



An exploratory study of the experiences of refugees receiving assistance from Non-Profit Organisations (NPOs) in the City of Cape Town Metropolitan Area.

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Master of Social Science in Social Development

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COMPULSORY DECLARATION

This work has not been previously submitted in whole, or in part, for the award of any degree. It is my own work. Each significant contribution to, and quotation in, this dissertation from the work, or works, of other people has been attributed, and has been cited and referenced.

Signature:

Signed by candidate

Date: 22 November 2019_____

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Dedication

I am morally and spiritually obliged to dedicate this work to the departed, living, and yet to come members of my lineage of the Moyo Zuruvi clan (Ngwara). This is a symbol of overcoming limitations and establishing of greater accomplishments for future generations.

Abstract

The plight of refugees has become a global social problem due to continuous political unrest, war and natural disasters worldwide. People are forced to migrate to other countries for safety and better living conditions in the hope that their basic human rights will be upheld. However, many destinations chosen by refugees face social problems of their own and are failing to provide basic services to citizens leaving the onus of service provision on charitable or Non-Profit Organisations (NPOs). South Africa is no exception as it has become a popular destination for refugees from other African countries and Asia but is not able to adequately provide for their needs. In this situation, NPOs have taken a central role in ensuring refugees are integrated into the South Africa society. This exploratory research examined the experiences of refugees accessing services from NPOs in Cape Town. A qualitative design and purposeful sampling are used to delve deeper into the experiences of refugees to amplify their voices about service provision. Refugees from six different NPOs in Cape Town namely: Adonis Musati Project, Triangle Project, PASSOP, MRASA, VIDEFI and Kwesu Women's organisation were interviewed about their experiences of accessing services. Participants had to be recipients of one or more of the services from any of the NPOs chosen for the research study. Their experiences related to the benefits and challenges faced when accessing services from NPOs and negotiating and navigating the challenges faced in accessing services from NPOs. The study revealed that refugees benefit from services offered to them although the challenges outweigh the benefits due to lack of funding and failure to provide adequate resources. The refugees mainly needed services to help them secure employment, documentation, and access to healthcare and basic education. They needed referrals to access these services from other NPOs or government institutions otherwise it was difficult to obtain. The refugees shared their experiences and on this basis recommendations on improving the services needed to ensure basic human rights are included in this study.

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Embarking on a master's thesis is an arduous journey filled with ups and downs but ultimately the discovery of self. Despite the task being for the individual, the achievement is possible due to the tireless effort and sacrifice of others.

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List of Acronyms

AMP:	Adonis Musati Project
ANC:	African National Congress
ARESTA:	Agency for Refugee Education, Skills Training and Advocacy
CASE:	Community Agency for Social Enquiry
CTRC:	Cape Town Refugee Centre
DHA:	Department of Home Affairs
DMA:	Department of Home Affairs
DRC:	Democratic Republic of Congo
DSD:	Department of Social Development
DSW:	Developmental Social Welfare
GASA:	Gay Association of South Africa
GDP:	Gross Domestic Product
IOM:	International Organisation for Migration
IRC:	International Rescue Committee
KWO:	Kwesu Women's Organisation
LGBTIQ:	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
MRASA:	Muslim Refugee Association of South Africa
NGO :	Non-Governmental Organisation
NPO :	Non-Profit Organisation
PASSOP:	People against Suffering Oppression and Poverty
PTSD:	Post-Traumatic Stress Disorder
RDP:	Reconstruction and Development Programme
SAPS:	South African Police Service
SWOT:	Strengths, Weaknesses, Opportunities and Threats
TP:	Triangle Project
UCT:	University of Cape Town
UK:	United Kingdom
UNHCR:	United Nations High Commissioner for Refugees
VIDEFI:	Vision for the Development of Fizi
ZDP:	Zimbabwe Documentation Project

CHAPTER ONE: INTRODUCTION

The International Organisation for Migration (IOM), the United Nations High Commissioner for Refugees (UNHCR), and the International Rescue Committee (IRC) have been at the forefront of ensuring that refugees' rights are protected and upheld worldwide (Baggio, 2014, Handmaker & Parsley, 2001). Notwithstanding these efforts, in an era of structural inequality, growing social exclusion, and disconnection refugees continue to face challenges in receiving countries. The issue of refugees and their inclusion has of late (since the 2015 Refugee crisis) taken centre stage in societal and academic debates worldwide. South Africa has not been an exception in this case with the continuous flocking of refugees into the country and a national crisis in 2008 characterised by xenophobic attacks (Baggio, 2014). This study envisages to deepen the theoretical and societal knowledge concerning the services that refugees access through Non-Profit Organisations (NPOs) at various levels; reception, integration, belonging, emancipation and inclusion in the society.

Contemporary world politics has been the major driving force of the movement of refugees from their countries due to conflict and persecution, which has been termed a "humanitarian disaster" characterised by immense violations of human rights (Braithwaite, Saehan & Savun, 2019). The current global crisis has numerous humanitarian implications as refugees need to access basic human rights like medical care, shelter, social services and food (Braithwaite et al., 2019). In South Africa the past few years have been characterized by an increase in the number of asylum seekers and refugees moving from their countries due to political violence, war, and persecution (The United Nations High Commissioner for Refugees (UNHCR), 2016).

Asylum seekers and refugees move to other countries to rebuild their lives, as well as to experience a sense of community and belonging (The United Nations High Commissioner for Refugees (UNHCR), 2016). According to the South African legislation an asylum seeker is a person who is seeking asylum status and whose application is still under consideration in terms of section 22 of the Refugee Act No. 130 of 1998. Whereas a refugee is a person who has been granted asylum status and protection in terms of section 24 of the Refugee Act No. 130 of 1998. Refugees are people who leave their country of origin due to persecution, violence or war that is related to political membership or opinion, religion, race or nationality (The United Nations High Commissioner for Refugees

(UNHCR), 2018). Both an asylum seeker and a refugee would have fled from his or her country of origin and is seeking recognition and protection in the Republic of South Africa. The movements of refugees' compound's the challenges faced by receiving countries by adding to fiscal strains of care and security to existent challenges. It often causes conflict within the country and refugees are highly likely to be the target of violence. As a result, the human rights of refugees are violated as they become scapegoats to already existing problems within the receiving country (Onoma, 2013; Savun & Gineste, 2019).

In the African context, research has found that thousands of refugees flee from destitute and war-torn African countries in search of a safe place with most coming to South Africa in the hope of a better life (Handmaker and Parsley, 2001; Stupart, 2016). Refugees are not confined by national borders as they are from different African countries such as Democratic Republic of Congo, Burundi, Rwanda, Zimbabwe, and Malawi. They have different nationalities and cultures, the experiences of refugees are bound to vary, resulting in depth perception experiences of accessing services from NPOs. Therefore, this study, based on the experiences of refugees, explores what they go through on a day to day basis, given that they live like ordinary South African citizens.

South Africa has high levels of poverty and unemployment, many African refugees still opt to seek refuge in the country, with the hope of getting their basic needs met such as food, shelter, and to live in safety and peace (Misago & Monson, 2010). However, these needs are not easily met. As a result, humanitarian challenges have emerged in which refugees in South Africa continue to face grievous problems and a lack of basic resources being provided by the state (Baggio, 2014).

In these conditions, non-profit organisations help asylum seekers and refugees with basic resources like food and accommodation as well as equipping them with skills and programs to help them integrate into South African society. Hence, NPOs play a seminal role in dealing with the challenging issues that society faces, which is a key feature within the social development sector (Ilhan, 2013, Mabayo, 2016). NPOs working with refugees are agents who are set up to help refugees to adapt and to be integrated into society. The role played by NPOs is to provide access to various services and to facilitate the smooth transition that refugees need to go through to ensure that they feel safe and protected in their new environment. However, these NPOs are not immune to organisational deficiencies leading to problems in service delivery. To this end, this study investigated the experiences that refugees face when accessing NPO services, focussing on the benefits,

challenges and ways in which services rendered to refugees and ways of improving these services.

Over the years NPOs in South Africa have been assisted by international aid organisations like the UNHCR because they prefer supporting NPOs rather than for-profit organisations, due to their flexibility to enter contracts (Ilhan, 2013). NPOs fill the void that government or for-profit organisations fail to cover, by providing goods and the services needed by society (Ilhan, 2013). The reasoning behind this is that government does not have the capacity to deal with society's individual problems and NPOs have the capacity to provide services at a more intimate and closer range, thereby being more effective (Handmaker and Parsley, 2001). This study investigated the experiences of refugees with regards their basic human rights and the services provided to them by NPOs to ensure access to these rights. Since NPOs are better suited to provide the needed services it is key to investigate whether the services provided are effective and efficient in assisting refugees in South Africa. An insight into their experiences as refugees receiving services from NPOs is also important in determining whether the assistance provided is within the stipulations of upholding basic human rights.

Research has shown that over the years, there has been an increase in the number of refugees with the worldwide population of refugees with figures standing at approximately 65.8 million, consisting of 40 million displaced people, 25.4 million refugees and 3.1 million asylum seekers (UNHCR, 2018). Studies have shown that one in every hundred and ten people have been displaced with eight hundred and fifty-five of the world's displaced people situated in developing countries, with approximately one hundred and thirty-eight countries hosting refugees (UNHCR, 2018).

1.1 Problem Statement

Migration particularly for refugees has become an international problem over the years and southern Africa alone is estimated to host about 450 000 forced migrants. Among these, about 150 000 are refugees with asylum seekers almost doubling the number of refugees (UNHCR, 2015). The problem of refugees in South Africa has grown because the country has hosted approximately over one million refugees and asylum seekers from neighbouring countries and the world over. This growing number of refugees is juxtaposed to a deteriorating economy, as South Africa is also trying to deal with its own socio-economic problems of poverty and unemployment (O'Brien & Reiss, 2016). Research has shown that

in times of national crisis marginalised communities such as women, LGBTQI, and foreign nationals, refugees feel the brunt of social problems at worst (Handmaker and Parsley, 2001; Stupart, 2016). South Africa is not only a destination for refugees but also for economic migrants and this has resulted in competition for limited resources that are designated for its own population (Barbera & Ochese, 2009). The result is that refugees and local citizens find themselves competing for the limited resources in the existing circumstances of economic inequality, high unemployment and poor service delivery (UNHCR, 2014).

The increase in refugees has left the country in a state where it has not managed to protect the rights of refugees adequately, leading to several additional socio-economic and political problems. These include the limited implementation of policies relevant to refugees, the lack of documentation provided to refugees, due to a backlog at the Department of Home Affairs and related corruption, xenophobia, the lack of access to services, and a violation of the human rights of refugees (Misago & Monson, 2010). With the wide gap between the rich and the poor in South Africa and with most people living below the poverty line a situation has been created whereby foreign nationals, including refugees become scapegoats, leading to xenophobia, nationalism and blaming foreign nationals for the country's problems (Crisp & Kiragu, 2010). Thus, it is important to study whether the services provided to refugees are effective enough in providing them with a better life than what they have experienced in their country of origin.

1.2 The Rationale and the Significance of the Study

South Africa as the main country receiving refugees in Southern Africa has a huge task to ensure that refugees' basic human rights and livelihoods are improved. According to Handmaker and Parsley (2001) the current situation in South Africa concerning the management of refugees is a typical reflection of the exclusion that Black South Africans faced during the apartheid regime.

Refugees are segregated within communities and are targeted by police as potential criminals thereby leaving them in a very volatile situation. Such a situation poses a threat to the democratic functioning of the society, as it is intrinsically unjust to vulnerable persons within the society. Unlike other countries, South Africa has a non-camp urban refugee structure that gives asylum seekers and refugees freedom of movement (Belvedere, 2007). Refugees in South Africa are free to stay anywhere they choose, although this might be a disadvantage, as in most cases they struggle to be integrated within the societies that

they stay in due, to their nationality. In addition, refugees advance their rights, to support democratic transformation in South Africa in that the government is challenged to ensure that the apartheid system does not reoccur (Baggio, 2014). It is imperative thus to understand the experiences of marginalised and vulnerable people who have come to South Africa to seek refuge.

The vast and significant research on the experiences of refugees in accessing services from South African NPOs exists (Zihindula, Meyer-Weitz & Akintola, 2015; Thela, Tomita, Maharaj, Mhlongo & Burns, 2017; Buyer, 2008; Belvedere, 2007). The study built on this information by exploring the daily experiences of refugees in South Africa and worldwide, through the channel of services delivered to them by NPO's. It included information on the lives that they led before they came to South Africa and how they have been integrated into the South African society, and whether they feel socially included or not. It has also identified whether the services that they are receiving from NPOs are indeed influencing their lives in a positive way, by bringing about change in their lives based on empowering and enhancing their livelihoods. In addition, this study investigated whether the current policies pertaining to refugees is being effectively implemented by institutions; particularly the NPO's responsible for their wellbeing and it has identified ways in which such policy implementation can be enhanced.

NPOs play an important role is providing services to refugees, even if in most cases, their own resources may be limited, and government subsidies provided for them are minimal (Klotz, 2012). With various NPOs providing services to refugees in Cape Town, it was ideal to explore the experiences of refugees in accessing these services. The research was a means not only to understand refugees' experiences in South Africa, but also to assess and provide information on service delivery and policy implementation for refugees; which could be used to improve their lives. Furthermore, examining the experiences of refugees through their experience of service delivery by NPOs allows for a critical examination of focused service delivery to refugees that could be essential in determining the efficiency and the effectiveness of services by NPOs, in alleviating the vulnerability of refugees.

1.3 Main Research Questions

The central research problem addressed in this study lies in the following question; what the experiences are of refugees who are accessing services from NPOs in the Cape

Town Metropolitan area.

The specific research questions were as follows:

- 1) What are the benefits gained by refugees when accessing services from NPOs in the City of Cape Town Metropolitan area?
- 2) What challenges do refugees face when accessing services from NPOs in the City of Cape Town Metropolitan area?
- 3) How do refugees negotiate and navigate challenges associated with accessing services from NPOs?
- 4) How can NPOs offering services to refugees improve on their service delivery?

1.4 Research Aim

The main aim of the research study is to get an in-depth understanding of the experiences of refugees when accessing services from NPOs.

The research aims were as follows:

- 1) To examine the benefits gained by refugees when accessing services from NPOs in the City of Cape Town Metropolitan area.
- 2) To identify the challenges faced by refugees in accessing services from NPOs in the City of Cape Town Metropolitan area.
- 3) To investigate how refugees, negotiate and navigate the challenges associated with accessing services from NPOs in South Africa.
- 4) To identify how NPOs can improve on the services that they offer to refugees.

1.5 Main Assumptions

Following on from the research questions and objectives, the research was based on the following assumptions. The main assumption that underpins the research question is the experiences of refugees in accessing services from NPOs has a huge impact in the way they navigate life. The experiences of refugees in South Africa is greatly influenced by the history of the country; when the African National Congress (ANC) relied on other African countries to help fight the apartheid regime. Hence, in reciprocal gestures, the current ANC led government put into place policies and legislation to ensure that the needs of refugees would be met (Belvedere, 2007). The implementation of this policy and legislation has not been easy, due to the high daily influx of refugees, alongside long- standing socio-economic inequalities in the country.

The researcher assumed that refugees were in some cases not aware of their rights, hence in some cases, they do not access the services provided to them as prescribed in the Refugees Act No. 130 of 1998. Refugee policies in South Africa are progressive but implementation is lagging, due to limited resources to cater for the influx of refugees who enter the country each year.

The researcher assumed that refugees face numerous challenges that include the lack of documentation, unemployment, high security risks due to xenophobia and violence in the communities that they live in, and the lack of provision of basic needs such as food and education. The researcher assumed these to be the predominant circumstances and experiences of refugees in South Africa and the research allowed her to assess these assumptions objectively.

1.6 Clarification of the Terms

Refugee: According to the Refugees Act No. 130 of 1998, refugees are persons who have left their homes to seek refuge elsewhere because of war, discrimination, persecution or natural disasters. A refugee must be unable or unwilling to rely on the protection of his or her country of origin, due to a well-founded fear of persecution (Refugees Act of South Africa, 1998). The persecution feared must be due to one or a combination of reasons, namely membership of a group or a political opinion, nationality, race or religion (UNHCR, 2014).

Refugee status: Refugee status is conferred to someone who is seeking asylum in terms of the Refugees Act if he or she is qualified for refugee status. The person must have a well-founded fear of being persecuted because of his or her race, religion, nationality, gender, membership of a group, political opinion or tribe and is unable or unwilling to avail himself or herself of the protection of that country (Refugees Act No. 130 of South Africa, 1998). For the study, all participants of the study had to have refugee status based on the records of the NPOs approached for the research.

Experiences: Experiences are defined as significant events or activities that are lived by an individual or by a group of people who may be good or bad, which results in them gaining various skills, knowledge and opinions (American Psychological Association, 2018).

Non-profit organisation (NPO): A non-profit organisation is a trust, company or other association of people who are established voluntarily and for a public purpose (Jegers, 2008). The Non-profit Organisations Act No. 71 of 1997 further suggests that NPOs are a

step taken up to serve the public interest by providing services that benefit the public and the property or the income of the organisation is not distributable to its office or members except as reasonable compensation for services rendered. NPOs have two broad categories, namely those formed out of concern to assist needy or disadvantaged people, or those formed based on common interest to act on a subject or an issue and organisations through which people engage in a common pursuit (Jegers, 2008). They are established in cases where governments are not able to resolve chronic social issues or are

taking too long a time to do so and these could be access to welfare, health care, education or human rights issues and alleviating poverty (Hershey, 2013; Lu, 2015; Maboya, 2016).

1.7 Ethical Considerations

De Vos, Strydom, Fouche and Delport, (2015), define ethics in research as a set of moral principles which are used in the field of social research by an individual or by a group, and are accepted, as they offer behavioural expectations and rules needed when conducting studies with participants, sponsors, students, employers and other researchers. To ensure the verification and the authentication of this research, various principles of ethical conduct were observed once permission was obtained from the relevant parties at the University of Cape Town, to conduct this study. The ethical principles pertinent to the study are:

Voluntary participation

In research, participation should be voluntary, and no one should be coerced into participating in a study (De Vos, et al., 2015). The main qualities for voluntary participation are participants having a knowledge of the benefits or the risks, the participant making a choice without coercion or undue influence, and the choice to participate willingly (Rubin & Babbie, 2005). Coercion may be an injury to one's reputation in research as participants are expected to choose to participate freely, willingly, voluntarily, without being subjected to threats, without duress or without promising them a great reward (De Vos, et al., 2015).

The researcher ensured that the participants knew that they had a choice of either taking part in the research or not. The researcher emphasised the fact that taking part in the research was not in any way connected to or influencing the services that participants would later receive. Instead the research was set out to help the NPOs to provide better services to the participants based on their feedback whether good or bad. The researcher

did not promise any rewards to participants for taking part in the research study. Undue influence may be dispelled if participants understand that persons in authority will not reward them for participation (Rubin & Babbie, 2005). In this research participation in the study was voluntary and no form of coercion or undue influence was used to force the participants to participate in the study. Participants were assured the right to withdraw at any stage and for whatever reason.

Informed consent

According to De Vos et al., (2015) informed consent entails sharing with the potential participant all the information pertaining to the purpose of the research and clarifying the advantages and the disadvantages of their participation and setting out the parameters of the research and the process involved in carrying it out. Participants were asked to sign a consent form prior to participation and their names were not disclosed to anyone nor were they identified to any parties or other participants. An informed consent form (see Appendix C) which was given to each participant before each interview session clearly stated the possible harm that could occur and ways in which the researcher would avoid these situations from taking place.

The researcher clarified her credentials as a Masters' by research student from the University of Cape Town and she indicated the purpose for doing the research so that the participants had no reservations and were comfortable. All the participants had the right to withdraw at any time during the interview process. Language barriers could be a possible problem during consent and thus a translator was used when necessary to translate during the consenting and interviewing process. To ensure confidentiality the translator was a staff member at the agency who was already aware of the issues of the participant and who was ethically bound to confidentiality. The researcher had the role of ensuring that the confidentiality of the participant is protected and that no harm is inflicted on the participant.

No deception of subjects

The deception of subjects involves the altering or the withholding of information from the participants, which would determine whether they would participate or not in the study (De Vos et al., 2015, Rubin & Babbie, 2005). The researcher when conducting research should tell the truth pertaining to the purpose of the research and when any part of the truth is compromised or denied it could be deemed as deception (Burns & Grove, 2005). The researcher made sure that all the

information that the participants needed to decide to take part or not was shared beforehand. If the participant did not understand the letter of consent it was the role of the researcher to clearly explain further to the participant what the study was about and what it entails to avoid deception, which the researcher did when paused with questions from the participant.

Avoidance of harm

Each interview was conducted within a reasonable time that did not affect the participants' activities at the NPOs, which may hinder them from receiving the required services that they need. The fundamental ethical rule of research is that it must bring no harm to the participants, which may be in a physical or emotional manner (Babbie & Mouton, 2009, De Vos et al., 2015). The researcher formulated questions that did not risk any form of harm towards the participants by making sure that she did not ask questions that may be uncomfortable to answer. The researcher ensured that participants who might be affected by the interviewing process were referred to the NPO's social worker or counsellor. The researcher did not need to refer any of the participants to a counsellor or to a social worker for debriefing. None of the participants showed signs of distress or anxiety after the interview. The researcher took time to debrief the participants after the interview to assess how they were feeling and none of them felt disturbed by sharing their experiences when accessing services from NPOs.

The researcher considered all possible consequences of the research and factors in the risks that are proportionate to the benefits of conducting the research. The researcher ensured that the research benefits from the NPOs provided the necessary information that they needed in providing more efficient and effective services. The researcher made sure that her interaction with the participants would not in any way affect their relationship with the NPOs as organisations providing services to them. All information gathered was used as feedback to the NPOs to help them identify what is working and recommendations on how they can better or improve the services.

The researcher spent a day at each NPO familiarising herself with their systems such as the different services provided, and how the organisation works in providing these services to refugees. This assisted the researcher when conducting the interviewing process. It also helped to avoid involving issues that might cause possible harm to the participants. The organisation was assured as well when seeking permission from them by

clarifying all the dimensions of the research to make sure that it was understood as a learning process rather than challenging the organisations and their roles.

Privacy, confidentiality and anonymity

Privacy is the ability to keep to oneself what is intended for others to analyse or to observe (Burns & Grove, 2005; De Vos et al., 2015). The researcher always had the role of respecting the right to privacy of the participants during the interviewing process and to make sure that the name of the organisation or the participant's identity is not stated in the research report.

Confidentiality refers to the manner of handling all data gathered in a confidential manner; it is a continuation of privacy (Rubin & Babbie, 2005; De Vos et al., 2015). The researcher ensured that the identity of the participants was kept confidential which meant that the staff at the NPOs were committed to ensure that the identity of the participants was kept confidential. It was essential to keep the identity of participants confidential to ensure that they can be contacted after the results have been compiled.

De Vos et al., (2015) defines anonymity as a complete non-identification of any of the participants by anyone who will read the report including the researcher. The transcriptions and the recordings were kept anonymous as the responses were not to be matched to the participants. All information gathered during the research was kept in a secure place and would be destroyed after two years. All the ethics guidelines were adhered to, to ensure that the study guarantees anonymity and the privacy of participants.

Competence of the researcher

It is of paramount importance that the researcher carries out the research with expertise and integrity by using a professionally rigorous approach (Bless, Higson-Smith & Kagee, 2007). According to De Vos et al., (2015), the competent researcher has the role to design a plan and a report on the information gathered in terms of the sampling procedure, the research population, the methodology used, and how the data is to be processed and written in the research report.

The researcher as a master's student in the Department of Social Development was receiving expert supervision to maintain competence throughout the research. The researcher has theoretical knowledge acquired from previous studies during her

undergraduate studies. As part of the researcher's undergraduate studies she attended research classes and she was required to conduct a research study and she completed a mini thesis successfully. The researcher in the study used all her theoretical knowledge and she put them into practise.

Debriefing of the participants

Debriefing sessions with the participants took place after the study to give the subjects an opportunity to talk about their experience of participating in the research to further minimise any possible harm that may have occurred even with various precautions taken by the researcher (De Vos et al., 2015, Bless et al., 2007). Various uncomfortable emotions may be triggered during the interviewing sessions due to traumatic experiences faced by refugees and thus a debriefing session was essential after the data collection.

After the interviews, the researcher had a debriefing session with the participants to discuss the problems generated by the research experience and to identify ways for it to be corrected. The researcher discussed with the participants their feelings about the study after each interviewing session or alternatively telling them the basic intent of the results of the study (Babbie & Mouton, 2009). It was also the role of the researcher after the completion of the study to make sure that there are no misconceptions that may have risen in the minds of the participants (De Vos et al., 2015; Babbie & Mouton, 2009)

The researcher did not encounter a situation where she needed to refer participants to an appropriate source for counselling as part of the debriefing process, terminate an interview or had a participant who decided to withdraw during the interviewing session (Bless et al., 2007). A research study is a learning experience for the researcher and the participants, hence debriefing sessions are ideal to complete the experience that started when the participants voluntarily agreed to take part in the study (Babbie & Mouton, 2009; Bless et al., 2007). The researcher through the interviewing experience learnt a lot and the participants who volunteered to be part of the study all went through with the interview with none terminating. The researcher ensured that debriefing sessions after each interview took place to provide support to the participants to avoid any harm.

Publication of the findings

The researcher made sure that report writing was as clear as possible and she included all the information gathered from the study (Bless et al, 2007, De Vos et al., 2015).

