence in the Western Cape Metropole.

5.2 DELIMITATION OF THE INVESTIGATION

Following a literature review of social welfare services and shelters a need was identified due to the lack of information available on social welfare services offered to female victims of domestic violence. The population consisted of fourteen shelters in the Western Cape that offer accommodation and social welfare services to female victims of domestic violence. The researcher chose ten shelters to constitute the sample, all shelters situated in the Cape Metropole. The sample was chosen by a purposive sampling method due to the fact that the sample contained all the elements, characteristics and attributes of the population (Strydom, 2005:202).

5.3 GATHERING AND ANALYSING DATA

Data were collected through semi-structured interviews with the aid of an interview guide and conducted in the home language of the participants (Afrikaans or English). The researcher began the process of data collection by telephonically contacting all participants. The participants were chosen to be part of the research study due to their availability, the role they serve in the shelter during service delivery and for their aptitude to express and reflect the appropriate responses regarding the researcher's question on social welfare services. During the telephone contact the researcher introduced herself and explained the purpose of the research by providing a brief summary of the aim of the study of gathering information on social welfare services offered to female victims of domestic violence. The researcher then established the willingness of the intended participants. The duration of the interviews was approximately 60 minutes and took place during the month of June, 2008.

Participants were informed of the confidential nature of the study and the researcher then proceeded with the interview. The researcher guided the discussion in order to obtain all the necessary information. In this chapter the data that were obtained will be presented and interpreted by comparing it to existing data, and will be presented in tables and figures.

The purpose of this study was to provide an overview of the social welfare services offered at the shelters to empower women who have been victimised by their male partners/husbands and to present recommendations to social service practitioners and providers regarding services offered to female victims of domestic violence.

5.4 RESULTS OF THE INVESTIGATION

The following section provides analyses of the data obtained. After completion of the interview the researcher took all information and transcribed it in the form of tables and charts to discuss the findings of the research. The participants that took part in the study consisted of one counsellor, four social workers, four managers and one personal assistant within the shelter. The partaking shelter participants were asked to provide reflective answers based on their experiences within the shelter structure and therefore the study's results are based on reflective experiences of the different shelter workers.

5.4.1 Demographic information

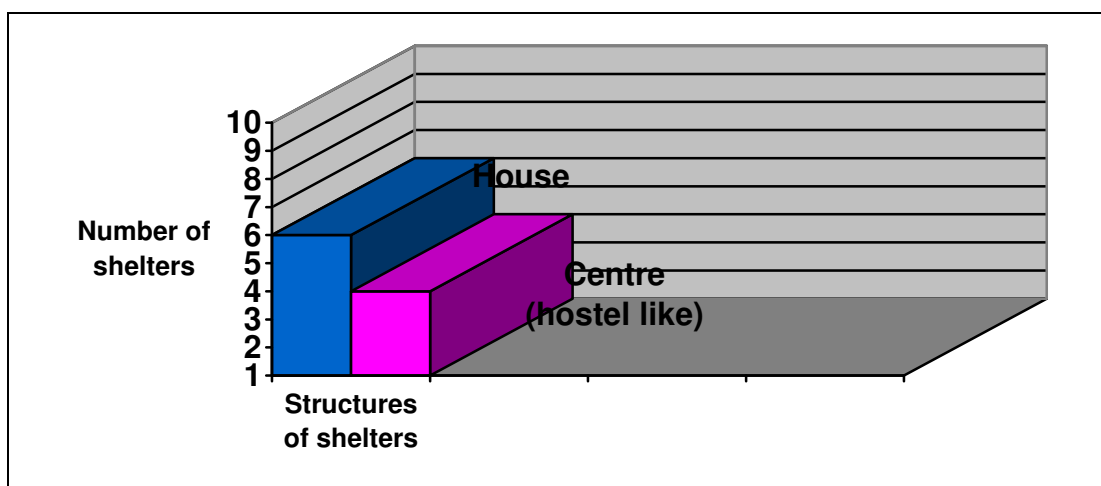
The researcher focused on demographical information of the participating shelters such as the type of neighbourhood, the structure of the shelters, the type of shelter, the personnel structure as well as the number of women and children that can be accommodated within the shelter.

5.4.1.1 Type of neighbourhood

The researcher observed that all shelters were situated in residential areas. This finding confirms with literature (Park et al., 2000a:248) that many shelters are situated in urban, residential areas while women living in rural areas have little or no access to sheltering. Women who live in rural areas do not have the same access to medical services, court assistance, shelter accommodation and protection, such as women who live in urban areas (Curran & Bonthuys, 2004:4).

5.4.1.2 Structure of the shelters

The participants were asked to discuss the structure of the shelter, in terms of whether the shelter constitutes a house with rooms, a centre (hostel-like) or if the shelter is structured as a block of flats. Figure 5.1 illustrates the responses of the participants in terms of the structure of the shelters.



N=10

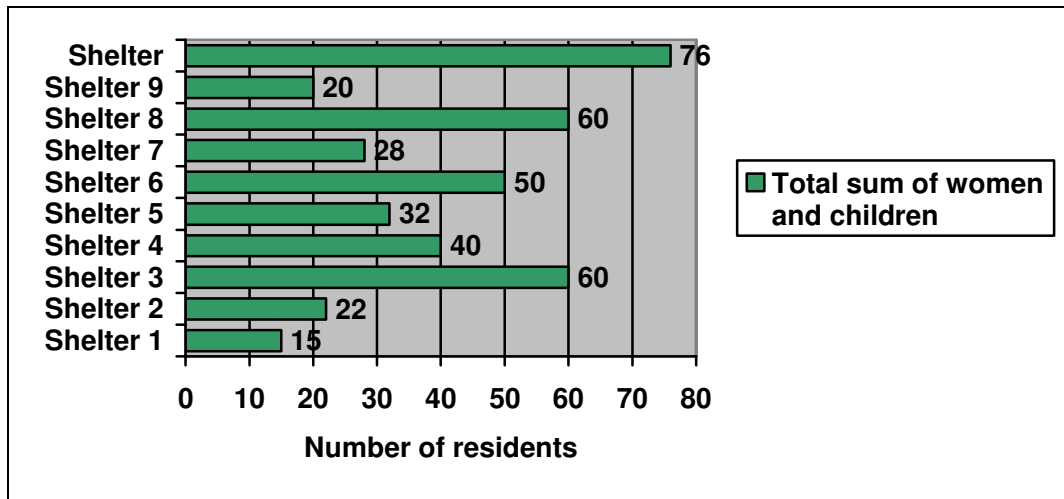
Figure 5.1: The shelter's structure

The figure illustrates that six of the participating shelters are houses that were reconstructed to serve the needs of abused women by offering rooms where women and their children can reside in, share a bathroom and kitchen facilities as well as lounge space. One participant mentioned: *“Die skuiling is ‘n huis met agterkamers.”* (*The shelter is a house with backrooms.*) Four of the participating shelters are centres where women live in hostel-like structures. These hostel-like shelters have different levels with a varying number of rooms on each floor. In these types of facilities women sleep either in their own rooms with their children or share rooms with other women when they are without children. They also share bathroom facilities with other residents. One participant articulated: *“The shelter is a residential centre with three floors, the first and second floor serve as the first stage housing and the third floor are semi-independent, second stage housing.”*

Therefore the majority of structures are similar to the findings in the literature (Emdon, 2006:4) that state that many shelters are reconstructed houses. These types of structures are also referred to as transitional housing and are most common in South Africa. The infrastructure of transitional housing provides residents with rooms, shared kitchen and bathroom facilities as well as the requirement to pay some form of rent. Most of the participants illustrated that the women pay varying amounts of rent and share bathrooms and kitchen facilities. Some of the participants mentioned that women are required to pay rent if they have a job or receive some form of social grant from the state. The structure of the shelter has no effect on the study but it was important to identify due to the demographical information needed to have a better understanding of the types and structures of shelters in the Cape Metropole.

5.4.1.3 Accommodation for women and children

The participants were asked to discuss the number of women and children that can be accommodated within the shelter. Due to the fact that many of the shelters have both first stage housing as well as second stage housing, the number of women and children living within the shelter was summarised. Figure 5.2 is a chart illustration that shows the total sum of residents in each shelter.



N=10

Figure 5.2: Number of residents in each shelter

Due to the fact that the female residents often have more than one child it was difficult to determine the exact number of residents and therefore the participants could only offer estimations into the number of residents. When the researcher asked the participants how many residents the shelter can accommodate one of the ten participants mentioned: *“Dit hang af van die moeder en hoeveel kinders sy het, maar slegs ‘n maksimum van drie kinders word toegelaat.”* (It depends on the mother and how many children she has, but only a maximum of three children are allowed).

There is a varying quantity in the number of residents accommodated within the different shelters. Shelter 1 accommodates a total of 15 women and children, shelter 9 and shelter 2 accommodate between 20 and 22 residents, shelter 7 accommodates 28 women and children and the fourth participating shelter, shelter 5, accommodates 32 individuals. Shelter 4 has accommodation for 40 female residents with children, shelter 6 accommodates 50 residents, both shelter 3 and 8 accommodate 60 people and shelter 10 has accommodation for 76 residents. Therefore the majority of shelters provide accommodation for more than 30 women and children.

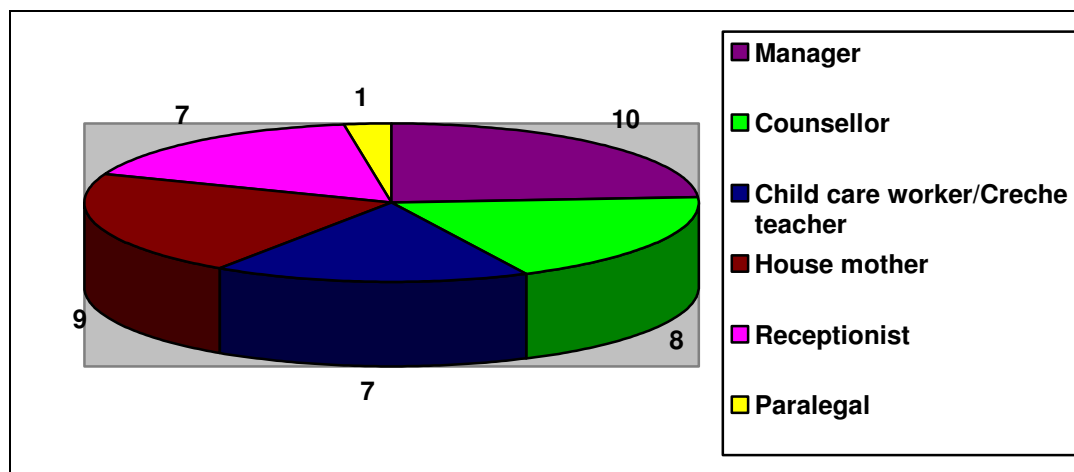
Due to the fact that some of the shelters offer first and second stage housing the number of accommodated residents are higher than in shelters which only offer first stage housing and therefore more female victims and their children can be accommodated in these types of shelter facilities.

