

EXPLORING THE PERCEPTIONS OF DOMESTIC VIOLENCE INTERVENTIONS AMONG WOMEN USING MOSAIC SERVICES IN CAPE TOWN



The UCT Knowledge Co-op facilitated this collaborative project with MOSAIC.

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RESEARCH OBJECTIVES

- 1. To explore the women's expectations of MOSAIC services.**
- 2. To determine the aspects of mosaic services which were perceived as beneficial to women.**
- 3. To ascertain the aspects of MOSAIC services which were perceived non-beneficial to women.**
- 4. To establish what recommendations women had for improving services at MOSAIC.**

SIGNIFICANCE OF THE STUDY

- ❖ *It was anticipated that the suggestions towards the improvement of services at MOSAIC would facilitate planning, prioritisation and appropriate interventions through the implementation of services that meet the needs of the clients*

RESEARCH SITES

The study was conducted from :

- ❖ Wynberg centre
- ❖ Mitchells plain satellite office
- ❖ Phillipi satellite office

SAMPLING AND DATA COLLECTION

- ❖ A qualitative methodology was used: facilitating the collection of rich data and the use of participants' own words.
- ❖ Sampling: Participants were selected using non-probability purposive sampling method.

Sample comprised of :

- ❖ Thirty female victims of domestic violence aged between 18 to 70 years from heterosexual relationships.
- ❖ Clients of MOSAIC centres in Cape Town within the last six months.
- ❖ Attended a minimum of four counselling sessions.

Data collection & analysis:

- ❖ Face to face interviews of 60-90 minutes.
- ❖ Tool was an interview schedule;
- ❖ Interviews were recorded using a digital voice recorder.
- ❖ Data was analysed by use of tesch steps of data analysis.
- ❖ Data collection was between May and August 2018.

FINDINGS OF THE STUDY

THE WOMEN'S EXPECTATIONS OF MOSAIC SERVICES

- ❖ Counselling i.e. long-term therapeutic intervention that enabled the exploration and understanding of the women's thoughts and feelings.
- ❖ Emotional support to facilitate healing from abuse and coping with abusive experiences.
- ❖ Improve safety:
 - assistance with legal interventions: obtaining protection orders, obtaining a divorce.
 - basic needs: emergency food and referral for accommodation in shelters.

THE ASPECTS OF MOSAIC SERVICES WHICH WERE PERCEIVED AS BENEFICIAL TO WOMEN

- ❖ The availability of the social workers to offer support without prior scheduled appointments.
- ❖ **Therapeutic relationship:**
 - Helpful attitudes: active listening and being non-judgemental. - The empathetic quality.
- ❖ The social workers' understanding of the participants' experiences, providing clarity and guiding decision-making.

Interventions at Mosaic led to:

- ❖ **Improved well-being:**
 - Psychological adjustment: healthier thought patterns, improved assertiveness and sharing emotional burdens and obtaining help.
- ❖ Reduced external stress through reduced anger

BENEFICIAL ASPECTS (CONTINUED)

❖Improved self-concept:

- Self-esteem building
- Improved coping abilities (improved personal sense of power and control over abuse).

❖Improved social interactions:

- Improved family relations (changed behaviour, a decrease in abuse and cooperation from abusive partners).

❖Feeling empowered:

- Understanding abusive situations and victims' rights, which led to assertive responses to abuse.
- Rebuilding confidence: dealing with emotions such as fear and diminished confidence.

BENEFICIAL ASPECTS (CONTINUED)

- ❖ **Developing Interpersonal skills** (behaviour that facilitated healing, lasting changes in relationships and coping independently).

- ❖ **Supportive counselling:** due to benefits of support groups
 - Mutual social support
 - Learning helpful coping strategies from each other.

- ❖ **Improved safety** :assistance with legal interventions and linkages to shelters.

THE ASPECTS OF MOSAIC SERVICES WHICH WERE PERCEIVED AS NON BENEFICIAL TO WOMEN

The participants who received help from the Phillipi satellite office found some aspects of the services at MOSAIC unhelpful.

- ❖ Inconsistent working hours: late opening time of the office.
- ❖ Unconducive counselling environment: lack of privacy and frequent interruptions from other clients (counselling venue was used for other purposes).
- ❖ Un clear location of the office in Phillipi. (difficult to locate which minimised accessibility, participants relied on verbal directions from people on the street)

WOMEN'S RECOMMENDATIONS FOR IMPROVING SERVICES AT MOSAIC

- ❖ Offering privacy during counselling: availing a private venue for counselling purposes (Phillipi office)
- ❖ Substance abuse treatment: increased vulnerability of DV victims to substance abuse as a way of coping with abuse.
- ❖ Intervention for different client groups: due to the effects of DV on the different family members.
 - Interventions for children whose parents were involved in abusive relationships.
- ❖ Increased resources for DV interventions : for increased and sustainable support to victims DV.
 - Expansion of facilities: accommodate more abused women.
 - Facilitation of regular support groups: to ensure maximum benefits from the support groups.
 - Increased counselling time and sessions : enable participants to deal with emotions and improve recovery.

WOMEN'S RECOMMENDATIONS FOR IMPROVING SERVICES AT MOSAIC

- ❖ Improved public awareness-raising about the services offered at MOSAIC.
 - Increased awareness in communities: available services at MOSAIC
 - Media advertisement: use of print media and broadcast media.
 - Peer support for DV victims: involving DV clients in awareness campaigns to motivate help-seeking.
- ❖ Assistance to obtain employment: promote financial stability for DV survivors. (the majority were unemployed).
- ❖ Suggestions for women in abusive relationships
 - Disclosure of abuse: enable the victims to obtain information about available resources for help.
 - Formal help-seeking among abused women: linked to ending abuse and minimal effects of abuse.

APPRECIATION

- ❖ *The management and staff of MOSAIC training, service and healing centre for Women.*
- ❖ *The participants of the study.*
- ❖ *The UCT Knowledge Co-op.*

THE END.

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