

# Women **WON'T** wait

Empowering Survivors of Domestic and Gender-Based Violence

PREAMBLE TO THE DOMESTIC VIOLENCE ACT: Recognising that domestic violence is a serious social evil; that there is a high incidence of domestic violence within South African society; that victims of domestic violence are among the most vulnerable members of society; that domestic violence takes on many forms; that acts of domestic violence may be committed in a wide range of domestic relationships: and that the remedies currently available to the victims of domestic violence have proved to be ineffective: And Having Regard to the Constitution of South Africa, and in particular, the right to equality and to freedom and security of the person: and the international commitments and obligations of the State towards ending violence against women and children, including obligations under the United Nations Conventions on the Elimination of all Forms of Discrimination Against Women and the Rights of the Child; 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 convey that the State is committed to the elimination of domestic violence.



ENGLISH EDITION

The stories of the women on these pages are featured in the documentary **“Women Won’t Wait”** which is designed to accompany this booklet.

For more information or to obtain further copies of the **“Women Won’t Wait”** booklet contact Mosaic on 021 761 7585 or e-mail [admin@mosaic.org.za](mailto:admin@mosaic.org.za)

To obtain a copy of the documentary “Women Won’t Wait” that accompanies this booklet, call or e-mail Mosaic.

You can also see a preview on or order the documentary from [www.mosaic.org.za](http://www.mosaic.org.za)

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This booklet is dedicated to all  
those with the strength to say no  
to abuse.

## **FOREWORD BY THE MEC FOR SOCIAL DEVELOPMENT**



If you are a victim of domestic violence this booklet is for you. It contains up to date information about domestic violence and resources to help you.

As you read this guide please remember that you are not alone. You are not to blame and you do not deserve to be blamed. It is a booklet filled with hope and shows that professional assistance is available.

Abuse of women and children is unacceptably high. It cannot be tolerated. The Department of Social Development has therefore embarked on an intensive process to address this scourge.

The information in this booklet will apply to all victims regardless of their gender, the gender of their partner or their marital status. It also applies to older persons and young persons in love-relationships.

Use it to empower yourself. Share it to empower others.



Mrs Zodwa Magwaza

MEC FOR SOCIAL DEVELOPMENT



Department of Social Development  
Departement van Maatskaplike Ontwikkeling  
Isebe Lophuhliso Loluntu



## WHAT IS DOMESTIC VIOLENCE?

The Domestic Violence Act, No 116 of 1998 defines domestic violence as abusive acts that infringe upon or threaten your physical safety, freedom, health and emotional well-being. These are committed by a person you are or were involved with in a domestic relationship eg your partner or ex-partner, boyfriend/girlfriend, parents, children, family member or a person living in or recently sharing the same house as you.

Domestic violence is abuse with a specific purpose in mind. It is used by one person, in most cases your partner, to gain and maintain power and control over you. This use of power and control is designed to make you feel fearful of your partner. In this way, your partner maintains control over your life.

## MYTHS ABOUT DOMESTIC VIOLENCE

There are many myths or excuses being used to justify abuse. Only some are mentioned here. These myths need to be challenged whenever they are used by abusers or others.

**Myth:** Alcohol and drug abuse causes domestic violence.

**Fact:** Drugs and alcohol can aggravate (make worse) abusive behaviour, but in and of themselves do not cause domestic violence. Abuse can happen with or without the use of alcohol and drugs.

**Myth:** The man is the head of the household and the breadwinner, therefore he can behave in any way that he chooses.

VIOLENCE IS NEVER RANDOM.  
THE ABUSER ALWAYS HAS A PURPOSE.

**Fact:** Despite cultural traditions and norms neither partner has more rights than the other. Also, domestic violence happens in homes where men and women work. Sometimes women are the breadwinners. We must remember that while some women do not go out of the home to work, they play a very important role at home by taking care of the children and the household.

**Myth:** Poverty or stressful jobs cause domestic violence.

**Fact:** There are many people who live in poor homes who do not abuse their partners, children or family members. Domestic violence occurs in all income groups. It does not discriminate and poverty cannot be pointed to as a singular cause. Also, everybody can get stressed. No-one has the right to unfairly take out their frustrations on another person regardless of what they are dealing with in their own lives.