Even though some of the participating shelters, as stated above, only allow three children per resident, other shelters do not stipulate the exact number of children that can accompany the women to the shelter. Therefore, determining the exact number of residents in the participating shelters was complicated because the participants could not provide the exact number of residents currently residing in the shelter and therefore the averages were taken to determine the number of residents.

According to literature (Emdon, 2006:12) most shelters offer accommodation to an average of 30 women and children and are commonly found in suburban settings where old buildings were converted into facilities to accommodate residents. The findings of this study show that 60% of shelters do provide shelter for more than 30 women and children and therefore the findings disagree with literature that states that the majority of shelter facilities only accommodate 30 women and children by showing that on average more than 30 women and children are accommodated within residences. However there is agreement with Emdon (2006:12) that most of the facilities are situated in suburban settings and are old buildings that were restored into shelter accommodation.

5.4.1.4 Personnel structure

The researcher enquired into the personnel structure of the shelter and what the structures consist of. Due to the importance of shelter workers and vital components that shelter personnel offer in the functioning of shelters and services (Gaitskill et al., 2000:362) this section is an important part of the research study. The participants were requested to articulate what the personnel's job description consists of and what services they offer. Figure 5.3 is an illustration of the responses of the participants.



N=10

Figure 5.3: The personnel structure of the shelters

All ten participating shelters have a manager in charge of the running, funding and legal issues of the responding shelter. All shelters therefore have managers who perform imperative duties within the shelter. The significance of managers is illustrated in the finding of this study by illustrating that all ten shelters have a manager in charge of the shelter; the findings are also in agreement with literature (Department of Social Development, 2001) that states that managers are imperative in the running of shelters and have a significant role in service delivery. Managers are responsible for the overseeing of social welfare services and ensuring that all services are delivered in a responsible, accountable manner by shelter staff.

Nine shelters have house mothers who see to the needs of female residents and their children in the shelter. The house mothers are in charge of the daily house chores, cooking of food, intervening when arguments arise, checking that chores are done and overall upkeep of the shelter. The responsibility of the house mother further includes the overseeing of women during the day as well as at night and ensuring the safety of the women whilst in the shelter. When one of the participants was asked to respond to the enquiry into the duties and responsibilities of the house mothers, she said: *“All of the housemothers are ex residents.”* This is an illustration of developmental and empowerment programmes that empower women to develop the skills to become a housemother and to help other residents. This illustrates that shelters have an empowering role in the lives of the residents by empowering the women to become self-reliant by completing all requirements to become a housemother.

Of the ten participating shelters, eight have some sort of shelter worker that offers counselling services to female residents and their children, either a counsellor, a social worker, auxiliary social worker or a psychologist. The services deal with the emotional and psychological aspects and well being of the residents. Therefore services offered to clients by the social worker, auxiliary social workers or psychological counsellors in a shelter need to be accountable for the delivery of service. Social welfare services, methods and approaches must be *appropriate* and enhance the client's self respect and independence (Department of Welfare, 1997:9). According to Makofane and Du Preez (2000:55) and Danis (2003:242) counsellors and social workers need to be emphatic, empowering and provide supportive atmospheres for the female victims of domestic violence and therefore it is important that the personnel that offer counselling to the female victims and their children be skilled to provide services. The eight participants who have counsellors and do provide services to residents therefore confirm what the Department of Welfare (1997:9) states in relation to the appropriate rendering of services to residents to enhance their independence and well-being.

Seven of the participating ten shelters have child care workers or crèche workers that provide services to children such as aftercare, counselling or crèche services. Their main job description is to take care of the children by running the crèche when mothers work, seeing that the children are fed and bathed during work hours and providing the necessary education to the children that are not in school. The majority of these crèches require working mothers to pay a fee in order to take care of the children while mothers are at work. The other three participants that do not have a crèche do however offer working residents services by having a non-working resident take care of the children and allowing the working mothers to pay a small fee to these unemployed women. Due to the high number of shelters with child workers the findings confirm those of Emdon (2006:16) that services to children are important aspects of service delivery in shelters and they require as much counselling and support as their mothers and therefore crèche workers and child care workers play an important role in service delivery (Emdon, 2006:16).

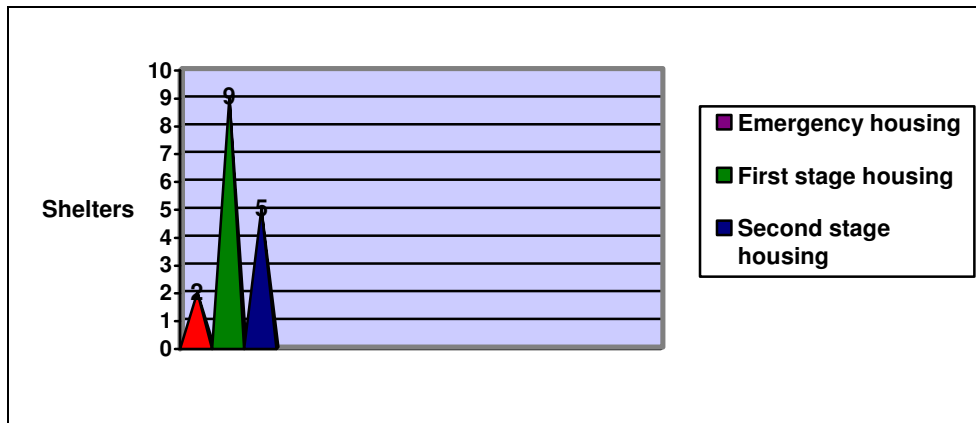
Seven out of the ten participants have receptionists responsible for the reception area, taking phone calls and messages, making appointments and general

administration of the shelter. Only one participant has paralegal advisors accountable for the delivery of legal services and to assist the residents with legal matters such as maintenance grants, divorce and child care matters. Literature states that legal support and counselling are necessary and women who live in shelter facilities often require assistance, support and advice when seeking protection orders, orders of custody hearings, maintenance grants and divorce issues (Dangor et al., 2000:315). For this reason many shelters, even though funding is minimal, do provide some sort of assistance during court proceedings and legal issues and therefore there is a correspondence with the literature stating that assistance is required during sheltering.

Furthermore, while only one of the participants has legal advisors employed at the shelter to assist female residents, the other shelters do provide referrals to legal advisors who offer voluntary assistance, or the shelter workers accompany female residents to court when the women are afraid of seeing the perpetrator or of court proceedings. The social worker, if the shelter employs one, assists the women by offering legal information, helping women file for protection orders and helping them prepare for court hearings. Therefore in terms of legal counselling, the majority of shelters do provide some form of assistance to the women who need legal assistance but many of the participating shelters do not have the infrastructure or funding to provide legal services or employ legal advisors in the shelter.

5.4.1.5 Type of shelter

The participants were asked to respond to subject matter as to whether the shelter constitutes as an emergency housing facility, first stage housing, second stage or third stage housing facility. Figure 5.4 provides an illustration of what the majority of participants' responses were in terms of housing. The majority of shelters offer first stage accommodation that allow female residents boarding for three to six months, and many shelters offer different combinations of sheltering facilities.



N=10

Figure 5.4: Types of shelter combinations offered by shelters

Only two of the ten shelters provide emergency sheltering to female victims of domestic violence during crises. During this type of sheltering women can be accommodated for up to a week whilst waiting for alternative accommodation within the shelter or referral to another shelter. During this time of sheltering women receive debriefing counselling and are provided with the necessary medical, psychological and trauma counselling. One of the participating shelters provides emergency sheltering to abused women in order to debrief them before they are to enter the shelter first stage housing facility which forms part of their shelter's admission criteria. Therefore shelters do offer emergency sheltering for immediate crisis situations and they offer accommodation to female victims of domestic violence for brief periods of time (Park et al., 2000a:257).

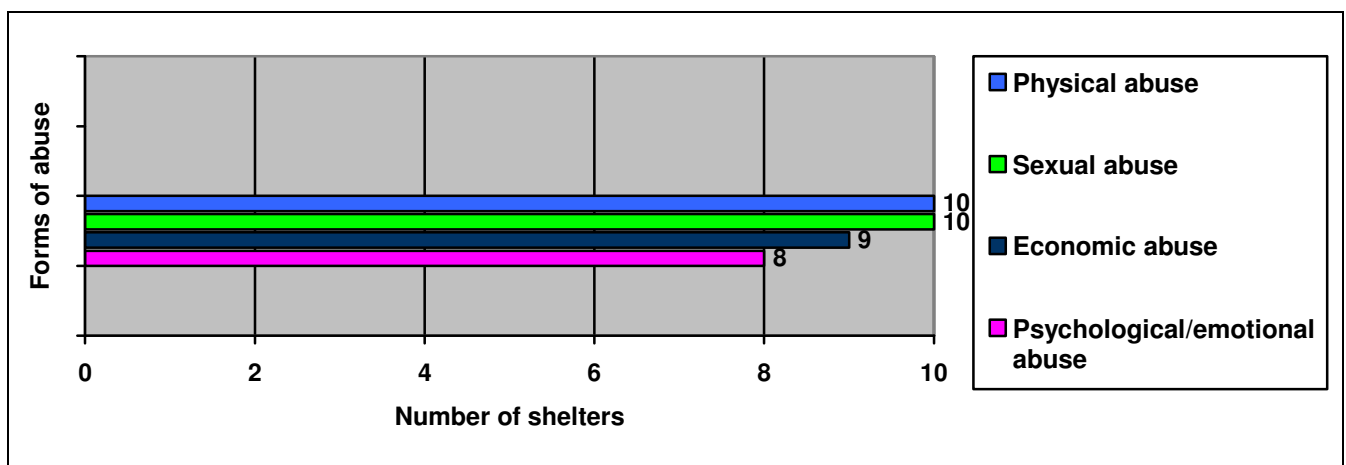
As illustrated in figure 5.4, nine of the ten shelters have first stage accommodation for female victims of domestic violence. The literature corresponds with the findings that first stage housing is most common within South Africa (Emdon, 2006:1). Five out of the ten shelters which took part in the study have second stage housing. As illustrated none of the ten shelters has any third stage accommodation. This finding does not agree with the literature stating that second stage housing is non-existent within South Africa due to financial constraints (Emdon, 2006:1) because half of the participating shelters do offer female victims second stage housing after leaving the first stage housing accommodation. The majority of these second stage housing are on site and women still receive services such as counselling and support from the shelter.

5.4.2 Dimensions of domestic violence

In the following segment the findings focus on the specific criteria that shelters articulate as part of their admission criteria, average race and age distributions within the shelter, education level of women who are admitted into the shelter, marital status of residents, the causes of domestic violence as illustrated by the women who are admitted as well as the consequences that are caused by domestic violence.

5.4.2.1 Criteria for inclusion

To discover what the admission criteria are for the various shelters, participants were requested to discuss what forms of abuse are addressed in the shelter and are included as part of the intake or admission criteria of the shelter. Figure 5.5 illustrates the forms of abuse that form part of the intake admission criteria of the shelters.



