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LIST OF NATIONAL DEPARTMENTAL REPRESENTATIVES TO THE IDCF

1. Agriculture
2. Arts, Culture, Science and Technology
3. Communication
4. Constitutional Development
5. Correctional Services
6. Defence (South African Medical Services)
7. Education
8. Environmental Affairs and Tourism
9. Finance
10. Financial and Fiscal Commission
11. Foreign Affairs
12. Government Printing Works
13. Health
14. Home Affairs
15. Housing
16. Independent Electoral Commission (IEC)
17. Justice
18. Labour
19. Minerals and Energy
20. Office on the Status of Disabled Persons
21. Public Service and Administration
22. Public Service Commission
23. Public Works
24. South African Police Services (Organisational Health and Safety)
25. South African Revenue Services
26. Sports and Recreation
27. State Expenditure
28. Trade and Industry
29. Transport
30. Water Affairs
31. Welfare & Population development

LIST OF PROVINCIAL, REGIONAL OR LOCAL/DISTRICT OFFICES

EDUCATION

Eastern Cape

Free State

Gauteng

Kwazulu-Natal

Mpumalanga

North West

Northern Cape

Northern Province

Western Cape

Northern Province

Western Province

HEALTH

Eastern Cape

Free State

Gauteng

Kwazulu-Natal

Mpumalanga

North West Province

Northern Cape

Northern Province

Western Cape

LABOUR

Eastern Cape

Free State

Gauteng North

Gauteng South

Kwazulu-Natal

Mpumalanga

Northern Province

North-West

Western Cape

WELFARE

Eastern Cape Province

Free State Province

Gauteng Province

Kwazulu-Natal Province

Mpumalanga Province

North West Province

Northern Cape Province

LIST OF ABBREVIATIONS

DEAFSA	DEAF federation of South Africa
DICAG	Disabled Children's Action Group
DPO	Disabled People's Organisation
DPSA	Disabled People South Africa
ELSEN	Education for Learners with Special Educational Needs
FCFB	Federal Council for the Blind
IDCF	Inter-departmental Committee Forum
IEC	Independent Electoral Commission
IPDS	Integrated Provincial Disability Strategy
*MADUNSA	Madunsa University of South Africa
MODE	Madunsa Organisation for Disabled Entrepreneurs
NAPCOSA	National Paralympics Committee of South Africa
NCB	National Council for the Blind
NCCD	National Co-ordinating Committee on Disability
NCF	National Consumer Forum
NCSNET	National Commission on Special Needs in Education and Training
NEAP	National Environment accessibility Programme
NED	Network for the Employment of Disabled People
NGO	Non-Governmental Organisation
NSC	National Sports Council
OSDP	Office on the Status of Disabled People
PCCD	Provincial Co-ordinating Committee on Disability
PSC	Public Service Commission
SARS	South African Revenue Services
SATOUR	South African Tourism
SEN	Special Educational Needs

EXECUTIVE SUMMARY

Introduction

This research project was commissioned by the Department of Health (Directorate: Chronic Diseases, Disability and Geriatrics), and forms part of the National Disability Surveillance project. The emphasis of this research component was on the services that are provided by government departments for disabled people.

The following government departments were targeted:

1. All national government departments were interviewed with the emphasis of the interviews being on policy formulation;
2. A sample of government departments were selected for interviews on provincial, regional and local/district levels (i.e. Health, Education, Welfare and Labour);
3. Commissions such as the Independent Electoral Commission and the Financial and Fiscal commission.

Methodology

A structured self-reporting questionnaire was used, which was either administered face to face or telephonically by a CASE researcher or self-administered by the relevant government official. The sampling procedure was purposive in nature with the focus being on getting as wide a range of service providers as possible.

The research process included:

1. Face-to-face interviews with people in national departments who are responsible for service rendering and policy making around issues facing disabled people;
2. Telephonic interviews with people responsible for the implementation of services in provincial, regional and district departments.
3. The interviews were carried out between September 1998 and November 1998.

Main findings

The findings report the main themes and opinions of service providers who were interviewed. They in no way assess the quality of the services providers. For example, when interviewees report that links with disabled people's organisations are satisfactory, this is reported with no confirmation as to the validity of the statement from the perspective of disabled people's organisations.

National departments

National departments predominantly perform the role of policy makers and are not directly involved in service delivery. Some department functions are definitely aimed at addressing disability-related issues in more detail (e.g. Health, Welfare, Education, Labour, and so on). Other

departments only deal with disability-related issues as far as disabled staff members are concerned (e.g. Constitutional Development, Public Service and Administration, Financial and Fiscal Commission, Finance, and so on). As a result, some departments had more information to report on than others.

Some government departments were clearly more advanced than others on implementing programmes around disability issues. For example, one department indicated that they have fourteen disabled persons employed in the head office, while another department explained that they either have two disabled persons or none employed in the head office.

Several respondents explained that they are either new in this position, or that it is the first time they are dealing with disability related issues and that progress is a bit slow. There is a clear need for guidance from the OSDP.

National departments report that they have primarily informal but satisfactory links with DPOs and NGOs. Some departments did however indicate that there is much room for improvement and suggested a more formalised relationship.

The budgetary issue is a huge concern. Information on the budget is unclear, incomplete or not known. One department suggested that the chaotic financial and administrative systems are major contributors to this problem.

Recommendations

There should be consistency and continuity between departments; for example, organising an international day for disabled people, incentives, awards, and so on.

There should be a more active Interdepartmental Committee Forum for guidance and information sharing.

Clear benchmarks for departmental activities should be set; (for example, establishment of in-house forums for disabled staff members within departments, information on disabled personnel, environmental accessibility, access of equipment and resources to disabled staff, internal discussion documents and policies, progress reports from departments (for the OSDP), and so on.

Advertisement for employment of disabled people should also be done via DPOs.

The employment of disabled people in higher ranking positions.

OSDP to run workshops on core disability issues to be addressed in the different departments and maybe work on a general framework as issues are different for various departments.

Clear and consistent financial and administrative management within departments; (i.e. access to budgets, size of budgets, guidelines, and so on;).

Provincial departments

The following points summarise the main issues raised by respondents in the various provincial departments.

Education

There is a need for education for all to be promulgated, as it would have direct implications for education and moving away from a separatist approach.

Transport is a major factor for departments to liaise with DPOs.

One department mentioned that disabled children feel isolated and run away from schools and schools must be integrated.

More research is required to assess the needs of disabled people.

Disabled people are involved in the planning and provisioning of services, but not with the evaluation and monitoring of services.

Departments wants more guidance from National Department concerning, provincial policies.

Departments report that they have good relations with DPOs.

Departments do not have very strong links with NGOs and universities.

Sources of funding and budgetary information for the various departments are unclear.

There is a need for better administration within departments and the need for better incentives.

Very few support services are in place for disabled people in departments.

There is a lack of funding, personnel, resources and assistive devices.

Variation in the evaluation of services and service providers should be made more consistent.

Health

Budgetary problems are the biggest problem experienced by most provincial/district offices.

There is a shortage of resources, facilities and personnel.

A great emphasis was placed on in-service training of both staff and volunteers.

Although there are good linkages between the different levels within a department, some offices still felt that there is a strong top down approach.

There is no consistency in terms of evaluation procedures for evaluation and monitoring of services and service providers.

Despite limited resources and money, most departments felt that there was worker dedication.

Labour

There is a lack of funding and staff and problems with provision of assistive devices.

Despite the fact that some departments report good links with DPOs, NGOs and other government departments, some departments feel that this relationship is not satisfactory.

Not enough disabled people access services.

The wage subsidy scheme is not fully utilised.

Only disabled people who can access services utilise them, (e.g. those who have access to transport).

Budget constraints are forcing a review of the bursary scheme.

Disabled people are generally involved in the planning of services, to a lesser extent in the provisioning of services but are generally not involved in the evaluation of services.

Very few support services are in place for disabled people in departments.

There is a lack of information on the budget and what it is used for.

Need for better administration systems in departments.

Evaluation of services and service providers are different for each province.

There is a need for better and more incentives.

Welfare

Disabled people's involvement in the planning, provisioning and evaluation of services is limited as it is expected of NGOs, who directly render the services, to involve them.

Departments report that they have good relations with DPOs and NGOs.

There are significant budgetary constraints and a lack of information on budgets.

Lack of personnel and other resources.

There is a need for greater awareness on services offered by government, NGOs, and so on.

There is a need to involve the community and parents of disabled children more.

There is a need for more information around disability.

There is a need for more incentives to be put in place, especially for people who work in remote areas and to attract people to go work in rural areas.

Concluding remarks and recommendations

There is a need for closer interaction between government departments. Although the IDCF is currently fulfilling this role, there is room for improvement. A number of departments interviewed indicated that, although they are departmental representatives on the IDCF, they have not yet attended any meetings. Departments are not sure what is expected from them and are waiting for guidance from the IDCF.

Many national and provincial departments expressed the difficulty in defining disability, especially for departmental audits on disabled personnel, and the need for training around disability issues.

There are varying degrees of activity within the same departments across provinces as well as between different departments in the same province.

Issue of budgets, planning, monitoring and evaluation are clearly important issues to consider in developing disability-related services in all provinces. One important development would be to standardise the frequency and format of evaluations at least within the same departments within provinces. The involvement of disabled people in monitoring and evaluation was recognised as lacking in most departments. This should be encouraged.

Links between government departments and NGOs and DPOs are happening but further research is required to determine the nature of this interaction in more detail.

This research provides some useful information on how government departments understand their role in providing services for disabled people. Further research should be conducted to understand in more detail the interaction between government and other stakeholders (NGOs, DOPs, private service providers, etc.). The information provided through these interviews also need to be corroborated through other research which uses methods such as observations and document reviews.

INTRODUCTION AND METHODOLOGY

Introduction

This research project was commissioned by the Health (Directorate: Chronic diseases, Disability and Geriatrics), and forms part of the National Disability Surveillance project. The emphasis of this research component was on the services that are provided by *government* departments for disabled people.