**Myth:** Women are looking for trouble when they wear revealing clothes or nag about issues.

**Fact:** Women should be able to wear whatever they want but it is advisable to read situations carefully for your own safety. Couples should sort out domestic issues in a calm and respectful way. Neither party should nag.

## **DOMESTIC VIOLENCE HAS MANY FORMS**

**Physical:** This is when you have been beaten, stabbed, choked, punched, kicked or attacked in any other way. Sometimes objects such as a kerie, panga, knife, gun or broken bottle are used to hurt you.

**Sexual:** This is when you are forced to have sexual intercourse or

MARITAL RAPE IS A CRIME.

perform sexual acts against your will. Or when your partner threatens to harm you if you don't allow it. It is important to remember that rape can happen within a marriage.

**Emotional:** This silent form of abuse is used to hurt or manipulate your feelings. It causes you fear, stress, tension or anxiety.

**Psychological:** This is when abuse is used to manipulate your mental state to confuse you. You could feel that you are losing your mind.

**Verbal:** This is when words, language and tone are used in cruel ways to hurt, scare or break you down. This includes threats to hurt you or your children and embarrassing you in front of others..

**Economic:** This is when the abuser controls you by withholding money and/or preventing you from having access to finances. He/she could refuse to pay or share the rent or bond of the property. It is also when he/she destroys your possessions and property, doesn't support the children or steals or sells your possessions without your consent.

**Stalking:** This is when the abuser follows you or your children and repeatedly watches your every move.

**Harassment:** This is when your abuser pesters or intrudes on your privacy. He/She might hang around your work place, make repeated phone calls or send repeated sms's or letters. He/She might enter your property without your consent. All of these actions make you feel afraid that you might be harmed.

*Domestic violence survivor now living in a shelter:*

*'I didn't know what he would do next time, maybe he would kill me. Here we talk everyday, we pray and keep each other strong.'*



## **REASONS WHY PEOPLE STAY IN ABUSIVE RELATIONSHIPS**

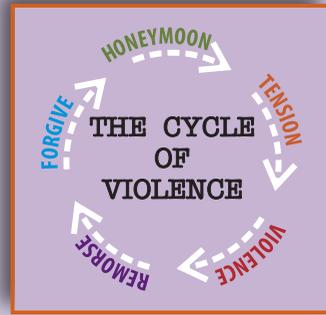
There are many reasons why people do not leave abusive relationships. If you are not working you might feel that you are dependent on the abuser to support you and your children financially. You might stay for their sake, thinking it is better for your children to have both parents living together at home. Some people stay because they feel they have nowhere else to go. Also, an abuser may threaten to kill or harm you and family members if you express the desire to leave. Many people don't leave because their self-esteem has suffered badly and they feel that they are worthless. The result is they leave decisions about their lives to others. Another important factor keeping people in abusive relationships is the hope that the perpetrator will mend his or her ways.

## **THE 'CYCLE OF VIOLENCE'**

Abuse often occurs in cycles. There are periods when violence happens regularly and times where violence does not occur at all. The Cycle of Violence usually begins with a violence-free period. Think back to when you first met your abuser. Do you remember how you felt then? How happy you were and how you couldn't wait to see him/her? This is called the *honeymoon stage*.

As your relationship progressed (perhaps you got married) arguments started and you began to feel uneasy. Sometimes you were not sure why your abuser's reactions seemed so extreme or what you had done to elicit such a powerful response. Often your abuser would simply cut you off and not talk to you. This is called the *tension build-up stage*.

Eventually the abuse begins, this is *the violent stage*. The abuse can be physical, verbal, emotional, psychological, financial and sexual. It might involve intruding on your privacy, harassing you, stalking you or it can be a combination of these.



Then, particularly after physical or sexual abuse, your abuser shows *remorse* and might repeatedly apologise and beg your forgiveness. He/She might also say that it was your fault and that you had provoked the situation. Full responsibility for their actions is seldom accepted by abusers. At this point you might begin to feel guilty and believe that you were in fact the sole cause of the outburst. You accept the apology and to keep the peace you make up with your abuser.

Now, the quiet, *honeymoon period* begins again and the cycle continues.

The Cycle of Violence is also fed by the hope that your abuser will change his/her ways and be the person you once knew and loved.

