

University of the Western Cape

EMS Faculty, School of Government

Title: Dealing with violence against women in South Africa: A case study of the changing responses at the Saartjie Baartman Centre for Women and Children in Cape Town (1999-2018)

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Degree: Masters in Public Administration

Declaration

I declare that: “Dealing with violence against women in South Africa: A case study of the changing responses at the Saartjie Baartman Centre for Women and Children” is my own work, that has not been submitted for any degree or examination to any other university, and that all the resources I had used had been indicated and acknowledged.

Melody Williams – 4 May 2022

Signed:



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Abstract

Against the backdrop of a pandemic of violence against women (VAW) particularly in the Cape Flats areas of Cape Town, this mini-thesis reviews the history and programmes of the Saartjie Baartman Centre for Women and Children (SBCWC) in the Western Cape. As a multi-disciplinary service centre involving multiple agencies for abused women and children, the Centre's services include shelter, counselling, job skills empowerment, legal advice and training, an empowerment programme, community outreach project, substance abuse programme and a child protection programme. In 2012, the Centre was almost closed down because of serious financial issues. This study periodizes the Centre and its relations with the state, NGOs and tracks changes in programmes that were put in place and ongoing challenges. The thesis included secondary data, reviewing SBCWC Annual Reports, contextual information received from telephonic and zoom interviews, as well as data from a questionnaire. My findings show that the SBCWC has indeed been dynamic and changed programmes; and made provision for new programmes that holistically address the issues around VAW and empower women who have been abused. However, as demand for the Centre's services continued to increase there is more that the state and other NGOs should do.

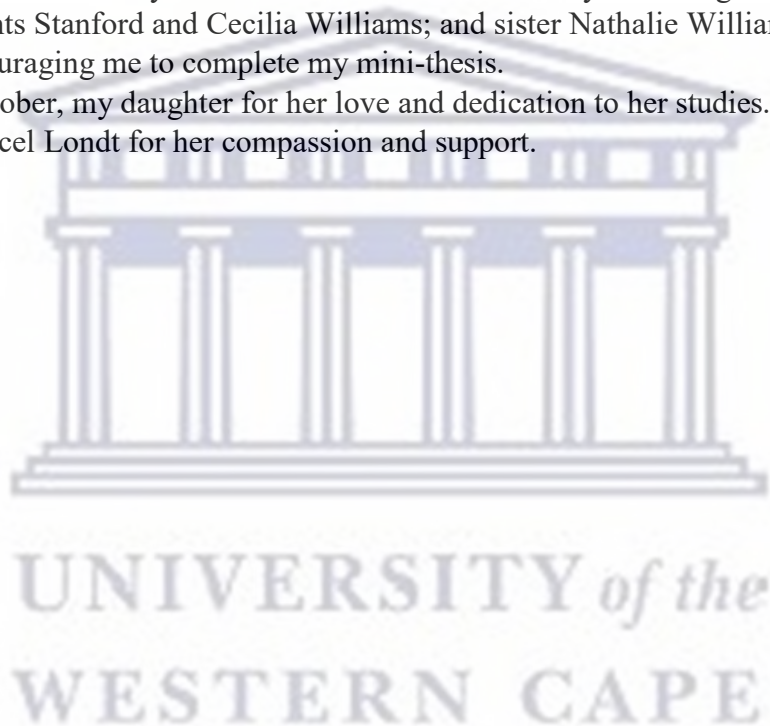
Keywords: Children; Women's abuse; Government programmes; Women empowerment; Cape Flats

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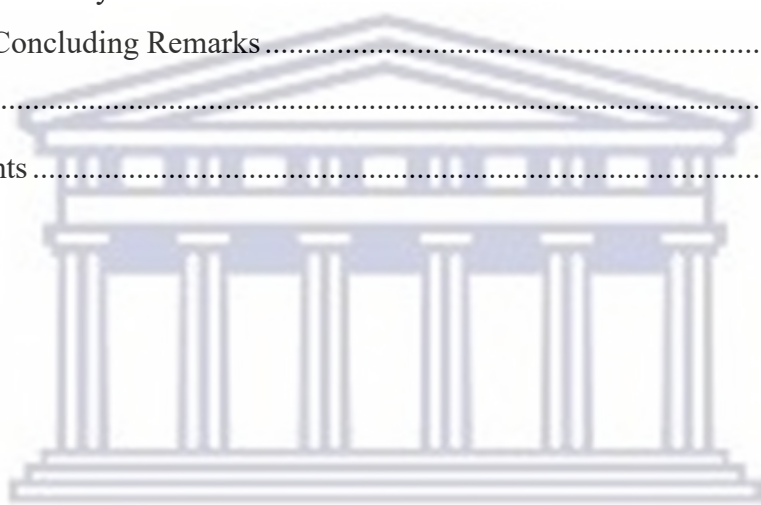
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Chapter 1: Background and Introduction

South Africa's Pandemic

South Africa continues to top international rankings of generalised violence and incidences of reported rape and sexual violence. Some suggest it is rooted in inequality, the patriarchies of oppression found in colonialism, apartheid and the Cold War. These deeply ingrained patterns of sexual violence did not end with the transition to democracy. Many fears the level of gender-based violence may be increasing because of a backlash against the constitutionally-enforced gender equality of South African women. In response, one of the most viable parts of the women's movement in South Africa is the movement to end violence against women.

Seedat (2009) focus on statistical trends regarding violence against women in South Africa. They show that the overall injury death rate of 157.8 per 100 000 population is near twice the global average, and the rate of homicide of women by intimate partners is six times the global average. Organisations in this sector had become the primary contract agents for the government, yet many women's groups remain thwarted by the complexities of their new bureaucratic relationship with the government institutions they used to oppose during apartheid. This looks at how organisations concerned with violence against women were redefining their mission, securing effective leadership and utilising new methods of activism. Organisations was fighting to maintain their autonomy; they were attempting to engage masculinities within 'feminist' frameworks, and they were witnessing the growing institutionalisation and NGO organisations of the South African women's movement. (Britton, 2006).

After the release of the 2003/4 statistics, President Thabo Mbeki and anti-rape activist and rape survivor Charlene Smith presented opposing viewpoints on gender violence in the national press; in which Smith claimed that rape has become part of the way of life in South Africa and that the crime statistics do not reveal the extent of the crime or how rape has become increasingly linked to HIV/AIDS. Rape victims were younger and younger each year, with SAPS reporting that 41 per cent of rape survivors were under the age of twelve (The Sunday Independent, 2004).

Mbeki responded that rather than recognising the modest advances in the figures, Smith is trapped in the psychological residue of apartheid (that) has produced a psychosis among some of us such that, to this day, they do not believe that our non-racial democracy would survive

and succeed (ANC Today, 2004). Mbeki's allegation that Smith's advantaged class and race status had influenced her translation of crime further muddles the discussion about how to battle gender violence. Here we can see various philosophies and alliances collide. The African National Congress (ANC) has it that they were a party focused on anti-racism and anti-sexism. Consequently, government leaders and gender activists ought to be fervent partners. However, when confronted with the somewhat intense proof that the issue exists at record levels, these partnerships were carefully tested.

However, the government and civil society rely upon one another – and are intermeshed through effort and service delivery, particularly regarding gender violence. The movement to stop gender violence in South Africa tries to offer types of assistance including women empowerment programmes, face to face counselling in groups, sanctuary and intervention services as well as legal help. Although they had become the primary contract agents for the government, numerous women groups remain defeated by the intricacies of their new governmental relationship with similar government institutions they used to go against during apartheid. (Britton, 2006)

The problem of funding is maybe the most troublesome challenge that women's groups had to face globally. Women's groups are persistently under-subsidized and continually need to attempt to secure sufficient money to make due, to help themselves and to take into consideration legitimate service delivery. While women's groups consistently had issues sourcing funding, there appeared to had been a bigger problem around this issue in the 'new' South Africa. Any acknowledgement of government help before 1994 was deemed dubious as well as seen to be collaborating with and supporting the old apartheid system. This was a troublesome heritage to survive (Britton, 2006).

As indicated by Volman (1998), during the transition to democracy, women's organisations confronted a triple crisis of leadership, procedures and funding. To begin with, the accomplishment of women in the public political office had an unexpected disadvantage against them in civil society. The top-level of their authority structure was chosen into national or provincial office, leaving the women's groups battling to discover new leaders. Moreover, women's groups were working against anti-apartheid resistance groups. He further surrenders that they frequently wound up working as a team with, instead of contrary to, the government. While they had unfalteringly stood up to the previous apartheid regime, contemporary groups of women needed to find some kind of harmony between working with the new equitable government while at the same time checking its progress. Volman suggests that every

organisation needs to get funding without losing its authoritative independence and that they must figure out how to work with the new government without being integrated by it, and find an equilibrium to advocate work by consulting what they do for the government (Volman, 1998).

Against the backdrop of a pandemic of violence against women (VAW) particularly in the Cape Flats areas of Cape Town, this thesis reviews what the State and NGOs had jointly put in place to address this issue by undertaking a case study of a women's shelter centre. The majority of studies focus on the effects of various forms of violence against women and much less on the combatting thereof (Dillon et al 2013). Hence the need to study organisations and centres that combat violence.

The case study is on the Saartjie Baartman Centre for Women and Children (SBCWC) in the Western Cape which opened in 1999 as the first multi-disciplinary service centre in South Africa for abused women and children. It provides opportunities for organisational partners to develop an appropriate "on-site multi-agency service delivery model" to ensure effective management, treatment and prevention of violence against women and children. The SBCWC has evolved over the years into a "leading educational site nationally for providing holistic and integrated services to women subjected to violence" and has had to adapt to new challenges. The SBCWC was, seen as a 'best practice' model (Maharaj, 2005). In 2013, three other centres in South Africa seemed to operate along similar lines as the SBCWC with help from the Department of Social Services.

The Saartjie Baartman Centre was named after a South African woman from the Khoi-San community who was publicly displayed and demoralised as a sexual curiosity to the English and the French from 1810 and after 1814. Saartjie became the object of scientific and medical research that formalised their views on what black sexuality is (<http://www.saartjiebaartmancentre.org.za/about-us/saartjie-baartmans-story/>). The Non-Governmental Organisation was named in honour of her because Saartjie was not only an icon for the Khoi-San people but for all women who experienced oppression and discrimination.

The Saartjie Baartman Centre is located in Manenberg, in the Cape Flats area with conditions of excessively high crime rates, gangsterism, child abuse, unemployment, substance abuse and domestic violence prevails. Mullagee and Bruce (2015) describe the Manenberg area as a township established in 1966 at the height of the Apartheid regime's forced removal programme where "coloured" residents were forced out of their homes from Constantia,

District Six, Bo-Kaap, Wynberg, Cape Town and other areas. Steffen Jenson describes Manenberg (Mullagee and Bruce, 2015: 5),

as a special case where the prevalence of gangs, poverty, crime and overcrowding, went hand in hand with a civil society in sharp opposition to state agencies.

Mullagee and Bruce (2015) suggest that violence is one of the biggest challenges in Manenberg and that the acts of violence are common in this community as South Africa struggles with a history of institutional violence (oppression) and high rates of horizontal violence, like domestic violence and gang violence in communities. Violence against women and children, especially domestic violence, is one of the ills of the area.

Violence against women (VAW) according to the World Health Organization (WHO) is described as the deliberate use of physical force or power, threatened or actual, against oneself, another person or against a group or community that results in, or has a high likelihood of resulting in, injury, death, psychological harm, mal-development or deprivation. (<https://www.who.int/health-topics/violence-against-women>). A study conducted by the Gender and Health Research Group of the Medical Research Council (MRC) of South Africa suggested that a woman is killed every six hours by an intimate partner in South Africa (Mathews et al 2004). According to Statistics South Africa, 68.5 percent of all women had been victims of sexual offences. Moreover, 46.7 percent of women are victims of assault. Most victims fail to report the crimes. (Statistics South Africa, 2018)¹

Violence against women (VAW) in South Africa

Leading scholars argue that VAW is not due to a single cause but a multi-dimensional issue (Vetten 2005). It is a result of inequalities in social structures and relationships in South African society. Unequal gender relationships are maintained by social restrictions on women and institutional sanctions in South African society that serve to protect those who perpetrate violence against women (Vetten 2005). Scholars note that as long as societal political and economic inequality, sexism and a culture of violence remain, women would continue to be extremely vulnerable to attack. It has also been noted that only a concerted effort to create a non-sexist society, free of exploitation but importantly civil society could provide holistic rehabilitation programmes for abused women. Some of the key drivers of VAW in South Africa are dominant characteristics of masculinity that emphasize gender hierarchy, widespread

exposure of women to violence and lack of positive role models, poverty as well as social norms that support and legitimise the use of violence. New aspects associated with VAW relate to the rise of social media and the increased commercialisation of women's bodies, increased joblessness and precarious housing such as the growth of informal settlements.

South Africa is internationally recognized for its rights-based legislative framework for achieving gender equality being key legislation, which includes the Domestic Violence Act of 1998 and the Women's Empowerment and Gender Equality Bill of 2013. Society has identified the need for the development of rehabilitation programmes to educate and help women and children subjected to gender-based violence.

Research aims and questions

This study aims to review the history of VAW and what the State, NGOs and SBCWC had done to address the pandemic of VAW, identify the reasons for VAW and its forms, review the changing programmes and ongoing changes and challenges. I then attempt to narrow it down to focusing on SBCWC and their programmes offered and the policies adhered to establish how they had sought to improve and innovate in terms of their structure, policies and ethics to service the needs of abused women. Background questions I explore include: What is meant by Violence Against Women in South Africa; What is South Africa's Legislation on Violence Against Women; What are the prevailing forms of Violence Against Women; What are the theoretical approaches to Violence Against Women; What is the State and NGO sector doing to address the challenges of VAW?

My key research focus is:

- What does a review of the history of the Saartjie Baartman Centre for Women and Children (SBCWC) in the Manenberg context reveal about its main activities, changing policies, programmes and ongoing improvements and challenges since 1999?
- What are the perceived outcomes of programmes offered by SBCWC and how could this empower women?

¹ It is important to be aware that "victim" is often a problematic term. Lewis and Ordison (2012) note that "discussions and explorations of women's experiences of their bodies in the context of racism, violence and marginalisation" show that some activists prefer not to use the term.

Rationale for Study

South Africa History Online (2018) Women's Charter states, "The status of women is a test of civilization. Measured by that standard, South Africa must be considered low in the scale of civilization." The Women's Charter for Effective Equality of 1994, recognized that domestic and sexual violence was a pandemic and that women are, were and still are feeling threatened and experiencing violence. Many victims of gender-based violence are unlikely to go to the police stations to report their cases due to the patriarchal attitudes of some police officials (Vetten, 2005). A service Charter for Victims of Crime in South Africa was developed in 2007 to ensure that victims remain central to the justice process in South Africa and eliminate instances of secondary victimisation and ensure that victims are treated with dignity (South African ACHPR State Report, 2015: 166-176).

Female breadwinners, the sole persons responsible for food security and other needs in the home, are often subjected to violence for assuming this role. Sadly, children grow up believing that violence is acceptable in society and reciprocate the actions they see in the home environment as they grow older. Additionally, teenage and child rape and sexual molestation statistics are always high, as this falls part of the initiation process of men into gangs.

This study is prompted, moreover, by an interest in that this study stems from a long-standing academic and personal engagement with the complex issues of domestic violence and gender-based violence especially the role of NGOs. Any civil society formation must be well-governed and aligned to state policies and guided by ethics. In this study, the writer explores what violence against women is, describe the relevant legislation, look at types of VAW and review the history of the SBCWC programmes. An important aspect is the problems pertaining to violence against women in Manenberg and the reality of beliefs held by both the Christian and Muslim religions. These include those patriarchal values and male entitlement that are often embedded in how religious customs and practices are applied.

Consequently, this GBV pandemic has lifted the veil of secrecy, and the notion of the family home being a happy and safe space has been shattered. According to Londt (Londt M, 2014: 94)

As a result, the traditional image of the "good father who is protective towards his womenfolk from external threats" is being questioned and overshadowed by the extent of domestic violence in South Africa.

It is also necessary to challenge the conventional narratives as Moore and Ollenburg (1998) argue: A genuinely feminist approach ... draws on concepts and analytic tools that are appropriate to the questions of women's experience of inequality. First, we can begin with an understanding of our conditions (sociology by women). This understanding need not depend on the concepts or definitions set by other researchers. We can develop models that use non-sexist concepts and language, and move away from rigid either-or dichotomies.

Background and Aims of the Centre

The Centre actively continues to be “working in partnership with organisations that advocate ending violence against women and children; providing 24-hour emergency shelter, short- and medium-term residential care, and childcare services; providing mental health support, legal and economic empowerment services; and conducting research that would inform intervention strategies and best practices in the gender-based violence sector.” (SBCWC Annual Report, 2016: 1) Furthermore, the Centre has initiated a consolidated and comprehensive one-stop centre for women and children who are survivors of gender-based violence. The main developmental objectives of the SBCWC are as follows (SBCWC Annual Report, 2016: 1):

- The establishment of a relevant and effective one-stop centre partnership that provides client-centred services to women and child survivors of violence;
- The provision of a comprehensive range of services for abused women and children, which is effectively co-ordinated among partner organisations;
- The establishment, through research, of a best practice intervention model to challenge and end violence against women and children;
- The provision of effective community outreach work to ending violence against women and children through preventative and awareness programmes;
- The development of an effective networking relationship with other organisations, networks and tertiary institutions that advocate and seek an end to violence against women and children.

The consequences of abuse within an intimate relationship are profound, extending beyond the health and happiness of individuals to affect the well-being of entire communities. Living in a violent relationship affects a victim’s sense of self-esteem and her ability to participate in the world. Primary and secondary sources of collected data had shown that abused women are

routinely restricted to take part in public life, and receive emotional support from friends and relatives. Not surprisingly, such consequences had adverse negative effects on the victim's physical health, mental health, social acceptance, academic results, and career throughout the whole life.

The employees of the Saartjie Baartman Centre for Women and Children argued for improved housing (especially after leaving the shelter), child and youth services, and perpetrator services. Collaborating with the government and other NGOs is a key to fighting against violence. Research confirms that although the number of shelters in South Africa has increased, it is still insufficient or inappropriate to provide emergency or long-term shelter. Many survivors are disillusioned with exiting shelters because they had been given false hope that they would have somewhere to go afterwards, which is most often not the case. While the shelter is a much-needed service for women of abuse, there are other needed services such as healthcare and counselling; and shelters often times do not provide the holistic type of service that is truly required (Amnesty International 2008, Petersen 2009, Meth 2001).

Some of the greatest issues faced by the women are issues of financial independence and lack of aftercare shelter options. Research tells us that half of the women that leave an abusive relationship would return because of economic needs (Pavao et al., 2007). We also know from the IMAGE intervention, that the economic and social empowerment of women can contribute to reductions in intimate partner violence. The employment that the women are engaged in is most often unskilled with low wages, and/or temporary in nature.

Unfortunately, if the women are unable to find work and a place to stay that they can afford, many end up going back to the perpetrator, because as one employee stated that if they've never worked they do not have anything to fall back on (Zupka, 2010). Often, this is the same reason why women do not leave the abuse in the first place because the main reason they stay was that they needed a stable job and to live in a stable home environment on their own so that they can keep their child/children with them (Zupka, 2010). What these women need most of all is their financial security and independence. With it, they can support themselves and their children, without having to rely on their husbands or partners who had abused them. What we are talking about here is the economic security necessary for the survival and dignity of these women and an important part of the gendered human security framework advocated by the Centre. Hence, the Women's Empowerment Programme and the Job Skills Development project.

Another challenge that the Centre had was communication with its on-site partners. Hence

Skorge, the director, had strategic planning meetings with all relevant partners and the Centre's personnel to discuss the communication barriers in detail and find solutions. The outcome of this was that the Centre received the necessary funding to install a telephone switchboard system which was monitored and ensured the flow of communication between the partners.

In addition, before 2006 there were no proper records of the intake of clients or residential occupants or services provided to shelter residences in any of the programmes and projects. For this reason, a system of statistical data collection was put in place which required the Centre's service providers to submit information like the number of clients accessing their services and the number of clients that access other on-site services as well. The information would then be captured onto a central database which would ensure statistical data is available when needed. This information would also be used when writing funding proposals and be recorded in the annual reports. In addition, this would help to assess the effectiveness of different programmes and projects. (Maharaj, 2005)

The Centre also put monitoring and evaluation processes and systems in place to assess whether they are efficient and effective. The roles and responsibilities of the partner organisations were also assessed.

Introduction to Research Design and Methodology

The method of research is primarily and largely based on primary (Annual Reports) and secondary sources. Information and knowledge obtained from the reviews of existing data, literature, laws and regulations on violence against women internationally and particularly in South Africa, has been used. To conduct this research, I had used qualitative methods to understand the extent of violence against women and domestic violence. To ensure the fulfilment of the study as well as to gather pertinent information from interviewees, information has been collected from both primary and secondary sources. I periodised the centre's work splitting the history up into five segments (not all segments are the same number of years)

Research Design and Research Questions

I base my research on a study of documents of the SBCWC complemented by unstructured interviews with two workers (who were also former clients at the centre). I had several visits to the Centre in 2019 and had an informal meeting with the Director and two staff members.

Furthermore, I conducted additional semi-structured interviews in 2021 with the Director and two staff members via telephone. Because of the sensitivity to clients, I had no direct interaction with residents at the Centre only with the three staff employees of the Centre.

The interviews were used to develop an idea of how the centre was changing and its challenges and how people come to the centre. It was not intended to be comprehensive but to help contextualise my reading of the documents – my main source.

A qualitative case study refers to a researcher's exploration of a phenomenon within a context using one or more cases and over time (Patton, 2002; Creswell 2007). Due to Covid-19 restrictions and regulations, the study was conducted via telephonic interviews and zoom meetings. Questionnaires were provided to the interviewees beforehand for them to peruse it so that they felt comfortable with the questions and we could have a smooth-running interview session.

The main research questions are as follows:

- What does a review of the history of the Saartjie Baartman Centre for Women and Children (SBCWC) in the Manenberg context reveal about its changing policies, programmes and ongoing improvements and challenges since 1999?
- What are the perceived outcomes of programmes offered by SBCWC and how could this empower women?

Data Collection

Data Collection for this study mainly included documents of SBCWC: The additional instrument for data collection was a semi-structured interview guide consisting of main questions and probes for the interviewee.

1. What is violence against women? Explain your understanding of gender-based violence.
2. What has the centre done to address the pandemic of violence against women?
3. Describe the services provided to women affected by violence against women over the last 10 years including partnerships and programmes.
4. How are the service users or clients of this centre experiencing the programmes?
5. What are the Centre's policies in place and what ongoing challenges does it experience?
6. What services do you provide to clients?

7. Explain whether the service delivery would be improved by increased government support.
8. What improvements by government or NGOs may contribute to a decrease in violence against women?
19. What are the perceived outcomes of programmes offered by SBCWC and how could this empower women?

Data Analysis

In this current study, the researcher explored the data with particular questions in mind. Data analysis is a process of inspecting, cleansing, transforming and modelling data to discover useful information, informing conclusions, and support decision-making.

Schurink (2002), maintains that there is no right or wrong way to do data analysis in qualitative research despite there being general guidelines that writers can follow. Also, the writer should be attentive to the words and phrases in the respondent's vocabulary which capture the meaning of what they do or say (Londt, 2004).

The data was analysed using a chronological and thematic approach to identify the main themes that emerge from the collected data. The paradigm for this phase was interpretivism which allows meaning to be drawn from the findings.

Ethical Considerations

Qualitative research emphasizes that the researcher should respect the participants and that a manifestation of this should be reflected in the methodology of the study (Creswell, 2007). As a responsible researcher, I was fully aware that there are ethical considerations by which I had to abide. Participants were also be required to give informed consent for participating in the study. Cameron (2001) described informed consent as the permission the researcher gets from participants after explaining to them the motivation behind the collection of data. Participants were be informed of the nature and intention of the study in their language of choice and were assured that the information provided would be used for academic purposes only. Participation had to be strictly voluntary.

For the purpose of this study, this research was conducted in a professional and semi- structured manner and ensure that ethical considerations are adhered to. The participants were informed

that they had a right to withdraw at any stage of the study without any consequences. Braun and Clarke (2016) state that research, unequivocally, should be of the highest ethical standard, as the principle of ethics embraces the researcher's relationships with the participants, academic communities, as well as the settings in which the research is conducted. The following core ethical standards were observed in the research process.

- ***Informed consent:*** Research participation must be voluntary. No one should be forced to participate. A consent form was supplied to and signed by, all the participants who agree to participate in this current study, before the interviews to ensure that none of them was coerced into participation by the researcher. Their participation was completely voluntary, as they were free to withdraw from the study at any time without victimisation or prejudice.
- ***Dealing with risks:*** Research should never injure the people being studied, regardless of whether they volunteer for the study or not.
- ***Confidentiality:*** Information was kept confidential and participants' names would not be disclosed. Audio recordings of the participants was stored in a safe place and destroyed at the end of the research project.
- ***Withdraw at any stage:*** Participants can withdraw at any stage if they no longer want to be part of the study.
- ***Principle of non-maleficence:*** According to Ritchie *et al.* (2014: p. 94), 'there are some studies where the topic means that the potential for adverse consequences can be predicted in advance and management strategies are implemented before, during and after the study. To ensure that the participants are not negatively affected by their participation in this current study, the researcher would compile and explain referral procedures for professional assistance.
- ***Trustworthiness or rigor*** of a study refers to the degree of confidence in data, interpretation, and methods used to ensure the quality of a study (Pilot & Beck, 2014). In each study, researchers should establish the protocols and procedures necessary for a study to be considered worthy of consideration by readers (Amankwaa, 2016). Characteristics of truth value, applicability, consistency, and neutrality was used to assess trustworthiness (Connelly, L. M, 2016).