The results obtained from the study were analysed objectively and with no personal biases. The aim of the researcher was to raise awareness on the experiences of refugees in accessing services from the NPOs. All the data collected was for research purposes only.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

The main objective of this chapter is to present the relevant literature, including legislation, policies, theoretical models and frameworks relevant to the study. This chapter will give a background context of the status of refugees in South Africa in relation to how NPOs play a role in providing services and assistance. The background context is key in formulating the themes related to the experiences of refugees accessing services from NPOs, as it forms the foundation of the relationship between refugees and NPOs.

The themes identified from the background context are namely, the benefits experienced by refugees in accessing services from NPOs, the challenges faced when accessing services from the NPOs and how refugees negotiate, or navigate challenges faced when receiving services from the NPOs. The relevant theoretical frameworks highlighted for the study are the Developmental Social Welfare Approach, the Social Inclusion Theory, the Social Exclusion Theory and Systems Theory. The legislative bodies described in this chapter for the study are the Constitution of the Republic of South Africa of 1996, the Refugees Act No. 130 of 1998 and the Immigration Act No. 13 of 2002.

2.2.1 Social-political and Economic Context of Refugees Accessing Services from the NPOs

A large body of literature exists on refugees and on NPO related matters and many focus specifically on the experiences of refugees accessing services from the NPOs. An insight into the actual experiences of refugees accessing services will be beneficial in highlighting the perceptions of refugees and it will give a clear picture of their day to day encounters. This study has given the refugees a voice to describe the benefits and the challenges of accessing services from the NPOs and the ways that they negotiate and navigate when faced with challenges.

Migration to South Africa

Migration in and around Africa has taken place due to various reasons such as political unrest, war, natural or manmade disasters (Handmaker, de la Hunt, & Klaaren, 2008; UNHCR, 2014). South Africa, during the apartheid era, was a refugee source as political activists fled to other countries to escape persecution at the hands of the apartheid government and post-apartheid it has become a refugee receiving country (Handmaker, de

la Hunt & Klaaren, 2008). According to Crisp and Kiragu (2010), services rendered to refugees need to be controlled and monitored efficiently and effectively as there is a large influx of refugees coming into South Africa due to civil unrest in several countries around Africa like Somalia and the Democratic Republic of Congo.

For the purposes of this study, refugees are distinguished from economic migrants who are excluded from this research. Economic migrants leave their countries voluntarily to seek a better life elsewhere. If economic migrants decide to return to their home countries, they will be able to receive protection from their governments, while refugees will not (Handmaker, de la Hunt & Klaaren, 2008).

Limited resources exist, resulting in the fact that high unemployment rates, poverty, corruption and inequality have created resentment and frustrations among South African citizens as they are under the impression that refugees are reducing their opportunities to develop (Pugh, 2014). Therefore, it is vital to identify the refugees' experiences while being faced by limited resources and a society that is not fully accepting of their status in South Africa.

NPOs in South Africa

The complex South African apartheid history and the policies of racism have formulated the social separation, control and the impact of the nature of refugee and migration policy (Handmaker & Parsley, 2001). The legacy has influenced the policy and the implementation of laws that are greatly racialized, coupled with a society that expresses continuous dislike of foreign nationals through xenophobic acts (Handmaker & Parsley, 2001). Historically, the migration of foreigners to South Africa has been ongoing for years as individuals took up jobs in huge mining and agricultural industries as contract labourers. The movement of people was mainly influenced by human rights violations, persecution, civil unrest and war. However, a lot has changed over the years as migration is usually influenced by more than economic factors only and a few cases of persecution and war.

During the apartheid period the NPOs played a crucial role in assisting the vulnerable and the marginalised population in South Africa under the prevailing minority rule. Post-apartheid NPOs automatically became partners with the new government and both worked towards delivering developmental promises that were regarded as the fruits of a democracy (Van Pletzen, Zulliger, Moshabela & Schneider, 2014).

After the democratic elections of 1994, NPOs played a crucial role in assisting the

vulnerable and the marginalised population in South Africa who had previously been under minority rule during the apartheid era. Post-apartheid NPOs automatically became partners with the new government and both worked towards delivering developmental promises that were regarded as the fruits of a democracy (Van Pletzen et al., 2014). It was the very same democratic elections that ushered the new government which birthed the introduction of the Transitional National Development Trust that changed the funding previously allocated to the NPOs (Habib & Taylor, 1999). Funding previously channelled to the NPOs as alternatively used for the RDP programme and was distributed to various social causes and this was enacted in the Non-profit Organisations Act No. 71 of 1997 (Van Pletzen et al., 2014; Maboya, 2016). Furthermore, bilateral agreements came into effect as international donors shifted funding towards government to government funding instead of funding the NPOs directly (Julie, 2010).

The shift left the NPOs relying on government and having to source funds from other donors that were not affiliated to the government, thereby leaving the sector extremely strained in terms of finances needed to assist and to provide services to the vulnerable in society. Presented with this context a study that investigates the experiences of refugees in accessing services from the NPOs will help to determine the benefits of services accessed, the challenges faced by refugees and the ways in which refugees navigate and negotiate these challenges.

Government introduced the Transitional National Development Trust which changed the funding previously allocated to the NPOs (Habib & Taylor, 1999). Funding previously channelled to the NPOs was alternatively used for the RDP programme and distributed to various social causes and this was enacted in the Non-profit Organisations Act No. 71 of 1997 (Van Pletzen et al., 2014; Maboya, 2016). Furthermore, bilateral agreements came into effect as international donors shifted funding to government instead of funding the NPOs directly (Julie, 2010). The shift left the NPOs relying on government and having to source funds from other donors that were not affiliated to the government, thereby leaving the sector extremely strained in terms of finances that was needed to assist and to provide services to the vulnerable in society.

Experiences of refugees

Refugees in South Africa faced varying experiences, although a recurring experience over the years has been xenophobic violence that has been ongoing for the past

ten years in different parts of the country (Crush & Ramachandran, 2014). The xenophobic attacks on foreign nationals are blamed on the country's racist history, which is a product of a futile isolationist policy that sought to control and intimidate foreigners (Handmaker & Parsley, 2001; Neocosmos, 2008; Crush & Ramachandran, 2014). The international world initially excluded South Africa, and this is believed to have created the people's inability to accommodate and to tolerate differences within their society, thereby resulting in xenophobic violence (Handmaker & Parsley, 2001, Crush & Ramachandran, 2014). Xenophobia is a result of social transition that is used as a defence mechanism instead of portraying signs of anxiety, and consequently, the threatened group resorts to violence (Handmaker & Parsley, 2001; Crush & Williams, 2001, Crush & Ramachandran, 2014).

The main issue surrounding xenophobic tensions is the competition for scarce resources and the belief that foreign nationals pose significant threats in terms of limited resources and opportunities for the locals (Crush & Ramachandran, 2014). Based on the history of Africa and the continuous civil unrest in different countries this has led to compassion fatigue and declined the levels of empathy in aiding and accommodating asylum seekers and refugees (Handmaker & Parsley, 2009). Compassion fatigue in South Africa is believed to have continued because refugees continuously flock into the country to seek aid and this has caused apathy or indifference among the locals (Crush & Ramachandran, 2014). Over the years, the number of refugees has increased due to socio-economic political problems faced by other Africa countries like Zimbabwe, the Democratic Republic of the Congo or Somalia (Crush & Ramachandran, 2014).

A research project conducted among Somali refugees living in Cape Town focused on how poverty, displacement, xenophobia and unemployment affected their day to day lives (Buyer, 2008). The study looked at the refugees' perspectives of their feelings of belonging and a sense of home after facing violence, displacement and living in fear because of xenophobic attacks. It was found that refugees have become the target of xenophobia because of the widespread disparities and poverty within South Africa (Buyer, 2008). As a result, these refugees were targeted, as they were perceived as intensifying the competition to acquire access to resources in the form of jobs and housing that were already scarce.

Somalis were a target because of their drive to succeed and for their strong business skills (Buyer, 2008). They were easily distinguishable due to their appearance, their religion and their language (Buyer, 2008). The study also found that local communities

accused them of isolating themselves and failing to integrate with South African citizens, which in turn, contributed to their vulnerability, as in most cases they were not aware of the services available to them (Buyer, 2008). Similarly, the Community Agency for Social Enquiry (CASE) conducted a study that found that most refugees were not aware of services offered by the NPOs therefore they did not manage to access the services provided to them (CASE, 2003). On arrival in South Africa most refugees do not get enough information about where they can access services, thereby leaving them extremely vulnerable (CASE, 2003). Thus, it is important to explore the experiences of refugees in accessing services from the NPOs to investigate whether the situation improved after completion of such studies.

A similar qualitative study was conducted at a shelter in the Limpopo Province which sought to investigate the experiences of unaccompanied minor refugees who had travelled from Zimbabwe to South Africa and accessed services from a shelter (NPO) (Magqibelo, Londt, September & Roman, 2016). The unaccompanied minor refugees were assisted by care workers who had the role of helping them deal with past traumas, integrating them into the society and planning a path for their future. Ten participants were interviewed, based on purposive sampling and using semi-structured interviews and focus groups to gather the data on the experiences of the minor-refugees. The study findings revealed that the minor refugees faced several problems on arrival; namely, inadequate housing, insecurity, language barriers and a failure to integrate well within the schools (Magqibelo et al, 2016). Several push and pull factors were identified in determining why minor refugees had left their country. This included abuse, lack of educational opportunities, poverty and political unrest. Push factors are the reasons that compel refugees to leave their countries, which include natural disasters, war, political unrest and the lack of safety (Kainth, 2009). Pull factors are the reasons that attract refugees to move to an area, in this case South Africa (Kainth, 2009). Possible pull factors that influence refugees to come to South Africa are safety, employment opportunities, and access to basic human rights and facilities.

South Africa as one of the few progressive countries in Africa is a desired destination for refugees from Africa and around the world (Neocosmos, 2008). For most refugees their expectations on arrival are not the actual experiences that they face on arrival in South Africa. However, on arriving in South Africa minor-refugees faced survival challenges; for instance, no access to social workers who could offer support when placed

in a shelter as they are extremely vulnerable and in need of special protection (Magqibelo et al, 2016). The shelter as an NPO had the role of providing services to these minors and to ensure that their rights are protected. Care workers deployed at the shelter serving minor refugees lacked formal training in dealing with trauma, abuse or assault victims, which resulted in the participants finding it difficult to be integrated into the South African society (Magqibelo et al, 2016). The shelter could not provide the basic services needed by the minor refugees. Because of these survival challenges the experiences of minor refugees diminished their agendas, ideals and aspirations for a better life in South Africa (Magqibelo et al, 2016). In retrospect the move to South Africa for refugees is essentially to give them a better life than what they had experienced in their own countries. Thus, a look into their current experiences of accessing services from the NPOs will investigate whether there has been an improvement since Magqibelo et al., (2016) conducted their study.

South Africa's response to migration and xenophobia

As indicated in the introduction to this chapter, various legal instruments and policies play a key role in safeguarding the protection of refugees and asylum seekers, and these will be referred to in the following three sections.

From time immemorial, the world over has developed numerous policies and legal binding instruments to help address the plight of asylum seekers and refugees. South Africa did not have any policies or legislation to protect refugees or asylum seekers in place until 1993. The South African government and the United Nations High Commissioner for Refugees (UNHCR) signed a memorandum of understanding that allowed refugees to enter South Africa, in 1993 (UNHCR, 2016). Initially when South Africa was formally reintegrated into the Southern African region, it signified that border controls had to end, as limited legal access was exclusively applicable to Europeans 'honorary whites', although they seemed to apply to all foreigners in the country (Landau, 2006). During the post-apartheid era in South Africa, various pieces of legislation have been passed, but the immigration legislation was slow to be reconsidered; as the Refugees Act passed in 1998 was only implemented in 2000 and the Immigration Act was only passed in 2002 (Crush & Williams, 2001).

These two Acts are responsible for the entry, for regulating documentation and for the length of stay of asylum seekers and refugees in South Africa; although they are very different in their scope (Ramoraka, 2014). Of the two pieces of legislation, the Refugees Act No. 130 of 1998 is considered the most progressive and it has been extensively revised since its first drafts were completed. Within the framework of this legislation, the Constitution of the Republic of South Africa of 1996 and the Bill of Rights provided the wider legal and constitutional frameworks to support the policy as it relates to refugees.

Research has shown that it is difficult to differentiate between economic and political refugees because of the heterogeneous population that comprises complex backgrounds and formal systems. Registration of refugee status is poorly developed in South Africa, often being inaccessible (Mhlongo et al., 2018). Furthermore, some scholars are of the view that although the South African government has enacted refugee policies that intend to maximize the protection and freedom of refugees by giving them accessibility into local communities, this is not the actual case (Landau, 2006).

Refugee policies provides them with certain legal entitlements which are supposed to protect them effectively, but the laws are not effective in terms of implementation, as they are not sufficiently geared to meet the domestic and the international obligations (Landau, 2006). The inaccessibility of resources for refugees within local communities is blamed on the failure by various institution to determine refugee status and to issue recognisable identity documents, as well as abuse at the hands of law enforcement officers and denial of essential social services (Landau, 2006).

The Constitution and the Bill of Rights

South Africa, having been a constitutional democracy since 1994, is intentionally founded on the values of upholding human dignity and non-discrimination (Msabah, 2018). Chapter 2 of the Constitution of South Africa clearly sets out the Bill of Rights, which highlights the fundamental political and the socio-economic rights for all individuals residing in South Africa.

According to section 27(b) of the Refugees Act, No. 130 of 1998, a refugee has the right to enjoy full protection, which includes the rights set out in Chapter 2 of the Constitution as well as the right to remain in the Republic, in accordance with the provisions of the Act.

Section 27(b) of the Refugees Act, No. 130 of 1998 (Chapter 5) guarantees that a refugee:

Enjoys full legal protection, which includes the rights set out in Chapter 2 of the Constitution and the right to remain in the Republic in accordance with the provision of this Act.

The South African Constitution of 1996 states that South Africa belongs to “all” who live in it, despite differences in country of birth, citizenship or nationality. Among these rights, the right to human dignity is of fundamental value for any human being and this ought to be protected respected and defended (Msabah, 2018). Thus, all the rights afforded to South African citizens are also eligible for refugees in South Africa; hence their rights to basic health care, education, sanitation and water also needs to be upheld and protected.

Refugees are also entitled to access rights that include the rights to obtain lawful administrative action, social security, adequate housing, social assistance, and rights to protect children (Belvedere, 2007). All these rights ought to be protected and respected, although some have limitations, as they need other legislative sources to be in place for them to be available to refugees. However, refugees face the reality of experiencing a society that has a history of racial segregation and inequalities, which means that at times, not all their human rights can be protected, due to the already existing societal nature of their host country (Rugunanan & Smit, 2011). South Africa’s apartheid history leaves the South African government in a situation where it must provide for its citizens and protect the basic rights of refugees, in accordance with the Constitution, and with limited resources, this becomes a mammoth task (Pugh, 2014).

The Refugees Act, No. 130 of 1998

Before 2000 the legal process of dealing with refugees fell under the Aliens Control Act No. 96 of 1991. The Act granted the Minister of Home Affairs discretion over a wide range of matters concerning persons who are not South African citizens. The Aliens Act remained the main instrument used for the administration of South African refugees and the immigration policy, although it was silent on refugees (Wa Kabwe-Segatti & Landau, 2008; Omeokachie, 2013). After the apartheid regime ended, the new democratic government witnessed a huge influx of refugees coming into South Africa and an increasing tendency towards xenophobia against foreigners and illegal immigrants (Wa Kabwe-Segatti & Landau, 2008, Omeokachie, 2013). The South African government

continued to respond to refugees by implementing immigration policies which developed from the Aliens Control Act which did not contain any laws regarding asylum seekers or refugees (Wa Kabwe-Segatti & Landau, 2008; Omeokachie, 2013). However, it was problematic, because the Aliens Control Act failed to uphold the basic human rights of asylum seekers and refugees, which were supposed to ensure that they were protected and safe in South Africa. Therefore, there was a need for the introduction of a policy that would directly address the needs of refugees and distinguish them from other types of migrants.

The Aliens Control Act was replaced by the Refugees Act, No. 30 of 1998, which came into operation in 2000 (Landau & Amit, 2014). The Act was the first specific refugee legislation to be enacted in South Africa and was greatly hailed by the NPOs and the government, as a progressive piece of legislation (Wa Kabwe-Segatti & Landau, 2008). In line with the South African Constitution, the Act empowers refugees to enjoy the rights contained in the Bill of Rights and the terminology used ('everyone' instead of 'every citizen') is a clear indication that refugees are also recognised (Belvedere, 2007).

Refugees and asylum seekers are entitled to all the rights under the Bill of Rights except political rights, and the rights to freedom of trade, profession, and occupation. Section 27 of the Constitution of South Africa further entitles refugees to apply for permanent residence, identity documents and South African travel documents and to seek employment, basic health services and basic primary education (Department of Home Affairs, 2014). The Act is the primary piece of legislation that ensures the dignity, the safety and the wellbeing of refugees and asylum seekers, as well as regulating applications for asylum and refugee status (Landau, 2006; Ramoroka, 2014). Of all the rights refugees are entitled to under the Bill of Rights, the most important of these rights is the right to protection against unfair discrimination, the right to equality and the right to inherent human dignity (Belvedere, 2007). Thus, the Act is the foremost legal document protecting the rights of refugees as non-citizens.

According to the Refugees Act No. 130 of 1998 when a person is granted refugee status, they are entitled to the protection of the government in terms of the international human rights law (Handmaker and Parsley, 2001). According to (Baggio, 2014) most refugees are not able to receive practical or material assistance from the UNHCR or the local government, thereby leaving them vulnerable to extreme suffering and hardship, characterised by a lack of delivery of basic needs like accommodation, food safety or

employment. The Act is the first legal framework that is specific in South Africa when it come so addressing the issues of refugee protection, which signifies a progressive commitment to ensuring that refugees feel safe and free in the country (Landau, 2006).

Under Chapter 5, Section 27 of the Act, refugees' rights are listed as follows:

A refugee:

- a) Is entitled to a formal written recognition of refugee status in the prescribed form;*
- b) Enjoys full legal protection, which includes the rights set out in Chapter 2 of the Constitution and the right to remain in the Republic in accordance with the provisions of this Act;*
- c) Is entitled to apply for an immigration permit in terms of the Aliens Control Act, 1991, after five years' continuous residence in the Republic from the date on which he or she was granted asylum, if the Standing Committee certifies that he or she will remain a refugee indefinitely;*
- d) Is entitled to an identity document referred to in Section 30;*
- e) Is entitled to a South African travel document on application as contemplated in Section 31;*
- f) Is entitled to seek employment; and*
- g) Is entitled to the same basic health care services and basic primary education, which the inhabitants of the Republic receive from time to time.*

Regulation 18 (1) C of Section 27 (B) in the Refugee Act ensures that refugees have access to basic human rights, it defines the minimal levels of protection and it outlines the state's responsibility for creating a more favourable environment for refugees. The characteristics of the environment include access to documentation, special provisions for unaccompanied children and the disabled, protection from refoulement and limited use of detention (Landau, 2006). Refugees are also guaranteed the right to work, as this is a vital component in ensuring the protection of the refugees' human dignity as thereby, one can provide for oneself, without any limitations.

However, the Refugee Act has not made any provision for a durable solution for the naturalisation of refugees who have been in the country for an extended period, to be recognised as rightful citizens in South Africa (Landau, 2006). The government is thus obliged to implement policies effectively regarding refugees, in terms of protecting their

human rights and ensuring that they are naturalised within South African society. The Department of Home Affairs has the key role of implementing refugee policies, by providing them with needed documentation in the form of permits (Department of Home Affairs, 2014). Correct and legal documentation is important in helping refugees gain access to services offered by the NPOs in the form of skills training, welfare and other programs. The South African Refugees Act No. 130 of 1998 mandated the Department of Home Affairs to issue appropriate permits to refugees to legalise their stay in the country and to ensure that their human rights are fully protected (Department of Home Affairs, 2014).

The Immigration Act No. 13 of 2002

The Immigration Act, No. 13 of 2002 was officially implemented in 2003 and it was later amended in Section 47 (a) of Act No. 19 of 2004. The Act sets out to regulate the admission of individuals entering South Africa and the requirements needed for each type of permit.

Core principles outlined in the Preamble of the amended Act and particularly relevant to this study are:

- h) The entry and departure of all persons at ports of entry are efficiently facilitated, administered and managed.*
- i) The contribution of foreigners in the South African labour market does not adversely impact existing labour standards and the rights and expectations of South African workers.*
- j) Immigration control is performed within the highest applicable standards of human rights protection.*
- k) Xenophobia is prevented and countered [both within Government and within civil society].*
- l) A human rights-based culture of enforcement is promoted.*
- m) The international obligations of the Republic are complied with; and*
- n) Civil society is educated on the rights of foreigners and refugees.*

In the new amendment there has been a change in the term ‘alien’ to ‘foreigner’, which refers to Non-South African citizens, to reduce discrimination and resentment towards refugees and other foreign nationals (Adjai & Lazaridis, 2014). The act mainly

focuses how one is defined as a refugee, which is solely based on one's documentation, which is a legal requirement, needed for assessment by most of the NPOs before giving any assistance.

2.2.2 Benefits of accessing services from the NPOs

The NPOs main aim is to ensure that the services accessible to refugees are beneficial to the service users in the bid of empowering and improving the lives of refugees in South Africa. Refugees yearn to be self-reliant and independent; thus, the services accessed at the NPOs are a steppingstone for them to get on their feet and pursue their dreams and their purpose in life (Mueller, Williams, Higgins & Tou, 2005). Ideally, services provided by the NPOs ought to equip and empower refugees with much-needed skills to make sure that they can fend for themselves (Mueller et al., 2005). The benefits of accessing services from the NPOs are very important in determining the efficiency and the effectiveness of these institutions in alleviating the challenges faced by refugees.

The services rendered by the NPOs are important in ensuring that refugees are fully integrated into a new society. A study conducted in Alberta, Canada looked at how the refugee youth were being integrated into the Canadian Society with the help of the NPOs (Wilkinson, 2001). The study focused on the experiences of ninety-one (91) young refugees during the period 1992 to 1997. The focus was on their occupational aspirations, their educational performance and their subjective experiences of integration within the Canadian society (Wilkinson, 2001). The aim of the study is to understand the integration of the refugee youth incorporated issues such as immigration, race, ethnic relations, the sociology of education and citizenship. The NPOs provided refugee youth with information on Canadian culture and history. The results showed that based on subjective assessments, the refugee youths were more integrated than what literature presented, with three-quarters of the refugee youth claiming that they felt like 'real Canadians' (Wilkinson, 2001). Overall, most of the refugee youth were successful in the Canadian education system, although some when they came to Canada had to be placed in lower grades than their age required, although within a short time most had managed to catch up, due to the support that they received from the NPOs (Wilkinson, 2001).

Most of the participants were on the right track to further their education after graduating from secondary school. Despite the refugee youth having faced devastating life experiences in the past, their occupational aspirations were like that of Canadian-born youth, which was a sign of found hope and restoration within a new environment, through the support received from the NPOs (Wilkinson, 2001). Thus, a research project of this nature is key in identifying the benefits acquired by refugees when accessing services from the NPOs.

Similarly, in a study conducted in Melbourne, Australia on the experiences of young Middle Eastern refugees that sought to find out how social support from a local NPO affected health outcomes, based on one's new environment (Kurban & Liamputtong, 2017). The project revealed that refugees faced several barriers that affected their access to basic resources such as social services and health care. These included cultural differences, low income, unemployment, language, and a lack of knowledge on how to access resources (McMichael, 2016). The NPOs were responsible for informing refugees of places to access basic resources, provided counselling and run a support group for new refugees in the area. Despite facing persecution and having to escape their countries of origin, refugees had to face psychosocial problems. Psychosocial problems arose due to having to survive traumatic experiences and then having to adapt to a new culturally alien society with little assistance and understanding from their new environment (Kurban & Liamputtong, 2017).

From the research, it was deduced that the young refugees integrate better if they receive social support in a supportive rather than a hostile environment. The NPOs social support structure had a great influence in determining the refugees feeling of belonging in the new country and the environment, as this facilitated and helped the adaptation transition of these young refugees (Kurban & Liamputtong, 2018). Similarly, the NPOs in South Africa resemble a social support structure, seeking to help refugees to transition within a new environment, hence from the experiences of refugees when accessing services is beneficial to them and ensures their human rights are being upheld.

Furthermore, a study was done in Albert Park, Durban looking at the stories of refugee women that focused on their vulnerabilities, evaluating government and non-governmental

organisations providing services to them (Memeka, 2014). The main reason for refugees moving to South Africa conflict resulting in sexual abuse, physical abuse and losing loved ones. On arrival in South Africa the study found that the rights of the refugees are violated because they are denied refugee status permits and their safety is not guaranteed (Memeka, 2014). Most refugee women continue to face abuse and human rights violations with limited access to health care, employment and health care services, even in South Africa. A lack of documentation is denying refugees basic social services that they are entitled to, as stated in the South African Constitution.

The study found that most refugee women received support from the NGOs such as Lawyers for Human Rights, the Refugee Social Services and church-based organisations, even some without legal documentation (Memeka, 2014). Without these organisations refugee women in Albert Park would be stranded. The NGOs play a crucial role in providing services to refugees who cannot access basic social services from government institutions because of documentation problems. A study of this nature seeks to highlight the importance of the NPOs in alleviating the vulnerabilities of refugees in general, despite them not having the required documentation, in order to access basic services. The NPOs play a crucial role in ensuring that refugees can be amicably integrated into the South Africa society.

A refugee's vulnerability leaves them in a situation where all hope is lost and life loses its true meaning and essence due to past traumas, therefore any assistance given to them when entering a new country ought to provide hope and restoration to rectify their situations. Another study conducted to assess the environmental risks faced by refugees in urban areas identified various struggles faced by refugees, namely fear of xenophobia, overcrowding, community violence and how non-governmental organisations assisted them in dealing with their struggles (Crea, Loughry, O'Halloran & Flannery, 2017).