## **EFFECTS OF ABUSE ON WOMEN**

If you are employed, many hours of work are lost due to physical and/or emotional injury from domestic violence. You may even lose your job as a result of being off from work too often. You may suffer from depression and become forgetful or find it difficult to concentrate. You might start using and become dependent on alcohol, drugs or anti-depressant medication. Your physical health and emotional well-

**VIOLENCE AGAINST WOMEN IS A VIOLATION OF HUMAN RIGHTS.**

being is compromised and you might isolate yourself from your family, friends and community because you wish to hide the fact that you are being abused.

## **EFFECTS OF ABUSE ON CHILDREN**

Children who witness domestic violence often develop stress disorders. Symptoms such as bed wetting, depression and learning problems at school are common as is 'playing out' or criminal behaviour. Children sometimes run away preferring to live on the street rather than witnessing or becoming victims of domestic violence at home. Very often these children repeat abusive behaviour when they are adults, believing that violence is the norm in every household.

## **EFFECTS OF ABUSE ON THE COMMUNITY AND SOCIETY**

Domestic violence does not only affect you and your children. It also affects your relationships with people around you such as friends, family, neighbours, religious leaders and colleagues. These people could be a strong support system for you. On some occasions, however, they might be drawn into the situation unwillingly and this could be dangerous for them. If a third party becomes involved in a domestic dispute they need to understand the parameters of the situation fully.

Domestic violence places huge financial burdens on government and service providers in the health, criminal justice, social welfare, education and business sectors.

*Domestic violence survivor now living in a shelter:  
'You are scared. You listen to the sweet talk and stay because of the children. Don't be afraid. Now I am starting from the bottom up.'*



## YOUR RIGHTS

Your rights are covered by a number of legal and policy documents developed by the Government of South Africa:

- **The Constitution and the Bill of Rights** ([www.info.gov.za/documents/constitution/index.htm](http://www.info.gov.za/documents/constitution/index.htm)), protects your right to human dignity, equality, life, freedom of association and movement, privacy, access to courts, social security and other services, and just administrative action.
- **The Domestic Violence Act (No 116, 1998)** ([www.info.gov.za/gazette/acts/1998/a116-98.pdf](http://www.info.gov.za/gazette/acts/1998/a116-98.pdf)) offers legal protection against domestic violence. If there is reasonable proof that someone has contravened the provision of this act they may be arrested. They might also be asked to appear in court but the case may not go further unless the 'victim' is willing to testify. In cases where the 'victim' is unfit or unable to testify, the court can request a third party to testify. The court can also instruct your abuser to support you and the children financially. Police officers are legally obliged to help you by explaining your rights, arranging a safe place to stay and helping you to get medical attention if necessary.
- **The Criminal Law (Sexual Offences and Related Matters) Amendment Act (No 32, 2007)** ([www.doj.gov.za](http://www.doj.gov.za)) offers protection against all forms of sexual violence including marital rape.
- **The Service Charter for Victims of Crime in South Africa and The Minimum Standards Document** ([www.doj.gov.za](http://www.doj.gov.za)) are there to make sure that victims and survivors of crime are respected and that procedures are followed by the police, magistrates, prosecutors, clerks of the court, parole officers, doctors, nurses and social workers. The Charter says you have the right to be treated with fairness and respect

REMEMBER TO MAKE REFERENCE TO THE VICTIMS  
CHARTER WHEN COMPLAINING ABOUT BAD  
SERVICE. BETTER STILL, TAKE A COPY WITH YOU.

for dignity and privacy. You have the right to be offered and receive information pertaining to your case, you have the right to protection, assistance, compensation and restitution *and* you have the right to complain if this is not done.

There are further policies and documents where the prevention of domestic and gender-based violence are central:

- **The South African 365 Day National Action Plan to end Gender Violence** (go to [www.doj.gov.za](http://www.doj.gov.za) and search '365 day National Action Plan')
- **Southern African Development Community (SADC) Declaration on the Prevention and Eradication of Violence Against Women and Children** ([www.sardc.net/widsaa/sgm/1999/sgm\\_eradviol.html](http://www.sardc.net/widsaa/sgm/1999/sgm_eradviol.html))
- **African Women's Protocol** ([www.achpr.org/english/\\_info/women\\_en.html](http://www.achpr.org/english/_info/women_en.html))
- **The United Nations Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)** ([www.un.org/womenwatch/daw/cedaw/](http://www.un.org/womenwatch/daw/cedaw/))

## GETTING HELP

There are a number of ways in which you can seek help to prevent domestic violence from continuing.