The following government departments were targeted:

1. All national government departments with the emphasis of the interviews being on policy formulation;
2. A sample of government departments were selected for interviews on provincial, regional and local/district levels. These included Health, Welfare, Education and Labour;
3. Commissions such as the Independent Electoral Commission and the Financial and Fiscal commission.

Research aims

The overall aim for undertaking service provider interviews was to look at what services are provided by government for people with disabilities and to address to needs of service providers. The findings report the main themes and opinions of service providers who were interviewed. They in no way assess the quality of the services providers. For example, when interviewees report that links with disabled people's organisations are satisfactory, this is reported with no confirmation as to the validity of the statement from the perspective of the disabled people's organisations.

The objectives for this component was to:

- Identify the needs of service providers;
- Contribute information on the resources available and their distribution;
- Do a limited analysis of the source and amount of funding of services for people with disabilities.

The information collected included:

- Organisational and professional details of interviewees;
- Policies and Systems present within the department;
- Linkages with:
 - Disabled People's Organisations;
 - Non-Governmental Organisations;
 - Universities;

- Other government departments;
 - Other levels within own department;
 - Any other organisational linkages.
- Structures and Process of service provision;
- Strength and weaknesses;
 - Funding for services for disabled people;
 - Support services.
- Service provision;
- Evaluation of services and service providers undertaken by the various departments.

Methodology

A structured self-reporting questionnaire was used, which was either administered face to face or telephonically by a CASE researcher or self-administered by the relevant government official. The sampling procedure was purposive in nature with the focus being on getting as wide a range of service providers as possible.

The research process included:

1. Face-to-face interviews with people in national departments who are responsible for service rendering and policy making around issues facing disabled people;
2. Telephonic interviews with people responsible for the implementation of services in provincial departments.
3. The interviews were carried out between September 1998 and November 1998.

Government departments interviewed included:

- Health (national, provincial, regional and district/local authority levels);
- Education (national, provincial, regional and district/local authority levels);
- Welfare (national and provincial);
- Labour (national and provincial);
- South African Medical Services (SAMS);
- Office on the status of disabled people (OSDP);
- All departments represented on the Inter-Departmental Collaboration Forum (IDCF) at national level.

Although it was initially decided that all national government departments that are represented on the Inter-Departmental Collaboration Forum (IDCF) will be interviewed, attempts were made to also contact those departments who do not yet form part of the IDCF.

The breakdown of number of organisations interviewed on national and provincial level is as follows:

NATIONAL LEVEL	
National government departments	28
Commissions	2
OSDP	1

PROVINCIAL LEVEL				
Provincial departments	Provincial interviews	Regional interviews	Local/district interviews	Total number of interviews
Education	8	6	3	17
Health	7	16	4	24
Labour	9	0	0	9
Welfare	8	0	0	8

Analysis of results

The results were analysed and are presented according to the topics discussed in the interviews. The national departments are discussed in Part 1 and the provincial departments in Part 2.

The analysis is based on the reports provided in the interviews. There was no further corroboration of the information through observation of document reviews. These latter research methods could be used in further research to complement the findings reported in this study.

PART 1: ANALYSIS OF NATIONAL GOVERNMENT DEPARTMENTS

Policies and systems

The approach to provision of services for people with disabilities varied for each department interviewed. Some departments deal with the general public as clients (Departments of Home Affairs, Welfare, Communications, Constitutional Development, Trade and Industry and so on). Other departments are more specific: the South African Police Service (Organisational Health and Safety) render services to police members and their families, Defence (South African Medical Services) render services to all member of the South African Defence Force and Public Service and Administration render services to all government departments.

As national departments, the services rendered are, in most cases, in the form of policy development and formulation. A number of departments indicated that they do not render services directly to people with disabilities. The service provision happens via provincial and regional offices or intermediaries. For example, Arts and Culture renders services through zoos, museums and archives. Communication renders services through Telkom, the South African Broadcasting Corporation (SABC) and so on. Some departments (Foreign Affairs, Finance, Housing, Financial and Fiscal Commission) indicated that they are not at all involved in service delivery, not even at provincial level and/or via intermediaries. The latter departments, therefore, only responded to questions concerning disabled staff members.

Almost all of the government departments, who render services to people with disabilities, indicated that they involve disabled people in the planning, provisioning and monitoring of services. This is reported to be done in various ways, such as through links with disabled people's organisations (DPOs), non-government organisations (NGOs), involving disabled staff members of the department, the person heading the sub-directorate who addresses disability related issues being a person with a disability, disabled care workers, and so on.

Some of the government departments, who said that they are not directly involved in rendering services, reported that they involve disabled staff members in disability related matters, (e.g. environmental accessibility of the building, toilets, etc.).

The departments reported that the needs of disabled people are determined through:

- In-house committees of disabled staff members in the department;

- Disabled staff members;

- Consultation with DPOs, NGOs and stakeholders;

- Collecting data and information from DPOs;

- Some departments only respond when disabled persons approach the department for help;

- Disability task teams comprising of departmental representatives as well as representatives from DPOs and NGOs.

On the question on what policies were adopted on national and provincial level the majority of departments only mentioned national policies such as the Employment Equity Bill, Skills Development Bill, the White Paper on an Integrated National Disability Strategy and the government's affirmative action policy.

A number of departments mentioned the presence of internal discussion documents and policies.¹ This included departments who indicated that they are not rendering any services and departments who do render services. These departments include Public Works, Correctional Services, Education, Defense Force (SAMS), SAPS, Health, Public Service Commission, State Expenditure, Housing, Arts Culture Science and Technology, Minerals and Energy. The IEC mentioned draft discussion papers on disability related issues of the department.

Linkages

Disabled People's Organisations of and for disabled People

Most of the departments reported that they have links with Disabled People's Organisations (DPOs). Departments of Communications, Water Affairs and Forestry and Public Works all liaise with DPSA. Public Works, Justice, Labour and Education have links with a number of organisations such as the Deaf Federation of South Africa (DEAFSA), the Society for the Blind, Disabled People South Africa (DPSA), Association for the Physically Disabled (APD), and so on. Education plans to set up a structure or forum with disabled people's organisations.

Welfare liaises with the Disabled Children's Action Group (DICAG), DPSA, MODE and the National Co-ordinating Committee on Disability (NCCD).²

Home Affairs, Financial and Fiscal Commission, Independent Electoral Commission, Finance, Housing, Minerals and Energy and Foreign Affairs do not liaise with any DPOs. Some of them do hope to start with linkages soon. Minerals and Energy has just started to look at disability and linkages are in the pipeline. This department has started with recruitment and employment of disabled people in the Free State province.

Constitutional Development liaises informally as the need arises. Environmental Affairs and Tourism liaises with People for Awareness on Disability Issues (PADI) and DEAFSA on an ad hoc basis.

Sate Expenditure liaises with Access College, the Institute for the Blind in Worcester and the library for the blind. The South African Revenue Services also liaises with Access College on an ad hoc basis. Trade and Industry does not liaise directly with DPOs but works through the National Consumer Forum (NCF).

² The NCCD has since been replaced by the South African Federal Council on Disability (SAFCD) as the statutory body on disability which links civil society to government .

Public Service and Administration liaises with DPOs and they also have interns with disabilities. Arts, Culture, Science and Technology does not liaise directly with DPOs but work through intermediaries, such as museums, zoos, and so on. The Public Service Commission does liaise with DPOs in Northern Gauteng.

Other government departments

Most national departments liaise with the Office on the Status of Disabled People (OSDP) as these departments are represented on the Inter-departmental Collaboration Forum (IDCF) which is co-ordinated by the OSDP.

Communication, Housing, Public Service and Administration, Water Affairs and Forestry, Public Service Commission, Finance and Foreign Affairs said that, although they belong to the IDCF, they have never attended any meetings. Some of them have submitted progress reports to the OSDP or have been in contact telephonically. It is only the Financial and Fiscal Commission, State Expenditure and Minerals and Energy that are not representatives of the IDCF.

Relations with other government departments happen mainly via the IDCF. Public Works liaises with other departments on the basis of requests received by other departments for the upgrading of their department.

Labour works closely with Trade and Industry (entrepreneurs programme), Health (community based rehabilitation programme) and Welfare (sheltered employment). Welfare liaises closely with Health, Education, Transport and Labour. Justice has links with Labour and Public Service and Administration.

Arts, Culture, Science and Technology has links with departments of Agriculture, Labour and Correctional services.

The Public Service Commission has been in contact with Land Affairs (who evaluated their building for environmental accessibility). State Expenditure does not liaise with other government departments with regard to disability.

Other levels within own department

Justice, Welfare, Trade and Industry, Education and Labour have formalised links with other levels within their departments that are reported to be satisfactory. Public Works has no provincial offices but liaises with its regional offices, which are a separate entity under the care of the provinces. Housing's provincial offices operate independently. Foreign Affairs only has branches outside of South Africa and not provincially. Minerals and Energy has links with its regional offices but with regard to general Human Resources issues. Home Affairs does not yet

liaise with their provincial offices with regard to disability although they do have disabled staff in the provincial offices.

Water Affairs and Forestry must still set up structures in regional offices. Finance, State Expenditure, Public Service Commission, Arts, Culture, Science and Technology, Constitutional Development and Communications all only have National offices.

Universities & Non-governmental Organisations

The majority of departments do not liaise with non-governmental organisation and universities. If they do liaise with non-governmental organisations it is with DPOs who are also non-governmental organisations. In addition, Public Works has links with the National Environmental Accessibility Programme (NEAP). This department also did a basic enquiry, via a consultant from NEAP, about the possibility of the inclusion of facilities for disabled people in the architectural students' curriculum. Labour has links with the Medunsa Organisation for Disabled Entrepreneurs (MODE) on the area of entrepreneurship training. They also have links to universities through the employment services and career service units.