Chapter 2: Legislative and Literature Review

Introduction

South Africa's exceptionally respected Constitution incorporates the Bill of Rights that protects the rights of women to be liberated from violence in both public and their private circles of life (Njezula, 2006). Before 1993, legislation to address domestic violence did not exist in South Africa. Perpetrators were rarely charged since relatives were hesitant to testify against them. Besides, the current systems for acquiring court interdicts against perpetrators were inconvenient and costly (Van der Hoven, 2001). President Thabo Mbeki in his opening address to parliament (25 June 1999), discussed the twilight world of continuous sexual and physical abuse of women and children which is found in our towns and cities (Jewkes et al., 1999). To tackle the issue, an Act to prevent violence against women was drawn up. This chapter provides a legislative context and literature review.

Government's Role in Combatting VAW

The Prevention of Family Act (Act 133 of 1993) became effective on the first of December 1993 (Van der Hoven, 2001). The Act made provision for the accompanying: The conceding of interdicts concerning family violence; A responsibility on specific people to report instances of child abuse; and the conviction of a spouse of the rape of his wife (South African Law Commission, 1996).

The fundamental benefit of the Act was that it would empower victims of family violence to deal with their disputes outside the criminal court. Along these lines, it would prevent the parties required from encountering trauma and stigmatisation (Van der Hoven, 2001). A further benefit was that an adjudicator or magistrate could, on application by a married couple or man or women living respectively without being married to one another, be granted an interdict to the person in question, which would forbid that person from acting violently (Van der Hoven, 2001). This Act did not satisfy its hopes. It was so seriously critiqued and had such many shortcomings that a new Act, the Domestic Violence Act (Act 116 of 1998) was drawn up. In 1999 this Act was implemented.

As indicated by Njezula (2006), one of the fundamental reasons why the Prevention of Family Act was not effective could be due to stakeholders like women organisations that were not

consulted during the planning and implementation of the Act. It was essentially the judiciary and government in a top-down process by mainly white male lawyers, who were engaged in the planning of the Act (Njezula 2006).

Moreover, the police were uninformed of the Act and did not have any idea how to execute it. Felder (South Africa Law Commission, 1997) suggested that the police are the weakest link in the interdict structure. Njezula (2006) argues that the apparent hesitance of the police to mediate in family violence cases can, generally, be credited to the emotions of individuals from the South African Police Service (SAPS) that these women are being abused. The police complain that specific individuals lay assault charges against relatives over and over again, and afterwards withdraw them at a later period (South Africa Law Commission, 1997).

South Africa Law Commission (1997) suggests that when the violence happens, these women may be fearful to lay an additional charge dreading being further abused. Nonetheless, when the situation has decreased and they understand that they should confront the new week without money or an emotionally supportive network, the charge is withdrawn by them. This, however, not only supports the aggressive conduct of their male partners, yet additionally sustains an endless loop of increasing violence. As indicated by the South Africa Law Commission (1997), one ought to feel for individuals from the SAPS who are not prepared to manage such cases. But the police should be prepared to comprehend and manage the elements that support domestic violence. (Njezula, 2006).

The new Domestic Violence Act is progressive and comprises a critical broadening of the past position. The Act perceives aggressive behaviour at home as a social event and the reality is that its victims are generally women and children. It applies to a variety of people, in particular, any victim who is in a domestic relationship and not exclusively to marriage (Van der Hoven, 2001). Offenders of domestic violence might be condemned to five years imprisonment. This provision impresses the view that domestic violence is a serious crime. This Act aims to give basic, fast and cost-effective systems to get protection from abusive behaviour at home (Van der Hoven, 2001).

Domestic violence in the private home space comprises an infringement of human rights. It is the obligation of states to guarantee that there is no exemption for the offenders of such violence. Frequently state policies through inaction indirectly approve such violence inside the domestic territory. States have a twofold obligation under global human rights law. They are not just required not to submit human rights violations, but also to prevent and react to human

rights abuses. Previously, human rights protection was deciphered narrowly; and state inaction to prevent and discipline violations was not seen as neglect in its obligation to protect human rights (Innocenti Digest 2000).

Responses to Combat Domestic Violence

Today, numerous States perceive the significance of shielding the victim from abuse furthermore, of punishing the perpetrator of the crime. One of the significant inquiries confronting law reformers is whether to 'criminalize' wife battery. There is a feeling that domestic violence is a crime between individuals who are connected by obligations of intimacy. The subject of intimacy, for example regardless of whether spouse battering ought to be treated as a conventional crime or whether there ought to be an accentuation on advising and intervention, represents a significant problem for policymakers (Coomaraswamy, 2000).

The Domestic Violence Act (DVA) content (Preamble to the Domestic Violence Act No 116 of 1998:1) states that

It is the purpose of this Act to afford the victims of domestic violence the maximum protection from domestic abuse that the law can provide, and to introduce measures which seek to ensure that the relevant organs of state give full effect to the provisions of this Act, and thereby to convey that the State is committed to the elimination of domestic violence.

According to Vetten (2005), one of the critical developments of the DVA is its wide meaning of abusive behaviour at home which incorporates practices inside its ambit. Acts comprising domestic violence incorporate physical, sexual, emotional, verbal and psychological abuse. As well as economic abuse, intimidation, harassment, stalking, damage to property, entry into the complainant's residence without consent where the parties do not share the same residence, and any other controlling or abusive behaviour where such conduct harms or may cause imminent harm to the safety, health or well-being of the complainant (Vetten, 2005). Under the DVA, a casualty of domestic violence may apply for a protection order to stop the maltreatment and prevent the victimizer from entering the common home, the casualty's home, or the casualty's work environment (Act No 116 of 1998, Sec. 4.) The court may put in different conditions on the order, including that the police hold onto any weapons or assist the victim with recovering property from her home (Act No 116 of 1998, Sec. 7(2)). The court can oust the victimizer from the home and force him to pay rent and additionally crisis support to the victims. The court additionally can restrict the victimizer's care right to the kids (Act No 116 of 1998. Sec. 7(6)).

On the off chance that the court gives an interim or final protection order, it should give a suspended warrant for the capture of the victimizer that would become active if the victimizer abuses the order (Act No 116 of 1998. Sec. 8.).

In many jurisdictions, the police are limited to entering private properties. With regards to domestic violence, this can protect the victimizer to the detriment of the woman. A few legislations permit the police to enter whenever mentioned to do as such by an individual who evidently dwells in the residence or where the official is motivated to accept that an individual anywhere nearby is being attacked or about to be assaulted (Justice Act, 1959). Much of the time of domestic violence, when offenders are released immediately on bail, this might be risky for the victim and, discharge without earlier notice to the victim may have had serious ramifications for her. Various Australian jurisdictions endeavour to find some kind of peace between the interests of the perpetrator and the victim by indicating conditions intended to protect the victim from being attacked by the perpetrator upon his release (Bail Act, 1978).

The second key development of the DVA is its endeavour to present legal monitoring and oversight of police authorization of the law. Legislation put specific responsibilities in the DVA upon the police with an end goal to challenge their long history of disregard for domestic violence. Momentarily, the police are needed to disclose to complainants that they are there to give whatever help the conditions require, which may incorporate assisting the complainant with discovering reasonable asylum or getting medical treatment. Moreover, they ought to advise the complainant regarding the right both to apply for a protection order, and they also may lay criminal charges (Vetten, 2005). Where possible this information should be given to the complainant as a notification. The notification likewise sets out the means needed to apply for a protection order, clarifies what the complainant ought to do in case of a breach and sets out the kind of alleviation or protection the complainant may demand from the court. Where complainants can't read the notification, the police should read it to them in their preferred language. They are likewise obliged to capture the victimizer on the off chance that he doesn't obey the protection order (Vetten, 2005). Inability to agree with these responsibilities constitutes misconduct and the National Commissioner of the South African Police Services (SAPS) is needed to submit six-monthly reports to Parliament itemizing the number and nature of complaints against the police for neglecting to stick to these legal responsibilities; disciplinary procedures initiated, and steps taken because of proposals submitted by the Independent Complaints Directorate (ICD). Police inability to maintain either the Act or its regulations should likewise be accounted for by the ICD, the civilian oversight body set up as

far as the 1995 South African Police Act. They had essentially an observing and oversight work with the police obliged to initiate disciplinary procedures against hard-headed officials, except if the ICD instructs otherwise. The ICD is additionally needed to present a six-monthly report to parliament recording the number and nature of complaints against the police, and also suggestions submitted around such complaints. (Vetten, 2005)

The Limits of the DVA

Since the initiation of the DVA in December 1999, two investigations (Parenzee, Artz and Shed, 2001; Matthews and Abrahams, 2001) had evaluated its execution. The two investigations had been done in the Western Cape in South Africa. This is a synopsis of their key discoveries regarding women's conditions and their access to justice:

The tradition of apartheid legislation such as the Group Areas Act, just as the under-resourcing of rural territories puts costs on women blocks their access to justice. In 1994 for example, 74 percent of the nation's police headquarters were situated in white urban areas or business locale (Department of Safety and Security, 1998). The outcome of this is to force what are frequently restrictive travel costs upon people of colour. As indicated by Artz (1999), in poor, rural communities in the Southern Cape and records the accompanying hindrances that women should defeat in attempting to look for assistance with domestic violence.

- Limited or no taxi or transport services, with what exists being costly;
- Slow reaction times by the police and ambulance services;
- Poor and costly telecom services;
- Large distance to public services implies childcare is a fundamental problem if travel is necessary;
- Few support services for abused women and no protected convenience for women in case they need to leave their homes;
- High paces of joblessness and underemployment, bringing about women battling to pay for necessities, travel, shelter or the expenses of separation or having to relocate. (Artz, 1999:10)

In principle, the assistants of the court ought to be accessible to help women to finish the application forms. Practically, criminal justice staff think the legislation cannot be implemented

because of restricted or non-existent resources (Parenzee et al, 2001). Too few staff including a shortage of police vehicles, fax machines and photo copiers were thought to not just place extra stress on staff but in addition, compromise the complainants' safety. Magistrates additionally communicated frustration with their limited resources bringing up that there had been an increment in all areas of legal work without there being any comparing increase in personnel numbers (Artz, 2003). The Department of Justice is not uninformed of its shortage in staff. Information from the Department of Justice shows a decrease in the general number of regulatory officials and clerks from 6 897 to 4 101 between 1996 to 2000. There was a decrease of 2 796 personnel. Further, in its preparation report to the Department of Justice, it expressed that the execution of new legislation of the DVA has set extreme pressure on its workplaces. The Department of Justice proceeded to say that the 2001/2002 spending plan for the workforce gives off an impression of being less than that needed for the number of approved posts; fewer people can consequently be employed. (Artz, 2003). The Department did not seem to think about how the more extensive meaning of domestic violence, just as the more comprehensive comprehension of family and domestic violence relationships would affect the courts. To give one example: Alberton Court in Gauteng, got 374 applications of interdicts in 1999 as far as the Prevention of Family Violence Act. In 2000 the primary year of the DVA's execution, they received 1 696 applications for protection orders. Alberton was granted no increase in staff (Vetten, 2005).

Monitoring of the DVA is ineffective with just one report the Independent Complaints Directorate (ICD) submitted to parliament since the Act was operable by 2004. The SAPS had presented no reports by any means. Both the ICD and SAPS reports had been compiled yet never raised on the grounds that parliament has not requested these reports, hence neglecting to practice its statutory oversight function (Vetten, 2005). The Department of Justice and Constitutional Development has additionally not fostered a sufficient way to deal with assessing courts' performance according to the DVA. Medium-term focuses on the specialised and lower courts and incorporates indicators and targets. The targets are based on preliminary trials and not applications for court orders. DVA matters would simply go to trial when there is a breach of the order which happens once in a while. Indicators for the National Prosecuting Authority are similarly quiet on prosecution execution corresponding to the DVA. All prosecutors are needed to do, is run awareness and training campaigns in schools.

Vetten (2005) argues that prosecution around domestic violence is an arising space of solidarity for the modest number of legal organisations worried about making the Bill of Rights real for

women. Various Constitutional Court disputes had started investigating and laying out the obligations forced upon the police and courts as far as the Bill of Rights. These cases had fundamentally focused on state obligations concerning rape and had started building up a delictual obligation upon state specialists.

Theoretical approaches

Conceptually and definitionally, VAW takes many forms, including Domestic Violence or Intimate Partner Violence which includes physical, sexual and emotional abuse; Sexual Violence including conflict-related sexual violence; Honour Killings also referred to in this paper as Femicide; Forced and Early Marriages; Trafficking; Female Genital Mutilation. Below I would look at Sexual Violence, Intimate Partner Violence and Femicide.

According to Abraham (1999), sexual violence or abuse is defined as (Abraham, 1999: 592):

...sex without consent, sexual assault, rape, sexual control of reproductive rights, and all forms of sexual manipulation carried out by the perpetrator with the intention or perceived intention to cause emotional, sexual, and physical degradation to another person.

Sexual violence sees rape, battery and other forms of abuse directed against women to be an inevitable consequence of sex differences, although socially undesirable in society. Men were excused of culpability for their actions since such behaviour was a natural masculine response to extreme situations and women were largely held responsible for the feminine provocation of their victim role. Two commonly held beliefs about rape and battery clearly illustrate this perspective. It has been widely assumed that rape takes place in a context in which a man is unable to contain his overwhelming sexual urge and women do not say No clearly enough (The London Rape Crisis Centre, 1984; Vogelman, 1990).

This biologically rooted explanation for violence directed by men against women went largely unquestioned until the 1960s; and much of such ideology still holds sway in terms of popular belief as illustrated in several South African studies (Mina, 1986; Gould, 1988; Vogelman, 1990). Until the advent of the feminist movement and a new scholarship of feminist theory around violence against women (Smart and Smart, 1978), violence against women has seen to be largely rooted in biological sex differences. These biologically determined sex differences were held to take expression in masculinity characterised by male dominance, competitiveness, assertiveness, aggression, and sexual appetite; and femininity characterised by passivity,

dependence, irrationality, emotionality, masochism, and contradictory qualities of seductiveness and modesty (de Beauvoir, 1970; Richardson, 1981).

Gass et al (2011) look at the issue of early childhood development or experiences within the home witnessing parents being abused whether verbally or physically, or experiencing physical abuse themselves. It explicitly states that the single common risk factor for male and female victims of partner violence is witnessing parental violence. To develop and rehabilitate abused women, one needs to understand all aspects of why men abuse women or why women allow themselves to remain in those abusive situations. These aspects deal with their psychological imprint being raised in dysfunctional homes. Below, we would look at domestic violence between intimate partners.

Intimate partner violence (IPV) describes physical violence, sexual violence, stalking, and psychological aggression (including coercive acts) by a current or former intimate partner (CDC, 2016). Carden (1994) defines sexual violence as forcing a female intimate partner, through the use of verbal or physical threats or intimidation, to participate in sexual activities against her will. The Rainn Organisation refers to sexual assault as sexual contact or sexual behaviour that takes place without the explicit consent of the victim (Rainn Organisation: Sexual Assault). It can occur among heterosexual or same-sex couples and does not require sexual intimacy. IPV is a serious, preventable public health problem that affects millions of people in the United States and throughout the world. In many societies, this type of violence is considered normal. The CDC and WHO (2016) say that it varies in frequency and severity and occurs on a continuum, ranging from one hit that may or may not impact the victim to chronic severe battering (CDC, 2016; WHO, 2016). According to Dr Kate Joyner (2016) in her article 'A policy brief on intimate partner violence in South Africa', our country has the highest rate of women killed by their intimate partner in the world despite various interventions like the Sixteen Days of Activism for No Violence Against Women and Children campaign held annually. She said that it's been 17 years since its inception in 1998 yet fifty percent of the women murdered in South Africa are still killed by a person with whom they had an intimate relationship.

A few women are not even mindful that they are by and large explicitly mishandled or abused. Some examinations had shown women distress in regards to certain sexual demonstrations expected by their partners while proceeding to agree with these practices since they consider it to be a commitment towards their partners (Bollen et al, 1999; Parnzee and Smithe, 2003). Laird (2001) said that sexual abuse is regularly built up by an implicit code of silence. Some

women are only not in the situation to discuss their sexual abuse because of disgrace, blame and the dread that their families may crumble. Bollen et al. (1999) see the support of this code of silence as the social shame joined to sexual abuse.

Intimate partner violence (IPV) known as violence committed by a spouse or intimate partner, is the most common form of gender-based violence, and in addition to causing direct injury or loss of life, it increases the state of a person being vulnerability to a range of negative health outcomes, including HIV/AIDS (WHO, 2002). IPV is one of the most common forms of violence against women and includes physical, sexual, and emotional abuse and controlling behaviours by an intimate partner. Intimate partner violence occurs in all settings and among all socioeconomic, religious and cultural groups. The overwhelming global burden of IPV is endured by women. Although women can be violent in relationships with men, often in self-defence, and violence sometimes occurs in same-sex partnerships, the most common perpetrators of violence against women are male intimate partners or ex-partners (Heise L, Ellsberg M, Gottemoeller M, 1999). The single common risk factor for male and female victims of partner violence is witnessing parental violence. Additional risk factors for male victims are low income and lack of closeness to a primary female caregiver, whereas additional risk factors for female victims are low educational attainment, childhood physical abuse, adult-onset alcohol abuse/dependence and intermittent explosive disorder.

Negative health outcomes caused by intimate partner violence (IPV) had been recognized as a public health problem with extensive effects on society. According to Speizer, cultural and traditional beliefs that reinforce IPV in Nigeria had been studied as well as in Uganda (Speizer, 2010). My interest in this article is because it looks at what determines women's attitudes and societal norms that support intimate partner violence, the causes and consequences of this as well as looking at coping strategies. It also looks at preventative measures. It speaks of how those who had been in group discussions mention different in which violence against women impacts women's health. Importantly for me, it identifies the need for an established long-term commitment and strategies involving contributions from the government, community, and the family.

Femicides are expressions of extreme violence, murder at the hands of another being against women and girls (Ray, 2011). The term *femicide* was publicly introduced by Diana Russell when testifying about the murders of women at the International Tribunal on Crimes Against Women in Brussels in 1976 but the term was not specifically defined by her at that time (Russell

D.E.H, Van de Ven N,1976). Femicide was later recognized as a specific form of gender violence where women are murdered because they are female and this is done usually by men. Diana later coined the term to shorten the definition of femicide as the killing of females by males because they are females (Russell, D. E.H, 2011). She intended to highlight femicide in the context of unequal gender relations and the notion of male power and domination of women. She also recognized that many girls and female infants are victims of femicide, and those young boys can also be offenders of these crimes (Russell D.E.H, Harmes R.A, 2001).

According to Shanaaz Mathews (2010), she said that globally it was noted that women who are murdered are most likely to be killed by an intimate partner (Kellermann & Mercy 1992). Also, The World Report on Violence and Health reports indicated that between 40 and 70% of all female homicides are done by an intimate partner (Heise & García-Moreno, 2002). This form of homicide is now known as intimate femicide or also intimate partner femicide and can be interpreted as being the most extreme form and consequence of intimate partner violence.

Jewkes, Levin, & Penn-Kekana (2002) said that there were no reliable national population-based estimates for intimate partner violence in South Africa but that a population-based prevalence study was conducted in three provinces which estimated that one in four women had a lifetime experience of intimate partner violence. Therefore, intimate partner violence (IPV) is seen to be a norm in South African society due to conceptions of a gender hierarchy and a general capacity to endure violence within intimate relationships (Jewkes 2002; Seedat M, 2009). Gould et al (2012) argue that the police assault figures are inaccurate indicators of actual levels of interpersonal violence in South Africa. This lack of reliable evidence exacerbates the masking of the gendered (and racialized) nature of violence, where much grievous bodily harm appears to be targeted at young black men, and domestic and sexual violence, largely, but not exclusively, affecting black women. Yet the absolute lack of consistent statistical data, disaggregating sexual violence by the category of gender (Gould *et al.* 2012: 8), means that understandings of gender, violence and crime are limited and trends cannot be monitored (Meth, 2017). Jewkes *et al.*'s (2009: 1) research on rape shows that a large proportion of men, namely 1 in 4, admit to having raped and that the trends show that sexual violence is increasing. The different types of abuses that women may suffer are broad and may include physical, sexual, economic, emotional and psychological abuse. It also includes stalking, isolation and other controlling behaviours (Bollen, Artz, Vetten & Louw, 1999:7; Domestic Violence Act, No. 116 of 1998).

According to People Opposing Women Abuse (POWA, 2000), physical abuse is defined as slapping, punching, hitting, kicking, shoving, scratching, biting, throwing things at a person; threatening or attacking a person with a weapon; locking a person in or out of the house or abandoning a person in a dangerous place; and refusing to help a person when that person is injured, sick or pregnant. Physical abuse is either controlled or impulsive and consists of physical assaults. These assaults result in different injuries such as bruising, scalding, burning and stabbing to internal injuries, cracked ribs or broken bones. Consistent beatings to the head may result in serious head injuries that mostly go undetected and untreated. Some offenders ensure that they cause physical injury to their partner's body where it cannot be seen as the torso, to prevent the risk of leaving bruises or marks on the face or limbs of their partners (Makofane, 2002).

Another example is not to leave any abuse evidence and the offender pushes the head of his partner forcing it into the toilet, or forcing the partner to take freezing cold baths, as well as isolating the partner by locking her up. By withholding or eliminating food, shelter and clothing is viewed as physical neglect and also forms part of physical abuse according to the DVA (Domestic Violence Act, No.116 of 1998). The DVA describes physical abuse as including throwing things, kicking, slapping or hitting, pushing, shoving, grabbing, choking, strangling and inflicting head injuries, to name but a few. These are shown in literature as different types of humiliating and degrading acts against women and classified under physical abuse (Domestic Violence Act, No. 116 of 1998).

According to Stephens and McDonald (2002), some women in violent homes experience severe physical violence. This is sometimes referred to as patriarchal terrorism when abuse takes place on a regular basis. The use of weapons is also used by the offender. Stephens and McDonald (2002) refer to this as ordinary or everyday domestic violence in which conflict often gets out of hand.

Women often face physical violence at the hands of their family members. The most common forms of physical violence include rape, murder, slapping, and kicking. Relationship inequality is also a strong indicator of physical violence. High levels of wife-beating also happen because the woman is making more money than her husband. This trait is due to the lack of control the male partner feels within the relationship. Women also often link the execution of physical violence with husbands who are very controlling. Women who justify wife-beating are more likely to be victims of physical violence. (Cheluchi, 2012).

Emotional abuse is both verbal and non-verbal. It is steady and destructive, obliterating self-esteem and confidence. This sort of abuse typically incorporates the utilization of derision, insults, accusations, infidelity and overlooking one's partner, all of which bring about the breaking down of the victim's confidence and self-esteem. Emotional abuse can likewise happen when the perpetrator puts his partner in a situation where she needs to acquire his approval through her submission, similar to a child who has acted mischievously.

Intentional disconnection from family, friends and neighbours is another sort of emotional abuse (Sanderson, 2008). Romito (2008) and Sanderson (2008) are both of the assessments that emotional abuse is more continuous than physical abuse and considerably harder to identify. These two kinds of violence are similarly dangerous. Emotional abuse is between insults, yelling, name-calling, foul language or cussing, intimidating and disparaging before their children and others (Domestic Violence Act No. 116 of 1998). Emotional trauma is reflected by degradation and humiliation, which (1984) said is the most excruciating type of abuse women endure.

In oppressive and abusive relationships an individual gets incongruous messages, for example, 'I love you' however he hits her or for example, embracing her yet insults his partner. This creates turmoil, making an individual considerably more defenceless and permissive. This cycle happens continuously and the more it is done, the simpler it is to abuse an individual as the truth they see is less noticeable. This phenomenon is called dissociation in psychology and it is utilized to tackle the cognitive dissonance of two inverse messages (McLeod, 2018).

Several studies had contended that an isolated incident of verbal hostility and dominant or envious behaviours don't comprise the term mental violence. Rather, an example of such practices is a more fitting situation to be thought of, not at all like physical and sexual abuse where only one occurrence is important to name it as violence. Tomison and Tucci (2012) suggested that mental violence is portrayed by an environment or example of behaviour(s) happening over time. In this manner, 'sustained' and 'repetitive' are the pivotal components of any meaning of mental violence. Andrew Vachs, author, lawyer and former sex crimes investigator, characterizes mental violence as the precise diminishment of another and that it might be deliberate or subliminal (or both), however, it is consistently a course of conduct, not a solitary occasion. (Tomison and Tucci, 2012)

Starting in 1996, there was no agreement views about the meaning of psychological abuse. In

that capacity, clinicians and specialists had offered now and again disparate meanings of mental violence. Notwithstanding, the generally utilized conflict measures scale estimates approximately twenty particular demonstrations of ‘psychological aggression’ in three unique classes:

1. Verbal aggression (example, saying something that disturbs or irritates another person);
2. Dominant practices (example, keeping somebody or isolating them from reaching their family and friends);
3. Envious behaviours (example, blaming a partner for keeping up other equal relations).