N=10

Figure 5.5: Criteria for inclusion

The participants were specifically asked whether the shelter, according to the Domestic Violence Act regulations, includes all forms of domestic violence, such as physical, emotional, sexual and psychological abuse during the assessment and intake phase. According to the analyses of data, all ten shelters take in women who have been physically and sexually abused. According to Mitchell (2003:27) physical abuse or battering includes threats of violence, intention to harm another in the form of hitting, punching, shoving and pulling hair, intimidation such as reckless driving, and destruction of property, being burnt, locked in the house, stabbed or shot. Van der Hoven (2001:14) argues that 25% of South African women are assaulted by their husband or partner every week. Therefore the findings illustrate that more women

are assaulted by their husband or partner and therefore all the participating shelters include physical abuse into their admission criteria.

Nine out of the ten shelters take in women who have been economically abused as part of their inclusion for admission criteria. Eight of the ten shelters take in women who have been psychologically/emotionally abused. According to research (Barkhuizen & Pretorius, 2005:10; Malherbe, 2005:2) emotional abuse is defined by all actions that are not defined as physical abuse and is just as widespread as physical abuse, but often victims are not acknowledged and society often views this form of violence as insignificant and not important enough to provide services to. In this connection, one participant mentioned that each shelter has its own criteria for inclusion and that they only take in physical or sexually abused women and not women who have been emotionally abused due, to the lack of resources. Therefore, according to Park et al. (2000a:251) shelters have formal and informal policies about the admission criteria to the shelter as also illustrated in the findings of this study. However, it is illustrated within the findings that even though the majority of shelters do admit women who have been emotionally abused, the tendency is that shelters could still exclude emotional abuse and focus mainly on sexual and physical abuse.

5.4.2.2 Race and age distribution

The question of race and age distribution was asked to the participants but very few shelters could specify the exact numbers of race and age distribution of the women in the shelter at the specific time. Therefore the researcher rather focused on the average race and age distribution of women in the shelter. The participants were able to provide the researcher with information regarding the inclusion of age and race in the shelter and the criteria to be met in order to be taken into the shelter.

All ten of the shelters include all races into the shelter, and corresponding with literature that states that most shelters in South Africa accept women and children from all social backgrounds, religion and race (Park et al., 2000a:256). An environment of mutual respect between residents from different cultures and backgrounds (Olsen, 2008:2) is ensured and no racial, religious or class discrimination is allowed in the shelter. Table 5.2 is an illustration of the age distribution of female residents. Table 5.1 only focuses on the age range of female

residents. The race distribution was difficult to obtain due to the fact that the participating shelters do not have any race inclusion criteria and offer accommodation to all races.

Table 5.1: Age distribution of female residents

Shelter 1	Shelter 2	Shelter 3	Shelter 4	Shelter 5	Shelter 6	Shelter 7	Shelter 8	Shelter 9	Shelter 10
Under 18-18+	Under 18-50	Under 18-18+	18+	16-40	18+	18-60	18-50	18+	18+

The shelters all have specific criteria in terms of the age range as illustrated in table 5.1. Three shelters include women under the age of 18. The researcher raised the issue as to what constitutes the inclusion of under 18 female victims and the participant responded: *“Sy moet swanger wees as sy onder 18 is, verkieslik nie skoolgaan nie en ‘n werk he.”* (She must be pregnant if she is under 18, not be attending school and have a job.) Another participant articulated: *“We do take women under the age of 18 if they are in school or want to return to school otherwise we cannot take them.”*

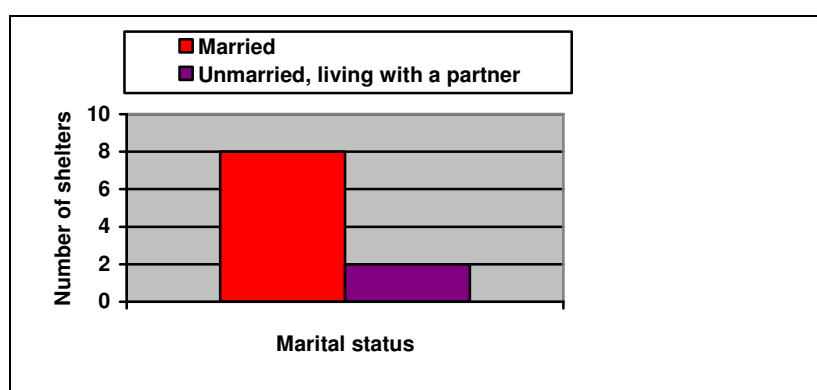
Five of the participants stated that they take in women as young as 18, but did not specify the cut-off age for inclusion into the shelter. Two of the other participants stated that they take in abused women between the ages of 18 and 50; one participant replied that the shelter takes in women from 18 to the age of 60 and the other participant stated that they include women from the age of 18 until 40. Therefore as illustrated by the findings most of the participating shelters take in and offer accommodation to women over the age of 18 up till the age of 50.

The participants were asked what the age criteria for admission was when female victims of domestic violence have male children. Literature states that many South African shelters have specific policies that do not permit boys over the age of 12-13 into the shelter due to limited space, as well as the sexual phase of the boys at this stage which could challenge the operation of the shelter (Park & Khan, 2000:330) as found in the research study.

Nine of the shelters do not make provision for boys older than 12 in their inclusion criteria. Due to the nature of domestic violence and the fact that abusers are often male partners it is difficult for shelters to accommodate boys. Many of the female residents feel threatened by the older boys. Literature corresponds with the research findings that state that most South African shelters have policies to prohibit boys older than twelve as residents in the shelter due to threats that they may pose to the women who reside there (Park & Khan, 2000:330).

5.4.2.3 Marital status

The question of the marital status of female residents who were admitted into the shelter was posed to the participants that took part in the study. Due to the varying number, age and race distributions of female residents the researcher asked the participants to convey the marital status of most women who reside in the shelter. The participants disclosed that it is also often difficult to be specific in terms of the marital status of the women due to the lack of documentation. Figure 5.6 illustrates the marital status of most residents as recorded by the participating shelters.



N=10

Figure 5.6: Marital status of most of the residents in participating shelters

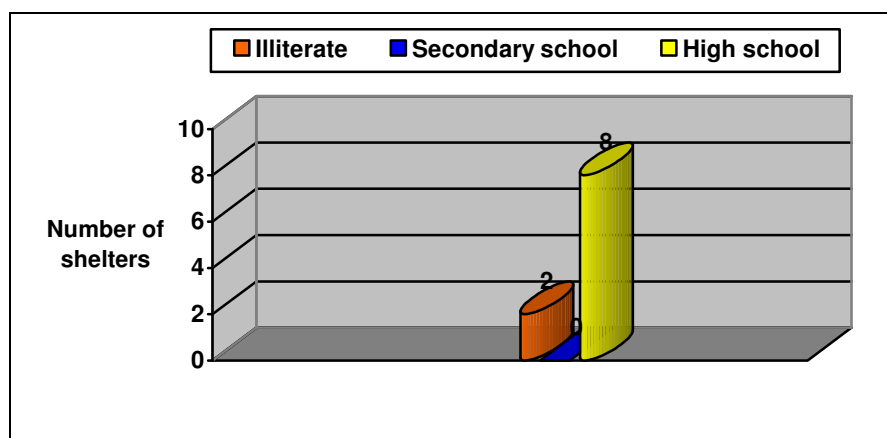
Most of the participants, namely eight responded that most female residents in their shelters are married. The other two participants stated that most of the women in their shelters are unmarried and living with an abusive male partner or family member. Literature such as the World Health Report of 1997 indicates that a third of all women have experienced violence in intimate relationships at some point of their lives (Mathews & Abrahams, 2001:6), but these statistics do not differentiate between the definition of marital status. However, two participants stated that a considerable number of female victims who were admitted into their shelters were already divorced

when entering the shelter. Furthermore, another participant divulged that “*Often women file for divorce while they are in the shelter.*” This illustrates that many women who enter the shelter have already decided to leave their abusive relationships or are in the process of terminating the relationship once counselling and appropriate services have been provided to empower them to improve their situation. On the other hand, women often lack the power and information to file for divorce while they are living and staying within the abusive home but according to the findings of this study many women become empowered to leave the abusive relationship when they are accommodated within the shelters due to the protective services that the shelter offers.

One participant stated that some residents in their shelter were single but were abused by a relative such as an uncle or father who lives in the home. Literature illustrates that often shelters do not accommodate women who have been abused by a family member such as an uncle (Park et al., 2000a:252). However in this instance the participating shelter did accommodate women who were being abused by family members.

5.4.2.4 Academic educational level

The ten participants were requested to provide information regarding the average academic educational level of the female residents within the shelters, according to the categories of illiterate, secondary, high school, or tertiary education. Figure 5.7 illustrates the average educational level of female residents.



N=10

Figure 5.7: Average academic educational level of residents

The participating shelters were asked to convey the information regarding the average educational level of the residents on each of the abovementioned levels. Due to the non-existence of evidence in relation to secondary and tertiary education the researcher excluded the finding in the graph. Two of the participants stated that the most female residents in their shelter have had no form of academic education and are illiterate. According to research by Fedler and Tanzer (2000:28) a lack of knowledge, low academic achievements and illiteracy is an important risk factor for domestic violence as illustrated in the findings. Therefore, it is often difficult to provide services to these women because of the lack of education in terms of reading and writing. When female residents are illiterate they lack the skill to write or even spell their name and it is often difficult to determine their medical history due to the lack these women have to provide written histories or consent.

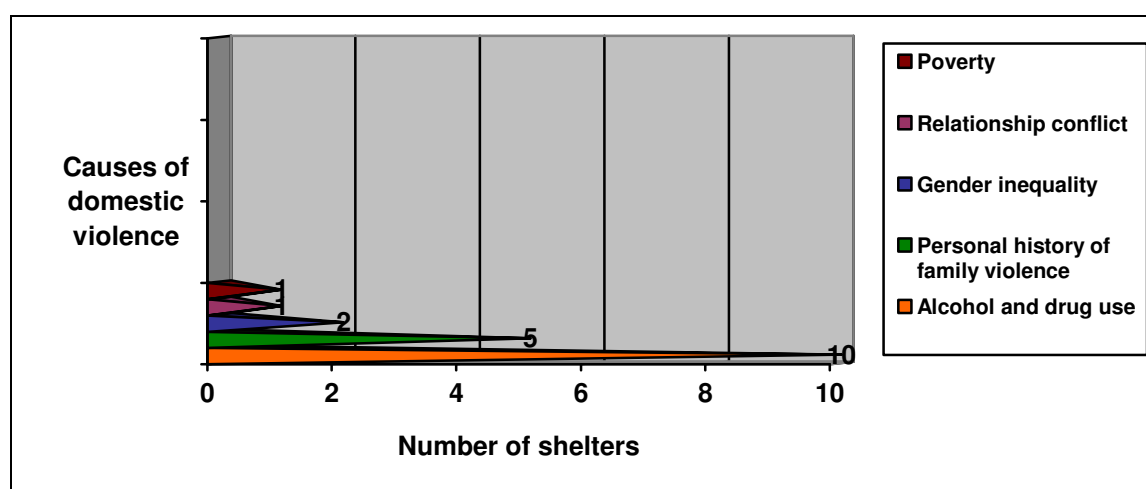
It is often difficult to offer and provide services to female residents when they lack the necessary literacy skills to utilise the services/ programmes offered to them. They cannot take part in exercises that require them to write about their feelings, emotions and experiences and therefore they are at a disadvantage to grow personally and emotionally. Eight of the participants expressed that the average academic educational level of the women in their shelters is at high school level, especially grade 10 and one of those participants remarked: *“Many of the women in the shelter were forced out of school in grade 10 by abusive parents and were forced to start working.”* The finding in this study therefore illustrates that most women in the shelters have had some high school education, but did not complete their high school academic education due to forceful removal by a family member to help provide for the family.

