



# BEAUTIFUL REUNIFICATION

*AN OVERVIEW OF INTERNAL AND EXTERNAL  
COMPLEXITY*

## Appendix

Students Social Work at the Christian University Ede  
Aukelien Gorter and Evelien Teertstra  
Lecture: Albert van Dieren  
Assessor: Dirk de Boer  
Coach: Karien Beukes  
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**1. FORM 36; INTERIM AUTHORITY FOR PLACEMENT OF CHILD IN  
TEMPORARY SAFE CARE**

MARK	SECTION OF ACT	REASONS FOR REMOVAL
	150(1)(c)	lives or works on the streets or begs for a living
	150(1)(d)	is addicted to a dependence-producing substance and is without any support to obtain treatment for such dependency
	150(1)(e)	has been exploited or lives in circumstances that expose the child to exploitation
	150(1)(f)	lives in or is exposed to circumstances which may seriously harm that child's physical, mental or social well-being
	150(1)(g)	may be at risk if returned to the custody of the parent, guardian or care-giver of the child as there is reason to believe that he or she will live in or be exposed to circumstances which may seriously harm the physical, mental or social well-being of the child
	150(1)(h)	is in a state of physical or mental neglect
	150(1)(i)	is being maltreated, abused, deliberately neglected or degraded by a parent, a care-giver, a person who has parental responsibilities and rights or a family member of the child or by a person under whose control the child is.
		I have found the child/children in the following circumstances and I have reason to believe that the child/children may be in need of care and protection:
	150(2)(a)	a child who is a victim of child labour
	150(2)(a)	a child in a child-headed household

**RESPONSIBLE PERSON**

Details of parent(s), guardian or care-giver from whose custody child/children was/were removed

Name(s) and surname		
Residential address		
Work address		
Telephone numbers	Residence	
	Office	
	Cellular	
Facsimile number		
Email address		
Relationship to the child		

**ADDITIONAL INFORMATION: CHILD(REN)**

(Special needs, medical conditions, behaviour, etc)


## **2. FAMILY REUNIFICATION PROGRAM**

**What is the Difference between Family Reunification and Foster Care?**

Family Reunification means that the child was removed from the biological parent or family and placed with someone who is not biological family. In reunification we plan to place the child back with the person where the child was removed from of the biological family or the community where the child come from.

Foster Care means that someone is willing to care for the child and is appointed by the State to care for a particular child(ren). A foster care placement can also be a Reunification as paternal and maternal families qualify for Foster Care Placements and Grants. Biological Parents do not qualify for Foster Placements or Grants. Hosts can qualify to be Foster Parents.

Reunification is when a child returns to family or the community. Foster Care might be the type of placement when the child is reunified.

**What are the processes of Reunification?**

The processes depend on the assessment model you use. At Beautiful Gate Ministry (SA) we use a holistic strengths based assessment model.

1 We assess the needs of the child(ren) and that of the family. We explore with the child(ren) what their needs are, we assess the family's needs. We assess what is appropriate for the child(ren) and what is in their Best interest. We assess the Economical, Social, Spiritual, Educational, biological and medical environment as well as the Sex, age and order of the child in the family.

2 we plan an intervention for the family.

3 we evaluate the plan with the family and information we collect when we do home visits and have contact with all role players.

We support and monitor the progress of the intervention plan when we do home visits and have contact with all role players.

4 we go back to assessing, planning, evaluating, support and monitoring on a regular basis.

**Who needs to be reunified and who is not?**

{may be you should change this to: how do you prioritize child(ren) for reunification? Or :when is children reunified or what is the challenges when reunifying children.}

How do you prioritize children for reunification? When is Children reunified?

We work with families. We work at the families pace and when the family tells us and shows us that they are ready to have the child go home we work with them to help them get ready to have the child home on a regular basis.

**What are the challenges when reunifying children?**

Families can not be located as they have changed address, no longer use the same number, there is no other relatives to contact.

The parents and know family has passed away.

Families are found but are not willing to change to have the children live with them, they do not have the means to care for the child, they do not have the space to care for the child, or the family has an ill family member and will not be able to care for the child.

What things must be done to ensure that you have successfully supported and Reunification of a child?

1 assess the willingness of the family to take care of the child for the long-term

2 plan with the family to have the child reunified

3 asses with the child and the family on a monthly basis that everyone is still aware of what the reunification plan is, that they are still sure they want to do it, to address any concerns any one might have at any time and to do it with an intervention strategy, to formalize this process and keeping record via Panel Discussions

4 to support the family by identifying their strengths

5 by having regular contact with the family at least once a week

- 6 prepare the child for reunification via individual sessions and a date for reunification
- 7 prepare the family for reunification by giving them a date and to remind them every time you do a Home Visit.
- 8 plan for medication and clinic appointments for when the child leaves Beautiful Gate Ministry (SA)
- 9 plan for schooling and transfer request when the child leaves Beautiful Gate Ministry (SA)
- 10 plan for alternative financial and basic needs resources as grant take long to go true
- 11 do all necessary legal court document and liaise with the required Social Work Agency to have the transfers of the child done when they leave to avoid legal difficulties once the child have left Beautiful Gate Ministry (SA)

Who decided if a child should be fostered or place back into the care of the biological parents?  
There is a process that helps to make this decision. If the Biological parent is available and willing to resume care for their children and has complied with the best interest of the child they should have the 1<sup>st</sup> choice of having the child placed into their care.

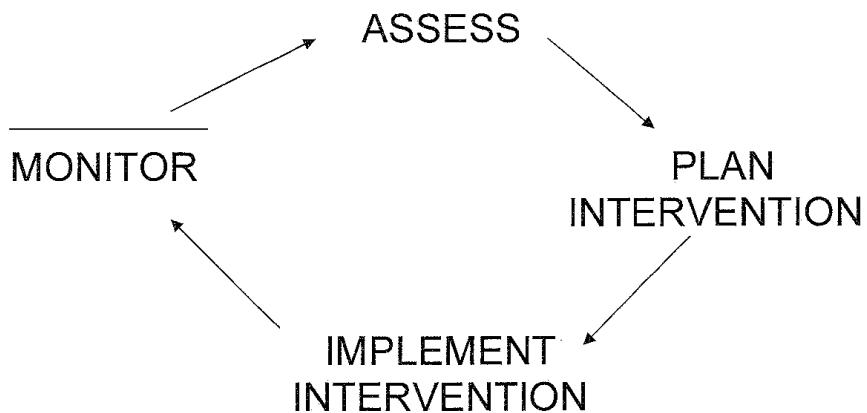
If there is no Biological parents living or traceable or able to care for their children extended family should be explored. We look at maternal family 1<sup>st</sup> and then at paternal family. We look at Aunts, Uncles, Cousins, siblings ect. If any of the above is willing and able to care for the child(ren) they must be screened for Foster Care by the responsible organization and must comply with the best interest of the child they can foster the children.

If there is no family willing or able to care for the children we look at the hosting process. They also have to be willing and able to care for the child(ren) they must be screened for Foster Care by the responsible organization and must comply with the best interest of the child they can foster the children.

So the decision is made by all partied based on the above information. We as a team explore the options with the families and the children. The families choose what they would like to do and we help them.

### **3. MODEL FOR FAMILY REUNIFICATION**

## Family reunification



### Weekly Process

<i>Monitor and Evaluate</i>	
Monday	Phone families to find out how the weekend went and ask if child can return. Follow up if there is a crisis (child not returned after weekend)
Tuesday	Call families if was unable to finish on Monday or if crisis. Home visits if possible Meeting in the morning
Wednesday	Home visits (finalized before) Weekend Placement and medication to be packed in morning.
Thursday	Morning devotion Child Care Worker's Meeting Child Focus Meeting Supervision in the afternoon
Friday	Food parcels Interviews Home visits

## **4. 2013 STUDENT GUIDE**

## **2013 Student Guide**

### **Responsibilities'**

- 1) You must report any thing that makes you uncomfortable to the Social worker within 1 hour**
- 2) If you feel a CCW or a staff member treated a child unfairly you must report to the SW within 1 hour**
- 3) If you experience any challenge with work or staff or children report it to the SW, please do not wait.**
- 4) Students must type up weekly plans of activities and submit them before 10:30 am on Mondays**
- 5) Supervision times must be indicated on weekly plan**
- 6) Each student must write a full portfolio for each child they work with by the end of their internship.**
- 7) Every Wednesday a weekend placement must be made< distributed and filed.**
- 8) Stats must be done 2 working days before the 25<sup>th</sup> of each month.**

### **Meetings**

**Family Reunification meeting:** every Monday Morning 9:15. We review and plan for every child. We also give feedback on children who has left BG.

**Devotions:** Every Thursday morning 8:30. All Bg staff meets to devote our day and work to God

**CSP team meeting:** All Child Care Workers (CCW's), all Family reunification, all medical staff and team leaders meet to discuss operational plans and challenges; we also give feedback on all happenings. We plan intervention and assist where possible for improved service delivery. This meeting will take place from 11 am till 13 pm. Venue will be announced.

**Child focus meeting:** All Child Care Workers (CCW's), all Family reunification, all medical staff and Social Worker meet to discuss and plan all aspects relation to individual children. This meeting will take place from 11am till 13pm in the cottage where the review will be done, it will be announced.

### **Supervision**

Supervision is a tool where by the student and the supervisor can learn from each other. The goal is to support the student to achieve the best possible results.

Supervision will take place every Wednesday. One week will be individual supervision and the next week will be group supervision.

### **Report Writing**

Everything you do must be recorded on the appropriate document and filed weekly. If you call someone, chat to a staff member, spend time with a child, anything and everything must be recorded.

### **Family Reunification**

#### **ASSESSMENT MODEL FOR FAMILY REUNIFICATION**

##### **SKILLS**

Seek Strengths

Being Flexible View clients as Capital

Support Clients

**Child**

##### **WHO**

##### **HOW**

The STORY a child tells

1 Biological Parents

will let you know what

Grandparents

the NEEDS are

Aunts Uncles

what is APPROPRIATE

Siblings/ Cousins

for the child and in the

Hosts / Foster

child's BEST INTEREST

##### **WHAT**

Economical

Social

Order in family

Age

Sex

Spiritual

Educational

Biological

Environment

## **LEVEL's of ASSESSMENT**

**1 Assess and plan**

HV 1 -3,

Contracting

**2 intervention plan being executed**

HV 4 till Termination

**MONITOR**

**EVALUATE**

**SUPPORT**

**3 Extended weekends**

Panel Discussion to plan for child to go home

**MONITOR**

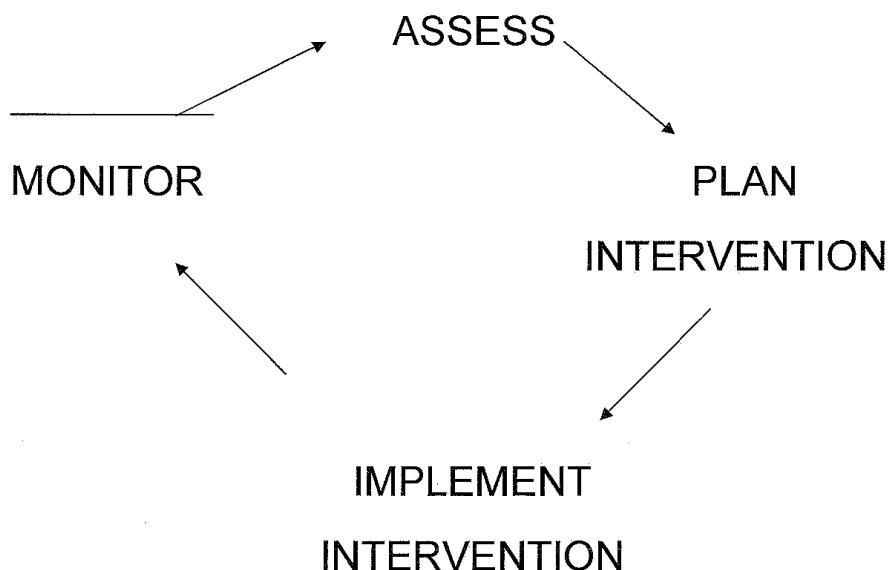
**EVALUATE**

**SUPPORT**

**4 LOA**

**TERMINATION**

## Family reunification



### **Daily recordings**

What is a daily recording: by law each CCW must record every child's day in a log for. That means that the CCW must report on the child's mood, needs, behaviour and plan how they will support good feedback or correct negative feedback. This is to ensure that each child receives quality care.

Why does the Social Worker (SW) read them: the SW reads them to pick up changes and trend that has formulated over time. Because the CCW works in the life space of the child they might not pick up on patterns or trends they have developed overtime with the child. When the SW pick up such thing we plan for an intervention and monitor it. This is why we read daily recordings. They must be collected on Mondays 10.30 and Thursdays 10:30 in the medical cottage. Please type a report every time you meet with the child.

### **Activity with child**

In order for a SW to provide quality care for a child, the SW will have to interact with the child by doing an activity. This will mean that you might read them a book, do art with them, take them to the park or an activity that you and the child feel you would like to do. Please ensure that you do one activity a week and that you plan in advance for them. Should you need materials or money or transport for an activity

speaks to the SW a week before. Please type a report when you have met with the child.

### **Memory Books**

The children's act requires that all children placed in institution have a memory book or box. This is needed for the child as it will help them understand and sometimes remember where they come from. It is required that you do a weekly recording in the memory book; this should be done with the child. Please also get a letter from each CCW to the child for keep sake. Should you need any materials please ask the SW to assist you? Please type a report when you have worked with the child.

### **Observation of child in daily environment**

In order for you to understand all aspects of the child you will have to observe the child in their daily environment. This means that you will have to spend an hour a week in the child's life space and record the child's interactions with other children and that of staff members. You will write a report and evaluate what you observed and assess how this information aid you planning for the child or how it means you will have to re plan for the child.

### **Individual Counselling**

Each child has the right to see a counsellor about their concerns, needs and emotional well being. It also helps the child to understand themselves better and participate in any planning done for them. It is required that you do. There is the interview room and the therapy room that can be used for sessions with children. You should have one session a week.

## **Group work sessions**

Currently we have 3 groups that will need group work sessions.

Small children: [REDACTED]

Teen group: [REDACTED]

Children's group: [REDACTED]

You may choose to work together with a group or on your own. You would have to plan sessions and topics in advance. You may use the therapy room or the activity centre. If you need material or aids please speak to the SW.

You should do 1 session a week.