Welfare has links with NGOs (e.g. Rehabilitation International and the Africa region commission) and universities (Vista and the University of the North).

Other linkages

Other types of linkages primarily depend on the type of the department. For example, Justice liaises with the Human Rights Commission.

Many departments have links with individuals whom they know are working in a particular field. Communications liaises with USAID and Labour liaises with the Youth and Gender Commissions. Justice has links with the Human Rights Commission and they have also decided to advertise all vacancies in two braille newspapers.

Constitutional Development liaises with people from University of the Witwatersrand for assistance around legal issues.

Welfare expressed the need to have closer links with politicians, although they have not yet had the opportunity. State Expenditure liaises with individual consultants who are disabled.

Advertising

Constitutional Development and the Public Service Commission (PSC) raised the difficulty they experience in attracting people with disabilities for employment. The PSC are therefore thinking that an alternative way might be through placing employment advertisements via DPOs. Justice is advertising all vacant posts in two braille newspapers.

Structure and process of service provision

Strength and weaknesses of departments

These strengths and weaknesses listed below were reported by at least one department and sometimes by a number of departments. The validity of these reports were not investigated in any other way than through the interviews.

Strengths identified by interviewees were as follows:

Disability is addressed in the training division of some of the departments.

Constitutional Development reported that their building is accessible.

Equipment and resources are available for disabled personnel (Departments of Constitutional development, State Expenditure, Department Arts Culture Science, Public Service Administration and Technology and Labour).

People with disabilities are employed by Labour.

SAPS explained that because access to equipment and resources are so expensive, they have been successful in getting sponsors. Personnel whose injuries happened while on duty are covered with medical aid.

SAMS supplies equipment and resources as far possible and they also provide employment for disabled people.

Agriculture has an in-house forum for disabled employees, which falls under the Transformation Unit of the department. It has about 17 disabled employees at Head office.

Communications provides equipment and resources via portfolio organisations such as Telkom and the SABC.

There are good relations with provincial departments.

There are good links with DPOs.

Staff and management are supportive.

There are committed and dedicated staff.

Weaknesses identified by interviewees were as follows:

The weaknesses reported are often the same as strengths but in the opposite direction. This indicates the variable provision of services around disability across the national departments.

There are few or no disabled people employed in departments and it is difficult to attract disabled people (Communication, SARS, Minerals and Energy, Public Works, Correctional Services, Constitutional Development, Home Affairs, Sports and Recreation, State Expenditure and Finance, IEC, Financial and Fiscal Commission, Public Service Commission and Trade and Industry).

There is a lack of funds.

Departments (offices and toilets) are often not accessible. Sports and Recreation pointed out that they have no braille in the lifts.

Agriculture feels that in the rural areas a lot more needs to be done for farmers, especially with regard to training with sophisticated equipment and prevention as these machines cause severe disabilities.

There is a lack of awareness of disability amongst general personnel in departments.

Departments experience problems in defining disability.

There is no access to equipment and resources and not enough equipment for disabled employees.

There is a lack of experienced staff and insufficient staff support.

There is much room for improvement in linking up with DPOs and NGOs.

A number of departments indicated that the majority of disabled people employed are administrative staff, particularly switchboard operators, who do not use sophisticated equipment.

Education respondent explained that he was new in post which made it difficult for him to answer the question on strengths and weaknesses. The respondent from the Government Printing Works explained that they use printing machines which work very fast and are very dangerous. They, therefore, do not as yet have disabled people operating these machines. They are however in the process of doing evaluations and planning. At present they employ fourteen disabled people who are mainly working within the typing pool.

There are clearly different levels of involvement in the different departments. There are, however, generally low levels of activity around disability.

Funding for services for disabled people

A number of departments explained that they do not have a specific budget for disability-related activities, but that the budget is included in a budget that covers a number of issues, including gender, affirmative action, transformation, disability, and so on.

Other departments gave various responses as to where the money for the budget comes from. For example:

Home Affairs: the budget falls under Human Resource Management.

Water Affairs and Forestry, Labour, Communications, Public Works, Health and OSDP: the budget comes from the national department who gets it from State Expenditure. They have a separate budget for Special programmes which covers issues such as AIDS/HIV, gender, disability and so on.

Education: the budget comes from the Minister of Education.

SAPS: they have a national budget for the disabled care fund. However, they also do fundraising, get donations and have sponsors to strengthen the fund.

SAMS: the money comes partly from the Defence budget and also private sponsors.

Transport: they use part of the general budget for special needs and also from the research budget.

Government Printing Works: no specific budget. They operate as a business. They are thinking of setting a certain amount of money for training and empowerment. This will be finalised after evaluation has taken place.

The IEC: they have a democratic development budget services for special groups.

SARS: they have an Affirmative Action budget.

State Expenditure: they have a Human Resource Management plan for HIV/AIDS, disability, gender, youth, and so on.

Environmental Affairs and Tourism: planning stage of acquiring a specific budget for services, but this has not been finalised yet.

Department Arts Culture Science and Technology: money comes from the transformation budget for Affirmative Action, gender, disability, training, and so on.

Public Service and Administration: their budget comes from different components of the departmental directories.

Only a few departments indicated specific amounts. Others do not have a specific budget, cannot remember, or do not know the amount. Some have no specific budget but one budget for various activities, including disability. The figures below are for the year 1998. Not all departments indicated whether the amount is just for disability or whether it is an inclusive amount for other transformation issues (i.e. affirmative action, HIV/AIDS, and so on).

Constitutional development – R32 000;

Water Affairs and Forestry – R1.4 million a year;

Labour – R1 million (specifically for Human resource development training);

Health – R1.4 million;

Transport – 3.9 million (demonstrations project) and 1.5 million (re-allocation of Olympic bit);

Sports and Recreation – R173 000 (advancement) and R150 000 (development);

SARS – R300 000

Department Arts Culture Science and Technology- R280 000

Who decides on size of the budget?

In most departments, there is no specific budget for people with disabilities. Money is requested through proposals for certain activities around disabled people, which are then deducted from the departmental budget.

Justice, SAPS, Correctional Services, Water Affairs and Forestry, Labour, Health, Constitutional Development, SARS, SAMS, Welfare, Transport, IEC, Arts Culture Science and Technology and Minerals and Energy all submit business plans. This business plan must be accompanied by a

motivation. Almost all of the departments said that in most cases the amount granted is less than the requested amount. The Government Printing Works budget is determined by the quotes they give to the various departments for printing to be done. Sports and Recreation has a national sports forum which puts forward amounts for approval to the minister.

The State Expenditure Organisational Development Unit makes decisions on the size of the budget.

What systems are in place for the administration of the budget?

The majority of departments indicated that they make use of the basic accounting system (treasury instructions) and the financial section of departments (chief accounting officer). This process includes the submission of audited financial statements and reports.

Justice and SAPS have control committees that must approve expenditures, and Constitutional Development has quality meetings on the budget.

Welfare felt that systems (drawn up by their financial section) are chaotic. The respondent feels that accessing the budget is problematic, which delays the whole process.

Almost all departments indicated that they have some sort of guidelines in place on how the money should be spent. The majority of departments said the guidelines in the business plan must be followed. Responses of some departments include:

Constitutional Development has a year plan on all programmes which must be followed.

Labour give their own guidelines.

Health has a operational plan in place for each year for a five year period.

SAPS indicated that the disabled care workers submit budgets.

Government Printing Works said that there are no specific guidelines. They must just ensure that the income covers expenses and that they do not make a profit.

Sports and recreation has a funding policy stipulating guidelines;

State Expenditure said they do not really have guidelines.

Support Services

A number of departments indicated that they have no support services in place because they do not directly deliver services.

Other departments have some support services in place. For example:

SAPS arranges for personal assistants, transport, etc., for their disabled workers.

SAMS provides rehabilitation facilities, medical treatment, and care for disabled people.

Government Printing Works has a Deaf person who assists with sign language and who is also the spokesperson for other disabled employees.

Sports and recreation has support services in place through NAPCOSA.

Agriculture has an in-house forum committee who try to provide support services (e.g. organised funding for a motorised wheelchair for one employee).

IEC provides services around voter education but these are out-sourced through the tender process.

Department Arts Culture Science and Technology has intermediate institutions that provide support services (e.g. Archives, museums, film industry, zoos and so on).

OSDP has personal assistants, driver, secretary, and so on.

General grievance procedures are followed in departments to address and resolve problems and issues around service provision and service providers to disabled people. The latter is applicable to all staff in departments and not only for those who work with disabled people. The grievance procedure process generally involves that lines of authority are consulted.

The reported departmental procedures for grievances are the following:

Water Affairs and Forestry felt that the Grievance procedures are cumbersome and do not cover special programmes.

The Welfare national office handles enquiries but also liaises with the different provinces.

Labour's sub-directorate for target groups addresses issues that arise.

At the SAMS issues are resolved through the care for the disabled programme.

Government Printing Works has an open-door policy.

For Sports and recreation, the National Sports Council (NSC) handles all sport disputes.

IEC has information desks nationally and provincially.

Arts, Culture, Science and Technology direct people to the special programmes unit.

For the OSDP, the co-ordination and implementation unit provides necessary structures and processes.

Service provision

A number of departments indicated that they do not render services directly and, therefore, do not have any specific programmes offered for disabled people. Those departments that do offer services listed the following programmes:

Transport has demonstration projects in Johannesburg, Cape Town and Durban looking at how transport can be made more accessible.

Defence (through SAMS) assists disabled members with injury administration, appeals, workmen's compensation applications, provides rehabilitation facilities, career development, training and re-training and so on.

The South African Police (Organisational Health and Safety) have support services, rehabilitation services, re-employment and educational services.

Welfare services include counselling, prevention, intervention and so on.

State Expenditure provides HIV/AIDS counselling, training of all staff (including disabled people) and financial management. They are busy planning more training programmes, but this is not finalised yet.

Sports and Recreation provides developmental programmes, recreational programmes, sport information and science agency (research) and high performance (organising passports, visas) for disabled people.