Interviews for the study were conducted among 50 refugees in the Gauteng Province who had previously received services from Non-Governmental Organisations (NGOs) within the area using a non-probability convenience sample (Crea et al., 2017). These were conducted to identify the needs of urban refugees in relation to income generation and livelihoods focusing on environmental factors. Previous research has shown that environmental and economic factors play a huge role in determining the urban refugees' vulnerability (Jacobsen & Nichols, 2011). The livelihood programs provided by

non-governmental organisations were assessed, and it was found that the programs offered helped refugees to establish small-scale businesses and gave material assistance in the form of goods or cash for sustainability (Crea et al., 2017). However, the funding provided for the start-up of the businesses was never enough to cater for all the expenses incurred while starting a new business. The programs taught refugees how to establish and how to manage a business successfully, in some cases it also helped to expand an already existing business (Crea et al., 2017). The participants highlighted that non-governmental organisations also needed to assist them with accommodation, school fees for their children and food, as these were the basic needs that they required and to save money while they pursued their business ventures (Crea et al., 2017). Although the NPOs services can be beneficial to refugees, at times they are a mixed bag of benefits and challenges.

2.2.3 Challenges of accessing services from the NPOs

Many challenges are faced by refugees moving from their country to South Africa and this affects their wellbeing. A report focusing on the experiences of asylum seekers and refugees in urban areas, within South Africa identified the challenges faced, which included the lack of empathy and support from the South African Police Services (SAPS), the Department of Home Affairs (DHA) and the Department of Social Development (DSD) (Belvedere, 2007). The rationale of the report arises from the notion that refugees in urban areas remained ‘internally excluded,’ although according to law and policy they were afforded basic human rights and protection (Belvedere, 2007).

Documentation problems

The failure of refugees to be fully integrated within society was due to documentation problems, as they were not recognised as valid by the SAPS, the DSD and the DHA, which makes it difficult for them to access DSD social workers services, social assistance grants and protection from the SAPS. Instead, the refugees were inhumanely violated and abused at the hands of police officials who were supposed to protect them (Belvedere, 2007). Other studies also identified the same problems that are faced by refugees and asylum seekers, which was greatly characterised by violence, abuse and segregation (Amit, 2013; Idemudia, Williams & Wyatt, 2013). Although the South African legal framework is characterised by the need to include asylum seekers and refugees by upholding their basic human rights their rights are not safeguarded because they are labelled as ‘bogus claimants’ who have no place in post-apartheid society (Belvedere,

2007). The failure of the UNHCR to intervene on behalf of the refugees reflects a bias on their part. Although trying to ensure refugees' basic human rights worldwide are protected there is a clear discrimination between citizens and non-citizens within South Africa (Belvedere, 2007).

Traumatic events affecting refugees

In addition, a comparative study was conducted in Limpopo to identify the challenges faced by homeless Zimbabwean refugees before, during and after their arrival in South Africa (Idemudia et al., 2013). The researchers looked at the experiences of refugees before leaving Zimbabwe, after arriving and their current social standing, focusing on the motivating factors to move to a new country. The findings of the study identified the traumatic experiences that the refugees faced in Zimbabwe that pushed them to leave their country. After arriving in South Africa, they still faced traumatic experiences, thus failing to access services from the NPOs that ensured that they smoothly transition into South Africa society (Idemudia et al., 2013). Although the male and the female groups had differences in their responses pertaining to their challenges, their experiences had many similarities as they all mentioned that they were experiencing a new array of traumatic experiences in South Africa (Idemudia et al., 2013). These factors included political unrest, violence, the lack of employment and a lack of healthcare facilities, medication and basic resources, which made it difficult for the refugees to continue staying in Zimbabwe (Idemudia et al., 2013).

Access to health and social services

On arrival in South Africa, instead of being able to access services that helped them overcome the various challenges that they faced, they had no access to any facilities. The refugees had to fend for themselves despite experiencing physical violence and engaging in sex for survival on their way to South Africa. Unlike what they imagined, the refugees on arrival in South Africa, realised that there were minimal services accessible to them to help them to obtain resources in order to have a better life in South Africa (Idemudia et al., 2013). Overall, Idemudia et al., (2013) found that there was a need for the NPOs to provide trauma programs to help the refugees deal with the experiences that they faced before and after their arrival in South Africa and for projects to help improve their livelihoods. It is the role of the NPOs to be flexible in the services that they offer to refugees, so that the services are beneficial and effective in empowering refugees.

Similarly, Zihindula, Meyer-Weltz & Akintola, (2015) conducted a desktop study to understand the dynamics of countries in Southern Africa in dealing with refugees, by documenting the barriers facing refugees in accessing health care services. The study also aimed at providing policy recommendations to improve the health care services offered to the refugees. The researchers selected 24 reports which gave them information on how refugees access health care services in the various countries in Southern Africa. Health care services in Southern Africa are provided by the government, non-profit organisations and other private institutions. The study found that most of the countries continued to face problems, due to the limited availability and affordability of health care services (Zihindula et al., 2015). Although the NPOs are supposed to help the government to alleviate social problems like health care, most of them were poorly funded and could not assist in providing adequate health care facilities. The barriers associated with accessing health care services were due to language and cultural differences, discrimination and xenophobia. The researchers recommended that local refugee communities be involved in the planning and in the delivery of health care services to them (Zihindula et al., 2015). In order to avoid challenges faced by refugees when accessing services there is need for the services users to work with the providers to ensure that both parties are satisfied with the assistance that is received.

Another study conducted in Cape Town by O'Brien & Reiss (2016), looked at the challenges faced by the NPOs in trying to provide efficient and effective services to asylum seekers and to refugees. The study was qualitative in nature and had 21 participants from 12 different NPOs in Cape Town (O'Brien & Reiss, 2016). The NPOs were purposively targeted and a non-probability sampling was used for the study. The results of this study showed that the history of apartheid had a huge bearing on the services that the NPOs could offer asylum seekers and refugees because of the continuing socio-economic inequalities that are still evident within South Africa. Due to this, the NPOs are receiving minimal funding or support from the government, thereby making the service provision process difficult and limited. An understanding of South Africa's historical context is key in analysing the lack of services for refugees by the NPOs as the government is failing to provide for its own citizens while still being expected to fulfil its legal obligations to refugees (O'Brien & Reiss, 2016).

O'Brien and Reiss (2016), also found that xenophobia is still a problem that has been institutionalised although policies and legislation have been put in place to preserve and to

protect the basic human rights of asylum seekers and refugees. Asylum seekers and refugees, in some cases, cannot provide enough documentation needed by the NPOs to access services, due to corruption at the Department of Home Affairs (O'Brien & Reiss, 2016). In addition, the NPOs are poorly funded and thus they cannot fully provide efficient and effective services to asylum seekers and to refugees.

In addition, a study explored and described the lived experiences of women staying in Osire refugee camp in Namibia, particularly looking at the challenges faced in trying to access healthcare services (Pinehas, van Wyk & Leech, 2016). Many refugees find themselves in Namibia after fleeing their countries, due to civil unrest and political instability. Unlike South Africa, Namibia has the Osire refugee camp which is a highly protected area and hosts more women than men, thus the healthcare needs of women are extremely important (Pinehas et al., 2016). The biggest challenge faced by women staying in the camp was the difficulty in accessing healthcare services. The study found that the refugee women's health care needs were not prioritised as the focus was on the restoration of human dignity and hope. The women felt that once they entered the camp, they lost control of their healthcare needs and preferences (Pinehas et al., 2016). The services offered to the women were limited and did not provide reproductive healthcare for women. The refugee women felt that their freedom was lost as they had lost the power to make decisions concerning their day to day functioning and their future, thereby leaving them in a position of being vulnerable and insecure as their health care needs were compromised (Pinehas et al., 2016). The loss of financial freedom and the lack of support from family greatly affected the refugee women in the camp. The needs of these women were not being met and they faced malnutrition and they were depressed because of the situation and the anxiety about the future. These women did not access adequate services because of a lack of the NPOs providing the services needed by refugees. Similarly, in the current study, it was important to identify whether refugees received the help that they needed to meet their needs. The NPOs might provide services but these might not be what is needed by the refugees.

Another qualitative study which is relevant was conducted in Manitoba, Canada that looked at the experiences of the refugees' families in accessing health care services (Woodgate, Busolo, Crockett, Dean, Amaladas & Plourde, 2017). Eighty-three (83) African refugee families were interviewed. They described their experiences with the Canadian healthcare services. The study found that the families faced several challenges

in accessing health care services, which included failure to adjust to a new health care system, as well as the new environment (Woodgate et al., 2017). The participants stated that their access to health care services was hindered by transportation problems, language barriers, bad weather, cultural differences, non-payment for services rendered in employment, as well as lack of social support (Woodgate et al., 2017). Thus, the refugees recommended a networking program that would help them to navigate the new health care system and make it easier for them to access healthcare services. The challenges faced by refugees' influences their daily lives and their wellbeing, hence a study on the experiences of refugees will inform the NPOs on what is needed to ensure that refugees do not face such grievous challenges.

In addition, an explanatory mixed method design study conducted in Durban, South Africa looked at the health service delivery provided to refugee children from the Democratic Republic of Congo, with a special focus on the perspectives of their caregivers (Meyer-Weitz, Asante & Lukobela, 2018). The study focused on the challenges faced in accessing health care services and the quality of the services provided. Semi-structured interviews were used to gather the necessary data for the study. The study found that most of the caregivers who accessed services from public hospitals complained about the services that they received, as well as lack of social support. The health care workers discriminated and had negative attitudes towards refugee children from the Democratic Republic of the Congo (DRC) (Meyer-Weitz et al., 2018). There was a need for a change in the attitude of health care workers, as it deterred caregivers from taking their children to the hospitals, thereby affecting the health outcomes of the refugee children.

In addition, refugees experienced several problems in their countries of origin or on their way to secure a haven. Mhlongo, Tomita, Theta and Maharaj (2018) conducted a project on identifying the relationship between exposure to traumatic life events and post-traumatic stress disorder (PTSD) in Durban. The focus was on refugee women who had faced sexual trauma. There were 157 refugee women were interviewed for the study using a sociodemographic questionnaire, Harvard Trauma questionnaire and a life events checklist (Mhlongo et al., 2018). The study found that most of the women who had experienced traumatic life events had greater chances of experiences PTSD.

Most sexual traumatic events were linked to PTSD in the refugee women and there was a need for the NPOs to provide services to help these women to deal with PTSD. PTSD was a huge challenge faced by refugees and clearly, the NPOs services need to be fully in

line with the needs of refugees to help them function better (Mhlongo et al, 2018). These past experiences are central to the experiences faced by refugees in accessing services from the NPOs, as they determine what is needed by the recipients of a service.

Furthermore, the role of the NPOs in assisting and providing services to refugees is influenced by the resources available to conduct the various programs, to ensure effective transition. A research study conducted by Maboya (2016), looked at the challenges faced by the NPOs pertaining to funding and at how one can find sustainable ways to stay afloat financially. To remain financially sustainable there is a need for having the capacity to build income generating sources, long term donor capacity and a good reputation, so that the NPOs can attract collaborative partners who will assist them in ensuring that the goals of the NPOs are achieved (Maboya, 2016).

The study also found that the NPOs need to create solid governance structures to ensure that resourceful board members can help with organisational strategies and control (Maboya, 2016). Once an NPO can find ways to fundraise, it should invest in ideas to ensure that there is income generation for the organisation. An increasing appetite to do more for the marginalised people can then be fostered, thereby ensuring financial sustainability (Maboya, 2016).

In addition, refugees when settled into a new country often require services from the respective government or from non-profit organisations within the country. Scant research exists in this field in South Africa pertaining to refugees' experiences regarding access of services. According to research conducted by Dyer and Baksh (2016) in Utah in the United States, refugees have challenges accessing health care services due to lack of knowledge about the health structure, cultural differences, psychological trauma, as well as language barriers. As a vulnerable and marginalised people within society the services rendered to refugees are key in empowering them and influencing their ability to find employment, care for family members, deal with past traumas, adapt to the new culture and learn a new language (Dyer & Baksh, 2016). Thus, a study to find out the experiences of refugees in accessing services is key in assessing disparities in the provision of services and if so, assessing how they can be rectified to empower vulnerable refugees.

Similarly, a study focusing on the livelihoods of refugees was conducted in Queensland, Australia looking at the operational and the theoretical challenges experienced by refugees who were assisted by social enterprises in the area (Kong, 2018). The role of

social enterprises in the adjustment of refugees in the labour market determines whether refugees can adjust well into a society and thereby become self-reliant. These social enterprises in Australia are the equivalent of the NPOs in South Africa, as agents set out to assist the government in providing services to the vulnerable; in this case, refugees.

A qualitative narrative method was used for data collection in identifying how social enterprises advance or harness a refugee settler's knowledge and skills for acquiring job opportunities to the benefit of both the refugee and the receiving countries that they resettle in. Similarly, to current studies of the experiences of refugees accessing services from the NPOs, this study sought to investigate the impact that the social enterprises program had on these refugee women. The participants were 14 refugee women gaining access to a social enterprise program service, all of whom have been resettled into Australia and most who were from Afghanistan plus some from Syria and Pakistan (Kong, 2018). The study found that social enterprises do help to harness and to advance the knowledge of refugee women in building their entrepreneurial businesses (Kong, 2018). For social enterprises to be effective, there is a need for adequate funding that is sustainable or else refugees do not benefit effectively from the initiative. The experiences of refugees revealed how on arrival, their satisfaction with life was enhanced and how the assistance received from social enterprises helped them become more self-reliant (Kong, 2018). Although initially on arrival in Australia they did not understand the role of social enterprises, with time they acquired knowledge that made it possible for them to use the services effectively and efficiently within their entrepreneurial field (Kong, 2018). In South Africa, NPOs usually have social enterprise programs to help refugees to settle and earn an income as entrepreneurs. The NPOs serve as a tool used by the refugees to help them to settle within a new society and begin earning a livelihood.

The NPOs have the role of ensuring that refugees can fend for themselves, either by providing skills training or by creating opportunities that help them establish a means of earning a livelihood, based on local accessibility of the services that they can offer. A great challenge faced by refugees and asylum seekers alike, is the problem of securing work, which once overcome, ensures being able to provide a livelihood for themselves and their families. Due to limited research in South Africa pertaining to this challenge a study conducted in the United Kingdom (UK) focused on how most asylum seekers are not allowed to enter the labour market (Mayblin & James, 2019).

The UK government has resorted to giving asylum seekers welfare support as they do not have the right to work, which support is less than a third of the weekly expenditure of the poorest citizens. The study found that the restrictions on the right to work and welfare support tend to deter economic migrants from entering the system, despite their hope of attaining a better life (Mayblin & James, 2019). Similarly, refugees in South Africa face the same predicament of failing to secure employment due to their refugee status, which results in their having to seek assistance from the NPOs. Due to the high demand, the NPOs often fail to assist refugees to secure employment, thereby creating a huge dependence on the NPOs for food handouts and monetary assistance. The failure of the NPOs to provide for refugees results in terrible experiences for service users which then results in several challenges.

In addition, Northcote (2015), considering prevailing refugee laws and policies, conducted a study that looked at the challenges faced by refugees in securing employment as people have a legal right to work in South Africa. The study focused on the livelihoods of refugees (forced migrants) working outside the framework of formal employment (Northcote, 2015). The refugees claimed to struggle to secure employment due to prevailing suspicion of their documentation and the anti-immigrant attitudes they received from South Africa employers (Northcote, 2015). There were 37 interviews were conducted, using semi-structured questions to gather the necessary data for the research. The study found that refugees claimed to use several tactics to survive, as employment was never permanent but entailed contract work, due to documentation problems (Northcote, 2015). Refugees must operate somewhere between the formal and the informal sector, to sustain their families, as employers expressed anti-immigrant attitudes towards them, resulting in poor working conditions and unfair treatment (Northcote, 2015). The challenges that refugees face on a day to day basis have a huge bearing on their functioning within society, therefore there is a need to help alleviate these challenges to fully uphold a refugee's rights.

Furthermore, the system assists organisations who aid asylum seekers and refugees, in that services provided are strictly given to those who deserve them, thereby ensuring that funds are enough to meet the needs of the vulnerable. The NPOs have concluded that securing the funds and meeting the demands of asylum seekers has diverted resources away from campaigning and thus more focus is on providing housing and housing advice (Mayblin & James, 2019). The services are mainly for those who are supported by law within the asylum or mainstream systems such as refugees and families still in the asylum

process (Mayblin & James, 2019). In South Africa, funds are a major problem as the NPOs who aid refugees and asylum seekers sometimes provide help to economic migrants who are not the primary concern of these organisations, which has led to the failure of the NPOs to provide adequately for asylum seekers and for refugee seekers.

In relation to services offered by NPOs, a study was conducted to evaluate the effectiveness of services provided by NPOs to refugees in the urban area and in the surrounding areas of the Cape Town Metropolitan area (Maniragena & Ballard, 2015). The study aimed to examine the kind of programmes offered by the NPOs and how they were delivered; as well as finding out from the refugees their perceptions of the services rendered to them (Maniragena & Ballard, 2015). Using the strengths, the weaknesses, the opportunities and the threats (SWOT) analysis, the study looked at how effective and efficient these services were in assisting asylum seekers and refugees.

The results showed that most of the recipients of services offered by the NPOs had received the assistance that they needed. Less than seven percent had not managed to get the assistance that they needed, due to a lack of proper documentation (Maniragena & Ballard, 2015). Those who had received assistance highlighted the fact that the services rendered by the NPOs were not adequate to cater for all their needs, due to limited resources (Maniragena & Ballard, 2015). Although the NPOs are facing funding problems the South African laws and policies have specified the specific basic human rights refugees are entitled to, such as employment and health care. However, due to a lack of documentation, refugees fail to access basic human rights services and the NPOs cannot assist in alleviating these problems.

The NPOs play a pivotal role in ensuring that refugees are integrated well into society and that they do not face any prejudice, as a result of their nationality, their race or their culture. The services provided by the NPOs ought to bridge the gap between refugees and foreigners, as initiatives to ensure that both parties are able to live together in harmony are implemented. The NPOs are better suited to assist refugees in this regard and in South Africa, with its history of xenophobia in 2008, discrimination is extremely evident. Due to the limited number of studies on the challenges faced by refugees, which can be resolved by accessing services from the NPOs, a study conducted in South Australia focused on the discrimination faced by refugees, in terms of their religion, their ethnic origin and their skin colour (Ziersch, Due & Walsh, 2018).

The refugees shared the impact that discrimination had on their health and their wellbeing and how it influenced their settlement outcomes. The study found that about 22% of the participants had experienced discrimination, which included offensive behaviour, denial of services and physical assault (Ziersch et al., 2018). The other participants experienced discrimination that affected their sense of belonging in Australia, that reduced their sense of control, lowered their levels of trust and provided less hope for the future (Ziersch et al., 2018). The participants reported having experienced mental health issues because of the discrimination that they felt since arriving in Australia. The researchers suggested that discrimination played a huge role in the resettlement of refugees, as one's mental health is affected, as did limited access to health service provisions (Ziersch et al. 2018). The failure to access services from institutions set out to help refugees poses a great challenge because refugees are consequently socially excluded from society and they cannot access basic human rights. Similarly, in South Africa, the NPOs are responsible for helping refugees to resettle and to educate themselves on ways to be better integrated into society.

2.2.4 Negotiating and navigating the challenges faced when accessing services from the NPOs

The NPOs have a very important role in the lives of refugees, as they are responsible for helping refugees settle into their new communities and to find ways and means of earning a decent livelihood after their displacement. Refugees seek assistance from NPOs but due to lack of resources they cannot get the assistance they need. In most cases refugees are referred to other NPOs or institutions that can possibly provide the services they require. Generally, most of the NPOs face several issues, namely a lack of funding to provide the services needed, a lack of staff to carry out these services and little or no government aid, thereby curbing their role of providing efficient and effective services to refugees. The lack of funding is because the NPOs are usually funded by grants from civic groups such as private companies, churches, universities or independent donors (Maboya, 2016). Refugees are thus left in a difficult situation where the NPOs cannot provide the services that they need to survive.

A research conducted in Johannesburg showed that refugees faced many challenges as they cannot access health care services to which include psychosocial support and mental health (Vearey, 2011). Due to discrimination and lack of resources refugees stated

that they accessed services from referrals made by other NPOs which is alternative. However, with the high demand of health care facilities the refugees still failed to get the desired basic resources they required in order to be integrated well into society (Vearey, 2011). It leaves refugees in a dire situation which creates a continuous cycle of struggling and poverty because they cannot access basic human right like healthcare or education (Vearey, 2011). The challenges faced by refugees are difficult for them to negotiate and navigate because they do not have many options in terms of getting referrals to help them. Instead refugees suffer in silence due to the limited access to resources.

2.2.5 Concluding statement

The above studies are relevant to this study as they focus on the experiences of refugees, based on provision of services in line with basic human rights. The current study identified the barriers, both personal and social, that refugees' face and how these can be resolved through effective service delivery and policy implementation. Refugees in South Africa seem to face numerous challenges when accessing services from the NPOs. They experience insufficient benefits due to a huge issue around the lack of documentation and funds, to provide the much-needed services. The NPOs work to ensure that the services rendered to refugees are efficient and effective in alleviating the vulnerability of its recipients. A study of this nature is relevant because very little literature exists in South Africa; hence the researcher had to look at studies concluded in other countries also. This study focused on how the NPOs can better achieve these goals to meet the needs of the refugees and to assist with their integration into the South African society.

2.4 Theoretical Framework

2.4.1 Developmental social welfare

The demise of the apartheid government and the introduction of a new democratic era in South Africa in 1994 resulted in a large-scale change in the welfare system in South Africa pertaining to both the substance and magnitude of systems (Patel, Schmid & Hochfeld, 2012; Patel & Hochfeld, 2012). The changes that took place were significant and the introduction of policies, legislation and social welfare service delivery were introduced using a developmental social welfare approach (Lombard, 2007; Patel & Hochfeld, 2012). Ultimately, the developmental social welfare approach shaped and drove the social services in South Africa by bringing about a radical shift in welfare policy by

doing away with the previous racially discriminatory and oppressive legislation (Patel et al., 2012).

In 1997, a White Paper on Social Welfare in the social welfare sector was strongly embedded in a developmental social welfare approach, which was adopted and absorbed by various parties, including non-profit organisations, welfare practitioners, the government, academics and trade unions (Green, 2008; Gray, 2006; Patel et al., 2012). The White Paper was approved in South Africa due to its history of high unemployment, mass poverty and racial inequalities that resulted from the country's inhumane apartheid economic policies (Sewpaul, 2005; Patel & Hochfeld, 2012).

The main aspect highlighted in the White Paper on social development was the need to harmonise economic and social policies; a tenet that was taken from the 1995 United Nations World Summit declaration on Social Development (Midgley, 1995; Midgley & Sherraden, 2000; Patel & Hochfeld, 2012). Although this policy is declared on paper, South Africa has failed over the years to create enough jobs for its citizens, let alone for refugees, who seek safety and survival in the country (Patel & Hochfeld, 2012 Add a recent scholar). The developmental social welfare (DSW) approach was firstly implemented in South Africa through the programme and policies of the Department of Social Development as a part of the overall inter-sectoral strategy across all government departments (Patel, 2005; Patel & Hochfeld, 2012).

The DSW stemmed from a study by grassroots opposition organisations that sought to identify alternative strategies to replace the existing apartheid welfare system; focusing on a broad framework instead of a prescriptive list of practices that limited individual institutions (Patel et al., 2012). Instead, institutions would adopt the DSW approach, based on the prevailing context, thus making it flexible and effective. The DSW approach is essentially a pro-poor strategy that seeks to alleviate the struggles of the vulnerable in society by promoting a welfare system that facilitates social development and encourages recipients to be self-reliant, by promoting and enabling the socio-economic environment (Patel, 2005; Lombard, 2007; Patel & Hochfeld, 2012). It is key to understand the definition of development being the continuous improvement of the wellbeing of individuals and an entire population; focusing on a rights-based approach, coupled with equity whereby resources are distributed based on need, favouring the most disadvantaged groups in society (Patel, 2005; Msabah, 2018).

The heart of development is based on human beings being able to achieve sustainable advancement goals; thus, training activities ought to be focused on the wellbeing of the people (Patel et al., 2012; Msabah, 2018). The population becomes an active agent in ensuring that circumstances improve and that the NPOs, with the assistance of donors and government funding can adequately empower refugees to ensure that they are self-reliant. Refugees' backgrounds automatically ensure that they are a priority within the scope of the DSW, as disadvantaged and vulnerable groups in society, having faced and surviving persecution and turmoil in their countries of origin.

The developmental social welfare approach is also conceptualised as a rights-based approach to service delivery (Patel, 2005; Patel et al., 2012). A rights-based approach focuses on defending, promoting and protecting the rights of vulnerable people who are at risk within society (Patel et al., 2012). To assist the vulnerable, there is a need for integration by giving them access to basic social services, organising community development initiatives and ensuring that their needs are easily accessible. The goal is to facilitate the provision of services to all, particularly focusing on those with special needs, the marginalised and the vulnerable (Patel, 2005; Patel et al., 2012).

These services aim to empower individuals, families and communities to build their strength in managing day to day human relations and social problems. Thus, community development initiative ought to contribute meaningfully to the socio-economic development of the individuals, families and communities taking part in the programs and the projects (Patel, 2005; Patel et al., 2012).

The DSW also identified that economic development alone is not enough to help people break the cycle of poverty and vulnerability within society, as there is a need to introduce other sustainable social investments in ensure human development (Patel et al., 2012). These social investments include education, poverty reduction initiatives, health care, employment creation, housing, urban and rural development, social protection and developmental social services that benefit the marginalised in society (Patel et al., 2012).