It is always best to go to an NGO or even a government office working with domestic and gender-based violence to support and guide you. They will help you through the emotional and legal process of changing your life. They offer counselling and will help you lay a charge and/or

DEMAND FAIR TREATMENT. TURN TO PAGE 20  
FOR WAYS TO COMPLAIN IF YOU AREN'T.

get a Protection Order. They will help you find medical assistance and will try to find you and your children a safe place to stay if you are in danger or have simply decided to leave home.

### **COUNSELLING:**

A good first step is to call a domestic violence telephone support service (see the list at the back of booklet). You can also go for face to face counselling. Counselling supports you, helps you look at your options and understands the situation from your point of view. It helps you feel less alone and understands that feeling alone is one of the hardest parts of being abused. Organisations such as those listed at the back of this booklet can help you lay a charge, get a Protection Order and/or refer you to a shelter. They can also put you in touch with support groups so that you can find support from others who have been through it themselves. You will discover some real possibilities on how to turn your life around. Couples and family counselling are also available.

### **LAYING A CHARGE:**

By laying a charge against your abuser you are beginning the legal and emotional journey towards regaining your power. You are saying 'enough is enough!'

A charge is laid at a SAPS community service station closest to where the incident of domestic violence occurred. Police might refer you to the court without you laying a charge. It is however, your right to lay a charge and it will strengthen your application for a Protection Order, so it is best to do it. You will be asked to sign the Occurrence Book at the police station and the police must make an entry into the Incident Book as proof that you have reported the abuse.

**A LIFE FREE OF VIOLENCE IS YOUR RIGHT,  
DEMAND IT.**

## **GETTING A PROTECTION ORDER:**

A Protection Order is a document which legally prohibits an abuser from committing any acts of domestic violence against you. Depending on the severity of the abuse, once you have completed the application forms and affidavit a magistrate might grant you an Interim Protection Order for a short period until the date that you and your abuser must appear in front of the magistrate for the hearing of the case. Once the Protection Order is finalised, the Protection Order is permanent until you decide to have it withdrawn.

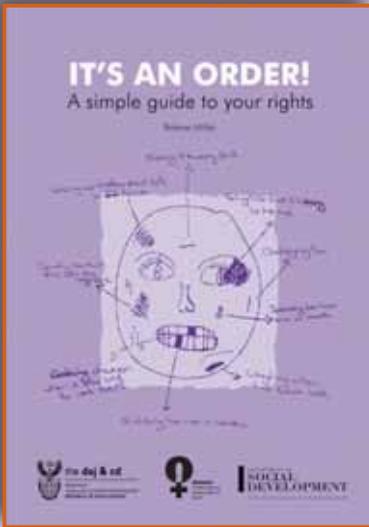
You can obtain a Protection Order at any magistrates' court nearest to where you live or work, nearest to where your abuser lives or works, or nearest to where the abuse took place. At some courts support workers are available to counsel you and walk with you through the process. You need not do it alone. In an urgent situation you can also apply for a Protection Order outside of working hours, the police station must then find a magistrate to sign the papers.

Once granted the Protection Order is enforceable throughout the country.

**Who may obtain a Protection Order?** Anyone who has been abused – even a minor may bring an application unassisted. A third party who is afraid for your safety such as a counsellor, social worker, police officer, health worker or teacher can apply for a Protection Order on your behalf with your written consent.

If the abuser violates the Protection Order you should call the police or report it at the station immediately. The police will take your statement

**TAKE VIOLENCE AGAINST WOMEN SERIOUSLY.  
TALK ABOUT IT, GET HELP, PREVENT IT.**



about what happened and ask for your Interim Protection Order and Warrant of Arrest. Even without a Warrant of Arrest the police have to arrest your abuser if they assess that you are in danger. They must search the property for weapons if he/she threatened you and help you to get medical assistance or to a shelter if necessary.