The victim may experience their feelings being influenced by the offender such a lot that she may not perceive what her sentiments are about the issue/s the offender is attempting to control. The outcome is simply the victim's concept of herself and autonomy are deliberately removed.

The U.S. Branch of Equity characterizes mental oppressive characteristics as including causing fear by terrorizing, and threatening physical harm to oneself, partner, kids, or friends or family. As well as the destruction of property, prohibiting one from family and friends, or school and work. In 1996, Health Canada contended that psychological abuse ‘depends on power and control’, and characterizes mental abuse as including dismissing, degrading, threatening, isolating, corrupting and exploiting and not allowing emotional reactions as defined for mental violence, (Tomison and Tucci, 2012).

In this section, we would look at three frameworks to define the problem, namely; the Feminist framework, the Psycho-social framework and the Psycho-dynamic framework. Below the Psycho-social framework, it would further be broken down into the social learning framework and the intergenerational transmission of violence.

Corey (2001) states that feminist theories don't have a solitary author, rather it has been an aggregate effort by many. Ganley (1995) upholds this view that there is no single, brought together women's activist analysis of domestic violence, however, there are numerous viewpoints among women's activists who are talking about and expounding on different kinds of violence against women. However, Cunningham et al. (1998) express that women's liberation has ways to deal with abusive behaviour at home and it is not homogenous. Maybe it addresses an expansive scope of frequently opposing perspectives and political affiliations and, thus, is dynamic and pragmatic.

A significant result of the feminist movement in the mid-1970s was the recognizable proof of women's abuse and publicizing it as a significant social issue. While trying to mediate and forestall further abuse of women, social researchers looked to decide the reasons for women's abuse (Njezula, A. 2006). The feminist theory argues that IPV is fundamentally the consequence of a patriarchal system which applies men's domination and power over women (Dobash and Dobash, 1979). This happens either straightforwardly through social standards of reverence and obedience followed by the use of force; or in a roundabout way by moulding women's chances and constraints in fundamental foundations, for example, the family and work that build up women's subordination (Rodriquez-Menes and Safranoff, 2012). The **Patriarchy** theory proposes that men were socialized to see their partners as their property. The theory includes ideas such as objectification as shown when young women face serious mental harm and anxiety about their appearance and are shamed for not being "normal"; or conversely, they may be hyper-sexualised. Women often have excessive concern for a perfect body. This theory has contended that the culture's standard of male dominance is a huge factor adding to the presence of women abuse (Njezula, 2006). Basically, a significant degree of gender inequality in law, capitalist culture, the social order, and organizations runs its course in an undeniable high level of men's violence against women. The feminist theory stresses that power and control in relationships, social norms condoning wife-beating, and structural and economic forces keep women trapped in abusive relationships (Heise, 2012). As the Marxist feminist Hartsock (2004: 17) noted:

Women are kept in all commodity circuits by being forced to see themselves through the eyes of others: consider for example the ideal of thinness and its devastating physical consequences for many young women in the West. Finally, women as a group are kept in "their place" by the threat and actuality of systematic violence.

Feminists contend that women's abuse is about power and controls that men attempt to exercise over women. Men use abuse or latent threats as an approach to control female partners to conform to their desires. Victimiziers progressively control women using intimidation and isolation (Dobash and Dobash, 1979). Men are defended in their utilization of abuse (Bart and Moran, 1993).

The psycho-social view on the other hand claims that men got abusive toward women because of social and environmental anxieties experienced as poverty, poor housing and day to day environments, joblessness or exploitation in the working environment, bigotry, educational under-achievement, unfulfilled goals and a feeling of hopelessness about the future (Richardson

and Robinson, 1993). The presumption that abuse happens all the more habitually among lower-class families could be because of variations in reporting. Having fewer resources, poorer women are more prone to call the police or use the administration of public offices. Middle or privileged women have more prominent admittance to private help services (De Sousa, 1991; Moore, 1997). The contention is that men abuse women because of adapting to pressure related to unemployment, poor working conditions and deficient income and medical services propose singular pathology (Moore, 1997).

As indicated by Njezula (2006), **social learning** framework theory proposes that abusive conduct is learned from watching others being abusive. This is known as a social learning theory. The cycle on which this theory is based is alluded to as “modelling”. It expects that people would in general copy or model the conduct of others they see as important, those powerful and successful. Parents perform as important role models for children through their conduct towards one another (Njezula, 2006).

The **intergenerational transmission** of violence is otherwise called the cycle of violence. This clarification affirms that men figure out how to abuse when they grew up in abusive environments (Walker, 1994). The family assumes an essential role in children's learning of the jobs of a mother, a father and a wife and husband. The family is seen as the primary place where children witness abuse and learn how to adapt to pressure and disappointment. Children are not just exposed to abuse, they become familiar with the social and moral justification for this conduct. Abuse along these lines changes a generation into another generation who abuses women (Gelles and Cornell, 1990; Mullender, 1996).

The above theory gives off an impression of being inadequate as they do little to clarify our comprehension of the malicious problem of women abuse. These theories had been tested since zeroing in on intra-psychic and psycho-social variables appears to pardon men's behaviour and they are then not held responsible or accountable for their actions (Njezula, 2006).

The focal point of intra-psychic theories was mostly on the characters of either the abuser or the victim (Harway and Hansen, 1993). The abuser was seen as being mentally disturbed, sick or mentally ill (Njezula, 2006). Other research has shown that abusers are not sadist people or “mentally sick”. They come from varying backgrounds, have great footholds in the community, and serve in our courts, police organizations and mental health institutions (Moore, 1997; Dobash and Dobash, 1979).

Financial, emotional, cultural and social variables compel women from leaving abusive relationships (Moore, 1997; De Sousa, 1991). A woman may accept being abused, in light of the fact that she doesn't think she can escape from her partner. Her exploitation is frequently the reason for psychological problems, which ties her to this interdependent relationship (Moore, 1997; Dobash and Dobash, 1979).

Spiritual institutions possibly affect perspectives toward violence beyond their impact, on their partners. Despite the fact that there are minimal empirical assessments of possible effects, there is proof of context in which religion is misused to legitimize violence against women or to perpetuate women's vulnerability to exploitation. For instance, Christian evangelism's explanation of a spouse's submission and hierarchal gender relations can urge ministers to advise women to remain with their abusive husbands (Njezula, 2006). In some Middle Eastern and Islamic nations, particular passages from the Koran might be utilized to demonstrate that men who beat their wives are following God's laws (Njezula, 2006). Shari'a (Islamic law) might be utilized to authorize male authority over female family members and the legitimate utilization of physical violence (Hajjar, 2004). Simultaneously, strict religious and theological emphasis on compassion, equity, and freedom in a variety of beliefs can be activated contrary to violence against women (Ware, Levitt and Bayer, 2004).

Boonzaier (2005) found in a study of men that their perceptions of successful masculinity were connected to the accomplishment with which they could fulfil their role. According to Boonzaier, men who did not achieve this notion of successful masculinity experienced feelings of powerlessness (Njezula, 2006). They utilized these emotions of powerlessness to legitimize their abusive conduct. Boonzaier (2005) indicated that power, income and educational differences between spouses are suspected to be the reason for certain men being not able to achieve this idea of successful masculinity (Boonzaier, 2005). There is a school of thinking that argues (Graaf and Heineken 2017: 622)

the perpetration of violence and GBV to the expectations of men's prescribed gender roles, or their masculinities. In response to this, some organisations had begun working specifically with men as a violence prevention mechanism, through the use of masculinities- focused interventions.

According to Njezula (2006), many reasons can be provided why specifically black South African men abuse women and that they range from cultural norms to the legacy of stresses of

life under apartheid. He further said that in the case of black African men, they were humiliated by being paid appalling wages making it very difficult for them to provide for their families. It was believed that abuse in homes was nurtured by poverty, alcohol and drug abuse (Njezula A, 2006). In South Africa given mass unemployment men found it progressively harder to assume the part of provider or supplier for their families.

A further question in understanding and addressing abuse is how and why violence enters a relationship. According to Leela Visaria (2000), some attribute proximate VAW is women making 'mistakes' in running the household. She further said that one of the major reasons for men perpetuating violence against women was if they were served food late. Or if their food was either too salty or spicy (Visaria, 2000). A few men express doubts about women's capacities to manage the family in abusive language, and in outrageous cases, men push or throw the plate with food at their spouses. Kids suffer in the process when they are not fed, sent away to family members or friends, or turned out to be simply quiet onlookers of parental conduct.

Restricted accessibility of cash income was another significant problem for women in partnerships. With restricted cash and spiralling inflation, women had trouble purchasing sufficient food or fundamental things. At the point when they requested more money from their partners, they would be abused for being incompetent in managing and dealing with the limited budget. The circumstance became worse when women spoke about their spouses' inability to fulfil their obligation of taking care of the family and about wasting money on alcohol or eating out or on friends (Visaria, 2000). As indicated by Visaria (2006), men asserted that women were not fit for dealing with the family finances and furthermore that they alone were liable for raising kids, since as providers of the family, men invested a significant measure of energy outside the home. Such a contention ignored the way that many women also worked for wages away from home as well as bore many domestic workloads in which the male spouse's help was minimal. These speculations ignore male dominance and power and the commonness of male abuse by perceiving men as the survivors of there, as far as anyone knows debilitated or vulnerably aggressive natures (Moore, 1997).

In this section, I reviewed some of the academic literature on **the role of civil society** and NGOs locally. It was estimated that about 19% of international studies on VAW include research on women's shelters while most are based on general population surveys (Dillon et al 2013). UCT's gender unit has produced a publication on SBCWC. One written in 2013 looked at "an e-campaign, in which feminists located at the Saartjie Baartman Centre for Women and

Children and the African Gender Institute of the University of Cape Town worked in solidarity to bring into the public domain the Centre's financial crisis and looming closure, by creating a video to use in advocacy” (Mudavanhu and Radloff, 2013). There is also a masters thesis (Zupka 2013) on the SBCWC based on interviews done in 2012, however, the findings are based on interviews with victims and the focus is on GBV in Manenberg township as a whole rather than organisational and strategic issues.

Khanam and Meem (2018), note that gender-based violence tends to be universal, regardless of race, religion and geographical location. Regarding masculinity and gendered roles, there are important works that look at transnational conversations about both global and local contexts of boys, men and masculinities (Connell, 1993; Hearn, 1996; Pease & Pringle, 2002; Ratele, 2014). Shefer has written that understandings of masculinities in Africa (and in South Africa in particular) help to “inform the endemic levels of gender violence; alternative ways in which masculinities are (and can be) performed; and ways to engage men on gender justice. South Africa is well placed to lead the work on boys and men, and should contribute to theorising contemporary (as well as historical) constructions of masculinities, considering local socio-political and cultural conditions which give meaning to being men and women.” (Shefer et al; 2015: 168)

Women’s self-organisation is a major theme. Given the accomplishment of the women's movement previously and during the change to democracy, it is prominent that since 1994 women's groups keep on being the focal agents in the battle for women's rights and protection. Notwithstanding, in contrast to the past organization, women groups in post-apartheid South Africa face a bunch of new issues and difficulties that undermine their effectiveness and endurance as well as their relationships with their old partners who are the women in parliament (Britton, 2006). As indicated by Britton (2006), while women in government and in non-legislative associations are refining their missions, life for most South African women keeps on being set apart by financial difficulties, male-centric control and successive gender violence. Thus, grassroots associations, alliances and government–civil society drives have participated in the mission to end violence against women. These groups are attempting to give a considerable list of services including training sessions, empowerment programmes, face-to-face and group counselling, shelter and intervention services, legal assistance and one-stop rape crisis centres. They have become the essential contract agents for the new government, and they are carrying out a developing number of social services. (Britton, 2006) Despite this reliance, groups stay defeated by the intricacies and prerequisites of their new bureaucratic relationship

with women in government. These women groups are attempting to keep their solidarity, advance the reason for women and reduce the destabilizing impacts of gender-based violence. (Britton, 2006)

While women in government and in non-legislative associations are modernizing their missions, life for most South African women keeps on being set apart by financial difficulties, patriarchal control and continuous gender violence. Accordingly, grassroots organisations, alliances, government and civil society drives have participated in the mission to end violence against women. These groups are attempting to give an extensive rundown of administrations including training courses, empowerment programmes, one-on-one group counselling, a place to live, and intervention services; as well as legal aid and one-stop rape crisis centre. They have become the essential agents for the new government, and they are carrying out a number of social services. (Britton, 2006) To begin with, many women trusted and surprisingly accepted that after the democratic elections of 1994, the opportunities for cooperation among government and civil society would be unending since the vast majority of the women members of parliament had been their partners during the struggle, the new time would see, an increase in correspondence among government and women's groups as well as government assistance. Notwithstanding, nearly as fast as women acquired office, inquiries concerning their responsibility and their competence were raised. But the heads of women groups quickly voiced worries about the dependability of these members of parliament to women's issues, the government's capacity to work with any NGO, and the restrictions of bureaucracy. While it is not strange for a degree of doubt and pressure to exist among NGOs and government, it was astounding the number of groups who voiced these concerns. (Britton, 2006)

Even though the government was currently seen as a potential partner as opposed to an enemy, individuals from organizations challenging violence against women proceeded to stress that funding from government sources would prompt a co-optation of their main goal, their freedom and their independence. Moreover, while the quantities of NGOs and women's groups were increasing, financing from global sources was diminishing. During the apartheid period, global organizations easily funded any feasible organization in civil society that confronted the government. NGOs had placed intervention strategies in different ways and used different methods to end violence against women. The best of which is to empower women and girls, give them a voice and better their lives. This can be accomplished through powerful capacity building and upliftment programmes for women, which should go inseparably from plans to

partner with women in government as well as legislative issues for the sustainability of these projects. (Abikoye and Pearse, 2016). Women's participation in NGOs enters the social and political circles which were not accessible to them before by public services. Significant changes in women's lives are an immediate consequence of the intervention of non-legislative organizations centred around the below:

- Advocacy for women's rights as well as offering services for women
- The financial strengthening of women through, education (Klugman et al, 2014), training and skill development. This advances work culture and entrepreneurship among women through the different coordinated seminars, workshops, training programmes and government assistance projects.
- NGOs had been on the front line of 'legal awareness and property rights of women.'
- According to Fisher (1998), credit, Micro-credit or self-help groups had made the provision of credit a major exercise in self-help and women's community reinvestment. The effort is being made by credit planners to target women as they had a history of being better repayers of loans and the development of confidence in the community has been the single biggest impact of microfinance interventions at grassroots levels (Fisher, 1998).
- NGOs to protect women against social injustice had progressed and supported women's causes for financial, social, instructive, environmental and general government assistance, eradicating violence against women.
- Education and empowerment of vulnerable and weak women in rural areas.
- Providing women with free healthcare services and training healthcare working in the community as well as professional staff to deal with instances of violence and safeguarding of proof, for example, rape crisis centres and battered women's shelters.
- Organising legal training programmes to advance fairness for women and men in the courts and revising the laws that allow women to be put through violence. (Abikoye and Pearse, 2016).

Conclusion

This chapter looked at the legal context and forms of violence against women and their prevalence. I also briefly examined feminism and other theories including masculinities. Importantly I reviewed the literature on NGOs, and ideas about men and women.

Chapter 3: The Vision, Operational Issues, Partners and Change: 1999-2002

The SBCWC draws the greater part of its clients from the encompassing areas like Manenberg, which are overwhelming "Coloured" communities (The SBCWC Story Report, 2005: 8). The Cape Flats and particularly Manenberg, the region wherein the Centre is located, had an especially high occurrence of brutal crime including domestic violence and gang-related assault. This is a result of social, cultural and financial problems just as the high joblessness rates that took place during apartheid and keep on existing right up until this present time. The impacts of gender-based violence are devastating concerning women and their kids, leaving them mentally and regularly physically scarred forever (Maharaj, 2005).

South Africa's apartheid past still affects residential location and circumstances to a great effect. As indicated by Irma, the SBCWC did not have promptly accessible insights on its clients yet the Centre's admission register showed that it housed an aggregate of 408 clients from 97 zones between August 2001 and September 2004. Maharaj (2005) said that "Sixty-four percent (261) was from predominantly 'coloured' areas while approximately 13 percent (54) were from predominantly 'Black' or 'African' areas and less than 3 percent (11) came from predominantly 'White' areas." The Centre's report still utilized 'racial' profiling of the apartheid period. According to the Safe House's admission register, most of the haven clients came from Manenberg, Mitchell's Plain and Heideveld. Other regions that were serviced by the Centre included Delft, Hanover Park, Guguletu, Khayelitsha, Hazendal, Elsies River, Athlone, Bonteheuwel, Bishop Lavis, Silvertown, Philippi, Retreat, Bellville, Grassy Park, Lotus River, Bridgetown, Muizenberg, Langa, Blue Downs, Crossroads, Camps Bay, Fish Hoek and Goodwood. These were the fundamental zones yet a lot more had been serviced yet less significantly. The admission register showed that clients likewise came from provincial areas in the Western Cape as well as different countries. (The SBCWC Story Report, 2005: 8)

Mission of the SBCWC

The fundamental goals illustrated in the SBCWC Constitution is to:

- Create and carry out through PPP the idea of a one-stop incorporated an extensive women's centre for survivors of gender-based violence, which offers counselling, shelter, jobs, services, training, research and local area outreach and prevention projects;
- Facilitate through organization an extensive variety of services for abused women and their

kids;

- Facilitate through associations a scope of services that is training projects and data for different associations and institutions in the sector of violence against women;
- Work with women in discovering approaches to challenge and end the violence in their lives;
- Make provision community outreach programmes by partnering with organizations. This is directed at eradicating violence against women through prevention and education projects; and
- Work with networks and organizations in discovering approaches to challenge and end institutionalised violence against women. (SBCWC Constitution, 2001)

Vision

The vision and mission are to be accomplished by satisfying the accompanying objectives:

"Ensuring that women who have experienced gender-based violence and their children have access to an effective 24-hour service including emergency shelter;

Ensuring that all the services needed by women who had experienced gender-based violence are integrated into the Centre, and bringing into the centre a variety of partnerships in the field of violence against women in order to bring about better collaboration and co-operation." (The SBCWC Story Report, 2005: 10)

The SBCWC report (2005), noted that the vision of the Centre was to offer a scope of administrations on a continuum of care for abused women to reduce the secondary trauma experienced and to offer them hope for recovery through a coordinated and comprehensive variety of services. This was to be accomplished by fulfilling these objectives:

- Guaranteeing that ladies who had encountered gender-based violence and their kids had access to a successful 24-hour service, including an emergency shelter.
- Guaranteeing that every one of the services required by women subjected to gender-based violence is integrated into the Centre.
- Collaborating with other partnerships in the area of violence against women to develop better alliances and cooperation. (SBCWC report, The Story, 2005)

Partnership Programmes and Projects

Principles directing work at the Centre incorporate putting the necessities of survivors of gender-based violence first; keeping a gender delicate methodology, and working intimately

with networks to evaluate the requirements of the women and their kids. The Centre's services are offered through an organizational approach in which different associations are together in one venue, each offering its particular service and programmes. The general point is to foster a duplicate model of a one-stop women's centre, which is diplomatic to gender, race and sexual orientation. According to Maharaj (2005), The Department of Health (DoH's) Community Mental Health Programme, which was likewise situated at the premises when the SBCWC showed up, never joined the partnership. They offered mediations to encompassing networks, which included locally situated home-based mental healthcare and abandoned the premises toward the end of September 2002 as indicated by the report.

Partnerships Established at the Centre

The following are the various levels of partnerships that were established at the Centre:

- "Programme and Project partners who operate autonomously but are part of the Centre's programme development and contribute to the Centre in terms of services and financial contributions. Current partners in this category are the Western Cape Network on Violence Against Women, Rape Crisis, the Trauma Centre, SANCA, the Healing Business and Sonke Cape Route.
- Managed partners who fall under the direct management of SBCWC (Shelter, Job Skills Development Programme, Research and Legal Advice and Training Programmes). These partners lack organisational and financial capacity and are therefore supported by the Centre until such time that they can function independently. These managed partners, unlike the programme partners, generally receive start-up funding from SBCWC and/or outside funders. At the time of writing, none of the managed partners had become independent.
- Shared management as in the case of the Economic Kitchen Project, the Child Abuse Centre and the Primary Health Care Programme where management is shared and financial responsibility could be shared, as was done in the case of the Economic Kitchen. None of these organisations, at the time of writing, had become completely independent.
- Off-site partners who provide support in the form of supervision and facilitation are Bennett from the AGI, Budlender from CASE; the Community Law Centre and the Trauma Centre. These people from organisations work closely with the Centre by helping in the form of staff support and supervision, and meeting facilitation needs. The Community Law Centre also did exploratory work around establishing an on-site resource centre and held workshops at the Centre as part of their research in compiling their publication Zikhethele (Malepe et al

2003), which is a handbook of legal guidelines to empower survivors of gender-based violence." (The SBCWC Story Report, 2005: 14)

Also, the Centre has a continuing working relationship with departments at universities like the Division of Social Development at UCT and the Psychology Department at UWC. Every year the SBCWC offers internships for two students of both universities. The Social Development students, work one day of the week at the Centre in their first term and three days out of each week in the subsequent term and run support group gatherings with the women from the shelter. The Psychology students who work four entire days of the week for the span of the second term, do the admission, initial evaluations and referrals of the 'walk-ins' which are women who had not made earlier plans related to the trauma centre. The students likewise lead ongoing guiding meetings with clients. (Maharaj, 2005)

SBCWC's measuring effectiveness

Sourcing measurable data for the different programmes and projects was difficult, as large numbers of the partners did not keep orderly records of the clients they had seen for the period. The lack of data accessible highlights the need to foster better frameworks of record keeping. (The SBCWC Story Report, 2005). The chapters to follow describe the SBCWC's operations and programmes in five stages, that is 1999-2000; 2001-2002; 2003-2004; 2005-2010 and 2011-2018.

According to the SBCWC's definition and measurements of success, they want to meet their objectives of educating, empowering and supporting women of abuse with the ultimate aim of ending violence as well. One measure is the sheer number of women who came through their door for services, the number of people they educate in the community in the form of workshops (given on request at schools, businesses, organizations, etc.), the referrals they receive from organisations and individuals, and the fact that they had been in operation since 1999. This success is also demonstrated in the client satisfaction of services received at the Centre, the personal transformation of the individual women who receive their services, and the number who never return.

In 2009 the SBCWC served over 2,100 clients (which accounted for a 114% increase from 2008 to 2009).

And, more than 3,500 community members were trained in community awareness workshops with requests for these training workshops increasing as more people within the community

learn about the outreach work that the Saartjie Baartman Centre is doing to educate the public on issues of abuse. The impact on the community is a positive one, based on clients served and increased intake and awareness.

Review for Period 1999 – 2000

In 1999, Peter Marais, the then Minister of Social Development highlighted one of his interests as being a one-stop centre for women survivors of gender-based violence. The Provincial Administration of the Western Cape (PAWC) at that point Department of Health and Social Services (DHSS): sub-division of Social Services was entrusted with executing the task. The Department of Social Services (DoSS) propositioned the Western Cape network on violence against women organization, to learn whether there were NGOs that may be keen on starting such a specific centre. Social Services was at that point and still is a member of the Network, which contains organizations/associations and people all through the Western Cape focused on cooperating against violence against women. The NGOs taking part in the Network were by and large supported of this initiative however, lacked the skill needed, as the idea of a one-stop centre was a new initiative (The SBCWC Story Report, 2005: 16).

The DoSS at that point moved toward the Salvation Army, who consented to deal with the venture in a joint effort with the government. The Salvation Army's Carehaven Haven was a member of the Network and was addressed by Major Marguerite Ward. The government at that time considered the Salvation Army to be the fitting centre in light of its accomplishments in running the Carehaven Shelter in Bridgetown, Athlone. It was felt that they could effectively complete the mandate for the short period that was given by PAWC. The Provincial Government clarified that the establishment of the one-stop Centre should be the fundamental spotlight and that an on-location shelter should be part of the Centre. It specified that the Centre ought to give an extensive scope of services for survivors of gender-based violence and their kids. The previous Avalon Treatment Centre was recognized, from the beginning as the site to house the SBCWC. Tom Sutcliffe, the then Head of Division (HoD) of the DHSS offered the utilization of the building, which he thought was empty at the time. This was the only reason for the decision of the venue (Bachar, 2016). According to Maharaj (2005) from the SBCWC old members remembered the beginning days at the Carehaven Safehouse as being incredibly troublesome, as they needed to provide for clients on a restricted financial budget and needed to depend vigorously on the little subsidizing they got from the DHSS and associations like Lombardi Trust and AusAID. They reviewed,

for instance, how they would exchange new produce in return for photocopying services. Staff compensations were very low yet responsibility and commitment to the Centre stayed solid.