Agriculture offers poverty alleviation (through building of income generating capacities of rural disabled); provides information to farmers on the capabilities, needs, legal rights and responsibilities of disabled people in their employment; distributes information on prevention of disability (through safe use of agro-chemicals and agricultural machinery).

When asked what is needed in order to improve service provision for disabled people and job satisfaction responses include:

Sustainability of projects;

A strong and firm OSDP which can provide guidelines on what departments need to do and a more active Inter-Departmental Committee forum for guidance, sharing of information, and so on;

Inter-Departmental Forum must work on needs assessment for disabled staff members;

Close working relationship of departments on Inter-Departmental Forum;

More awareness programmes for staff in departments and legal court personnel;

Funding;

More resource and equipment;

More capacity building on the ground to implement policies;

More assistance in the office;

Access to information concerning disability including needs assessments;

More information on the cost of assistive devices/resources;

Sign language interpreters for courts;

Dedicated staff;

Departmental policy/strategy in line with the national policy;

More active involvement of NGOs;

Database of unemployed disabled people;

To be able to work full-time on issues concerning disabled people;

Advertisement of jobs to be sent to DPSA and other DPOs;

Improved management structures.

A large majority of departments indicated that they are not aware of any DPOs and NGOs who provide a similar service as they do. Department Labour indicated some NGOs and rehabilitation centres. Other departments mainly referred to Disabled People South Africa and South African Federal Council on Disability. Trade and Industry referred to the National Consumer Forum.

When asked if there is anything else they would like to say regarding service provision to disabled people, a number of departments pointed out that they are either new in that position or that it is their first time dealing with disability related issues. They would appreciate any help and guidance from the OSDP. Others felt that they need more recognition for achievements regarding service provision to disabled people, that service rendering to disabled people needs to improve drastically and that organisations dealing with disabled people should focus on workers rights, integration into society and not just focus on lack of money. Sports and Recreation said they would like to see equal treatment between disabled athletes and non-disabled athletes in terms of sports advancement, scholarships, and so on.

Evaluation of services and service providers

A number of state departments indicated that the evaluations of services and service providers for disabled people are irrelevant because that they do not provide any services to disabled people. Some of them do however try to assist disabled employees. Other departments said that although they provide services, it is done via their provincial/regional and/or local offices or via non-governmental organisations.

Water Affairs and Forestry, Transport and Communications only recently started with their programmes and have not yet done evaluations.

Welfare felt that although services and programmes were evaluated, the existing policies for evaluations are not enabling enough. They noted that service provision is largely done by NGOs and that programmes and services are hardly evaluated by government. Public Works and Defence evaluate in the case of a complaint. South African Police Service evaluates service providers twice yearly. Some departments indicated that the evaluations of a project depend on the type of project/programme. Arts, Culture Science and Technology indicated that their intermediaries/service providers (e.g. museums, zoos, etc.) do their own evaluations. Sports and Recreation evaluate programmes annually and NAPCOSA also evaluate service providers. They use the attendance of international sports events as an incentive.

Correctional Services and Defence indicated that they do not have separate evaluations for service providers, but that all staff are evaluated at the same time either twice yearly, and/or through performance appraisals.

The majority of departments do not have special incentives for service providers. They use the general incentives for all staff such as certificates of acknowledgements, merit awards, and so on. Defence has a Curamus personality of the year award. SAPS has a disabled person of the year award, disabled care worker of the year trophies, certificate and money. Health said that not much is done to put incentives in place for service providers. Communication has service providers (SABC, Telkom, and others).and if targets are met in time (5 year monopoly) they are given an extra an year of monopoly.

Concluding remarks and recommendations

National departments predominantly perform the role of policy makers and are not directly involved in service delivery. Some department functions are definitely aimed at addressing disability related issues in more detail (e.g. Health, Welfare, Education, Labour, and so on). Other departments only deal with disability related issues as far as disabled staff members are concerned (e.g. Constitutional Development, Public Service and Administration, Financial and Fiscal Commission, Finance). As a result, some departments had more information to report on than others.

Some government departments were clearly more advanced than others on developing services around disability issues. For example, one department indicated that they have fourteen disabled persons employed in the head office, while another department explained that they either have two disabled persons or none employed in the head office. Several respondents explained that they are either new in this position, or that it is the first time they are dealing with disability-related issues and that progress is a bit slow. There is a clear need for guidance from the OSDP.

National departments report that they have primarily informal but satisfactory links with DPOs and NGOs. Some departments did however indicate that there is much room for improvement and suggested a more formalised relationship.

The budgetary issue is a huge concern. Information on the budget is unclear, incomplete or not known. One department suggested that the chaotic financial and administrative systems are major contributors to this problem.

Recommendations

There should be consistency and continuity between departments; for example, organising an international day for disabled people, incentives, awards, and so on.

There should be a more active Interdepartmental Committee Forum for guidance and information sharing.

Clear benchmarks for departmental activities should be set; (for example, establishment of in-house forums for disabled staff members within departments, information on disabled personnel, environmental accessibility, access of equipment and resources to disabled staff, internal discussion documents and policies, progress reports from departments (for the OSDP), and so on.

Advertisement for employment of disabled people should also be done via DPOs.

The employment of disabled people in higher ranking positions.

OSDP to run workshops on core disability issues to be addressed in the different departments and maybe work on a general framework as issues are different for various departments.

Clear and consistent financial and administrative management within departments; (i.e. access to budgets, size of budgets, guidelines, and so on).

Although service delivery to disabled people has changed significantly over the past few years, it must also be recognised that there is still a long way to go.

PART 2: ANALYSIS OF PROVINCIAL GOVERNMENT DEPARTMENTS

In Part 2 we present the results from the interviews with provincial departments of Education, Health, Labour and Welfare. We interviewed as many representatives as possible in each department. For the departments of Health and Education we attempted to interview people also at local level. For the departments of Labour and Welfare we only interviewed people at provincial level. These decisions were based on issues such as the need to provide the Department of Health with information on health services, the likelihood of finding people at the different levels and the time and financial constraints of the project.

Attempts were made to contact the relevant people from each province. As indicated in the results, not all provinces were covered for each of the four departments. For those provinces not covered, the reasons are that, after numerous attempts through telephone and fax communications, we still were not able to interview the people. The provinces covered are listed at the start of each of the four main sections in Part 2.

Each department is presented separately and under the topics covered in the interviews.

Education

Policies and systems

The over all aim for most of the education departments interviewed in the various provinces, regions and districts is “to provide quality education to all learners”. Other aims mentioned include:

Special Educational Needs (SEN) that “will enable all learners to enjoy a full and decent lifelong dignity and achieve the greatest degree of self-reliance and integration”.

“To remove all barriers to learning and provide an education system which fosters the development of inclusive and supportive schools”.

The most important services that are provided are schools for learners with disabilities that cannot be accommodated in mainstream facilities, to provide support through educational support centres, therapeutic services, assistive devices services and psychological assessments. Other support services provided include transport and hostel accommodation for learners.

The needs of disabled people are determined in various ways by the different offices. These include:

Meetings with all role players;

A specific section, Special Educational Needs (SEN), identifies the learners with special needs and refers them for intervention;

Reports from parents, community workers and organisations are also used;
Interactions between disability groups and school governing bodies;
The use of needs analysis questionnaires, which are given to stakeholders and disabled people;
The attendance of public hearings organised by the National Commission on Special Needs in Education and Training (NCSNET);
Psychological and medical assessments;
A school psychologist in the Northern Cape sees school visits as being very important but is only able to visit schools once a year, which is not enough.

Departments report that they generally involve disabled people in the planning and provisioning of services. In the North West Province there is at least one disabled person that is a member on every special school governing body. The Free State also has a disabled person as co-ordinator of disabled people. The Northern Province has disabled teachers.

The majority of departments do not involve disabled people in the monitoring and evaluation of services. In cases where evaluations do take place disabled people are not involved as psychologists or other professionals do the evaluations. In the North West Province monitoring and evaluation of services are not yet in place. Very few departments indicated that their disabled personnel are involved in monitoring and evaluations of programmes.

National policies that were adopted and reported on by departments include the:

Policy on an integrated, barrier free education system that will ensure equal education for all;
The implementation of NCSNET which brought about changes and a move towards an inclusive model of education for disabled persons;
South African Schools Act;
White paper on an Integrated National Disability Strategy;
Green Paper on SEN which has not been adopted yet;
Education for all – a green paper in draft form;
The national Constitution.

No mention of provincial policies was made. It was felt that departments cannot write provincial policies until national guidelines are available. According to one department, these are in the pipeline. It was also noted that “people are not taking special educational needs seriously, otherwise [national guidelines] would have been passed a lot sooner”.

Linkages

Disabled people’s organisations of and for disabled people

Departments do liaise with disabled people’s organisations (DPOs). These mainly include DPSA, DEAFSA, Council for the Blind, DICAG, Blind workers association of South Africa, Cerebral

Palsy Association, Autism South Africa, National Federation on Mental Health, and so on. The relationship is primarily informal and reported to be satisfactory. DPOs also assist with funding and needs assessments. More than one department, however, expressed the need to have a structured way of interaction with DPOs. One of the problems raised by the Mpumalanga office is that the representatives of organisations such as DEAFSA and the Council for the Blind do not have transport to attend meetings which makes interaction difficult.

Other government departments:

Linkages are mainly with Health, Welfare and the Disability Desk in the Premier's office. This relationship is not formal or systematic.

Recently departments started liaising with Arts, Culture, Science and Technology, Justice, Public Works, Finance, Transport and Labour. Some departments felt that these relations are not satisfactory but that things are improving.

Non-governmental organisations

Not many departments liaise with NGOs. If they do liaise with NGOs, it is mostly in an ad hoc and informal manner. In most cases departments liaise with the section on Education for Learners with Special Educational Needs (ELSEN). In Mpumalanga a disability forum was formed, but it does not function well as role players do not attend meetings. The Nelspruit district office makes use of a consultant to address issues which the National office fails to address, such as, practical training for officials regarding SEN. In some provinces the Human Sciences Research Council also conducted workshops for training staff around SEN.