Please write a report when you had your session

Please plan sessions in advance

## **5. HOME VISIT REPORT**

**Home Visit Report**

**Date:**

**Object of Intervention:**

**Family and Staff members present at intervention:**

**What Happened:**

**How did the family respond:**

**Evaluate the outcome against the objectives:**

**What challenges is there:**

**What strengths have you Identified:**

**What has to happen now and who is responsible for it:**

**Family Agreement:**

**Date of next intervention:**

**Name of Fam Reun worker:**

**Signature of fam Reun worker:**

## **6. SUMMARY REPORT**

## Summary Report

Date: \_\_\_\_\_

Name Of Child(ren):

BACK GROUND:

#### **Significant persons in Child(ren)'s life:**

Relation	Name	Surname	Address	Telephone Nu
Mom				
Dad				
Brother				
Sister				
Grandparents				
Aunts				
Uncles				
Hosts				
Other				

## **7. PROGRESS REPORT**

Progress Report

Date: \_\_\_\_\_

Name Of Child(ren): \_\_\_\_\_

BACK GROUND:

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Significant persons in Child's life:

	Name	Address	Telephone number
MOM			
Dad			
Brother			
Sister			
Grandparents			
Aunts			
Uncles			
Host			
Other			

WEEKND PLACENT:

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HOLIDAY PLACEMENT:

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ISSUES OF CONCERN:

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**CURRENT CIRCUMSTANCES:**

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**RECOMMENDATIONS:**

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Name of FamPress Worker:

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## **8. TELEPHONE CALLS REPORT**

Telephone calls Made \_\_\_\_\_ / received \_\_\_\_\_  
Name of Child(ren) \_\_\_\_\_  
Name of Person \_\_\_\_\_  
Number of calls: \_\_\_\_\_

Date: \_\_\_\_\_  
Number: \_\_\_\_\_  
Relation: \_\_\_\_\_

Object of Intervention: \_\_\_\_\_

What Happened: \_\_\_\_\_

What needs to happen:

Date of next intervention: \_\_\_\_\_

Special Observations: \_\_\_\_\_

Karien Beukes  
Social Worker      Signature:  
10- 23738

## **9. BEAUTIFUL GATE DAILY RECORDINGS**

Beautiful Gate Daily Recordings

Name of Child: \_\_\_\_\_ Cottage: \_\_\_\_\_

V - Vomit

V = vomit  
D - Diarrhea

## **10. PERMANENCY PLAN**

Name of Child: \_\_\_\_\_ Date: \_\_\_\_\_  
DOA: \_\_\_\_\_ DOB: \_\_\_\_\_  
Cottage: \_\_\_\_\_ SEX: \_\_\_\_\_  
AGE: \_\_\_\_\_

Permanency Plan: Leave 07/12/2012

Team	Plan	1 <sup>st</sup> Review (3)	2 <sup>nd</sup> Review (6)
Family Reunification			
Medical			
Developmental			
Therapeutic			
Life skills			
Educational			
Psycho – Social			

Palesa  
Alicia Shakana  
Karien Beukes

Sign: \_\_\_\_\_ Sign: \_\_\_\_\_  
Social Worker 10-23738 Family Reunification Worker

## **11. INDIVIDUAL CHILD PORTFOLIO**

## INDIVIDUAL CHILD PORTFOLIO

NAME of Child: \_\_\_\_\_ Date: \_\_\_\_\_  
Surname: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Date of Admission: \_\_\_\_\_  
Cottage child lives' in: \_\_\_\_\_  
Name of CCW who work with the child: \_\_\_\_\_  
Reason why child was placed at Beautiful Gate: \_\_\_\_\_  
What strengths have you observed in the child: \_\_\_\_\_  
What weakness you have observed in the child: \_\_\_\_\_  
What interest does the child have: \_\_\_\_\_  
What did the child dislike: \_\_\_\_\_  
What expectations does this child have in relation to reunification: \_\_\_\_\_  
What information do you have about this child's family: \_\_\_\_\_  
On what date did you start intervention with this child: \_\_\_\_\_  
List the type of intervention you have had with this child as well as the theme of each intervention you had with this child: \_\_\_\_\_  
What suggestions do you have for future intervention with this child: \_\_\_\_\_  
Name of Student: \_\_\_\_\_  
Signature of student: \_\_\_\_\_

## **12. EXAMPLE FORSTER SCREENING REPORT**



RE: Foster Screening report (request)

[REDACTED]  
[REDACTED] was placed at Beautiful Gate on 27/ 02/ 2009

Ref: 14/ 1/ 4-75/ 09

Eunice Fetyu  
7131 Guava Close  
Lower cross roads phillipi east  
7785

Dear [REDACTED]

[REDACTED] was placed at Beautiful Gate Children's Home on the 27 February 2009, placed by the Social Worker from Child Welfare Gugulethu. He is doing very well at Beautiful Gate, he is visiting his family every weekend and he is going home every school holidays. He is visiting his aunts and his sibling, his mother passed away and the person who will take care of him is [REDACTED] of no. 7139 Guava close Lower cross roads Phillipi east. We are requesting foster screening because we want to place him with his family end of this year.

Many thanks  
Karien Beukes  
Social Worker 10- 23738  
Tel 021 370 2512  
karien@beautifulgate.org

Phone: +27 21 370 2500 Fax: +27 21 374 8237 Email: [support@beautifulgate.org](mailto:support@beautifulgate.org)  
Postal address: PO Box 263 Muizenberg 7950, South Africa Physical Address: 73 Stock Road, Philippi East, Cape Town, South Africa

NPO # 005-086 NPO, VAT number 4730166404, PBO No: 130002944  
Banking details: Standard Bank, Blue Route, Branch No. 025609, Account No. 072029773

## **13. PERSBERICHT**

### **Goede samenwerking is de sleutel tot succesvolle gezinshereniging**

**Phillipi, Zuid-Afrika - Een goede samenwerking is van groot belang in het proces van gezinshereniging.** Dat concluderen Aukelien Gorter en Evelien Teertstra, twee studenten van de opleiding Sociale Studies aan de Christelijke Hogeschool Ede. In opdracht van Beautiful Gate in Zuid-Afrika deden zij een vervolg onderzoek naar de samenwerking tussen de interne en externe betrokkenen van Beautiful Gate Children's Home aangaande het gezinshereniging programma en welke veranderingen de afgelopen twee jaar hebben plaatsgevonden.

Beautiful Gate Children's Home biedt opvang aan kinderen die op rechterlijk bevel uit huis zijn geplaatst. Veel kinderen zijn besmet met HIV/aids en hebben medische behoeften, Beautiful Gate Children's Home is gespecialiseerd in het bieden van zorg voor kinderen met HIV/aids. Daarnaast zijn er verschillende andere redenen voor uithuisplaatsing, zoals verwaarlozing, misbruik of verlies van beide ouders. Het doel van Beautiful Gate Children's Home is het herenigen van deze kinderen met hun biologische ouders, familie of pleegouders binnen twee jaar, dit omdat Beautiful Gate Children's Home van menig is dat een gezin de beste plek is voor het kind. Het huidige gezinshereniging programma streeft deze doelstelling na, deze doelstelling is een geweldige verandering ten opzichte van twee jaar geleden. Hiervoor had Beautiful Gate Children's Home geen gezinshereniging programma en veel kinderen woonden gedurende hun kinderjaren bij Beautiful Gate Children's Home. In december 2012 zijn 13 kinderen herenigd, dit is een groter aantal dan de afgelopen 10 jaren. Dat was een bijzondere mijlpaal voor de medewerkers van Beautiful Gate Children's Home.

De studenten deden verschillende interviews met de kinderen, ouders, Designated Social Workers en de medewerkers van Beautiful Gate Children's Home. Uit de interviews kwam naar voren dat de kinderen niet actief betrokken zijn in het proces van gezinshereniging. Over het algemeen weten de kinderen de reden van uithuisplaatsing niet en weten ze niet hoelang ze bij Beautiful Gate Children's Home zullen verblijven. Het is belangrijk dat het kind wordt geïnformeerd over het proces van hereniging, omdat de kinderen onder andere het recht hebben om te weten welke beslissingen worden genomen aangaande hun leven.

De ouders vertelde in de interviews dat zij erg tevreden zijn over de begeleiding en steun die ze vanuit Beautiful Gate Children's Home ontvangen en ervaren de samenwerking als positief. Beautiful Gate Children's Home biedt begeleiding aan de ouders in de samenleving.

De Designated Social Workers ervaren eveneens een goede samenwerking met Beautiful Gate Children's Home. Beautiful Gate Children's Home heeft echter een andere visie op de kwaliteit van samenwerking met de Designated Social Workers en zijn van mening dat de Designated Social Workers het proces van gezinshereniging vertragen, dit kwam ook naar voren uit het onderzoek van de studenten. De reden hiervoor is dat de Desingated Social Workers hebben een caseload van 360 per maand en beschikken over onvoldoende tijd hun verantwoordelijkheden uit te voeren. Door middel van het onderzoek wil Beautiful Gate Children's Home het advies

geven aan de regering meer Designated Social Workers te benoemen, zodat de kwaliteit van de Children's Home in Zuid-Afrika kan worden verbeterd. De studenten zouden het geweldig vinden als hun onderzoek hier een aanzet toe is.

Verder hebben de studenten zicht gekregen op de sterkten en de zwakten in de samenwerking tussen de medewerkers van Beautiful Gate Children's Home.

De studenten hopen door middel van hun onderzoek een bijdrage te hebben geleverd aan de kwaliteit van de samenwerking tussen interne en externe betrokkenen van Beautiful Gate Children's Home en daarmee aan de kwaliteit van het proces van gezinsherening.

\* we hebben dit persbericht in het Nederlands geschreven omdat de oprichters van Beautiful Gate Nederlanders zijn. Hierdoor kan dit persbericht in de Nederlandse nieuwsbrief gebruikt worden.

## 14. OVERVIEW INTERVIEWS

	<b>Names</b>	<b>Date</b>	<b>Label</b>	<b>Stakeholder</b>
<b>Interview 1</b>	Jack	27-02-2013	1	Parent
<b>Interview 2</b>	Daniel	27-02-2013	1	Parent
<b>Interview 3</b>	Emely	27-02-2013	1	Parent
<b>Interview 4</b>	Jasmine	01-03-2013	1	Parent
<b>Interview 5</b>	Leo	04-03-2013	1	Parent
<b>Interview 6</b>	Megan	05-03-2013	1	Parent
<b>Interview 7</b>	Paige	05-03-2013	1	Parent
<b>Interview 8</b>	Charles	12-03-2013	1	Parent
<b>Interview 9</b>	Alisha	13-03-2013	1	Parent
<b>Interview 10</b>	Peter	01-03-2013	2	Designated Social Worker
<b>Interview 11</b>	George	05-03-2013	2	Designated Social Worker
<b>Interview 12</b>	Samantha	11-03-2013	3	Child Care Worker
<b>Interview 13</b>	John	20-03-2013	3	Child Care Worker
<b>Interview 14</b>	Monica	18-03 + 27-03-2013	3	Child Care Worker
<b>Interview 15</b>	Joey	25-03-2013	3	Child Care Worker
<b>Interview 16</b>	Christina	26-03-2013	3	Child Care Worker
<b>Interview 17</b>	Rose	03-04-2013	4	Family Reunification Worker
<b>Interview 18</b>	Faith	04-04-2013	4	Family Reunification Worker
<b>Interview 19</b>	Karien Beukes	16-04-2013	5	Social Worker
<b>Interview 20</b>	Dave	09-04-2013	6	Child
<b>Interview 21</b>	Steve	09-04-2013	6	Child
<b>Interview 22</b>	Melanie	09-04-2013	6	Child
<b>Interview 23</b>	Rebecca	09-04-2013	6	Child
<b>Interview 24</b>	Stefanie	16-04-2013	6	Child
<b>Interview 25</b>	Ton	18-04-2013	6	Child

## 15. INTERVIEWS WITH PARENTS

### Interview 1

**Interviewee: Jack**

**Translator: Karien**

**Date: 27-02-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

Through the Outside Social Worker we got in contact with Beautiful Gate. This was in August 2012. At the end of this year the child came to live with me.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

My role was to give love and care to the child. I am not the biological mother, but the best friend of her. The mother wasn't capable of taking care of the child, that's why he had to go to Beautiful Gate. The mother passed away three years ago, she had an alcohol problem. Now I'm taking care of the child.

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

It was fine. Beautiful Gate supported me with food parcels for the child. I knew what was going on with the child.

4. What do you find important in the process of Family Reunification?

The fact that I loved him before. I already knew the child, because the child was my best friend child.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They gave him love. The Child Care Workers gave me information about the process of reunification.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

On the first day that the child was here, we didn't receive food from Beautiful Gate what made it difficult to give him the medication that he needs. We expected food parcels, but we didn't get this. The clothes that the child brought with him on the first day to home were all too small.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Get more food from Beautiful Gate for the child.

8. How is the contact between you and Beautiful Gate Children's Home?

It's fine. We get enough support.

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, but there are some things that we miss, like things what school wants. School want us to raise money, but we don't have any money. And we cannot ask our neighbors for money, because we live in a poor neighborhood. This is difficult for the child, because it's an assignment for school.

## **Interview 2**

**Interviewee: Daniel**

**Translator: Karien**

**Date: 27-02-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

I am a friend of Jack, I help her to take care of the child. I lived in this house and I love the child. Just like Jack I am also from August in contact with Beautiful Gate.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

Like I said, I am not the parent. My role was to support Jack. I didn't see this as a problem, because I care for the child as he was my child.

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

The cooperation was fine. Even though I wasn't the one who was adopting the child. Beautiful Gate keep me posted.

4. What do you find important in the process of Family Reunification?

-

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

The support that I received.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

The first day the child came here. There was no proper uniform for him. This made it difficult to send him to school. The uniform that we received from Beautiful Gate Children's Home wasn't the right one and it was gross. We also didn't receive food on the first day what made it difficult to give him the medication.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

To get the right uniform on the first day. So the child can go to school.

To get enough food and to have more contact, because now we are struggling with things that school ask from us.

8. How is the contact between you and Beautiful Gate Children's Home?

It's good.

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, but like I said before we would like to have more food. From the time child came home, he grow thirty centimeter's. We believe that he didn't get enough food at Beautiful Gate Children's Home. We also believe that it's good he is at home, because he get more love and one on one attention. We think that is the reason that he grow not much. He is also happier then when he first arrived here. This is also because he get the love and care that he needs.

### **Interview 3**

**Interviewee: Emely**

**Translator: Noisy**

**Date: 27-02-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

I have been in contact with Beautiful Gate Children's Home for two years.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

I'm the aunt of the child and my role was to take care of the child and make sure that the child is ok.

3. What do you think about the Family Reunification Program at Beautiful Gate Children's Home?

I'm grateful for everything that Beautiful Gate Children's Home did for me. I got a lot of support and I'm really grateful for this.

4. What do you find important in the process of Family Reunification?

I was unable to take care of the child. It was important that I get support so I could take care of the child. I got support on every step of the way in the process of Family Reunification. I got help how to raise the child. I didn't know how to take care of him and how to give the medication. Beautiful Gate Children's Home helped me and learned me how to raise him and how to give the medication.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I always get a lot of information about the child, even when I didn't asked for it. The Child Care Workers always gave me information about how it was going with the child and how he was developing.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I don't have negative experiences with Beautiful Gate Children's Home. I am satisfied with everything that happened. I am grateful that I received this much support.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Everything was good, so I have no point what could be improved.

8. How is the contact between you and Beautiful Gate Children's Home?

It was good. Beautiful Gate Children's Home always let me know how it was going with the child.

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, I get enough food. Beautiful Gate Children's Home keep in contact now the child is living here, so when I have questions I can ask the Child Care Workers for help.

#### **Interview 4**

**Interviewee: Jasmine**

**Translator: Mama Titi**

**Date: 01-03-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

She said more than ten years. She is the grandmother's sister. The mother was sick; therefore she couldn't take care of the children. This is the reason why the children came to Beautiful Gate. The mother passed away in 2000 and in 2006 the grandmother passed away. Then the sister of the grandmother took care of the children. This is because we live in a family home. So I live with my children, and grandchildren and there are sisters. The children left last December, one child was fifteen years old and the other one was thirteen years old.

2. What is your role as a parent in the Family Reunification Program at Beautiful Gate Children's Home?

She takes care of the children and she makes sure that everything is fine for them. If that is what you're asked? She takes her sister's grandchild in their house. Her role in the reunification is to call Beautiful Gate and asks them for visiting for the child by Beautiful Gate.

3. What do you think about the Family Reunification Program at Beautiful Gate Children's Home?

The cooperation between me and Beautiful Gate is nice. I am satisfied and happy with the cooperation. Beautiful Gate is helping me by giving the medication.

4. What do you find important in the Process of Family Reunification?

To take care of the children and support them. The support is very important to me. They are helping me.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)

So far they helped me, there haven't been any negative experiences. They are helping me every time. If I asked for something, I received that.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home?

I don't know what to say because Beautiful Gate is clean and clear. I don't know what to say. I am satisfied.

8. How is the contact between you and Beautiful Gate Children's Home?

Everything is alright. I am asking for uniform and they bring the uniform. I am satisfied. If I asked for something, I received that.

