

# **ADDENDUM A**

## **CONSENT LETTERS**

**CONSENT TO PARTICIPATE IN RESEARCH PROJECT (SERVICE  
BENEFICIARIES)**

**PARTICIPANTS NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Researcher:** C. S. Nel

**INFORMED CONSENT**

**1. TITLE OF THE STUDY**

The impact of the Financing Policy for Developmental Social Welfare Services (1999) on service delivery in Nellmapius, Gauteng Province.

**2. PURPOSE OF THE STUDY**

The purpose of the study is to determine the impact of the Financing Policy for Developmental Social Welfare Services (1999) on service delivery in the Nellmapius community.

**3. RESEARCH PROCEDURE**

I will be invited to be part of a focus group discussion to determine the impact of the Financing Policy on service delivery in Nellmapius. The duration of a focus group session will be approximately one hour. I will be advised of the time and venue of the discussion groups.

I understand that the focus group discussion will be audio taped. The cassettes and transcripts will be kept in a secure place and will be heard only for research purposes by the researcher. Once the research has been completed, the cassettes and transcripts will be destroyed.

**4. RISKS AND DISCOMFORTS**

I take note that there are no known risks or discomforts associated with this research project.

**5. BENEFITS**

I understand that there are no direct benefits for me for the participation in this study. However, the results of the study may provide insight and knowledge for service providers in Gauteng on how to transform and better their services in communities.

**6. PARTICIPANTS RIGHTS**

I understand that my participation is voluntarily, that I can choose not to participate in part or the entire project, and that I can withdraw at any stage without being penalized or disadvantaged in any way.

**7. CONFIDENTIALITY**

The questionnaire will be completed anonymously to protect my confidentiality.

**8. DISCLOSURE**

As this is a focus group, each participant agrees not to disclose confidential information of any other participant. I agree to use my best efforts to prevent inadvertent disclosure of confidential information. I will treat such information with at least the degree of care that I treat similar material and information of my own.

**I understand my right as research subject, and I voluntarily consent to participate in this study. I understand what the study is about and how and why it is being done. I do not give up any legal right by signing this informed consent form. I will receive a signed copy of this consent form.**

**I understand that I will not receive any compensation for participating in this research.**

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Subject's Signature

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Date

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Signature of Researcher

  

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**CONSENT TO PARTICIPATE IN RESEARCH PROJECT (SERVICE PROVIDERS)**

**PARTICIPANTS NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Researcher:** C. S. Nel

**INFORMED CONSENT**

**9. TITLE OF THE STUDY**

The impact of the Financing Policy for Developmental Social Welfare Services (1999) on service delivery in Nellmapius, Gauteng Province.

**10. PURPOSE OF THE STUDY**

The purpose of the study is to determine the impact of the Financing Policy for Developmental Social Welfare Services (1999) on service delivery in the Nellmapius community.

**11. RESEARCH PROCEDURE**

I understand that I will be requested to (1) fill in a questionnaire in a group setting on various aspects of service delivery in Nellmapius; (2) take part in a focus group discussion with other service providers, to determine the impact of the Financing Policy on service delivery in Nellmapius.

The questionnaire will take approximately 45 minutes to complete and during that time, the researcher will be present to assist me with the completion of the questionnaire if necessary. The focus group discussion will take approximately one hour, and the researcher will be present as facilitator.

I understand that the focus group discussion will be audio taped. The cassettes and transcripts will be kept in a secure place and will be heard only for research purposes by the researcher. Once the research has been completed, the cassettes and transcripts will be destroyed.

**12. RISKS AND DISCOMFORTS**

I take note that there are no known risks or discomforts associated with this research project.

**13. BENEFITS**

I understand that there are no direct benefits for me for the participation in this study. However, the results of the study may provide insight and knowledge for service providers in Gauteng on how to transform and better their services in communities.

**14. PARTICIPANTS RIGHTS**

I understand that my participation is voluntarily, that I can choose not to participate in part or all of the project, and that I can withdraw at any stage without being penalised or disadvantaged in any way.