Universities

Few departments have links with universities. In Mpumalanga all SEN head office staff members are doing post graduate degrees in education management at the Rand Afrikaanse University. The Eastern Cape eastern region liaises with Fort Hare University and the University of Transkei. The Northern Cape liaises with the universities of Cape Town, Stellenbosch and University of South Africa. The Northern Province has links with the University of the North's disabled students unit. The North West Province liaises with the University of Potchefstroom, Technikon South Africa and the University of the North West with regard to educational materials.

Other levels within own department

Provincial offices work closely with the head office, but they especially work closely with regional or district offices because of the SEN programme that are based in the districts and because of inter-provincial referrals of disabled learners.

Eastern Cape felt that although they have satisfactory relations with other levels in their own department, the national and provincial offices provide very little insight regarding the actual needs on the ground.

Other linkages

A number of departments have links with church organisations. Mpumalanga has ties with the Dutch Reformed Church of Netherlands. Overseas funders assist schools in the Eastern Cape and they liaise with Israel's Holy Land Institution for the DEAF and the United States of America. The Northern Cape liaises with the Swedish specialised education, individuals in Canada, England and also UNESCO.

Structure and process of service provision

Funding for services for disabled people

The money for services for disabled people come from a variety of sources. For example, the Free State said that special needs education was independent with its own budget, but now falls under the schools management directorate, who supply the money. A region in the Northern Province said that although they receive money from provincial government, they do not get any specific allocation for disabled people or special needs education. The North West Province said their money comes from the provincial department's budget for the programme on Special Needs Education. The Northern Cape's sub-directorate: Education Support Services said that the departmental budget does not accommodate disabled learners.

The majority of departments were unable to give information concerning the budget for various reasons. Some said they do not know, while others said that the budget is primarily inclusive (covering disability, youth, HIV/AIDS, etc.), and are unable to give a specific amount of the budget allocated to disability.

The North West Province sub-directorate: Special Needs Education received R10 million for 1998/1999 for 45 special schools and \pm 5200 learners. The Northern province sub-directorate: Special Needs Education received R78 791 for 1998/1999. The Northern Cape sub-directorate: Special education received R301 805. These figures reflect a large variation between the provinces in terms of the budgets for disability in education. These differences could merely be a reflection of different ways in which the budget is organised or could indicate real differences. Further research is required to better understand the issue of budget allocation.

On the question on who determines the size of the budget, a number of different responses were given. These included the following:

- Year planning budgets are done by the schools;
- The provincial government decides on the size of the budget;
- The budget is determined according to a specific formula based on disability categories;

Special schools estimate budget needed and then the budget control section of the department decides on allocation grants;
Provincial treasury decides.

The systems that were reported to be in place for the administration of the budget are as follows:

Schools have to submit audited financial statements;
Normal budget and treasury systems and departmental regulations and financial control measures operate;
School accountants report to school principal, who then submits audited reports to the school governing body, who reports to the budget control section. The budget control section reports to Finance, who finally reports to state expenditure;
Reports to provincial manager;
Regional head offices control administration of the budget.

A number of departments said that there are no specific guidelines in place for the administration of budgets. Other departments gave various responses such as the following:

The budget plan must specify proportions that must be allocated to bursaries, assistive devices, books, and so on;
The budget is spent according to pre-defined and specific needs of individual schools which account for redress and equity;
Guidelines are provided by regional head office.

Support Services

Support services that are in place at some of the departments are:

Nurses;
Volunteer teachers;
Therapists;
Remedial advisors;
Transport;
Psychologists;
Teachers;
Personal assistants;
Mobility instructors;
Support resources to enable learners to access equipment;
Sign language teachers;
Specialised education services.

Some provincial departments indicated that they do not provide services, but that regional and district offices fulfil that task. Not all regional and district offices have support services available. Some departments mentioned that in cases where support services are available, it is not

sufficient. For example, in one Northern Cape district, there is only one service provider (school psychologist) for the whole region.

A number of departments also indicated that they do not have any or very few disabled personnel employed in their provincial and regional offices.

Service provision

All the various departments listed the following specific services and/or programmes rendered to disabled people:

- Free State province has as sign language pilot project;
- In-service training and workshops;
- Awareness programmes;
- Special schools;
- Educational programmes;
- Support programmes;
- Occupational and speech therapy;
- Curriculum for SEN is being implemented;
- Assessment and placement of disabled children;
- Life-skills.

Staff development courses needed by the various departments include:

- Sign language interpreting courses;
- Re-training of teachers and support staff;
- Train of mainstream teachers to address special needs of learners;
- Awareness programmes;
- Demystification of disability;
- School and financial management;
- Staff empowerment courses for specific disabilities;
- Curriculum enrichment;
- Upgrading of braille teacher qualifications;
- Strategies for funding;
- Closer involvement of universities in SEN programmes.

Suggestions given for improving service provision for disabled people and job satisfaction included the following:

- More inter-sectoral collaboration;
- More financial assistance;
- Appointment of more specialised staff;
- Assistive devices;

- Extensive research to identify and analyse the needs of disabled people;
- Integration of services for disabled people;
- Integration of schools;
- More training for staff on how to deal with disabled people;
- A structured system with motivated staff;
- Effective referral systems;
- Effective administration;
- Adequate facilities and resources;
- More workshops for parents of disabled children;
- Employment of disabled people in district and regional offices;
- Good and meaningful support from superiors;
- A motivated and dedicated work force;
- Exposure to other programmes from other provinces.

When asked if there was anything else respondents wanted to add concerning service provision to disabled people, various responses were given. These include:

- More special schools;
- The new Act on school funding is a good thing as it will allow disparities to be addressed for the first time. This will benefit disabled children as well as the general population of learners;
- Need for public awareness;
- Need for parent education;
- Bursaries must be made available for disabled children;
- Need for policy framework at provincial level.

Evaluation of services and service providers

The majority of departments indicated that they evaluated services and service providers. This, however, is done differently by the various offices. For example, North West Province does continuous internal evaluations based on identified actions, tasks and programmes. Service providers are evaluated through performance appraisals. One district in the Gauteng Province does evaluations once a year. The schools forward reports and the teachers do performance appraisal yearly with the school principal. In the Free State weekly and monthly evaluations are done. This province felt strongly that parents and other stakeholders should be involved in this process. The Northern Province said that the evaluations of services and service providers are not happening as frequently as they should be due to understaffing in the district and provincial offices. In one regional office in the Northern Province management and the community evaluate programmes “from time to time” and service providers four times a year.

The provincial office in the Northern Cape does not have any real mechanism in place for evaluation but they report that their schools are evaluated constantly. Service providers are not evaluated at all. In the same province, one district office does not do any evaluations on

programmes and service providers. The other district office in that same province will start implementing a performance appraisal system for service providers as from 1999.

In the Eastern Cape's western office, evaluation of programmes at school are done on an ongoing basis. Service providers are not evaluated at the moment due to a lack of an evaluation instrument. The Eastern Cape's eastern office does institutional visits and writes quarterly reports on services and service providers.

In Mpumalanga's provincial office there is also no formal evaluation mechanism but evaluations are done continuously and service providers are evaluated once a year by using an assessment profile. One district in Mpumalanga does not yet evaluate programmes and service providers due to transformation taking place. Another Mpumalanga district does monthly evaluations on services.

Incentives that are in place to promote job satisfaction in the North West provincial department and one district in Gauteng have salary increments that are based on an appraisal system.

The Free State felt that there are no incentives in place, especially for service providers working on grassroots level. One of the regional/district offices in the Northern Cape felt that "nobody cares about our job satisfaction" and that top structures are only concerned with their own well being. One Eastern Cape region has bonuses and an award (gold watch) for long service. A number of departments in the various provinces felt that there are none or not enough incentives in place.

Incentives that were suggested that should be in place are:

- High level of recognition, other than financially, for inputs and achievements; (e.g. a certificate of congratulations and acknowledgement);
- Merit awards, certificates for good services;
- Promotions;
- Higher salary gradings;
- Cash bonuses;
- Letters of encouragement;
- Extra incentive on salaries for additional duties (e.g. therapist can train assistants);
- Department should train staff with particular interest in specific areas;
- There should be additional incentives to get people to work in rural areas (e.g. a car subsidy);
- Effective staff administration;
- Permanent appointment of volunteers.

The majority of offices indicated that they are involved in the planning and monitoring of services. The few that did not were mainly regional/district offices.

Main findings on the Education departments

The main findings of study for the provincial education departments can be summarised as follows:

- The promulgation of the 'education for all' approach, as it will have direct implications for education of disabled children;
- More research is required to assess the needs of disabled people;
- Disabled people are currently involved in the planning and provisioning of services. They must also be included in the evaluation and monitoring of services;
- Departments want more guidance from the National Education Department concerning, provincial policies;
- Departments report that they have good relations with DPOs but cite transport as a major factor hindering their liaison with DPOs;
- Departments do not have strong links with NGOs and universities;
- Sources of funding and budgetary information for the various departments are unclear;
- There is a need for better administration within departments and the need for better incentives;
- Few support services are in place for disabled people in departments;
- There is a lack of funding, personnel, resources and assistive devices;
- There is much variation in the evaluation of services and service providers within provinces. Attempts should be made to standardise these at least within provinces.

Health

Policies and systems

The main policy on disability of the provincial departments of health was stated as being to care for disabled people, including their families and to see to the needs of disabled people generally. It was stated that they follow a primary health care approach with a multi-disciplinary focus.