Women in shelters have been abused and victimised due to the lack of knowledge on human rights and legal procedures. According to further research done by Fedler and Tanzer (2000:28) many girl children have fewer opportunities for education due to removal from school and having to provide or care for families which then resulted in illiteracy and a higher likelihood of abuse. Tshesane (2001:5) argues that women who are illiterate, lack the necessary skills to obtain a job, have low incomes and are often more vulnerable to domestic violence, due to lack of freedom. However, Tshesane (2001:5) does not imply that educated women are not being abused but

that uneducated women suffer more from abuse because they do not have the resources to acquire support and help from formal or informal services. Therefore women who are uneducated do not have the formal resources to apply for example divorce, maintenance or custody such as women who have been educated and could acquired information regarding their rights.

5.4.2.5 Causes of domestic violence

Participants were expected to explain the causes of domestic violence mostly responsible for the women to seek shelter. Figure 5.8 illustrates the responses of the participants (participants could indicate more than one cause of domestic violence).



N=10

Figure 5.8: Causes of domestic violence

All ten participants made the statement that most of the women who are admitted into the shelter said that the main reason why domestic violence occurred in their home was due to individual factors such as personal family history of violence and alcohol or drug use. Literature argues that alcohol and drug use is linked with increased risk of all forms of interpersonal violence and heavy alcohol consumption is associated with domestic violence (Jewkes, 2002:1425; Kahn, 2000:8; Singh, 2003:37). All ten participants furthermore stated that due to the use of alcohol and drugs women experience domestic abuse. One participant stated: “*Partners are on drugs and become suspicious of their female partners due to the “tik” and think their partner is having an affair.*” Another participant responded: “*Drugs are a major problem; both husband and wife do the drugs together.*” These responses correspond with findings by Singh (2003:43) who postulates that domestic abusers

often abuse substances in the form of alcohol or other addictive substances. Therefore the findings coincide with those by Khan (2000:8), Singh (2003:37) and Jewkes (2002:1425) who state that alcohol and drug abuse is a contributing factor of domestic violence in society.

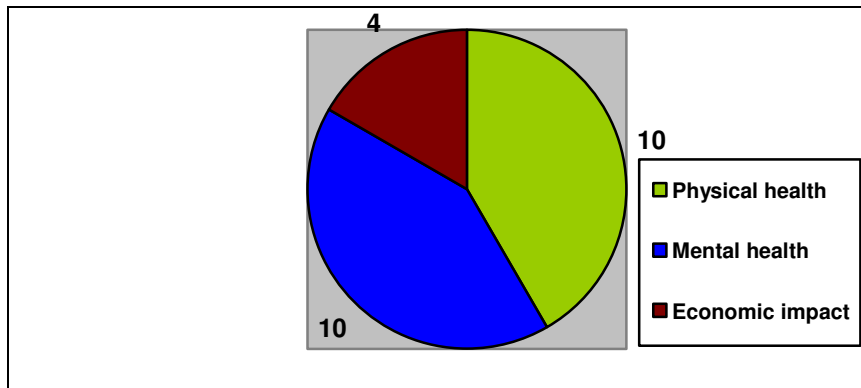
Four participants mentioned that some women feel that the abuse is deserved and acceptable due to observation of abuse in their own history and family of origin. Therefore experiences of abuse during childhood such as the witnessing of abuse or the experience of being abused have been identified as contributing factors to domestic violence. Research therefore confirms the findings that personal history of family violence is a contributing factor of abuse (Chandler & Kruger, 2005:71; Krug et al., 2002:337) where it was found that males who were exposed to violence and abuse in their families of origin are more likely to become perpetrators of domestic violence than males who were not exposed to domestic violence during childhood.

One participant argued that women residents often report that they have experienced domestic violence due to personal problems in their own interpersonal relationships. This research study therefore concurs with the findings that on an interpersonal level the most consistent marker for abuse is marital conflict or discord in the relationship (Jewkes, 2002:1425; Krug et al., 2002:99). Furthermore a participant stated that community factors were a cause of domestic violence especially poverty as stated by Krug et al. (2002:99) and Jewkes (2002:1425), who postulate that domestic violence occur in all socio-economic groups; however it is more frequent and severe in lower socio-economic groups where poverty is present.

Two participants pronounced that women experience domestic violence due to societal factors such as gender inequality. Domestic violence can therefore be attributed to patterns of socialisation, structural relationships of power and tradition which is dominated by men in society. These institutional tradition of inequality between men and women are structured along patriarchal lines and places emphasis on gender role stereotypes (Fedler & Tanzer, 2000:31; Schoeman & Ferreira, 2001:288-290) which cause the unequal treatment and abuse of women.

5.4.2.6 Consequences of domestic violence

Figure 5.9 illustrates the consequences of domestic violence. Participants were asked what the prevailing responses were in regards to the consequences of domestic violence for the female residents within the shelter (participants could present more than one consequence of domestic violence).



N=10

Figure 5.9: Consequences of domestic violence

All ten participants confirmed that physical and mental health problems were the most frequently stated consequences of domestic violence, according to their own experiences. Six of these participants mentioned that some of the physical injuries that were observed during admittance of abused females and intake of the female victims were fractures, bruises on the arms, legs and other parts of the body as well as HIV and Aids. One participant mentioned that an example of physical abuse is: “A rather common occurrence is that women are kicked on the vagina.” Therefore female victims who have been subjected to domestic violence suffer from physical injuries and health consequences, in agreement with literature that argues that female victims who have been subjected to domestic violence suffer from physical injuries such as cuts, broken bones, headaches, chest pain, insomnia, nightmares and fatigue which result in hospitalisation and can even lead to permanent disabilities (Eby, 2004:222; Fedler & Tanzer, 2000:24).

Mental health consequences that were confirmed by all ten of the participants included depression, post-natal depression, low self-esteem, suicidal behaviour, mental disturbances and fear outbursts. According to Nangolo and Peltzer (2003:30) many women express deep feelings of depression and low self-esteem and feel inadequate, unappreciated and feelings of low self-worth. This corresponds with the

findings that the participating shelters mentioned as mental health consequences. All of the participants mentioned that depression is a common occurrence and is observed in almost all the women who are admitted into the shelter. One of the participants stated: *“Dit is selde dat vrouens wat hier kom nie depressie het nie.” (It is rare that women who come here don’t have depression.)*

Four participants stated that an economical impact that is experienced by women is also a consequence of domestic violence. Some of these economical impacts refer to being prohibited to work or loss of jobs due to abuse. As a result, literature states that domestic violence places an economic burden on society in terms of lost productivity and increased use of social services by women who have been abused (Krug et al., 2002:102). Many women who do have jobs are battered and bruised and cannot go to work therefore abuse does influence a woman’s income and ability to maintain a job (Krug et al., 2002:103).

5.4.3 Policies and legislations

Due to the importance of policies and legislations in South Africa on the improvement of services and the decrease in the occurrences of domestic violence it is important to discuss the findings in relation to the policies and legislation.

5.4.3.1 Registration of shelter

All ten participants were asked whether the shelter was registered as a governmental or non-governmental organisation. The information on the shelters from the Department of Social Development was that all ten shelters were registered as non-governmental organisations. The advantage of this was summarised by one participant: *“Deur as ‘n nie-winsgewende organisasie geregistreer te wees, kan die skuiling sy fondse benut op sy eie manier en is daar minder inmenging van die staat.” (By being registered as a non-governmental organisation, the shelter is able to use its funds as it sees fit and there is less interference from the state).* According to Dangor et al. (2001:30), the Department of Social Development (2001:6) and Emdon (2006:3) a shelter must be linked to an accredited organization in the community, be registered with the Department of Social Development, as implied by the findings, and receive some funding from the department.

5.4.3.2 Role of the police

The participants were asked to reflect on their own experiences and relationships in terms of the role and attitude that the police play during domestic violence cases, and the assistance offered to women who have been abused. Figure 5.11 illustrates the responses of the participants.

Nine participants stated they have had positive experiences with the police services in their areas. The participants argued that the police service offers assistance to the female victims of domestic violence by fetching them from the shelter and dropping them off at the shelter after court proceedings. The participating shelter confirmed that the relationship with the police services is positive and that the police respond quickly when services are needed by the female residents as well as the shelter.

Six of the participants stated that the police service in the areas has a trauma room where abused women are accommodated and debriefed when women are in need and have been abused. The police services contact the shelters when women are in need of accommodation and the responses of the police are satisfactory in regards to the services they deliver to the women during this time of emergency. Literature corresponds with this finding that police stations have adopted and established a number of specialised units to deal with domestic violence such as one-stop centres where women who have been abused can come to receive trauma counselling and be referred to shelters (Vetten, 2000:93). As found in the study the majority of community police stations have trauma centres/rooms to provide services to female victims of domestic violence and could thus provide appropriate services.

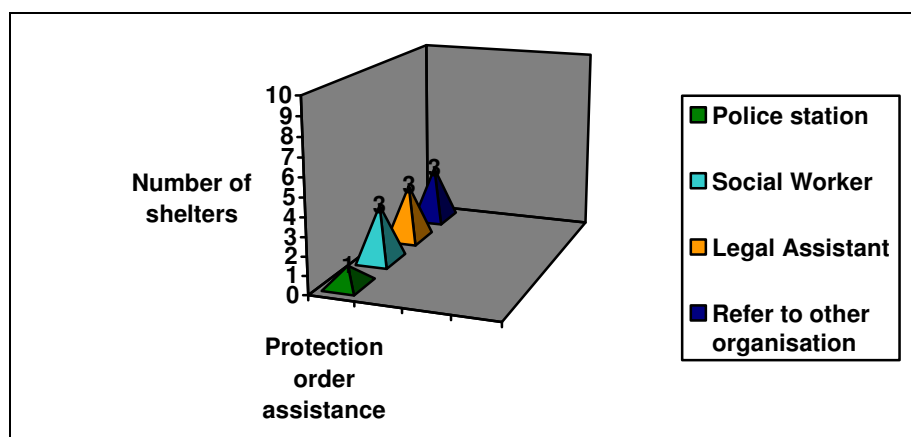
A participant reported that *“Die polisie werk goed saam met die skuiling, hulle bring die vrou na die skuiling toe.”* (The police work well with the shelter, they bring women to the shelter.) The Domestic Violence Act (Government Gazette, 1998) states that the members of the South African Police Services have to assist and inform a person laying a complaint of domestic abuse/ violence and has to inform the victim of her rights in terms of the Act which includes making arrangements to ensure the safety of the complainant, medical treatment and explaining the procedures following the abuse (Goldman & Budlender, 2000:13). As illustrated by the findings in regards to the attitudes, role and assistance by the police in cases of domestic

violence, participants were positive in their reflection and experience with the police services, which agrees with a statement by Goldman and Budlender (2000:13) that the police services must assist and inform a person who has been subjected to domestic violence.