**15. CONFIDENTIALITY**

The questionnaire will be completed anonymously to protect my confidentiality.

**16. DISCLOSURE**

As I will be part of a focus group, I agree not to disclose confidential information of any other participant. I agree to use my best efforts to prevent inadvertent disclosure of confidential information. I will treat such information with at least the degree of care that I treat similar material and information of my own.

**I understand my right as research subject, and I voluntarily consent to participate in this study. I understand what the study is about and how and why it is being done. I do not give up any legal right by signing this informed consent form. I will receive a signed copy of this consent form.**

**I understand that I will not receive any compensation for participating in this research.**

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Subject's Signature

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Date

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Signature of Researcher

  

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Please **fax** back to the researcher at **(012) 803 9712** and bring the original to the first meeting.

# **ADDENDUM B**

## **PERSONAL ADMINISTARTED QUESTIONNAIRE**

**IMPACT OF THE FINANCING POLICY FOR DEVELOPMENTAL SOCIAL  
WELFARE SERVICES (1999) ON SERVICE DELIVERY IN NELLMAPIUS**

**PERSONAL ADMINISTRATED QUESTIONNAIRE**

**(Service Providers)**

**1. GENERAL ARRANGEMENTS**

Please complete the questionnaire honestly. Mark the applicable blocks with a ☒.  
For example: Male ☐ Female ☒ It will take approximately 45 minutes to  
complete the questionnaire. If there are questions that are unclear, please ask the  
researcher for personal assistance.

**2. BIOGRAPHIC INFORMATION**

2.1 How long have you been working as a social worker?

0-3 years		4-6 years		7-9 years		10+ years	
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2.2 How long have you been working for the specific organization that you are  
working for now?

0-3 years		4-6 years		7-9 years		10+ years	
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2.3 What is the main focus of your organization?

FOCUS OF ORGANIZATION	
1. Child and Family Welfare	
2. Elderly people	
3. People with disabilities	
4. Community Development	
5. Counseling Services	
6. Therapeutic Services	

2.4 How old are you?

20-30 years		31-40 years		41-50 years		51+ years	
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2.5 Gender?

Male		Female	
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### 3. KNOWLEDGE OF THE FINANCING POLICY FOR DEVELOPMENTAL SOCIAL WELFARE SERVICES (1999)

3.1 When did you first hear about the Financing Policy?

1999		2000		2001		2002	
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3.2 What do you know about the aims of the Financing Policy?

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3.3 What do you regard as a developmental focus for the delivery of social welfare services?

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### 4. IMPLEMENTATION OF THE FINANCING POLICY

4.1 Did you receive any training with regards to the implementation of the Financing Policy?

Yes		No	
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4.2 If **Yes** on question 4.1, what medium(s) were used for your training? Indicate all the applicable.

MEDIUM	
1. One day workshop by Department of Social Development.	
2. Two/more days workshop by Department of Social Development	
3. One day training workshop by your organization	
4. Two/more days training workshop by your organization.	

4.3 Does your organization experience any difficulties with regards to the implementation and the transformation prescribed in the Financing Policy (1999)?

Yes		No	
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4.4 If **Yes** on question 4.3, what are the difficulties that your organization experience with regards to the implementation and the transformation prescribed in the Financing Policy (1999)?

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4.5 After three years of implementing the Financing Policy, do you think that the Government is on track with the transformation of social welfare services?

Yes		No	
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4.6 If **No** on question 4.4, why do you say so?

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4.7 What groups are targeted for services by your organization? Indicate all applicable.

TARGET GROUPS	
Children (0-18 years)	
Youth (19-30 years)	
Families	
Women	
Older Persons (above 50 years)	
People with disabilities	
Other (Specify)	

4.8 What estimated percentage of your organizations' work is aimed at the following target groups?

<b>Target Group</b>	<b>0-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81+%</b>
Children (0-18 years)					
Youth (19-30 years)					
Families					
Women					
Older Persons (above 50 years)					
People with disabilities					
Other (Specify)					

4.9 What kind of social welfare services does your organization deliver to Nellmapius?

<b>SERVICES</b>	
Counseling	
Support Groups	
Community Development	
Court work	
Foster Care and Reconstruction Services	
Poverty relief, such as food parcels	
Other (Specify)	

4.10 What estimated percentage of your organizations work is focused at the four levels as stated in the Financing Policy (1999)?