9. Do you receive enough support from Beautiful Gate Children's Home?

Beautiful Gate helps them with food parcels, transport and supports them. I received food parcels every month. I don't get food parcels anymore. This is difficult, but we can survive. I am still waiting for the grant. When the child was at BG the child was picked up at the gate. When the child came here, the bus should come to my house to pick the child up. But did wasn't happening. I contact the Outside Social Worker and together with him I went to the school. The school told us that the bus wasn't getting his money. In this moment the Social Worker brings the child to school. We are waiting for the grant to come through. This takes a long time in South Africa. When the grant comes through the bus will pick the child up at home.

## **Interview 5**

**Interviewee: Leo**

**Date: 04-03-2013**

We couldn't reach the uncle Leo. He is working a lot. The sister of the child was very involved in the process of Reunification, and she knows a lot, so we interviewed here instead of the uncle.

1. How long have you been in contact with Beautiful Gate Children's Home?

I don't know, my uncle, he took the child in home, he knows everything. I'm the sister older of the child. When the child was at Beautiful Gate, I said to the Reunification Workers that my uncle maybe could take care of the child. The mother of the child is addicted to alcohol.

*How old was The child when he started coming at Beautiful Gate?*

I don't know, he lives here now for 4 months. My uncle knows everything. I think the child was 3 or 4 years when he came at Beautiful Gate and know he is eleven.

*So the child was 8 or 9 years at Beautiful Gate?*

Yes

2. What is your role as a parent in the Family Reunification Program at Beautiful Gate Children's Home?

Nothing.

*No not nothing, what was the role of your aunt in the Reunification?*

Every Friday we took the child in home.

When we had questions about the child we could call Beautiful Gate.

3. What do you think about the Family Reunification Program at Beautiful Gate Children's Home?  
-
4. What do you find important in de process of Family Reunification?  
To get support.
5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)  
It is good, we call and we ask for Karien ore someone, to give the child whatever. Beautiful Gate gives it than.
6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)  
No everything was good, because the child is like good know, he is big know and he knows things.  
*And in the past? Where there negative things in the cooperation with Beautiful Gate?*  
No everything was good.
7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home?  
Beautiful Gate did everything for the child. I can't think of things that could be improved.  
If my uncle called Beautiful Gate of whatever than he received everything.
8. How is the contact between you and Beautiful Gate Children's Home?  
It's good. We can call en we get help.
9. Do you receive enough support from Beautiful Gate Children's Home?  
Yes.
10. How are you involved in the process of Reunification?  
He did a training how to give the medication, there was a day, two or three days that he had to come to Beautiful Gate. People learned here how to give the medication. The people learned here everything. Like how to raise the child

## **Interview 6**

**Interviewee: Megan**

**Date: 04-03-2012**

1. How long have you been in contact with Beautiful Gate Children's Home?  
Last year, I think since two months.  
*No that's not true*  
Oke, just a few months. I am in contact with Beautiful Gate since June last year.
2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?  
His mother was up en down. His mother was here not always. Sometimes his mother was here and sometimes she wasn't here. She ask me to take care for him and we decide

we can take him. And we look after him. I took the medical training. The child stayed every weekend at my home since June. I brought him back on Sunday at Beautiful Gate. I got money for the transport. We also get training in how to raise the child.

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

The people there, there is nothing wrong. Everyone I meet there, everyone knows him. We could took him in our home. I think that nothing is wrong at Beautiful Gate.

4. What do you find important in the process of Family Reunification?

What I think about that? There was no problems. Beautiful Gate brought him every Friday. So they give me the money and I bring him back every Sunday. There was no problems with transport. They give me a lot of food parcels. There are only beautiful things, nothing is wrong. Only good things, like the food parcels and the transport.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Beautiful Gate gave me food parcels. The child is big now and this is the most important thing.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

There was only one little thing. Now, in the beginning from this year, because we took him and we had to wait for books. We can't wait. At school, they want that we buy a uniform for him. And after Beautiful Gate sent the uniform, they send the books now, but that is too late now. But I can use the book for next year. There are not more negative things.

One thing, it was my fault. I take not his medicine. Then I phoned the Family Reunification Worker and she phoned me. And I get his medicine. She called the clinic and made sure that I could get the medication. So there is nothing wrong.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I received the books and school uniforms too late. But I can use the books for the next year.

8. How is the contact between you and Beautiful Gate Children's Home?

The contact is good. First my contact is the Family Reunification Worker. That is my contact. The contact with the Family Reunification Worker is good.

9. Do you receive enough support form Beautiful Gate Children's Home?

Yes, I think two things. I think, food parcels is the only thing. Beautiful Gate gave me food parcels.

10. How are you involved in the process of Family Reunification?

I took him in the weekend and he stayed her. I brought him back on Sunday before six o'clock, because he get his medication at Beautiful Gate at six o'clock. That is important. And I received money for the transport.

## Interview 7

**Interviewee: Paige**

**Translator: Noisy**

**Date: 05-03-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

I am in contact with Beautiful Gate since 2000.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

She was taking here Friday and brought her back on Sunday. And also helping us to do the medical training. Communicating when we wanted correcting

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

She said it helps a lot, because she asks Beautiful Gate to take her child when she was young and unable to take care for her child.

*And what was helpful about that?*

Because she was young and unable to take care for her child. She was young and the child was really sick. Beautiful Gate helped her by taking here child.

4. What do you find important in the process of Family Reunification?

She said to here we were like parents because we raise the child for here.

*This was a good thing?*

Yes, because we played a role parent and also to the child. She was unable to take care of her child.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Ok, she mentions that it's the Child Care Workers and the Medical Team. Because they were the ones to involve in her child.

*So the Child Care Workers and the Family Reunification are involved in the child?*

They give her medication, take care of her child and raised her child. The Child Care Workers and the Medical Staff are the most important persons.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Nothing, because Beautiful Gate raised her child.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

She said that she has nothing to put on the table that can be fixed because we did a very good job. So we are capable of doing our work.

8. How is the contact between you and Beautiful Gate Children's Home?

The contact is going very well.

*What is going very well?*

She said, what was the question, because I want to say it correctly.

*How is the contact?*

The contact was very well, that is when I asked here, 'what was so perfect?' And then she said is that, when she was in need of food with the child, we supported her with food parcels. Sometimes we provide the transport fare to fetch her child.

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, I received food parcels and transport fare.

10. How are you involved in the process of Family Reunification?

She was doing things what Beautiful Gate learned here to do, like giving medication properly and to take care of the child on the way she was trained to do.

*So the parents also get training how to raise a child here?*

Yes, but not all of them.

## Interview 8

**Interviewee: Charels**

**Date: 12-03-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

As a parent since the last year February, so one year.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

To support the child, to take care of the needs of the child.

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

I don't know what to say, but everything, now it's not according to the way it should be. Things are moving really slow, I don't know who this is, Beautiful Gate or the Outside Social Worker.

*Which things are going slow?*

The court order thing is not done yet. So I don't know who's fault this is.

*So it's going slow, but you don't know where this is coming from?*

It's coming from the office where they supposed to issue or they supposed to apply for the court order. So I don't know if the outside social worker is not doing it or Beautiful Gate. Somewhere along the line that is where the things are very slow.

*Why don't you know this, is that because Beautiful Gate doesn't tell you, or...? Do you know what I mean, do they keep you updated?*

Sometimes I have to ask and sometimes I don't like to ask. I don't like to be, that is because I work here, so I am taking advances to always ask everything. I expect to be told properly, not just when I ask.

*Do you think that this is the case by other parents?*

By other parents we (Family Reunification Workers) are the ones that informing them. Because I am here, I feel the pressure that I am not doing things right. I also think that the other parents have the same questions.

4. What do you find important in the process of Family Reunification?

Support is important.

*Which support?*

They support me every month with transport for the child, school transport.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They brought a school uniform in the beginning of the year and also they are supporting with transport for him. They are also asking how is the child doing.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They took the child to the hospital. I was not informed what was happening and it's not even written down on paper. The medical staff and the child care workers didn't report anything and it's not on paper. I didn't even hear it until I asked, myself, what happened? Because that time when the child was attempted, I was in hospital. I expected they tell me, this is what is happening, that is my need. I expected that they communicated better with me. It was not communicated to me when the child was in hospital. But this is not what happened, when I got to the medical cottage and find out what happened, there was nothing on paper. Even now, there is nothing on paper, there is not even a date when it happened.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Other than the medical issue I think, they need a reliable person, that would do the job properly and communicate with the social team. I think that nothing is bad, it's just that the Outside Social Worker, they are, they don't cooperate the way they are expected to do. They do things very slowly, but with them we cannot change anything. Because they will tell us that they have a high caseload, so there is nothing that we can do. As parent we wait long for them.

8. How is the contact between you and Beautiful Gate Children's Home?

Good.

*Could you tell us what is good?*

The good thing is when you need help, you get assistants.

9. Do you receive enough support from Beautiful Gate Children's Home?

I would give them 75% of the support I get. They are trying their best, but I know that is not possible to get everything. They cannot support you like someone that is with you in

the house, if you get my point. Beautiful Gate assist you where they can and where they can't, they can't. So they are trying their best.

*So the difference between the support you get from Beautiful Gate and your husband is that your husband is always there and Beautiful Gate is only there when you need them to be?*

Yes, not everything is possible to assistant. They even, what are the right words, they work from day to day, but they are not able to assist you with everything you need. There is a limit of assistant.

## **Interview 9**

**Interviewee: Alisha**

**Translator: Noisy**

**Date: 13-03-2013**

1. How long have you been in contact with Beautiful Gate Children's Home?

Two years.

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

She was taking the child home every Friday and bring him back on Sunday.

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Everything was going under control when she came here to fetch the child and she was told what was happening and what needs to be done.

4. What do you find important in the process of Family Reunification?

The care was very good.

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They help when my child was sick, he was sick too much, but when he came here, he was better. Because was on treatment, on medication regular.

*So what are the positive experiences?*

They take care of the child and they give him medication, so he get better. But now, because he is on treatment, he is better.

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Nothing.

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Everything is fine.

8. How is the contact between you and Beautiful Gate Children's Home?

Alright, everything was very good. The communication and relationship is very good, because they let her know everything she needed to know. So Beautiful Gate is doing good.

9. Do you receive enough support from Beautiful Gate Children's Home?

She said the support is good and I also asked her to give me examples. She said they supported her with food parcels, books and uniform. This are the important things.

10. How are you involved in the process of Family Reunification?

It was good, because she now knows how to raise their child properly.

## 16. INTERVIEWS WITH DESIGNATED SOCIAL WORKERS

### Interview 10

Interviewee: Peter

Date: 01-03-2013

1. How long have you been working with Beautiful Gate Children's Home?  
I've been working with Beautiful Gate since 2009.
2. Have there been any changes in the cooperation with Beautiful Gate Children's Home over the last two years?  
No, there have been no changes. The only thing that I should mention is that the Social Worker that was working in that time, in 2009, she left Beautiful Gate.
3. What is your role as an outside social worker to Beautiful Gate Children's Home?  
What is my role? Okay, my role is actually to make sure that the children that are present at Beautiful Gate, that their orders are up to date. And I do the court process, and I do the investigation on the family's. And I am also responsible to do the monitoring to the family's for the two years that the children are staying at Beautiful Gate.
4. How much time do you have to spend toward Beautiful Gate Children's Home?  
We as social workers, we don't have a lot of time at Beautiful Gate, because we are there when there is a meeting, when you have to see the child. That is the only time when we see the child. That is a bad thing because there's a gap between the client and yourself.  
*You mean that when you are in the office,*  
I mean that..., let me read the question again  
What I am saying is that, we not, we only come to Beautiful Gate when there are meetings, in conjunction with the child. We only meet when there is a case conference. We only meet when I have to do the court order of the child, we only see when there is a problem with the child. That is the only time when we meet, yes.
5. How much time would you like to have to spend toward Beautiful Gate Children's Home?  
Unfortunately that is not possible because of the rules of our department. It is not possible for us to have more time to spend towards Beautiful Gate, because we have high caseload at the department, it is actually 360 cases  
*360 cases? Is that for a year of?... for a month?*  
360 cases, No that is, you need to make sure that you do this. It is up to you how you plan this, you need to make sure that you do the 360 cases. And Beautiful Gate knows exactly how this is, it is a lot.  
*Yes it is.*  
Sometimes Beautiful Gate does work for us. Yes.  
*How do you find that?*  
It is very difficult because, it seems like you are not doing your work, it feels like incompetent. It is not nice, but that is the way it is.
6. What are your thoughts about the quality about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Uhm my view is that it is, it is a nice thing to see that this organization is reunifying children because it is very difficult for us to do this. We don't have time and they've got time. But it is also bad because you only come in when you are in contact with the parent. But sometimes we also work together. If I get hold of the family that I inform Beautiful Gate about this. If they find the family or the biologic parent that they let us know and we don't have to look for them anymore.

7. What are your positive experiences in the cooperation with Beautiful Gate Children's Home?

I don't have a negative one, uhm, it's been good so far. I can't say I have a bad experience with Beautiful Gate, we have a good relationship.

*So you have no negative experiences?*

No

8. How do you work with the Family Reunification Workers and the Social Worker and are you satisfied with that?

I do not work with the Family Reunification, we do the same thing. Family Reunification is a, one of the questions is that, I do the reports, and I work in court and I contact the parents. But when we go back, because I was monitoring a placement for two years, we come back and check what is new, maybe the parents were unknowing and we are going to look for them. It is either they (Beautiful Gate) get the parents or I get the parents. I like the fact that they sometimes do work what I should have done, but it also feels like failure.

*So you don't work together, but you do the same thing?*

Yes, we do the same thing, yes.

*And are you satisfied with that?*

Yes I am, because it would be not possible for me to do everything.

*It wasn't?*

It was going to be impossible, it is too much work, you know what I mean?

9. Does the cooperation with the Family Reunification Workers influence your work?

They do, because if we get the parents, let say for example that they get the parents, they inform me with the work they have done for us, they make sure that the child is going to the family. At the end to reunify the child with the family. It is a minus one for my case load, because, then I can, the child can be reunified with the mother or the father, that means that we have a case that is done, that we close that case. It is a minus for my case load.

10. What could be improved concerning the cooperation between you and the Family Reunification Workers and between you and the Social Worker?

What can be improved concerning the Family Reunification?

*We mean how you work with them, in the cooperation with Beautiful Gate?*

Oh, I would like to say because, I would like to say, it would be nice to do it together. You know? But it is looking like that isn't possible, because I've got a high case load and they have no more time to spend towards Beautiful Gate, but what I would like, I would like us to work together but this is impossible. Because It looks like...

There are cases that we work really closely, very closely, we want to do ... But there are cases when you only get the information, you only get this. Sometimes the information, sometimes they proceed the case without me, I get to them, maybe they can report without me, but I will need this information so I can contact them for the right information.

We do have another question what is not in this questionnaire, like two years ago there was also a research been done, and there came out that Beautiful Gate wasn't always satisfied with the relationship with you because like, the reports came in late or the way that Karien Beukes has to talk to you.

Defiantly, you know what here, the problem here is that our client, you can't take them out, we are in a community. My client, whatever my client wants, they would came to me, it depends what they don't have. I am not in a position to change the way of the client. I know I need to work with Beautiful Gate. But I need to have attention for the client, if the client comes to me. Listen, sit down with me, and then say, look at the essence of the case. Is it a case that I'm doing, is it a case that I should inform Beautiful Gate immediately? And, they report us to the original office, so this social worker comes to me, the students are doing this, and I don't like students, they do things incompetent. There are also times that I am late for a meeting because of the car. The transport office, we have a transport office, maybe the forgot ore they are also late, I don't now, but we have to wait for the car before we can go to Beautiful Gate, you have to wait for the care. And sometimes you also charge the care. Maybe I have the care, but I have to drop my colleague somewhere, before I can get to Beautiful Gate. That is how we do things here.

Karien Beukes told us that when she is waiting for a report, she sometimes haves to say stuff like, I have to have this report right now because otherwise I have to drop this child by your office. What do you think of that?

It is not happened whit Beautiful Gate, nobody said to us that they would drop the child at the doorstep. I mean it never happened with me, I don't know about the other social workers, I don't want to lie.