Only one participant was of the opinion that their shelter does not have a positive relationship with the police and that the services the police provide are unsatisfactory due to their ineffective responses to cases of domestic violence. The researcher enquired of the participant the reason for this statement to which the participant retorted: *“Die polisie reageer baie swak, nie effektief genoeg nie, hulle is traag om dienste te lewer omdat hulle nie altyd voertuie het wat die vroue kan vervoer nie.”* (The police react poorly, not effective enough, they often do not have enough vehicles to transport the women.) This coincides with literature (Peens & Louw, 2001:50) which found that many victims of domestic violence are unsatisfied with the manner in which police officers intervene, showing unsympathetic attitudes towards female victims of domestic violence.

5.4.3.3 Protection orders

The participants were asked whether they assist women in seeking protection orders from abusers and how this assistance is executed in the shelter. Figure 5.10 illustrates the scope of the shelters' assistance.



N=10

Figure 5.10: Protection order assistance

One participant stated that their shelter refers women who have been abused to the police station in the district when assistance is needed in seeking a protection order

against the abuser, due to limited resources to assist the women themselves. When women are fearful of their abuser or the court proceedings they are assisted by shelter workers as stated by three participants who mentioned that the social worker in the shelter assists the abused women when seeking legal action to obtain a protection order, by escorting them to court proceedings, police stations and a medical practitioner for medical examinations. Another three participants mentioned that they refer the female victims in the shelter to legal assistants or volunteer legal assistance in the community that provides legal advice to the shelter.

The other three participants reported that they refer the women to other organisations such as The Saartjie Baartman Centre for Women and Children and Mosaic to assist the women when seeking protection orders. These organisations specialise in assisting abused women, in legal matters. According to Artz (2004:1) and Kruger (2004:158) the Domestic Violence Act (Government Gazette, 1998) was specifically aimed at addressing domestic violence by providing for and enforcing the issuing of protection orders. Applying for a protection order is a civil procedure requested by a complainant, social worker, teacher or any person such as a police official who has an interest in the protection of the victim (Kruger, 2004:58). Therefore, the findings of this research study correspond with those of Kruger (2004:58), that women need assistance when seeking protection orders from shelter providers such as social workers, teachers or police officials and if this service is not provided referral systems to other service providers need to be in place for the abused women.

5.4.4 Social welfare services

The following section deals with the specific social welfare services offered to female victims of domestic violence in shelters. The referral systems, needs assessments, the minimum standards for shelter operation and services aimed at addressing abuse are explained and the correlations between theory and practice are investigated.

5.4.4.1 Referral of female victims

The participants were asked how accessible the shelter is to female victims of domestic violence and how the referral process works in terms of admittance to the shelter. The participants were required to reflect on the different referral systems that assist women when seeking shelter. Table 5.2 is an illustration of the referral systems

that assist women when they seek protection and refuge from domestic violence (participants could identify more than one system).

Table 5.2: Referral system

Systems which refer female victims to shelters	Police	Churches	Hospitals	Other organisations	Family members
Number of shelters	8	1	6	8	2

Eight out of the ten shelters responded that female residents are mostly referred to the shelter for accommodation by the police services in the participating area. The majority of shelters mentioned that women are referred to the shelter most often by the police in the community because the police services are often the first response to domestic violence cases in the community. When women have been abused at their home they often lay a charge of abuse at the police station therefore the police services are the first service that women utilise when abuse has occurred. Eight of the participants also confirmed that other organisations in the community such as welfare organisations refer women to the shelter. They contact the social worker/manager at the shelter and then women are admitted into the shelter. Therefore as illustrated in the study findings the majority of female victims of domestic violence are referred to participating shelters by the police services and by other organisations that deliver welfare services to the community, as these service deliverers are often the first encounters women have with service providers when abuse has occurred within the home.

One participant stated that the referral of abused women to the shelter is often done by the community churches. When women are abused the minister/ priest often refers them to the shelter. Six participants mentioned that women are often referred to the shelter by hospitals in the area due the nature of domestic violence that often leave women physically injured and in need of medical attention. Therefore hospitals are also one of the service providers that women encounter when abuse has occurred. Hence literature states that health facilities, hospitals and general practitioners are the facilities and services offered by the Department of Health (hospitals) which are often viewed as the first stop for victims of domestic violence

(Vetten, 2000:100). There is thus a positive correlation in practice and literature that hospitals are an important referral system when abuse has occurred.

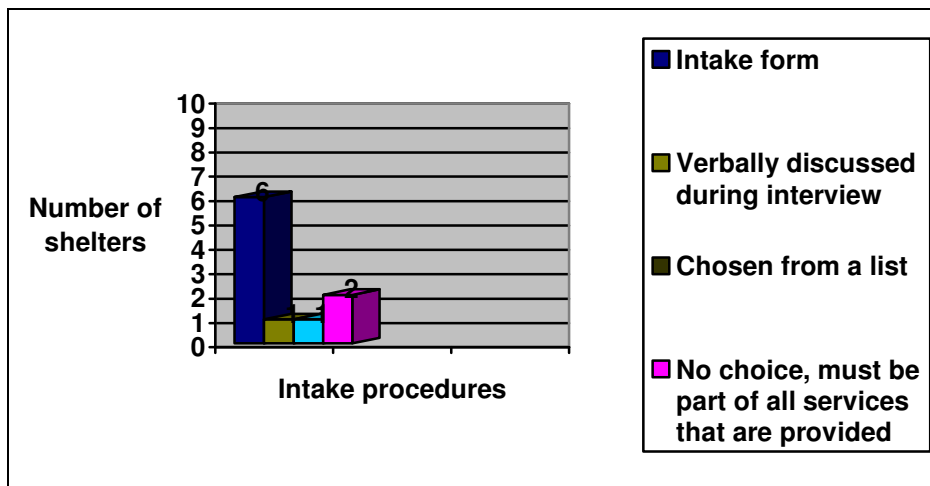
Three participants stated that the community is aware and informed of the shelter and its services and therefore women are often referred to the shelter to seek assistance and accommodation by a family member/community member in the community. One participant acknowledges that, "*Die gemeenskap weet waar die organisasie is en watter dienste ons aanbied.*" (*The community knows where the organisation is situated and what services we provide.*) Two of the participants mentioned that women who have been abused were referred to the shelter by family members.

When shelters are contacted by other organisations such as hospitals, police stations or other welfare organisations victims must be given the opportunity to engage during this process by being involved in the decision making process regarding the specific services they need to receive, involvement of the family and the plan for their immediate future (Department of Social Development, 2008:23-24). Systems that therefore assist women when seeking protection and shelter are critical points during intervention but it is important that women are engaged during this stage in order to be part of the intervention process.

Furthermore women also seek help in person by contacting the shelter and explaining their situation and need to escape abuse. Women often leave their homes in the middle of the night after being abused and then seek assistance from the shelter, as stated by three additional participants who took part in the study.

5.4.4.2 Defining the needs and services of the resident

The participants were asked as to how and what the intake procedures are when assessing what social welfare services women and their children require when entering into the shelter. The researcher enquired into the variety of intake procedures of each participant as part of its procedures and policies for admittance of female residents. Figure 5.11 illustrates the findings.



N=10

Figure 5.11: The intake procedures to assess service delivery in terms of services needed

As illustrated in figure 5.11, six of the participants use intake forms to address and define what services are to be delivered to the female victims of domestic violence when entering the shelter. Therefore the findings of this investigation correspond with literature stating that intake sheets must be in place to guide the assessment, placement and referral of a client (Dangor et al., 2001:30). One participant mentioned that the counsellor and client discuss the types of services and programmes jointly and then decide on a basis of mutual agreement what services are applicable to the female victim and what the victim is prepared to be part of. Another participant allows the woman to choose what services and programmes she wants to attend and be part of by marking the specific services on a sheet. Two of the participants do not allow the female victims any choice in deciding what services and programmes should be rendered or participated in and the residents must be part of all services and programmes. Because the Integrated Service Delivery Model strives towards improved social services (Angless, 1998:172; Department of Social Development, 2006:18) they argue that social services are necessary during intervention and that the use of therapeutic, empowerment, developmental and educational programmes is important to ensure that individuals that are at risk receive the necessary services during sheltering. Therefore women are required to form part of social service delivery during their stay in the shelters. For this reason all shelters have some form of intake procedure to assess the social services that female victims of domestic violence and their children require and therefore there is a correlation between the

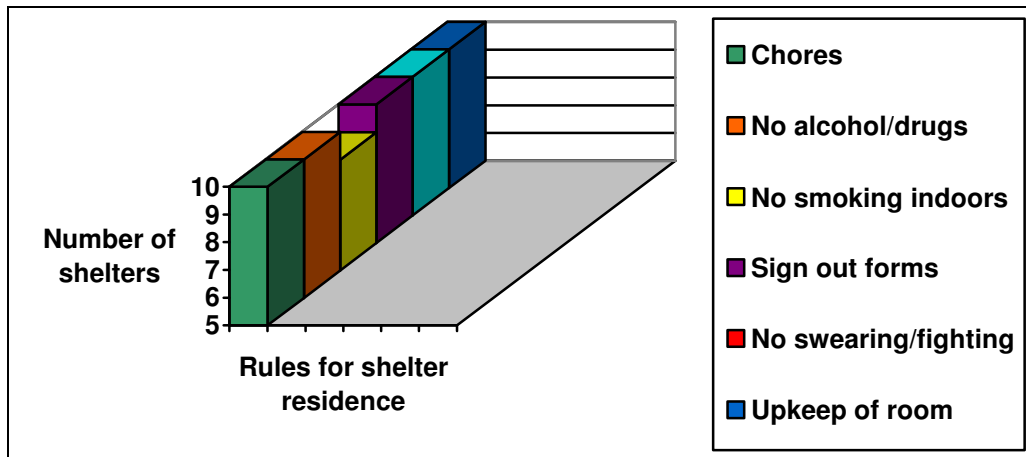
literature stating the importance of social welfare services and services rendered at participating shelters.

5.4.4.3 *Minimum standards of operation*

The ten participants were required to describe the operational standards in which the shelter functions. Nine participating shelters do function according to the minimum standards set out by the Department of Social Development. Only one participant functions according to a personal set of standards and it does not encompass the minimum standards set out by the Department of Social Development. Therefore the majority of shelters functions according to the set out minimum standards of the Department of Social Development in order to ensure that services are specifically planned and effective measurements are formulated to ensure social welfare services are effective in addressing domestic violence (Department of Social Development, 2008:7). The Domestic Violence Act (Government Gazette, 1998) places a demand on the Department of Social Development to assist shelters with the necessary provisions for social welfare services and ensuring that counselling services for both women and children are available and accessible in the shelters (Department of Social Development, 2001:1) and therefore there is an association between social welfare services and the minimum standards of the Department of Social Development in shelter service delivery.