The post-apartheid society through the DSW approach, focuses on the participation of citizens to ensure service development, as different levels of government in the social sector such as welfare, health and education all work together collaboratively (Patel et al., 2012). The government and the NPOs ought to work together to ensure that welfare services provide efficient and effective service delivery; although this is not always the

case, as there are two parts within the NPO sector comprising the formal welfare sector and the small community-based organisations.

The formal welfare sector is bound to the state and receives government subsidies while the smaller organisations are usually isolated and poorly resourced (Patel et al., 2012). This framework is pertinent to this research, as it investigated the experiences of refugees, using the principles of developmental social welfare, to assess whether the struggles of vulnerable refugees are being alleviated, and if so to what extent is this happening, based on the experiences of the refugees when accessing services from the NPOs.

2.4.2 Social Inclusion theory

Social inclusion focuses on those who are at risk of poverty and exclusion, which is mainly based on socially inclusive policies and practices (Giambona & Vassallo, 2014). The role of the NPOs is to help alleviate the potential of refugees experiencing social inclusion or facing social exclusion, by providing the services needed to ensure that they have access to their basic human rights. To ensure that refugees, have a sense of belonging there is a need for relationships to be formed which are facilitated by the NPOs providing services. The theory of social inclusion is a multidimensional concept that focuses on citizenship, identity and multiculturalism, based solely on the idea that although individuals have different statuses, they all have an unconditional right to belong (Mansouri & Lobo, 2011; Cardo, 2014). Social inclusion, unlike social exclusion focuses on active citizenship as individuals or groups are fully integrated into the civic, social and economic life of society (Cardo, 2014). In this case, the capabilities, the skills and the knowledge of individuals or a group are absorbed within the society, thereby giving all access to basic social services, quality education, equal job opportunities, good health care and changing the ownership patterns of the economy (Cardo, 2014). This theory could be the basis for understanding the exclusion that refugees experience.

2.4.3 Social Exclusion theory

Two key concepts of social exclusion and social inclusion are important when dealing with the experiences of refugees, as they usually find themselves being marginalised politically, socially and economically (Taket, Crisp, Nevill, Lamaro, Graham & Barter-Godfrey, 2009). For the purposes of this study social exclusion is used to better

explain the experiences of refugees accessing services from NPOs. Social exclusion is a main multi-dimensional concept that comprises different contexts and forms in which inequality may be understood and examined (Taket et al., 2009). Social exclusion is a mechanism that can stop certain people within a society from accessing the standards of living enjoyed by the rest of the society and participating in mainstream activities (Cardo, 2014; Taket et. al, 2009). Such people within the society suffer from problems involving access to the health system, a lack of good housing, poor income or wages, poor skills, high crime environments and family breakdowns (Cardo, 2014).

According to Cardo (2014), social exclusion is involuntary, as groups of people or individuals are discriminated against within society, thereby denying those groups the right to participate fully in the economic, political and social processes. Such discrimination comprises a lack of access to basic social services, mainly based on non-access to citizenship within a country (Cardo, 2014). The lack of access to opportunity or failure to use any given opportunity in the form of housing, education, equal job opportunities, or healthcare services results in social exclusion. Social inclusion and exclusion are thus multi-dimensional processes that limit the possibilities and the abilities of a group from participating effectively within a society (Chan, Evans, Ng, Chi & Huxley, 2014).

Research has shown that refugees are the most excluded, disenfranchised and disempowered population in the world (Giambona & Vassallo, 2014; Rose, Daiches & Potier, 2012; Korhonen & Siitonen, 2016). The social inclusion and exclusion focus on the dynamic continuum of power of agency and decision, which refugees in most cases lack, as they do not have control over their lives once they enter a new country. Instead, they ought to adjust to whatever they receive from the government, NPOs or other charity organisations (Korhonen & Siitonen, 2016). Giambona and Vassallo (2014), suggested that social exclusion is strongly influenced by work-related status, unemployment, economic status and therefore substitute's poverty for these. Exclusion emphasises rejection and isolation and being abandoned by others who serve as essential markers for social exclusion.

Research conducted on the impact of social inclusion and exclusion looked at the lives of migrants who were seeking asylum in Finland for those who had escaped from the Iraqi Kurdish (Korhonen & Siitonen, 2016). The dynamics of the impact of social inclusion and exclusion were examined among these asylum seekers who had received negative

decisions on their applications, as opposed to those who had received a favourable response (Korhonen & Siitonen, 2016). The study looked at how personal negotiations, societal structures and social networks influenced the lives of the migrants within transitions, multiple locations and positions (Korhonen & Siitonen, 2016). There is a need for immigrants to establish and to maintain social contacts by belonging to various networks. Being able to decide and act are primary factors that help one to understand how the narrators relate to the continuum. The participants for the study gave narratives about their viewpoints or their positions pertaining to participation, dependency and agency, on the networks and actors.

In South Africa, social exclusion includes the high handedness of police officers in dealing with refugees and delays in procuring legal documentation from the Department of Home Affairs (Barbera & Ochse, 2009). According to Rugunanan & Smit (2011), a lack of legal documentation affects many refugees as they cannot access basic services like health care, education, social grants and difficulties in seeking employment. In addition, some refugees face language barriers that prevent them from transitioning well such as a lack of English proficiency which thus affects their experiences in the country. Unfortunately, in South Africa there is a need for society to be built on equitable opportunity that does not look at class, at race, at gender, at religion or at citizenship as this has resulted in refugees being discriminated against and stigmatised as the ‘other’ (Cardo, 2014).

In this study, the question then becomes; in accessing services are refugees being fully accepted and given the assistance that they need without prejudice or discrimination? Refugees are a very vulnerable group as they have been displaced unwillingly and they are forced to stay in a new place with very different psychosocial, emotional and cultural contexts from their own (Mansouri & Lobo, 2011). Through the lens of social inclusion theory, the study looked at how social exclusion operates, as an opposing dynamic of social inclusion, which impacts on the services that refugees can access from the NPOs, as they have criteria on what one needs to get assistance.

2.4.4 Systems theory

Systems theory which was coined by Ludwig von Bertalanffy in the 1930’s is also relevant alongside the Developmental Social Welfare approach, Social Inclusion, Social Exclusion theory; in holistically understanding the experiences of refugees in Cape

Town. The systems theory is generally defined as an approach that explains the interaction, dependency and co-existence of various units to form one functional entity (Arnold, 2011). Within a social system the theory aids in explaining how people within a group interact as individuals within a common framework to build reciprocal relationships that seek to uphold functions and ends. NPOs are providing services that refugees can access and these services have the sole purpose of ensuring that the experiences of refugees in a foreign country are better and provide a safe environment for their families.

According to Arnold (2011), the systems theory is essential in identifying where a problem lies within a group or an institution, as each element in a system is dependent on the others for full functioning. Problems are a sign of malfunctioning in the process and this affects the functioning of the entire system (Arnold, 2011). The systems theory better explains the experiences of refugees by highlighting the system, and whether it is functional or not in ensuring refugees are provided with the basic human rights and protection when they arrive into South Africa.

2.5 Conclusion

Vast literature exists on the experiences of refugees accessing services from the NPOs in South Africa exists, yet they go through the struggles ordinary citizens go through daily. The NPOs are organisations put in place to alleviate some of the problems faced by refugees, however they seem to be struggling to assist refugees in ensuring that they are self-sufficient and safe in South Africa. The policies implemented by the South African government are progressive, but they have been limited in terms of implementation, resulting in a refugee's basic human rights being violated and therefore experiencing continuous trauma. The theoretical frameworks, namely the developmental social welfare approach and the social inclusion approach are designated to assess and to contextualise the experiences of refugees accessing services from the NPOs in Cape Town.

CHAPTER THREE: METHODOLOGY

This chapter presents the methodology adopted for this study. The research design, the population and sampling, the data collection, the data analysis, the data verification, the limitations of the study and reflexivity are discussed in this chapter. This study which is designed as an exploratory study follows a qualitative approach to deal with complex textual descriptions identifying the experiences of refugees accessing services from NPOs. The population is comprised of refugees who have accessed services from NPOs in Cape Town with a total 25 participants and 3 participants for the pilot study. A purposive sample was used to select the participants' ideal for the research mainly characterised by refugees' status, command of the English language and having received services from an NPO. A semi-structured interview schedule is used for the research and data is transcribed, coded and analysed using Tesch's data analysis steps. The four data verification characteristics were used namely confirmability, credibility, transferability and dependability. Although there are various limitations to the research the researcher ensured that there did not affect the credibility of the study in any way. Lastly, the researcher reflects on the entire process of conducting the research and what the research means for and symbolises for her as an individual.

3.1 Research Approach

According to Babbie and Mouton (2009), a research design is an entire design of a study as well as the specific choice of design that may be quantitative or qualitative or a combination of both. The research design comprises the major methodological thrust of the research, highlighting the specific and the distinctive approach which the researcher uses to be able to answer the research questions adequately (Burns & Grove, 2001). The research design is thus influenced by the research questions, the objectives and the aims of the study (Brink, 1999). As such, the sole purpose of the design is to achieve greater control of the research by improving the validity of the study, by thoroughly investigating the research problem identified by the researcher (Burns & Grove, 2001). In choosing the ideal research design, it is of key importance to focus on the research, especially its orientation, the unit of data analysis and the time dimension as an exploratory study.

For the purposes of this study, in focusing on answering the research question on the experiences of refugees accessing services from the NPOs, a qualitative approach was the most appropriate method to gather information. A qualitative research design is an

approach used in understanding and exploring the meaning groups or individuals have in defining a social problem (Creswell, 2014). De Vos et al., (2015) defines qualitative research as a multi-perspective approach to social interaction aimed at making sense of and interpreting or reconstructing this interaction, in terms of the meanings that subjects attach to it. This process of the research involves emerging questions and procedures, data typically collected in the participant's setting, data analysis that inductively builds from general themes, and the researcher making interpretations of the meaning of the data (Creswell, 2014).

The underlying philosophical approaches are mainly enshrined in the methodological, epistemological and ontological approaches of research. The ontological approach mainly focuses on human experiences by delving into social realities that exist and therefore become people's day to day experiences (Henning, van Rensburg & Smit, 2004). The study focuses on getting an in-depth perspective of what it means to be a refugee accessing services from an NPO, experiencing that service user and service provider relationship. Bringing to reality the lived benefits, challenges of such a relationship that is constructed as a result of human interaction and meaningful actions. The epistemological approach focuses on how the events are mentally processed to influence different social contexts (Henning, van Rensburg & Smit, 2004). The refugees' experiences of accessing services from NPOs has a direct impact on their day to day interaction with the outside community as migrants in South Africa. The actual experience has a positive or negative mental bearing on refugees which can be identified in the data collection process. The methodological approach focuses mainly on the processes of data collection based on participation and engaging with participants in a bid to answer the research questions (Henning, van Rensburg & Smit, 2004). The responses provided by refugees automatically becomes the product of the research which reflects their experiences of accessing services from NPOs.

The qualitative approach was ideal for this study because the participants' experiences of accessing services from the NPOs could be presented more accurately through their own narratives. Furthermore, an exploratory methodology assesses phenomena that are relatively new and since there is very little research on the experiences of refugees in accessing services, an exploration of this nature was extremely useful as a starting point (Babbie & Mouton, 2009). Through this design the participants were given a voice to express how they view the services that they are receiving from the NPOs.

3.2 Population and Sampling

In research, a population refers to a group about whom a researcher endeavours to draw conclusions (Babbie & Mouton, 2009; Grinnell & Unrau, 2008). The population comprises a large group from which a sample is taken for a research study. In this study, the population comprised refugees, both male and female who are receiving or have received assistance from an NPO in the Cape Town Metropolitan area. The sample was extracted from this population purposively, which is also known as judgemental sampling (De Vos et al., 2015). Purposive sampling is dependent on the judgement of the researcher in determining the characteristics, the representativeness and the attributes of the sample (De Vos et al., 2015). In order to get a fair assessment of the experiences of refugees accessing services from the NPOs the researcher approached organisations who offered their services to refugees.

The 25 participants were purposively selected for the study from the NPOs who provide services to refugees as shown in Chapter four Table 1. There were 3 participants who formed part of the pilot study conducted by the researcher to test the research instrument. The researcher first conducted the pilot study to test the research instrument, and then, after ensuring that the instrument answered the research questions, she then moved on to conduct interviews with 25 participants Table one. A non-probability, purposive sampling approach was used, that implies that the researcher selected the participants because they had the best attributes needed for the study (De Vos et al., 2015).

In the purposive sample selection process, each unit in a sampling frame does not have an equal chance of being selected for the research under study (De Vos et al., 2015). All the possible clients that come to seek assistance from the NPOs did not have an equal chance of being selected to take part in the interview by being the recipients who are accessing services. The researcher ensured that the possible participants were refugees and that they had enough command of the English language to ensure that they were able to express themselves well. In order to achieve this the researcher managed to get access to the participants' details for sampling purposes.

Purposive sampling is also known as judgemental sampling, as the researcher's judgement is key in identifying whether the participants are characteristic of the participants needed for the study (Grinnell & Unrau, 2008; De Vos et al., 2015). It comprises a series of strategic choices about where, with whom and how the researcher

conducts a research study, meaning that the study's sample ought to be tied to the research objectives (Palys & Atchison, 2008). Thus, there is no single best sampling method, as the context in which the researcher works in will be determined by the context of the objectives (Palys & Atchison, 2008). The researcher chose the purposive sampling method because it is straightforward and easier, as it is simpler to reject some participants who do not fit the research objectives specifics which were mainly structured around the need for one to be a refugee. These attributes for the sample constituted their refugee status, a good enough command of the English language, having had accessed services from an NPO. The researcher purposively approached the NPOs who provided their services to refugees.

Five NPOs were initially targeted for this study, to identify potential participants; although in total, six NPOs were used for the research. The five initial NPOs that were chosen ended up being six because the researcher could not enough participants from the five selected NPOs. The NPOs who were approached were the Adonis Musati Project (AMP), and the Muslim Refugee Association of South Africa (MRASA), People Against Suffering Oppression and Poverty (PASSOP), the Triangle Project (TP), the Kwesu Women's' Organisation (KWO) and Vision for the Development of Fizi (VIDEFI). Each NPO provided the researcher with a client database and from the database, the researcher identified refugees who fit the stipulated criteria for the study. The researcher negotiated directly with the clients and she asked them to take part in the study voluntarily, given that they fitted the stipulated criteria. The NPOs that were chosen had different roles and intervention foci and some overlapped, as they were similar; however, they were ideal in identifying participants for the study. All the NPOs provide services to refugees.

3.3 Data Collection

Data collection is a series of interrelated activities that are aimed at gathering high-quality information to answer emerging research questions (Creswell, 2014). For this research, the method of data collection used was semi-structured interviews. The process involved the researcher going to different NPOs in Cape Town and engaging with key management personnel and refugees who received services from the NPOs. The interviews were conducted at the NPOs premises. The researcher used semi-structured interviews to gain a detailed picture of a participant's beliefs about, or perceptions or accounts on a topic (De Vos et al., 2015, Creswell, 2014). Semi-structured interviews were suitable for this study because they give the researcher and the participant more flexibility in asking questions and responding to the questions, respectively (De Vos et al., 2015).

The researcher can follow up on interesting avenues that emerge throughout the interview and this ensures that the participant gives an in-depth picture of the topic being explored (De Vos et al., 2015). Data was collected over a period of five (5) months (August to December 2018) and each interview lasted between thirty (30) and forty-five (45) minutes. A digital voice recorder was used by the researcher, to collect data with the consent of the participants to record all the interview sessions.

To assist the refugees to be present at the interviews, the researcher provided the participants with a transport fare to contribute towards their travelling costs to and from the NPO. This was undertaken in consultation with the NPOs and funds for this purpose was allocated through the universities postgraduate funding office. This was essential as most of the participants were unemployed and coming to access services from NPOs was evidence that they need assistance in order to survive. All participants received the transport fare after the interview session and were not made aware of this prior to the interview session to avoid bias in the research responses provided for the research study.

3.3.1 Data collection instrument

Semi-structured interviews are especially suitable, where one is particularly interested in the complexity or a process, or where an issue is controversial or personal (De Vos et al., 2015). The researcher drafted a semi-structured interview schedule that focused on the four (4) main research objectives, to ensure that participants answered the research questions pertaining to the experiences of refugees in accessing services from the NPOs. The semi structured interview schedule can be found in Appendix A. The researcher used the interview schedule as a guide to ask participants questions needed to better explore and delve into the experiences of refugees accessing services from NPOs.

For this study semi-structured interviews were ideal in acquiring more information on the experiences of refugees, their perceptions of the services they receive, and the challenges that they face in transitioning into a social and cultural context that differs from their countries of origin.

The issue of accessing services is different in the case of refugees because they come to the NPOs with expectations and based on what is expected versus what is provided, an experience can be deduced from their reported interactions. Thus, semi-

structured questions allow the participants to express themselves from a personal point of view, thereby introducing an issue that the researcher might not otherwise have thought of (De Vos et al., 2015). Semi-structured interviews are open to explore other issues that are experienced by participants there by giving an in-depth rich descriptive narrative of experiences of accessing services from NPOs.

3.3.2 Pilot study

A pilot study to test the semi-structured interview schedule was initially implemented with three participants, to ensure that the semi-structured interview questions adequately answered the research question. The pilot study also helped to identify any errors that needed to be resolved and questions that influenced the responses of the participants, based on bias or eliciting vague answers (De Vos et al., 2015). Pilot testing helps to improve the content and face validity of the semi-structured interview schedules and it helps in estimating how long each schedule will take to complete, with one participant and would be integrated into the research as such (De Vos et al., 2015). A pilot study was conducted by the researcher with three participants who were able to give feedback on the research process. The researcher did not find problems with the data collection instrument, although she made sure that she needed to probe more in the interviews to get additional information from the participants.

The researcher conducted three pilot interviews with refugees, to test the semi-structured research interview schedule; who were able to give feedback to the researcher on the questionnaire structure. The feedback presented by the pilot study participants, showed that there was a need to probe more when asking the questions, to get more information from the participants. The researcher implemented this feedback when she began her interviews and she managed to unpack the topic and obtain more information from the participants. The initial interview schedule was not adjusted in any way after the pilot study had been completed.

3.3.3 The data collection process

The researcher faced several challenges when collecting data, as she had the role of approaching various NPOs around Cape Town Appendix A. Initially upon sending requests to different NPOs regarding the intention to conduct research, some NPOs responded promptly, while others did not respond at all. The researcher took it upon herself to go to

the various NPOs in Cape Town, with her request to conduct the research. The researcher found that some NPOs who aided refugees were on the verge of closing, due to a lack of funds and others had already closed.

The researcher had to identify other NPOs in Cape Town who were able to provide the necessary information to conduct the research successfully. The researcher discovered that although there were many refugees in Cape Town there are very few NPOs who provide services to refugees. Although there were a few NPOs that provide services to refugees this did not affect the sample size. The demand for service provision is high although a few organisations have devoted their funding towards making a difference in the lives of this extremely vulnerable and marginalised population in society.

To build rapport with the participants, the researcher conducted some of the interviews in spaces that were familiar and comfortable for the participants such as their working environment particularly for entrepreneurial participants. For the other participants the researcher had to interview them at the NPO's premises in a private room and in a comfortable setting that encouraged the participant to speak openly and to feel free to explain their experiences of accessing services from the NPO. The researcher managed to keep open-endedness in the interview process, thereby allowing enough opportunity for clarifying, probing and getting more information from the participants.

3.4 Data Analysis

In qualitative research data analysis process proceeds hand in hand with data collection and writing up the research findings (Creswell, 2014). Data analysis is the process of bringing order, structure and meaning to the data accumulated from the data collection (De Vos, et al., 2015). The information acquired through data collection is reduced and synthesised, to ensure that it makes sense and the researcher can derive an inference about the population under study (Brink, 1999). The researcher used Tesch's methodical steps for data analysis. The steps are derived from systematically gathering data and analysing the data using a concise research process (Tesch, 2013).

According to Tesch (2013), qualitative data analysis is a process that entails an effort to formally identify themes and to construct hypotheses as suggested by the data and an attempt to demonstrate support for those themes and hypotheses. For this study, it was appropriate to organise and code data, which involved a two-stage level of analysis; firstly, involving transcribing interviews, then identifying themes, developing a framework and

categorising the themes (Tesch, 2013; Creswell, 2014). The second level of analysis involved writing-up the findings of the framework; identifying relevant quotes illustrating the categories and critically comparing the findings with other similar studies; as well as comparing the findings with those of the studies presented in the literature review (Tesch, 2013; Creswell, 2014). The last step was to add a critical commentary, after the discussion of a major theme, based on the results found in the study (Tesch, 2013).

On this basis the following procedure of data analysis was implemented:

- 1) Organising and preparing the data for analysis consisted of transcribing interviews, scanning material optically, typing field notes, cataloguing all the visual material, and sorting and arranging the data collected (Creswell, 2014). The researcher transcribed all the interviews recorded on a digital voice recorder and took time to make notes on each transcribe interview.
- 2) The researcher needed to read and examine the data thoroughly (Creswell, 2014). The role of the researcher was to get a general sense of the available information and reflect on the overall meaning of the data transcribed. The process involved writing notes in the margins of the transcriptions and identifying what the participants were saying in the ideas presented (Tesch, 2013; Creswell, 2014). With each interview various ideas stood out linked to the experiences of refugees accessing services. The researcher wrote notes on each transcription highlighting the statements that were directly linked to the research study.
- 3) Data coding entailed organising and bracketing chunks of text and writing a word representing a category within the margins (Creswell, 2014). The process involved putting text data into sentence segments or paragraphs and labelling the

categories with a term known as a 'vivo' term (Creswell, 2014). Similar topics are clustered together to fit themes and a possible hypothesis derived from the given study. From the information identified in each transcription the research coded this information and identified similarities and differences in the responses provided by the participants. Clustering the information gathered to identify the themes and from there identify a possible hypothesis based on the similarities and differences highlighted in the responses.

- 4) From the themes identified, the researcher has the role of developing a theoretical framework (Tesch, 2013; Creswell, 2014). The researcher interconnected themes into a story line or narratives, which developed a theoretical framework. The themes identified represent the major research findings and are supported by specific evidence taken from diverse quotations from the participants' responses (Creswell, 2014). After identifying the themes from the coded responses, the researcher developed a theoretical framework comprised of four main themes to better understand the experiences of refugees. Within the four themes each theme gave birth to categories and sub-categories all branching from the main theme.
- 5) The themes are presented in a qualitative narrative, to convey the findings of the research (Tesch, 2013). The discussion consists of a chronology of events, a detailed discussion of themes and a discussion presenting the interconnectedness of the themes (Creswell, 2014). In Chapter four based on the theoretical framework the research critically and descriptively discusses how each theme fits into the answering the research question and highlighting the direct quotations of participants.
- 6) The last step in the analysis of the data involved interpreting the results or the findings of the study. Interpretation involved the researcher's personal understanding of the findings, while influenced by literature gleaned from the literature review or other similar studies, theories, policies and legislation related to the research topic (Tesch, 2013; Creswell, 2014). Review on the data gathered in relation to the theories, assumptions, policy and legislation pertaining to the access of services to refugees was also critically analysed in depth.

Trustworthiness

Trustworthiness is key to checking for accuracy and consistency once the data has been gathered (Babbie & Mouton, 2009, Creswell, 2014). There are four ways in which data may be verified for this study; namely credibility, dependability, confirmability and transferability (Babbie & Mouton, 2009; De Vos et al., 2015).

Credibility

Credibility seeks to understand if the realities constructed through the responses given by participants are compatible with the attributes accorded to them (Babbie & Mouton, 2009). It is best achieved through peer debriefing and referential adequacy, through audio recording (Babbie & Mouton, 2009:278). Referential adequacy is when the researcher identifies the part of the data that will be archived and not analysed for current research (Lincoln & Guba, 1985). The researcher then, with the help of the other information gathered during data collection then develops primary findings to answer the research questions (Lincoln & Guba, 1985). The researcher did not use all the data collected, as it did not answer all the research question. The archived data was then used by the researcher for validity purposes to test the primary findings (Lincoln & Guba, 1985). The study sought a high level of credibility, as there was to be more than one participant from each NPO taking part in the study. With the consent of the participants, interviews were recorded digitally, to capture verbatim responses, to ensure accuracy as well as referential adequacy.

Dependability

According to Babbie and Mouton (2009) dependability refers to the role of the researcher 'to provide its audience with evidence that if it were repeated with the same or with similar participants in the same context, that its findings would be similar. Dependability may be applied to the study to an extent, because there are a limited number of organisations in Cape Town who aid refugees. Although the sample size comprised 25 participants from 6 NPOs it is highly likely that given that the research is conducted in a similar context for a second time, there will be similar findings.

Transferability

As stated by Babbie & Mouton (2009), transferability is defined as the extent to which the results of the study can be applied to other participants or to other contexts. The results obtained from the study may be applicable to other contexts in South Africa and it might inform other NPOs and government structures on ways whereby they can better improve the experiences of refugees in accessing services. The results of the study to an extent, may be readily transferable to other urban settings where refugees reside in South Africa.

Confirmability

Confirmability has been defined by Babbie & Mouton (2009) as the level at which the results obtained from the study are a representation of the focus of the inquiry and not of the biases of the researcher. For this study the researcher constructed a confirmability audit trail which allows for conclusions, recommendations and interpretations linked to the study (Babbie & Mouton, 2009, Creswell, 2014). It can better be achieved by using raw data collected in the form of transcriptions taken from digital recordings. Tesch's model of analysis was used by the researcher in examining the results linked to the main objectives of the study. Supervision also played a role in making sure that there was no potential bias from the researcher.