There was at the time a single DHSS as opposed to separate departments at the national level and in some different provinces. As MEC (Marais) at that time was the chief authority and lead the DHSS, and the HoD (Sutcliffe) was the accounting officer. Marais, who was a noticeable individual from the New National Party (NNP) advanced especially 'coloured' legislative issues as this mirrored his constituency base. The name for the Centre was subsequently picked due to the conviction that coloureds are chiefly descendants of the Khoisan. The declaration of the establishment of the Centre occurred around election time.

The name Saartjie Baartman was picked to pay tribute to Saartjie 'Sarah' Baartman who for some represents all women who had been mistreated and abused throughout the years. Baartman was brought into the world in 1789 in the Eastern Cape and experienced childhood in the Cape. She was an individual from the Griqua clan, a sub-group of the Khoisan individuals who are accepted by some to be the main native occupants of the Southern tip of Africa. Baartman was taken to London at the age of 21 where she was displayed as a monstrosity of nature because of her actual shape. She was purportedly given over to a French artist of "wild creatures" later, who exposed her to comparable inhumane treatment in Paris. She passed away at the age of twenty-seven. Her body was taken apart and parts were shown at the Musee de l'Homme (Museum of Mankind), where they remained until 1974 when they were removed from the public eye. Individuals from the Khoisan people and the South African Government took Baartman's remaining parts back to South Africa in May 2002 after much fighting and talks. (The SBCWC Story Report, 2005: 17)

The DoSS had conversations at a provincial level with the Salvation Army about the plan of the programme and with the DoH about the use of the building. In any case, decisions that were made were frequently incompetently recorded, which later prompted a breakdown in communication (Maharaj, 2005). According to Maharaj (2005), "restructuring within government departments, which had taken place between 1998 and 1999 added to the breakdown in communication within and between the various departments. In late 2000, the DHSS split into separate Departments (Health and Social Services). To complicate the matter even further, the physical building at the chosen venue (Avalon Treatment Centre) was managed by Groote Schuur Hospital in Observatory while the institutions that occupied the building were attached to GF Jooste Hospital in Manenberg. All these factors contributed to

the confusion that ensued around the use of the building." (The SBCWC Story Report, 2005: 17) After much work attempted in a brief period, the Salvation Army, in collaboration with the government, successfully opened the doors of the Saartjie Baartman Women's Centre in Manenberg in May 1999. Delegates of the Khoisan people were welcomed to the launch of the Centre, which was a move that prompted a long-standing relationship. One of the Khoisan leaders visits the Centre annually to address the women in the shelter (The SBCWC Story Report, 2005).

Partner Collaborations

Associations that joined the Centre soon after its establishment included Rape Crisis which joined in June 1999 and also the Western Cape Network on Violence Against Women which joined in September 1999. The Salvation Army's Thrift shop began working in October 1999 and NICRO joined as an on-site partner too. According to Maharaj (2005), "the task of developing the partnership progressed steadily and by February 2000 partnerships had been forged with the Salvation Army, the Western Cape Network on Violence Against Women, Rape Crisis, NICRO, Salvation Army Thrift Store and Saartjie Baartman Shelter as a Centre project. The Healing Business and SANCA, although not official partners, continued to participate fully in the partnership." (The SBCWC Story Report, 2005: 20) The Healing Business and SANCA, albeit not official partners, kept on partaking completely in the association. The Athlone After Hours Child Abuse Centre joined the association in July 2000 and marked an agreement assigning the Saartjie Baartman Centre to go about as its funding conduit from 1 October 2001. A course of action that relates until 2004. Meanwhile, dealings were in progress with a national cooking firm to make provision for a skills development programme, using what was known as the Economic Kitchen at the SBCWC. (Maharaj, 2005)

The Conflict between the SBCWC and the Salvation Army

Recorded in The SBCWC Story report (2005), a while after the SBCWC had been set up it became clear that it required its staff and the executive structures. It likewise turned out to be obvious to the other partners that the Salvation Army did not completely comprehend the idea of the one-stop Centre as the Salvation Army proceeded to treat and allude to the SBCWC and shelter as the 'other Carehaven Shelter'. They appeared to experience issues in separating between Carehaven Shelter, from one perspective and Saartjie Baartman Centre and Shelter on the other. The circumstance was intensified when Major Ward was supplanted and at that point,

she was in conversation with Army officers about the division of the organisation structures. This issue, notwithstanding those illustrated beneath, prompted a circumstance of contention between the SBCWC and the Salvation Army that in the end brought about the division of these two associations. (The SBCWC Story Report, 2005)

A significant issue emerged when Major Ward was supplanted as Director of the Centre towards the end of March 2000. Major Ward, along with her spouse, moved to the Eastern Cape that was prescribed by the Salvation Army's International Headquarters. "There was general dissatisfaction among staff members with the new Salvation Army major as it was felt that she lacked the necessary experience and capacity to function effectively as a director. She was not very popular among either Centre staff or shelter residents as they felt that she tried to enforce on them the Christian religious culture and values of the Salvation Army." (The SBCWC Story Report, 2005: 20) This was despite the difference in the Centre's populace which went from individuals who were passionately religious from a range of religious persuasions to non-religious individuals.

Besides, the new major objected to the ethos of a few of the partners for instance the "pro-choice stance on reproductive rights for women" (The SBCWC Story Report, 2005: 20), which conflicted with the overall merit of the Salvation Army. Also, a few of the partners objected to the ethos of the Salvation Army and felt that they were having conditions forced on them that were not part of their underlying agreements. The management leadership of the new major was unique to how Major Ward had dealt with the Centre. Ward had consistently isolated the Salvation Army's Christian religious practices from its undertakings, similar to the Centre and Shelters. She ran these ventures mostly as services to the clients and did not constrain them to partake in Christian lessons and prayers, as this would have excluded many. (Maharaj, 2005).

Another space of contention was the Thrift Store, which was not satisfying its capacities as was agreed. The store was expected to produce an income for the Centre, make work for Shelter inhabitants as clothing sorters, fixers and sales assistants and in this manner help with work abilities advancement. In all actuality, the store utilized just Salvation Army individuals who were not at all associated with the Centre and monies went to the Carehaven Shelter. This resulted in the SBCWC and on-location Shelter receiving no rewards from the store, which was in opposition to the agreement arrangement. The before referenced were a few of the principal factors that added to the contention that happened during this first year of activity of the

SBCWC. Salvation Army authorities were brought in from their central headquarters in Pretoria to help settle the issues. During an underlying visit, it turned out to be certain that guidelines and regulations were being set in Pretoria for the SBCWC and the two Havens. The ensuing compromise between the two Shelters was not successful, as a few of their officials appeared to be not able to acknowledge that the associations were isolated entities that required separate organization of their monies and recordkeeping. (The SBCWC Story Report, 2005: 20-21)

According to Maharaj (2005), the circumstance deteriorated and help was looked for by bringing in the Urban Monitoring and Awareness Committee (UMAC) to work with interaction of compromise among staff individuals from Carehaven Safehouse and Saartjie Baartman Centre and Shelter. The facilitator's job was to help with settling the contention and not to introduce arrangements as this needed to be done by the staff members themselves. In the two group conversation meetings that were held, a few areas of contention were distinguished, to be specific, staff worries concerning the absence of comprehension of each other's work; obstruction by Salvation Army; absence of trust and communication; disarray as far as jobs and duties; and the additional responsibility that was made for every one of the representatives because of the SBCWC and extra Shelter. (UMAC's Facilitation Report, May 2000). The additional responsibility was alleged because of insufficiency with respect to the new director, which implied that the personnel needed to embrace large numbers of the errands that were allocated to her.

UMAC's last report expressed that the job of the Salvation Army's on-site personnel in the SBCWC was addressed as it was felt that the Army employed a lot more power and that the association ought to have been on an equivalent balance with different partners. The Salvation Army was blamed for making decisions on their own, without thought for the outcomes they may had on other programmes. Their Christian religious culture and qualities comparable to those of the Centre became questionable. Different issues of dispute included deficiencies for issues relating to funding, budgeting, fundraising and financial education. (UMAC's Facilitation Report, May 2000). "The conflict resolution process resulted in the compilation of a list of proposed solutions, which formed the basis of the following recommendation:

- An urgent meeting of partner organisations, Salvation Army management and Centre staff needed to be held to address the crisis in leadership, focusing on clarification of the vision of the partnership; there needed to be clarification of the partnership agreement in terms of roles and responsibilities of all concerned parties; and leadership and management roles need to be

discussed;

- There was a need for team building to be carried out on an ongoing basis;
- A safe space needed to be created where staff members could deal with conflict resolution; and
- An induction and orientation process for new employees needed to be developed." (The SBCWC Story Report, 2005: 21).

An exceptional task group was established to manage the separation of the Salvation Army from the SBCWC in June 2000 and stayed utilitarian until October of that year. The task group comprised of one agent for every one of the Salvation Army, the Department of Social Services and SBCWC personnel. Notwithstanding the endeavours of the undertaking group, the circumstances disintegrated so much that Skorge offered her resignation in September 2000. The Department of Social Services met with agents of the Salvation Army and brought to their consideration the way that they were reneging on their underlying understanding by making one-sided decisions. The Salvation Army took the issue to their head office, which couldn't help contradicting the contents of the arrangement. This brought about the end of the government's concurrence with the Salvation Army, and Skorge was reappointed by the Department of Social Services in November 2000 with an order to foster SBCWC as an NGO with its very own identity. (Maharaj, 2005)

Salvation Army's final separation from SBCWC in October 2000 was a caustic one notwithstanding all endeavours to resolve the contention. The split brought about the common staff being split between the Saartjie Baartman Centre and Shelter from one viewpoint and Carehaven Shelter on the other, with staff working for the association they had initially worked for. This brought about Saartjie Baartman Centre and Shelter left with a sum of ten staff individuals, which incorporated the Programme/Partnership Support Co-ordinator who was recruited by the Centre in March 2000.

A cycle of staff rebuilding occurred with a portion of the staff individuals being held in some similar or comparative positions, while others were put in new posts. A few of the perpetual Carehaven staff individuals felt that they had been deserted and that some had been preferred over others. The Centre's manager knew that these sentiments were there and that it had become apparent that the Saartjie Baartman Centre was doing admirably as a one-stop Centre. There were no more posts accessible around then for extra staff regardless of whether certain people from Carehaven Shelter would have decided to leave and apply to Saartjie Baartman Community for jobs.

The Centre for Conflict Resolution was drawn into, to work with a debriefing and conclusion meeting from the two organisations to help staff individuals manage the unexpected division

and changeover. The choice for picking this association over UMAC depended absolutely on monetary reasons. The Centre for Conflict Resolution dissimilar to UMAC had offered its services at no expense when the Centre was in desperate financial times. The closure meeting, shockingly never emerged as the Salvation Army's Carehaven staff pulled out from participating on the morning that it was booked to occur. Every other month debriefing group meetings for SBCWC staff were set up with the Trauma Centre, which gave help for free. (The SBCWC Story Report, 2005: 21-22)

The SBCWC Executive Committee supplanted the Interim Board in October/November 2000 because of the division. The Executive Committee which was liable for the executives and organizational development, Centre personnel and funds comprised of:

- "Debbi Van Stade of the Department of Social Services as Chairperson;
- Fayruz Davids of NICRO as the person responsible for finances;
- Synnov Skorge, Manager of the SBCWC as a committee member; and
- Rebecca Freeth of the Network on Violence Against Women as committee member " (The SBCWC Story Report, 2005: 22)

Afterwards, the six months were amazingly trying for the Centre personnel and the board, as they needed to re-establish a feeling of calmness and mental stability in the fallout of what had been a horrendous period. The Centre supervisor prevailing in a generally brief time frame, in getting adequate funding not exclusively to run the Centre easily, in addition, had to allow considerable increments to all personnel.

Introduction of review for period 2001 – 2002

In January 2001, a management Board supplanted the Executive Committee as part of a natural development because the Centre needed to include on-site partners in the management structures (The SBCWC Story Report, 2005: 23)

- "Debbie van Stade of the Department of Social Services as chairperson;
- Fayruz Davids of NICRO as deputy chairperson and secretary;
- Leslie Liddell of Rape Crisis and later Cheryl Ayogu of the Network as treasurer;
- Synnov Skorge, SBCWC manager as Centre representative;
- Renee Jeftha of SBCWC as Centre staff representative;
- Rebecca Freeth, Director of Western Cape Network on Violence against Women as Centre partner representative;

- David Fourie of SANCA as Centre partner representative;
- Gaynor Wasser as community representative; There were a few different vacancies that were distinguished however never filled on the BoM. The DoH for instance never went to any meetings despite rehashed solicitations to serve on the Board. A person from Old Mutual consented to fill in as the individual answerable for marketing and raising money yet never attended any meetings. A majority decision was taken that previous Shelter occupants should not be part of the Board as they only lived in residences for three months and there would be a lack of continuation of the same individuals. It was likewise felt that by including staff from the Shelter, the confidentiality of Board matters may be conceded. Those in the minority felt that there was no motivation to bar anybody as the Centre worked for a reason of transparency.

Board individuals served for a term of one year, which was sustainable, except for Freeth who left the Organization before the finish of her term in April 2001. Office carriers, who were chosen for a term of one year, could be re-elected if their services were required and they consented to proceed in a specific position. (SBCWC Constitution, 2001)

Elements of the Centre's BoM, which met consistently, included guaranteeing maintainability by providing key guidance and strategic direction of decisions made at Board and partnership meetings. They also had to take responsibility for the Centre's personnel area. The Board was likewise liable for monetary administration and over the Centre's accounts, which included checking the financial status, supporting use thereof and also arranging meetings and executing fundraising initiatives. It likewise had the duty of executing a three-year strategy to increase its means of income. (SBCWC Constitution, 2001)

The BoM, the Partnership Co-ordinating Team met consistently every month. Moreover, Centre personnel met consistently to examine administrative and different areas for their work. In March 2001 the Trauma Centre started working with Centre personnel and had meetings which they could attend if they wanted to every third week. This forum, which proceeds to this current day gave a place of refuge where all Centre personnel were urged to talk about issues in the work environment that may be influencing them. The reason for the meetings was to assemble trust and camaraderie in the work environment just as to attempt to separate hindrances whether language, various levels of positions and racial, that may had existed among staff individuals. (The SBCWC Story Report, 2005)

According to Maharaj (2005), there were serious conversations at Board, organization and staff levels about evolving 'Saartjie' to 'Sarah' in the Centre's name. Conversation spun around the way that Saartjie Baartman's baptism certificate stated her name as 'Sarah'. It was contended by some that by alluding to her as 'Saartjie', her memory was being exposed to additional belittlement and embarrassment. It was chosen, after much discussion, that the name ought to stay unaltered. The Centre's name and logo were enlisted as a brand name in mid-2002. (Maharaj, 2005) The SBCWC's first Annual General Meeting (AGM) which harmonized with the official launch of the Centre's organization took place on sixth August 2002. This appeared as a colossal festival, which had many guests attend like the personnel of the Centre, partners and ex-Shelter occupants, and stayed a subject of discussion right up till today.

External Assessments of SBCWC

The Department of Social Services dispatched an outside assessment of the Centre for the three-year time frame from 1 June 1999 to 31 May 2002. The assessment which was led by Dr Riaan Els of the Fuchs Foundation was finished in August 2002. The reason for the assessment was to evaluate the feasibility of the one-stop focus model just as to decide the practicality of the PPP way to deal with fostering the Centre. Another justification for the assessment was that the Department had been supporting the programme for a very long time at that stage and may had needed to think about gradually decreasing funding help. The assessment was likewise needed by the Department to campaign for different provinces to give subsidizing to permit the one-stop focus model to be replicated in other areas too. El's report tracked down that the partnership model, with its numerous difficulties, was not a simple one to execute but rather this did not take away from its main benefits. Proposals that were made in the assessment included expanding the quantity of on-location services, further creating existing programmes, improving the Centre's administration and skills development programmes, and fostering a common service programme. (Els, 2002)

Special Projects

On 26 November 2001, the Centre took an interest in the initiation of the South African Clothesline Project on Robben Island. The venture, which began in 1990 in Hyannis, Massachusetts, has spread to numerous different states inside the United State of America (USA) and also globally. The objective of this project was to allow women without a voice the chance to share their abuse stories by doing it by painting on T-shirts. The T-shirts are then

displayed on a clothing line as part of an awareness campaign for all to see for the cause of gender-based violence. The clothesline project was led in South Africa by Lora Bex Lempert, at that point Associate Professor of the Department of Behavioural Sciences at the University of Michigan in the USA. From 2001-to 2002, she was with the Postgraduate Women's and Gender Studies Programme at the University of the Western Cape (UWC), having been granted research and lecturing grant. (The SBCWC Story Report, 2005)

According to Maharaj (2005), Prof Lempert, in a joint effort with the SBCWC and the Western Cape Network on Violence Against women applied for subsidizing for the Clothesline Project from the United States Consulate in Cape Town. Subsidizing was accommodated for the task to be run, in the Western Cape as well as in the then Northern and Eastern Cape Provinces. Members in the South African Project incorporated women associations, women and children survivors and also women farmworkers. Resulting from the first showcase, the South African Clothesline had been displayed at a few public venues like UWC, the Peninsula Technikon in Bellville, the Impumelelo Awards show, and in the city in different areas. The project was planned to be a continuous cycle with Clotheslines being for the most part hung in public spaces. Moreover, the Centre Manager co-composed an article with Lempert about the Clothesline Project named Silent No More, We're Hanging Out Our Dirty Laundry: The South Africa Clothesline Project, which was distributed in the periodical 'Women in action'. (The SBCWC Story Report, 2005)

Partnership/Association's Programmes and Projects

In March 2001, Rafiki a worldwide NGO whose head office is situated in Texas joined the association. The association worked in India, South America and some African States like Zambia and Zimbabwe. Rafiki started an undertaking that gave training in soap making and business skilling. The Centre chose to go into partnership with this association since it was grounded and had a sound programme set up that offered tutoring and training in reading, numeracy and home-based skills. The association's emphasis which was on more disadvantaged women was appropriate to the requirements of the Centre. Rafiki additionally ran a (Christian) religious Bible group from the Centre, which was separate from their skills learning programme participation which was on a voluntary premise. Rafiki's soap manufacturing project ran generally well until the choice was taken by its head office to change the focal point of the association to HIV/AIDS with an accentuation on "teenagers and orphans." The changed undertaking was executed at the Centre and Rafiki worked fundamentally with female teens from the encompassing areas, who had left school early. There was a conversation about the

Centre accepting accountability for the running of the soap factory while Rafiki proceeded with its new programme. (The SBCWC Story Report, 2005: 25)

The Economic Kitchen project was set up in August 2001 when the Centre partnered with an individual to initiate and manage the Economic Kitchen. The Centre contracted to contribute a sum not surpassing R80 000 towards putting in new and fixing existing equipment. The agreement specified that any equipment, installations and fittings procured by the Centre for the Economic Kitchen would stay the property of SBCWC. The kitchen chef consented to contribute R6000 each month for the utilization of the kitchen notwithstanding a level of its benefits, while the Centre was obligated for water and power expenses that were received. (The SBCWC Story Report, 2005)

According to Maharaj (2005), SANCA and the Healing Business made monetary commitments to SBCWC in October 2002 which was pushed by the Department of Health's leaving the building. They proceeded with the organization as they were at that point completely incorporated into the partnership and thought their tasks fitted in with the Centre business of SBCWC. SBCWC assumed control over the soap factory and in November 2002 the Sarah Baartman soap factory was initiated. Rafiki stayed in close contact with the soap factory and acted in the capacity of advising on techniques, quality control and recruitment of women. Space opened up for new associations partnering with SBCWC because as DoH's left the premises and Centre partners were approached to focus on areas of service that were pointed out by Els (2002) and look for fitting partners to fill them. It was concluded that HIV/AIDS ought to be given needed status and it was proposed that an HIV/AIDS programme could be joined with essential healthcare services to ensure the classification of those patients accepting "treatment and counselling. Getting ready for HIV/AIDS work began excitedly during that accompanying time frame.

The organization kept growing and before the finish of 2002 the Centre was home to the "Child Abuse Centre, NICRO, rape Crisis, Saartjie Baartman Shelter, Western Cape Network on Violence Against Women, Rafiki, the economic Kitchen Project, SANCA and the Healing Business project." The Centre was granted the National Impumelelo Certificate of Excellence in 2001 and 2002 and the White Ribbon Award in 2002 for having an effect, from an association called Women Demand Dignity. (The SBCWC Story Report, 2005: 26)

Conclusion

Chapter three looked at the SBCWC's engagements for the period of 1999 to 2000. It provided the history of the Centre's first partnerships with the government and the Salvation Army. The significance of naming the Centre of Saartjie Baartman is explained. New partnership collaborations were looked at and the factors which lead to the conflict between SBCWC and the Salvation Army. For the period 2001 to 2002, this chapter mentions the SBCWC's first management board and explains the purpose of the external assessment which was done by the Department of Social Services during that time. In addition, this chapter highlights the first special projects of the Centre and those done in collaboration with their new partnerships during that specific period.



Chapter 4: SBCWC: Changes over the Period 2003 – 2004

Introduction

From 2002 to 2003, the Department of Social Services had taken residency of the whole premises and different repair and maintenance work projects were attempted during this period. The Department of Work (DoW) which was liable for the support of the building, had given the Centre new water tanks and provided for part of the new back fencing. They additionally painted the outside walls and the top of the structure. From June 2004, the SBCWC signed a five-year lease arrangement and was responsible for the maintenance of the building. The job skills development manager's employment came to an end in November 2003 because of mismanagement and a new person was contracted on a three-month to month term in December 2003. (Maharaj, 2005)

Special Programmes and Projects

In December 2002 the Fuchs Establishment gave R300 000 for a second phase lodging project, which was pointed toward building three on-location houses to accommodate those shelter occupants who required long term convenience. A further measure of R210 000 was received from the DG Murray Trust, for the structure of a childcare centre, which took place simultaneously as the lodging project. This last sum was paid in two tranches of R63 000 and R147 000 around September 2003 and in March 2004. Shelter inhabitants partook during the arranging phases of the new buildings and formal plans were submitted to the DoH for endorsement. The development of the structures started in mid-2004 by architects Peter Dunckley and Astrid Wicht. Part of their commitment was to oversee the whole project which is not normally the obligation of the architect.

The Correctional Services Division gave some workers to assist with the underlying structural stages like burrowing of the ground for the foundations. The workers involved parolees and probationers who, as a feature of their sentences, were needed to do community service. The Centre had explicitly mentioned that the Division did not send sexual perpetrators. The structures were finished in November 2004 and the childcare centre moved into the new premises quickly thereafter. In the second phase, houses were kitted out with furniture and fundamental household things. The principal Shelter inhabitants moved into second-phase lodging toward the start of December 2004 and a second was to take occupation before the finish of December of that very year. Inhabitants were contracted into a tenant contract that

expected them to pay a rental expense of R300 each month, which included the utilization of water and electricity. Occupants are legally bound, among others, to keep their homes clean and assume liability for any damage caused because of carelessness. The Centre is obligated to take care of the general upkeep of the houses. (The SBCWC Story Report, 2005)

HIV/AIDS Awareness Campaign and Training Programme

According to Maharaj (2005), in February 2003 Social Services gave R30 000 to an HIV/AIDS awareness training programme for Centre personnel and month to month workshops for Shelter clients and their kids, volunteers and partner personnel. In January 2004 Social Services gave a further R100 000 for the same cause. By February 2003 and October 2004, all the Centre personnel joined in and finished either the "HIV/AIDS training, Information and Counselling Centre (ATICC) course or an awareness course" that was offered by an HIV/AIDS facilitator. Two shelter personnel were trained in the capacity of workshop facilitators and the childcare worker was trained to do HIV/AIDS work with kids. "By November 2004, 140 women from the Shelter had attended HIV/AIDS awareness workshops. The number of women included those who did the First Aid and Home-based Care training, both of which had HIV/AIDS awareness incorporated in their programmes." (The SBCWC Story Report, 2005: 27) Representatives from different shelters were welcome to take an interest in the instructional class that included working with kids yet just one or two joined in. Besides, the two in-service Psychology students from UWC did some "HIV/AIDS workshops with 10 children of school-going ages". (The SBCWC Story Report, 2005: 28) The organization ran HIV/AIDS awareness workshops for shelter inhabitants from around 2000 to 2003 when the Centre got subsidizing for the programme.

Organisational Collaboration Newsletter

In September 2004 a newsletter was launched in an attempt to improve correspondence links inside the partnership. The bulletin, which is delivered bi-monthly by the programme support co-ordinator provided information on the partner associations including profiles, their services and events which occurred (The SBCWC Story Report, 2005)

Partnership Projects:

The information to follow speaks to the experiences of the partner relationships and projects.