<b>Levels</b>	<b>0-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81+%</b>
1. Prevention					
2. Early intervention					
3. Statutory Services					
4. Continuum of care and Development					

4.11 In what special Developmental areas do your organization focus? Indicate all applicable.

<b>SPECIAL DEVELOPMENTAL AREAS</b>	
Special Protection	
Survivor Support and Development	
Poverty	
Disability	
Crime Prevention	
Substance Abuse	
HIV/AIDS	

4.12 According to you, do the services rendered by your organization meet the principles as set out in the Financing Policy (1999)?

<b>Principle</b>	<b>Yes</b>	<b>No</b>	<b>How?</b>
Accountability			
Appropriateness			
African Renaissance			
Community Centered			
Continuum of care and development			
Continuity of care and development			
Effectiveness and Efficiency			
Empowerment			
Family Centered			
Family Preservation			
Integration			
Normalization			
Participation			
Permanency Planning			
Person-centered			
Restorative Justice			
Rights			

4.13 Does your organization work in partnership with other organizations?

Yes		No	
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4.14 If *Yes*, at 4.12 please indicate the organizations with which you have partnerships.

<b>PARTNERS</b>	
Social Welfare Organisations	
NGO's	
Government Departments Specify:	
Other (Specify):	

4.15 The government planned to have the Financing Policy implemented fully by 2004. This implies that it is expected that most of the service delivery will focus on prevention and early intervention and that statutory services should only form a small part of the total service delivery of an organisation. With this background in mind, do you foresee that the transformation proposed in the Financing Policy will take place within the government's timeframe?

Yes		No	
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4.16 If *No* in question 4.14, what do you think is necessary to ensure that the transformation of services takes place?

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**5 Monitoring and Evaluation of the Financing Policy (1999)**

5.1 Do you know about the Developmental Quality Assurance (DQA) tool that forms part of the strategy to implement the Financing Policy?

Yes		No	
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5.2 Did any government team visit your organization to evaluate your services?

Yes		No	
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5.3 If **Yes** on question 5.2, when did the DQA team visit your organization?

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5.4 What was the outcome of the DQA visit?

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5.5 If you have any additional comments on the transformation of social service delivery in your organization, please indicate those in the open space below.

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Thank you for your time and cooperation.

# **ADDENDUM C**

## **FOCUS GROUP INTERVIEW SCHEDULE**

**IMPACT OF THE FINANCING POLICY FOR DEVELOPMENTAL SOCIAL  
WELFARE SERVICES (1999) ON SERVICE DELIVERY IN NELLMAPIUS**

**FOCUS GROUP INTERVIEW SCHEDULE**

**(Service Beneficiaries)**

1. What is your experience of social welfare services in general?
2. What do you expect from service providers who provide services in your community, such as CMR, Mental Health, Heartbeat, etc?
3. Which of the following services do you receive from the government?
  - 3.1 Foster Care ☐
  - 3.2 Social Security ☐
  - 3.3 Therapeutic sessions ☐
  - 3.4 Counseling ☐
  - 3.5 Support groups ☐
  - 3.6 Poverty relief ☐
  - 3.7 Food Parcel ☐
  - 3.8 Income Generating Projects ☐
  - 3.9 Community Development ☐
  - 3.10 Anything else? \_\_\_\_\_
4. What difference do you think did social welfare services make in Nellmapius in the last three years?
5. How have social welfare services facilitate change in your life?
6. What services are rendered in Nellmapius with regard to the following target groups:
  - ☐ Women
  - ☐ Youth (19-30 years old)
  - ☐ Children (0-18 years old)
  - ☐ Families
  - ☐ Older persons (above 50 years)
  - ☐ People with disabilities
7. How accessible are the services delivered by service providers in your community?