I can't remember that I had an order that was that slow. But if for instance, that might happened, in that situation, that the order hasn't come through, I would have to take care of the child. Because the order has leapt, you know what I mean? It is a good decision because whatever happens to that child in daycare, that they are responsible for that child. So if anything happens to that child, they are held responsible.

*So the way Karien and you talk to eight other is good? It's not that you...*

Yes we don't have a problem with Karien. We do have our differences. Let's say for example in the case of X. I remember the day she said to me, that they absolutely want to transfer the child to the Eastern Cape. The first thing that came to my mind is that it is not possible. She came up with here reasons, and I could understand here reasons. In trance of our Children's Act, you cannot take the child to the Eastern Cape, if there is a biologic mother in the western Cape. You know what I mean? That are only the kind of decisions where you have to think about the child. And I have to explain it on a way that Karien also would understand, you know?

*So you as socials worker has the last word in the process or you do it together?*

Yes, because Beautiful Gate says most of the times, this is what happened, this and this and this, and we want you to decide, is it possible that we can do this. I am the social worker with the last word, yeah.

## **Interview 11**

**Interviewee: George**

**Date: 05-03-2013**

My name is George and I am a Social worker positioned at Lower Roads. I also work for Beautiful Gate.

*Do you work in the same office as Peter?*

What is here surname?

*We don't know, we only now that Peter is the other (outside) social worker from Beautiful Gate.*

I don't know, I work for Child Welfare and there work a lot of people there and I do not know everybody. It is a big organisation, where I work.

*Do you work with other social worker?*

Yes I do that, I work in a community with other social workers, also from Beautiful Gate.

1. How long have you been working with Beautiful Gate Children's Home?

Actually for me, I've been working at Beautiful Gate since July last year, that is 2012. So you could say that I've been working for Beautiful Gate since July 2012 up to now.

*Do you like the work?*

Yes I do, thank you.

2. If you work longer than two years with Beautiful Gate Children's Home, have there been any changes in the cooperation with Beautiful Gate Children's Home over the last two years?

It is not a long time that I work with Beautiful Gate. In the way of cooperation there haven't really been changes. Yes, some small changes but not major changes.

*So no changes how Beautiful Gate works with you?*

Not really, obviously there is no, no communication.

*Now?*

Now, there is more communication compared to the time I came in. The communication between myself and them has improved. I can see now that there is better communication.

*Is this better than before?*

Between the Social Welfare and Beautiful Gate the communication is the same. The communication between Beautiful Gate and myself is better. I am the caseworker for Phillipi area and Lower Crossroad. So I am their point of communication. I work under a supervisor and I work above the social workers. The social workers identify and inform me. And I get to work with the information, I place the children out of their home and I maintain contact with Beautiful Gate. So all the children who are removed in Phillipi area and Lower Crossroad from which I am the caseworker are placed at Beautiful Gate.

3. If yes, what are the changes in the cooperation with Beautiful Gate Children's Home?

4. What is your role as an outside social worker to Beautiful Gate Children's Home?

My main role is, I play many roles, the first one is to bring the children to Beautiful Gate, to identify children for meetings. Let me tell you that, the task or the job, you know when you go Cape Town community. We are giving many roles, the in check office are bringing the information for your case. As for me, as a foster care social worker, I can only bring in children who are already in foster care, if their foster care break down.

*So you don't get children out of their homes (by biological parents)*

No, I get them out of foster care. What you mean is another duty. There is also a social worker for that employed at Philippi area. So my other role, my work now is to do family reunification. I have to prepare the family for the family reunification. So that they can be there, so that are able to have the child to return to their care. The children that we removed, are neglect or abused or the parents are using alcohol or drugs. So we have to remove the children from the families. When the child is at Beautiful Gate I have to work with the family to help them to rehabilitate and get them off of drugs.

*How do you communicate that with Beautiful Gate?*

Ok, come again?

*Beautiful Gate is also working with the family, right? Do you do the same things or do you communicate with each other about the treatment?*

Beautiful Gate has their own programs. But my work is more statutory work, I go to the court. So that is where we come in. My role is to compare the rapports. Which I have to attempt to court and I should be accountable to the commanding officer or a college. He compared the rapports, also the rapport from Beautiful Gate.

*I don't understand.*

Ok, I compare the rapports which I have written and the rapports from Beautiful Gate and bring this to the providing officer. So we work with the child and the family. And we are going to assess if that home is safe again for the child. If yes, than we go to court and we show them the rapport and return the child back to the family. So we prevent that the child goes home when the family is not ready for them.

5. Do you have enough time to spend toward Beautiful Gate Children's Home?

We have never enough time. We have a high caseload. Sometimes I don't even have time to ask the social workers how the child and the family is going. They have to call me and give me an update and they ask me how far I am on this case. So which means I haven't enough time to work with Beautiful Gate.

*How do you handle that, you don't have enough time, but you have to do your job.*

It's a challenge, because we have a short of employees and a high caseload. We bring the child in by court order. This court order is two years, so they have to live at Beautiful Gate for at least two years. Then we have to re-assess the families. This type, I think it is limited, the order they lapses . When they lapses because not enough time was given, the order disappears that means that I have to go to court. This cost more time and money.

7. What do you think about the cooperation between you and Beautiful Gate?

I believe that the cooperation is fantastic. There are sometimes changes in the way that we interpreted the Children's Act. We are dealing more with the court site. Beautiful Gate

doesn't have to go to court. We do have to go to court. Beautiful Gate also work with the Children's Act, but the way I understand it, they aren't going to court.

*So you do a little bit more than Beautiful Gate?*

I believe in caring for the children Beautiful Gate is doing more than us. But in temps of paperwork, problems with the children at home, we are doing more than them.

8. What are your positive experiences in the cooperation with Beautiful Gate Children's Home?

Our cooperation has been positive and never had a disorder with any of them. I never had the problem with the court order is despaired. If the court order collapse Beautiful Gate gives me time to repair it.

9. What are your negative experiences in the cooperation with Beautiful Gate Children's Home?

I never had any negative experiences. If there are, than that's my problem.

10. In which way do you work with the Family Reunification Workers and the Social Worker?

11. Does the cooperation with the Family Reunification Workers influence your work?

It does, it does, they are doing a wonderful job. They help me to reunite the child. So they influence my work in a good way, they help me.

12. If yes, in what way?

13. What could be improved concerning the cooperation between you and the Family Reunification Workers and between you and the Social Worker?

On the site of Beautiful Gate there is nothing what could be improved. But an our site, we must be working more and more together with Beautiful Gate, to avoid problems in the cooperation. If an order collapse that means that we are behind and that we need more workers here, to work towards Beautiful Gate.

## 17. INTERVIEWS WITH CHILD CARE WORKERS

### Interview 12

Interviewee: Samantha

11-03-2013

1. How long have you been working at Beautiful Gate Children's Home?

I am working thirteen year, if I'm counting right.

*Thirteen years?*

Yes, since 2000.

2. If you work longer than two years at Beautiful Gate Children's Home, have there been any changes in the cooperation between you and all the stakeholder\* over the last two years?

The management or?

*Yes, but also with Karien, and the whole social work team.*

Yes there is a lot of changes.

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

The development. Now, the children are going at home. And even the kids are going on weekend. Before that wasn't happening. The children can get to home, if we want, we can also take a child home.

*And are there other changes in the contact with Social Work Team or the Medical Staff?*

Sometimes there is a lot of communication. Sometimes we are doing very well.

*Sometimes?*

Sometimes there is a lack of communication and sometimes we do very well. Both sides, it's not only bad. Sometimes we have a lot of communication. Sometimes we have a lack of communication, sometimes it is good and sometimes it is bad

*And is this like the same as two years ago, or does it getting better or worse?*

It's getting better, you know it depends on the situation from that moment. Sometimes is it getting bad and sometimes it is good.

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

My role is to change the life of the kids. What I trying to do, is to give them a future. To sit down and learn them values. To make the child to be ready to go to home. To sit down en to tell them. If they are going to home, we need to get them ready to go and tell them that maybe you go tomorrow or the next day.. Long time ago the children are not going at home. We prepare them. You can go to home maybe tomorrow, maybe next year, whatever they can go, we prepare them.

5. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

Everything is going well. All the things are going well, because they take the children and they are going to the family of the child.

6. What are your positive experiences in the cooperation with all the stakeholders\*?  
I think we support each other. If there is anything going on, they pray together. It is as a family around. Whatever happened around them, they will be around them to support.  
*You see the people you work with as your family?*  
Yes because like if there is something, maybe happened in my house, I know I have someone to share and a shoulder and someone with will pray for me.
7. What are your negative experiences in the cooperation with all the stakeholders\*?  
What I do, if I said there is something happening, they pray for me. To building more trust. So that we can trust each other.  
*What do you mean? Is it negative to build more trust?*  
No, no that is positive.  
*Are there any bad thing?*  
Gossip, there was a lot of gossip. They are talking behind my back. Just confront me, if you have a problem with me, just confront me. But now it is just better.
8. In which way do you work with all the stakeholders\*?  
With the Social Work Team. If I want to know about the child. I have to go them. There are meetings about the child specially on Thursday. Then we are working together. I work also with the medical staff. When the child is sick, I have to go to them. And tell them, this child has this and that. They can know the child, I have to go to them. The Family Reunification Workers inform us if the child if he is going to home. So that we can prepare the child. They inform us.
9. Does the cooperation with all the stakeholders\* influence your work?  
Yes, good or bad?
10. If yes, in what way?  
For me it is good. I want to be they appreciate what I do. And that is a good thing. And the bad thing. I don't know someone that they don't undermined what I am doing. I want someone who tells me that I could do something's maybe difference, but also what I'm doing right. So not that I should work complete difference. I want someone who appreciate what I'm doing.
11. What could be improved concerning the cooperation between you and all the stakeholders\*?  
As I said, to improve, is to trust each other. To have more time for pray, because we are praying only on Thursday. It's good support to pray with eight other. Come together as a family and to pray with everyone.

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

### **Interview 13**

**Interviewee: John**

**Date 20-03-2013**

1. How long have you been working at Beautiful Gate Children's Home?  
I think that it's one year. One year and five months.

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?

Yes.

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

Yes, but, the time I came here, I didn't know anything about children. I have been trying to help that, now I know that it is important to have good communication. I learn what is important for the child, how I must react on the child.

*And have there been changes in the communication with other people?*

Yes there is, because I'm working with the children, I know what to do, but I can't do everything. In the beginning I didn't know what to do and the other people helped me, they were nice to me. They learned me how to take care of the child. They didn't like judge me about what I'm doing or how I'm doing.

*So in the beginning they were nice and now they are still nice?*

Yes, yes.

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To look after the children. And to supervise whatever they are doing.

5. How do you get the responsibility about the children?

I get that because I did the training, yes? And they show me how to do this, then I know whatever they told me.

*Just the people here (at Beautiful Gate) or also the Outside Social Worker?*

Yes also the social worker.

*Sorry I ment the outside social worker*

No, just inside. The people who work here. They tell me what to do, like do this and.

6. How do you reflect on the process of Family Reunification?

Before I did not understand it, but know the people told me how to do it. So before the child is going home, you sit down with the child and talk to them.

*Before they didn't do that?*

What was happening when children going home, they, the social worker comes to us and told us that the child is going home. Everything what is happening with the child, you must report.

*Is that better than before?*

Yes I think that, because before we had little time and I didn't know that. Now we have time to talk about it with the child.

*Did a child leave when you were working here?*

7. Do you see the child during and after leaving Beautiful Gate?

Yes, we see the child and sit down with the child and preper them when that they are going home.

*And when he is living at home, do you see him then? Do you see them when a child is reunified with the family? Do you go and visit him or?*

The child is going every weekend to their house, so then he is at home. When he is living at Beautiful Gate he is going home for the weekend. So I can visit him.

8. Do you know what the child wants concerning the Family Reunification?

Hmm.....

Do you understand the question?

Yes, could you repeat it?

If the children are living here? Do you know what they want, do they want to go home, or do they want to stay at Beautiful Gate? Are they too young to tell what they want and what their needs are?

They are not too young. We will sit down with them and the child will tell me what they want. So we sit down with them and then he tells me what he wants. They want to go home, they are happy. Sometimes they don't want to go home and then I comfort them

9. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

I think that it's a good thing, because they are not here, like in foster care, for good. They will leave and go to home. Sometimes when the child is not going home in the weekend, then the child is feeling lonely. You see? We look at them, sometimes he or she behave different, then we go and sit down and ask them what they want.

10. What are your positive experiences in the cooperation with all the stakeholders\*?

Happy.

And what do you find happy?

You learn from eight other. When you don't know what to do, you ask someone. Maybe they know. So we use eight other expertise and knowledge.

*From who do you learn?*

Mostly from the social worker.

11. What are your negative experiences in the cooperation with all the stakeholders\*?

No, nothing, it's all good. The communication, the meetings, it's all good.

12. How do you work with all the stakeholders\*?

We have to write a report and the social worker checks it.

*And the medical staff, do you work with them?*

Yes we work with them. I don't have a problem with them. If I don't understand something, I can ask and they have to tell me.

13. What could be improved concerning the cooperation between you and all the stakeholders\*?

Trainings, to learn more.

*Do you think that there are too little trainings now?*

Yes, sometimes I don't understand things.

I am trained at something, than I get skills, but I can't do everything. I would like to have more trainings to learn more.

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

## **Interview 14**

**Interviewee: Monica**

**18-03-2013 and 27-03-2013**

1. How long have you been working at Beautiful Gate Children's Home?  
For five years now.
2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?  
Yes  
  
3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?  
A lot of similar, now we have like partnership, also we are working in the community more efficient. We learning children more, we give training for parenting skills  
*So you work now more in the community and before more just here at Beautiful Gate?*  
Yes  
*Have there also been changes in the communication with other people at Beautiful Gate?*  
You mean in the communication with people?  
*Yes.*  
Can you clarify the question for me? I don't understand.  
*How is the communication between you and the other people who are working here?*  
Yes, I understand, here there is a lot of teamwork, we felt eight other. So even if it isn't your, your. Like we have a Social Worker and the Family Reunification Workers in the team. We are helping eight other.  
*And how was that in the past?*  
There was teamwork but it was not, there was not a Social Worker who told us what we should do, that was your own job. Now we are more supporting to eight other.
4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?  
I'm a Child Development Worker.  
*Sorry what do you mean?*  
I'm a Child Development Worker, a Child Care Worker works at nights times and leaves in the morning. So they sleep here. Child Development Worker, works during the day and do more things with the child. I work during the day.  
But we are all Child Care Workers.  
*Oke, and what is your role as Child Development Worker?*  
Oeh, a lot. I have to take care of the children and I'm doing sport activities, you know everything. Preparing for school.
5. How do you get the responsibility about the children?  
I'm not sure what you are asking.  
We had some training, we had some training for that. We don't want to take the children whit the kid that have been here longer. They are different, you know? But then we know how to deal with them because we did the training. So you don't have to judge them for being different.

*Do you also get responsibility through the 'Children's Act'?*

Yes, the Child Protection.

*How do you work with the 'Children's Act'? Do you work with it?*

Not quite. The Social Worker and the Family Reunification Worker works with it. We do work with the Child Protection. This tells us what we can and can't do.

*Did you read this?*

Yes, yes,

*If I understand it right, the Social Worker works with the 'Children's Act' and you work with the Child Protection? Or is this the same thing?*

It's not the same. It's what Karien sais and what I'm doing.

*Do you see the child after leaving Beautiful Gate? When the child is reunified with their parents?*

No, not unless we are, we have a child appointment. So we will see the child only as we visit. But we usually not visit. The Social Worker and the Family Reunification team see the child more after leaving Beautiful Gate.

*Would you like to see the child?*

Yes, yes. So I can see how is the child. Is the child going to school, how are they doing at school. How are they doing in the community.

And do you hear this from the Social Worker of the Family Reunification team?

No, when they are coming back they are accepted to inform us about hem  
*But they don't?*

It's a challenge, I mean, I think there is a lack.

