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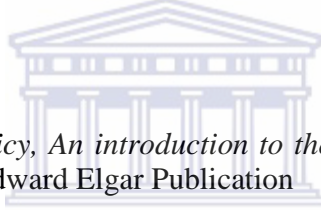
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APPENDIX 1

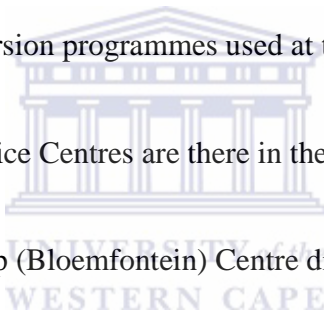
Interview Schedule for Centre Management and Staff

1. To what extent is there a clear vision and direction about the implementation of the 1997 White Paper for Social Welfare with regard to beneficiaries?
2. To what extent is there adequate understanding and agreement on the key goals and objectives among the role players and key external stakeholders at the OSCJC of this policy?
3. To what extent do you feel that you get support from above and /or below?
4. To what extent does the staff dealing with implementation have the necessary skills to achieve successful implementation?
5. What training, if any, is provided to staff to develop their skills in this respect?
6. Can you identify any unintended consequences from the implementation of this policy?
7. To what extent is there buy-in into the policy and what it intends to achieve from the role-players and key external stakeholders at the centre?
8. To what extent are the tasks, roles and responsibilities allocated to each of the role players and key external stakeholders defined?
9. To what extent has there been resistance to the change in the objectives and goals of the policy among role-players?
10. To what extent has the Department of Social Development anticipated the problems that might hinder successful implementation?
11. To what extent has the policy achieved its envisaged objectives and consequences?
12. What does the concept 'integrated service delivery' mean to you?
13. To what extent is there collaboration among the different role-players and external stakeholders at the OSCJC?
14. To what extent have there been differences in interpreting the policy objectives between role-players and external stakeholders? If there were any how were these resolved?
15. What have been the key change management issues in implementing the new policy?

16. How successful has the management at the OSCJC handled these change management issues?

Additional questions for Social Development Section

1. Please give an Organogram of the Centre.
2. How many Social Workers are presently stationed at the Centre?
3. What has the staff turnover been over the past three years?
4. Have those Social Workers who have left been replaced?
5. What do you consider to be less serious crimes?
6. What are the sentencing options available to a magistrate?
7. What is the number of diversion programmes used at the Centre? Please list them by name and purpose.
8. How many other Child Justice Centres are there in the country and in which Provinces are they located?
9. In what respects is One Stop (Bloemfontein) Centre different from these other Centres?
10. What is the role of the Assistant Probation Officers?



APPENDIX 2

Interview Schedule for Parents/Guardians

1. When were you first involved with the One Stop Child Justice Centre?
2. What were the reasons for your involvement with the Centre?
3. On how many occasions have you been involved with the Centre?
4. What kinds of support were you given by staff at the Centre?
5. Did you feel that the staff were helpful and sympathetic to your situation?
6. Can you describe any positive experiences you had at the Centre?
7. How have your child's behaviour changed, if at all, since being on the programme at the Centre?
8. Are there things that you did not like about the Centre and/or its staff?