For detailed information on the Protection Order, please visit the Mosaic website: [www.mosaic.org.za](http://www.mosaic.org.za) or phone

Mosaic 021 761 7585 for a copy of the Protection Order Booklet "It's an Order!" The booklet is available in English, Afrikaans and Xhosa.

Many people are afraid to get a Protection Order because they think it will cause the abuser to become more violent. In most cases this is not so. The majority of abusers do not want to get arrested and the Protection Order does act as a deterrent. Please discuss your options and make the right choice with the help of a counsellor.

## **REMOVING YOURSELF FROM DANGER**

Many women realise that they cannot remain in harms way. They begin new lives at shelters and half-way homes. Others stay with friends or relatives and some remain at home and the abuser leaves. You can choose your own path of action, but it is recommended that a counsellor looks at options for you and your children and refer you appropriately.

Each person's situation is different and there is no solution that fits all. The important thing is to remove yourself from danger and change your circumstances before it is too late.

Remember that when you disclose that you are being abused you may place yourself at risk. If your abuser suspects that you are planning to leave, this is also a high risk time. The best way to leave is without disclosing your intentions and when the children are out of harms way.

### **Your safety plans should include:**

- Not doing it alone
- Having a place to go ie friends, family or a safe house
- Packing a bag that contains extra clothing for yourself and the children, copies of documents such as your ID, children's birth certificates, your Protection Order, extra medication if necessary and copies of house/car keys.
- Give copies of your keys to a neighbour in cases where your abuser is known to lock you in a room and leave the premises.
- Place neighbours or family's telephone numbers on speed dial.
- Inform neighbours, friends and your family of signs of danger and put a support plan in place eg asking them to come around if they have not heard from or seen you within a certain time after you have attempted to leave.
- Children who are old enough should be informed of signs of impending violence and whom to call for help eg SAPS, family, the neighbours.
- 

#### *Domestic violence survivor:*

*'He gave me a black eye so I went to the social worker and asked if she knew of a place where I could go to start a new life.'*



## **TAKE CARE OF YOUR HEALTH**

Besides your mental health your physical health is also affected when you are in an abusive relationship. Some women do not seek medical help for fear of the abuse becoming known. This can have dire consequences. Research has shown that abusive partners can become even more violent when a woman is pregnant. In addition, abusers often engage in affairs which increases your chance of contracting a sexually transmitted disease such as HIV and AIDS. Even though it is difficult, try to negotiate for the use of condoms during sex.

It is *very* important that you visit the clinic or a health professional on a regular basis to prevent permanent harm to your body and sexual and reproductive organs. You can also ask the health practitioner to refer you to an organisation that assists with domestic violence cases.

## **OFFENDER PROGRAMMES**

Offender programmes can be voluntary or compulsory. Some abusers are sent on offender programmes by magistrates after they have broken the conditions of a Protection Order. You can ask the court to send your abuser to an offender programme as part of their sentencing.

Offender programmes teach perpetrators about their behaviour and in some cases they gain insight and may change their ways. They begin to learn that they have a problem and how to deal with it. Some are afraid of ending up in jail where they too could easily become victims of abuse. Some women refuse to take an offender back unless they go on an offender programme.

**GET TESTED. GET TREATMENT. GET CONTROL.  
STOP HIV/AIDS!**

## WHAT COMMUNITIES CAN DO

- Don't look away – speak out against domestic violence. Report violence against women and children. It is NOT a private matter. Encourage women to speak out and report. Educate yourself on the basic processes involved in reporting and applying for a Protection Order.
- Make an effort to give women information about where to go for help. You could even take them there yourself, or arrange for them to talk to a counsellor on the phone or face to face in *your* home, if it is difficult for them to do so in their own.
- Form partnerships with community and traditional leaders, religious or faith-based groups, neighbourhood associations, teachers, men and youth to build support and promote the message that domestic violence cannot and will not be tolerated.
- Create networks of men to share knowledge and experience.
- Use the media, theatre and other communication channels to address the issue of violence against women.
- Identify public spaces where sexual harassment, rape and kidnapping might take place and initiate projects to make your neighbourhood safer for women, children and the elderly.
- Donate food, clothing and other necessities to shelters for abused women. If you can, offer work to women in shelters or to those who remain in abusive situations at home. This will help them become financially independent which is an important step to ending the cycle of domestic violence.
- Speak out against excessive drinking and drug taking. There is a strong link between domestic violence and substance abuse.
- Focus on raising boys with strong morals, healthy self-esteem and

IMAGINE COMMUNITIES WITHOUT  
DOMESTIC VIOLENCE.

positive attitudes towards women. Discuss issues such as gender stereotypes, gender relations, dating, harmful sexual practices, respectful relationships and such like.