Data verification is vital in the critical framework of assessing data collected and ensuring that the study is of a good quality.

3.5 Limitations of the Study

Limitations exist in all research studies, even when the research is carefully planned; hence they need to be stated clearly (De Vos et al., 2015, Bless et al., 2007). According to Creswell (2014), each research design has its inherent limitations and a qualitative research design is highly likely to be subjective in nature, as it focuses on the perceptions of participants on a topic. The researcher anticipated some limitations and when carrying out the study but ensured these limitations were avoided. The researcher minimised possible pitfalls and noted the criteria used to assess the trustworthiness of a qualitative research design. The researcher made sure that the NPOs management were fully aware of the

purpose of the research, which was to understand the narratives of the experiences of refugees and not to assess or critique their services or their management style. All data collected sought to help improve the services rendered to refugees and to give recommendations on possible services that NPOs can offer to their users.

A purposive sampling approach maximises the specific range of information gathered from and about the topic and by using this approach, they selected the participants and the locations, which may differ from one to another (Babbie & Mouton, 2009, Bless et al., 2007). However, the approach is best suited for the qualitative research approach and does not allow for any generalisations, as the study is exploratory in nature. Face to face semi-structured interviews which were used in the study have both pros and cons. The use of semi-structured interviews was good, as it allowed the researcher to take the lead conversation and probe the participants to share more in-depth information. However, time constraints were a limitation, as the researcher needed to build rapport with the participants, while remaining unbiased and eliciting answers (Creswell, 2014).

3.6 Reflexivity

Reflexivity is defined as the researcher's ability to reach a certain level of consciousness and self-awareness during the research process (Palaganas, Sanchez, Molintas & Caricativo, 2017). It is a process that entails that the researcher is cognisant of the fact that he or she is part of the social world in which they are studying (Palaganas et al., 2017). According to Sumner and Tribe (2008), it is important for the researcher to be self-reflective on the cultural or the social background and the values of the field being studied, the researcher's perception on the topic being studied and on how this determines the targeted sample for the research.

Reflexivity is the researcher's introspection on how subjectivity played a role in their research process, as a result of socialisation, one's background, assumptions and geographical location. The researcher had the task to critically reflect on these aspects, in order to determine the influence of her personal perceptions and those of the participants, when concluding the research findings.

Growing up in a small town in Zimbabwe from a very young age, the student was exposed to people of different races and ethnic groups from around Africa and abroad. Zimbabwe at the time, was prosperous and many Africans from Malawi, Mozambique, Zambia and South Africa came to settle in Zimbabwe and make a livelihood for

themselves. The student became aware of the importance of the vast diversity and vulnerabilities of some of the people who came to Zimbabwe from their respective countries, fleeing political unrest and conflict.

As part of her training as a social worker she did her fieldwork at the Cape Town Refugee Centre (CTRC) and volunteered at the Adonis Musati Project. Her desire was to learn more about the experiences of refugees in South Africa and she hoped, through her research, to improve the experiences of refugees by protecting their basic human rights. From the experience she managed to gain several skills and edifying lessons that impacted on her own life. The researcher found the data collection period extremely labour intensive and time consuming. Traveling around Cape Town to places she did not know and meeting with strangers with whom she had only had a conversation over the phone was an adventure that taught the researcher patience, assertiveness and the ability to adjust to different settings, thereby becoming extremely flexible. She gained interpersonal skills in trying to gain access into various NPOs.

The researcher felt although she was a bit terrified of getting into some places where she felt unsafe; it was all part of what made the data collection bearable, as each participant who she met had a story to tell that reflected the depth of the experiences of refugees. This was a unique story that only the participant could narrate and detail, thereby bringing the authenticity of the research to life. The researcher's data collection journey ignited a deep understanding of what is entailed in being a refugee; their day to day experiences their hurts and their pains, the things that make them unique, coupled with their moments of joy. Although the researcher was not exposed to the experiences of refugees, she could relate to some of the experiences that they shared, and she was able to remove some assumptions that she had previously made about refugees. This will be discussed extensively in the presentation of the research findings in the next chapter.

It was a journey of self-discovery for the researcher, as she felt at times like giving up but with each step, she gained an insight into the plight of refugees. Data analysis provided the researcher with generic skills to be able to be creative and to pass judgement, by making sense of and being able to transform massive amounts of information and translate it into cohesive, coherent data for analysis. The process of analysing the data and bringing forward a discussion is something that the researcher seeks, to gain more experience in while conducting the research.

The data analysis section was an enlightening process for the researcher, as various aspects were unravelled, pertaining to the experiences of refugees in Cape Town. Most of the researcher's assumptions were in sync with what the participants had provided. Interpreting the information was a tedious process for the researcher, due to the kind of English spoken by the refugees. From the responses, the researcher found very profound expressions of what refugees go through and it gave a greater perspective on how legislation and policies are not in line with actual implementation, thereby resulting in the continued struggles faced by refugees in accessing services from the NPOs. Overall, the researcher enjoyed the experience of unravelling the experiences of refugees and she felt a connection with what was presented to her by the participants.

As a foreigner in South Africa and having observed how other foreigners in South Africa navigate and negotiate their spaces the researcher felt that there was a need for the recognition of refugees, as stipulated by policies and legislation. The researcher felt empathy for the refugees as they are also people with aspirations and dreams but, due to their life experiences they have been deprived of the best things that life has to offer. The researcher also realised that the issue with refugees is much bigger than it seems, as it is a problem centred on governance. African politics has resulted in a ripple effect and chaos, leading to the documented experiences of refugees. The NPOs have a crucial role to play with the assistance of the South African government and the UNHCR; but there is a need for resources to be put into place to improve the political environment in most African countries, to work towards resolving the issue of refugees. Trying to resolve the problem with services will not guarantee that more and more refugees will not come into South Africa. Instead, if the root cause is not tackled the issue of refugees will be a problem in South Africa forever.

The data analysis section made the researcher realise that it is important never to take things at face value. Things are never as they seem. The story behind the event is very important for understanding the reason why the event has taken place. With heart-breaking experiences, the researcher was left in a position where she had been transformed by the whole experience of conducting the study. Although it is an academic process, the actual engaging with the content is life changing; as it speaks to the daily experiences of young people within the same age range occupies. Life will never be the same for the researcher, as an academic and as a young black Zimbabwean woman living in a foreign land. Essentially, it is important to be grateful for all that life has to offer, knowing that there are

people out there who have it harder than we do.

3.7 Conclusion

The chapter discussed the methodology in detail, as it forms the core of the research, as it determines whether the study is accurate or not. For this study, a qualitative research approach was appropriate. The exploratory nature of qualitative research was best for investigating the experiences of refugees accessing services from the NPOs in the Cape Town Metropolitan area. The use of semi-structured interviews for data collection was essential when conducting interviews, as participants could go in-depth when responding to the questions of the researcher.

Tesch's data analysis model was used to organise and to code the data accordingly. Although there are limitations to the study, it is the role of the researcher to try and minimise them as much as possible, to ensure dependability, confirmability, credibility and transferability. The limitations of the study were fully discussed, highlighting the way in which the researcher dealt with each possible limitation. The next chapter presents and discusses the findings, giving a detailed account of the experiences of refugees accessing services from the NPOs.

CHAPTER FOUR: PRESENTATION AND DISCUSSION OF THE FINDINGS

4.1 Introduction

This chapter presents and discusses the findings of the study and compares them with other related studies. The main objectives of the study are restated, followed by a profile of the participants that will be presented in a table. A table laying out the framework of analysis is then presented. More critical commentary will be presented when relating the findings to similar theories, policies and studies which were examined in the literature review. The main objectives of this study comprise of four main goals aimed at answering the research study questions. Firstly, the research looked to examine the benefits gained by refugees when accessing services from the NPOs in the City of Cape Town Metropolitan area. Secondly, the research looked towards identifying the challenges faced by refugees in accessing services from the NPOs in the City of Cape Town Metropolitan area. Thirdly, the research sought to investigate how refugees negotiate and navigate the challenges associated with accessing services from the NPOs in South Africa. Lastly, the research sought to identify how the NPOs can improve on the services that they offer to refugees.

4.2 Profile of the Participants

A total number of 25 participants took part in this study voluntarily, and 3 participants were part of the pilot study. All the participants were refugees who had received a service or services from the six NPOs approached by the researcher. According to Misago and Monson (2010), most refugees in the Southern African region are from Somalia, the Democratic Republic of Congo (DRC), Pakistan, Bangladesh and Rwanda. The participants in this study were from the Republic of the Congo, Brazzaville, Burundi, Rwanda, Angola, Somalia, Malawi and Zimbabwe. According to the UNHCR report on South Africa (2014) refugee trends found that most refugees left the DRC and Somalia, due to war, insecurity and political instability, while refugees from countries like Zimbabwe, Burundi, Rwanda or Ethiopia left their countries due to persecution of individuals. The study confirmed these trends to some extent as most of the participants from the DRC fled their countries due to war or political instability, while those from Zimbabwe or Rwanda left their countries due to individual persecution.

All the participants in this study were from African countries such as Zimbabwe, Angola, Malawi, DRC and Burundi and were represented in the sample. The largest

number of participants were from the DRC, with a total of 6 participants from the 25 total sample size. Malawi, Rwanda and Angola were the only countries with only one participant each, within the sample (Table 1). The participants comprised persons who were employed, unemployed, students, and entrepreneur refugees. All were receiving assistance from an NPO or are still accessing services from an NPO. As seen in Table 1 below, most of the participants have been in South Africa for more than 5 years and yet they are still relying on the assistance of the NPOs. One would be of the assumption that given a refugee has been in the country for a long time they would be well settled within a ten-year period and would not require the assistance of NPOs to meet their day to day basic human needs. However, this is not the case as most refugees still require the services provided by NPOs while each day more refugees enter the country for safety and a better life.

In addition, the sample comprised more females than male participants with thirteen females and twelve males (Table 1). The gender of participants is also a key variable to consider, when assessing refugees, as it alludes to the extent of vulnerability faced by women and children in the face of war and persecution (Rugunanan & Smit, 2015). In this sample the difference is very small which could suggest that both males and female refugees are vulnerable and face persecution. The ages of most participants were between 25 years to 40 years. It is at this stage that most young people are establishing themselves and physically fit to work and earn a living. This was not the case for most of the refugees in this age category because of the displacement and having to start afresh on arrival in South Africa.

All the participants shared why they left their countries of origin and moved to South Africa. Most of the participants shared how they had been persecuted due to reasons related to political affiliations, war or sexuality, while some of the participants left their countries in pursuit of greener pastures. Most of the participants were either employed or self-employed although they still needed to access services from NPOs in order to sustain themselves and their families (Table 1). The participants were either car guards, vendors and some owned a small sewing business which meant there were still struggling to make ends meet and therefore required extra assistance. Very few of the participants were students although most of the participants especially the younger ones had hopes of furthering their education.

Table 1: The profile of participants

PARTICIPANT NUMBER	AGENCY	GENDER	AGE	EMPLOYMENT STATUS	YEAR OF ARRIVAL IN SA	COUNTRY OF ORIGIN
P1	A	FEMALE	27	EMPLOYED	2010	MALAWI
P2	A	FEMALE	27	VOLUNTEER	2013	SOMALIA
P3	B	MALE	39	SELF EMPLOYED	2008	SOMALIA
P4	B	FEMALE	28	SELF EMPLOYED	2009	DRC
P5	F	FEMALE		STUDENT	2009	BURUNDI
P6	F	FEMALE	39	EMPLOYED	2005	DRC
P8	F	FEMALE	37	SELF EMPLOYED	2010	DRC
P9	D	MALE	26	UNEMPLOYED	2015	ZIMBABWE
P10	D	MALE	27	UNEMPLOYED	2013	ZIMBABWE
P11	D	MALE	26	UNEMPLOYED	2015	ZIMBABWE
P12	D	FEMALE	35	SELF EMPLOYED	2014	ZIMBABWE
P13	D	MALE	35	UNEMPLOYED	2011	ZIMBABWE
P14	C	MALE	44	EMPLOYED	2002	DRC
P15	C	FEMALE	48	UNEMPLOYED	2003	CONGO BRAZAVILLE
P16	C	MALE	42	SELF EMPLOYED	2007	BURUNDI
P17	C	MALE	48	EMPLOYED	2001	BURUNDI
P18	C	MALE	33	STUDENT	2011	RWANDA
P19	C	FEMALE	35	UNEMPLOYED	2009	ANGOLA
P20	C	MALE	43	UNEMPLOYED	1999	SOMALIA
P21	C	FEMALE	15	STUDENT	2006	DRC
P22	B	FEMALE	21	UNEMPLOYED	2004	BURUNDI
P23	E	MALE	28	EMPLOYED	2012	DRC
P24	E	FEMALE	38	EMPLOYED	1999	ANGOLA
P25	B	FEMALE	26	EMPLOYED	2012	BURUNDI

4.3 Profile of Non-profit Organisations

The NPOs approached to conduct this study all provide services to refugees as well as to local citizens. Each NPO has a mission statement and a vision, coupled with various services offered to refugees to help them to integrate fully into the South African society. The main role of NPOs is to address challenging social challenges faced by the society (Maboya, 2016). With the assistance of international aid organisations NPOs can give access to services required by refugees. For NPOs that provide services to refugees only some get assistance from the United Nations Human Rights Commission (UNHCR) the refugee agency, while most NPOs rely on stipends given by the Department of Social Development and private donors like religious organisations and institutions.

The John Hopkins Comparative Non-Profit Sector Report of 2013 stated that NPOs play a significant role in providing employment opportunities and are a huge contributor to the gross domestic product (GDP) (Maboya, 2016). That means that the work done by the NPOs is important for the development of the socio-economic status of service users in this sector. The NPOs are set up to serve the public in whatever capacity they can; particularly assisting the vulnerable, the poor or the disadvantaged in society (Jegers, 2008). The role of NPOs is embedded in the fact that the UNHCR and the local South African government cannot cater for all the needs of refugees; thereby leaving them vulnerable, characterized particularly by a lack of basic needs such as safety, food, accommodation and employment (Baggio, 2014).

The NPOs are then left with the role of providing the services to refugees, despite the limited resources provided by the UNHCR and minimal government subsidies (Klotz, 2012). The NPOs play a pivotal role to ensure that refugees are socially included into the South African society and the failure to do so results in the social exclusion of these foreign nationals. According to Jegers (2008), the NPOs roles are divided into three broad categories; namely to assist the needy or disadvantaged in society, to act on an issue or subject and to engage in a common pursuit to achieve a goal. The NPOs examined in this study seek to achieve all three categories in ensuring that they make the livelihood of vulnerable refugees better by providing a wide variety of services.

The NPOs approached for the study are namely: Adonis Musati Project, Muslim Refugee Association of South Africa, Kwesu Women's Organisation, and Triangle Project, People against Suffering Oppression and Poverty and Vision for the Development of Fizi.

All NPOs are registered with the Department of Social Development as stipulated in the Non-profit Organisations Act No. 71 of 1997 (Department of Social Development, 2009). Each year all NPOs send in an annual progress report on what they have achieved, faced challenges with and their goals for the coming year (Department of Social Development, 2009). The yearly audit is important in ensuring NPOs are kept in check and are performing their roles of providing services to the vulnerable within society. The following overview provides an insight into the different NPOs that were part of this study.

The Adonis Musati Project

The Adonis Musati Project is a non-profit organisation that was named after a young Zimbabwean man who died of starvation while queuing to get his asylum papers in Cape Town (Adonis Musati Project (AMP), 2019). The organisation was founded at the end of 2007, to help asylum seekers and refugees who might succumb to the same fate. The organisation assists marginalised refugees and migrants in South Africa; particularly in Cape Town (AMP, 2019).

The Adonis Musati Project seeks to foster sustainable support networks, to encourage personal development for lasting change, encourage the lonely and downhearted with hope and fellowship, equip the marginalised with skills, knowledge and self-confidence and to empower people to self-advocate, overcome adversity and achieve their dreams and their goals (AMP, 2019). The organisation offers counselling services, workshops and training, peer support programmes, youth programmes and storytelling (AMP, 2019).

Triangle Project

The Triangle Project, situated in Cape Town is a non-profit human rights organisation that provides services to the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community. Services are provided, based on the rights of the LGBTIQ, as stated in the South African Constitution and human rights policies (Triangle Project, 2019). The organisation was founded in 1981 and it has its origins in an organisation called the Gay Association of South Africa 6010 (GASA 6010), which was established by a group of gay men (Triangle Project, 2019).

GASA 6010 was one of the first organisation in the country to respond to the HIV/AIDS pandemic in South Africa. Due to the stigma and the discrimination faced by

the LGBTIQ community around Africa, the organisation also provides services to several refugees who have fled their countries (Triangle Project, 2019). Most refugees of the LGBTIQ community prefer to come to South Africa because of the constitutional and human rights that are upheld here (Triangle Project, 2019).

The three main services offered by the Triangle Project are Community Engagement and Empowerment, Health and Support and Research and Advocacy (Triangle Project, 2019). The Health and Support services provides emotional, mental and physical support to LGBTIQ refugees and their families. The Community Engagement and Empowerment programme focuses primarily on training, supporting and initiating LGBTIQ groups into different communities around Cape Town (Triangle Project, 2019). The Research, Policy and Advocacy programme seeks to make a body of knowledge accessible about LGBTIQ issues, through community-based research that informs advocacy and activism. The organisation also offers safe spaces for the LGBTIQ community and a helpline support service that offers telephonic counselling (Triangle Project, 2019).

Muslim Refugee Association of South Africa (MRASA)

The Muslim Refugee Association of South Africa (MRASA) is a non-profit organisation that was founded in November 2008 (Muslim Refugee Association of South Africa (MRASA), 2019). MRASA was founded as a result of the xenophobic attacks that took place in 2008, displacing several Muslim refugees in South Africa. The organisation seeks to create peaceful co-existence between South African host community and immigrants (MRASA, 2019). The NPO provides services mostly to the Muslim refugee community in Cape Town but is also opened to assisting other refugees from different religious beliefs.

The organisation also seeks to provide a platform for harnessing the talent and the empowerment of immigrants and host communities, so that both parties can best handle their challenges (MRASA, 2019). The organisation provides several services to refugees, namely the back to school programme, the Ramadan Programme, the Operation Clean up, Life skills training, the Feeding scheme, the Bursary programme, Operation 'Kinga Baridi' and HIV/AIDS Counselling (MRASA, 2019).

Vision for the Development of Fizi (VIDEFI)

The Vision for the Development of Fizi (VIDEFI) is a non-profit organisation that was founded in 2008. The organisation was founded to help with welfare issues and the development of refugees, locals and migrants in South Africa (Vision for the Development of Fizi (VIDEFI), 2019). A group of refugees from Fizi, in the Democratic Republic of Congo. The VIDEFI strives for education, economic empowerment, gender equality and the health of refugees, migrants and local children, women and youth (VIDEFI, 2019).

The services provided by the VIDEFI include computer literacy courses, language learning, parenting orphans and vulnerable children, professional skills training like sewing, hair cutting and dress making (VIDEFI, 2019). The organisation seeks to contribute towards education, skills and economic development; gender equality and good health practices among migrants, refugees and locals in South Africa. The VIDEFI also seeks to help by promoting income generating programmes that enhance small business owners, as well as invaluable information on ways to engage gender and offer psychosocial support (VIDEFI, 2019).

KWESU Women's Organisation

KWESU is a non-profit organisation that was founded in 2011. Kwesu means home in Lingala. The organisation seeks to create a home and a family for many women in Cape Town (Kwesu, 2019). Kwesu aims at empowering women through skills training and the creation of income opportunities. The services offered by the organisation comprise sewing services, skills training, social enterprise and workshops (Kwesu, 2019). Kwesu provides services to refugees as well as to South Africa nationals, with the sole aim of empowering African women to be self-reliant (Kwesu, 2019). The organisation also collaborates with other organisations to ensure that the women can overcome their challenges and become better equipped to support their families and their communities (Kwesu, 2019).

People against Suffering Oppression and Poverty (PASSOP)

The People against Suffering Oppression and Poverty (PASSOP) is a non-profit organisation that was founded in 2007. The PASSOP works to protect and to promote the rights of all refugees, asylum seekers and immigrants in South Africa (People against Suffering Oppression and Poverty (PASSOP), 2019). The organisation believes in and advocates for equality and justice for people across all societies, irrespective of nationality,

age, gender, race, creed, disability or sexual orientation (PASSOP, 2019). The services offered at PASSOP include paralegal advice and referrals; documentation issues and the Zimbabwe Documentation Project (ZDP) Appeals; curriculum vitae/resume building and job posting. PASSOP seeks to assist asylum seekers, refugees and immigrants by ensuring that their human rights are protected throughout South Africa (PASSOP, 2019).

4.4 Framework for the Analysis

Table two below presents the framework developed for the analysis, based on Tesch's (2013) qualitative data analysis model cited in De Vos et al., (2015). From the literature review and from the data collected, the researcher identified four main themes; namely the social-political and economic context of refugees accessing services from NPOs, the benefits experienced by refugees when accessing services, the challenges that they face when accessing services and the ways in which refugees navigate and negotiate when faced with challenges while accessing services from the NPOs.

The objectives of the research greatly aided in identifying the four main themes of this research study. Initially the recorded interviews were carefully transcribed to capture all the experiences of refugees accessing services from NPOs. After a carefully analysing the data gathered, the history of refugees moving into South Africa based on their experiences of leaving their countries of origin and officially settling in the country was effectively identified. Firstly, the history informed the social-political and economic context of refugees which clearly identifies the reason for leaving their countries of origin and moving to South Africa. The challenges faced while staying in South Africa also inform the services they seek when they go to seek assistance from NPOs. These challenges include xenophobic violence and need for basic social services like education, food, employment, shelter and health care.

Secondly, in analysing the data the researcher found that refugee's benefits from the services offered by NPOs, as these assisted them by providing some of the basic human needs. Benefits of accessing services from NPOs included getting assistance with material good like food, clothing, and gaining skills through various skills offered like sewing classes and provision of health care facilities in the form of medical professionals, supplies and advice. Thirdly, although refugees benefit from services provided, they face challenges as some of their basic needs are not fully provided for by NPOs offering services which leaves them in a vulnerable situation violating their basic human rights. These include

failure to get assistance to renew documentation, getting health care services and failure to advance educational studies. Lastly, refugees when faced with these limitations that NPOs have in service provision look to negotiate and navigate in order to survive. With the assistance of referrals refugees can access the services from other NPOs or institutions that help. In other cases, refugees need to get assistance from other refugees who are in a better position than they are in order to survive. It could be in the form of getting accommodation and food while they seek employment. All four themes were carefully picked from the participants' responses and critically analysed in a bid to holistically understand the experiences of refugees in accessing services from NPOs.

Table 2: A Framework for analysis

Themes	Categories	Sub-categories
Social-political and economic context of refugees accessing services from the NPOs	<ul style="list-style-type: none"> • Reasons for migration 	<ul style="list-style-type: none"> • War • Treat of persecution • Family • Intersection of problems • Access to social services
Benefits of accessing services from the NPOs	<ul style="list-style-type: none"> • Skills training and educational programs • Material support • Access to services 	<ul style="list-style-type: none"> • Training for job opportunities • Food, rent and shelter • Support groups and counselling services • Health services
Challenges of accessing services from the NPOs	<ul style="list-style-type: none"> • Problems of documentation renewal • Limited service provision by NPOs 	<ul style="list-style-type: none"> • Delays in processing documents leading to forfeited services • Limited resources for comprehensive service delivery • Short intervention • Limited options
Negotiating and navigating challenges when accessing services from the NPOs	<ul style="list-style-type: none"> • Accessing multiple NPOs • Peer to peer assistance amongst refugees • Resilience 	<ul style="list-style-type: none"> • Maximising available services • Supporting one another • Surviving in adversity

4.5 Discussion of the Findings

The findings will now be discussed in relation to the logical format set out in the framework in Table 2 above. The findings will be compared with other studies and with the theoretical models as discussed in the literature review. The four main themes to be examined in this section are the experiences of refugees accessing services from the NPOs, the benefits of accessing services from the NPOs for refugees, the challenges of accessing services from the NPOs and the roles of the NPOs in providing services to refugees.

4.5.1 Socio-political and economic context of refugees accessing services from the NPOs

For the purposes of this research it was important to identify the socio-political economic context of the refugees accessing services from the NPOs, as these are the significant activities and events that were either good or bad but have resulted in them becoming refugees in South Africa. The refugees' experiences in South Africa and in their own countries greatly determines the assistance that they need from the NPOs providing services to them. It also determines whether they are benefiting from the services provided or whether there is a need for change in what the NPOs are offering them. The reasons why refugees moved to South Africa leaving their countries and how they have been integrated into the country's society determines the experiences when accessing services.

Reasons for migration

All the participants had different stories to share as to why they left their country of origin, but they had a similarity in that most had faced some form of persecution, war or natural disaster. From the data gathered, participants shared various experiences from when they were still in their countries of origin before coming to South Africa and their experiences on a day to day basis. The experiences of refugees cannot be discussed without looking at the war and the persecution that they faced in their own countries that led them to come to South Africa. As stated by the UNHCR (2013), refugees are people who have been forced out of their countries due to war or political instability or persecution related to religion, nationality or race. Most of the participants stated that they came to South Africa after facing some form of persecution in their own countries, seeking safety, protection and a better livelihood.

Some participants shared their stories of why they left their countries of origin:

“I left the country because of the war. Yeah, especially in 1997 with the very strong one. So, my husband left. He came here first because he was part of the family of the minister Mubunga. Yeah, so he came here, and he left me with the baby. I was in Port Noir there was fighting again. So, he decided I must join him” (P18).