The Economic Kitchen:

The management Board before long understood that the arrangement they had gone into with the Economic Kitchen project was not being maintained concerning training. Some of the women that were prepared were relied upon to work extended hours rather than the work having been spread equally among the women. This brought about objections of individuals being over-worked and the undertaking having very few women trained. Besides, it was felt that the Centre was not profiting from the business viewpoints for the project, which as indicated by the centre manager, was flourishing. This brought about a breakdown of trust inside the Economic Kitchen organization and the agreement was ended in January 2003 after being in activity for a very long time. An aggregate of 26 women was trained over 17 months. The separation was not a friendly one, with the Centre making a lawful move to recuperate monies owing for damaged and missing equipment. This experience was a hard experience for the Management Board and from there on they practised more noteworthy alert when screening forthcoming partnerships. They understood that while offering the women some level of financial income, they had to protect them against misuse by others for financial benefit. The Centre in this way utilized somebody from the community, who had insight in catering, to train the Shelter women. This course of action yielded little achievement, as the demands were discovered to be excessively demanding for one individual. (Maharaj, 2005)

The Management Board concluded that it was ideal to fashion a partnership with a current, expertly run foundation that set accentuation on training. To this end, the Centre was in the last phases of arrangements with a Jobstart Training Centre at the hour of writing by the end of 2004. The Jobstart Training Centre is a venture run by an association called Catholic Welfare and Development, which worked with on-location training and situation for jobless individuals in the hospitality and service industry. The association had consented to give training onsite in food services, food arrangement, placement at different lodgings and other hospitality foundations. Jobstart would be needed to make similar financial contributions as the different partners which were R18 per square meter involved. Jobstart had shown interest in running

their whole operation for the SBCWC however no proper solicitation had been made around there yet. (Maharaj, 2005)

Primary Healthcare

In July 2003, an essential health care programme was started at SBCWC. The programme which was proposed to furnish Centre and Shelter clients with fundamental medical care and HIV/AIDS services was facilitated by the speaker on gender-based violence from the School of Nursing at UWC. Two groups of 10 and 20 fourth-year nursing students were set at the Centre for a time of about a month and a half each during the second term. In the principal year of the programme in 2003, the students were needed to do medical care needs an appraisal of the Centre and Shelter, determined to manage the wellbeing services the next year.

Issues that influenced the smooth running of the programme were, nonetheless, experienced in the next year of 2004. In the main example, the organizer felt that it was not inside the extent of her work to give essential health care and that the teacher answerable for that part of the work ought to take part in the programme. Furthermore, it was obligatory for any establishment giving essential health care services to enrol with the DoH which they did. Meanwhile, the university's Nursing Department had shown that it was thinking about putting the students with the Centre's associations on a rotational premise. Implying that the focal point of their work would move from fundamental health services and HIV/AIDS, as was at first expected to that of gender-based violence. (The SBCWC Story Report, 2005)

Moreover, in October 2004 the NGO Muslim Aids Project (MAP) moved toward the Centre's BoM with a solicitation to join the association as HIV/AIDS medical care service providers. As indicated by MAP's delegate, the association's services would not be limited to Muslim clients. Their demonstration of interest was talked about at the Board level and a few concerns were brought up regarding MAP being a religious association, which was reasonable because of the Centre's experience with the Salvation Army. It was concluded that the three associations namely; SBCWC, UWC Nursing Department and MAP should meet to examine the chance of partnering. (Maharaj, 2005)

Sonke Cape Route Project

In September 2003, Sonke Cape Route joined the Centre as a partner. The association ran a gift shop, which was aimed at drawing in tourists to the premises. It also provided "job skills

and placement opportunities for community members, Centre and Shelter clients." In addition, Sonke advanced neighbourhood crafters by retailing their items (The SBCWC Story Report, 2005: 29).

Rafiki

Subsequent to running their updated programme for around 15 months, they felt that it was not having the ideal degree of accomplishment as the young girls who had exited school were not in any manner eager about participating. The vast majority of them were brought to the Centre by their folks, regularly without wanting to, and would essentially quit going to the programme. In February 2004, Rafiki's administrative centre instructed them to end their agreement with the Centre and move to Zambia, where they felt there was a more noteworthy requirement for their services. Their absence of achievement was not the slightest bit identified with the association being the Centre's partner and they departed in an amicable manner (The SBCWC Story Report, 2005)

The Legal Support and Training Project

"In January 2004, the Saartjie Baartman Legal Advice and Training Project, an association between the SBCWC and the Community Law Centre of UWC, was initiated. Subsidizing of R215 284 was given by the Foundation of Human Rights to start the task which had fallen under the Centre's administration." The project utilized a permanent on-site legal counsellor, who was supervised by a senior specialist for the Community Law Centre. (The SBCWC Story Report, 2005: 30)

NICRO Partnership

According to Maharaj (The SBCWC Story Report, 2005: 30),

The National Institute for Crime Prevention and Reintegration of Offenders ended their contract at the end of June 2004 on instruction from their governing body. Their notice of termination stated that the cost of running a NICRO office at the Centre was not viable concerning the number of clients they were seeing there. Furthermore, NICRO was in the process of restructuring their operation to focus more on the development resources rather than the provision of direct services.

The Trauma Centre

The Trauma Centre joined the organization in May 2004. In light of a decision that had been taken at the Board level to utilize a part-time children's counsellor, the Trauma Centre consented to include kids for the extent of their work until such time that a necessities appraisal should be possible to discover whether extra mediations would be needed. The number of their work meetings with both the adults and children should had been expanded inside the first few months to adapt to the demand.

The Children and Violence Team of the trauma centre had moved their workplaces from Lavender Hill on the Cape Flats to the SBCWC'S premises. They needed a counselling room and four workplaces and commenced in January 2005. They worked with the Centre's children as well as the Shelter's clients and schools from the surrounding communities. (Maharaj, 2005)

Possible Partnerships

In March 2004, the Centre went into conversations with the International Organization for Migration (IOM) with the view to framing an off-site association. "The IOM is an inter-governmental organisation that works with migrants and governments to provide humanitarian assistance to those facing migration challenges. The IOM's Southern African Counter-Trafficking Assistance Programme (SACTAP) aided women and children who are trafficked for sexual exploitation." The SBCWC consented to give accommodation to trafficked women who were referred by the association for a charge of R1 000 each for 30 days' visit in the shelter which the IOM would pay for. In addition, the IOM had consented to furnish the Centre with remuneration for a closed-circuit TV security system and the overhauling of existing safety measures. The Centre began an official arrangement with the IOM around the middle of January 2005. (The SBCWC Story Report, 2005: 30-31)

In 2004 the Centre was currently going into an association with Kazak Clothing, a design house that sews for Foschini, Truworthe and Edgars. The organization which required three on-location workplaces and a sewing room agreed to give part-time work in sewing and beading as well as training for shelter inhabitants and women from the nearby communities. According to Maharaj (2005), in December 2004 a six-month Agreement on a joint effort in which they agreed to furnish the Centre with details regarding the number of women they would of had the option to utilize and give training opportunities and recruitment of the women.

A few different associations were keen on joining the partnership however it was concluded that the space would be held for those associations that had the option to convey the services that were most required by the women. Before the end of October 2004, the SBCWC association incorporated "the Western Cape Network on Violence Against Women, Rape Crisis, Child Abuse Centre, SANCA, Healing Business, Sonke, Primary Health care program, Trauma Centre, Saartjie Baartman Shelter, Saartjie Baartman Legal Advice and Training Project, and the Saartjie Baartman Research Project." It was expected that Jobstart and Kazak Clothing would be in operation from the start of 2005 (Maharaj, 2005).

The following aspect looked at the challenges SBCWC faced with regard to funding.

The Centre's Funding Challenge up to 2004

The Department of Social Services made a five-year obligation to support the Saartjie Baartman Centre project. This did not imply that they planned on pulling out financing at that time however, the DoSS ought not to be the sole funder and that the Centre ought to endeavour to secure sustainable resources. The government would consistently support shelters and one-stop centres to a certain extent. According to Maharaj (2005), subsidizing which was being received via the Salvation Army, including funds for the activity of the Centre just as the on-location Shelter. Extra financing was distributed for extraordinary projects like the Economic Kitchen and the HIV/AIDS awareness programme. The Department of Social Services distributed a measure of R605 300 for the primary year of activity for salaries, running expenses, buying a vehicle and for installation of a computer networking system. A further amount of roughly R300 000 was spent by the government around the same time on overhauling the building.

Social Services gave a sum of R497 000 for salaries and running expenses for the second year of activities. In the third year, R600 000 was designated for running expenses and salaries and a further R50 000 for upgrading the premises. The Centre, from there on got roughly R600 000 every year for salaries and running costs that time. Around May 2004, the DoSS consented to finance the Centre with a further R20 000 every month notwithstanding the R600 000 every year on the condition that the Centre assumed liability for the payment of water, electricity and security. Compensation increments were allowed to Centre personnel in April 2001 trying to align them more with pay levels of different NGOs. Increases went somewhere in the range of 12 and 80 percent, with lower-paid personnel getting higher percentage increments. There was

worry among BoM individuals concerning the supportability of the Centre once it got autonomous, which was not yet the situation in 2004. (Maharaj, 2005)

In August 2001, the Centre had a switchboard introduced at an expense of R62700 which albeit exorbitant, fundamentally improved communication between networks. The Centre's running expenses added up to R600 000 every year over the few years. The requirement for a coordinated fundraising drive was featured, however, never happened at that point.

NICRO was assigned to go about as a subsidizing channel for SBCWC for the year 2001 which was a course of action that proceeded until June 2001 until the Centre enlisted as a non-profit organisation (NPO). NICRO at that point gave over monetary administration to the Centre.

Partners' month to month commitments has stayed in place since the initiation of the Centre. In the previous years, the payment received from partners were committed towards fixing up the Centre's workplaces, toilets, lobby, reception area, staff room and purchasing pot plants. In 2004 commitments were utilized for security, water, electricity, cleaning and ground upkeep, as the government's endowment did not take care of the relative multitude of working expenses.

At the point when the DoH left the premises in September 2002, the BoM considered filling the monetary setback by increasing partner commitments however they felt that, as NGOs, they would not have the option to bear the cost of the extra financial weight. It turned out to be evident that alternative arrangements should had been looked for and the Centre moved toward SANCA and the Healing Business regarding their goals concerning proceeding to work from the premises. The two associations consented to remain, which assisted with covering the monetary deficit of which they up till then had paid ostensible rental to the DoH.

In September 2003, Sonke Cape Route started simultaneously while Rafiki increased its space at the Centre. These components, combined with the extra commitments received from the Healing Business and SANCA, brought about a sound financial status, which significantly helped with the Centre's compelling operations. (The SBCWC Story Report, 2005:33)

SBCWC as a One-Stop Centre for Partnership

The Centre partnerships are made up of NGOs, government offices and business-situated associations. Moderately close working connections had been fashioned among on-location partners in their endeavours to give a productive and thorough scope of services while the

Centre works closely with other gender-based associated organisations. The Centre provides them with a 24-hour security administration, office space for gatherings, maintains the premises and also organizes new and existing partnerships and programmes. (The SBCWC Story Report, 2005)

Partnership Participation Criteria

Organisations wanting to join the partnership needed to have had their centre business focused on women survivors of gender-based violence and their kids. They should have had the option to offer related types of assistance. If the association has a centre business that is not focused on women it would in any case be considered for incorporation as a project partner given it had the option to contribute altogether to job skills advancement and capacity building of the clients from the Centre. The following are the criteria set out by the Centre for working together in partnerships:

- "Commitment to building the vision of the one-stop centre model;"
- Direct financial commitments to be made to the Centre through the Board and partner membership;
- Provision of direct administrations for women as well as children;
- Services offered to supplement those required by survivors of gender-based violence;
- To actively integrate the organisation's services with those of the Centre and other partner associations. (The SBCWC Story Report, 2005: 34)

Route followed by the Partnership

This study uncovered that roughly half of the partner organisations, Centre management and also the government agents were of the assessment that the organization, to a lesser or more prominent degree, was following the course they had imagined for it from the start. Anyway, they felt that like most of the service loopholes as recognized by Els' external assessment (2002) and the partnership had been spoken to, there were as yet certain features that could be improved. The remainder of the organisations felt that the partnership was not following the course they had imagined. Coming up next are some of the manners by which the course followed by the Centre varied from what informants had imagined (these incorporate remarks made by the

individuals who reacted both decidedly and adversely in the report (The SBCWC Story Report, 2005).

- Weaknesses in communication at all levels just as the resistance among partner organisations in fostering the partnership. Partners felt that the Centre partnership worked an excess of like a shopping centre where organisations got space and continued with their business and what they alluded to as a property manager/tenant relationship;
- Insufficient consultation concerning the management of the Centre with partners on issues identifying with the everyday running of the Centre, which influenced them directly. The Centre management concurred that the consultative interaction should had been additionally evolved and that there should had been an explanation of the jobs and obligations of the Centre's decision-making members;
- Slow execution of decisions taken at Board and partnership levels;
- Non-compliance to Centre's philosophy by a few of the partners. Issues now and again emerged when overseeing people of the on-location partners changed their activities by, for instance, including men for their projects or like Rafiki, who changed their concentration to teens and orphans. These made it hard for the on-location partners to hold onto the ideology of the Centre; and
- Other aspects included the absence of clear vision and characterized objectives for the Centre partnership; irregularity by the partnership in abiding by rules and guidelines; and absence of lucidity on what monies received from financing and partner commitments were to be utilized. (The SBCWC Story Report, 2005: 34)

Participation of Public-Private Partnerships (PPP)

The assessment uncovered that working in a PPP has both positive and challenging features. Positive parts of being in association with the government, as indicated by informants, incorporate getting subsidizing and assistance with the upkeep of the building. Partner associations likewise appreciate increased credibility because of their relationship with the government. The perception was made that the Centre was additionally an example of overcoming adversity for the government as it was frequently picked by the DoSS to exhibit to visiting dignitaries.

Up until mid-2004, when the SBCWC consented to a rent arrangement with the Department of Works, the difficulties experienced by the two partners and Centre Management in working with the government were primarily disappointments that originated from tedious bureaucratic procedures that should have been followed for the execution of an errand. Partners would place in a solicitation employing Centre Management for a service (for example maintenance work) to be completed. The Centre would then have had to present an official solicitation to the DoW, who might require a long time to execute the request. Accordingly, a private individual was generally paid to do the work, adding to the Centre's monetary weight. Besides, Centre Management experienced incredible trouble in getting any agreement signed among themselves and the government, as documentation of any nature would take very long to get ready. This, thus, directly affected the smooth running of the Centre. It was felt that there ought to be a comprehensive methodology from the government and that different Departments like Health and Justice should turn out to be more engaged with the Centre, as violence against women ought not to exclusively be the obligation of the Social Services Department even though working with two government offices (Social Services and Health) brought about disarray. (The SBCWC Story Report, 2005)

SBCWC and Empowerment

The SBCWC is a source of empowerment because of the programmes they offer. Skills development and capacity building of personnel is put in place. Fundamental skills development is offered to the Centre's personnel and shelter's clients; also, the funding aids the Centre and shelter's clients. (Maharaj, 2005)

Skills Development and capacity building of the Centre's Personnel

The Centre placed a lot of accentuation on skills development and capacity building of its personnel by giving external expert oversight at whatever point required. Personnel are normally encouraged to go to conferences and workshops just to partake in "training courses in computer skills, office management, events management, fundraising and financial administration." Personnel from the Centre are urged to study by being allowed special leave.

The Organization adds to building capacity by considering one Centre personnel by allowing one staff member to go to their training programmes free of charge. (Maharaj, 2005)

In addition, the Centre gives care to the caregiver by facilitating personnel development group work, which is offered free by the Trauma Centre. The Centre also works with debriefing sessions for people with trained counsellors. Quarterly personnel working on events had been successful in nurturing a solid relationship and feeling of sisterhood among Centre personnel. The Trauma Centre offers head, foot and body massages to the Centre personnel at no expense consistently, which adds to the overall well-being of the personnel. Essentially, a few of the partner associations had skills development and capacity building programmes set up for their personnel too. (Maharaj, 2005)

Life skills and Economic Development for Centre Personnel and Shelter Clients

SBCWC offered a variety of programmes purposed at offering help and empowering survivors of abuse on educated decisions on issues that influence their lives. The requirements of the women direct the ideas of the programmes being offered by the Centre. Clients came among others that were specialised in individual and group counselling on rape, trauma and substance misuse; HIV/AIDS mindfulness and training; and legal direction and confidence training.

Much importance is set on the financial strengthening of the Centre and Shelter clients with a few job skills improvement projects having been set up during the years. Jobless women from the local area are also accommodated in the programmes not only the Shelter women but only a few are accommodated due to financial constraints. Shelter occupants, subsequently, remain the focal point of the Centre's economic empowerment programmes. It is considered fundamental that the economic development programme offers free or reasonable training to the women and allows them to earn some money while in training. Training costs and wages are sponsored either by the association giving the training or potentially by the Centre itself. Certain training projects require the actual learners to pay a little level of the cost with the goal for them to have a more noteworthy feeling of ownership. Another fundamental prerequisite is that the training must be proficient and market-related. It is viewed as an extraordinary benefit if women can be put in jobs once they complete their training. The Centre had found it extremely difficult attempting to gain partnerships with organisations that are willing to pay a union-approved wage and had significant training programmes. (Maharaj, 2005)

The "job skills development manager and social worker both recognise that the job skills programme needs to be linked to the counselling and life skills programmes to ensure that the women had parallel support." They accept that the women are usually more dedicated to the job skills projects once they had effectively been trained in the life skills programmes. It is considered significant that the different job skills projects are organized so that they are steady and stay adaptable to provide for the special needs of the clients. It is felt critical to have most of the projects situated at the Centre for security and convenience (Maharaj, 2005).

To follow is a short breakdown of the different job skills development projects that had been operational at the Centre for the latter period of years. The activities are run on a week after week rotational premise, to guarantee that every client gets a turn, except if asked specifically. The working hours are about two to three hours per day if not otherwise specified and dependent on how fast the person works.

"Office and facilities cleaning training and placement: Shelter residents are paid R50 to clean the offices, reception area and ablution facilities at the Centre. Shelter residents are paid R50 to clean the hall and boardroom after meetings and functions. Cleaning of the courtyard is discontinued during winter months and cleaning of the passage had been temporarily stopped at the time of writing because it was being used as a storage place for office furniture that was donated to the Centre.

Administration and office skills training: The Network on Violence Against Women employs Shelter residents on a two-monthly contract basis to help with administrative and office duties. Some of the trainees had been offered permanent employment with the Network.

Car washing project: This project, which was initiated by the Shelter residents themselves, provides Centre and partners staff members with the opportunity to have had their cars washed for a fee of R25 – R30 per car. The Centre had organised initial training with an established car wash company and had been providing cleaning equipment for the project on an ongoing basis.

Same day ironing services: This project offers ironing services to Centre and partner staff for a fee of R60 per bundle of clothes. It has not been very successful due to a lack of demand from staff to have clothing ironed.

Basic computer skills training: Once a year, the Resource Action Group (RAG) offers a three-month training course in basic computer skills, the Internet and the use of electronic mail at a discounted fee of R100 which is paid by trainees, instead of R685 for unemployed people and R915

for those who had work. The course is popular among the Shelter women but the duration is prohibitive as a number of them secure employment or leave the Shelter before they graduate, resulting in some not completing the course.

Kolping training project: Kolping, an NGO, invites Shelter women to participate whenever they are running training courses like welding, electrical work, chef assistance and fabric painting. The women do not, generally, respond well to these courses as they feel they are too long ranging between two and six months. The project is however continuing even though it is not always well supported by the women.

The Economic Kitchen Project: This project offers a three-month training programme with Tourism, Hospitality and Sport Education and Training Authority (THETA) accredited qualifications. The project which was the only one at the centre that had accreditation was provided to Shelter residents only. A portion of the proceeds generated from the business section of the project was used to pay the trainee's wages for the duration of the course. The Centre agreed to pay for examination fees too.

Rafiki: Rafiki offered training in soap making and business skills to women from the surrounding communities, women refugees and a couple of Shelter residents. Later, their focus changed to teenage girls. The training programme, which was one to two years long, was prohibitive for the shelter residents who invariably discontinued the course once they left the Centre. Participants received free training and were given what Rafiki call a scholarship of R40 per week back then. Rafiki had succeeded in securing employment for many of the trainees in factories and organisations in Cape Town with which it had established strong links.

The Sarah Baartman Soap Factory: The Sarah Baartman Soap Factory offers training in soap making and business skills to Centre and Shelter clients. The one-month long course is free but trainees are not paid a wage." (The SBCWC Story Report, 2005: 37-38)

Conclusion

The content of chapter four detailed SBCWC's changes over the period 2003 to 2004 and looked at their special programmes, awareness campaign training programme, newsletter and partnership projects for this period. It also explained the Centre's funding challenge up to 2004 and its purpose as a one-stop centre for partnerships. Furthermore, this chapter highlights SBCWC as empowering their staff and clients through providing skills and economic development programmes.

Chapter 5: SBCWC Overview and Changes over the Period 2005 – 2010

Introduction

In 2006 the UN Division for the Empowerment of Women welcomed the Centre to introduce their work as a model drive to address, prevent and eradicate violence against women, and the requirement for purposeful action and responsibility for that area. The investigation truly featured how serious violence against women is international. It was an amazing privilege for the Centre to exhibit an effective intervention strategy that it is feasible for women to end violence in their lives. (SBCWC Annual Report, 2007) However, the Centre's expansion of 114% in the number of women, youth and kids having access to the Centre's services from the was a challenge. Centre personnel had struggled with increasing numbers of drug addicts and support service for relatives of drug addicts. The shelter programme formalized plans to offer types of assistance to transgendered individuals.

SBCWC Operations

In 2005, the Centre was finishing the final details of some significant changes in its organisational structure which were a revised constitution, a new administration board, and a fortified partnership structure. The amendments were set up to reinforce the Centre's capacity to offer viable types of assistance through their extraordinary partnership approach. (SBCWC Annual Report, 2007)

In 2007 the Centre had arrived at another level in their partnership work and they would profit by a more clear and successful partnership structure. The year 2007 had been about living and working with the new design and this had assisted the Centre's work by getting stronger and growing.

In 2009, the SBCWC commemorated their tenth anniversary. The long-term presence of the Centre has been an account of fortitude, steadiness and the unrelenting conviction in our entitlement to live liberated from abuse, to have options and to set out opportunities for

ourselves. The purpose of the Centre has been consistent in response to the necessities of the women and children. The Centre had developed colossally in the course of recent years beginning with one undertaking, the shelter and two on-location partner associations. By 2009 the Centre oversaw nine projects which included two shelters and had nine on-location partners.

In 2010, the Centre expanded its advocacy work, particularly through the awareness and outreach project. Personnel took part in many radio, TV, magazine and paper interviews. As indicated by Skorge (2010), shelter occupants and their encounters structure the foundation of our advocacy work. (SBCWC Annual Report, 2010)

Personnel Employment and Development

Kenneth Lockman, the Centre's first maintenance labourer, began working in April 2007 and Merle Africa, began as a paralegal and administrator in September 2007.

The Centre's legal advisor, Ilze Mathese, who began the Legal Advice and Training Project in 2003, left SBCWC in July 2007. (SBCWC Annual Report, 2007)

According to Skorge (2007), in 2007 staff members attended workshops/courses on dealing with the media, bereavement counselling, information gathering for developmental research and group facilitation. The highlight for all the staff was four self-development workshops facilitated by Cath Duncan, of Mine Your Resources, which partners with individuals and organisations to create sustainable transformation and achieve personal and professional goals. Staff special events were the Strategic Planning held 15-16 March 2007 in Malmesbury. It was the first time that the staff has done strategic planning away from the Centre and the experience was very worthwhile, both in terms of the amount of work that they managed to achieve, as well the team-building opportunity that it provided. The second special event was a two-day team-building experience at Goudini Spa, where the staff were able to braai, swim and relax. This outing was kindly sponsored by Nadia Anthony." (Skorge in SBCWC Annual Report, 2007)

In January 2008 a new staff member in the new post of Centre Manager would begin. (SBCWC Annual Report, 2008)

An effective strategic planning meeting was held on 26-27 February 2009 in Simons Town facilitated by Jane Bennett. The Centre had revised its Human Resource and Financial policies and was also conducting salary reviews at that time. (SBCWC Annual Report, 2009)

In 2010, the Centre welcomed their new personnel Christine Thomas, a social worker for the Shelter, and also Saskia Van Dijk and Christina Van Vlijmen from Holland who was with the Centre for a year helping with the job skills programme and outreach work. They expressed gratitude toward Nusrat Paleker and Shameema van Dyk for their time as shelter advisors at the Centre. They likewise expressed gratitude toward Miriam Rhoda who supplanted Michelle Smith as secretary in March-June 2010.

According to Kerchoff, during 2010, personnel development had taken what is maybe a surprising way for an NGO in establishing a sabbatical for long-term personnel. The Board believed that the physical and emotionally intense work of the Centre required healthy and well-balanced personnel and that it is consequently helpful to give staff a space to rest, reflect, and investigate study or realistic opportunities that they would not get around to at the Centre. Albeit unavoidably there was an effect on the remainder of the personnel when one person was away for a long period, but Kerchoff was dazzled by how staff had managed very well during others' absence (Kerchoff in SBCWC Annual Report, 2010).