- Support sexuality education in schools.

## ARE YOU BEING ABUSED?

Any relationship features tensions from time to time but if the following controlling behaviours happen repeatedly you should consider speaking to a counsellor to explore ways to turn your life around.

Is your partner, ex-partner, a family member or someone in your home

1. Hitting you?
2. Swearing at you?
3. Forcing you to have sex or perform sexual acts against your will?
4. Threatening to harm or kill you, your children or family members?
5. Putting you down by insulting and embarrassing you?
6. Judging, criticizing or bullying you?
7. Making you feel confused, angry and teary?
8. Causing you to feel sad, worthless, and dissatisfied?
9. Harassing, following and/or repeatedly intruding on you privacy?
10. Withholding finances and manipulating you with money?
11. Do you wish that you could become more assertive?

If you have said yes to one or more of the above, you are being abused. Please refer to the resource list on the next page for help.



*Debra Rennie, domestic violence survivor, author and speaker:*

*'The man who professed to love me called me worthless and a terrible wife. It makes you take a step back and ask - could this be true?'*

# RESOURCE LIST

## EMERGENCY NUMBERS

Police Emergency 10111

Make sure you have the number of your local police station

## TELEPHONIC COUNSELLING

### **Stop Women Abuse Hotline**

0800 150 150

**Lifeline:** Telephonic and face to face counselling and referrals

0861 322 322 or (021) 461 1111

### **Rape Crisis counselling lines:**

Central 021 4479762, Manenberg 021 6335287,

Khayelitsha 021 361 9085

## NGO'S, SUPPORT ORGANISATIONS AND GOVERNMENT

**Mosaic Training, Service and Healing Centre for Women:** Counselling and support, Protection Order support, reproductive health clinic, referrals to shelters. Satellite offices across Cape Town.

021 7617585 | [www.mosaic.org.za](http://www.mosaic.org.za)

### **Saartjie Baartman Centre for Women and Children:**

Counselling, legal advice, skills training, referrals to shelters

021 633 5287 | [www.saartjiebaartmancentre.org.za](http://www.saartjiebaartmancentre.org.za)

**Simelela Centre for Survivors of Sexual Violence (24hours):** Counselling, medical care and crisis assistance, forensic examinations, police assistance, referrals to shelters. 021 361 0543 or 080 033 0101

**Mitchells Plain Care Centre:** Counselling and referrals to shelters. 021 397 3613

**FAMSA:** Counselling support and social services, referrals to shelters. Satellite offices across Cape Town. 021 447 7951 | [www.famsa.org.za](http://www.famsa.org.za)

**Rape Crisis:** Telephonic and face to face counselling for rape survivors (includes domestic sexual violence). Satellite offices at Manenberg and Khayelitsha. 021 447 1467 | [www.rapecrisis.org.za](http://www.rapecrisis.org.za)

**Trauma Centre:** Trauma response, crisis intervention, counselling, referrals. 021 633 5287 | [www.trauma.org.za](http://www.trauma.org.za)

**Halt Elder Abuse Line (HEAL):** Support, counselling and reporting mechanism for older persons suffering from domestic and other forms of abuse 0800 003081.