*Two years ago there was made a recommendation to take you with on the home visits, but this isn't happening?*

No not yet.

But there are taking their time but..

6. *How do you reflect on the process of Family Reunification?*

Yes, when the child has left? Yes.

*And how do you do that?*

In the meeting, in a cottage meeting.

*How does that look?*

You talk about how it went, then we ask, was everything oke, nothing has changed, what could be changed.

*Are the children also in the meetings?*

No.

7. Do you know what the child wants concerning the Family Reunification?

Yes,

*Some of the children are really small right? How do you get the information what's he wants?*

It's not difficult. We are Child Care Workers, so you see the child. You observe the child. You can see if he responds happy or sad.

8. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

I just think that if we can involve us in the visiting, that it, that we can be involved or that they just could let us know about how the child is doing.

9. What are your positive experiences in the cooperation with all the stakeholders\*?  
Teamwork, if we don't know anything that we can talk about it with eight other.
10. What are your negative experiences in the cooperation with all the stakeholders\*?  
There are no bad things, most of the time. If there is a lack in the communication that we always correct eight other.  
*And in working with other people?*  
I don't know, I never experienced bad things, you know?
11. How do you work with all the stakeholders\*?  
We see eight other after a shift. We talk to eight other and tell how the child is and what you have finished and ask the other Child Care Worker if she could finish something for you. If this is what you are asking.  
And with the medical staff?  
Yeah, the same. You go to the medical cottage if they maybe forget the medicine. You go there and say that they forgot something and you ask for the right thing.
12. What could be improved concerning the cooperation between you and all the stakeholders\*?  
The shifts, if they can change the shifts, the weekend shift. That you have to be in at Friday till Monday.  
Yes that are long shifts.  
You do like the rest of the things at Beautiful Gate? Like the communication?  
Yes.

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

### **Interview 15**

**Interviewee: The chldy**

**25-03-2013**

1. How long have you been working at Beautiful Gate Children's Home?  
Since 2009
2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?  
No not at this moment.
3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?  
They are only adding new staff, like the supervisor and Karien wasn't here. They are adding new staff but they don't fire someone. Some have resigned so.  
*Do you like that there are more people now?*  
Yeah we are not really small. I'm oke with that.

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To love the children, to babysit, to help with food, games and homework. To play games with the children.

*Lot of difference things?*

Yes a lot of difference things. And I don't have my own cottage. I'm working in all of them, it's difficult, so I'm working with all of them.

*Is that difficult?*

Yeah some children. Children will always be children.

*What do you like the most about your work?*

Playing games with them. Because it funny, now I'm not the Mama but I'm one of them. I like that, I enjoy that.

5. How do you get the responsibility about the children?

Sometimes I get it by the 'Children's Act' and sometimes by the Social worker. It's makes it easier that you know where the children come from, what they have been through. It makes it easier to understand the children. For my and for them.

*You mean that you understand their behavior?*

Yes, if you understand their behavior you're more likely to understand why are they being like that. It's like that, some they are looking for attention and some they are just letting out their stress.

6. How do you reflect on the process of Family Reunification?

I don't talk about it because for me it become stressful and more hard so I never talk about it. I never talk about it, I only keep my thoughts and then write them down. I'm writing poems about this. I never talk to staff or anyone. Nobody knows how I feeling. I just write it down.

*And in the meetings, do you have to talk about it then?*

We do, if you not reporting. We also tlak about how you can have a long relationship, and then when children are gone, but it is one thing to talk about it and another thing to really doing it. And another thing to not talk about it. Either way I'm not feeling to talk about it. Sometimes I try to talk about it in a meeting but when that happens it only happens there.

7. Do you see the child during and after leaving Beautiful Gate?

Some, not really.

8. How is that for you?

I do like this. When I see that they are good, see them happy in the community. But it's stressful when I see them on the street and they are dirty, hungry, nothing, it's like something is lacking but. because what is happening is, when they are here, they want to go home and that is the goal of Beautiful Gate and the families. Now when they are there, they are no longer used to be out of Beautiful Gate, what they used to be. But know when they are at home, they want to come back. That is not how it's works.

*Do you see if children are living longer that two year here, you see it more?*

It's happens to every children. Because when they are coming home for weekend that is really difference. Because the family is looking out for you, they are spoiling you and they want you to come home. But when you are actually live there, then things change because the priority is not, because they cannot longer take you out because this month they have to buy food for the month or cloths for school or even nothing. So it's difference, when you are there for a weekend they want to spoil you, but when you're there to live things change.

9. Do you know what the child wants concerning the Family Reunification?

When the Reunification team is looking up to the possibility to go home, then when they found possibility than we come to us and tell us that they found something. We don't have our own search, we just hear it from the other team. But when we are here, for instance now it's March and when they are going home at the end of the year. They will tell us, he is going home at December. Then we have to talk about it every time, hearing how they respond, see their face. So finding out if he really would like to go home. So when that time comes, he know that he will go home.

10. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

It's not bad, they are doing their best

11. What are your positive experiences in the cooperation with all the stakeholders\*?

We are close to one another, we are like a small family. Outside my own family, now I have another family. Because when we're here, because this is the only, you have to be here a lot. We are a friendly environment because we are here a lot, even if we have our problems, we would not let the children know. And my private problems I will leave at home. And like if I know something about you, I would not use it against the children. Even if we are not talking, but when we are here at Beautiful Gate, we will try our best to talk to each other, then we start over.

12. What are your negative experiences in the cooperation with all the stakeholders\*?

The only thing I hate is those people breaking in and stealing stuff. If I need to come to work at night, I'm only scared at the dark, if night come, I'm no longer comfortable. And if I'm scared that means I cannot protect the children, if I work in a protected area that I can protect the children, but if I'm not.

*You think that the communication is good?*

Yes everyone knows that I always say what I think. But sometimes I'll be joking and people think that I'm serious. That makes me, it's makes me disappointed. Finding out that people don't know me as much as I thought they do. But sometimes I'm making a joke, and I will find out that that person is hurt by the joke. The person is hurt and what do I have to do? So know I try my best not to joke so much.

And what I think is difficult in the communication if you would always want to know 'why'. For instance if I ask you to not let your phone on the table and before they remove it I have to say why, because of the people who steal.

13. How do you work with all the stakeholders\*?

I work nice with them but sometimes we have difficulties or an misunderstanding. Because we have a lack of communication, but we are doing the best.  
*And with the medical people?*

It's just that they forget sometimes the good medication or the they forget some medication. This is not too bad because we remind them and then we get the right things. We're never finished working with eight other, we have to sick to eight other.

Do you also write reports?

We only write reports for the file and we will meet about that in the cottage meeting. To the medical team we write report. We respond to eight other. When I see something about the child, I report that and I will get a respond to that. They will also write their own comment.

14. What could be improved concerning the cooperation between you and all the stakeholders\*?

There is actually. The communication between us to the manager. From top level to the down level. That is one thing that should be improved. There is somehow a lack in the communication. For example, how am I going to explain this, I want to make a easy example. Oke let's say you came to a supervisor, you say to here: 'this and this is wrong', you will find out that maybe two people have this information and that some of the people do not get the information. I do not know why, if this is because we are lacking in communication or in staff. But the communication is lacking like I'm telling something to the supervisor and she is not telling this to everyone. Some of the people will know and some of the people will not know.

15. How do you work with the 'Children's Act'?

I have read that, you can look up if you are doing the work right.

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

## **Interview 16**

**Interviewee: Christina**

**Date: 26-03-2013**

1. How long have you been working at Beautiful Gate Children's Home?

Thirteen years

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?

Yes there are changes.

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

Many children phone back to their family. Now the children are phoning the family.

*And with the people your work with? Have there been changes in the way you deal with eight other?*

You mean the people inside?

*Yes*

Yes there are always changes, everyone who is working changes. If you come to work something could have changed. The children always change.

*So a lot of changes all the time? And what sort of changes do you mean?*

The programs and the activities what are made for the children. The activities you must change.

*And with the other Child Care Workers?*

It change because you change the cottage. You move on to another cottage. That wasn't before. It's every month.

*So you change every month the cottage?*

No not every month, just once a year.

*How do you work with them, how do you work with the Child Care Workers?*

Other than before. If you got a problem than you go to the supervisor or the social worker. And with the other Child Care Workers you talk.

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To take care of the child. To develop the child and to help them develop physical. We give them love and show them right and wrong.

How do you get the responsibility about the children?

We teach the children how to be responsible. So you teach them to brush their teeth. You let them help with the washing, clean the shoes, clean the blouses. This is how you teach children to be responsible.

Oke, and how do you get the responsibility? You are responsible for the children in your cottage, how, why?

We give them everything, like food, medicine, a bed and help them with schoolwork. We supervise the child.

How do you reflect on the process of Family Reunification?

We don't exactly visit the children a lot. We have to go to the Social Worker and ask her if we can go on a home visit

Do you see the child if he is reunified?

Yes we do, I see the child when he comes here. The sometimes come once a month and then you can see if you did a good job or not.

5. Do you know what the child wants concerning the Family Reunification?

Sometimes they tell us.

6. Do you know the 'Children's Act'? Do you work with this?

Yes I do, I do.. I have to go to the Supervisor or the Social Worker if anything is wrong. It's very good and it is very good for the children.

Have you had to read the 'Children's Act'?

Yes we do, you have to read it because you have to know.

We get a document from Karien and we had to read this, it's very difficult to read. It's about the rights of the child and what to do if anything is wrong or good. . We as Social Workers has also rights, we need to know them.

Have you read the 'Children's Act'?

Yes I did, and when a child is doing something I look up if that's alright.

7. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

It's good, it's good to visit the families and support the families. To bring them information about the child.

8. What are your positive experiences in the cooperation with all the stakeholders\*?

I like to communicate.

What do you like about that, what are the good things about the communication? listening. Like if I don't understand something about the child, then explain and then I will do it right. You sit down and discuss things with each other.

9. What are your negative experiences in the cooperation with all the stakeholders\*?

Conflict.

Is there a lot of conflict?

No not a lot. But if you say something about someone else what isn't right. The gossip.

10. How do you work with all the stakeholders\*?

11. Does the cooperation with all the stakeholders\* influence your work?

12. If yes, in what way?

13. What could be improved concerning the cooperation between you and all the stakeholders\*?

Do the best and the right for the children.

Aren't you doing that right know?

Yes we do the right, but more, do more your best.

Are there more things that could be improved?

The activities and the challenges for the children, the right activities. The homework with the children. Now everything is every day the same.

14. Do you see the child during and after leaving Beautiful Gate?

15. How is that for you?

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

## 18. INTERVIEWS WITH FAMILY REUNIFICATION WORKERS

### Interview 17

Interviewee: Rose

Date: 03-04-2013

1. How long have you been working at Beautiful Gate Children's Home?

Twelve years now

Twelve?

Yes

2. Have there been any changes in the cooperation with you and all the people last two years?

Last?

Last two years.

Last two years.

What are you looking for? The changes? Where from Beautiful Gate or from the people?

From the people.

Ok, it's a lot. Those have been from the colleagues to the staff. By doing a pastoral thing. You sit down and talk, maybe those have family issues from their family. They will come and talk with me and talk about that. Some of them, they are coming back and said: "Family Reunification Worker, thank you so much what we have been told you." Now it's like the, it's what, I'm happy about that. But pastoring some of them, it wants well.

*And that isn't what happening before?*

Before it was not, because I will said, first year it was Sylvia, she was not satisfied. Since a year I will be promoted as a supervisor and I'll been taking care of thirty-four mama's. They worked after fourteen children.

*So, that's a lot more than now.*

There were thirty-four mama's. And I was the only supervisor who supervising them. Than after four years or three years that Beautiful Gate decided that I must get somebody that will help me, because I cannot manage people and manage tool everything even when they are coming to all of those things. And then Beautiful Gate decided to have some four leaders from that thirty-four. They work a night shift to that they have the day shift. That's we also had a meeting every week. Five of us sit down and talk about the challenges and also whit some points, you know, than we sit down. And after that, I came over reunification, because of what I'll seen. When the mother of those children is staying here, they feel their self-ashamed. That's why I want to do reunification. That I can talk with them, like to support them and encourage them about their kids. And I can said, I am proud about one time. Today he is seventeen year and he was at Beautiful Gate for twelve years. By doing talking with the mom, supporting with the mom and encourage with the mom. And the mom changed her mind, she want the child back. That's why I am said, I am proud. That's child is Stefe, the one who staid longer.

*That's good. There have been a lot of changes.*

There were a lot of changes. Special to myself. After Melanie, the mama who first looked after the children was working seven to seven in the cottage. Then in the end, the small

baby's in that cottage had their own building. There were twenty kids. It were the baby from Adrine to three years and then from for years to another cottage, she was working to the babies.

*That's three or four years ago?*

Now, to me? I took a year to work with the children and then after a year. I had a promotion to look after the mama's at Beautiful Gate, after the kids, like I was the supervisor, after a year and then I worked from that year. I started here in 2001 on January and then in 2002, I was a supervisor and looking after the thirty-four mama's and looking after those kids. And I said there were twenty kids. And in 2007, we are changed now to work in a Social Work Team to do the Family Reunification, because we will finding all those mama's, because they need support en encourage.

*And are there changes in how you work with each other? Like now the supervisor is new.*

Yes there were changes, because if I telling you . Karien now is a tide supervisor when we starting to the family preservation. Because the first time when we starting, it was Sylvia.. Then after a time it was Mikela. And after Mikela it's Karien. And all those three ladies, the thing that I'll been learning. I will said to Sylvia, the first lady who came as social worker the time when I was started here. To myself, she was good to me, because first she was teaching me how to do a report. She shows me those things. And also when we were doing a visit, she also goes with us and then we will see what's going on. And the second Social Worker, she was good, but she was also doing things by herself, not teaching me. You know, some other things. Mikela didn't teach me. The other Social Worker has a degree, this lady is not a Social Worker. She was nothing. And then Karien came after her. Karien, what she is doing, she is doing the same that the first one was doing. She want to teach, also want to feel. She is a hard worker, Karien. She is a hard worker and she also wants you to be like her.

*And do you like that?*

Yes, because I'm learning. But I am a slow learner, I am a slow learner, but I am a person who wants to learn. I am the person who wants to learn. And what I see to do in family preservation. I have been growing up. Because now I can do development preservation by supporting the families, by encouraging the families. If I wasn't in this Social Work team, I will be blank doing nothing, having nothing. But when I came to the Social Work, I get even open my think and to look after the kids. What I have been learning here. And I know to start were to go.

### 3. What do you like in working with other people?

What I like in working with other people, I like to work as a team, because if you are work at the team. If you got something, if you got one peace. To work a team is like a puzzle you bring more, every piece. I like that, because every piece have got. My piece cannot work alone, I need other pieces. It's what I like to work in a team.

*And have there been negative things?*

Ok, the negative things. Some of us, like black people, I don't like it. They cannot help it, because the majority here at Beautiful Gate is the black people. When the white people come or a colored people come. Sometimes they didn't fits, because of the language. Maybe you are alone and then we, black, we don't think that she doesn't understand and then we speak English that they can understand. It's negative at Beautiful Gate, since I started here, I don't like at Beautiful Gate. Because people they don't think what I am

thinking. I don't like the way you are doing in Xhosa and that you don't know and you are only the one person.

*Do you have more negative things? Maybe in de the communication with the Child Care Workers or Karien.*

To myself, the communication with Karien. Karien is a person who is hard, very hard. But you know, we have different characters, we are different. And then me, you can be hard to me. But I cannot be like you and that person.

*It is difficult?*

Sometimes it's difficult, but I said to the other people it is difficult. But to me it is not difficult, it isn't the way I am. And the other is, nobody can change who I am.

4. How do work with the Child Care Workers?

Now, I work not closer with the Child Care Workers, because only, maybe time and time, like my appointments now. Now, there are children at holiday and then they will come maybe and ask things, but I'm working ok with them.