5.4.4.4 *Rules of the shelters*

Participants were required to provide the researcher with the specific sets of rules and regulations in accordance with the shelter's policy on how the female residents must adhere to the constitution and policies of the shelter while in residence. Figure 5.12 is an illustration of the findings.



N=10

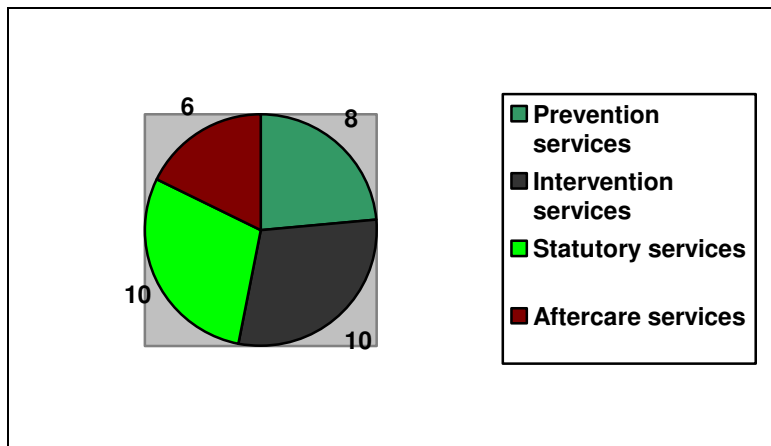
Figure 5.12: Shelter rules

All ten participants have assigned rules and chores for women to abide by during their stay at the shelter. The ten participants interviewed all stated that women are assigned chores such as cleaning, cooking and laundry chores during their stay. A list is drawn up by the housemother and women living in the shelter must see to it that chores are performed and if they are unable to complete their chores they must arrange with another resident to stand in for them. All ten participants have assigned the responsibility of personal room tidiness and upkeep to the women. Therefore the women are responsible for their own room; they must care for their personal belongings and ensure room cleanliness is satisfactory at all times. All ten participating shelters have an immediate dismissal rule if women are caught with drugs on the premises and nine out of the ten participants do not allow smoking on the premises. These types of rules and regulations are provided and explained to the women during the intake procedure when women are admitted into the shelters.

The majority of shelters have similar rules and regulation which female residents and their children must follow and ascribe to as argued in literature by Park et al. (2000a:254) that most shelters' rules and regulations vary but most include stipulations to ensure co-existence between the residents such as the household chores and keeping rooms clean and tidy, doing their own laundry and helping with the preparation of meals.

5.4.4.5 Service delivery

Participants were requested to specify what services they deliver in terms of prevention, intervention and aftercare services. Figure 5.13 is an illustration of the findings.



N=10

Figure 5.13: Service delivery

Eight out of the ten participating shelters offer prevention services to the community, schools and churches to address domestic violence and create awareness within the participating communities. During these prevention campaigns shelters address the factors, causes and consequences of domestic violence. Of the ten participants an individual participant commented: *“Praatjies word gegee by kerke oor wat die dienste en doel van die skuiling is.”* (Presentations are done at churches to explain what services the shelter renders as well as the goal of the shelter,) and *“Networking is done with other organisations and workshops with schools and the community are presented.”* Community awareness services are important and need to inform the community of the causes of domestic violence and consequences of violent behaviour which corresponds with what the majority of shelters do in practice. Prevention services are offered to minimise the occurrence of domestic violence in society and provide accurate information into the dimension of domestic violence before it occurs. The rights of the community must be taken into consideration and be protected by the services offered by the shelter. Consequently shelters do provide community awareness and preventative services as mentioned in literature and this correlates with the Department of Welfare’s stipulation that shelters must provide community awareness in terms of domestic violence (Department of Welfare, 1997).

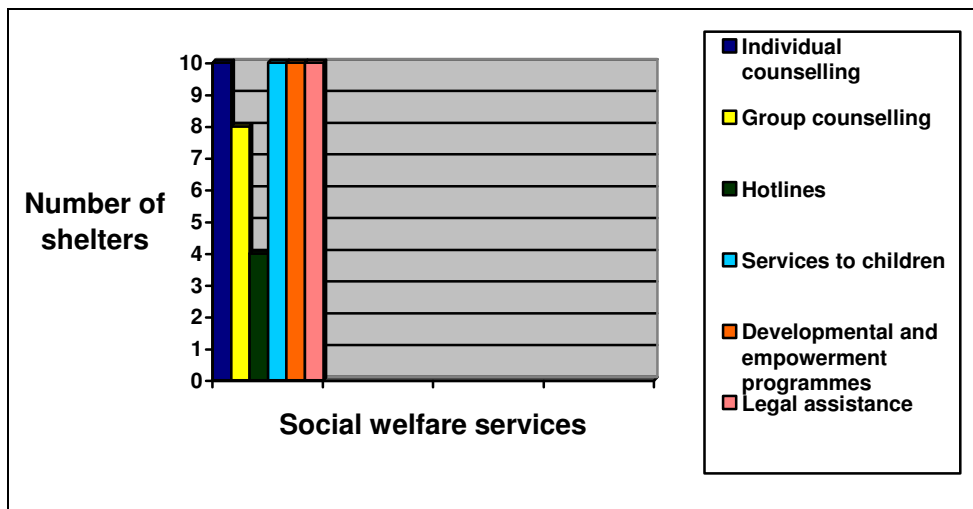
As a result of the findings the researcher found that all ten participants provide services in terms of intervention and statutory services. According to the Integrated Service Delivery Model for Developmental Social Services (Angless, 1998:172; Department of Social Development, 2005:18) these services make use of therapeutic programmes and developmental programmes to ensure that individuals that are at risk receive the necessary services before they need statutory services or alternative care. The participants therefore provide statutory intervention services by offering legal advice and fair access to legal representation for all victims of domestic violence by providing effective developmental assessment, referral and support services to enable the victim to participate in court proceedings (Department of Social Development, 2008:16-17). The findings of the study consequently correspond with the literature (Department of Social Development, 2008:16-17) as mentioned above.

Six participants offer aftercare services to the female residents after leaving the shelter. When women leave the shelter they require aftercare services when starting on their own. However most of the aftercare services are informal as one participant said: *"The women can come back to talk to the social worker, but cannot come back to stay."* Another participant concluded: *"Vrouens kan nog die crèche en maatskaplike dienste gebruik en ons hou 'n jaarlikse reunie vir ou inwoners."* (She can still use the crèche and social services and we have a yearly reunion for old residents.) However, even though aftercare services and support are provided for women when departing the shelter it is often limited. The reason for such limitations could be a result of limited resources and funding. Second stage housing is a form of aftercare service due to the independent nature of this type of housing but there is still a lack in formal social welfare service aftercare for women and children who leave the structured nature of the shelter and still require some sort of formal service (Park et al., 2000:265).

5.4.4.6 Types of services offered at shelters for female victims of domestic violence

Participants were asked to provide the researcher with detailed information regarding the social welfare services offered to the female victims of domestic violence in the

shelter. The participants provided the researcher with information regarding the specific services offered and figure 5.14 is an illustration of the findings.



N=10

Figure 5.14: Social welfare services

(a) Individual counselling

According to Dangor et al. (2000:308-309) individual counselling facilitates emotional support and offers the female victims of domestic violence the chance to give vent to their emotions to the social worker/counsellor in a safe environment. Individual counselling therefore provides an empowerment function on a personal and psychological level and serves as an important service delivery tool when women are residing in shelters. Dangor et al. (2000:308-309) provide an argument for the importance of individual counselling and there is a positive connection in practice with the literature (Dangor et al., 2000:308-309) due to the finding that all ten shelters offer individual counselling to both female victims of domestic violence and their children. Individual counselling is therefore an important social welfare service in shelter facilities because it facilitates emotional support and improves self-image perceptions that abused women might have as a result of domestic violence.

(b) Group counselling

Eight of the participating shelters do offer group counselling to the residents as illustrated by Angless and Shefer (1995:306). The literature (Angless & Shefer, 1995:306) states that group work is necessary to empower members to review their situation in order to make informed decisions to enhance their quality of life. The

groups offer support to victims and provide the members with clarity on the external problem of domestic violence that they are experiencing (Abel, 2000:55; Angless & Shefer, 1995:306). Therefore the findings correlate with the argument by Angless and Shefer (1995:306) and confirm the importance of group work.

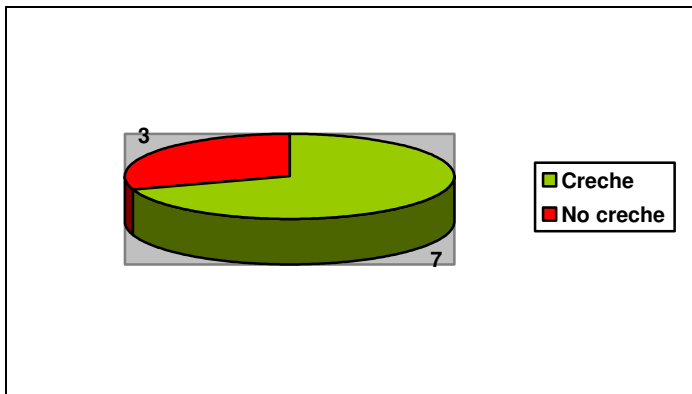
Group work is seen as a primary intervention method by providing empowerment and support to the group members. One of the participants mentioned that the residents are part of support groups and this offers them the opportunity to feel empowered and less isolated due to a number of female victims sharing the same experiences of domestic violence. An additional participant said: *“Residents are part of support groups and are taught parenting skills and life skills which empower them.”* Another participant stated that budgeting skills, anger management and stress relief programmes are also offered to female residents during group counselling.

(c) Hotlines

According to Riger et al. (2002:13) most shelters have 24-hour crisis hotlines to provide female victims of domestic violence with information, referrals and crisis counselling when abuse has occurred within the home. The findings of this study illustrate that four out of the ten participants have operating hotlines 24 hours a day. Therefore, the majority of participants operating shelters do not have access to 24-hour hotline services to offer assistance to female victims of domestic violence during abuse. Hence the correlation between literature and practice is lacking because the majority of shelters do not provide 24-hours hotline assistance.

(d) Services to children

According to the participants, all of their shelters offer services to children. One participant mentioned that they only provide aftercare services to children such as providing food. Another participant said that the social worker provides individual counselling to the children as well as group counselling and play therapy. Social activities are also offered by a shelter to the children by taking them on camps. Figure 5.15 is an illustration of the participant’s access to crèches on the premises.