Services that are provided by departments include:

- Rehabilitation services;
- Therapeutic assessments, treatments and support;
- Issuing assistive devices as needed;
- Referrals;
- Skills training;
- Integration of disabled persons into the community;
- Promotion of disability rights and rehabilitation;
- Enhancement of quality of life of disabled people;
- Provision of more equitable opportunities;
- Early identification;
- Awareness raising on disability issues and training of volunteers;
- Counselling;
- Advocacy services;
- Support services;
- Provision of Orthotics, Prosthetics, assistive devices and repairs of wheelchairs;
- Out-patient services;
- Emotional support;
- Training of community health workers about disability related issues.

The needs of disabled people are determined through:

- Community participation;

The screening process;
During intervention;
Through education;
Primary prevention and referrals from clinics;
Meeting with disabled people themselves;
Volunteers who live with disabled people;
Information obtained from departmental co-ordinators in districts who work closely with disabled people;
Working on a one-on-one basis with clients;
Feedback from community health workers;
Needs assessments.

A number of the provincial health departments felt that they do involve disabled people in the planning, provisioning and evaluation and monitoring of services. This happens through continuous consultation in forum meetings with DPOs. One office referred to DPSA as a “watch dog” who monitor and evaluate the services rendered by that specific department. A number of departments mentioned that they employ persons with disabilities or the mothers of disabled children.

There were a number of departments who felt that there is still much room for improvement in involving disabled people in the planning, provisioning and monitoring of evaluation services. Rehabilitation workers said that disabled people are involved in their own individual planning of rehabilitation services by setting goals for themselves.

Policies that have been adopted on national and provincial level specifically dealing with disability were listed as follows:

National level:

- Integrated national disability strategy;
- National rehabilitation policy;
- National & Provincial health plan;
- The Reconstruction and Development Programme (RDP);
- Employment Equity Bill;
- White Paper on transforming the Public Service delivery.

Provincial level:

- Free State rehabilitation care package;
- Assistive devices provisioning policy;
- Establishment of Disability Desk;
- Provincial policies on disability and rehabilitation.

Most departments only mentioned national policies and did not say anything about provincial policies. It is not clear whether people are either not aware of provincial policies or that provincial policies are not developed yet.

Linkages

Disabled people's organisations of and for disabled people:

The majority of departments said that they have links with disabled people's organisations and that these relations were satisfactory. Organisations that were listed are DPSA, APD, DEAFSA, Society for the Blind, and so on. The departments felt that between them and the DPOs they regularly refer clients to each other.

Other government departments:

Other government departments with whom Health mainly liaises with are Social Welfare (grants and pensions), Education, Labour (job placement); Local Government (housing); Sports, Culture and Recreation. These relationships between governmental departments are not formalised and happen as the need arises.

Non-governmental organisations:

The NGOs listed by departments are the same as the DPOs listed above.

Universities:

Some departments mentioned having close links with universities within their respective provinces. This relationship involves out-reach programmes, projects in the community run by students, and a number of other developmental programmes.

Other levels within own department:

Departments generally liaise with other levels (national, provincial, local) within their own departments. This includes close links with hospitals.

Other linkages:

Departmental offices did not respond to this question much.

Structure and process of service provision

Strengths of departments as identified by different interviewees were as follows:

- Availability of assistive devices through rehabilitation personnel in hospitals and orthopaedic services;
- Willingness of existing staff to provide help and support;
- Good teamwork (amongst rehabilitation professionals);
- Occupational therapists improvises with limited resources ("limitation stimulates creativity");

Dedicated, flexible and enthusiastic staff;

Weaknesses identified by the different interviewees were as follows:

Lack of funding;

Lack of resources i.e. assistive devices, office space and so on;

Professionals are not attracted to provide services at district health centres;

Community workers cannot provide adequate services due to lack of training;

Shortage of personnel, especially on district level;

Shortage of therapists;

Facilities are not accessible and few in number;

Concentration of staff in urban areas;

Unreliable and inadequate transport facilities;

High turn-over of staff.

Most offices felt that the above weaknesses impact negatively on the day-to-day running of the office. It leads to frustrations and difficulties in providing adequate services. Good team work amongst staff helps to improve the situation a little.

Funding of services for disabled people:

Most of the offices stated that they are not in a position to answer questions related to the budget as they do not know these details (i.e. the amount, who decides on the size of the budget, etc.).

Other offices said that they use the departmental budget and that the size of the budget is determined by regional managers. Sub-directorates felt that they have no say on how money is being allocated. Terminology such as “arbitrary” and “inadequate” were used to describe the budgetary process.

Only a few offices gave specific amounts and people were not clear as to what was included and what was not included in the budget.

Systems that are in place for the administration of the budget are dealt with by the Financial Management Committee. Cash flow systems on a monthly basis and projection reports were also mentioned by some departments.

On the question on whether there are guidelines in place on how the money should be spent, the majority of offices were not very specific and just said that there are regulations and procedures in place, but that they are not that rigorous and allow for some changes to be made.

Support Services:

Support services that are in place as indicated by departments are:

Recently introduced sign language classes;

Oral language interpreters;
Transport.

On the question of what structures and processes are in place to address and resolve problems and issues generally around service provision and service providers, it was said that problems are brought under the attention of regional directors. They refer, if needed, to the provincial director. However some offices said that some problems and issues are not adequately dealt with. They feel that there is no support from provincial offices to district offices. There is a lack of consultation and communication on the part of provincial offices and they adopt a top down approach.

Service provision

Specific programmes offered by the provincial health departments include:

Mental health;
Geriatric care;
Sports for persons with disability;
Self-help projects;
Training programmes for caregivers/helpers;
Rehabilitation programmes;
Programmes focused on empowerment of volunteers;
Day care centres for disabled children;
Monthly clinic visits and home visits.

Suggestions made for staff development and training include:

More interaction with disabled organisations;
More Community Bases Rehabilitation Programmes (CBR);
More courses offered to volunteers;
In-service training to personnel on the social model of health services;
Group facilitation and leadership courses;
Special skills training, i.e. on learning disabilities, starting businesses courses, and so on;

On the question on what is needed in order to improve service provision for disabled people and the job satisfaction of staff members, the overwhelming response was that problems usually revolve around the lack/non-existence of resources. This should be dealt with by national and provincial departments. The majority want better/improved budgets, better facilities, personnel in communities, support services, policies for the incorporation of services into primary level care, involvement of health management, management training, supportive infrastructure, clear job descriptions, and so on.

Departments indicated that some DPOs provide to some extent the same services as the department, but that they (DPOs) are also struggling with financial problems.

Evaluation of services and service providers:

On the question of how often services and service providers are evaluated, responses included: as often as possible, bi-monthly, quarterly, yearly revision of situation analysis, never, every six months, twice a year, formal evaluations are not done, monthly at district meetings and so on.

The majority of offices felt that there are no incentives in place that would promote job satisfaction or that would attract health professionals to go and work in district offices or rural areas. A few offices did mention some incentives that are in place, such as transport (community therapists), rural allowance for therapists, and so on.

Suggested incentives that should be in place are:

- Housing, transport and security in rural areas;
- Recognition/Acknowledgements (to all staff including prosthetic services, therapist, etc.);
- Opportunities for continuing education;
- Teamwork and support structures;

Interviewees generally felt that they do have a say in the planning and monitoring of services for disabled people.

Main findings on the Health Departments

The main findings from interviews with representatives from the provincial health departments can be summarised as follows:

Budgetary problems are the biggest problem experienced by most provincial/district offices.

There is a shortage of resources, facilities and personnel.

A great emphasis was placed on in-service training of both staff and volunteers.

Although there are good links between the different levels within a department, some offices still felt that there is still a strong top down approach.

No consistency exists in terms of evaluation procedures for evaluation and monitoring of services and service providers.

Despite limited resources, money, etc., most departments felt that there was worker dedication.

Labour

The following Provincial Labour Departments were consulted:

- Eastern Cape;
- Free State;
- Gauteng South;
- Gauteng North;
- Kwazulu-Natal;
- Mpumalanga;
- North West;
- Northern Cape;
- Western Cape.

Policies and systems

All the provincial labour departments generally service all persons in the labour market, the unemployed, employed, disabled and non-disabled people. However special attention is given to people in “vulnerable” group, (i.e. women, youth and disabled people).

Specific services offered for people with disabilities are the registration of workers, assistance in finding suitable employment, training of the unemployed, placement services, counselling, labour relations, occupational health and safety, unemployment insurance benefits, wage subsidy schemes, bursary schemes, and entrepreneurial workshops.

The departments determine the needs of disabled people by interacting with other government departments, non-governmental organisations and disabled people’s organisations, holding personal interviews where disabled people indicate their needs and by participating in placement forums for disabled people. Gauteng North specifically mentioned having contact with the Network for the Employment of Disabled people (NED). The Northern Cape provincial department also determines the needs of disabled people by looking at the evaluation by vocational counsellors.

Departments generally involve disabled people in the planning of services. This is done through consultation and advisory processes and by the department employing disabled people. The Northern Cape Labour Department discusses workplans for disabled people with stakeholders (relevant government departments, DPOs, and NGOs).

Disabled people are, too a lesser extent, involved in the provisioning of services. The Northern Cape involves disabled people by employing disabled people at their Kimberley sheltered employment factory and, in the Western Cape and North West provincial departments, disabled personnel are involved in the provisioning of services. Free State and Gauteng involve disabled people through consultative processes. The Kwazulu-Natal was the only department that does

not involve disabled people in the planning, monitoring and provisioning of services. The North West Province said that planning is done on a national level.

The majority of departments do not involve disabled people in the evaluation or monitoring of services. Gauteng North receives feedback from individuals using the services and from stakeholders through information sessions.

National policies that were adopted and reported on by departments include the:

- Labour relations Act of 1998;
- Employment Equity Bill;
- Affirmative Action Policy;
- Skills Development Bill;
- Bursary scheme for disabled people;
- Sheltered employment scheme;
- Wage subsidy scheme.

The Western Cape provincial department was the only department to report on a provincial strategy, the Western Cape Provincial Strategy. It is still in draft form.

Linkages

Disabled people's organisations of and for disabled people:

Almost all provincial Labour Departments indicated either a formal or informal relationship with DPOs.