*Do you also keep them informed? When you go to a home visit, then after do you go to the Child Care Workers?*

We do that sometimes, but not every time. Sometimes I do. I do sometimes, but not every time.

5. How do you work with the Outside Social Worker?

Ok, but sometimes we are supposed to do that. Up and down.

*But are they like fast enough? I mean, we heard that sometimes the rapports are late.*

Sometimes, we don't tell them the children who are coming. Sometimes there are things we are not supposed to do that, because the supervisor has to do that. You didn't tell us about the child.

*They tell you that, but not Karien?*

Yes

*But exactly Karien have to do that?*

Yes

*And what do you say then?*

When they are think that it was my part to do that and it was not my part. I will ask Karien to come and I will tell her.

*You have problems with the Outside Social Worker, a little bit?*

No, I don't have nothing for me.

In the first time I starting here, I'm so happy to have some volunteers, because we use to have volunteers before, a lot of volunteers and I us to work with volunteers.

6. What could be improved in the communication or cooperation?

I'm sure that the communication is a big thing here. If we can improved. I always said, I don't know how, to improve that. The communication is lacking here.

*And how it is lacking?*

Like most of the thing is that they do, the mama's, they didn't tell us about the child. All of those things. And also sometimes, to ask something and then you forget and that become a lack of communication.

*And we also heard from the Child Care Workers that they think that the gossip is a big problem. Do you also think that?*

At Beautiful Gate? I mean gossip is everywhere, gossip is everywhere.

7. And does the Child Care Worker sometimes go with you on home visits?

Yes, but even before when we want to go, they come and said Mama we want to visit Ok, come and they will come, like Lulu.

*But from the moment we have been here, there is no one coming. What is the reason?*

Myself I never ask to them about my clients

*They don't come to you and ask?*

They never ask.

8. Do you have a planning is the child is going home?

It's a good planning. When the child is going home, we can inform the family. That's a good plan. To be in the institution, like in the home, it is not nice. That is why I am always said, I don't like that a child are going to an institution. Because it's a lack of bonding.

*You mean in the relationship?*

Yes

9. When the child goes home, you have a plan that he is going home. Is that ok? Because in the last research it wasn't always clear when the child is going home and for the Family Reunification Workers when the child is going home. Is that still that way of do you know when the child is going home?

What, like for good?

Yes

Ok, we do know when the child is going home. Special when we work with the external Social Worker, because when we do those reports. It's a big long report, we send a big long report to the external Social Worker. And then the Outside Social Worker, he or she will do the foster screening. And they described in their report, this child is ready to go. And now we have to prepare, because those reports.

*But that wasn't like this two years ago?*

No, and then we are struggling. And know I am happy. In fact of a Social Worker, it's Mikela who want information of the child. But let us know before she didn't let us now, because she never gets a report. Because the Social Worker was failed to do that.

*The second one?*

Yes.

*Because she didn't her work.*

I'm sure, she was not doing her work. A lot of the cases were be lacking and Karien, she picked up more. Now it's much better, much, much better.

10. Do you work with the Children's Act?

I don't know what's in the Children's Act. It's Karien who knows about the Children's Act. She will tell us what the Children's Act said, but we don't know.

*You don't read them.*

I don't have. Karien tell us because, the Social Worker who go to school for four years and get her degree. I'm not, but I'm sure maybe the other Family Reunification Worker

next year. She will start to go and do Social Work, because she wanted to do that. Maybe next year or later. I cannot go to school now

*But you have a lot of experiences.*

Yes, but I cannot go to school now because I have got a lot of responsibilities.

## **Interview 18**

**Interviewee: Faith**

**Date: 04-04-2013**

1. How long have you been working at Beautiful Gate Children's Home?  
Since 1999.
  
2. Have there been any changes in the cooperation with you and other people over the last two years?  
Cooperation with other people?  
*Yes from the other people who work here.*  
In two years past from now?  
*Yes the last two years.*  
No.  
*So everything is the same as two years ago?*  
Yes everything is the same.
  
3. If yes, what are the changes in the cooperation between you and the other people\*?  
-
  
4. What is your role as a Family Reunification Worker at Beautiful Gate Children's Home?  
Uhm, I found families and bring together family and child. Then at a later stage, if the relationship is strong, the child will go back to the family.  
*So you find the family of the child and then you do the reunification?*  
Yes I bring them together.  
Oh yeah I have a question about the second question, do you know why there haven't been any changes in the cooperation?  
Ahha.  
*You don't know?*  
No
  
5. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?  
For me I'm thinking we need to have more training.  
*You as Family Reunification Workers?*  
Yes, we need to have more skills, to learn more.  
So the outside learning, now it's only the internal learning, we also need to be outside and get training and how to implement this in our work.  
*So there are no trainings?*  
Not in the last two years. Nothing new.  
*Because the Child Care Workers said that they got training. So is that than only for the Child Care Workers of?*

Only for the Child Care Workers

6. What are your positive experiences in the cooperation with other stakeholders\*?  
With other people is that uhm, we work as a team and you have different departments but all of us are here for the child. That is a positive one.  
*So you are all working for the child?*  
Hmm.
7. What are your negative experiences in the cooperation with other stakeholders\*?  
That is one, there is a lack of communication, people don't communicate the important things than it makes chaos.  
*Why do you think they don't communicate?*  
Sometimes people take things for granted, you know, and then say it's fine, you know, and then that fine makes it a problem for other people. Because when we are all here, you need to know what is happening. You know. Sometimes people forget, they don't write down, if things are not on paper, that is also a problem.  
*You think that they think too easy about the communication?*  
Yes
8. In which way do you work with the Child Care Workers, Outside Social Worker and the Social Worker?  
I work very well with them, because uhm, we don't get any negative complaints from the parents.  
*You don't get any?*  
We don't get any negative complaints from the parents.  
So everything is fine  
*You also work together right? How is that?*  
No that oke,  
*And with the Outside Social Worker?*  
That's another thing, they delay things, they don't do things quick.  
*And that is annoying?*  
Yeah  
*And with the Social Worker?*  
Oh we work well. Especially when work related and when it is work related.  
*And how do you work together?*  
How? I don't know what you mean  
Oke, like do you work together, or does she tell you what to do?  
Oh, oke, she will supervise us, she has a lot of ideas what she is sharing, so what is good.  
*So you learn from her?*  
Yes.
9. Does the cooperation with other stakeholders\* influence your work?  
*I mean, you just said that the Outside Social Worker is delaying your work, how is that with the other people?*  
No the Child Care Workers and I, they are working very well and also with Karien. Yeah, it's not that I that I have big issues with them, you know.

*And what are the good things?*

The good things is that uhm, they prepare the children. But you know not everyone is doing good in Child Care, some they don't cooperate very well because you will ask them to do something, and when you come back they did not do it. So I would say 50 percent, uhm 70 percent is doing good, are doing oke.

*Are the flex workers don't do their jobs, or is it also the Child Care Workers from Beautiful Gate?*

No they are doing their job good, it is the Child Care Workers.

10. What could be improved concerning the cooperation between you and other stakeholders\*?

I don't know what to say, because uhm, if someone is not willing to change than they won't do. You cannot change someone to do what they supposed to do and they don't do it.

*And with the Outside Social Worker?*

Sometimes that is hard, we understand that they have loads of cases, so there is nothing what can be quick, you have to wait, you cannot change anything.

*Is that frustrating?*

It is, I am disappointed in them. But at a certain time I decided to stop frustrating because I cannot change the situation.

*Do you work with the Children's Act?*

Children's what?

*Children's Act,*

I don't normally do use the Children's Act, but, yes because we are all here we are all connected whit the Children's Act.

*But you are not working with it?*

I don't understand the question.

*Do you know what the Children's Act is, do you work with it, do you read it and then use that in your work?*

No.

*Are there other people who tell you about the Children's Act or?*

No

## 19. INTERVIEW WITH SOCIAL WORKER

### Interview 19

**Interviewee: Karien Beukes**

**Date: 23-04-2013**

1. How long have you been working at Beautiful Gate Children's Home?  
Exacly two years, last week Thursday was exacly two years.
2. Have there been any changes in the cooperation with you and other people over the last two years?

Oh gosh where does one begin?

Obviously my post at Beautiful Gate was to bring in a little bit changes in Family Reunification. So when I started working here, I started, uhm drafting a model for Family Reunification that will work for Beautiful Gate families and children. So we codes exist everything, their caseloads, uhm visited the families, try to find out what we had. And then we started whit Family Reunification. We put a whole lot of documents systems in place and I did a whole training with the team on how to report stuff, how to do home visits, we talked about what is our aim and goal for Family Reunification. I also did some theoretical training in what is Family Reunification. That's where we started, I think we had a long, we had to, you know make a few more changes to fit Beautiful Gate precisely.

*The model?*

Yes, we had to cut it out a little bit more to make it work.

*And with other people who work here? Is it the same or have there been changes?*

You mean the Child Care Workers?

*Yes but also the other stakeholders?*

We changed the way we work with the family. In the beginning when I started working here, the families had to come to Beautiful Gate. We used to do office interviews, there wasn't a lot of home visits, there wasn't a lot of phone calls made to families. So when I came I said, 'no we need to go to the families'. So we started doing more home visits, we started phoning more, not as much as we should but, it has improved a lot. So for the families that was the different way that we worked. The other thing that we also did in this time is that uhm we started to give families more responsibilities for the children. In the beginning we used to drop the kids off for weekends and allowed families to return them on Sunday. But uhm it became very late on Thursday to work and uhm it was quite hectic and nerve wracking because the Child Care Workers wouldn't pack the bags in time. And the medication should have been packed. From Thursday night until they would be back. The medication of the weekend should be issued on Thursday, but it never had come that way.

So we always ended up having to run around whit our heads chopped off. This was very difficult. So we made the decision to rather pay families to come and collect children and pay them to return them again. Whit's means that my budget did a mayor dive. But we were free on Friday.

*And you didn't had your own gas money anymore?*

We did because the gas money is universal at Beautiful Gate, so that didn't came out of my budget. But now there at least something good is coming out of my budget, it was a

big changes we took. That's just a different way that we started working with our families. We gave them more responsibilities, I think that was a big one, uhm we could see it because the first year that I worked there, the Family Reunification team had a party at the end of the year to celebrate the kids who were leaving and there were a few families at that party. I think of the 14 kids that left during the first year, only 4 family members came, and I think that 3 were from 1 family. So it wasn't nice. But then last year when we did our Family Reunification party when 14 kids left for home we had more than 50 people showing up. We had like whole families coming to celebrate that the child had been reunified. And this was just because of a small thing of giving them more responsibility, that made the difference. Because that is the only thing that we did differently that year. I think for the Child Care Workers it was a very difficult thing to get used to Family Reunification. Uhm the kids used to live here forever. And unfortunately I was now saying, 'no they have to go home'. So it is difficult for the Child Care Workers, uhm we started reunifying at 2012, uhm no, yes. Yes, no we started reassess in 2011. So we looked how we could change the communication between the Child Care Workers and the Family Reunification team. But we have, at that time we were at a state that the Child Care Workers were not documented anything of value. So we started putting in the daily reporting and the hand over. They used to do one book for the whole cottage hand over. They wouldn't do individual children. So there was no way that we could keep those records. If you had to cut out 5 of the sentences, and put that in an individual file, what about the stuff what is written behind it? They were reduplicated. So we started in 2011 and September a new recording and unfortunately that process is not been used a 100 percent. I mean the feedback I have, shows me that it is not even 50 percent in working. It is not even halfway in place, they are not happy with the change. So we still have mature gaps in that. We divide between the Family Reunification Workers and the Child Care Workers. We not getting information, value information, from them. Because if they document those things correctly, I would be able to pick up traces and react. A child who does not want to go home on the weekend will at the time when they suppose to pack their bags have, would be unwilling to pack their bags, would put a discipline in process for that child, because he does not want to go home, he does not want to pack his bag. It is the same when a child does not want to go to school. A child who does not want to go to school, but not going to play sick, because they know that that is not going to work, is a child who takes forever to get dressed, is a child who forget to pack his lunch, is a child who slobs around and trying to buy time in the morning. Same thing when the child does not want to go for the weekend. And a child who does not want to go home for the weekend feels abused, neglected or something. There it is unpleasant for them. So I know if I get, if I can get, recordings first thing on Friday morning to see that, I would know that there is something happening at home. It would be a way for me to identify challenges that the family experience. And that is why I need them to document and the other thing is, I need a document, they need to document when the child comes back of the weekend. If a child comes back excited and happy, if a child is more happy to be in a Children's Home than being home in the weekend that I need to know why. A child who comes back crying, does not really want to stay that the child is obviously ready to go home. A child who refusing to return to Beautiful Gate have gone past the point of being ready for Family Reunification. So children who are saying 'I don't want to go home, I don't want to go back to Beautiful Gate' are the kids who don't get back on

Sunday. It's the kids who are more likely to abscond, run away. So it is important for me to know that from a documentation. A child who comes back and is withdrawn, and not that eager to participate in vibe, because it can be very exciting to come back, kids are running around and stuff. So if a child is withdrawn when he comes back, is that something has happened in the weekend. Not saying that they are abused or something, but something happened this weekend. They had a family argument this weekend or somebody used the child for sexually abuse, something like that. That I need to know because if I get that then I can Monday really, if I get that message, than Monday afternoon I can speak whit the child I can find out what happen. I ask what happened, and do you want to tell me what happened. And if the child does not want to tell me, than I need to phone the family.

*Do the Child Care Workers talk with the child if anything happen in the weekend?*

If even they have that relationship whit the child, but unfortunately we only have maintenance here. We just go through the process, they won't treat the children as if they would have if it was their own. That a, that a challenge, that's where we are lacking at the moment. And I think that that is the only challenge for us as the Family Reunification team is that the people who supposed to inform us, are the people that are not giving anything. They are not aware that, I mean that this deal is far bigger than that they realize. And I mean just the fact that if they only note that there are changes in the child's behavior, I can act on that. You know I can fill up on it, I can do something. Because my job is to train the family and to prepare the family for reunification. Preparing the child for reunification, that is the Child Care Workers jobs. Uhm I can only do check in sessions with the children. I can't coach them for reunification. And if we don't get the coaching ready for the child then the lack is that they are not going home.

*How is that difference than two years ago?*

Well Family Reunification was never done proper before my coming here.

*But kids did leave Beautiful Gate?*

Kids did leave, but I wouldn't call it Reunification. I would call that like, dumping just to make it look good. Because those kids were 'reunified' many many years ago, five or six years ago, where I still have to do crisis interventions. That is not appropriate reunification. Uhm, so jah, that jah. But we need the Child Care Workers to come on board with these things. Like in a wonderful society of Child Care Workers, that's where they would immediately pick it up and put something into place for the child. Because if the child who comes back withdrawn and is experiencing something traumatic or is in fear of that something bad will happen, a Child Care Worker should pick that up and work out a safety plan whit that child. What happened, how can we prevent this from happening, thedededede. A real Child Care Worker would put a safety plan and safety measures in place, report it to me and then I will go to the family and say that we are aware that this and this happened. And then I would put something in place with the family, cause you cannot change people's behavior, first of all if I don't know, I can't fix the problem if I don't know what it is. I can't fix the problem from just one time, I can't always expect that it is enough if the child changes his behavior. Children who are here, if we need to do with Family Reunification is that kids who are put in an institution are Labelled 'you are the problem'. A problem always gets removed, that is why in our culture we are trying to get away from removing children. Cause if you remove a child, you say 'it is your fault, you are the problem, that is why we are taking you away'. That is

not true. None of the kids who are here is their fault. They are all here for what adults did. So for me it is important that I get the information and I need to know what happened. Cause if the children are giving me the bigger fact from their experiences, I can go out and set something in place with the family to try to see, and it really depends on how willing is the family to participate. I can't let people more participate if what they are willing to. I can use my skill to try and see how I can persuade them, to put it in a good package that it is exited for them. But if they don't want to, they don't want to. And I never going to change that.