Highlights of SBCWC

The Centre has delighted in receiving numerous guests, local and worldwide. In March 2007 “the Centre hosted a delegation from Tunisia as part of the South African Women in Dialogue (SAWID) conference, as well as a delegation from the International Federation of Red Cross and Red Crescent Societies. The UN Ambassador of Housing, Miloon Kothari, visited the Centre and attended a workshop on special needs housing. The Indian Minister of Women and Children, Renuka Choudhury, visited the Centre in April, and a Chinese delegation toured the Centre in October and attended a round-table discussion facilitated by us.” (SBCWC Annual Report, 2007: 3)

During the strategic planning workshop, personnel distinguished various important areas of work for the Centre, namely advocacy work being one of them. Therefore, the Centre had connected all the more effectively with the media and held various events. The features of the occasions held were: The Open Day held at the Centre on 1 August 2007, with Nigel Pierce and his team broadcasting the Good Hope FM breakfast show, and attended by the Premier of the Western Cape, Ebrahim Rasool; and the filming of documentaries on the Centre which were shown on SABC 1 and on ‘Free Spirit’ on SABC3. (SBCWC Annual Report, 2007)

In 2010, as well as joining forces with different organisations, the SBCWC had been involved

with setting up satellite centres outside of Cape Town. In 2008 they had the chance to help build up a centre in Worcester, which operated similarly to SBCWC and it continues to run incredibly well. There was likewise an endeavour to set up a centre in Vredendal.

As indicated by Skorge, the Centre's capacity to give quality, free of charge services to their clients is consistently the main feature. All the Centre's undertakings effectively maintained and frequently stretched out their capacity to arrive at their objectives. (Skorge in SBCWC Yearly Report, 2010)

Partnerships, Programmes and Special Projects

During 2007 the partnership among the associations working at the SBCWC increased, and the relationship among them has grown stronger. The difficult work which began a year ago with the partnership evaluation and strategic planning had been productive, with a more noteworthy degree of sharing and cooperation. For instance, the SBCWC, REACH and the Trauma Centre were cooperating on the chance of setting up a one-stop centre in Grabouw, which was the place where REACH had been working. In addition, an open day was held at the SBCWC on 1 August for welcomed organisations, schools and police from the more prominent Athlone region, which included every one of the partners. Partners had exhibition tables to show their information and got an opportunity to discuss their services on air during a live Radio Good Hope broadcast from the Centre. The partners likewise arranged an event at the Centre during the 16 days of activism to end violence against women. (SBCWC Annual Report, 2007)

“New partners joining the Centre in 2007 were:

- REACH (Rural Education, Awareness and Community Health), an organisation that works on farms in the Overberg region of the Western Cape addresses domestic and sexual violence through a holistic model incorporating awareness-raising, skills-based training, counselling, and legal support, policy advocacy, campaigning and research.
- To Bead Africa, which is run by Thobeka Mdiza as a skills-training and income-generating organisation. She teaches beading to local women (including the SBC shelter residents) and has contracts with stores such as Woolworths to bead some of their clothes.
- AnexCDW is a non-profit child rights organisation that strives to develop instruments and programmes to combat and prevent exploitative and hazardous child labour practices.
- Gender DynamiX works in South Africa and Africa to assist transgender people.
- Resource Action Group (RAG), which does computer literacy training.

- Anastasia (Sia) Maw, independent researcher.

Also, Lifeline/Childline's expansion to their training and counselling work came on board and facilitated the life-skills programme for the shelter residents. SANCA had expanded their work here there to an intensive outpatient programme for drug abusers, in an attempt to tackle the scourge of 'tik' and other drugs. Each of the new organisations added a unique and very valuable service for the Centre clients and the communities with which the Centre worked." (Skorge in the SBCWC Annual Report, 2007: 4.)

The Centre is a member of the Western Cape Task Team on Trafficking and connected with the task team that gave formalizing and improving services to casualties of trafficking. For Skorge, they had an association with the International Organisation for Migration (IOM), whose work in South Africa is to a great extent helping trafficked individuals free themselves and return to their original countries. (Skorge in the SBCWC Annual Report, 2007.)

The Centre valued its partnership with the Community Law Centre at the University of the Western Cape, which continued on helping with the running of the Centre's legal advice and training project. The Saartjie Baartman shelter, specifically, is associated with ensuring advocacy to empower shelter inhabitants to access special needs housing. Astrid Wicht, Helene Combrinck and the Shelter Centre group were engaged in the work to improve women's admittance to housing.

The Centre started its Kitchen and Catering Project in May 2008. The project is overseen on a part-time premise by the Centre's financial officer and has a full-time chef and an assistant. The venture has been effective for 2008. According to the 2010 Annual Report, "The kitchen and catering project had grown in 2010 and due to the increase of catering, the Centre employed an additional staff member, who was a client in the shelter, and upon getting employment, she could move out on her own. To her that was a great achievement." (SBCWC Annual Report, 2010) According to Johaardien (2010), the catering project has been extremely busy with on- and off-site catering, resulting in job opportunities for shelter and ex-shelter residents in food preparation or waitering at various off-site venues. It was challenging for them, as it was the first time some of them had left the Centre premises. The catering project was extremely busy with on- and off-site catering, resulting in job opportunities for shelter and ex-shelter residents in food preparation or waitering at various off-site venues. It was challenging for them, as it was the first time some of them had left the Centre premises. The annual profit of the catering project for 2010 was R 110 795, which contributed to the sustainability of the Centre, especially the funding of the job-skills training programmes

and shelter graduations. (Johaardien in SBCWC Annual Report, 2010)

The Winelands Municipality spoke to the Centre in mid-2008 with a solicitation to help them in building up a shelter in Worcester. The Centre acknowledged the challenge and the Eerste Begin Shelter was started in August 2008 under the administration of SBCWC. A project coordinator and two-night supervisors were employed to run the shelter, which has demonstrated to be a genuinely necessary facility in this rural region.

In May of 2008, the Centre reacted to a call for housing for women and children of the xenophobic assaults. The Centre gave accommodation to 22 women and 28 kids, twelve of whom were under one year of age. (SBCWC Annual Report, 2009)

SBCWC was invited to a gathering facilitated by the Athlone Branch of Cape Town City Municipality. The reason for the gathering was to present different associations in the Athlone region to a French delegation from Arcueil Municipality and agents from other French associations.

The thought was for the French to collaborate with South African organisations. Because of this joint effort, Femmes Solidaires had invited the Centre Director to France to take part in 'meetings to be held during the 16 Days of Activism for No Violence Against Women and Children.' The then director had to present two presentations and met with different associations with the view to shaping organizations around advocacy work.

In January 2009, the Centre set up a Counselling and Awareness Raising project. The project does GBV awareness campaigns in local schools and communities and with the corporate divisions. The task is overseen by a counselling awareness coordinator, who is helped by three to four students doing their internship at the Centre. The Centre had produced training and marketing material as well as posters and banners. The project had prevailed with regards to contacting a big network in 2009. (SBCWC Annual Report, 2009)

According to Kerchoff (Kerchoff in SBCWC Annual Report, 2009: 8),

the partners with the Centre were After-hours Child Abuse Centre, Anex CDW, Gender DynamiX, Khululeka, Lifeline/Childline, Rural Education Awareness & Community Health (REACH), IBN Institute of Tibb, Trauma Centre for Survivors of Violence & Torture, and Wola Nani. Ex-partners include Jobstart Training Centre, Kazak, Muslim Aids Project, National

Institute for Crime Prevention & Reintegration of Offenders (NICRO), Nursing Department UWC, Rafiki, Resource Action Group, Rape Crisis, Salvation Army, SA National Council on Alcoholism & Drug Dependence (SANCA), Self-help Manenberg, Sonke Cape Route, Triple Trust and Western Cape Network on Violence Against Women.

In August 2009, eight shelter inhabitants and personnel participated in an energizing new Digital Storytelling project. Those who participated composed their content for the scripts and helped with the shooting and editing of footage. The interaction of the narrating was an exceptional experience and the outcome was a phenomenal DVD of significant accounts of abuse and recovery.

The Centre's new task in 2009, which was the Counselling and Awareness project, has been a genuinely necessary and exceptionally effective expansion of the Centre's scope of services. A large number of individuals including school children up to corporates were reached through workshops. The project made new leaflets for grown-ups, teens and kids.

In 2009, the cooking kitchen project gave work to 30 shelter inhabitants and three ex-shelter inhabitants. The venture made a net benefit of R139 364 for 2009. (SBCWC Annual Report, 2009)

Student Volunteers

The Centre has proceeded with its relationship with two American universities, namely Marquette University in Wisconsin and the University of North Carolina at Chapel Hill. The students from the universities were placed at the Centre for six months from February to June 2007.

Since 2004, the Centre had two B Psych students from the UWC doing their six-month internship. Likewise, they additionally had three Psychology Honours graduates from UWC in 2007. The Centre furthermore had third-year social work students from the UCT, acquiring experience in group and community work in the area work and doing one-on-one counselling. (SBCWC Annual Report, 2007)

A cross-cultural solutions partnership with a global volunteer placement association started in 2007. Volunteers, generally from America, came for three-five weeks all at

once to the Centre and helped with anything where required. (SBCWC Yearly Report, 2007)

In 2009, two more student assistants from Norway commenced work who assisted shelter inhabitants and counselled women and children. They were running an effective gathering for school going kids, and a seriously difficult one for pre-schoolers in the crèche, which had extended their innovativeness to discover exercises instead of verbal contribution to make themselves clear about non-violent and favourable social methods of identifying with one another. SBCWC has kept on taking on fifth-year Psychology students from Bergen University in Norway. This relationship with the university is ending up being fulfilling, not just for the Centre and the shelter occupants who profit by the students advising, yet also for the actual assistants. Also, the Centre had American students with them for the principal semester in 2009. They as well kept on making a significant commitment to the endeavours of SBCWC. (SBCWC Annual Report, 2009)

In 2010 a social work student from Germany additionally worked in the shelter as a part of the group. As indicated by Ncanywa (2010) the Centre took on a further 30 students as volunteers on account of Cross-Cultural Solutions and Marquette University. The volunteers are a resource for the Centre's projects. During 2010, an aggregate of 100 students from different schools in the area did their community administration by helping the childcare specialist. They led projects, and coordinated exercises and play meetings with the kids. There were around then eight volunteer drivers who alternated in doing pick-ups of the kids on the weekends. (Ncanywa in SBCWC Annual Report, 2010)

Website

The Centre had talked with Ruendree Govinder, an award-winning website designer with a specific interest in NGOs. In 2007 Ruendree would re-compose the Centre's website, utilizing open source programming and developing it into a much more effective source of data for all who use it. (SBCWC Annual Report, 2007)

Job Skills Development Project

The mission of the Job Skills Training project was to affect poverty reduction by improving the

income/acquiring capability of the jobless people locally – specifically women and youth consequently empowering them to help themselves. The vast majority of the members in the projects came from Saartjie Baartman Shelter, which gives a haven to abused women and their kids. Now and then when the Centre had space they welcomed occupants from different shelters to take part in the training too. (Skorje in SBCWC Yearly Report, 2009)

The Job Skills project's objective was to help most of the jobless women who went to the Centre, either as shelter occupants or as clients of the counselling services. The Centre's clients needed immediate help in becoming skilled and earning an income. This thus prompted various effective drives for job creation, skills training and placing women in jobs.

Sadly, most of the women had been historically disadvantaged and thought that it was hard to get out of the oppressive circumstances. The Centre had thus made it their objective to assist the individuals who chose to leave their abusive lives and start anew, liberated from violence. The Centre developed a variety of programmes that the clients needed to assist them when looking for jobs. (SBCWC Annual Report, 2007: 6)

These included:

- Life skills programmes were imperative in the early stages/at the beginning of the course to help their trainees gain perspective and realize the benefits of empowering themselves.
- The Centre focused on topics such as Abuse and Assertiveness; Budgeting; First Aid and HIV/AIDS.
- This was followed by skills training, where clients had the opportunity to participate in training that could assist them with gainful employment opportunities.
- In 2007 the Centre offered a Chef Assistant's course and a Home-based Care course.
- The third focus area was centred around immediate income-generating opportunities for the clients such as events management; car wash service and a variety of sewing projects.
- The Centre had also strengthened their relationship with the corporate sector who assisted their clients with job placements.

According to Skorge they had provided 98 clients and an additional 405 clients with income-generating opportunities, part-time employment and full-time employment which had provided training opportunities.

The Job Skills project team was successful and faced challenges annually due to shifts and developments within the employment sector.” (Skorge in SBCWC Annual Report, 2007: 6)

Skorge further mentioned their plans below for 2008 as follows (SBCWC Annual Report, 2007: 6):

- The Centre had forged a partnership with Resource Action Group to develop a Computer Resource Centre to further assist their clients with skilled training in computer literacy programmes. This would increase their chances of securing employment. Through a partnership initiative, they hoped to have had a Helpdesk facility that would assist with placements for clients who had completed their three-month computer training course.
- The Centre had also entered into a partnership with LifeLine/ChildLine around the development of a Youth Centre. Here again, the Centre would make use of the Computer Resource Centre by extending it to the Youth in the programme who would be able to access the facility to do their school projects.
- In 2007 the Centre had developed a business plan for the Economic Kitchen. They aimed to develop a professional catering service and training programme. They intended to use the income generated from this project to increase the number of services available to their clients.

In 2009, Cash Crusaders in Retreat gave eleven shelter occupants training in cashiering, sales and marketing. Further, the job skills supervisor and three shelter women went to a five-day instructional class making jewellery. (SBCWC Annual Report, 2009)

In 2010, the Job Skills project objective was to provide economic empowerment to jobless women living at SBCWC and in the nearby communities of Manenberg, Heideveld and Gugulethu. "The project facilitated activities such as life and job skills training, income-generating programmes, job placement, volunteer co-ordination and shelter administration." (SBCWC Annual Report, 2010: 11)

For Ncanywa (2010), during 2010 they had a good year with numerous triumphs. The Centre offered fundamental PC skills, clerk/sales training, parenting abilities, first aid, HIV AIDS training, and home-based consideration to an aggregate of 113 women. The shelter made accessible to occupants an aggregate of 716 income creating opportunities. The Centre had worked together with different corporate companies to assist with job opportunities for women. (Ncanywa in SBCWC Annual Report, 2010)

Legal Advice and Training Project

During 2007, the Legal Advice and Training project was a joint drive between the SBCWC and Community Law Centre's Gender Project, located at UWC. The objective of the project was to improve access to equity for women encountering gender-based violence. The project concentrated on three primary activities namely, legal advice and help, training workshops and advocacy in issues identifying with 'family law'. According to Morris and Africa (2007),

1. “Legal Advice and assistance

During the period 01 September 2006 to 31 September 2007, the project provided legal advice and assistance to 419 clients. They saw 286 new clients and also continued to do follow-up work in respect of existing clients. The Centre further received and attended to 97 requests for advice and information from individuals and organizations.

2. Training workshops

The Centre held four workshops with residents of the Saartjie Baartman Shelter. In these workshops, they discussed the following topics: domestic violence and protection orders, maintenance and social grants, divorce, division of property and child custody and as well as women's rights. A total of 41 shelter residents attended these workshops.

They presented three workshops to members of other counselling organizations such as the Department of Community Safety, the South African Police, Independent Complaints Directorate, the Department of Justice and Constitutional Development, the National Prosecuting Authority as well as members of the community. These workshops dealt with the following topics: Provisions of the Domestic Violence Act, Introduction to the Domestic Violence Act as well as the Domestic Violence Act and complaints mechanisms. A total of 118 participants attended the workshops that were presented.

3. Advocacy

Maintenance working group

The Legal Project resumed the activities of the group that was initiated in 2004. At the maintenance working group meetings, they created an opportunity for members of civil society organizations to discuss and address shortcomings in the functioning of the maintenance courts.

Maintenance update

In the Centre's publication, the "Maintenance Update", they aimed to inform people who work with child maintenance of the legal issues in this area. The Centre published its second edition for 2006 in August/September 2006. They distributed just over 133 hardcopies. The Centre also published and distributed its first edition for 2007 in May/June and distributed 213 copies.

Research on housing policies

In order to extend its capacity in the area of housing rights, the Legal Project had teamed up with the Socio-Economic Rights Project at the Community Law Centre, which was also currently engaged in a research project examining access to housing for women experiencing gender-based violence. During October 2006, the Project assisted in hosting a workshop, attended by 25 people, on housing for women experiencing domestic violence." (SBCWC Annual Report, 2007: 7)

Merle Africa, the paralegal/overseer, lamentably, left the Centre in December 2008. Deirdré Malgas started in her position in February 2009. The two paralegals helped the ladies with legal advice and help. Heléne Combrinck continued to supervise and she further gives direction and helps with training and advocacy exercises. In 2009, this project gave legal counselling and help to 1402 clients. They further helped 669 new clients and kept on with follow-up work regarding existing clients. They additionally received and took care of 59 requests for legal advice and information from people and associations.

The Legal Project, in association with the Community Law Centre, helped with research pointed toward reinforcing the capacity of individuals from the South African Police Services (SAPS) to consent to the Domestic Violence Act, 1998. The project team visited 20 police headquarters in the Western Cape to do detailed interviews with station officials and police officials taking care of domestic violence cases. The research discoveries were distributed and we co-introduced at a dissemination workshop. The South African Police Services station chiefs, training division and legal administrations were welcomed to attend the workshop to debate the research findings. (SBCWC Annual Report, 2009)

According to Morris and Malgas (2010), "the aim of the legal project was to improve access to justice for women experiencing gender-based violence. The majority of their clients came from impoverished areas where the rate of unemployment is very high. The Legal Project, which is the only one in the surrounding area, assists women with protection order applications, maintenance, divorce and other legal matters. They also get referrals from other Legal Advice offices, social workers from around the Western Cape area and even the ANC

offices in Athlone. The project focuses on three main activities, namely, legal advice and assistance, training workshops, and advocacy and lobbying. (Morris & Malgas in SBCWC Annual Report, 2010: 13) During 2010, the project provided legal advice and assistance to 1 749 clients, an increase of 25% from the previous year. They assisted 827 new clients and continued to do follow-up work in respect of existing clients. They further received and attended to 96 requests for advice and information from individuals and organisations. The Legal Project co-presented a training workshop with the UWC Legal Aid Clinic on the Domestic Violence Act. The workshop was attended by paralegals working at legal advice offices and article clerks of the UWC Legal Aid Clinic. Other highlights of the project included renewing their agreement with the Cape Law Society's pro bono services, which is a great help to our clients." (Morris and Malgas in SBCWC Annual Report, 2010: 14)

In 2010 the Legal Project had a few difficulties incorporating limited resources with which to help their increasing number of clients. They likewise did not have the money to buy a vehicle for the project. As per Morris and Malgas (2010) another challenge they had consistently was not continually getting the needed help from the South African Police Services (SAPS). Some would not help the clients, outrightly saying that they had other activities to do than to drive women where they needed to be. Some of them also refused to take the shelter occupants when they needed to go get their items from their homes. "One station commander went as far as saying that his police station is not a post office to serve protection orders on perpetrators." Furthermore, the project had more challenges with the courts regularly conceding insufficient security to the women when they applied for protection orders. The Centre could take up these issues in the event that they had the financial resources and back up of greater legal associations. (Morris and Malgas in SBCWC Annual Report, 2010: 15)

Counselling and Awareness Project

In 2010, the Centre's Counselling and Awareness project kept on giving fundamental outreach work among the public about the pervasiveness and impacts of gender-based violence. They accomplished this by making more prominent mindfulness about GBV in the nearby schools, both with teachers and students, by offering short-term counselling, and by directing training and instructive workshops.

This project aimed at helping to create a society that is liberated from violence against women and kids; the general public and that recognizes women as being equal in all areas of life. This aims to change society into one where normal practice is questioned. Violence against women

and kids are important violation and ought to be treated as such. "Intervention strategies thus is concentrated not only on preventative measures but therapeutic and empowerment work too. (Ismail in SBCWC Annual Report, 2010) Ismail (2010) reported that "highlights include the successful completion of a pilot programme at Christel House; 249 learners equipped with skills to identify domestic violence, increase in self-esteem, healthier conflict management styles and assertiveness skills; eleven educators and counsellors trained on GBV and basic counselling skills; 2460 walk-ins more empowered to exercise their human rights; 2445 individuals more aware of GBV and services available; 220 nursing students trained and educated on GBV to promote access to health care through ongoing lectures given to UWC and Stellenbosch University students at Tygerberg Campus." (The SBCWC Story Report, 2010: 19)

The Research Project

The SBCWC Research Programme, which was set up in 2004, embraces different activities which incorporate investigating topics in gender-based violence pertinent to the Centre; gathering, maintaining and examining Centre factual and statistical information; recording digital stories, monitoring and evaluating SBCWC's administration services; taking part in GBV and trafficking forums; and helping with the Centre's Annual Report.

The Saartjie Baartman Centre's Research Project was set up to attempt important research in the gender-based area. So far, the Centre had done three significant research projects, specifically, Saartjie Baartman Centre for Women and Children: The Story 1999 – 2004 (2005), Guidelines: How to 'grow' a one-stop centre (2005), and Economic empowerment of women survivors of gender-based violence (2006). The Centre continues to keep recording the life experiences of shelter women who had volunteered to share their life experiences. (SBCWC Annual Report, 2007)

In 2007, the research project concentrated on data collection and setting up of databases, and helping with fostering a system of monitoring and evaluation (M&E). As far as collecting data, partners and Centre project supervisors were needed to complete a normalized statistics/report form. "These forms elicited information such as number of new and repeat clients, number of on- and off-site clients, highlights, successes, challenges among other things. The information was captured on a central database and is freely available to all Centre and partner staff." Further, Centre project managers gave controlled questionnaires to clients who had received services from the Centre. "Questions were aimed at ascertaining the level of satisfaction that

the clients had experienced with the service/s they received. Registers and databases had also been developed for donors and visitors to the Centre. As noted above, the research programme had also been assisting with developing and implementing a system of M&E of the Centre and partner programmes/projects. The Centre also used information gathered to monitor and evaluate programmes and projects every quarter to identify trends, gaps, successes, challenges and other interesting findings. The M&E process would help to inform both existing and new programmes and projects." (SBCWC Annual Report, 2007: 8)

The Centre had undergone a rigorous strategic planning process between 14-16 March in Malmesbury 2007 and Skorge was entrusted with reviewing the process and fostering a system for the Centre, shelter and project work plans for the Centre and its projects. Skorge additionally helped with revising and creating new Centre draft policies and procedures. Skorge went to a few conventions which were amazingly educational and helpful. The feature was him introducing and running a workshop at a conference in Kampala, Uganda on Strengthening local work on gender-based violence, in November 2006. The point of the gathering was to unite associations working on gender-based violence in the Southern African area. Skorge presented the one-stop centre model and led a workshop on rules to 'growing' a one-stop centre. (SBCWC Annual Report, 2007)

“The following are some of the tasks the research project would undertake in 2008:

- Monitor and evaluate Centre and partner projects on an ongoing basis;
 - Complete the update of The Story document, which would record highlights that happened from 2005 onwards, including the strategic planning process that was conducted during 2006;
 - Develop workshop material for replication work;
 - Update existing and develop new policies;
 - Assist in other areas where needed such as helping to establish a tracking system for ex-residents and ex-trainees;
 - Develop workshop material for replication of the one-stop centre model. This had become a priority because an increasing number of organisations were calling upon the Centre for assistance or advice in developing one-stop centres or shelters.”
- (SBCWC Annual Report, 2007: 8)

According to Maharaj (2009), key activities in 2008-9 included: “working on outstanding

policies, compiling and maintaining statistical databases (Centre and general statistics on gender-based violence), compiling the Centre's Annual Report, recording the development of the Centre, assisting with research funding proposals, liaising with students and other visitors to the Centre, meeting with delegations from Malawi, Mozambique and Namibia, and participating in a host of gender-based violence related forums. I also assisted with general tasks as and when they presented themselves, including compiling PowerPoint presentations, proof reading documents, among others." (Maharaj in SBCWC Annual Report, 2009: 17)

A critical feature of the Research Programme was the Digital Storytelling Project, which was subsidized by AWID. The project gave a voice to eight women to relate their encounters with gender-based violence in their own words. The project likewise concentrated on preparing members in the different phases of film creation. The DVD was launched on 8th December at the Labia Theatre in Cape Town. The Centre was expected to utilize the DVD for instructive purposes just as for marketing SBCWC. (SBCWC Annual Report, 2009) In 2010, the Centre's first film *Women of Strength: I have a story to tell*, is an amazing, yet touchy, portrayal of the difficulties looked at by seven women who had encountered violence because of their intimate partners. The film had been screened locally and at different scenes in Paris, also at Temple University in Philadelphia USA and New York University. The film is at present being utilized as training material at the Centre and also different organisations, including the National Institute Community Development and Management (NICDAM), an educational and development Trust that centres around 'social development' in Southern African communities. The Centre was asked to exhibit its film on Shetizen Journalist's website. This is a resident news coverage website focused on women and is an international platform to talk about issues that affect women. (SBCWC Annual Report, 2009)

In 2010, gathering, maintaining and analysing of Centre information was done on a continuous premise. The results of the analysis gave a sign of changes in patterns, assisting with recognizing loopholes in administrations and helping with informing financing applications. The Research Project likewise presented a more thorough system of M&E which included both internal and external M&E parts. The interaction included M&E of Centre undertakings just as requesting data from ex-occupants at systematic periods to survey the effect the Centre/Shelter's projects and services had had on their lives. This assisted with aiding the Centre in what they were doing well and where they needed to change concerted efforts of the Centre or make other necessary changes. (SBCWC Annual Report, 2010)

The SBCWC Shelters

In 2010, the SBCWC shelter gladly celebrated its 10th anniversary. “We achieve our vision by providing emergency, short- and medium- term accommodation, individual and group counselling, life and job skills programmes, legal intervention and childcare services. After much discussion, the shelter decided to change the duration of the stay in the shelter from three to four months so that residents could get more time to benefit from the shelter’s programmes and be more prepared to move back into their communities. The shelter has also increased the duration of stay in their second-stage accommodation from six to twelve months.” (Cox in SBCWC Annual Report, 2010: 21)

The Eerste Begin Shelter, in 2010, was in its second year of offering fundamental types of services for abused women and their kids in Worcester and keeps on growing stronger. For Cox (2010), over the time of 2010, 25 women and 28 kids lived in this sanctuary. The women and children were from various cultural backgrounds and most were alluded on the grounds that their lives were in danger. The shelter's fundamental main reference for referral is the South African Police Services and the Department of Social Development. The greater part of the shelter's references was from Worcester and also nearby areas like De Doorns, Robertson and Rawsonville. (Cox in SBCWC Annual Report, 2010)

SBCWC’s Funding

Since 1999 the Department of Social Development had been a firm ally and funder of the Centre. The Centre also got money as donations, partner commitments and individual members and benefactors.