“Well what my mother told me was because I was born in Angola so from my mom actually, she said that they left the country Congo because there was war and she was fighting to come to South Africa because it was more wealth and things” (P24).

The above illustrations are a clear indication that war and political membership influenced the participant's move to South Africa. Within the African context, thousands of refugees flee their war-torn countries in search of a safe place and hoping to get a better life for themselves and their families (Handmaker & Parsley, 2001). In some instances, refugees leave their countries solely for economic reasons and they see South Africa as a place where they can gain a better life for themselves compared with their own countries.

Some participants stated that:

“Me I joined my husband here; I joined the family” (P8).

“Nothing special that I can say about that I just came here to follow my husband; he was in politics and left the country so after he arrive here, I decided to run to with my kids. You know sister you can never be safe if you have relatives in politics” (P6).

A few female participants stated that they had followed their husbands or their partners when they came to South Africa and yet they are still regarded as refugees when accessing services from the NPOs. It is not clear for these participants if their spouses were directly linked to political groups or not, but the researcher would like to believe the move to South Africa could have been politically or war driven with men's lives being at risk more than their families. The UNHCR (2014) advocates for family reunification whereby refugees flee their country without their spouse or children, once they are granted refugee status can also apply for their immediate family to join them in the country of residence. The families might be at risk of persecution and there is need for family reunification to take place as long separations tends to have a heavy psychological toll on them (UNHCR,

2014). Family disintegration is also one of the many problems experienced by refugees when they come to South Africa which can affect one's psychological well-being. The participants might not have been directly affected by the political instability of their countries. Thus, the move to South Africa might also have been more for marriage purposes, or to be with their loved ones which is a reasonable. Other countries like Zimbabwe are not war torn but are currently experiencing political instability, which has led to individuals seeking refuge in South Africa.

One participant stated that:

“You know the reason why I actually came to South Africa most of it is I came looking for greener pastures I came looking for work. And I also wanted to study further but because of things back home and things with the families I couldn't afford to go back to school. So, the reason I am in South Africa was to look for better opportunities” (P9).

The initial intention of leaving one's country determines whether one is granted refugee status, as a refugee is defined as one who has fled their country to save their lives or preserve their freedom (UNHCR, 2019). Although, the participant states that they were not directly persecuted, they saw an opportunity and moved to South Africa to get refugee status. A country like Zimbabwe has numerous incidents of political violence and due to this many people flee the country and seek asylum in other countries. The definition

Furthermore, the definition of 'refugee' does not quite fit some of the participants' reason for leaving their countries as they are more inclined to the economic migrant's definition and yet they are still given refugee status in South Africa and they have rights to access services given to refugees. A migrant is an individual who crosses a border to go to another country, to search for a better livelihood, to join family members or to escape from a natural disaster or for a range of other reasons (UNHCR, 2019). An economic migrant is one whose main need is to improve his/her standard of living (UNHCR, 2019). The terms refugee and economic migrant are different and yet both parties are seeking to improve on their previous lives, and all usually use the same modes of transport or networks to reach their destination. Whether they are refugees or economic migrants, they leave their country because they are being deprived of their basic human rights such as safety, education, food, sanitation, healthcare and shelter. The responses clearly indicate that some participants can be both refugees and economic migrants.

One participant stated that:

“... remember in Zimbabwe 2008 things were difficult ... I came to South Africa. Before I left Zimbabwe, I lived with my family at the beginning of the issue of food shortage. The other side of Zimbabwe if you are gay and I was from kwaSeke and it's a village right, so imagine if uri muZimbabwe (you are in Zimbabwe). You are gay and lots of people from the village don't believe it about gay things, if you are gay in a village you are an animal, so it was difficult for me because my family then didn't understand my sexuality and it was difficult for me to leave them” (P14).

The response from the participant clearly shows that although he was discriminated for his sexuality, it was also a difficult time in the country, so he left as a result of economic issues as well as persecution. Differentiating between a refugee and economic migrant is difficult, as it depends on what holds more water.

In this case the participant mentioned that:

“So, I didn't feel safe, at any time I was expecting police to come in and arrest me because I'm gay because if I'm arrested because of my sexuality it is life in jail” (P14)

An economic migrant can return to their country and they are able to receive protection from their government, whereas a refugee does not have such privileges and therefore needs more protection and provision for services (Handmaker, dela Hunt & Klaaren, 2008). With such grey areas in terms of defining the 'refugee' and the 'economic migrant' status most people qualify for both.

It becomes a mammoth task for the Department of Home Affairs. Thus, the UNHCR has stressed that they advocate for a human rights-based approach for all migrants and there is a need for a clear distinction between a migrant and a refugee, so that refugees can get the full privileges bestowed on them (UNHCR, 2019).

However, the status quo in South Africa based on a press conference held in February 2018, the Department of Home Affairs (DHA) stated that they had a backlog of a hundred and forty thousand refugee status appeals, not only from people fleeing worn torn countries but also from economic migrants (Postman, 2018). Although some were legitimate appeals

while others were not, this left genuine people stranded without documents, thereby failing to access basic services.

The DHA is finding it hard to make this differentiation, hence resulting in economic migrants getting refugee status while those who are legitimate refugees fail to get adequate paperwork (Postman, 2018). The situation has resulted in the NPOs continuously being strained financially, as they cannot cope with the high influx of economic migrants coming into the country under the guise of refugees. On the other hand, the plight of economic migrants is justified, as they are leaving countries that have failed to ensure their basic human rights which are being violated; maybe not to the extent of war-torn countries but is still a violation of what citizens are entitled to from their governments. There is probably a need to review the actual definition of a refugee and an economic migrant, as the distinction is extremely blurred and thus results in the NPOs providing needed services to these vulnerable people in South Africa's society.

To better understand the participants experiences, the researcher asked the participants about the reason why they had initially left their country of origin.

Some participants when asked why they had left their country stated that:

“I left my country because of my, I break record in Zimbabwe in my province because of gay...run from my country because of the police she was to arrest me because I shoot the video of the gays what. So, I run the judgement, so I arrive in South Africa in 2010” (P13)

“The reason I came to South Africa was because I was beaten for being gay in Zimbabwe in 2012, and they took all my stuff, my identity and they promised they would come after me” (P10).

“Yeah, I’ve got too many reasons why I left my country. One is because of my sexuality the second was I came here to look for a better life” (P11).

As illustrated by the participants above their sexual orientation became a security risk because their country condemns people who engage in such practices. South Africa is one of the first countries in Africa to permit homosexuality and restrict discrimination, based on sexual orientation. Refugees face torture and persecution which leads them to flee from their countries against their will. It is important to note that some refugees leave their countries due to personal threats and others due to civil wars or political instability. Participants had different reasons why they had left their countries of origin.

Some refugees have been linked to political membership, which therefore caused their lives to be at risk. Having political affiliations has left some refugees in compromising situations and this had forced them to flee turmoil and persecution.

Some participants narrated an experience that they had gone through before coming to South Africa:

“Actually, I left Burundi because of the previous government ... the government soldier came they found my wife cleaning the yard. They asked my wife who said to the guy he is not here; my husband is not here. They shot her; I saw I was inside the house my child had been sleeping on the bed. She was 4 years old and I managed to take my daughter and I fled my country with my daughter from my village Umwonke to Mpulungu” (P20).

“Actually because of the politics at home so that's why I decided to leave that country because it almost killed me because there was a problem of the Hutu and the Tutsi. When the Hutu get into the countries, I didn't want to see this, so I decide to leave” (P19).

The above illustrations are a clear indication that refugees face traumatic events and these events influence why they flee their countries and yet still become part of their daily living facing post-traumatic disorder. With an understanding of the reasons for migration adequate service provision can be derived. The experiences faced by refugees better informs the kind of services needed for them when they arrive in South Africa. The services provided by the NPOs ought to be in line with the refugees' past, present and

future, to ensure that they are fully integrated into society and that they are able to fulfil their aspirations.

4.5.2 Benefits of accessing refugee services from the NPOs

The benefits experienced by refugees when accessing services from the NPOs are key in informing the impact that these organisations have on improving the lives of those most vulnerable in society. As suggested by Dyer and Baksh (2016), the services provided to refugees by the NPOs ought to empower them and ensure that they secure employment to provide for their families and to help them deal with past traumas, by leading a better life than what they had had in their past lives. The NPOs have the role of empowering refugees and ensuring that they leave past traumas behind, improve their wellbeing and to become independent.

Skills training and educational programs

In order to empower refugees, instilling a sense of them being able to fend for themselves skills and educational programs have facilitated in empowering this group of people within society. NPOs among the many services offered also provide skills and educational programs for refugees. Due to political unrest, war or persecution some refugees flee their countries of origin without any notable qualifications. Hence, when they move to South Africa find it difficult to secure employment because they do not have any skills.

Some participants shared the skills they had accessed:

“I learn more about sewing I didn’t know anything about this, but I think I’m helpful” (P8).

“Yeah Kwesu helped me a lot, I improved in my sewing. Many things you will sometimes have a problem when you are home and Kwesu to give you opportunity to know other people” (P6).

Furthermore, the skills acquired by refugees at the NPOs ought to empower them so that they can become self-reliant and they are then able to fend for themselves. The sewing initiative has been commended for its benefits of changing the lives of refugees, as they can then become entrepreneurs and open their own businesses.

One participant mentioned that:

“It’s going well because people come to my home. I can do something, and they pay me” (P8)

The above illustration shows that the participant although they are still going for sewing lessons has already started making money from the trade. She can get customers and is able to embark on her small business with the sewing skill. Thus, some participants are still learning sewing skills, they can already start their small business and earn a living while still training. The UNHCR programme to ‘help refugees, help themselves’ is truly being implemented, as refugees can now become independent entities and earn a livelihood without continuously relying on the NPOs to give them handouts (UNHCR, 2014).

With the high influx of refugees into South Africa daily, it is key to implement programs and projects that are sustainable and effective. Sewing is a skill that will never be outdated as people continuously need to wear clothes. Refugees can work in factories or start up their own small businesses sewing various things that are needed daily.

Another participant shared how she had learnt how to plait and describes how this influenced her family:

“When I come here, I did not know anything but now, I can do like plaiting hair in the salon. I have customers and I can help my husband with grocery and things for the kids, you know” (P24)

The above is an illustration on the impact of skills learning for refugees helps them to be independent and fend for themselves and their families. The participant is now able to fend for her family as a result of being able to plait hair a skill she accessed at an NPO. She is now self-sufficient and is running her own business as a hairdresser. The aim of providing services is to make sure refugees can fend for themselves and their families independently and not need to continuously seek the assistance of NPOs to survive.

Some services provided by NPOs are more of educational programs that seek to provide refugees with information about human rights, health, documentation, or anything related to integration of refugees. Some of the educational programs are in the form of workshops where refugees are given a free safe place to discuss their challenges and identify solutions.

One participant narrated the impact the workshop had on her personal life:

“I attend a workshop every week in Delft with other refugees, we learn a lot...I mean a lot from every meeting we had. Like now I know my rights as a refugee, I thought my problems were bad but hearing others made me realise my life is not so bad. You know by yourself you think, ahhhh this is hard but when you talk to other refugees I now I am blessed and although I need to work on improving my life at least I have the basics for my family” (P22)

It can be noted that the benefits of accessing services from a NPOs are not only material but can be informative and life changing. Instilling knowledge among

refugees and providing therapeutic spaces that allow them to vulnerable with one another can have a lasting impact. The participant felt the workshops helped her know more about her rights and realise that she is fortunate compared to other refugees. Her story can be used as an example of hope to encourage other refugees in dire situations.

One participant also stated that:

“Actually, I’ve learned a lot that being a refugee in other countries are very painful and they are also some people who are actually suffering more than I am and they need help more than I do. And learnt in the youth program about how to be equal with each other even though you don’t come from the same place. So basically, teach us a lot of stuff as young kids” (P24).

The above illustration by the participant clearly shows that the NPOs have programs that are ensuring that refugees are actively included in South Africa society. The social inclusion theory ensures that refugees gain access to equal opportunities despite their gender, their race, their religion, their nationality or their social status. It involves building individuals’ capabilities by giving them access to basic social services, providing quality education, employment opportunities and healthcare (Cardo, 2014). These social services ought to positively impact the life of the service users.

Furthermore, Cardo (2014), stressed the need for social inclusion within society that focuses on the integration of civic, social and economic life, based on the participation of people in the society. The NPOs play a pivotal role in ensuring that refugees are included socially, by providing the necessary tools that they need to participate actively in society. Through skills and educational programs refugees can fend for them, be included in society and form supportive groups among themselves within a sustainable environment.

Material support

Refugees, being vulnerable people in society usually need a head start when they arrive in the country or when they experience xenophobic violence. NPOs provide material support to refugees in the form of food, clothes or other basic materials needed for everyday living.

Some participants stated that:

“Mostly as I am not working, I really appreciate the food parcels which they are giving outside, to people umm who are hungry outside especially us who are not working.” (P11).

“The one which is most beneficial for me it’s, I think it’s also food because am not working I am surviving with others. Also, they give us parcels when we don’t have ... you come and take it personally” (P9).

The above illustrations from the participants clearly show that food plays an important role in assisting refugees particularly when they are not employed. The services provided by these NPOs are set to deal with crisis intervention situations whereby a refugee is stranded and cannot provide for themselves or family members. Although some programs have been going for a long time, the services accessed by refugees from the NPO need to be those that empower refugees and to ensure that they are self-reliant. It could be an issue whereby the refugees are continuously being trained to master a skill by means of support groups; however, services like getting food parcels, rent money and clothes are in no way a means to help alleviate poverty and to ensure that the service user is self-reliant. Most of the participants stated that they get material items from the NPOs, among other services.

Access to services

NPOs are provide access to various services to refugees in the form of health care or psychosocial assistance. The benefits of accessing services is determined by the services efficiency and effectiveness in ensuring refugees’ basic human rights are upheld.

Some participants narrated the assistance that they have received from the NPOs by stating that:

“So, every week I used to come here for counselling until I follow the counselling for almost three months because my situation was not good was very bad. But every time they give me transport, but I didn’t get a shelter here in Cape Town. I got a shelter in Paarl is where I am staying even now” (P2).

“I broke up with my partner and was homeless because I had to move out of

the place we shared in Atlantis. So, I moved with friends, but I was in a terrible space, I lost my job too that time. I came here to see the counsellor every week, and it helped I tell you sister. Sometimes we just need someone to listen to us, now I don't work yet but I moved on from there” (P15)

The illustrations above show how refugees come or later experience feelings of vulnerability and helplessness and that the NPOs services are there to resuscitate them towards better wellbeing and becoming self-reliance. Refugees are by nature vulnerable due to the life ordeals they had to face and when faced with hardships tend to regress faster than locals there by needing psychosocial support. NPOs that provide the much-needed support are beneficial to refugees in helping them overcome difficult times.

A trend among the participants showed that they had accessed services from more than one NPO, which offered services for refugees. It is a clear indication that there is a network between the NPOs in terms of referrals and if one NPO cannot provide a service the exact same service can be accessed elsewhere. Most of the participants had all been to more than one NPO that provides services to refugees.

One of the participants stated that:

“... I went to Desmond Tutu Foundation I was having a problem, I was sick. I was having a STI. They really helped me and gave me medicine. Then I was also coming Triangle for food parcel. Each month they give me food.” (P14).

“I was from Adonis Musati Project for workshop during the week we met in Delft and come to Kwesu for sewing lessons once a week.” (P8)

“Yes, I've been to different organisations like Triangle and the second one is PASSOP. Also went to Adonis Musati and then Men's health.” (P11)

NPOs rely on co-dependency to ensure that refugees are empowered and self-reliant. Referring refugees to other places where they can get a service that they cannot offer. The study found that refugees in most cases, are accessing services from more than one NPO, and over time, they become well acquainted with the services provided by each organization. Services may be limited at one NPO but the ability of the NPOs to conduct referrals is helpful, as refugees have various options to choose from in accessing services. Many participants stated that they were accessing services from other organisations such as the Desmond Tutu Foundation, Scalabrini, the Trauma centre and Men's health.

A study that looked at the effectiveness of the services provided to refugees by the NPOs using the Strengths, Weaknesses, Opportunities and Threats (SWOT Analysis) found that the services were indeed efficient and effective in assisting refugees (Maniragena & Ballard, 2015). The effectiveness of the services provided was determined by the fact that most of the service users who received services from these NPOs stated that they had received assistance that they really needed (Maniragena & Ballard, 2015). Referring to the current study benefits of services accessed, these should be what the participants require, which will ensure that the services are efficient and effective in meeting the needs of these vulnerable groups in society.

The participants were asked about the benefits that they get from accessing services from the NPOs and how the assistance they received has influenced their lives. With the different services provided by the NPOs, some participants mentioned how they had used the services to improve their lives:

“The services which I got from here let me just say the first time I was homeless and so I came to Triangle and they referred me to a shelter where I stayed for about six months in 2015. Which was very helpful, and I am grateful for that. So and the other thing is what they are doing about the small clinic helping people teaching people about HIV and other teachings that they are important and it really helped me a lot ... there is a nurse here so even if someone is sick maybe in their location the nurse can drive to see the patient you don't need to come.” (P10).

As illustrated by the participant, the health care services offered to refugees are extremely important when they have failed to gain access to basic health care due to their nationality and the language barriers. Health care services are not easily accessible as shown by a study conducted in Durban, South Africa that focused on health service delivery to refugees. The study found that refugees complained about the service delivery that they received from local hospitals as they felt that they were not supported fully (Meyer-Weitz et al., 2018).

Refugees felt that they were discriminated against by health care workers and this deterred them from visiting the premises to seek health care intervention. However, as presented in this study, the NPOs are bridging the gap between the health care system and

refugees, by being able to provide health care facilities to refugees and providing a mobile nurse who can do home visits.

Some participants narrated their experiences accessing health care services from NPOs:

“I go to the clinic a lot; I also attend a lot of meetings because I am a leader in the Triangle for LGBTIQ refugees” (P12).

“Also, in term of health if you sometimes you don’t have money to the pharmacy or to go to huge hospitals but with the clinic which is inside here, we are getting a better service” (P11)

The participants’ perspectives clearly show that the services that they received from the NPOs positively impacted their lives in instances where they were in a crisis. Due to problems with accessing health care services refugees opt to go to the NPOs where they can access the same health care services that they would have received at public institutions.

“We have a lot of things which benefit from Triangle, they provide us with health services, and they give us food. There is also sometimes if you don’t have even transport money to travel from town, from home to town if you go to clinic or somewhere if you ask them, they provide it” (P17).

Participants were asked which of the many services they accessed from the NPO was the most beneficial and most of them stated that the day to day necessities of food, accommodation and health care services were beneficial to them.

The social inclusion theory stresses that there is a need to adopt a multi-dimensional concept that accommodates people, regardless of their identity, their citizenship or their nationality and instead ensures that all have a feeling of belonging (Mansouri & Lobo, 2011). Refugees having experienced war and persecution in their own countries expect to find safety and peace when they come to South Africa which includes the feeling of belonging and being accepted for who they are, regardless of their sexual orientation.

“I do feel safe because you know in Zimbabwe if you are gay it is life in prison. So, I didn’t feel safe at any time I was expecting police to come in and arrest me because I’m gay because of my sexuality it is life in jail” (P14).

The freedom that LGBTQ refugees experience in South Africa helps them to have a feeling of belonging as they are not judged based on their sexuality. Instead, they can express themselves as they so wish. The NPOs play a pivotal role in giving access to services to ensure that refugees are fully included into the South Africa society.

One participant expressed the benefits of accessing services by stating that:

“They were very humble when they see me, I am telling you I can’t forget about it. This place my sister I swear the name of the Creator, I wish God must be helping them. You understand even if I can say I give them one million for me it is not enough. They receive me nice first time they give me food and I was hungry. You can’t believe I was already two days without eating, even talking to them I got no power to talk” (P20).

The participant’s statement clearly shows that he had been excluded from society due to his nationality. Cardo (2014) argues that social exclusion happens when people go through a series of problems, including poor housing, unemployment, no access to health care and basics such as food. The participant had experienced days of starvation and did not have any housing or employment. The society had socially excluded him but the NPO that he approached facilitated his social inclusion by giving him access to services that he needed to be included in.

Social inclusion facilitates the integration of socio-economic and civic life, whereby people become active participants to fight poverty, exclusion in the matter of capability and deprivation (Cardo, 2014). Refugees’ are deprived of capabilities because of discrimination and violence. The participant was a victim of xenophobia, which left him extremely excluded. The NPO approached facilitated the participant’s social inclusion after he had been deprived of basic human rights; namely housing, food and sanitation.

The participant further stated that:

“So, every week I used to come here for counselling until I follow the counselling for almost three months because my situation was not good was very bad. But every time they give me transport, but I didn’t get a shelter here in Cape Town. I got a shelter in Paarl is where I am staying even now. All the clothes I wear Adonis Musati bought me; I am not gonna forget about this place ... I was one of the people they have been helping well. My problems

was very big, they took me inside the grave and put me on top of the grave, really my sister I appreciate” (P20).

The above statement from a participant who received several services from the NPOs and explained how each impacted his life in a positive light. Ultimately, there seems to be many services that are beneficial to refugees that NPOs provide for them. Accessing to services like healthcare services, material support like food parcels, skills and educational skills also aiding refugees to be self-reliant. Although most services provided empower refugees some are crisis intervention methods to help refugees in the instant moment. Despite the many benefits the refugee also faces challenges which will be discussed in the following section.

4.5.3 Challenges of refugees accessing services from the NPOs

The challenges faced by refugees in accessing services from the NPOs are mainly ingrained in the history of South Africa under the oppressive apartheid regime and the continued experiences of South African citizens who face gross socio-economic inequalities. Misago and Monson (2010) argued that despite refugees being aware of the problems that South African citizens face they still opt to come to the country in the hope of living in peace, safety and achieving a better life. Regardless of the already limited resources for citizens, the NPOs are tasked with the role of ensuring that the basic needs of refugees are catered for, thus making accessing to services for refugees somewhat a mammoth task for the NPOs.

Thus, refugees tend to face the same challenges that local citizens face and they find themselves fighting for the same limited resources (Barbera & Ochse, 2009). As shown in this study, refugees face numerous challenges, such as a lack of resources for projects, a lack of job creation opportunities, documentation problems, and a lack of counselling services, as will be discussed further in this section. Participants were asked about the challenges that they face when accessing services from the NPOs.

Problems of documentation renewal

Refugees face social exclusion at the hands of the DHA as they find the process of renewing documents extremely frustrating and tedious. Social exclusion focuses on the isolation or the rejection of a group by others, thereby affecting one's wellbeing (Giambona & Vassalo, 2014). By default, refugees are disenfranchised, and they are the disempowered

people in the world, which leaves them at a huge disadvantage when working on being integrated into society (Korhonen & Siitoren, 2016). A system that denies refugees access to a civilised and to an easy way to get documentation aims to exclude them socially. It influences the wellbeing of refugees as they constantly face experiences that result in them losing hope for the future.

One participant stated that:

“There’s a problem, so they say you have that paper that you people who are refugee that one for six months renewing, but you see they give you 6 months for 12 years or 10 years but in that 12 or that 10 years they can’t for that paper everywhere for example like for me I was looking for the house I had money with me but according to that paper they don’t accept you. There is nothing you can do we go to Home Affairs they say we have no answers we are still waiting for the final. That is the challenge we face as a refugee” (P6).

The DHA system to access or to renew documentation seems to be created in the hope of frustrating those who access it there, by socially excluding them from society. A study conducted by Ziersch, et al., (2018), in Australia also found that refugees experienced denial of services which automatically discriminated them from being integrated into society. Refugees and asylum seekers from this study were found to have a decreased sense of belonging, and they had less hope for the future, due to the feeling of being deprived of basic social services (Ziersch et al., 2018). The current study has shown that refugees are always put in a situation that will leave them frustrated and hopeless. Technically failure to access basic human rights socially excludes them from society and being fully integrated into the society.

Furthermore, one participant stated that:

“, before I came to South Africa, I thought South Africa was friendlier towards LGBTI people and life was much easier. When I got to X I thought like when you’re hoping around organisations need something finally, we’ve got someone who can understand the issues that we have in terms of documentation, in terms of where to find accommodation and how to go about looking for work. So, it wasn’t most of the needs were not met because an average South African LGBTI is also struggling” (P12).

The above illustration supports the notion that refugees in South Africa are a typical reflection of the experiences of Black South Africans during the apartheid regime, which unjustly violated the rights of the vulnerable in society (Handmaker & Parsley, 2001). Refugees are denied access to documentation due to the Department of Home Affairs backlog in processing asylum permits and refugee status. This leaves refugees in a difficult situation where they cannot access health care, jobs and accommodation; thus, their rights are being violated.

Refugees have many demands when it comes to accessing services from the NPOs, as in most cases they are destitute with nothing to their name. Fleeing one's country to go to another one is not easy, and in most circumstances, refugees fled with nothing besides the clothes on their backs, hence when arriving in South Africa they require a lot of assistance that NPOs are struggling to provide for. Some are qualified professionals but cannot venture into their trade because they do not have the documentation needed to do so.

"I'm a refugee so sometimes I am not documented because I cannot afford to go and renew my paper in Musina... so if you want to go to these health facilities and so forth or, if you want to go to a clinic, they will ask for your papers. If you have permission to be in South Africa. So, which means now is oh you're afraid you don't even go to those far facilities because you are afraid of being deported back home. So those are the challenges we are facing as refugees" (P9).

The participants' responses raise the question about whether they are fully participating in society or not. The social exclusion theory highlights how individuals or groups can be excluded from participating fully, due to being deprived of their basic human rights (Cardo, 2014). Refugees find themselves in difficult situations because they want to access certain services like health care, employment, skills training, food, shelter and a safe living environment but, due to their refugee status they find themselves in the difficult predicament of being socially excluded.

