### Appendix A

**South African Crime Statistics**

Statistics supplied by the Crime Information Analysis Centre (CIAC) and the South African Police Service (SAPS) and then compared and analysed for the purpose of this study by the researcher.


<table>
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<tr>
<td>Murder</td>
<td>25,965</td>
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<td>Rape</td>
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<td>Attempted murder</td>
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<td>Assault with the intent to inflict grievous bodily harm</td>
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<td>260,082</td>
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<td>Common assault</td>
<td>200,248</td>
<td>280,942</td>
<td>475</td>
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<td>Robbery with aggravating circumstances</td>
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<td>133,658</td>
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<td>999</td>
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<tr>
<td>Common robbery</td>
<td>32,659</td>
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<td>Indecent assault</td>
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<td>Kidnapping</td>
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<td>Abduction</td>
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<tr>
<td>Neglect and ill-treatment of children</td>
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<td>6,504</td>
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<td>Culpable homicide</td>
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<td>11,096</td>
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<td>Public violence</td>
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<td>Carjacking *</td>
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<td>13,793</td>
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<td>Truck hijacking *</td>
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<td>-</td>
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<td>Bank robbery *</td>
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<td>2020</td>
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<td>2018</td>
<td>2017</td>
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<td>------------</td>
<td>-----------</td>
<td>----------</td>
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<tr>
<td>Robbery of cash in transit *</td>
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<td>0</td>
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<td>House robbery *</td>
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<td>Business robbery *</td>
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<td>Arson</td>
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<td>Malicious damage to property</td>
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<td>158,247</td>
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<td>Crimen Injuria</td>
<td>33,381</td>
<td>59,908</td>
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<td>80</td>
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<td>Burglary at residential premises</td>
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<td>299,290</td>
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<td>Burglary at business premises</td>
<td>87,600</td>
<td>64,629</td>
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<td>Theft of motor vehicle or motorcycle</td>
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<td>Theft out of or from motor vehicle</td>
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<td>171,982</td>
<td>2,262</td>
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<td>Stock theft</td>
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<td>41,273</td>
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<td>3</td>
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<tr>
<td>Illegal possession of firearms and ammunition</td>
<td>10,999</td>
<td>16,839</td>
<td>8</td>
<td>21</td>
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<td>Drug related crime</td>
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<td>62,689</td>
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<td>Driving under the influence of alcohol or drugs</td>
<td>25,699</td>
<td>24,886</td>
<td>77</td>
<td>53</td>
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<td>All theft not mentioned elsewhere</td>
<td>386,292</td>
<td>606,460</td>
<td>2,231</td>
<td>3,860</td>
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<tr>
<td>Commercial crime</td>
<td>63,056</td>
<td>55,869</td>
<td>842</td>
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<td>Shoplifting</td>
<td>66,302</td>
<td>71,888</td>
<td>442</td>
<td>604</td>
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</table>

* Sub category of robbery aggravating
Appendix B

Semi-Structured Interview Schedule - Guiding Questions

1. What was your overall experience of the counselling you received?

2. How many face-to-face intervention sessions with a counsellor did you attend?

3. Do you feel this was enough or would you recommend more sessions? Why?

4. a) Were you given the opportunity to talk about your experience?
   b) Were you able to openly express your feelings about what happened?
   (Retelling the story) Yes/No (Please elaborate if answered yes)

5. a) Did the counsellor help you to understand the symptoms you were experiencing?
   b) Did the counsellor reassure you that your reaction was normal in an abnormal event?
   (Normalizing and reassuring) Yes/No (Please elaborate if answered yes)

6. Did the counsellor acknowledge or affirm your thoughts, feelings and actions in the situation?
   (Reframing) Yes/No (Please elaborate if answered yes)

7. Were you better able to cope after the intervention?
   (Encouraging mastery) Yes/No (Please elaborate if answered yes)

8. Were you able to establish meaning and understanding about the event after the intervention?
   (Establishing meaning) Yes/No (Please elaborate if answered yes)
9. Did you experience any emotional, behavioural or social changes following the intervention? Please explain.

10. Would you say the intervention was helpful, hindering or having no effect in your ability to cope with the traumatic event? Please explain.

10. a) (Ask if answered ‘helpful’) What about the intervention did you find helpful?

10. b) (Ask if answered ‘hindered’) What about the intervention could have been improved?