N=10

Figure 5.15: Crèche facilities

Seven participants have crèche facilities and child care workers on the shelter premises. Children who have not been directly assaulted or abused but who are witnesses of domestic violence are equally at risk than children who are abused, and they therefore require services at the shelter. The findings illustrate that the majority of participating shelters do provide crèche facilities to children residents (Singh, 2005b:36) Female residents who work need crèche facilities in order to be able to go to work and be sure that their children are safe during the day when they are at work. The crèche caretaker provides the children with food, nap times and activities. The majority of crèche facilities on the shelter grounds charge the women a fee, for example, one participant mentioned that the crèche costs R40 per month and that all children who do not attend school have to be part of the crèche when mothers are at work. This is an example of shelter rules and empowerment tools provided to women to become self-sufficient and learn how to budget. It also provides the crèche with funding to improve services offered to children.

Children who have been subjected to domestic violence have a higher risk of emotional and behavioural problems, such as anxiety, depression, low self-esteem, poor school performance, nightmares, disobedience, lower social skills and physical health complaints, aggressive behaviour, stomach aches and headaches, eating disorders and nausea (Humphreys & Lee, 2006:311; Krug et al., 2002:103; Singh, 2005a:30; Tiarniyu et al., 2005:336). Therefore all ten participants agree that services to children play an important role in shelter service delivery either in the form of counselling, individually or in a group and play therapy counselling. Even by being

part of the crèche children are taught to become social beings and present socially appropriate behaviour by being part of group activities.

(e) Developmental and empowerment programmes

All ten participants offer developmental and empowerment programmes to the female residents. One participant mentioned: *“Skills training are offered at the shelter to empower women to become self-sufficient by making handbags, doing beadwork and learning how to cook.”* Developmental and empowerment programmes serve an important purpose during sheltering and therefore there is direct agreement with literature (Dangor et al., 2000:310) that shelters cater for the empowerment of female residents by providing women with the necessary skills and financial literacy to empower themselves to become economically independent.

Further empowerment and development programmes are offered at the participating shelters, such as offering women the opportunity to enrol in a nursing programme or catering classes. Women who are unemployed have the opportunity to join beadwork classes, knitting, cooking, baking, art work classes, computer and literacy skill training, educational classes, business training as well as providing job skills training to help them receive a certificate in home-based care, HIV and Aids counselling or computer skills.

According to Groenewald (2006:53) there is a direct link between domestic violence and poverty and therefore developmental programmes play an important role in service delivery due to the developmental nature of empowerment programmes. The empowerment and developmental programmes offered by the shelters to female victims of domestic violence therefore provide women with economic and developmental empowerment.

(f) Legal assistance

All ten participants offer some form of legal assistance to the female residents. Three participants refer women to legal assistance counsellors in the Western Cape such as Mosaic or the Saartjie Baartman Centre. At these centres women receive legal counselling and are assisted with any maintenance, protection or divorce issues. One shelter has its own legal department on site where women are supported, taken to and from court proceedings, are given legal advice and are advised on custody or

eminence matters. Another two participating shelters have a legal assistant who does not work at the shelter, but is subcontracted to provide legal services to the shelter residents. One of the participants stated that they have a lawyer on the board of directors that assist women with court proceedings and legal issues. The other two participants stated that the social worker assists the female residents with legal matters and one of the participants said that they only write support letters for the residents and refer them to the police. Therefore all the participants provide some form of assistance which corresponds with literature that shelters must have legal support systems or have referral systems in place to assist women when dealing with legal matters, such as support services and legal information (Dangor et al., 2000:300).

5.5 CONCLUSION

The aim of the study was to explore the social welfare services provided by shelters to female victims of domestic violence. This chapter provides a discussion and a findings base which serves as the results of the study. First, a general outline of the demographical information was given and analysed to broaden the general overview of shelters in terms of their structures, areas (rural or urban), personnel structures and accommodation for women and children. Second, the dimensions of domestic violence were analysed in terms of the causes and consequences of domestic violence and how these affect female victims and their children.

The average age, race and educational level of female residents were discussed in order to understand the dimensions of domestic violence. Lastly, the researcher discussed and analysed the social welfare services provided to female victims of domestic violence in shelters. The types of counselling in terms of individual counselling or group work were discussed, as were services rendered to children and hotlines. An analysis of the shelters was done in terms of registration and legal procedures.

The chapter therefore successfully explored the social welfare services provided to female victims of domestic violence in order to have a better understanding of the types of services offered at shelters. In the following chapter conclusions and recommendations regarding social welfare services will be presented.

CHAPTER SIX

CONCLUSIONS AND RECOMMENDATIONS

6.1 INTRODUCTION

This chapter meets the final objective of the study: to draw conclusions and present recommendations to social service practitioners and providers, regarding services offered to female victims of domestic violence.

6.2 CONCLUSIONS

The following conclusions are based on the findings and results of the empirical investigation done in chapter 5.

6.2.1 Demographic information

6.2.1.1 Residential and urban environment

All the participating shelters who took part in this research study were situated in residential, urban areas. The shelter movement in South Africa has mainly concentrated on the urban areas of South Africa and therefore the majority of shelters in this study were situated around the Cape Metropole; thus none of the participating shelters were situated or offered social welfare services to female victims of domestic violence in rural areas.

6.2.1.2 Housing facilities

The majority of the participating shelters were previously owned homes that had been converted into housing facilities that provide accommodation and offer social welfare services to women and children who have been subjected to domestic violence. The most housing facilities have multiple rooms where women and children sleep but the bathroom, living and kitchen facilities are shared by all the residents living in the facility. The homes have been converted to accommodate more residents such as women and children than what they were originally designed for. This means that women share a room with other female residents. When women do not have children they often share a room with another resident who also does not

have any children. Women who do have children share the room with their children. More than half of the shelters offered accommodation and provided social welfare services to more than 30 women and children.

6.2.1.3 Personnel structure

A large number of the participating shelters had managers, social workers/counsellors, child care workers, housemothers and receptionists on staff in the shelters; however, only one participant had a paralegal advisor that was part of the staff and that was working on the premises of the shelter to assist women with legal matters. The majority of shelters have some sort of shelter worker in the form of a social worker, psychologist or counsellor that provides and offers social welfare services to female victims of domestic violence. Shelters do assist women by providing sufficient programmes to the residents. Even though only one shelter offers legal advice and services to the female victims, the majority of shelters provide the women with some sort of paralegal advice, whether by the social worker, through referral to other organisations or legal advisors that volunteer their services and assist women during legal procedures as well as with legal issues. This conclusion is important due to the lack of legal assistance and support women receive when dealing with abuse. Legal assistance is therefore an important matter in shelter facilities.

6.2.1.4 Type of accommodation

Most of the participants have first stage accommodation and offer social welfare services as well as accommodation to female victims of domestic violence for up to six months. Half of the participating shelters offer accommodation to female residents during second stage housing and therefore provide longer term accommodation to women who are financially unable to afford their own home or pay rent outside the shelter facilities. This second stage housing facility is empowering for women both psychologically and personally because women receive the opportunity to be self reliant by providing for themselves and their children and be financially viable before finally departing from the shelter. The second stage housing is however not offered and available to all female residents when they leave the first stage accommodation. These facilities are only offered to women who have completed their social welfare programmes and have been consistent during their stay in the first stage housing by

following rules, regulations and meeting the requirements to move into the second stage housing. These types of accommodation allow for longer term accommodation and also allow women to become independent in a gradual way by becoming self-sufficient but still having the support of the organisation.

6.2.2 Dimensions of domestic violence

6.2.2.1 *Criteria for inclusion*

During the criteria for inclusion and admittance of female residents into the participating shelters it was clear that in the majority of these shelters all types and forms of physical, emotional, sexual and economical abuse were part of their admission for inclusion criteria. Even though some of the participants mentioned that they only include physical and sexual abuse into their admission criteria the majority of participants, however, included all forms of abuse/ domestic violence.

6.2.2.2 *Race distribution*

The race distribution in the shelters was hard to obtain, but all the participants stated that they include all races in their admission to the shelter and discrimination in terms of race is absent. The shelters did however have criteria for admittance in terms of age. The majority of participating shelters do not include boys over the age of 12 into their shelter. The conclusion in this finding showed that the majority of the participants do admit women between the ages of 18 to 50 but do not admit boys over the ages of 12.

6.2.2.3 *Academic educational level*

In terms of the academic educational level of most of the women residing in the participating shelters the findings concluded that the majority of women had some high school educational level and had received some sort of formal training even though two shelters reported that women in their shelters are illiterate. This illustrated that some form of illiteracy exists but that the majority of women residing in shelters are educated.

6.2.2.4 Causes of domestic violence

The majority of participants concluded that the main causes of domestic violence are due to individual factors such as personal family histories and drug and alcohol abuse. Few of the participants mentioned that personal relationship factors and gender inequality were causes of domestic violence. Therefore it can be concluded that the main reason for domestic violence is due to personal family histories of violence as well as drug and alcohol abuse. Even though drug and alcohol abuse are main causes of domestic violence most of the shelters do not accommodate women who themselves are drug or alcohol abusers. This constitutes a major drawback due to the limited availability of accommodation in rehabilitation centres. The high costs of rehabilitation centre accommodations also cause a problem due to the limited funds of abused.

6.2.2.5 Consequences of domestic violence

The consequences of domestic violence as concluded by the majority of participants were in terms of health and economical impacts. It is illustrated in the findings that the majority of participants reflected that health and mental consequences were the main health consequences of domestic violence and that the economical impact of domestic violence on female victims is also seen as a consequence but is in the minority.

6.2.3 Policies and legislations

6.2.3.1 Registration with the Department of Social Development

All the participants involved in the research study stated that they were registered with the Department of Social Development as a non-governmental organisation which leads to the conclusion that most shelters are provided with some form of funding due to their registration with the Department of Social Development.

6.2.3.2 The role of the police

The role and assistance of the police was also a research enquiry and when shelters were asked to share their experiences of the police service, most of them mentioned that the services women and shelters receive from the police on average are good. They reported that their personal experiences of the police in terms of assistance to

the shelter as well as the female residents were perceived as positive and appropriate.

6.2.3.3 Assistance provided to female victims in shelters

The referral system in terms of assistance to obtain a protection order was studied and most of the shelters do provide some assistance to women when seeking a protection order either by escorting them to trial or court, referring them to the police station to file for a protection order or by referring the women to other organisations such as the Saartjie Baartman Centre or Mosaic where women are assisted with legal issues and matters. Therefore in conclusion it is found that all shelters provide some form of assistance to women who are in need of legal representation, legal information and legal procedures.

6.2.4 Social welfare services

6.2.4.1 Referral of female victims of domestic violence to shelters

Most of the participants mentioned that the residents/clients are referred to the shelter by either the police, other welfare organisations that deliver welfare services to the community, hospitals as well as churches. Even though these services refer women to the shelters some of the women who are admitted into the shelter seek accommodation by themselves by either contacting the shelter telephonically or walking into the shelters. Therefore, in conclusion, it can be seen that the referral systems between service providers function well in terms of assisting women with shelter referral and accommodation.

6.2.4.2 Intake forms

For the needs assessment of residents for admittance into the shelter and determining the types of social welfare services that need to be provided, the majority of the shelters have intake forms that stipulate what social welfare services are available and what social welfare services women must be part of when entering and residing in the shelter. The majority of the participants thus have an intake form stipulating the services that are offered by the shelter and by completing the intake sheet the shelter workers assess what services are needed by the resident, if not all.