In addition, there are a sizeable number of economic migrants who are claiming asylum permits and refugee status, making the process longer than expected, as the Department of Home Affairs must be strict and thorough in their selection process (Amit

& Kruger, 2014; Landau & Amit, 2014). This has resulted in a backlog by the Department of Home Affairs in processing applications, thereby affecting refugees' access to services from the NPOs and other social service providers and potential employers. Refugees face terrible service when they go to the Department of Home Affairs.

Participants narrated their experiences at the Department of Home Affairs offices:

“Sometimes things we struggle with is documents so like every year or four years you have to renew documents which is really difficult because sometimes there by the home affairs they wake up early like 5 o'clock you stand there and only take your documents at 8 o'clock then sometimes they don't give it to you and you can't get in. so you must go back and another day and you come back ... so like the lack of service to refugees like it's they don't care just whose from somewhere else” (P24).

As illustrated by the participant's the above statement shows that refugees go through a lot to try and secure refugee status. The process is quite difficult and frustrating, and it leaves refugees in a very difficult situation whereby they cannot get the right documentation to access services.

“There's a problem, so they say you have that paper that you people who are refugee that one for six months renewing, but you see they give you 6 months for 12 years or 10 years but in that 12 or that 10 years they can't for that paper everywhere for example like for me I was looking for the house I had money with me but

according to that paper they don't accept you. There is nothing you can do we go to Home Affairs they say we have no answers we are still waiting for the final. That is the challenge we face as a refugee" (P6)

The above statement by the participant is a clear reflection that refugees go through a very frustrating process in order to secure documentation to access a service that the NPOs could advocate for and assist refugees. The process of acquiring documentation should not be strenuous and frustrating considering that refugees have already experienced a lot coming to South Africa and then they must suffer the daily struggles of securing employment. Documentation is one aspect that the NPOs need to consider seriously when providing services to refugees.

Limited service provision by NPOs

Furthermore, due to the limited resources as the UNHCR and local government cannot provide much support, the NPOs are left stranded without resources to meet the services demand presented by refugees.

The issue of funding was stressed by participants who stated that:

“... because of funding and poor finances, they can't help us because they have other programs that they are doing” (P10).

The NPOs are failing to meet the high demand posed by the high influx of refugees coming into the country. The facilities set for refugees are not able to manage as they are poorly funded and do not have enough occupational space to accommodate refugees.

One participant stated the limited services available to them by stating that:

“It's a small place, that is something I can say and it's a lot of us who need facilities, so they can't accommodate us, which is for example, if I came in the morning, I need to use the computer and it's just one computer. So, if I am looking for a job, I have to wait for other people who come earlier so that I can use the computer. And on the food access they give us something, but the food is not gonna be enough, you know what I mean this food they just gonna last you for a week and so forth, so it's one of those things” (P9).

The assistance provided by the NPOs clearly results in some of the challenges refugees face because they tend to become dependent on the NPOs for survival, instead of accessing opportunities that will allow them to be self-reliant and independent. The developmental social welfare approach is relevant in expressing the need for this approach to be adopted by the NPOs; to ensure that refugees become active agents in ensuring that they improve their circumstances (Msabah, 2018). Food parcels are good as short-term solutions. However, refugees need to become proactive in ensuring that they improve their livelihoods and avoid dependency. Msabah (2018), argued that individuals need to be both proactive participants and beneficiaries of developmental activities. The developmental social welfare approach states that ultimately all activities need to improve the wellbeing of an individual. If that does not happen then it is not development.

“... I also ask if they can help me with the kids like a crèche to pay crèche, but they still not to agree with that because they must see the money if it’s enough”
(P25).

Cardo (2014), further argues that a combination of linked problems results in individuals or groups facing numerous problems that are caused by institutions who do not realise the different dimensions of citizenship within a social, economic, cultural and political context. Refugees are denied access to services due to a lack of resources by the NPOs thereby denying them the opportunity to be included within South African society. The researcher assumed that refugees face many challenges such as unemployment, xenophobic violence, and a lack of documentation, a lack of basic human needs like shelter, food and education. From the responses by the participants the researcher’s assumptions have all been confirmed, as refugees share their experiences of their struggles.

The study showed that although participants access services from other NPOs the greatest challenges have been the closure of some of the NPOs that provided services to the participants in the past. For instance, Agency for Refugee Education, Skills Training & Advocacy (ARESTA) and the Cape Town Refugee Centre (CTRC) have all closed, and participants shared stories on how they had been very helpful in the past.

The problems being faced by the NPOs in providing efficient and effective access of services are mainly based on a lack of funding. Studies have shown that most NPOs in South Africa are dependent on donor funding and that this affects their ability to be financially sustainable. Then, when funding stops, they are forced to close (Stecker, 2014, Maboya, 2016). The recipients of services offered are affected badly when the NPOs close. Some participants shared their stories on how they were assisted by the NPOs for many years before they closed and how the assistance that they received had an impact on their lives.

The participants in the study were asked what their expectations were before coming to the NPO, in comparison with what they experienced. Most of the participants had different expectations compared with the services that the NPOs provided to them.

One participant stated that:

“I want them to like to create something that we gonna benefit to, right let’s say for example we can have a shop. I know from that shop I’m gonna benefit something else if i can have a problem let’s say coming to you. I don’t have money to pay rent right you can say no check on the book. How much do we have from our shop and then we gonna take out from that. Okay, so maybe have a department that mainly deals with documentation”
(P14).

The role of the NPOs are also affected by the fact that refugees are not aware of the services accessible from these organisations. Similarly, a research conducted by the Community Agency for Social Enquiry (2003) found that refugees are not aware of the services available to them and this results in them failing to access services. There is a need for NPOs to give refugees enough information to ensure that they have access to all the resources available to them. The study did not present any issues of refugees failing to gain access to information about how they can access services. Instead, it was more about the lack of services that can assist refugees.

A common challenge raised by the participants was that the NPOs could not assist them with their requests. The NPOs are limited in terms of what they can provide, due to funding, so in some cases, refugees come seeking assistance and unfortunately, they cannot get the help that they need. The NPOs are generally structured to provide certain services, based on the available finances. In some cases, the services provided are not what the refugees need, and this results in a failure to assist them. One participant shared how he needed assistance with his disabled daughter, but he did not receive any help because the NPO did not provide services for disabled children.

Some participants further stated that:

“I used to go to the Cape Town Refugee Centre where they assisted my disable daughter with a wheelchair and paid for her physiotherapy sessions” (P19)

“that place in Wynberg I used to go there for my kids school fees but now it is so hard for me because here they don’t give than you see” (P22).

The participants in the past received assistance from Cape Town Refugee Centre but when it closed, they could not access the assistance they received in the

past. In the instance where refugees cannot access services received in the past it becomes very difficult for them to manage. Each NPOs vision and mission informs the kind of assistance they provide and clearly the NPO in question does not focus much on providing educational assistance and physiotherapy sessions.

Refugees are left in a very difficult situation when they cannot access services, they had access to in the past due to NPOs closing due to lack of funding. When faced with such challenges refugees still need to continue with life thus the need to negotiate and navigate through the challenges faced when accessing services from NPOs. A report by the UNHCR (2012), clearly emphasised the need for ‘helping refugees help themselves’ in a programme set to reduce refugees’ dependency on humanitarian assistance. The NPOs that aid refugees ought to take this approach in improving livelihoods and ensuring that refugees are self-reliant.

“In terms of advocacy we are living every day and advocacy sometimes it doesn’t put food on the table. You also need to bring real things and real tangible things in our hands to help us. Yeah, and for a very old organisation like that it’s quite disappointing though mismanagement on what have we done on clarity on what other people’s needs. The fun thing is that sometimes we have camps and getaways and then you go away, but you come back and have nothing to eat you gain knowledge in your head but not in your plate” (P12).

As illustrated, refugees need more tangible services that will invoke a change in their life instead of knowledge that has little impact on improving their livelihoods. Besides the NPOs providing workshops and camps for refugees, they need to take on a holistic approach in ensuring that refugees acquire much-needed knowledge and a means of improving their own lives. The NPOs failure to fully perform their role of ensuring that refugees get access to services results in social exclusion, which is a mechanism that stops a group of people in society from accessing the standards of living enjoyed by the rest of the society (Taket et al., 2009). Limited access to resources is a situation where refugees find themselves vulnerable, traumatised and disempowered as they are denied access to basic human rights such as employment, food, accommodation and education.

Furthermore, to better understand the experiences of refugees accessing services from the NPOs the Systems theory helps in holistically understanding the experiences of refugees in Cape Town. The Systems Theory is relevant in understanding the trials, the

challenges and the joys of refugees, as each life event in the lives of a refugee's forms part of a system thereby influencing the functioning of the whole. As stated by Arnold (2011), the systems theory is essential in identifying where a problem lies within a group or an institution, as each element in a system is dependent on the others for full functioning. Problems are a sign of malfunctioning in the process and this affects the functioning of the entire system (Arnold, 2011). Refugees coming to South Africa are from other African countries and Africa as a system, is affected when there is war or political instability, as people are forced to flee from their native habitats.

South Africa is affected by the malfunctioning of certain subsystems within other African countries. South Africa comes to the rescue as a subsystem with a system as refugees flock there to seek refuge and safety within her borders. The minute refugees enter South Africa they become subsystems that make up part of the whole. The problems that they encounter indirectly or directly affect the larger system. Understanding the reasons why refugees flee their countries and come to South Africa would help to identify what they need and how they can better benefit from the services offered by the NPOs in South Africa. Refugees' experiences feed into the malfunctioning processes of the system pertaining to the working, efficiency and the effectiveness of various subsystems, their families, their communities, their organisations and the government's contribution, in ensuring that the refugees' human rights are not violated but are protected.

The lack of competency or limited funds experienced by refugees when accessing services from the NPOs affects their ability to provide adequate services to refugees. Hershey (2013), stresses that NPOs remain financially vulnerable because of them being dependent on donor funding to provide services. Research studies over the years have found that funding for the NPOs has dwindled and in some cases, they have had to change their focus to match the intentions of their donors, thus compromising the initial purpose of why the NPO was founded (Hershey, 2013; Mboya, 2016).

4.5.4 Negotiating and navigating the challenges faced by refugees when accessing services from the NPOs

Refugees face several challenges when accessing services from the NPOs and this has resulted in them seeking assistance somewhere else in order to survive. The NPOs services are generally limited because of a lack of funds and the high demand for services rendered to refugees. In a bid to survive, refugees resort to other means to try and solve the

challenges that they face on a day to day basis. The role of the NPOs in providing services to refugees is key in assessing whether they are indeed fulfilling their duties in assisting refugees. The NPOs need to continuously advocate for the rights of refugees as they struggle to access basic human needs such as shelter, healthcare, education and employment (Rugunanan & Smit, 2011; O'Brien & Reiss, 2016). In the case that NPOs cannot provide these basic human needs refugees negotiate and navigate these challenges in order to survive. Some participants mentioned that they received services from various NPOs around Cape Town because each provided them with a unique service they could not access elsewhere.

Accessing multiple NPOs

In order to get services refugees tend to access different services from different NPOs in order to survive. NPOs are generally poorly funded or specific in providing a set of services which are in line with their vision and mission. However, refugees come to seek assistance for various problems most of which cannot be provided by one NPO. To combat this difference among NPOs refugees tend to seek assistance from different places to fulfil their basic human rights.

Some participants stated that:

'I have accessed service from Desmond Tutu Foundation, Triangle Project, PASSOP and Men's Health in town' (P15)

'I learnt English at Scalabrini in town and then came here for the weekly workshops' (P5)

'I went to Trauma Centre for 3months to get counselling and that really helped me my sister, now am much better. Here I come to get clothes and sometimes food' (P20)

Participants' in order to ensure their basic human needs are met had to get assistance from more than one NPO at a time. With NPOs that offer different services each NPO served a particular purpose to meet the needs of either food, clothing, health care or skills training. Refugees networking among themselves and referrals from NPOs helps them know the available services and how they can better access these services to their benefit when faced with challenges. Each service offered by an NPO helps alleviate a problem faced by a refugee and each visit to access a service by a refugee can either provide a needed service or alternatively provide information on a potential referral. Hence the

need for NPOs to network so that services provided can be known and shared as important information needed by refugees when accessing services.

All the participants pointed out that the main issue being faced by the NPOs was linked to a lack of funding for projects, programs and services that assist refugees. In a study conducted by O'Brien and Reiss (2016), it was identified that the main problems facing the NPOs were linked to a huge lack of support from government, and a shortage of staff and resources in agencies, which was mainly propelled by the lack of funding for the programs set out to help refugees.

Peer to peer assistance amongst refugees

In the case where NPOs fail, refugees tend to assist each other in order to survive and this involves offering to teach them a skill to providing a roof over their heads. The solidarity among refugees is a sign that despite the problems faced in a foreign country those in a better position are always willing to assist those that are struggling.

Some participants stated that:

“Sometimes the director ask me to take some who are homeless, I stay with them at my house in Samora. I help like with food, shelter until they get job and move to their own place. I was also helped by somebody when I come here so I help too, sometimes I get 1 or 2 person at my house” (P7)

“I can sew most things now so at times I come here to just help the ladies starting the program, like how to use the machine, to thread it or sew. You know those small things like that I help them” (P3)

As illustrated above by the response of two participants peer to peer assistance is popular among refugees in cases where they do not have any other alternatives. NPOs cannot always provide the services needed but among more fortunate refugees' skills and resources can be used in order to survive. The Developmental Social Welfare approach is relevant as it focuses on recipients being self-reliant and empowering those around them to do away with the vulnerability within society (Patel, 2005). The participant who offers accommodation, food to fellow refugees might also have their own problems that they need assistance with but with the limited resources they are assisting others in dire situations than them. NPOs cannot do provide for all the services needed by refugees and in situations

where other options are available it becomes easier to navigate and negotiate challenges faced with limited resources available at NPOs.

Resilience

During the stay in South Africa refugees may seek assistance from NPOs or peers when all fails, they must be resilient. Adapting to a new lifestyle and culture can be a huge challenge for refugees but despite the challenges there is need to survive throughout the adversity (Meda, 2017). The term resilience means different things to different people based on the context (Meda, 2017). Resilience may be defined as the ability to survive and thrive difficult and life-threatening situations (Masten, 2001; Meda, 2017). For the purpose of this study resilience refers to refugees surviving difficult situations without getting any assistance from NPOs, other organisations, government or peers.

The mere fact that refugees are resilient is greatly influenced by the expectations they have when they come to seek assistance from NPOs. The researcher noted that participants were not aware of the roles of the NPOs and that this resulted in them feeling content with whatever services were provided to them even when more was required. The participants were asked what they expected before coming to access services from the NPOs. Most did not have any expectations while others had very high expectations.

Some participants stated that:

“I didn't expect anything, I just come I tell them my problem how it was, so I wasn't gonna accept anything you're gonna give me because I didn't know what they were and how they help.” (P23).

“Before I come here, I was expecting that maybe they can help us with job opportunities. I mainly with documentation, so when I arrived there, I saw that according to what they work with different stuff which is there's no documentation on their stuff, but they can only teach you about human rights taking up when you do more for instance. If you need to be documented they take you to other organisations, which do such issues but still it is not easy” (P10).

The participants clearly had no idea of the role of an NPO and what as a refugee they can expect to receive from the organisation. While other participants had greater

expectations that the NPO had to fulfil in its service provision. The limited services offered have forced refugees to be resilient and continue with life despite having numerous challenges. The life of a refugee has thus become that of accepting whatever they can get from NPOs.

4.5.5 Critical analysis

The developmental social welfare (DSW) approach was adopted by the South African government to deal with the apartheid history that had brought about racial inequalities, mass poverty and high unemployment (Sewpaul, 2005). The approach seeks to ensure that social development encourages the recipients of the approach to be self-reliant, by alleviating their struggles and ensuring that their socio-economic environment is conducive for them to build a life for themselves and their families (Patel, 2005). The benefits experienced by refugees in accessing services from the NPOs using the DSW ought to ensure that they can be self-reliant and that they are empowered to stand alone without depending solely on the help provided by the NPOs. To identify whether most of the services provided by the NPOs were indeed ensuring that refugees can provide for themselves and their families independently, the researcher asked the participants what year they had arrived in South Africa and how long they had been accessing services from the NPO. The year of arrival in South Africa and the years of accessing services from the NPO can help identify whether the services provided for is indeed ensuring that refugees become self-reliant or not.

The responses from most participants as shown in Table one is clear indication that although refugees had come to South Africa a few years ago, they still needed assistance from the NPOs, although they had been in the country for a while. The main question is to ask whether the DSW approach is working in terms of how it is being implemented by the NPOs or it is more of an issue whereby refugees are dependent on the NPO for their livelihoods. The length of time during which one keeps accessing services is greatly dependant on whether self-reliance is obtained or being hindered. The continuous need for assistance from the NPOs could potentially be a sign that the programs that are implemented are not sustainable or they are not empowering the refugees. The formal welfare sector NPOs are more inclined towards following the welfare policies, thereby ensuring that the DSW approach is effective. However, all the NPOs regardless of how big they are, need to use the DSW approach to ensure that refugees' human rights are the

number one priority. However, a study has found that very few NPOs have managed to develop enough to effectively actualise the DSW approach, therefore there is a lack of ongoing and sustained communication by the government and the NPOs to ensure the implementation of the approach (Patel et al., 2012). Thus, NPOs are left in a position where they fail to create an environment for incentives and improvement to ensure that staff at the NPOs are well enough equipped to implement the DSW approach (Patel et al., 2012).

In addition, the NPOs within the formal welfare sector or the small community-based organisations are change agents within society that provide service delivery to vulnerable refugees who struggle with adjusting to new cultures and environments. Based on the DSW approach, the NPOs are there to hold the hands of refugees while they find their feet, by encouraging them to be self-reliant by accessing the various programs they facilitate and by coordinating within their different organisations. In the process, rights-based intervention and socio-economic independence is supported. However, this is not the case as refugees are dependent of NPOs for longer periods and thereby straining the services provided by NPOs as they continuous to be a huge influx of refugees into South Africa.

The Refugee Act No. 130 of 1998 clearly states that asylum seekers and refugees are granted access to basic human rights whereby the state ought to provide a minimal level of protection to refugees. Studies have identified that the difference in the South African national identification green book and the refugee national identifications maroon book has reinforced 'internal exclusion', as refugees are denied access to numerous services, due to this system of documentation (Belvedere, 2007; Smit & Rugunanan, 2015; Darling, 2017). The maroon identification document for refugees is also known as the 'exclusionary' document, as its features are very different from the one issued to South Africa citizens (Belvedere, 2007).

Although, the Refugee Act stated that the Department of Home Affairs (DHA) would issue a refugee identification document that would be somewhat different from that of citizens it turned out to be significantly different, thereby negatively affecting access to services for refugees. The significant difference lies in that the identification documents for citizens and for permanent residents is green covered with a 13-digit barcode and only a few pages while the identification document for refugees is maroon covered and does not have any pages inside it (Belvedere, 2007). Issuing an identity document to refugees was

a means of ensuring that access to social services would be made easier for them, as the identification documents were crucial in gaining access to public services that South African citizens are entitled to (Belvedere, 2007; Darling, 2017).

Instead, the maroon identification document for refugees has further reinforced ‘internal exclusion’, as one can be easily identified by their identification document as an outsider, thereby limiting refugees’ access to public services and to employment (Belvedere, 2007). Furthermore, the DHA stressed that refugees cannot be involved in hawking as a means of earning a livelihood, as this is only reserved for South African locals (Belvedere, 2007; Darling, 2017). However, if the rights of refugees, as prescribed in the Refugee Act No. 30 of 1998, are adhered to and are protected; the level of well-being of refugees should be like that of South African citizens’ and foreign nationals staying in South Africa. The situation is leaving refugees in a compromising situation that results in discrimination, a lack of access to basic human rights due to documentation that evidently limits gaining access to public services.

In addition, although the Refugee Act No. 130 of 1998 has the intention of protecting the dignity and the welfare of people seeking refuge in South Africa. However, the act does not have any state obligations that ensures that specialised assistance is provided for the disabled and unaccompanied children. Because of facing war and other life events the disabled population among refugees are also not able to gain access to public services. It leaves the refugees in a compromised situation in which their rights are not protected as vulnerable individuals in society. The onus is left on the NPOs to accommodate refugees and to ensure that they get access to services that they are being deprived of in the public spheres, due to their distinct identification documents, thereby leaving them in a compromised situation.

4.6 Summary

This chapter presented the findings of the study through an exploration of the participants’ responses and it discussed the matters raised in relation to relevant literature, policies and theories. In this chapter, the researcher offered critical commentary on the findings of the study. The main findings show that refugees are indeed struggling to access much needed services from the NPOs due to a lack of funding. South African society has not fully accepted the presence of refugees in their communities; hence refugees are left to rely solely on the NPOs to cater for their day to day needs. The huge influx of refugees

into the country has strained the NPOs, making it difficult for them to provide much-needed resources. However, the small amount of support that the NPOs are providing to refugees is changing their lives, although it is not sustainable because it creates a dependency syndrome among refugees. More can be done by refugees to ensure that services provided for are sustainable and that those providing skills training services are indeed making a mark on improving the experiences of refugees, as thereby, refugees are encouraged to become self-reliant and independent.

The main conclusions drawn from this research and its recommendations are presented in the final chapter.

CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The research study looked at the experiences of twenty-five (25) refugees accessing services from six (6) NPOs in the Cape Town Metropolitan area. The main purpose of the study was to explore the impact of the services refugees had received for their wellbeing and day to day experiences in South Africa. This final chapter will discuss the main conclusions gathered from the study and the recommendations for further study. The main conclusions of the study will be aligned to the research study's main objectives, as stated in Chapter 1 as well as the following chapter.

5.2 Main Conclusions

Conclusions drawn from an examination of the benefits gained by refugees when accessing services from the NPOs in the City of Cape Town Metropolitan area

The study found that refugees benefit greatly from the services provided by the NPOs in the form of material goods like clothing, food, shelters, internet services and rental payments. These are temporary crisis interventions to help refugees, on arriving in South Africa or after facing an unforeseen event such as a xenophobic attack or falling on hard times. Refugees also benefit from the programs offered by the NPOs such as workshops on the human rights of refugees, healthcare, support groups, skills training in the form of sewing and entrepreneurial training. Services offered to refugees empower them and gives them a sense of belonging and the ability to become self-reliant and independent.

Conclusions drawn from identifying the challenges faced by refugees in accessing services from the NPOs, in the City of Cape Town Metropolitan area

Refugees face numerous problems when accessing services from NPOs and these problems are mainly due to limited funding and spaces to accommodate the different programs needed to improve the lives of refugees. The challenges faced by refugees are also due to the political, social and economic environment in which refugees find themselves because of the legacy left by the apartheid history of South Africa.

Unlike in other countries, refugees in South Africa do not stay in camps, which makes their lives harder as they usually need to rely on handouts, that they receive from the NPOs which strains the resources available to organisations for disbursement. These challenges include problems with renewing documentation, counselling services, healthcare services that meet the needs of refugees. NPOs limited resources influences the kind of services provided, thus resulting in many challenges that leave refugees stranded as the high influx of refugees continues to increase in South Africa.

Conclusions emanating from an investigation on how refugees negotiate and navigate the challenges associated with accessing services from the NPOs in South Africa

Participants from the study have accessed services from different NPOs who offer different services to survive. However, there is very little that refugees can do, in order to resolve the challenges faced in their day to day living. Other social services like SAPS and health care services still discriminate and segregate refugees, due to their nationality and their sexuality, which makes it difficult for the participants. Helping each other has become a trend among refugees and thus supplementing the assistance they would receive from NPOs and tackling the problem of limited services available. Instead, refugees are left to settle for any help that they can get, as there are very few choices when faced with such challenging times in life.

Conclusions drawn from identifying how the NPOs can improve on the services that they offer to refugees

The NPOs have a huge task to ensure that refugees are given effective and efficient service provision for their well-being. To improve the services accessed by refugees the NPOs need to get more funding so that more programmes and projects are implemented to assist refugees who aspire to be self-reliant. The NPOs need to provide services that refugees require such as satisfying the need to get legal documents and skills programs, coupled with advancing education as most refugees are young and they still have goals to attain.

5.3 Recommendations

The main research findings of the study inspired some recommendations for future studies which will be presented in this section.

- The need for the NPOs to conduct needs assessments, to ensure that they provide

the refugees with what they need to be integrated successfully into the South African society. Refugees need to play a front-line role in determining the kind of programs that are needed.

- The NPOs need to provide refugees with documentation and assistance that will help them gain access to grants, to improve their standard of living. The DHA alone cannot be the only place where refugees can get documentation assistance. Instead, the NPOs should be mediators between the refugees and the DHA.
- The need for NPOs to find ways to fund various projects to promote refugee's self-reliance and independence. This can be attained by involving refugees in taking a lead role to ensure that those assisted can help others, thereby creating a network for helping refugees. Refugees as service users are in a better position to assist in the drafting of services provided by the NPOs and on giving suggestions about how current services can be improved.
- The need for more research on the sustainability of the programs offered by the NPOs in ensuring that they keep providing services to refugees. An in-depth analysis into the services provided by the NPOs to refugees is key in trying to establish the effectiveness of the services provided to refugees. Services provided to refugees need to ensure that they equip and empower refugees to get a head start

in South Africa, without the need to continuously depend on the NPOs for their survival.