Mpumalanga has informal links with DPSA as well as organised structures for disabled people at local level. KwaZulu-Natal said they assist these organisations in registering disabled people for employment. Free State said DPOs participate in monthly meetings. Other departments liaise with DPOs for information sharing, information sessions, co-ordination of services, consultation, as stakeholders, involvement in provincial strategy and so on. Gauteng South said that despite the fact that they work closely with DPOs, the liaison cannot be that satisfactory because not all disabled people have access to the services they provide.

Other government departments:

The closest links are with departments of Health and Welfare for reports on applicants, disability grants, wage subsidy, sheltered employment, bursary scheme and so on.

Non-governmental organisations:

Of the nine provincial departments, seven said they have links with NGOs. These are the Northern Cape, Gauteng South, Gauteng North, Western Cape, Free State, Kwazulu-Natal and Eastern Cape. In some provinces NGOs are mainly approached by departments for possible placement of disabled people, or in other provinces they form part of the stakeholders. They are

also involved in the organising of National day for disabled people and for support and the sharing of information.

Universities:

The Free State liaises with Occupational Therapy with regard to job assessment. Western Cape and Northern Cape have links with universities only with regard to bursary applications. Gauteng South organises ongoing information updates on the education and training of disabled people.

Other levels within own department:

All departments said that they liaise with the national office specifically with regard to the bursary scheme. Some departments felt that the relationship is satisfactory while others thought it is not yet satisfactory. They also said they liaise with other provincial and district offices for the sharing and exchanging of information and support.

Other linkages:

Kwazulu-Natal indicated links with the private sector. None of the other provinces indicated any other links.

Structure and process of service provision

Strengths identified by the different provincial Labour departments included:

- Disabled people have been selected as a target group;
- Accessible facilities (in some departments only);
- Trained staff;
- Labour laws for disabled people;
- Ability to establish linkages.

Weaknesses identified by the different provincial Labour departments included:

- Few job opportunities exist within the department and in the open-labour market;
- Labour centres and offices are not accessible;
- Lack of resources and personnel;
- Lack of communication between the department and relevant organisations which leads to the needs of the disabled not being known;
- Lack of suitable transport specifically for training;
- Lack of funding for job creation;
- Disabled people are not specifically catered for (e.g. lack of suitable equipment).

All of the above strengths and weaknesses impact on the day to day running of the office:

Due to a significant crisis around unemployment in the Eastern Cape it becomes difficult to promote the cause of disabled people.

Attending and assisting disabled people is one of many duties, and so the KwaZulu-Natal office feels there should be an officer whose duties are to attend to disabled people only.

Disabled people are not given the quality time they require.

Only disabled people who are in a position to enter the building are served.

It is impossible for staff to do all the marketing, canvassing for vacancies and follow-ups.

Very few disabled persons use services, so the impact is not effective.

Funding for services for disabled people:

All departments said that they get their money from the National Labour in Pretoria, who gets it from State Expenditure.

The national office decides on the size of the budget. This may happen in consultation with the various provincial departments. The size of the budget is based on the expenditure of the previous year.

The systems that are in place for the administration of the budget mentioned are:

Quarterly reports;

The government internal system;

The Sub-directorate accounts to the provincial director, who in turn accounts to the deputy director general, who accounts to the director general who accounts to parliament;

Monthly expenditure control reports;

Basic accounting system.

On the question of specific guidelines (either by provincial department or national) on how money should be spent, a wide range of responses were given. These ranged from the account section controlling money through to head office giving guidelines. Often there are no real guidelines except in a cases like the wage subsidy scheme.

The amounts cited by departments varied drastically and it was not always clear whether an amount was for specific items or the full budget. Other departments were unable to give information on the budget and just said they do not know.

Support Services:

When asked what support services are in place, the majority of provincial department said none. Mpumalanga said they have training for service providers available. Eastern Cape have a trained counsellor and the Western Cape has a sign language interpreter (actually employed as a data typist who also provides sign language interpreting). Gauteng North also have two sign language interpreters and, although oral interpreters are not formally organised, they are available when needed.

Generally departments indicated that there are no specific structures and processes in place to address and resolve problems around service provision and service providers for disabled people. Procedures mentioned range from going to your immediate senior, using the integrated provincial strategy, reporting it to the head office, using the general structures and processes available to all clients of the department, and so on.

Service provision

All the provincial Labour Departments listed the following specific services or programmes rendered to disabled people:

- Wage subsidy scheme;
- Bursaries for tertiary education;
- Registering of unemployed disabled people;
- Placement of disabled people;
- Sheltered employment;
- Free computer training;
- Counselling;
- Life skills training.

Suggestions made for staff development and training needed by the various departments include:

- Interviewing skills for assessment purposes;
- Training to solicit providers;
- Awareness programmes by DPSA;
- Training in sign language;
- Better communication courses;
- Community development training;
- Project management, planning and documentation skills;
- Problem solving and negotiations skills;
- Marketing of the wage subsidy scheme;
- Particular person to deal with the disability portfolio.

When asked what is needed in order to improve service provision for disabled people and job satisfaction respondents said:

- More money;
- More staff;
- Resources (i.e. equipment, appropriate legislation);
- Training;
- Services of a full-time occupational therapist;
- Specific training to deal with disabled people;
- Regular contact with all disability organisations;

Improved services regarding bursary schemes (Gauteng North mentioned the fact that in 1997 they were told there was no money for the bursary scheme. This however happened after the interviewing was done already. As a result expectations were raised but could not be met);

Adequate staff who would be able to give the necessary individual attention and support to clients who need it;

Better accessibility for disabled people;

Assessment of disabled people for the labour market;

Statistics to substantiate needs.

Evaluation of services and service providers

Although most provincial offices for Labour evaluate services or programmes and service providers, these evaluations happen at different times and in different formats.

Mpumalanga provincial department services and programmes are evaluated continuously. In the Gauteng South office monthly reports are submitted to the Head office. Mid year reviews on services and service providers are made in July and an annual evaluation the end of the year. The North West Province department do bi-monthly evaluations. As an incentive they have the merit award system. In the Free State programmes are evaluated monthly through status reports and service providers through performance agreements. The Eastern Cape office is frequently evaluated by head office. Service providers are evaluated once a year. Gauteng North evaluates once a year and service providers are evaluated on performance indicators that are set and revised annually using work plans. In the Western Cape services are evaluated twice yearly and all staff yearly. In the Northern Cape services are evaluated monthly, bi-monthly and annually, depending on the type of service. In Kwazulu-Natal the evaluation process takes place regularly.

There is some consistency in the frequency of evaluations with most provinces reporting that these are done at least once a year. However, the interviews did not provide clarity on whether the format of these evaluations are consistent across provinces or not.

Incentives that are in place in the different provinces include the notch increments, promotions, thank you letters, grading performances and merit awards. Not many departments indicated what other incentives should be in place. The Eastern Cape department felt that incentives should be written in the constitution and laws of the country. Gauteng North suggested special outings, dinners and flowers.

Generally all departments are involved with the planning and monitoring of services. In most cases, these are done through the business plans, work plans or strategic plans.

Main findings on the Labour Departments

The main findings arising from the interviews with representatives of the provincial departments of Labour can be summarised as follows:

There is a lack of funding, staff and assistive devices which creates major problem.;

Despite the fact that some departments have good links with DPOs, NGOs and other government departments, some departments feel that this relationship is not satisfactory.

Not enough disabled people access services.

The wage subsidy scheme is not fully utilised.

Only disabled people who can access services utilise them; for example, those who have access to transport.

Budget constraints are forcing a review of the bursary scheme.

Disabled people are generally involved in the planning of services, to a lesser extent in the provisioning of services but are generally not involved in the evaluation of services.

Very few support services are in place for disabled people in departments.

There is a lack of information on budgets and what it is used for.

There is a need for better administration systems in departments.

Evaluation of services and service providers are different for each province.

There is variation in the evaluation of services and service providers.

There is a need for better and more incentives.

Welfare

The following Provincial Welfare Departments were consulted:

- Eastern Cape;
- Free State;
- Gauteng;
- Kwazulu-Natal;
- Mpumalanga;
- Northern Cape;
- Northern Province;
- Western Cape.

Policies and systems

The approach to service provision for disabled people by the provincial Welfare Departments is a “social developmental approach” and aims to “serve any member of the public who approaches the department (i.e. disabled persons, family members, NGOs, service providers, HIV/AIDS victims, youth, aged and the general public), as far as information, advice and referrals are concerned”.

Services provided for disabled people by provincial head offices include:

- Subsidisation of services for persons with disabilities rendered by NGOs;
- Policy formulation;
- Assess and monitoring programmes of NGOs who are responsible for direct service delivery;
- Counselling;
- Interviewing and assessments when people apply for disability grants;
- Advocacy;
- Placement in protective workshops and stimulation groups;
- Social Work services;
- Home care services.

Departments determine the needs of disabled people through:

- Appraisals of service proposals submitted by non-governmental organisations;
- Networking with NGOs, DPOs and other government departments;
- Programme evaluation;
- When disabled people come to social workers for advice and assistance;
- Through the Provincial Coordinating Committee on Disability (PCCD) meetings;
- Needs assessments.

The Northern Cape expresses the need for a comprehensive database on disability to help determine the needs of disabled people.

Four departments indicated that they do not really involve disabled people in the planning, provisioning and evaluation of services. The Western Cape and Gauteng indicated that it is expected of NGOs service providers, who are subsidised by the department, to engage disabled people in the planning and provisioning of services. The Northern Province felt that very few disabled people are involved in the provisioning of services as very few are employed in the public sector.

Four departments involve disabled in the planning of services and only two involve them in the provisioning and evaluation of services. This includes consultations with DPOs and disabled staff members' participation in the process.