6.2.4.3 Minimum standards of shelter operations

The majority of shelters function and run according to the minimum standards set out by the Department of Social Development in regards to the appropriateness and accessibility of services to female victims of domestic violence. T

6.2.4.4 Rules of the shelters

The rules of the participating shelters in regards to smoking, alcohol and drug use, cooking and cleaning are relatively the same. All of the shelter residents must abide by these rules which are provided and explained to them during the intake procedure.

6.2.4.5 Prevention, intervention, statutory and aftercare services

Most of the participants provide some form of prevention and intervention services to the community by offering awareness talks, workshops and presentations to discuss the causes, consequences and factors of domestic violence within the community. These services are structured to educate and inform the community of the dangers of domestic violence and to provide the community with the necessary information to seek services. The majority of participants offer statutory and aftercare services to the residents as well as assisting them with legal matters and providing support when the residents leave the shelter in the form of aftercare services.

6.2.4.6 Social welfare services and programmes

All participating shelters provide residents with individual, developmental or empowerment programmes as well as services to children. A minority of the participating shelters offer female victims of domestic violence 24 hours assistance in the form of hotlines. However, despite the minimum hotlines operations offered, the participants do offer group counselling to female residents as well as group activities and counselling to the residents' children, such as crèche facilities and play therapy. As concluded in the previous sections all shelters provide some form of legal assistance to the female residents in the form of referral systems, legal advisors or voluntary legal advisors. Hence, in conclusion the researcher found that the social welfare services that are offered to female victims of domestic violence are readily available, helpful and realistic in terms of the needs of the residents. Social welfare

services have developmental characteristics that allow the female residents and their children the necessary opportunities to be empowered.

6.3 RECOMMENDATIONS

In terms of the presented conclusions the researcher made recommendations for improved services and accommodation as well as a recommendation for further research topic possibilities.

6.3.1 Services aimed at rural areas in South Africa

As stated previously there is a lack of social welfare services and shelter accommodations offered to females in rural areas who are subjected to domestic violence, and therefore it is important that services are expanded to rural areas of South Africa. Awareness of and prevention programmes on violence against women in rural communities must be created. It is further important that these services take into consideration the cultural structures in terms of traditions and cultural norms when developing social welfare services in rural areas, and that social welfare services are specifically developed to incorporate these cultures when providing accommodation and services.

6.3.2 Expansion of shelter accommodation

Even though shelters generally offer accommodation to more than 30 women and children there is still a lack in accommodation facilities. The number of women and children who are subjected to domestic violence is immense and therefore more shelter accommodation, funding and buildings are needed to provide for these large numbers of women and children.

In some instances abused women and their children need to be separated due to limited space within the same shelter. It is important that the private and corporate sectors as well as government improve housing facilities by allocating funding for more long-term accommodation and improved housing facilities to accommodate both female victims and their children. Non-governmental organisations need to bring to the government's attention the facts of abuse to ensure that abused women and children are a priority in terms of national subsidised housing and assistance. These

types of funding are especially needed to obtain appropriate properties for woman sheltering in order to accommodate more women and children, specifically third stage housing in order for women to be independent and have affordable accommodation.

6.3.3 Types of abuse for inclusion in shelters

Even though the majority of shelters include various forms of abuse in their admission criteria it is just as important to develop criteria for the inclusion of emotional abuse. Due to the difficulty to determine whether emotional abuse has occurred, some sort of evaluation form/ psychological evaluation must form part of admission criteria in order to specify and include women who have been emotionally abused. Women who have been emotionally abused need just as much care and service delivery in terms of social services and therefore specific assessment criteria needs to be developed within shelters to differentiate between physical, emotional, sexual and economic abuse and then appropriate services need to be delivered in terms of emotional abuse.

6.3.4 Admission criteria for boys

The majority of shelters do not allow boys older than 12 into the shelter. This however causes tremendous stress in female victims of domestic violence as a result and therefore policies in shelters need to regard different admission criteria in terms of young boys. Alternative care and accommodation need to be structured, and referral systems must be readily available to accommodate boys over the age of 12. Shelters for abused boys or boys whose mothers have been admitted into a domestic violence shelter have to be in close proximity to the domestic violence shelter in order to provide family counselling with mother and son as well as regular visitation.

6.3.5 Alcohol and drug intervention for abused women

Women who abuse alcohol and drugs need to be assessed and evaluated in terms of admission into shelters. Women who have been abused often resort to substances to minimise the pain and therefore a need exists to provide services when dependency is present in abused women. Shelters need to implement policies and services to address the needs of drug and alcohol dependent women in the shelter.

Organisations such as The South African National Council on Alcoholism and Drug Dependence (SANCA) must be subcontracted and a partnership must be formed in order to send women to the facility to be rehabilitated. Afterwards the women can be accommodated within the shelter.

6.3.6 Academic education for female residents

Due to the fact that some women are illiterate or lack the basic literary skills when admitted into the shelters a need exists to provide some form of academic education. Shelters should engage and form a partnership with the Department of Education to enrol women in adult educational programmes or help them obtain further education and skills.

6.3.7 Governmental, police services and private sectors service delivery

Even though the networking between the police and shelters is positive it can be enhanced further by having more regular meetings to discuss expectations of both parties and to evaluate the current networking. Police members should continue to receive training in education programmes dealing with gender issues and domestic violence as well as having trained staff to accommodate women in their indigenous language in order to further assist them in dealing with domestic violence cases. Another recommendation that could improve the delivery of services by the police to victims of domestic violence is if more women police officers are trained to deliver services to abused women. This could improve service delivery due to the fact that abused women might feel more comfortable to talk to a female officer instead of a male.

Government as well as the private sectors such as hospitals should train their staff in accordance with the Domestic Violence Act of 1998 in order for all services delivery agencies to be enabled to ensure the facilitation of the law and all the regulations that are associated with the Domestic Violence Act in terms of service delivery and protection.

6.3.8 Orientation programmes

As part of the orientation to rules provided by the shelters/shelter workers during the admittance phase it is recommended that an orientation programmes form part of the admission criteria and rule discussion. Women who are admitted into shelters often lack orientation of the structure, knowledge on the time schedules of the running of the shelter, rules and regulations of the shelter. As they have to orientate themselves they often miss important regulations which might result in expulsion from the shelter. Hence structured orientation programmes should be developed and implemented in the shelters offering women and counsellors/shelter workers the opportunity to be clear on the requirements and provide an opportunity for questions before the residents move into the shelter.

6.3.9 Awareness and prevention workshops

Shelter organisations could develop specific awareness and prevention workshops in high risk communities as well as rural areas to educate women in terms of domestic violence, legal matters relating to domestic violence as well as legal procedures when abuse has happened to them or someone they know. These types of workshops will empower women and educate them about their rights as victims.

6.3.10 Social welfare services

The fact that some shelters offer therapeutic social services without the aid of a counsellor could be problematic and therefore it is important that a trained professional counsellor render these therapeutic services to residents in the shelter. Furthermore on staff legal advisors who specialise in family law should be employed in the shelters and they should provide services to female victims and their children and prepare them for any court proceedings and legal matters.

All the participating shelters provide residents with empowerment programmes. However, by expanding these programmes to include budgeting programmes, financial advice and saving techniques could improve empowerment services. Women must be given the opportunity to increase their financial literacy by controlling their own money and learning how to budget.

Children who witness domestic abuse receive counselling at shelters but an expansion of these services could involve programmes to empower children with the necessary social skills, education and psychological well-being. Counselling could be provided to address aggression by offering play therapy, role playing exercises and structured group counselling.

6.3.11 Further research

In the light of the study of social welfare services offered to female victims of domestic violence, it is suggested that further research explore the impact that these social welfare services have on female residents and address the areas where social welfare services fall short. This may provide insight into the development of other social welfare services that are needed by female residents when entering a shelter.

6.4 SUMMARY

The goal of this chapter was achieved by drawing conclusions and presenting recommendations to social service practitioners regarding services offered to female victims of domestic violence. The researcher conducted this study by providing an overview of social welfare services at shelters offered to female victims of domestic violence and recommended that shelters should have a trained professional to provide services to women and children, empowerment programmes should be expanded due to the importance of empowerment in situations of domestic violence and a further research recommendation was made to explore the impact of social welfare services on female residents in domestic violence shelters.

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UNIVERSITY OF STELLENBOSCH**DEPARTMENT OF SOCIAL WORK****SEMI-STRUCTURED INTERVIEW SCHEDULE****Social welfare services offered at shelters to female victims of domestic violence****1. Demographic information:****1.1 *Type of neighbourhood:*****1.2 *Structure of the shelter (Home, block of flats or centre):*****1.3 *How many women and children can be accommodated in the shelter?*****1.4 *What does the personnel structure consist of (job description):*****1.5 *What type of shelter is this (emergency, first stage, second stage or third stage housing?):*****2. Dimensions of domestic violence****2.1 *What forms of abuse are addressed in the shelter as part of the admission criteria?***

Physical abuse	Sexual abuse	Psychological or emotional abuse	Economic abuse
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If only physical abuse, why (Opinion of participant)?

2.2 What are the race and age distribution estimates of women in the shelter?

Race	Under 18	18-29	30-59	60+
African				
Coloured				
Caucasian				
Indian				
Muslim				

2.3 What is the age admission of boys?

0-12	12+

2.4 What is the marital status of women within the shelter (if known)?

Married	Unmarried, but living with a partner	Divorced	Single

2.5 What is the educational level of women in the shelter?

Illiterate	Secondary school	High school	Grade 12	Tertiary education

2.6 What are the main causes that women argue, of domestic violence (Motivate and explain)

Individual factors		Relationship factors		Community factors		Societal factors	
Demographic factors		Conflict		Poverty		Gender inequality	
Personal history							
Alcohol or drug use							

2.7 What are the major complaints in terms of the consequences of domestic violence (provide examples)?

Physical health	Mental health	Economic impact

3. Policies and legislations

3.1 Is the organisation registered as a governmental or non-governmental organisation?

Yes	No (Provide reasons)

3.2 *What are the role and attitude of the South African Police Service when dealing with domestic violence cases?*

3.3 *Does the organisation offer assistance to women when seeking protection orders (If yes, how)?*

4. Social welfare services

4.1 *How are women referred to the shelter?*

4.2 *How are the needs of the female residents defined when entering the shelter in terms of social welfare services?*

4.3 What is the minimum standard on how the organisation operates?

4.4 What types of rules apply in the shelter in terms of behaviour and the obligations of the women?

4.5 What types of service does the shelter offer in terms of service delivery (explain)?

- *Prevention services (community awareness):*

- *Early intervention services (therapeutic and developmental services):*

- *Statutory services (court assistance, advocacy):*

- *Aftercare services (after leaving shelter):*

4.6 What types of services does the shelter offer?

Services	Type of service:
Individual counselling	
Group counselling	
Hotlines	
Development and empowerment programmes	
Services to children	