In 2009, The Centre got subsidizing from AWID to run a digital storytelling project, which empowered shelter and ex-shelter inhabitants to record their encounters with gender-based violence. The motivation behind the project was to, among others, give a voice to women survivors of domestic or sexual violence to empower the women to share their experiences. (SBCWC Annual Report, 2009)

Skorge in 2010 said “Many thanks to all of our funders, donors and volunteers whose generous support makes our work possible. Special thanks to the Department of Social Development (Western Cape); Department of Transport and Property Management (Western Cape); National

Lottery Trust Fund; St. Andrew's Church Newlands; Cape Winelands Municipality; GrandWest CSI; Group 5; Carol Boyes; Industry Bag; TBTT Small Grants; Bergen University; Marina Rehbein, Shamillah Wilson, Beverley Houston and Silicon Overdrive." (Skorge in SBCWC Annual Report, 2010: 9)

In 2010, the Research Project also got seed subsidizing from Take Back the Tech (TBTT) Small Grants for the digital diaries project. This project involved nine survivors of GBV recording their encounters consistently for a three-month period. The result would be a compilation of these to form a short movie. (SBCWC Annual Report, 2010)

SBCWC's Challenges

During 2009, an especially difficult period for the Centre was the point at which the well-being and security of the women were undermined by an on-location partner programme that contained countless men, some of whom were in active drug use. This represented an immediate danger to the well-being and prosperity of women and kids. The issue brought about a threat to the Centre's lease of the building. The matter was at long last settled and the Centre consented to another lease arrangement with the Department of Public Works and Transport.

The Centre has seen an expansion of 114% in the number of women, youth and kids having access to the Centre's services from the end of 2008 to October 2009. There had been a prominent increase in the interest in the legal service at the Centre. The Centre's two shelters and second-stage houses had remained reliably completely filled and had unfortunately had an increase specifically in the referred sexually abused children. The Centre had endeavoured to proceed with its services for trafficked women and increased its capacity for women getting away from homophobic-based violence. Shelter personnel had struggled with an increment of occupants in drug addiction and the difficulties that go along with addiction. The shelter programme had formalized plans to offer types of assistance to transgendered individuals so all occupants had the option to get the help they required. There had likewise been a very unsettling pattern in the drug-related family violence. There was a solicitation for expanding the number of recovery centres and programmes for drug addicts. The requirement for this crisis support service for relatives of drug addicts was direly required to prevent further violence and abuse of these relatives, generally women and little children. There was additionally a critical requirement for drug recovery programmes for women and adolescent girls who were at the same time in oppressive relationships and in active drug enslavement. The Centre had

enthusiastically tended to these loopholes in 2010. (Skorge in SBCWC Annual Report, 2009)

As per Skorge (2009), “the Centre also started 2009 with severe communication problems with a server that crashed and faulty telephone system. It had certainly been a highlight to have a new improved server thanks to Mutual and Federal Insurance and a new telephone system thanks to National Lottery Trust Fund.” (SBCWC Annual Report, 2009: 12)

According to Skorge (2009), it was very difficult to convince the clients to participate in the programmes as they often had some problem or other, for example, they could be depressed, need to attend hospital or had to tend to their sick children. Further, the priority of the clients is to find employment to support their families and it appears as though some felt that spending time in training does not meet their immediate needs, even though there may have been longer-term rewards. Many of the clients had been housewives and never worked before. They were therefore restricted in terms of work opportunities as employers are looking for skilled and experienced candidates. (Skorge in SBCWC Annual Report, 2009)

There was little progress in the jewellery making and card making projects, as there was insufficient money available to buy materials to make the products. (SBCWC Annual Report, 2009)

The vulnerability around the lease understanding in 2009 adversely influenced the partnership. In June 2010 the Centre and its nine on location partner organisations began an essential strategic planning process with Yaliwe Clarke from the African Gender Institute. The Centre perceived the need for a well-working partnership as an integral part of the viable service provided for their clients. It was their objective that the essential strategic planning process would give further transparency to the working and development of the partnership so all associations at the Centre can 'maximise' their capacity to offer services. (SBCWC Annual Report, 2010). As indicated by McLeod (2010), the Centre had the option to concentrate on what they felt was the motivation behind the partnership and how they might want to structure themselves to make the partnership equivalent and transparent. Two models of partnership administration were proposed toward the finish of the two days, to be talked about further in the future. (McLeod in SBCWC Annual Report, 2010)

Skorge further stated that “the horrific persistence of gender-based violence and lack of political will remains a formidable challenge in our ability to work towards achieving our vision of creating a safe and secure society and a human rights culture where women and children are empowered to exercise their full rights. But it is exactly this challenge that

strengthens our resolve to stand strong, continue to successfully provide strategic interventions that empower women and children, and prioritise the development of our outreach and advocacy work, more opportunities and resources, and breaking the silence!” (SBCWC Annual Report, 2010: 9)

Ncanywa (2010) argues there were challenges experienced inside the skills development project. These difficulties included occupants not going to training routinely because of going to court, sick kids or choosing to leave the shelter before the training was finished. Ncanywa said that it was hard to persuade the clients of the advantages of taking part in the training and for most the need was to find a new line of work as fast as conceivable because they needed money to help their kids. Getting work was troublesome because of the shortage of accessible positions comparable to the number of jobless individuals in the country. Further, the Centre does not get adequate co-activity from corporate and different organizations to assist with work situation for their clients. Further to this, they would consider exploring as many other training openings as possible, including securing an accredited partner to work with PC computer training so the clients/clients can acquire significant qualifications. (Ncanywa in SBCWC Annual Report, 2010)

Conclusion

This chapter described and provided information on the SBCWC’s operations, human resources management, highlights of the Centre, engagements and more activities embarked upon for the period 2005 to 2010. I also included the funding received and challenges for this specific timeframe.

Chapter 6: From near Closure to Recovery: 2011 – 2018

Introduction of Review for Period 2011 - 2018

In this section, I review reports of the centre from 2011 to 2018. The format is similar to chapter 5. I also review challenges and outcomes. According to Skorge (2011), in 2007, just four years ago, Saartjie Baartman Centre had partnerships with sixteen organisations “providing a formidable range of specialised services including counselling, job-skills, outreach and advocacy work. Now, in 2011, we have only five partner organisations working with us.” This was due to the funding crisis which impacted hard on civil society organisations over the years, particularly those organisations and associations which worked directly with the gender- based violence sector. (SBCWC Annual Report, 2011:7). The restructuring that followed was a difficult interaction and six personnel had to be retrenched, it brought about some changes to personnel vacancies in January 2011.

In 2011 4,739 women and children were assisted at the Centre and a further 2649 were reached through our community outreach work (Skorge 2012). However, the demand for the Centre’s services continues to increase and the centre could not assist “10 – 20 women a day who need safe accommodation.” (SBCWC Annual Report, 2012:1)

SBCWC Funding Crisis and Operations

In 2012, the Centre was almost closed down because of serious financial issues. In 2013, the shortage of shelters is still a huge challenge for the Centre's programme. The Centre in 2013 expected to dismiss women and children looking for shelter because they were filled to capacity. The Centre would generally endeavour to find alternative accommodation, however, 80% of the time they are unsuccessful.

McLeod (2013) reported that the Centre faced closure in 2012 because of financial challenges and in 2013 the Centre entered a transitional stage which brought about new leadership and extension of projects. In 2013 the Centre focused on reinforcing the Psycho-Social Programme and fostering an Entrepreneurial Programme that would help women in their undertaking to be financially independent. As per McLeod (2013), the following are the services and numbers of clients assisted: “intake 2395; legal advice and assistance 1001; community outreach 3957; job skills and income generation 543; and residents 675.” (SBCWC Annual Report, 2013: 2)

Over the years, the Centre has had a huge increase in the number of women and kids coming to the Centre for help, under menacing circumstances. The Centre has consistently been aware of the demands and expectations of its clients even in light of resource shortages. To accomplish this, the Centre did restructure towards the end of 2010 and increased its ability to offer various types of assistance, particularly in counselling and legal guidance projects; and maintained its shelter programme, research and awareness-raising and advocacy work. That year had been tied in with developing, executing and adjusting the new structure. (SBCWC Annual Report, 2011)

According to Slinger (2015),

As part of the Board's attempt to move the Centre to a new level of functioning that would attract sustainable ongoing funding and support, there have been changes in the Board members. As the first step in this process, our new treasurer has worked closely with the Centre management to improve the financial systems and reporting of the Centre, which is essential for us to improve our fundraising efforts. Our next step in the forthcoming year would be to work with staff and external experts to optimise the strategy for the Centre and then determine the best package of services and staffing that we would require to deliver on this strategy before we launch an improved and focused fundraising plan. An essential part of this process would also be ensuring that we review the functioning of the Centre to ensure maximum efficiency, productivity, and appropriate monitoring and evaluation of our outcomes and impact on communities. (SBCWC Annual Report, 2015: 1)

In 2015, the Centre needed to help all networks in a significant and effective manner and needed to re-examine their system. As a collective, the Centre can't just offer basic types of assistance to their constituencies. They must have had the capacity to follow the effect of their work. This would be accomplished through the turn of events and execution of the Centre's special statistical information base just as the National website database which the Centre used to track a client through the system as to what services the client had accessed and held those stakeholders accountable for delivering or not delivering on their mandate. (McLeod in SBCWC Annual Report, 2015)

Sixteen years down the line, the Centre was at last at a point where they had the responsibility of all key role players to work on a central framework that would focus on the wellbeing and protection of women and children which is an immense achievement (McLeod, 2015). "For this, we would like to thank the Department of Social Development: Victim Empowerment

Programme, Minister Fritz and all those who have come on board. We are both humbled and honoured that the Saartjie Baartman Centre was chosen to pilot this National Government initiative in the Western Cape. Reflecting on the past sixteen years, despite the challenges, and there had been many, I can positively say that through hard work and dedication we have many milestones to celebrate. Together with our on-site partner organisations and donors, we have assisted more than 179 000 women and children.” (SBCWC Annual Report, 2015: 4)

According to Bachar (2019), 2018 “has yet again seen an increase in GBV in SA society. Femicide, child murders and rape incidents have increased alarmingly over the 2018/2019 reporting period. Despite the ongoing challenges presented by the National Gender Based Violence climate the Saartjie Baartman Centre for Women and Children continues to be at the forefront of the holistic empowerment of women and children survivors of Gender-Based Violence with a model that is survivor-focused and human rights centred. This ethos permeates all of the work done by Centre staff and remains our ongoing focus.” (Bachar in SBCWC Annual Report, 2019)

Personnel Employment and Development

In February 2011, the Centre held its yearly strategic planning at Goudini Spa. The planning was especially significant as it served to examine and affirm the subtleties of the new centre structures for trouble-free implementation. It likewise gave the personnel a magnificent group building opportunity. (SBCWC Annual Report, 2011)

The Centre keeps on being dynamic on a neighbourhood, national and worldwide level by taking part in numerous events, meetings and workshops, "including presenting at the International Victim Empowerment Conference in Polokwane in December 2010, National Gender Conference in Bergen, Norway in April 2011 and Western Cape Parliament in June 2011." Centre personnel and clients are noticeable in the media having partaken in many radio, magazine and TV exercises. (SBCWC Annual Report, 2011: 9)

In 2011, the Centre said goodbye to 9 personnel and 2 staff who had one-year contracts. The 2 staff were funded by the Cape Winelands Municipality and sadly the funding came to an end. Later in 2011, only four new personnel came on board. (Skorge in SBCWC Annual Report, 2011)

In 2015, five staff members were added to the Centre’s team. According to Isaacs and Smith

(2015), staff members from the intake program went on training in health and Safety with SANCA (levels 1, 2 and 3) as well as training with NACOSA. The NACOSA training taught skills to carry out training with South African Police Services (SAPS) officials on gender-based violence. The counsellor, Tatum Smith was involved in training social workers in how to identify and assist clients experiencing domestic violence.” (SBCWC Annual Report, 2015: 18)

According to Morris and Carelse (2015), the Legal Project co-presented a training workshop on the Domestic Violence Act (DVA) with other staff members from the Saartjie Baartman Centre. The workshop was attended by social workers from the Department of Social Development.

In 2016, the personnel attended the Khuseleka Workshop with the purpose of strengthening the network referrals with different organisations such as "South African Police Services (SAPS), day hospitals, Carehaven, Wynberg Court among others. Both the social worker and the social auxiliary worker attended the Centre’s strategic planning that took place in March of that year." In addition, the social worker went on a three-day training course. The social auxiliary worker went to a course done by SANCA. The training was beneficial as it was very practical and could be executed with the Centre’s clients. (SBCWC Annual Report, 2016: 5)

In 2018, the Centre employed 7 more staff members and was warmly welcomed. (Bachar in SBCWC Annual Report, 2019)

Centre Highlights

The Centre had another fruitful Sixteen Days of Activism crusade toward the finish of 2010. A feature of the mission was the Air your Dirty Laundry event held in December 2010 where over 100 young people from nearby secondary schools went to the Centre to make T-shirts with messages to highlight the high rates of violence that they are encountering in their lives.

“Another highlight was the completion and launch of Beyond the Shadow DVD. Eight women living at the Centre recorded their stories - the abuse they and their children survived, their experiences at the Centre, their fears, hopes and dreams for the future - over four months. The DVD gives profound insight into the deliberate brutality of the abuser, the extent of the devastation of abuse and what is needed for women to begin to recover.

The success and growth of the rural project Eerste Begin is a definite highlight. The shelter

continues to provide safe accommodation and counselling for women in the Winelands District. SBCWC had successfully expanded the job- skills programmes and their awareness-raising and outreach work. The first Air your Dirty Laundry campaign was held at Eerste Begin in December 2011 where 300 school children from surrounding farms created T-shirts speaking out against violence. A series of awareness-raising workshops were held with women working on farms in August 2011. (SBCWC Annual Report, 2011)

The Saartjie Baartman Centre for Women and Children re-opened its Legal Protection programme ensuring that survivors of GBV, the most vulnerable members of our community, are not only protected whilst in the shelter but more importantly are offered a measure of safety once leaving the Centre. Research suggests that access to legal help is a critical tool in aiding survivors to escape from abusive relationships. The procurement of protection orders and divorce and maintenance orders play an essential role in preventing further victimization. (Bachar in SBCWC Annual Report, 2019)

The opening of SBCWC's Child Protection Programme has been one of the Centre's proudest achievements. Stories of child abuse are common in South Africa. Reducing the high levels of violence against children is among South Africa's most overwhelming tasks. Despite the country's progressive child protection laws, policies and programmes, high levels of abuse and violence are reported daily.

According to Bachar (2019), taking into consideration the number of women who report daily that they are survivors of Gender-Based violence, it stands to reason that many children in schools come from violent homes. Because of the gross lack of counselling and other resources available in our schools or elsewhere, the majority of these children never had access to the services that they might need to deal with their experiences and also do not know how services can be accessed. Additionally, not all educators are equipped with the necessary tools to deal with such cases. With the establishment of the Child Protection Programme offering counselling services, behavioural modification assistance, trauma counselling and psychoeducation in schools our services would assist in meeting this challenge definitively and comprehensively. (Bachar in SBCWC Annual Report, 2019)

Students and Volunteers

In 2011, the Empowerment programme had eleven students and two volunteers. The students

were one from Germany, four from Norway, three from Sweden and three from local universities.

Every year the Centre receives a few interns from partners universities. In 2016, thirteen students from UWC, UCT, Institute for Quality, and Huguenot College did their internship at the Centre. The students consisted of social work and social auxiliary workers both in their final and third-year students. (SBCWC Annual Report, 2016)

Having the students placed at the Centre ensures that more clients can be seen throughout the day.

Partnerships

Partnerships were crucial. According to Slinger (2015),

as part of this move to raise the Centre to new heights, the Saartjie Baartman Centre recently launched the Department of Social Developments Khusuleka One- Stop Centre in collaboration with the Western Cape Social Development Minister, Mr Albert Fritz. The Khusuleka Model is the department's flagship women 's protection and empowerment model and is operated in partnership with the South African Police Services, the Hawks, the National Prosecuting Authority, SASSA, Business Against Crime, the Western Cape Departments of Community Safety and Education, and the National Departments of Justice, Correctional Services, and Home Affairs. It aims to provide integrated services that represent a unique partnership between all the departments in the government of South Africa, development agencies and civil society organizations in the country. These partners then work together to provide a continuum of services from one central point within a multi-disciplinary approach model with relevant stakeholders under one roof, making it easier and more convenient for clients who need to access these services. This would also ultimately allow re-integration of survivors of gender-based violence into the community and self-reliance.” (Slinger in SBCWC Annual Report, 2015: 2)

Job Skills Development Project

Johaardien (2011) stated that “The SBC Catering project was established in 2008, with an aim to empower and provide part-time employment to SBC residents and ex-residents. Reflecting on the past year, the project undertook 106 catering jobs and provided 56 part-time job opportunities for the residents. The women were a great help, as they were eager to work and learn in the catering field. We also managed to provide job opportunities for women from the surrounding areas. The good thing is that the project is self-sustainable and can contribute towards the sustainability of the centre.” (SBCWC Annual Report, 2011: 13-14)

In 2012, the job skills project was a pivotal element of the SBCWC's interventions. The high level of unemployment among women which was at that time 27.7%, due in part to low levels of education and lack of job skills, often lead to financial dependency on their partners. Financial independence is a key factor in the empowerment of women.

In 2013, the Catering Project became known as an Entrepreneurial Programme. The catering project aims to empower, educate and uplift the shelter residents, as well as to provide employment to the Centre's residents and ex-residents. This was a stressful year for this programme because of budget cuts in all government and training departments but with dedicated support staff and support from clients, they had a successful year. According to Johardien (2013), "we had 247 catering jobs which equated to a total of 4647 people being catered for. We managed to secure full and part-time employment for 85 Shelter Residents during this period." (Johardien in SBCWC Annual Report, 2013: 9)

According to Johardien and Allie (2015), in 2015, the Centre had 209 catering jobs, which equated to a total of 4407 people catered for, and created work for 90 shelter residents during this period. (Johardien and Allie in SBCWC Annual Report, 2015)

Legal Advice and Training Project

Morris (2011) indicated that "During the past year, the project provided legal advice and assistance to 1621 clients, of whom 644 were new/first-time clients. We continued to do follow-up work in respect of existing clients and attended to 87 requests for advice and information from individuals and organizations." (SBCWC Annual Report, 2011: 12)

In 2012 the legal advice and training project was faced with the same challenges as every year when it came to the South African Police Service getting assistance from them. According to Skorge (2012), "between September 2011 and August 2012, the project provided legal advice and assistance to 97 clients, of whom 442 were new clients. This entailed the legal advisor having 1455 consultations, together with necessary follow-up work. The legal advisor also attended to 152 requests for advice and information from individuals and organizations." (Skorge in SBCWC Annual Report, 2012: 3)

In 2013, the Centre improved its advocacy campaign as part of its strategy to expand on the awareness programme and became one of the leading specialists in the gender-based violence sector, being requested by media for commentary when needed

(SBCWC Annual Report, 2013)

According to Morris (2013), “the project provided legal advice and assistance to 1001 clients, of whom 363 were new clients. We continued to do follow-up work in respect of existing clients and attended to 331 telephonic requests for advice and information from individuals and organizations.” (SBCWC Annual Report, 2013: 6)

“During 2015, the project provided legal advice and assistance to 1103 clients, of whom 425 were new clients. Further, we had 1170 individual consultations with clients. We continued to do follow-up work in respect of existing clients. We also handle a huge number of telephonic queries from individuals or other organisations on behalf of other women. We received and attended to 561 telephone calls, which we dealt with by advising or referring to the relevant organisations for further assistance.” (SBCWC Annual Report, 2015: 21)

As per Morris and Carelse (2016), the legal advice and training project “provided legal advice and assistance to 1070 clients, of whom 517 were new clients. Furthermore, we had 1406 individual consultations with clients. We continued to do follow-up work in respect of existing clients. We also handle a huge number of telephonic queries from individuals or other organizations on behalf of other women. We received and attended to 307 telephone calls to which we assisted by advising or referring to the relevant organization for further assistance.” (SBCWC Annual Report, 2016: 9)

Fatima Ismail, a counsellor at the Saartjie Baartman Centre stressed the importance of understanding power and “personal solutions – no one was a victim. ...what does empowerment really mean. Is it more than just getting a job and leaving your abusive partner.” (cited in Lewis and Ordison, 2012: 37)

The Research Project

According to Maharaj (2011), “Monitoring and evaluation (M&E) form an integral part of the research project. Collecting, maintaining and analysing of Centre data are done on an ongoing basis. This information, which assists in identifying gaps in services and changes in trends, is used to inform existing and new services. We would be introducing a more comprehensive system of monitoring and evaluation at the Centre, which would include both internal and external M&E components.” (SBCWC Annual Report, 2011: 15)

This helped to inform what the Centre was doing right and where shifts of focus or changes needed to be made. An ongoing challenge in the M&E process is the collection of reliable

statistical data.

Other projects included coordination of the use of the Internet by the shelter and second-stage residents, and operating a library for the resident women and children. These had proven to be very empowering for the women, as they were able to look for and apply for jobs and accommodation, as well as communicate with the outside world via the Internet.

Maharaj (2011) further said that “during the year ahead, the research project would continue with its monitoring and evaluation process and writing up of the development of the Centre. We intend to raise funds so that we can continue with existing projects, including digital diaries as well as embark on future identified research projects. We hope to work in closer collaboration with surrounding universities and colleges.” (SBCWC Annual Report, 2011: 17)

The SBCWC Shelter

In 2011, the SBCWC Shelter was referred to as the Residential Programme. Hermien Gibson started at the Centre in April 2011 as the new residential programme manager. Gibson’s assistant started soon after she had and lived in the residence. Her responsibilities were to help the centre with 24-hour service to women and children experiencing domestic violence. She also had to answer evening calls, supervise the residents with any after-hours queries, and ensure oversight of the Centre’s after-hours operations. (Gibson in SBCWC Annual Report, 2011)

According to Gibson (2011), “during the period September 2010- August 2011, we housed 114 women and 137 children in short-term accommodation, and at any one time, an average of 7 women and 14 children in medium-term accommodation. The total number of short-term, new & current residents (335 women and 439 children) is housed monthly. This equates to a monthly average of 28 women and 37 children. Residents received individual and group counselling, psycho-educational workshops, and parenting support groups and workshops, as well as legal advice, intervention and court preparation.” (Gibson in SBCWC Annual Report, 2011: 19)

In 2013, the Residential Programme changed staff completely in this year. According to Goosen (2013), “The month of July was marked by many outreach activities, generous donations and opportunities for the residents, in honour of Mandela Day. Similarly, the month of August, Women’s Month, presented wonderful opportunities for the women not only to

reflect on their sense of self-worth but to feel special and valued. (Goosen in SBCWC Annual Report, 2013: 7)

According to Esau (2013), “The past two terms in the Early Childhood Development Programme which falls under the Residential Programme, had been challenging yet rewarding in 2013, as the Centre embarked on implementing a structured programme in the childcare facility. The number of learners accommodated in the programme has increased from only eight children in June to seventeen at present. Both teacher and children had worked hard on the journey together thus far, enjoying the stimulating programme and basic life skills offered.” (SBCWC Annual Report, 2013: 8)

According to Gertse (2015), the Centre provided accommodation for 411 women and 607 children at the shelter, and 87 women and 132 children in second-stage housing during the period April 2014-March.