Policies that were reported as having been adopted on a national level dealing specifically with disability and issues facing disabled people are:

- Integrated National Disability Strategy;
- National Plan of Action for children;
- White paper for Social Welfare;
- Employment Equity Act;
- Social Assistance Act, 1992;
- The Constitution of South Africa (chapter 2-9);
- White Paper on Reconstruction and Development;
- Small, medium and macro enterprises promotion;
- Mental health Act;
- Affirmative Action;
- Convention on the rights of children.

Provincial Policies:

- Integrated Provincial Strategy (Western Cape)- draft form;
- Provincial programme of Action for children (Western Cape);
- Gauteng is in the process of establishing a provincial disability desk.

Linkages

Disabled people's organisations of and for disabled people:

All departments have formal and informal links with DPOs. These DPOs assist with workshops and information sessions, give guidance in the planning of projects, are involved in policy planning, consult them on funding matters, form part of the PCCD, and so on.

Other government departments:

Intersectoral linkages with other departments do take place. Inter-departmental forums were established to address general inter-departmental issue. In the Western Cape relevant government departments formed an Integrated Provincial Disability Strategy. The Northern Cape noted that relations with other departments are not always very clearly identified. Linkages with other departments are described as satisfactory. Some departments mentioned the OSDP and the NCCD as forums with which they interact.

Non-governmental organisations:

Relations with NGOs are more formal. It is mainly with DPOs,³ who are also NGOs and who are subsidised to render services. The Northern Province mentioned South African Breweries and the Flemish government who donated wheelchairs. Departments also make contact with NGOs for certain events (e.g. international day for disabled persons).

Universities:

Three departments indicated that they have no relations with universities. The Eastern Cape has links with universities particularly with regard to placement of students, curriculum and training. The Free State makes use of the University of the Free State for research purposes. Mpumalanga have links with MEDUNSA with regard to the MODE programme. The Northern Province has links with the University of the North blind students, who also form part of the PCCD. The Western Cape department liaises with universities on an ad hoc basis.

Other levels within own department:

Mpumalanga mentioned that although there is a working relationship between different levels of departments, it is not easy due to barriers such as transport and infrastructure problems. Provinces liaise with decentralised regional offices with regard to the co-ordination of services. In the Western Cape, a provincial task group on social assistance for persons with disabilities, was established by the provincial Social Services. Two departments said that they do not really liaise with the National department.

Other linkages:

No one indicated having any other linkages other than what is stated above.

Structure and process of service provision

Strengths identified by provincial Welfare departments were as follows:

Enthusiasm of social workers;

Good development of relations with service providers (e.g. DPOs and NGOs) whom they fund to address the needs of disabled people;

³ Whether these DPOs are organisations 'of' or 'for' disabled people was not clarified by the interviewees.

Right attitude towards persons with disabilities and sensitivity to disability issues;
Good subsidy system;
Initiated a programme to make all offices accessible (Northern Cape);
Improving intersectoral and intra-departmental links;
The fact that social workers are willing to work without the necessary equipment and resources.

Weaknesses as identified by provincial Welfare departments were the following:

Lack of facilities, resources, personnel, assistive devices and a limited budget;
Lack of good and effective linkages;
Inaccessibility of offices for employed disabled staff;
No specific practical strategy to address needs of disabled people;
Lack of personnel specialising in this field of disability;
No community based programmes for severely disabled children (Northern Cape);
Facilities (offices) are not state owned;
Few dedicated staff members;
Budgetary constraints for social welfare services;
Progress with policy matters is often delayed because of demands with many other tasks;
Lack of access to basic equipment for people with disabilities in protective workshops and stimulation centres;
Lack of strong progressive NGOs;
Buildings are not accessible;

A few departments felt that weaknesses do not impact negatively on the day-to-day running of the office, as they are not directly involved in service delivery. Other departments felt that weaknesses do have a negative impact on offices. Mpumalanga felt that the above weaknesses delay progress and lead to ineffective service delivery. Eastern Cape said that they are beginning to address problems (weaknesses). Free State felt that there is no consistency in departments, and there is no focused involvement in disability issues.

Funding for services for disabled people:

The budget for services for disabled people comes from the National budget. The Northern Province noted that the majority of the budget goes towards social security, assistive devices services, and as a result very little is left for the subsidisation of programmes.

Six departments said information on the budget is not available or not known. Others simply did not answer at all. Only two departments gave budgetary information.

Various answers were given by departments on the question of who determine the size of the budget. For example: the budget is determined by the needs of the province; decisions are made

by Head office; Finance decides on the size of the budget; parliament decides on the size of the budget; management of Social Services decides, and so on.

From the different responses given by departments it is clear that there are systems in place for the administration of the budget. This however varies for all departments. In some departments there are general guidelines for programme financing and financial control systems. In others there are accounting officers who manage subsidies for projects, and so on.

Departments also indicated that there are clear guidelines on how the money should be spent. These are based on business plans, allocations to specific projects with guidelines, treasury instructions, approved service proposals, and so on.

Support Services:

The support services are mainly provided by those organisations or service providers (DPOs and NGOs) who deliver services. Mpumalanga mentioned that the province's Disability Desk is planning to appoint sign language interpreters.

The PCCD addresses and resolves issues and problems around service provision and providers to disabled people. Designated staff at the department's service offices also attend to problems. If necessary, head office becomes involved as well.

Service provision

Departments generally indicated that they are not directly involved in service delivery. They mainly:

- Subsidise NGOs and private organisation to implement specific welfare programmes;
- Offer social assistance (e.g. grants) to adults with disabilities and care dependency to parents/foster parents of disabled children;
- Encourage social development through poverty alleviation programmes;
- Offer field and specialised services;
- Offer sheltered employment.

Mpumalanga mentioned some programmes offered, such as programmes for protective workshops, programmes for mothers of disabled children and stimulation programmes for children.

Suggestions made for staff development and training needed in the provincial welfare departments include:

- Training on how to develop programmes for disabled persons;
- Awareness raising workshops for staff involved in direct service delivery;
- Information on the different types of disabilities;

Training for staff on community based programmes for parents of children that are severely disabled;
Sign language interpreting;
Knowledge on the impact of specific disabilities on the functioning of persons with disabilities.

When asked what is needed in order to improve service provision for disabled people and job satisfaction respondents said:

Forums where problems are discussed;
Information system on disability (data base);
Research on specific services (e.g. protective workshops);
More community based support services and programmes;
Training and specialisation of personnel;
More staff to be employed;
State to provide more facilities;
More staff with expert knowledge and skills;
A strategic and operational plan;
Accessibility of facilities;
Making people aware of services;
Courses on how to develop programmes for disabled people;
Need for provincial disability desks.

When asked if there was anything else departments would like to mention Mpumalanga said that rural areas have been the most neglected when it comes to service delivery and the Northern Province felt that more disabled people should be employed in the public sector.

Evaluation of services and service providers

The majority of departments indicated that they do evaluate services and service providers. The Western Cape, Northern Province, Eastern Cape, Gauteng, Northern Cape, Free State, Kwazulu-Natal, and Mpumalanga all evaluate their programmes and service providers once in each financial year. Mpumalanga indicated that the National department has advised provinces to evaluate projects and service providers continuously. Only one office, the Northern Province said that service providers are “rarely” evaluated. The Northern Cape said that there is a need for an instrument to be developed, that will clearly report on the work done by people who work directly with disabled people.

Departments generally felt that there are no incentives in place to promote job satisfaction. However some, departments did mention a few incentives that are in place, (i.e. promotions, benefits and office accommodation).

On the question of what incentives should be put in place, the following was mentioned: bonuses based on performance, promotions, salary increases and acknowledgements of good work done. The Western Cape mentioned that there is a draft policy on financing that contains incentives that will hopefully have an impact on financial packages for service providers. Three departments indicated that they do not know what incentives should be put in place.

The respondents interviewed indicated that they do have a say in the planning and monitoring of services. They make recommendations regarding the allocation of subsidies for services for disabled people, they evaluate subsidised services, form part of policy formulation process, guide personnel in the writing of welfare programmes, and so on.

Main findings for Welfare Departments

The main findings from the interviewees with provincial Welfare Departments can be summarised as the following:

Disabled people's involvement in the planning, provisioning and evaluation of services is limited as it is expected of NGOs, who directly render the services, to involve them.

Departments have good relations with DPOs and NGOs.

There are budgetary constraints and a lack of information on budgets.

There is a lack of personnel and resources.

Greater awareness is required on services offered by government, NGOs, etc.

The community and parents of disabled children should be more involved.

There is a need for more information around disability;

There is a need for more incentives to be put in place. Especially for people who work in remote areas and to attract people to go work in rural areas.

Concluding remarks and recommendations

There were a number of issues that are evident from the information provided in the interviews. The more important ones are summarised in this concluding section. There are clearly varying degrees of activity within the same departments across provinces as well as between different departments in the same province on disability-related issues.

Intersectoral collaboration

There is a need for closer interaction between government departments. Although the IDCF is currently fulfilling this role, there is room for improvement. A number of departments interviewed indicated that, although they are departmental representatives on the IDCF, they have not yet attended any meetings. Departments are not sure what is expected from them and are waiting for guidance from the IDCF.

Links between government departments and NGOs and DPOs are happening but further research is required to determine the nature of this interaction in more detail.

Defining disability

Many national and provincial departments expressed the difficulty in defining disability, especially for departmental audits on disabled personnel, and the need for training around disability issues.

Budgets, planning, monitoring and evaluation

Issue of budgets, planning, monitoring and evaluation are clearly important issues to consider in developing disability-related services in all provinces. One important development would be to standardise the frequency and format of evaluations at least within the same departments within provinces. The involvement of disabled people in monitoring and evaluation was recognised as lacking in most departments. This should be encouraged.

Future research

This research provides some useful information on how government departments understand their role in providing services for disabled people. Further research should be conducted to understand in more detail the interaction between government and other stakeholders (NGOs, DOPs, private service providers, etc.). The information provided through these interviews also need to be corroborated through other research which uses methods such as observations and document reviews.