Okey so that's the big thing, for me that the Child Care Workers are lacking and I can't change it.

*And with the Family Reunification?*

Uhm with Family Reunification, we have been lucky uhm it can take a lot of convincing to take a kid back. Uhm with the Family Reunification Workers does what they can, the have built relationships whit the families. Is it highly quality, high quality social work type relationship? No it is not. Uhm, they are lacking in their approach to families, they are lacking in their consistency with approach the families and in their understanding of working with families. Uhm, and if I had the time and the place I would put really put that into place for them. So uhm that it the big thing. But for what they do right now it is sufficient because I don't have that much coming from the Child Care Workers. The thing is that Child Care Workers and uhm after the weekend are looking at growing Family Reunification. But now we are doing good, we have been working through the years, talked a lot.

*And your communication with the Family Reunification Team?*

I think it is good, uhm obviously we have personality types and people's ability to remember and people's ability to mannish time and someone's tasked and always interfere. I can't expect people to be as effective and efficient as I am. Uhm but I do a lot of, what are they call it? Micro management. I have to sit down whit them once a week, where are you, what have you done, when are you going to do this? And if something is important I walk up to them and say 'have you done this, have you done that, have you done this, have you done that'. They are not independent in their function as Family Reunification Members. I can trust them in going to the family in a home visit alone, but if something needs to be addressed to the family, I usually go. I have to do it anyway.

*What is your role as Social Worker?*

Uhm we haven't talked about the Outside Social Worker jet.

Yes sorry,

I think uhm, when it comes to Outside Social Workers, the Outside Social Workers, the way we used to work with Outside Social Workers is that we used to knock on their door. Beautiful Gate?

Yes, the Family Reunification Workers went and tell them this is what we want.

The Family Reunification Workers doesn't understand the Children's Act and how that impacts on the external Social Worker job function. They don't know those things. So I think that is why maybe we may have what we have not really received that much in the line of reunifying kids and why there are still a lot of com backs of previously placements. The previous Social Worker also didn't know. You can see it on the way see

did things. But the thing is that now what we done we have really we've really, I really think out the request, the Foster Care request for that. And even thought I ask the Family Reunification Team to fill up a Foster Care request you know, for administration function, I still generally have to do the last call back and say, this is not sufficient, this is not what we asked for, I asked you for this, we asked you for that and it did not come through. So I wish they would have a little bit more background, The Family Reunification Team as far as the legal stuff. I mean she is doing it for two years. Shouldn't they have picked up something? But the thing is the Outside Social Workers, we changed our direction with them. It is more a lot of administrative functions that we do with them now and write reports, make phone calls but we document those processes. And then if we done something for too long, I will write the manager of that person with all the listing of communication that we already send to that person and that I request a respond from them. So the process of dealing with the Outside Social Worker has become formalized and there is a lot of administration around it. And uhm, it is way more useful than two years ago. Previously they would just say, 'oke fine', but now I say, No no no no, you promised me this and you are gonna give it by this day and if you don't I go to the next level. And I'm sorry that I have to do it, but it is the only way that the kids benefit from it on the end of the day.

*And two years ago did you only do the phone calls or did you also write reports towards eight other?*

We have been writing with them all along. Before my time there was no reports, you can see that clearly in the documentation. Before my time there was no documentation, since my time, every single little thing has to be documented. I push hard for that.

*There is a new supervisor, for the Child Care Workers, how do you communicate with her?*  
Uhm we are doing one on one and we have an open door policy, that is the best way to put it. When we need to speak with eight other we speak with eight other. So if see is here and she need me when I am at home, than she needs to phone me. But you see that most of the times, she walks in my office and we are talking about what we need to do. So we have a very open communication, I actually head hunter her for this job. I had a relationship with her prior to Beautiful Gate, which is why we can on so well.

*So this is very useful to the Child Care Workers?*

Yes it is very useful. They don't know this, that is good for me, but the thing is her passion for the job, and her skills and her knowledge for the job, is why I wanted her to come in. She really know what the ideal world of Child Care Workers looks like.

*That is good.*

That is good, however it took me two years to finally get to that stage. We have got a lot of fixing working out to do. There are extually a lot of people who are not fitted to do this work.

*Yes and you can't expect that the behavior of people are changing in a month.*

Yes and those people who are ready for it, these are picking it up. You know, they are growing and unfortunately Xsosa culture are known as they are skipping of. So that is the thing.

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### 3. If yes, what are the changes in the cooperation between you and the other people\*?

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4. What is your role as Social Worker at Beautiful Gate Children's Home?

Yes, my role is that all the legal documentation is in place. That psych- socio care is provided for the children, that the day to day care of the children is organized and within standards of the 'Children's Act', I also supervise the Family Reunification team and lead them through that thing, I also provide support services to the child and youth care workers. I think that is much.

5. What do you think about the current Family Reunification Program at Beautiful Gate Children's Home?

It is better than it was, it is not perfect. There is a lot of growth opportunities still available within this team. Workers are not in depended, there is key factors that they don't understand. There is key training that they had that they don't know how to use it. So until the Child Care Worker steps-up there is going to be no need for the Family Reunification Team to step-up.

6. What are your positive experiences in the cooperation with other stakeholders\*?

With the Outside Social Worker?

*No also with the other stakeholders, also the Outside Social Worker but also the family's and the Child Care Workers.*

Positive experiences, I just love the way that the community has embraced us  
*The community?*

The community embraced us and just came on board. I mean fourteen kids a year that doesn't just happen because you have manipulated people, it happens because people actually has needed in themselves. And I think that the biggest achievement and success story's is that biological mothers has resumed the care for their children. Those are the, I think, when I think about it, I just get all emotional because what better thing for a mother that has lost a child and now her child is back in their care, that is just, that really sense me every time. So that is a good thing. There has also people who come up and said 'we want to do this' and suck it through, that is also good.

I think, I'm, I know what the trouble is for an Outside Social Worker to cope with their own work loads, I mean for the pressure I put them under, I really have bothered them, that is a negative aspect of my work, but I get the best result at the end of the day. I, with the Child Care Workers, this is a very big challenge for them, none of their personalities of are people who are open for changes.

*So you don't have positive experiences with the Child Care Workers?*

I don't have any positive experiences with the Child Care Workers. I think my biggest positive experience is that when they are coming to me and say to me 'wow you are doing a wonderful job, you have really send so many kids home'. But deep down inside I know that they are not happy about that. That they actually like 'I wanna keep the kids here'. And I think that makes It difficult for me to see that as a positive. I think I am thankful for management that they have allowed me to make so many changes, for me to have come in with my strong business attitude of no nonsense and let get the work done. Uhm I know it is difficult for the other manager to keep up with me the most of the time and with my democratic approach and have some issues with how I do things. But at the end of the day it is for the children and for nobody else, so I don't really care about the

rest. I think uhm, most of all I'm thankful to God of what he has monitored for what I do here. I mean God has put me here for a purpose, the purpose was for the kids, to improve the standards for them. Uhm to thnk I have started working here, the quality of the food what kids got was bad,

*The food?*

The food and the quantity was bad. We are now at a point where we starting to break at a point where we are getting at that point where we are getting in control, to make it happen. If it was up to me, I just, you know, we take it all over and tell people how to do their work, but I can't because I have a job description what requires so much more. Like running a kitchen, I could do that with my eyes closed, but unfortunately my job responsibilities are elsewhere. I think food has improved a lot for the children. The other thing that has improved for the children, is uhm, sense of self. Our children had no sense of self. They see themselves as empty vessels that are put through a daily routine. That is not even consistent at any day. And I think the biggest thing that we start putting in place is to give that back to a child. Children used to share toiletry. Like it was toothpaste, tjuh tjuh tjuh. Here is the tooth braces we just put on for everyone. Here is some roll-on, roll-on, roll-on. Same roll-on, same tooth brace, the same bath soap, the same towel, the same, everything has been used for everybody. And uhm, we have set up that we needed for every child their own toiletry bag and to manage their own toiletry bag. You if you run out of toothpaste, lotion, hair food or whatever, you as a child has to report it to the Child Care Worker because it is about yourself. So that is one of the things I changed for the children. I think that that is a big thing for them. Uhm the other thing uhm we, children used to be just dressed. Right? That is only for Aukelien, that is only for Evelien. Here it was like, it does not matter. You have the same size or more or less the same size, you just wear what is clean in the cobber. We now have the rule that children have their own cobber, their own clothing and their clothing is marked. That is a big process. Is it already 100 percent in place? No, it is not. It's about 10 percent in place. But we are working, we are trying to get these things up and running. I think that this also could go with the first question.

So yeah, a lot of changes are happening for the kids too. Because my biggest thing is, if I have a sense of myself, my ability to become a independence and to master skills becomes bigger. And for these kids, they don't have a sense of belonging, it is so stupid for me to want to build a sense of belonging when actually I need to start focusing on what they can do for themselves. How, the sense of belonging does not start without, like in the circle of courage, the independents, I need to grow independents cause the more independents the child, the more mastery I grow, the more generosity I grow, the more closer we can get to fill in the cap towards a sense of belonging. That is the big thing. It's going slow.

*What?*

The whole process. But like I said, I am thankful to God for putting me here and for blessing me for the way that He did, because the Family Reunification Team, they opened their selves for everything I had to offer and give them. And I am thankful for that. That uhm, even though the Child Care Workers is so not easy for me to do this, there is actually, we have pulled them along the way. We have put a rod around them and drag them along. I'm hoping that they will do some things themselves, but that is for Child Care Supervision. I'm grateful for God brining her in and for everything, you know,

making Vaughan and Alice open for me and my suggestions and for everything I bring in. For management, for the board members to have seen that within me and said, 'let's go with it', and type of those things.

7. What are your negative experiences in the cooperation with other stakeholders\*?

*With Child Care Workers, I think you have explained it.*

I think with my most negative experiences are with the attitude of Child Care Workers and their lack of compassion for the children. Uhm when you start a sentence whit, aren't we just condoning with what the child is doing, is not a sentences what a Child Care Worker should be making. A Child Care Worker sentence should start with what can we do to for this child. What can I do for this child. That anyone discussion about children, the for steps of in the sense of practice, what I am not experiencing reluctantly. Uhm I'm disappointed in the fact that Family Reunification are not developed that much as I hoped in the last two years.

*Is this because of the culture aspect? I mean is this because they are Xosa or?*

I think as far as for one Family Reunification Worker is for losing her daughter, see is not the most, the one Family Reunification Worker you see now, is not the one Family Reunification Worker as before her daughter past away. See is about 70 percent of what see used to be. Uhm the other Family Reunification Worker is, has grown a lot, but see has still her dislike in her back of her head for me. I think that see feels that I'm to white and to direct, because I'm telling people what to do. Uhm people don't like that type approach, but unfortunately sometimes that is necessary. Uhm uhm, I'm disappointed that it's taken me basically a year to get the Child Care Worker Supervision appointed and not without drama and not that that is what I, that is not what I wanted it to be. It is not in the glamour that I wanted it to shine in. But it is coming there, and she is amazing with dealing with that. I'm disappointed in how Vaughan isn't aware what really happens in the Children's Home. He doesn't. he doesn't know the challenges, he doesn't know the people. You have never seen him here. Motivation is determent by the director of whoever is in charge of an organization. If you come, if I come to work late, than my team will always be late. If I am going to show up late for a meeting, my team will show up late for a meeting. When you want to believe it or not being boss does not mean you got less responsibility and your life is more relaxed. You have a, you have to set the image of the organization. And if the image of your organization is, I come to work whenever, and I'm never really checking in your office, well what message are you sending?

*And did you talk about this point with them, or with him?*

I don't know if he is willing to hear what we have to say. I think in a way Alice has perspective in a lot about what really goes on and uhm I think this calls for an approach for grace and love. Not thinking about the attitude he has towards the whole process of what is going on. And God has grace for us, but at the end of the day we still have to ably by the laws of this country and God says this clearly in the Bible. So it it, uhm it becomes a what would Jesus do if he was me, you know. And sometimes people don't really want to hear what you have to tell them And Vaughan does not want to hear what I want to tell him. It has taken him a while to get used to me. We are trying, the Child Care Supervisor and I am trying to set some trends. And the Child Care Supervisor have only been here for 2 months and there already have been significant changes. You can see that the Child Care Workers are more focused than they are used to be. But we see where it leads.

8. In which way do you work with the Child Care Workers, Outside Social Worker and the Social Worker?

9. Does Beautiful Gate Children's Home influence your work?

Uhm not much, I would say. Uhm around policies and procedures you mean at that level? The management?

*Yes but also what the influence, what you described, the lack of skills of Child Care workers are on your work?*

Uhm I think the biggest challenge is basically peoples attitude towards work, that is obviously the biggest challenge here. Uhm but for me personally, I have grown a lot in this job, I have a lot of useful skills and experiences that I've used learned and lately I have been able to really clear things up for myself. Properly better than that it was. I am a better manager now then when I started working here.

10. What could be improved concerning the cooperation between you and other stakeholders\*?

I think I have mentions about the Child Care Workers and the Family Reunification Team what could be improved. I think I have told you about Alice and Vaughan, but they are not aware of their lacking.

I wish there was a way that government see that Children's Homes need one person from government side who are doing our court orders and all our legal stuff. Uhm that would be nice, because that person would know to, their job would be, to prioritize what needs to be next. If I just had to deal with one person, and not like right now, with like five people for court renewals and stuff, and sometimes more with the one that the other. But I wish that there was just one person, where I could just sit with once a month and say: 'this is where we are with this one, I need you to do kne kne kne, and this is the next thing we gonna need. It would be nice to do that. But unfortunately we are not there yet.'

11. Are there problems in the cooperation with the Outside Social Worker?

12. Is there a good planning about when the child is going home?

13. Is the Child Care Worker joining you at the Home visits?

Not as much as we would like to.

*Why is that, what is the reason for that?*

Because they don't know.

*And is that because they don't know that we are going on a home visit?*

No they know that we are going on a home visit, we have told them that, if they want, we said to the Child Care Workers, if there is a home visit you want to do come and tell us, we will take you. We will book an appointment and take you with. Nobody has approached us.

*Is that because of the work or is it more because of the culture?*

I think it is, the real thing is that they feel that they don't want to work for free. If they are on a home visit, they want to claim their overtime and we said 'no, you can't claim overtime it is a part of your job, it's an extra what you do for your job to understand your

job better'. And they are not happy about that. They want their time back, or they want to get money for it. The thing is that that is also a lack of insight of their job. They don't realize what difference it is going to make to actually see where the child is going on weekends or what the circumstances are for the child.

*For themselves?*

For themselves. At that moment you see someone's house, you can ask a question, you don't know who they are, when you walk to that house you think ah, that why that is this child does like that.

*Does the Child Care Workers get updated about what happens on a home visit, their court order?*

Not so much the court order because that really doesn't mean anything to them. It's nobody's business but mine, to know where the court order is. We have Child Focus Meetings, and in Child Focus Meetings the information, we share with them, we get un update. We don't share all information with the Child Care Workers, because it becomes a, why didn't you do that, why didn't you do that issue.

*You to them?*

No them to us. Child Care workers will say, why didn't you do that, why didn't you do that and why didn't you do that. So we only give a feedback of where we are. We don't make it open for discussion because they like to do that.

*You did this in the first period you were here?*

We had it open and then we learned that you don't do that. And then I spoke with the Family Reunification Team and we agreed that it is a really uncomfortable situation to sit and defend yourself when you are trying to do your report and to work towards a plan for a child. So we as a team actually, it is not uncommon practice, at Marsh Memorial we did it that way to, there is only that much what you share with a Child Care Worker. They tend to like to have the ax on the one hand.

*But they do know when the child is going home, like on weekend and for good?*

They should know, we sent the weekend placement on a Wednesday to say what kids are going away. We inform them in the Child Focus Meetings, we talk about when we would like to reunify the child. And you say that, you know, that is the situation with this child.