11. Do you think there is a need for such a supportive service?

12. If not this kind of intervention, what else would you recommend? (elaborate)

13. a) What other support systems/networks did you have other than these counsellors?

13. b) How did these other support systems/networks assist you?

14. a) How did you experience this interview process?

14. b) Did any past negative feelings re-surface during this interview?

14. c) Do you feel you need further counselling at this time?

15. If this interview/research should be replicated, what would you recommend be done differently?
Appendix C

Subject Information Sheet

Hello

My name is Claire Stanbury. I am a Community-Counselling Masters student at the University of the Witwatersrand. As part of my degree, I am conducting a research study on the perceived impact of services rendered by lay counsellors.

The main aim of the study is to investigate and describe how victims of crime in Johannesburg perceive services rendered by lay counsellors at a victim support centre. In particular the aim is to determine whether victims of crime, who have encountered face-to-face interventions with lay counsellors, perceive these interventions as useful or inhibiting in their ability to cope after a traumatic incident.

I would like to invite you to participate in this study. Please note that your participation is voluntary and that non-participation will have no negative consequences. Should you decide to participate in the study, you will need to answer a few questions in the form of an interview that will take approximately an hour. If it is okay with you, I would like to tape the interview so that I can accurately collect all the information I require during the interview.

Please note that you can withdraw from the study at any time, should you feel that you do not want to continue. Questions asked during the interview will not be harmful, insulting or intrusive and will not enquire into the nature of your traumatic experience. If you are uncomfortable answering any questions, you have the right to refuse to answer should you wish to do so. All information that I obtain in this study will be treated as private and confidential. Under no circumstances will your
responses be shown to anyone other than my research supervisor, an external examiner and me. Transcripts of the interviews conducted will therefore not be included as an appendix in my final report and the data collected during this study will be destroyed upon completion of this study. Please be aware that no remuneration will be received for your participation in this study.

Should you choose to participate in the study, please complete the consent forms attached and return them to me on the day of the interview. Separate consent is required for your participation in the interview and for the recording of the interview. I can be contacted via e-mail at clairestanbury@absamail.co.za or telephonically on 083-292 7091 should you have any queries.

I would really appreciate your participation in this study. By taking part in this study I hope to contribute to future studies on the viability of replicating support centres in other areas and to guide future decisions about support centres and the interventions used.

The results of this study will be given to you at your request.

Yours sincerely

________________________ ___________________________________
Claire Stanbury (Researcher) Dr Daleen Alexander (Research supervisor)
Informed Consent Form

PARTICIPANT

I______________________________ have read the information about the study listed in the information sheet. I understand that my participation is voluntary, that I can withdraw from the study at any time and that I may refuse to answer any questions I would prefer not to. I understand that no information that may identify me will be included in the research report, and my responses will remain confidential.

I agree to take part in the study, by participating in the interview.

Signature:_________________________ Date:____________
Appendix E

Permission to Tape The Interview

PARTICIPANT

I have read the information listed in the information sheet. I understand that I am not obliged to give consent for the interview to be taped and that all tape recordings will be destroyed after the research is complete.

I hereby give permission for the interview to be taped.

Signature: ____________________________ Date: ______________
Appendix F

Summary of Themes Resulting From This Study

1. Biographical Information

2. Symptoms
   2.1 Symptoms experienced immediately after the incident
   2.2 Emotional, behavioural or social changes following the intervention
   2.3 Symptoms that participants still experienced at the time of the interview

3. Time
   3.1 Time lapse between traumatic incident and contact or intervention
   3.2 Time lapse between intervention and interview

4. Victim support
   4.1 Need for support services
   4.2 Payment for interventions at the support centre
   4.3 Source of referral
   4.4 Comments on the location
   4.5 Comments on the police

5. Perceptions of counsellors
   5.1 Perceptions of lay counsellors compared to psychologists
   5.2 Perceptions of lay counsellors compared to family members or friends
   5.3 Perceptions of lay counsellors going through a similar experience
   5.4 Perceptions of receiving a follow-up call

6. Interventions
   6.1 Number of face-to-face interventions attended
   6.2 Was this amount sufficient? Comments on short-term interventions
7. Model
7.1 Telling the story
7.2 Normalizing the symptoms
7.3 Addressing self-blame or survivor guilt
7.4 Facilitating of creation of meaning

8. Overall experience
8.1 Better able to cope after the intervention
8.2 How participant generally copes
8.3 Other support systems or networks used to cope
8.4 Helpful, hindering or having no effect