During 2016, “the residential programme has over the past year continued to provide their core services to the families. These services included therapeutic intervention, support groups, parenting support, recreational and educational workshops, referral to legal assistance, child counselling, early childhood development programme and job placement programme. Sarah fox hospital has continued to support them by allowing their graduates to do their practical placement at the hospital. UCT students had continued with their recreational workshops in their programme while Street law from UWC is still providing educational workshops on legal matters.” (SBCWC Annual Report, 2016: 12)

The Eerste Begin Shelter

In 2011, “the Eerste Begin Shelter was three years in existence and continues to provide short term accommodation and services to women and children from the rural areas who had experienced domestic violence. According to West (2011), the shelter provided accommodation and services for 22 women and 29 children. (SBCWC Annual Report, 2011: 23)

Residents attended a practical parenting skills course presented by FAMSA and Soul City, as well as a course on women and children’s health. We continued with our arts and crafts project and residents were given the opportunity to sell their beading products at a market. On Women’s Day, all residents were invited to an event organised by FAMSA. West (2011) reports that “during the 16Day of Activism, we held our first Air your Dirty Laundry

campaign, which was a huge success. Children from a primary school in the area were invited to participate in the event. The children found it empowering to paint anti- abuse messages on T-shirts.” (SBCWC Annual Report, 2011: 24)

Empowerment Programme

In March 2011, the newly established empowerment programme was initiated and proved to be successful in the development and support of the Centre’s services. According to Ahrends (2011), “counselling, legal advice and assistance, and community outreach (education and awareness-raising about gender-based violence) had long been essential services provided by the Saartjie Baartman Centre. These are all services which seek to strengthen women in terms of their confidence, self-esteem and rights, whether as individuals or in their communities. It was therefore decided to bring them under one managerial umbrella – the Empowerment Programme.” (SBCWC Annual Report, 2011: 10) The women living in the residential programme in the shelter were done with individual counselling by a private social worker yet rather became clients of the overall counselling project under the empowerment programme. From April to July 2011, “44 residents benefitted through the empowerment counselling and 53 residents attended weekly support groups, which provided a platform to share their experiences of abuse with other women”. According to Ahrends (2011), “the Centre provided services to 1437 new and 942 repeat clients, totalling 2379. One hundred and sixty-eight of these received at least 8-10 sessions of ongoing counselling for domestic violence and mental health issues. The project ran ten GBV awareness-raising workshops with 110 grade 5 and 6 learners from Cedar Primary School in Bonteheuwel, which helped to equip them with life skills and personal development. One hundred and sixty learners participated in our Air Your Dirty Laundry Campaign on 10 December 2010, which involved painting messages advocating an end to violence, on T-shirts. The project ran GBV awareness-raising talks, training and workshops with a total of 1 255 people, including nursing students.” (SBCWC Annual Report, 2011: 10-11)

According to Skorge (2012),

“this programme consists of four inter-related projects: counselling and awareness-raising sessions with survivors of gender-based violence; legal assistance and legal rights training; job skills training and income-generating opportunities, especially for the shelter residents; and preventative and awareness-raising programmes in schools, factories,

businesses, religious institutions and wherever else requested.” (SBCWC Annual Report, 2012: 2)

Short-term counselling and awareness-raising services are offered to women and youth who go to the SBCWC for help when they encounter relationship issues, to a great extent because of violence. A considerable number of women who go to the SBCWC are HIV positive or potentially dependent on drugs and liquor and need support. The Centre offers particular HIV and substance abuse education and support as well as fundamental life skills projects so they can live safely in their communities when they leave the programme. The SBCWC additionally also offers help to trafficked and refugee women from different nations both from inside and outside of Africa. According to Skorge (2012), “in the past year, the Support and Awareness-raising Project provided services to 2376 clients, entailing 3992 sessions/consultations.” (SBCWC Annual Report, 2012: 2)

According to Gertse and Smith (2013), “We liaise with local universities including SACAP, UCT, UWC as well as international universities from Sweden, Germany, Norway and Kentucky for the selection of students. This programme provides counselling services to women and children from all communities, but most of our clients are from Heideveld, Manenberg, Athlone, Gugulethu, Mitchell’s Plain, Hanover Park and Retreat. We also assist clients from Stellenbosch, Strand, Paarl and Delft. The Intake Programme assisted a total of 2395 clients over the past year.” (SBCWC Annual Report, 2013: 4)

According to Isaacs and Smith (2015), “During the period April 2014-March 2015, we provided services to 1920 intake clients, an average of 160 clients per month. This period saw an increase of 330 clients from the previous year. We notice that clients seek assistance less frequently during the winter months and during the December holiday. During the past year, we provided services to 1 920 intake clients, which is an average of 160 clients per month.” (SBCWC Annual Report, 2015: 17)

For Johaardien and Allie (2016), the Kitchen Project had “282 catering jobs, which catered for 5156 people. We were able to secure full and part-time employment for six shelter residents.” (SBCWC Annual Report, 2016: 19)

According to van der Horst (2019), the Intake Unit is an integral part of the Empowerment Programme directed at the empowerment of women and children through assessments, supportive therapeutic counselling, appropriate referrals and constructive advice and coping mechanisms provided to clients coming to the intake unit. The Social Worker or the Social Auxiliary Worker would also at times provide the client with a letter to external organizations that can be of assistance to the client if it is a non-victim empowerment-related matter. (Van

Der Horst in SBCWC Annual Report, 2019) 1066 intake assessments were done for the period April 2018 to March 2019.

The Community Outreach Project

In 2012, “the community outreach project offered workshops focused on the prevention of gender-based violence to schools, factories, religious organisations, the corporate sector, community campaigns and media campaigns.” (SBCWC Annual Report, 2012: 1) The Centre also provides training on gender-based violence and the Domestic Violence Act to service providers such as community workers and police trauma room volunteers. According to Skorge (2012) “between September 2011 and August 2012, staff and interns facilitated 37 workshops, reaching 2649 people. Of these 525 were learners. Many more were reached through numerous radio and TV interviews and articles in the newspapers.” (SBCWC Annual Report, 2012: 1)

In the 2015 - 2016 yearly report, Smith presented the Education and Awareness Programme. During the time of October 2015 to December 2015, research was done and an education programme was planned explicitly to teach and prepare students of the school to more readily understand themselves, and their troubles and to show them how to manage difficulties they experience in their homes and communities because of violence. The principal point is prevention and also intervention. According to Smith (SBCWC Annual Report, 2016: 17),

the programme focusses on personal development, social development and health. It aims to broaden the learner's understanding and equip them with practical tools and ideas which they can implement daily. It also encourages learners to reflect on their behavioural choices, to recognize where change may be needed. Learners are challenged throughout the programme. Furthermore, the teacher also receives training to assist them in better understanding violent contexts and their impact on the child; to help them understand how to deal with violence within the school system as well as to equip them with basic counselling skills to encourage openness and facilitate trust with learners who possibly need to reach out for further assistance. One hundred and forty learners attended the programme for 2016.

Substance Abuse Programme

Davids (2019) said that generally women in abusive relationships would usually end up using substances for example crystal methamphetamine (tik), marijuana (dagga) and matrix to deaden themselves against emotional feelings. It, therefore, suggests that recovery from gender-based violence must go hand in hand with recovery from substance abuse. (Davids in SBCWC Annual Report, 2019)

SBCWC's core function is to provide a haven for women who are abused. In addition to this, a separate substance abuse unit was established to provide shelter for women who are substance dependent and in abusive relationships.

According to Davids, most of the Centre's clients are economically dependent on their offenders and even though they are separated, they still had emotional dependence. The offenders trying to make contact can be perceived as a highlight and a challenge. It was not allowed due to the aspect of danger but then again it was viewed as an opportunity for the case manager to setup up appointments to perhaps investigate circumstances and assess a possible way forward. (Davids in SBCWC Annual Report, 2019)

SBCWC's Funding and Challenges

According to Skorge (2011), they had worked assiduously on their funding strategy requesting more funding from the government and the corporate sector. They were also committed to increasing the Centre's internal income-generating projects. Skorge further states that "However, despite all efforts we are currently in a position whereby forty-eight percent of our annual funding comes from the National Lotteries Board and funding from the provincial government has dropped to thirty-one percent for the current financial year. It has been encouraging to have received significant support from the corporate sector this year for Madiba Day and National Women's Day and we are hopeful that the corporate sector would expand their support and become core funders of our projects." (SBCWC Annual Report, 2011: 7)

In May 2012, Skorge (2012) stated that

the Centre embarked on a public campaign to highlight the funding crisis, the

high levels of gender-based violence and the shortage of resources available to women and children. The centre's campaign also clearly called for the government to be accountable and honour its commitment to provide adequate funding for essential services for women experiencing violence. The Centre's funding crisis is in direct contradiction to the South African Constitution, the Protocol to the African Charter on Human and People's Rights on the Rights of Women in Africa and the convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), to which South Africa is a signatory, as well as to the National 2012 budget which promised support and development of women and children through the continuation of education, health and social assistance." (SBCWC Annual Report, 2012: 1)

The community and public reaction were acute and the question of closure produced shock and outrage. A unified call for action by concerned allies emerged concluding that "we won't permit the Centre to close". In 2011 the legal advice and training project kept on battling with help from the police. They appear to have had a demeanour that they are "helping the women out" as opposed to enforcing women's rights. Morris (2011) said there is also a struggle with the court clerks who appear to

have this remiss mentality towards the Domestic Violence Act (DVA). There is no seriousness in the manner they tackle their job. "Maybe they don't see the degree of the Centre's work or the seriousness of the ongoing battles women survivors face every day. Moreover, even though the DVA makes provision for a minor to apply for a protection order against a parent, a few judges would not allow such requests". (SBCWC Annual Report, 2011)

Another challenge is getting clients from drug abuse as well as physical abuse at home. In a large number of these cases, the women are compelled to utilize drugs with their offender, which forms part of the abuse. In the end, the women become addicted and had to face the challenge of finding accommodation as well as rehabilitation for their addiction. Another challenge is women struggling to find employment. This is the greatest worry for some, as it implies they remain financially reliant upon their perpetrator or offender.

According to Gertse and Smith (2013), "through counselling, however, the women are empowered and encouraged to take responsibility for their financial situations and their lives. Counselling is often solution-focused and aims at exploring what resources are available to the women, both internally and externally. We had seen that, as the women participate in our programmes, they begin to grow and become more aware of their strengths. They seem more empowered to be who they are, and also to stand up to the abuse. After a while, they seem further encouraged and become more active in their process of recovery as their perspective of themselves changes from that of the victim of abuse to survivor." (SBCWC Annual Report,

2013: 4)

Isaacs and Smith (2015) suggest that in 2015 the Advocacy Empowerment programme experienced some challenges. “The intake programme’s biggest challenge was the limited number of intake workers during the December period, as most of the student’s internships had come to an end, in addition, some staff members take annual leave during this period.” (SBCWC Annual Report, 2015:18) During 2015 it remained difficult to secure psychology students as only one university does student placement for internships. Social work students only started their internship during the second half of the year. The division therefore still depended highly on students seeking volunteer placement as psychology and social work students within the programme. Many challenges lay ahead but at the same time, challenges are presented as opportunities for growth. Although the challenges, clients seemed to have had positive experiences at the Centre. (Gertse in SBCWC Annual Report, 2015).

Furthermore, the Centre’s shelter also experienced some challenges in 2015. Due to the fact that the Centre had limited resources to assist those clients the relapse rate was currently high. The Centre, therefore, referred the women to SANCA to enter into their outpatient programme, but this was also a challenge for the client. Firstly, the client had to walk to SANCA, passing several drug dealers along the way. Another challenge was that the clients were not all able to pay for the services at SANCA. There were however the few that persevere. The clients do admit that they struggle not to relapse, but their desire to stay clean and to succeed is much stronger. This is, however, a trial and error process for the Centre but they are committed to continuing to assist these women. (Gertse in SBCWC Annual Report, 2015)

According to Isaacs (2016)

One of the biggest and ongoing challenges remains not always being able to provide safe accommodation to the number of clients needing shelter. It is not always guaranteed that there would be space available at SBCWC or elsewhere. This often results in clients going back to their perpetrators. Furthermore, it is challenging when eventually we find a place for destitute clients, they are not by the means financially to get to the place. Another challenge is the number of clients coming through intake who are abusing drugs, as well as being abused. We would take them in but found that they tended to leave earlier from the shelter due to them going out and using drugs. It remains challenging having to find alternative shelter for women who do not meet the criteria for the Centre. Another continuing challenge is dealing

with SAPS, which they depend on to assist clients in need of transportation and protection when collecting their belongings. Clients are not always assisted in this regard. (SBCWC Annual Report, 2016: 5-6)

Child Protection Programme

In April 2018, the Child Protection Programme was established. The objective of the programme is to ‘provide counselling services to children who are victims of crime and violence or children that had been exposed to violence in their home or community such as behaviour modification, trauma counselling and grief counselling.’ Another objective of the programme is to also provide Psychoeducation and Awareness services to schools in the Western Cape Region. The Child Protection programme and Victim Empowerment Programme at the Centre work hand in hand as most of the children and parents would be directly and or indirectly affected by abuse and the Centre provide trauma and supportive services. (Horne and Mbambo in SBCWC Annual Report, 2019)

The services were accessed by the broader community in May 2018 when Georgina Manuel, a social worker was appointed and coordinated the programme with the assistance of the Centre’s management and personnel. The programme was initiated to provide therapeutic services to external clients and not internal clients which are children in the Residential Programme.

According to Horne and Mbambo (2019), “the social worker's major highlights of the financial year 2017/2018 had been that there has been positive and sustainable growth in the programme and the services rendered since the start of the programme in May 2018. The number of clients who had been able to access the services offered by the Child Protection Unit over the year has increased since the dates of its operations.” (SBCWC Annual Report, 2019: 23) The unit furthermore, allowed growth in services rendered as the workers were able to gain access to schools around the Western Region where the learners who accessed the services provided positive feedback such as “the programme was nice and the worker should tell other people about abuse, whereas some children lamented on their learnings on self-esteem and how to manage their anger. The Unit was able to form solid and positive partnerships with various institutions around the Western Cape where the workers were able to work hand in hand with Child Welfare in preventative services and other relevant stakeholders (i.e. Social Development) in the provision of Developmental services to the Western Cape Region over the past year. The children and their parents had continually provided positive responses to the services rendered.” (SBCWC Annual Report, 2019: 23-24)

Conclusion

Chapter six looked at the outcomes and changes for the period 2011 to 2018. It importantly highlighted the SBCWC's funding crisis experienced, operations, sub-headings of activities under the previous chapter; as well as new programmes and the Centre's funding and challenges for that timeframe. Interns and students from universities play a critical role.



Chapter 7: Concluding Remarks

Introduction

The SBCWC had faced many challenges in the context of increasing societal conflicts, GBV and economic crises yet they were determined to innovate and improve the quality and effectiveness of programmes beyond normal standards by other NGOs. They continue to be dynamics and increase intake over the years.

The process of establishing the one-stop centre model has presented many valuable lessons for the Centre revealing the ideological complexity and multiplicity of issues. They realised that it was important to know the ideological views and values of prospective partners and to ensure that they are sufficiently compatible with those of the SBCWC before entering into partnerships. It is imperative that the partners commit to upholding the core values of the Centre even if their organisations had some differences. The Centre needs to know the work ethics and principles of future business partners to minimise the occurrence of mismanagement and misuse of funds as well as the exploitation of the residential women. They need to be transparent and clear on the roles and responsibilities of Centre role-players, what is expected from partners and what partners can expect from the Centre and the Board. SBCWC needs to ensure they maintain systematic records of meeting proceedings and all decision making especially when dealing with partners and government departments.

Working at the centre is extremely stressful. Because of their high turnover of staff over the years, the Centre needs to ensure that the new management is on the same page as everyone else as newcomers tend to bring in their brand of management. It is also recommended that they update their website regularly and ensure that all public knowledge materials and annual reports are placed on the website.

Ultimately, the greatest impact throughout the sector would come through combining programmes and realising synergies towards changing the conditions and mindsets that produce an abusive unjust society. More victim empowerment, more counselling, and more community awareness programmes, especially those geared towards children and youth so that the cycle can be broken. More specifically, opportunities for furthering efforts and increasing impact in the fight against gender violence include justice system reform, mobilisation, and collaboration.

Also, annual summits with joint action between relevant government departments and NGOs working against gender-based violence, to share successes, information, resources, and develop greater partnerships between them. When talking about crime and violence, in order to make any serious progress, ultimately, all sections and levels of government must agree about what needs to be done, be willing to invest in the long-term, and work towards real economic redistribution and undeniable human rights.

This may be obvious, but the government and the Department of Social Development should also continue to tackle the larger issues that affect men and women of abuse, those of education, housing, and unemployment. If women were made a priority and had more access to free services and resources offered by SBCWC, namely skills/business training and education, subsidized/public housing, child and youth services, counselling, eviction, and legal services they could more quickly become financially independent, contributing members of society.

Collaborating with the government and other organisations was also a common theme among the SBCWC personnel and most felt that the government should be doing more. SBCWC and other NGOs are doing a lot of work with the government and the partnership has indeed grown over the years. However, the government should provide necessities for women or at least step up their funding for organisations that are covering these critical areas. They should provide more and more services, ultimately, there shouldn't be such a great need for NGOs. In addition, the government should enforce the DVA and hold the South African Police accountable when they refuse to assist NGOs by not wanting to help the women. This has been an ongoing challenge for SBCWC.

Another challenge facing the SBCWC was related to some of the critical services they offer, which help to guide the women towards economic security. SBCWC provides their clients with both life and job skills training and income-generating opportunities. These projects and opportunities are facilitated through the Job Skills Manager and the Catering Manager. The shelter residents are offered various opportunities for training including Life Skills, Abuse and Assertiveness, Home Based Care, HIV/AIDS, Parenting Skills, Basic Computer Skills, First Aid, and Cashier/Sales training. The women are also provided opportunities to earn an income by working as cleaners, car washers, child-care workers, domestic workers, card makers, canteen/kitchen assistants, and catering staff. These projects and opportunities, while essential, face their challenges. For instance, training sessions are often under-attended because residents

do not attend sessions regularly due to the need to appear in court, to tend to a sick child, or decide to leave the shelter early. (SBCWC Annual Report, 2009; SBCWC Annual Report 2010). According to the Job Skills Manager, the training sessions are not compulsory and are therefore often under-attended because the women had other things they need to do such as go to court or take their children to the hospital. (SBCWC Annual Report, 2015) This points to the clients' difficulty in seeing the long-term benefits of training when the immediate needs of being able to protect and support their families are unmet. Another challenge has to do with finding women opportunities to earn an income. While the women share the desperate need for financial independence, and welcome any opportunity for paid work, there is very little work available, especially work for unskilled, inexperienced, and under-educated workers. The Job Skills Manager believed that job placement was the most challenging because most women had never worked before. (SBCWC Annual Report, 2010)

Further recommendations are as follows:

- ❖ Rebuilding women's movements and families and education of self-worth and respecting one another
- ❖ Focus on the girl child and schools
- ❖ Reform civil and criminal legal frameworks
- ❖ Organize media and advocacy campaigns to raise awareness about existing legislation
- ❖ Build coalitions of government and civil society institutions
- ❖ Build the evidence base for advocacy and awareness
- ❖ Use behaviour change communication to achieve social change
- ❖ Transform whole institutions in every sector, using a gender perspective; in particular, integrate attention to violence against women into sexual and reproductive health services
- ❖ Build comprehensive service responses to IPV survivors in communities
- ❖ Design life skills and additional school-based programmes
- ❖ Engage men and boys to promote nonviolence and gender equality; and

- ❖ Provide early-intervention services to at-risk families

Prevention entails working at different levels of society to change various institutions and execute targeted interventions with distinct groups, and more normalised approaches for the population at large. Campaigns, mass media messaging and other awareness-raising initiatives and the politics of the body are key. Broad areas of intervention include:

- Affects government policy and legislation to categorically address primary prevention;
- Varying organizational practices to be more gender-aware and put in place distinct and proactive policies of zero tolerance;
- Encouraging coalitions and networks;
- Mobilizing communities, education and social media;
- Changing individual knowledge and attitudes: reaching out to young people and engaging men and boys as allies; and
- Empowering women socially and economically.

Violence against women cuts across all government areas, with suggestions for all programming. It requests new degrees of coordination and incorporation between different government areas including the criminal justice system, health, education, and employment.

For a criminal lawful change, it is the duty of governments who had supported worldwide summits and basic human rights instruments to fit their public laws in accordance with these instruments. One stage towards maintaining the right of women to approach protection under the law is to sanction domestic violence enactment that explicitly restricts violence against women. Under this enactment, a woman ought to have protection from dangers and demonstrations of violence, safety and security for herself, her children and property, and help with proceeding with her life without additional disturbance. In line with their commitment to the Convention on the Rights of the Child (Article 24.3), governments ought to likewise censure and change all laws, practices and arrangements that permit destructive social practices like female genital mutilation, wrongdoings perpetrated for the sake of honour, and segregation dependent on child inclination. When such enactment is passed, execution and implementation become a priority. Implementation requires the participation and sensitization of the police and the judicial system. (Innocenti Digest No. 6, 2000: 14)

Summary of Findings and Recommendations

- “Stigmatizing biases on the part of justice personnel also interfere with women’s access to justice. Legal systems are often ill-equipped to properly assist victims, investigate and document incidents and prosecute cases of violence against women. The vast majority of cases remain unreported and only a small percentage are brought to trial and successfully prosecuted.
- Training judges may be challenging, especially in hierarchical societies, where because of their social status some judges may refuse to participate and believe that they do not require further learning.
- Orders of protection/restraining orders are important to securing women’s safety, but may have limited impact, particularly in resource-scarce contexts, due to understaffing of police, insufficient training, weak legal systems, and barriers to accessing protection or restraining orders. They are difficult to implement without complementary community services (e.g. safe spaces, housing, economic or social support) for women survivors.
- Women would often exhaust informal systems before turning to formal justice, since they are more accessible, have social legitimacy, resolve cases quickly and at a low cost, and lack a formal mechanism at the local level. (ICRW and UNFPA, 2009)
- Mediation is not recommended by experts in cases of violence against women, as it incorrectly assumes that both parties have equal power in the negotiations. Women may continue in the relationship putting them at further risk of continued abuse, without effective recourse to justice and opportunities to leave the situation.
- Special courts dedicated to handling cases of violence against women have the benefits of specialized staff and centralized services but may also experience problems from poor coordination with criminal courts. These courts may also be costly to operate and have been concentrated in urban centres making it challenging for rural populations to have access to equitable justice services.
- Making greater use of non-punitive measures (e.g. civil remedies, such as financial support for housing, children’s education, or other economic supports for women survivors such as vocational training and job placement, which can be especially critical, if not essential

To enable women, survivors, to abandon situations of abuse.”

(<https://www.endvawnow.org/en/articles/327-justice.html>)

The police are specially positioned to give help to victim-survivors, however regularly their own biases, lack of training, and hesitance to intercede in instances of domestic violence obstruct them from managing domestic violence. Training and sensitizing of police at all levels should be founded, and rules should be created to screen police reactions. Police should be accountable for their conduct towards victim-survivors to prevent secondary exploitation of women at their hands.

What must be implemented:

Institutionalizing training for all police in-service as well as pre-service training for recruits.

- “Establishing specific units or focal points (‘gender desks’) within offices or stations, with specially trained staff as a short-term strategy until the institutionalized change can be implemented across the sector, including in pre-service training.
- Developing one-stop multi-service units staffed with police to assist survivors reporting an incident of violence to access immediate related health, shelter and legal support services.
- Strengthening partnerships between the police and NGOs serving survivors.
- Supporting community policing where formal services and resources are limited.
- Promoting increases in the number of female staff (at all levels) who are trained to address violence against women and girls by supporting recruitment and personnel policies that do not discriminate against women and include flexible family policies to help keep and promote female staff, among other measures that advance system-wide gender equality.
- Getting the commitment of leadership or top management personnel is critical and should be prioritized as an investment to ensure effective police responses to address violence against women and girls.

Community outreach is important to raise awareness of police responses, improve trust with police and support zero tolerance of violence against women.”

(<https://www.endvawnow.org/en/articles/326-security-police.html>)

The judiciary can certainly support the message that violence is a genuine criminal matter for which the perpetrator would be held accountable. The appointed authority or judge establishes the tone in the court and settles on the most basic choices influencing the life of the person in question, offender, and children, and should subsequently be sensitive to the elements of

domestic violence to pass fair decisions. In any event, when suitable laws and policies exist and the judicial system is moderately accessible, boundaries of education, literacy, language and mobility mean many women don't know about their rights or laws sanctioned and wonder whether or not to take part in a justice system that appears to be far removed and complexed to explore. Furthermore, dread of additional violence, disgrace and being isolated, losing their children or being driven away from their homes may keep women from reporting violence or seeking after court procedures. Sensitizing the judiciary to gender issues is, subsequently, critical and law schools ought to include specific courses in their programmes.

The protection and safety of victim-survivors should be the prime focus of legal systems. It is important that protective measures are provided so that victim-survivors are not left without necessary protection, and are not re-victimized.

Helping women re-build their lives and self-esteem has been a particular focus of NGO efforts. In this same manner, SBCWC has been effective in aiding abused women and their children. Aiding women to re-form their lives including building their self-esteem has been a specific focal point of NGO endeavours. SBCWC empower women through training and education, legal guidance, and financial independence programmes inside shelters to help women assume responsibility for their own lives and individual security. Such programmes additionally provide counselling and a connection to different networks of women. Whenever victim-survivors have the chance to interact with different women encountering similar issues, they can get away from their isolation, disgrace and fear, and can re-form their lives at a quicker pace.

It is therefore of utmost importance that all women who have been abused or who are at risk have access to ongoing support services immediately that provide no judgements and a nondirective service. Women must be active agents in their interaction with the civil and criminal justice systems so that they may examine available options to them and make informed choices about their safety.

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