**Western Cape Network on Violence Against Women:** Co-ordinates and integrates organisations and individuals through advocacy, public awareness, training in support of women's rights and an end to domestic violence. 021 633 5287 | [www.wcnetwork.org.za](http://www.wcnetwork.org.za)



*Domestic violence survivor:*

*'I will not go back there. I now see a brighter future for myself and my children. At last I have peace of mind.'*

**District Offices of the Department of Social Development:** Call 0800 220250 and ask for a Social Worker who deals with counselling in your area and referrals to shelters

**Offender programmes:**

FAMSA: 021 447 7951 | [www.famsa.org.za](http://www.famsa.org.za)

NICRO: 021 462 0017 | [www.nicro.org.za](http://www.nicro.org.za)

**SHELTERS**

The organisations and offices above will be able to refer you to a suitable place of safety in the Western Cape. Here are just a few:

- Saartjie Baartman Centre, Heideveld: 021 633 5287
- St Anne's, Woodstock: 021 448 6792
- Carehaven, Bridgetown: 021 638 5511
- Sisters Incorporated, Wynberg: 021 797 4190
- Islamic Resource Foundation of South Africa, Heideveld: 021 638 5578
- Place of Hope, Lansdowne: 021 697 2019
- Dusk to Dawn, Ravensmead: 021 931 3622
- Sizakuyenza, Philippi: 021 374 0800
- Bonne Esperance, Philippi: 021 691 8664
- Selby Lodge: 021 511 6510
- Island of Hope, Paarl: 021 872 6032
- Athlone House of Strength (AHOS) Paarl: 021 862 9983
- Eerste Begin Shelter, Worcester: 021 691 8665
- United Sanctuary Against Abuse, Atlantis: 021 572 8662

*79 year old rape survivor:*

*'The doctor said I should have shouted louder. He didn't even examine me. They said I suffered from Alzheimers.'*



## **ADDITIONAL SA WEBSITES:**

[www.abuseisnoexcuse.co.za](http://www.abuseisnoexcuse.co.za) | [www.womensnet.org](http://www.womensnet.org) | [www.debra.co.za](http://www.debra.co.za)

## **USEFUL BOOKS BY LOCAL SURVIVORS OF DOMESTIC VIOLENCE**

*The Relationship Magnet* and *Relationships, the Unspoken Truths* by Debra Rennie, available on [www.debra.co.za](http://www.debra.co.za) or call 076 638 4455.

*Look Me in the Eye* by Caryl Wyatt, available on [www.abuseisnoexcuse.co.za](http://www.abuseisnoexcuse.co.za)

## **WHERE TO COMPLAIN IF YOU HAVE BEEN TREATED UNFAIRLY**

Police's lack of service delivery:

- The first step is to complain to the Station Commissioner at the police station where the incident or lack of service occurred
- If this does not help, you are entitled to complain to the Independent Complaints Directorate (ICD): 021 941 4800.  
E-mail: [complaints@icd.gov.za](mailto:complaints@icd.gov.za) [www.icd.gov.za](http://www.icd.gov.za)
- If this does not satisfy you then take the matter up with the MEC for Community Safety in the Western Cape 021 4834939

Lack of service delivery from prosecutors, magistrates, and clerks of the court:

- Contact the Provincial Office of the Department of Justice and Constitutional Development on 0800 601 011 or 021 462 5471. The National Office of the Department of Justice and Constitutional Development can be contacted on 012 312 7470

- The Magistrates Commission: Tel 012 325 3951
- The Judicial Services Commission: Tel 051 447 2769

Lack of service delivery by the Department of Social Development eg social workers employed by the state and state counsellors:

- Your first step is to call your local Department of Social Development District Office. You can obtain their number by calling 0800 220 250. Thereafter direct your complaints to the Provincial Head Office on 0800 220 250 or 021 483 3871

Lack of service delivery from doctors, nurses and other health professionals:

- Speak to your clinic or hospital manager. If you are still unhappy, direct your complaint to the Provincial Department of Health on 021 483 5624

It is a good idea to duplicate your complaint to the Health Professions Council of South Africa Tel 012 338 9300/1

Remember to take down the name and title of the person who was supposed to help you. Also make reference to the Service Charter for Victims of Crime and the Minimum Standards Document when you complain. Better still, take a copy with you. They are available at all district offices of the Western Cape Department of Social Development and the Department of Justice and Constitutional Development. You can download them from [www.doj.gov.za](http://www.doj.gov.za)

*Rape survivor and new mother:*

*'There is hope and there is light at the end of the tunnel for everybody going through this painful journey. You are not alone'.*













"And to make an end is to  
make a beginning, the end is  
where we start from."

– *TS Eliot*



**MOSAIC**  
TRAINING, SERVICE &  
HEALING CENTRE FOR  
WOMEN

DEPARTMENT OF  
**SOCIAL  
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