- The need for research on how the NPOs can introduce additional services that they provide to refugees, as this will inform whether there is a need to make changes in the establishment of the NPOs.
- The need for the NPOs to be monitored by the Department of Social Development on whether they are fully implementing the policies set for refugees in their administration and in their conduct regarding refugee's affairs in running organisations.
- The NPOs need to increase their funding revenues so that they can provide more services to refugees who are in need, thus allowing them to be flexible when approached for a requirement for a specific need. A sustainable stream of funding will ensure NPOs continue to empower refugees.
- The need for NPOs to bridge the gap between locals and refugees by ensuring they provide programs that allow for integration into society and an exchange of ideas, cultural practices and skills to avoid discrimination and segregation of refugees.

5.4 Concluding Statement

This exploratory study explored the experiences of accessing services from NPOs. It allowed the voices of the refugees to be expressed to provide an insight into the benefits and the challenges they encountered on a day to day basis. These findings are the tip of the iceberg and that there is a need for more research to be conducted on the topic. The recommendations and the main conclusions that emerged from the research findings reflect a rich reservoir of what needs to be considered for future research. Although the NPOs providing services to refugees' face challenges, responses from the research findings show that there is also a positive impact taking place in improving the livelihoods refugees. This needs to be increased through more concerted efforts to uphold the human rights of refugees in South Africa.

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Appendix A – Interview Schedule

Interview Schedule for Participant: NPO service user

Research Topic:

An exploratory study of the experiences of refugees receiving assistance from Non-Profit Organisations in the City of Cape Town Metropolitan Area.

Participant Number:

Biographical details (identity of interviewees not to be disclosed)

- Name of Non-profit organisation:
- Gender:
- Age:
- Country of origin:
- Reason for coming to South Africa:
- When did you arrive in South Africa?
- Did you come here with family/friends/alone?
- Are you employed?
- If ‘yes’ what is your job title?
- How did you get to know about the NPO?
- What specific services are you getting from this NPO?
- How long have you been accessing services from this NPO?

Objective one:

To examine the benefits gained by refugees when accessing services from NPOs in the City of Cape Town Metropolitan Area

- What services were you expecting to get before you came to the NPO?
- Where your expectations fulfilled? Clarify.
- Have the services you are receiving been beneficial to you? If ‘yes’ how so?
- How have these services you have received also affected your family life? If ‘yes’ how so?
- Which one of the many services you have received has been the most beneficial and why?

Objective two:

To identify the challenges faced by refugees in accessing services from NPOs in the City of Cape Town Metropolitan Area

- What kind of challenges have you experienced as a refugee when accessing services, in general?
- Did you have any challenges in the process of getting the assistance you needed?
- Describe an incident where you found it difficult to access a service that you really wanted to get?

Objective three:

To investigate how refugees, negotiate and navigate the challenges associated with accessing services from NPOs in South Africa

- How did you try and resolve the challenges you faced in accessing the services?
- Did you get the assistance you needed in resolving the challenges you faced in trying to access the services you required?
- Did you have any other resort or alternative means of accessing services when you faced these challenges in accessing a service you required?
- If 'yes' what kind of assistance do you receive and how does it differ from the services, you get from this NPO?

Objective four:

To identify how NPOs can improve on the services they offer to refugees

- Based on the service or services you have accessed which one do you think needs to be improved on?
- What services can the NPO provide that are not currently available but are really needed by refugees?
- How can the services which are not currently provided be implemented to ensure there are effective and beneficial to other service users who come to this NPO to access services?

Thank you kindly for your participation.

Appendix B – Letter of Research Intent

UNIVERSITY OF CAPE TOWN



FACULTY OF HUMANITIES
DEPARTMENT OF SOCIAL DEVELOPMENT

Department of Social Development
Private Bag Rondebosch 7701
Telephone: +27 21 650-3480

REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH (AT / OR WITH CLIENTS / SERVICE USERS ETC AT – ADONIS MUSATI PROJECT)

Date: 27 July 2018

Dear Sir/Madam

My name is Kudzai Ngwara, I am a Zimbabwean international student completing a master's degree in Social Development at the University of Cape Town.

As a requirement for my degree but most importantly to gain further professional knowledge in my field of passion, I am conducting a research on the **experiences of refugees receiving assistance from Non-Profit Organisations (NPOs) in the City of Cape Town Metropolitan Area.**

Although there has been a lot of research on refugee issues in South Africa, very few have sought to identify the experiences of refugees when accessing services from NPOs. While most studies have focused on the perspective of NPOs I feel it is important to focus on the experiences of refugees in accessing services from NPOs in the Cape Town Metropolitan Area.

The purpose of the study is to gain substantial feedback from refugees on the services they get from NPOs by identifying the benefits of, and challenges faced by refugees in accessing services. As well as investigating how refugees, negotiate and navigate the challenges associated with accessing services from NPOs. Furthermore, to establish how NPOs can improve on the services they offer to refugees. Such an evaluation of the experiences of refugees in accessing services from NPOs could provide meaningful insights on what can be changed or added to services provided as well as influencing policy development in the area of refugee assistance.

I would like to request permission to conduct this research at your organisation. Your organisation would be ideal as it provides services to refugees and it would be ideal to get my participants from an environment that assists refugees. The research has been approved by the Social Development Ethics Review Committee at the University of Cape Town and I will be supervised by Dr. Somaya Abdullah. Please feel free to contact my academic supervisor Dr. Abdullah on somaya.abdullah@uct.ac.za or 0216504219 should you require further information.

Your permission and assistance in conducting the research would be greatly appreciated. I can also send you a copy of my research proposal for more insights.

Thank you for your time and consideration.

Warm Regards,

Kudzai Ngwara

(Email: kudzaishalom@gmail.com)

Appendix C – Interview Consent Form

UNIVERSITY OF CAPE TOWN



FACULTY OF HUMANITIES
DEPARTMENT OF SOCIAL DEVELOPMENT

REQUEST FOR PARTICIPATION & CONSENT FORM

Date: 27 July 2018

Name of Researcher: Kudzai Ngwara

Student number: ngwkud001

This research forms part of the qualification for a Master's degree in the Department of Social Development at the University of Cape Town.

Title of Study:

An exploratory study of the experiences of refugees receiving assistance from Non-Profit Organisations in the City of Cape Town Metropolitan Area.

Objectives of the Study:

- **To examine the benefits gained by refugees when accessing services from NPOs in the City of Cape Town Metropolitan Area**
- **To identify the challenges faced by refugees in accessing services from NPOs in the City of Cape Town Metropolitan Area**
- **To investigate how refugees, negotiate and navigate the challenges associated with accessing services from NPOs in South Africa**
- **To identify how NPOs can improve on the services they offer to refugees**

Please read the following and sign if you agree to participate in this study.

Research Procedures: I understand that I will be participating in an interview process to explore experiences of refugees receiving assistance from Non-Profit Organisations in the City of Cape Town Metropolitan Area). The interview will last approximately one hour and will be recorded with your permission using a digital recorder or by taking notes. The recording will be transcribed and the notes, the recorded information and the transcripts will be kept in a secure place. Once the research has been completed, this material will be only be used for academic purposes and the transcripts will be destroyed.

Risks and Harm: There are no foreseen risks or harm in participating in this research. However, in the event of any emotional distress by a participant, the researcher will make a referral for appropriate assistance.

Benefits/Incentives: I understand that this research will not benefit me directly and that I will not be paid for agreeing to do this interview. However, through my participation, the information gathered will provide important information on experiences of refugees receiving assistance from Non-Profit Organisations in the City of Cape Town Metropolitan Area.

Participant's Rights: I understand that I am free to withdraw from participating in this study at any time, without giving any reason and that there are no consequences should I decide not to participate at any stage.

Confidentiality: I understand that the interview process will be kept strictly confidential and that information will be available to the researcher and the supervisor. Extracts from the interviews will be included in the final research report without anyone being able to link my quotes to my identity. The final report will be examined by an external examiner and the findings will be made available to participating agencies. Under no circumstances will my name be revealed in the report or any other publications related to this research.

I understand that if at any time I would like any additional information about this research, I can contact my research supervisor, **Dr. Somaya Abdullah telephonically at 021 650-4219 or by email at somaya.abdullah@uct.ac.za**

I confirm that I have read this consent form or researcher has read it to me and that the study has been explained to me. I voluntarily participate in this study

Signature of Participant

Date (dd/mm/yyyy)

Signature of Researcher

Date (dd/mm/yyyy)

Appendix D – Participant interview response

R – Researcher

P20 – Participant 20

R: Thank you very much for agreeing to be part of my research. So, what is the name of this organization that has helped you?

P20: Adonis Musati

R: All right, and your gender male female

P20: Male.

R: Okay. So what age are you?

P20: 48

R: 48 right and your country of origin

P20: Burundi

R: your employment status?

P20: right now, I'm not working. Yeah, but just for living since I finished my car selling. I do security guard. No, no the car guard I look after the cars.

R: Okay. Yes. So, are you doing it now?

P20: No, I do three times a week.

R: Okay. So yeah employed part-time.

P20: Yeah,

R: so, what were the reasons that made you leave your country? Why did you leave Burundi?

P20: I leave Burundi because of the previous government. And my relative actually, my father was from other country which country my father original was the from Mauritius Island after freedom he being employed in Burundi as a medical doctor now, he married to one of the family the Turisi family the one I'm using surname. Yes he married my mother to this family. I was born in 1970 in 1972 my father has been killed I was 2 years and I'm

still small don't know nothing then my grandfather. He did not want to me to use the surname of my father (crying)

R: sorry to hear that

P20: Then he change my son him to his son am so I grow up with my uncle. I know that today our fathers. Yes, I know. That is the really my brother even my grandmother. I mean my mother and my father both they keep a secret. They did not tell me am get old until 1995. My grandfather died now he left a will that I have to share with my uncle's you understand and it was a secret you can see I'm already big from 1970 until 1995. I'm already big.

R: ahhhh okay (nodding)

P20: Okay, my uncle when they see my father and grandfather is already dead. They say know me I'm naughty belong in that family. I got nothing. You understand even am not from their family they are not my brother, they are my uncle. Now they created lies between me and the previous government of Buyoya. You understand this current government was been fighting as a rebel now, they go tell the previous governments of Buyoya that me I belong to those rebels because they know the government soldier, they will come to look for me, you understand then I get the killed. It means I'm not gonna get nothing.

R: yes

P20: Okay, the government soldier came they found in my wife was cleaning the yard. They asked my wife who said the guy is not here. My husband is not here. They shoot him. I saw I was inside of the house. My child had been sleeping on the bed. She was four years old. I managed to take my daughter. I flee the country with my daughter from our village Umwonke to Mpulungu is a border between both Burundi and Zambia now, I've been getting help from the church that time I would not talk English. I just took a Swahili and the French now, I don't understand even that we with the people who should have been back to the already know my especially just imagine you see a man with a small child. Now. I've been fleeing with one of the family which was in a good relation with my wife and the husband also has been looking after the soldier now we flee together. You understand when we get it to Mpulungu now they are assisting us from group to group this lady say no you are a man. Give me your daughter, you know, they will be in staying here. No problem. I'm not gonna do anything wrong to her daughter. I got one child a year this

one also, I'm gonna put together with her then I handle them my daughter to them. Then that family they did not wanted to stay in Zambia.

R: okay

P20: They did not want to go anywhere. They say no we are going in Kenya now. They've been they've been a seated assisted before me there is a driver for the truck. You've been going here from Zambia to Tanzania, then they left with them and they go in Tanzania

R: with your daughter?

P20: yes, with my daughter from 1997 until the 2012. I've been communicated with my daughter now from 2012 I lose a contact with my daughter. Now in I go back now after one week I go to assisted also the church leader. They talked with one of the drivers. They told him he must be dropping me in Lusaka and the luckily it was random chance for me. I could not plan one day I'm gonna be in South Africa that driver he was from South Africa. He was going to deliver the stuff in Zambia. Now, he feels like, you know South Africa, they received a refugee. Why am I see drop this man in the South Africa? I'm gonna waste my time. He drives straight with me until South Africa understand. I've been staying in Durban.

R: In what year was that?

P20: Now it was from 1997 I stay in Durban 1997 until 2001 then I left Durban to Cape Town. Why I left Durban to Cape Town 4 October 2000 I've been assaulted and robbed by the police. They come search my house they found the money in the bed. It was a R10, 000 but different places. I kept in R7, 000 one place and I kept it R3, 000 one place that time we a refugee we were not allow to have a bank account. Now, they took the money and the house, and they took me 30 kilometre from the city and luckily those police they was from the area where I been staying in Sea point. There is a place they call Sea Point similar to here. They hit me with the back of the gun I am bleeding and they throw me there. One of the Good Samaritan he see me walking he was Indian guy he stop he reverse he ask me what is wrong. I explained he say get in my car. He didn't mind with everything the blood will be on I put me God must pay that guy. He put me on the back seat. We drive straight up to the police station of Sea Point. Okay, I open a case and they investigated the case, they found those police and they suspended those police. One of the police shoot himself and another police been looking for me. Then I say no. When is this police gonna get me

he gonna kill me. I moved from me Durban I go in Pietermaritzburg. I stayed Pietermaritzburg, like one year that police was coming in Pietermaritzburg. the place I've been doing a haircut no, they have been already told them my story so they knows no one of the guy he had to tell me that you know, there is one of the guy is asking you the way I see it is South Africa maybes from those the police, but then now I have to leave and come in Cape Town. Okay when I get here in Cape Town I face again another problem 26 June 2012 is that t incidence I've been attacked as a xenophobia attack from that time I lose the contact with my daughter because is a day in my cell phone was stolen so I could not get the number of my daughter from 2012 up to date. Now I open the case I keep to the case I follow all of the procedure then I stay until early 18 until early 19 July 2000. No, no, actually I've been getting at trauma actually I was a traumatized on 2013 September. I follow the counselling at the Trauma centre of Woodstock for two months. Then I been calling by United Nation to do an interview. I did interview I finish on January they called me they give me reject. So it was waste for me from that time they give me reject and all the story I have been telling them was true and correct and I didn't know what mistake I did.

R: yes

P20: You understand except what I remember when I was on Trauma I for following the counselling I explained it to the counsellor my daughter she's in Kenya. After I finish the counselling, ehh the date I go to United Nations for interview. I was already getting information from the people that my daughter she is not in Kenya. Somebody saw my daughter in Tanzania. Then I have to tell United Nation that my daughter she's in Tanzania because I explain to them the way I had you know, is it that you understand?

R: Yes

P20: I have to tell United Nation my daughter is in, which I have now. I've been staying with the problem. I don't feel nice. I feel like no I'm sick, but I'm not sick. You understand so my situation I mean was going to waste. I've been working in the Telecom as a Telecom investigator. We've been looking after the Telecom safety control now because of the ID we been stopped you understand so they didn't pay us the some of the money. I open the shop 27 tiger Valley Street Parow on 19 July 2014. The police came in that shop. Somebody found them he said I'm selling illegally cigarette Chicago from Namibia. Now the police come they say I must open the door. They want to come and search the window

of the shop was open. I'm sitting as you know, if you are selling the stuff the shop is open. I say, okay, I can see you are a police. Yes. I can see the car got a police logo, but can you identify you to me because there is this too much incidents happen here people they came up with the police logo, but they are criminals. They don't want to say opening the door. No, I showed him the key as give me the search warrant and more introduce me who is supervisor of the team. Then I give you the key from this key there is a key for the first one the burglar the second one and the burglar. He didn't want now he ordered there was four he ordered three police to break the door and the burglar and the second door and the burglar. When they get inside of the shop starting the beating me with the back of the gun, so I have been bleeding and the other is throw the stuff all over so after they finish, they didn't get to the cigarette. One of the, the same one who been standing in the in the window he say we sorry I'm a supervisor for this team. My name is Captain Haransu I'm working in the patrol squad. So, somebody phone us giving us the wrong information. He says he and this is shop. There is a cigarette from Namibia. I told him if you should have told me from the beginning, I should allow us to understand. So, in that in that case go check in my room also because I'm going to open the case from the police station and I'm gonna take a registration number of your car. So, what do you must help me because I have to go to the hospital go report yourself to the police? Whatever you're not going to report to me. I'm coming to open the case I call it the ambulance the ambulance it did delay then I use it the private taxi when I use a private taxi. They drop me to the hospital to the LCC Clinic from midnight until 4:00 o'clock in the evening in the in the morning then treating the finish to treat me. I come back to the house when I get to the house people, they've been using that chance they push their second door they push the second the empty the shop just a fridge everything's was gone. Now I was already passed it to the police station and the luckily those police they've been writing there. We met Captain Haransu see we will show under so everything is delivered to the poor today. So, when I go to those police are no this money already reported taking only the case, I took a guess. I follow that the case until today there is nothing it's the same thing like that Case for Durban. It was nothing and the better that you can see for Durban because I run because of my safety I did not follow that it gets anymore because I live okay. 13 November 2017 I've been hijacked by three people with the gun. They found me I was inside of the car. They point to me again two people and one is the far from us. My sister I swear in the name of God one was on the left side another one was on the right side when they say open the door. My mind was to open the door and I really open the door. I give the key in his place after I open the door. I swear I don't know

what he was entering in my head. I changed my mind. I started fighting with this one here. I hold his gun. What is now the other one says shoot him dead. The other one is say no you have to go to shoot him. You see how what was in it nowadays people there was on the flat. They are screaming so the security was coming in how to help me this one here. He don't losing my mind also, he can't shoot him me he want to protect it now his life because the security there and now he pushing me like this. So, when he pushes me the gun also follow down. The other one is already. Okay, when he ran it is, they are now I got the power because the security they already one metre to me that with me all of us we run it with chase that occur when I get a closer to that car. I see one of my relative is inside of the car. You understand I mean my uncle okay, I stopped the car left before we reached to that guy. We come back here. I told her the security they must he take the car me I'm going to the police I go to the police passing tone even today after we talk if you go there to the police station present own you say my name is wrote there the date was 30 November 2017 which incidents they got in the book this story. I'm talking to you going to found there with the wheel witness. Okay, I go there to the police with them. They took the gun. They wrote the statement I sign you understand, and I left. You understand now the problem it is this family now my uncle they are not happy until they make sure I get to keep I'm not even exist anymore. You understand? Okay, when did they break the shop? I got to no power I got to know work. I starting the suffering then one the Burundian guy. We used to meet today in Burundi, but we were not afraid we'll need a relative and for all of those period I've been here in Cape Town is working. I'm working I'm doing my business his working. He saw me one of the day walking in Delft. He said brother what's wrong do I have in your body is already finished as a brother. I can't lie to you even now you see me. I'm homeless. I'm homeless you say what you are homeless. I don't joke. I said I swear I'm homeless. I don't have a place to sleep. It's you know, come to my house. I enter in his car we go until to his car. He stayed in Blackheath. So, when we get to his house the wife was not happy understand now if the husband is there, we are talking nice he is giving us a food when it husband is not there. We don't talk nice I mean, I know he give me a food, you know what he do. He take a perfume his spray in the plate and he put the food not secretly I can see and they give me the food now. I'm hungry. No, I eat. You know how I eat. I feel like it because I'm hungry letting me into the top one. So, when I leave the other with the other one is a problem is taking the food and throw in the bed where I'm sleeping. You understand until one day I told you the husband as a man you bring me here. How long have you been staying with this woman? He said 12 years. She's a nice woman here. Yeah.

My wife is nice woman. You can't find better wife I feel like it this lady. I swear already stay with the heart 12 years. I say, okay. I want to tell you one story. I didn't want to tell you but brother because to bring me here to stay in this house. You understand. It's a big favour you understand. But I want you to help me on this from today. You know what? You must tell her. If you are here, all right, she must have put the food in one plate. Then you must eat me and you together not the way we understand everyone must use his plate. Understand because she don't do nice for me. But if I tell you what is she used to do if he knew you're gonna be surprised. He said no many don't tell like that my wife. She's a nice woman. She come to do like that you are not to first visitor to come stay in this house. Now I use this man went to go back. We got to go tell their story to his wife and they when it is she she brought the food is the same story. You know what I did I did not eat this food. I take it the the spoon I eat it together. She there she look at me the bad eyes in front of his husband now. I don't look at her two times. I look at her one time. I see what is going on. Just lie. Put my eyes down I carry on eating. So, when I finish eating this plater, I took that plate she give it to me. I put it as a brother. Let us finish the second one this brother says you understand then I show it means even this brother knows what is going on. Tomorrow morning, I go all over looking for the difference offices. I started by Scalabrini now. I'm fat my sister was not like this. I was you see you can see how I'm telling. You know, now he me I'm happy to be like this. I was like this hand put two times everyone I pass on the road. I saw you can't pass when he get it as look at it. Maybe they see Guy tonight is dying if he's an artist tomorrow morning. I can't see this guy. You understand and yes, I was losing power. I don't have a power Bean to work if in my eyes, I could do not see like the way I see now. I go Scalabrini they reject me.

R: That must have been tough for you. What happened after the rejection from Scalabrini?

P20: I go to Legal resource, no they're rejecting me. I go to UCT know they say yes to go to human right office I go to him and right office they say okay. There is one of the office in exceed. Oh, there go to this office. If they don't help you must come back here. I go to that office that offices. They say no here. We have the only the whole many but they we don't help the man, but there is a place where I'm gonna send you just way to give me five minutes. It was a lady in the office. Okay, she just checked she printing me a paper like it is. Okay go to found this number 21 Church Street are done is Adonis Musati. Then I come straight down to the okay explain to them. There was a humble when you they see me if you need, I'm telling you I can't forget about it. This place my sister I swear the name of a

Creator. I wish you go the must helping them you understand even if I can say I give them one million for me I see its not enough. They receive me nice first they give me a food and I was really really hungry really hungry. You can't believe I was already two days without eating even to talk with them. I'm talking about. I got to no power to talk. They give me food from that time and they say today is already late come tomorrow. If you're going to get here early then you going to be first to be served. Now I you know, I'm already homeless from that time. I can't go stay in that house anymore. I already decided that I go back to the street. So what I'm gonna do I go there by the police station the police they say no there is no who can sleep here. Now I go down I woke up here down. So there is one guy I meet with me because I'm a Muslim and I didn't say bring it on over there the mosque. He said it is one mama from Rwanda this woman she's a nice woman to accommodate you for one day no she's gonna give you a place. They direct me, I go there explain to that a woman I'm here I stay far I go no place to sleep before only one night tomorrow I got appointment in this office because I got a problem. I don't even act in January. I got a big problem my sister just help me like in even if he you gonna give me the place to sleep only on the corridor is right. So this woman is I don't trust you but anyway, I'm gonna give you a place to sleep. Okay, I sleep with there she give me a food I eat I sleep early the morning. I wake up I come here. Adonis Musati they received me they do everything and they give me a letter must go stay to the shelter. So every week I used to come here for the counselling until I follow the counselling for almost three months because my situation was not good was very bad very very bad. But every time they give me transport. Yeah but I didn't get a shelter here in Cape Town. I got a shelter in Paarl is where I am staying even now. After I finish the counselling, Adonis Musati they say the shelter is 3months but if you still feeling very bad it is not easy to get another free shelter but we will try. Now I already feel I have small power, even now I do not have enough power for hard work. It is difficult for the work. I do security for the industry and a driver. If I had enough power I would get hard job. I told Adonis Musati do not waste time because whatever I work I cannot finish the work. I am not physically fit I still need medical treatment luckily I got car guard because sometimes I gonna do patrol sometimes I gonna sit down. What is painning me up to date and is giving me trauma is two things I am not physically fit enough and am thinking on how am gonna see my daughter. Adonis Musati is helping me via Facebook, you know the ladies of today they do not want to use the names that they are given by their fathers. Maybe she changed her surname and give her name she wanted. For these three months they

should have found her already. All the clothes I wear Adonis Musati bought for me, I am not gonna forget about this place.

R: you really benefited from this place from what you have shared with me

P20: yes I was one of the people they have been helping very well, my problem was very big. They took me inside the grave and put me on top of the grave, really my sister I appreciate.

R: That is very good

P20: they are very humble all of them, all of them the service I appreciate. All the services was perfect, I don't know for other people. If the way they been treat me they treat other people it is from paradise, am telling you I swear.

R: maybe things that they need to improve on, maybe not related to your experience but what refugees need generally?

P20: yeah actually you know the improvement of the problem to us is the end of the defeat, as a supporter if you want to support someone because the problem is different. But for me everything I have requested they did it for me.

R: what other services?

P20: they been giving me clothes all the time they give me, then shelter ahhhh God is great always we must thank about God why because I have been thinking this relative of mine is here if he hear I am in one of the shelter he will send the people you understand. The same things am thinking now they didn't get shelter from Cape Town. You see how God was playing. I am not well in that shelter because people are fighting in the shelter and so with knives but to leave them to come here ahhhh its better to be there. For Adonis Musati all the time I say I don't have clothes, they give me, I don't have a sugar she give me, I don't have a shoe they give me my counsellor organise for me before I leave. For me I am very happy for their services if I say am not happy I swear am gonna get punish by the creator.

R: thank you very much.

P20: I appreciate my sister.

Appendix E – Proof reading and editing certificate



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Proofreading and Editing Certificate

TO WHOM IT MAY CONCERN

This is to certify that we Hugo Chandler and Brenda van Rensburg the owners of the above company are both professional freelance proof-readers and editors. For the past twelve years we have been providing proofreading, editing, layout, syntax, spelling and grammar checks as well as typing and graphic design services to university students and to graduates for their theses, reports and dissertations, as well as to authors for their manuscripts. We will gladly provide any references if needs be. References are also available on our website www.busybeediting.co.za.

We have completed the proofreading, editing, layout, syntax, spelling and grammar check on a 49 500 word / 127-page Thesis for **KUDZAI NGWARA**, titled: **An exploratory study of the experiences of refugees receiving assistance from Non-Profit Organisations (NPOs) in the City of Cape Town Metropolitan Area.**

Signature removed

Hugo Chandler

Signature removed

Brenda van Rensburg

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