*But when we did the interviews with the kids, they did not know when they would go home.*

*Is this because of the Child Care Workers don't know or don't speak or?*

Yeah I think, uhm we obviously are not at a place where the children are informed of their process of reunification. We starting to participate them when it is more curtain. Uhm my fear is that if I include a child in their own reunification process, that they might be expose to things negative experiences or that a child expectations would be high and then the disappointment happened, you know, that can be a really negative experience. So uhm, I think when the Child Care Workers are able to communicate on that level with us, we look at a process that's including the child in the reunification work. You know, and the Child Care Worker in the process. Cause ultimately the child has a right to know. The problem is just that, they have already been through so much disappointments and some of the children have been here for so long that I've stopped hoping. So I don't wanna, you know, open that door especially when our Child Care Workers aren't able to work with children with behavior challenges. I know that it is not fair, but it is so much for the children.

Round about September, when I know certain what kids are going home, I start walking around and say, 'he are you ready to go home, do you know that you are going home to your aunt or so so so so and then you are not coming back to Beautiful Gate'. And then they are going to go back to the Mama, to the Child Care Workers and they tell them, and the Child Care Workers don't respond. They just go 'oh'. I need the Child Care Workers to feel in to it. You need to get the Child Care Workers to encourage these kids, that they want to go home.

*And some children don't know why they are living at Beautiful Gate, what is the reason of that?*

Oke, it also have to do with participation. It also has a lot to do with Child Care Workers cause Child Care Workers are supposed to tell the child, especial our Child Care Workers don't want to tell the children that their mother past away and that there is no one to care for you.

*But isn't it better for the child to know that, than to know nothing?*

I think that there is a challenge in the fact that I say that 25 percent of our kids haven't have the intellectual ability or capability to understand what this means, that your mother past away. Cause most of these kids, the kids who are here because their parents past away have absolutely no memories of it.

*But the kids we interview are like 8-12 years old, couldn't they understand it that their parents past away?*

They don't even know that their parents past away or whatever.

*But if you tell them, they wouldn't understand?*

They wouldn't understand. They can't go back in their minds and search oh my mother. They don't have a picture of who that person is. They have no interaction, no band, no nothing, they cannot. Like if I told you that your mother past away, you know exactly who I'm talking about, you know the emotions, the relationship, the feelings and the issues. These kids have nothing. The just go 'but I thought that Mama S was my mother'. They believe that the Child Care Workers are their mothers. Cause they have been here for so long and because they call them Mama. That is another issue, problem and challenge. We had a kid here, uhm she believed if you, she is 13 years old and if you interview her, she has lived here since she was six months old or something. If you ask her 'who is you biological mother?' she tell you a Mama T is her biological mother, because Mama T was a Child Care Worker. That is what she believed. And she has a host when she got a little bit older, and see tell you 'no but that is my other mother'. So her first biological mother is Mama T and this host is her second mother. So for some of our kids, they just don't have that connection to draw the lines. Whit's makes it difficult because basically the only experience of a mother is that what they had on Beautiful Gate and we know that our staff is not professional enough. So there is a big cap for these kids and a big cap in their understanding as well. The kids have no feeling of connecting it whit, they don't have the memories. They have noting in their heads where they can link it with, or to compare it with. Especially the older kids, except for one, the have been here all their lives.



## 20. INTERVIEWS WITH CHILDREN

### Interview 20

Child: Dave

Date: 09-04-2013

1. How long have you been living at Beautiful Gate?  
A lot  
Yeah long?  
Yes  
How long?  
I don't know.  
Family Reunification Worker: You came at 2002.  
So almost 11 years? Almost your whole life?  
Yes
  
2. Do you want to tell us why you are living here? If no, do you know why you are living here?  
No, I don't know why
  
3. Does the mama talk with you about going home?  
Yes  
When do you go home?  
I don't go home, sometimes I go home on the weekend  
And do you go to your parents or?  
No, to foster parents  
Do you like it there?  
Yes
  
4. Are you going home on the weekends?  
-
  
5. Do you like going home on the weekends?  
Yes
  
6. Do you know why you are going home on the weekends?  
No
  
7. Do you know how long you have to be here?  
No
  
8. What do you like about living at Beautiful Gate?  
Playing
  
9. What don't you like about living at Beautiful Gate?

There is nothing

10. How would you like to talk about the things you want and need?

I would like a dog

11. Do you talk with the mama or papa about what you want or need?

Yes

Do you know before the weekend when you are going home?

Yes I know, the mama and papa tell me.

## Interview 21

**Child: Steve**

**Translator: Mama Titi**

**Date: 09-04-2013**

1. How long have you been living at Beautiful Gate?

Sad,

*Sad?*

At first she was, I think it was 2003 when we take here. Or 2002

That is long?

Yes it is long. She came when we were still living there, we left there at 2003 and we came here at 2004.

*So nine years?*

Nine years.

2. Do you want to tell us why you are living here? If no, do you know why you are living here?

No.

3. You don't know why you are living here?

No

4. Does the mama talk with you about going home?

No

5. Are you going home on the weekends?

Khayelitsha.

*Is that with the Mama or?*

Yeah.

*You are staying in the weekend at the Mama's place?*

Yeah,

Family Reunification Worker: She used to go with me, she hasn't got somebody who takes care for her. And then I used to take her for the weekend, but when, bus since now, my daughter passed away, I couldn't take her, because the load is too much. And this weekend she was for the first time, go with the Mama from here. She go with the Mama to Khayelitsha.

6. Do you like going home on the weekends?  
Yes
7. Do you know why you are going home on the weekends?  
No
8. Do you know how long you have to be here?  
No
9. What do you like about living at Beautiful Gate?  
Huh?  
*What are the fun things? What do you like?*  
Uh to teaching and to play.
10. What don't you like about living at Beautiful Gate?  
There are no things that she does not like here at Beautiful Gate. Nothing.

11. How would you like to talk about the things you want and need?  
A school bag and as book for school

## **Interview 22**

**Child: Melanie**

**Date: 09-04-2013**

1. How long have you been living at Beautiful Gate?  
I think, I started to stay here when I was seven years old, I think, I don't know.  
How old are you now?  
12 years.  
And where start living here when you were 7 years old? So that is five years.
2. Do you want to tell us why you are living here? If no, do you know why you are living here?  
Yes I know, I like to tell you. My father told me because I asked him, why I was living at Beautiful Gate. I am living here because my mother died and my dad could not take care of me because my stepmother. When I did not stay here for a long time my step mother was punishing me. So when I asked my father, why don't you tell me those things, I can't tell him because my stepmother said that I mustn't tell him. Because my father had to bring me to a hospital, my stepmother beat my with a high heel shoe at the head and then my father cried out why didn't I tell him. I said, I said that my stepmother said that I must not tell you. So my father brought me to hospital and there I started to ask him if I could stay at Beautiful Gate.  
The reason why I am at Beautiful Gate, he could not take care of me and he knows now about my stepmother things and my mother died and the Lord takes care of me, then he send me to Beautiful Gate.

3. Does the mama talk with you about going home?

No just sometimes

4. And do you want to go home?

Yes

5. Are you going home on the weekends?

At the weekends, I play, when I'm there I play with my friends and then I come back at six o'clock, I eat food at Beautiful Gate and then stay and watch TV and then when I am coming back my mother sometimes give me something to eat at school.

*So you go on the weekends to your father?*

No not my father, it is my foster mother.

6. Do you like going home on the weekends?

Yes

7. Do you know why you are going home on the weekends?

Yes

8. Do you know how long you have to be here?

No

9. Do you like to stay at Beautiful Gate?

Yah,

*And what do you like?*

I like to, here in Beautiful Gate the Mama's, the Mama's show us love and when you want something, they give us, and if they know what we want, they give it to us.

10. What don't you like about living at Beautiful Gate?

No, yes, no, well no.

*So you like everything?*

Yes

11. How would you like to talk about the things you want and need?

Uhm the thirst thing that I want is, is uhm to have a dog, a play mate dog. And a cellphone.

### **Interview 23**

**Child: Rebecca**

**Date: 09-04-2013**

1. How long have you been living at Beautiful Gate?

Six years.

2. Do you like to live here?

Yes

3. Do you want to tell us why you are living here? If no, do you know why you are living here?

Yes, I don't have parents, but I have only my dad and two brothers.

*And your brothers, are they also living here?*

No I'm just living here with my little sister.

4. Does the mama talk with you about going home?

Yes she is telling me when I go home

5. Are you going home on the weekends?

Yes.

*To your father?*

No to one of the Mama's of the cottages.

6. Do you like going home on the weekends?

Yes

7. Do you know why you are going home on the weekends?

No

8. Do you know how long you have to be here?

No

9. What do you like about living at Beautiful Gate?

I don't know, it is nice to be having a room and to have people who listening to you. that are always there for you.

*Are there more things that you like*

I am happy that I still can live here.

10. What don't you like about living at Beautiful Gate?

No I don't want to talk about that

*Why not?*

All of it, I don't like to think about things what I don't like.

*So you like to think about things that you do like and you don't like to think about things that you don't like?*

Yes.

11. How would you like to talk about the things you want and need?

Like what do I want?

I just want to go out on the weekends. I want to just visit my dad.

*Do you miss him?*

Yes

But he does comes.

*He comes here?*

Yes at the weekend sometimes on the Friday sometimes. And I like this.

*Do you also see your brothers?*

My brothers, I don't know, I just, my first brother I saw last year, my other brother last February.

12. *Do you know what is going to happen in 4 years?*

*Like if you are still living at Beautiful Gate?*

I don't know what is going to happen. Maybe I go to my foster parents.

Would you like to go to your foster parents or would you like to stay here?

I would like to go to the foster parents.

*Why?*

Huh what?

*Why do you like your foster parents more than Beautiful Gate? Is that because that is a real house or is it because you don't like something in Beautiful Gate?*

No, I do like living at Beautiful Gate, but I wish I could just go and live somewhere else.

13. *Do you want to say anything?*

I want to thank them, because they took me when I was a kid, I'm grateful.

#### **Interview 24**

**Child: Stefanie**

**Translator: Zuzuwe**

**Date: 16-04-2013**

1. How long have you lived at Beautiful Gate?

Two years

2. When you lived at Beautiful Gate, did you know why you was living there?

No, he was not told

3. Did the mama talk with you about going home?

Yes

*And what did she say?*

The thing is, he is not sure why he left Beautiful Gate. It was al so nice he doesn't understand why he left to go home

*Does he not understand why he lived at Beautiful Gate or why he left for home?*

For home

4. Did you go home on the weekends?

Yes

5. Did you like to go home on the weekends?

Yes

*What did he liked about going home?*

It was so nice to go home,

*Yes but what did he liked about it?*

It was nice to go home, it was nice to see mama and papa

6. Did you know why you went home on the weekends?

I didn't know, but it was so nice to see my mama

7. Did the mama talk with you about the things you wanted and needed?

No

8. Did you know when you could go home for good?

The mama told my when I would go home for good.

9. What did you like about living at Beautiful Gate?

I liked to listen to the mama's and also that they giving me tasks to do

He liked the tasks?

Yes he liked the tasks and also to listen to the mama's and that the mama's where talking to me.

10. What didn't you like about living at Beautiful Gate?

He was so eager to go home because he didn't wanted to live here so long, I wanted to go home. The mama didn't talk about that, the only thing I wanted to hear was when I would go to home for good.

11. If you look back to the time that you lived at Beautiful Gate, what do you think then?

Nothing

## **Interview 25**

**Child: Ton**

**Translator: Mama Titi**

**Date: 18-04-2013**

1. How long have you lived at Beautiful Gate?

He left last December.

Oke, and how long have you been living there? How many years?

He does not remember

Family Reunification Worker answered he came to Beautiful Gate in 2002 and he left us last year December. That means that he lived for ten years at Beautiful Gate.

2. When you lived at Beautiful Gate, did you know why you was living there?

Yes

3. Did the mama talk with you about going home?

No, the mama didn't talked with me about going home.

Yes she did talk with me.

How was that for you?

It was fine.

4. Did you go home on the weekends?

Yes

5. Did you like to go home on the weekends?

Yes

*And what was better at home than at Beautiful Gate?*

I don't know

6. Did the mama talk with you about the things you wanted and needed?

Yes

7. Did you know when you could go home for good?

Yes,

*She you knew that you were coming home last December?*

Yes

8. What did you like about living at Beautiful Gate?

The love and care

9. What didn't you like about living at Beautiful Gate?

What I didn't like is that I was leaving my friends

10. If you look back to the time that you lived at Beautiful Gate, what do you think then?

I feel happy that I lived at Beautiful gate

## 21.LABELLED INTERVIEWS WITH PARENTS

### Deleted irrelevant text, fragmented and Labelled text interview 1 - Jack

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

Now I'm taking care of the child.

Label: care (1.1,A1)

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Beautiful Gate Children's Home supported me with food parcels for The child.

Label: food parcels (1.2,D1)

I knew what was going on with The child.

Label: informed (1.3,C1)

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They gave him love.

Label: giving love (1.4,D1)

The Child Care Workers gave me information about the process of reunification.

Label: information (1.5,C1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

We didn't receive food from Beautiful Gate what made it difficult to give him the medication that he needs.

Label: no food parcel (1.6,E1)

The clothes what The child brought with him on the first day to home were all too small.

Label: too small clothes (1.7,E1)

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Get more food from Beautiful Gate for The child.

Label: more food (1.8,E1)

8. How is the contact between you and Beautiful Gate Children's Home?

We get enough support.

Label: enough support (1.9,B1)

## **Deleted irrelevant text, fragmented and Labelled text interview 2 - Daniel**

1. How long have you been in contact with Beautiful Gate Children's Home?  
I am a friend of Jack, I help her to take care of The child.  
Label: care (2.1,A1)
  
2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?  
My role was to support Jack.  
Label: support (2.2,A1)
  
3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?  
Beautiful Gate keep me posted.  
Label: informed (2.3,C1)
  
5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?  
The support that I received.  
Label: support (2.4,B1)
  
6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?  
The first day The child came here. There was no proper uniform for him. This made it difficult to send him to school. The uniform that we received from Beautiful Gate Children's Home wasn't the right one and it was gross.  
Label: no proper uniform (2.5,E1)  
  
We also didn't received food on the first day what made it difficult to give him the medication.  
Label: no food parcel (2.6,E1)
  
7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?  
To get the right uniform on the first day. So the child can go to school.  
Label: the right uniform (2.7,E1)  
  
To get enough food and to have more contact, because now we are struggling with things that school ask from us.  
Label: more contact (2.8,B1)
  
8. How is the contact between you and Beautiful Gate Children's Home?

It's good.

Label: good contact (2.9,B1)

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, but like I said before we would like to have more food. From the time the child came home, he grew thirty centimeters. We believe that he didn't get enough food at Beautiful Gate Children's Home.

Label: more food (2.10,E1)

#### **Deleted irrelevant text, fragmented and labelled text interview 3 - Emely**

1. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

I'm the aunt of the child and my role was to take care of the child and make sure that the child is okay.

Label: care (3.1,A1)

2. What do you think about the Family Reunification Program at Beautiful Gate Children's Home?

I'm grateful for everything that Beautiful Gate Children's Home did for me. I got a lot of support and I'm really grateful for this.

Label: grateful (3.2,B1)

3. What do you find important in the process of Family Reunification?

It was important that I get support so I could take care of the child. I got support on every step of the way in the process of Family Reunification.

Label: support (3.3,B1)

I got help how to raise the child. Beautiful Gate Children's Home helped me and learned me how to raise him and how to give the medication.

Label: education (3.4,D1)

4. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I always get a lot of information about the child, even when I didn't ask for it. The Child Care Workers always gave me information about how it was going with the child and how he was developing.

Label: information (3.5,C1)

5. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I don't have negative experiences with Beautiful Gate Children's Home. I am satisfied with everything that happened. I am grateful that I received this much support.

6. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Everything was good, so I have no point what could be improved.

Label: No negative experiences (3.6,B1)

7. How is the contact between you and Beautiful Gate Children's Home?

It was good. Beautiful Gate Children's Home always let me know how it was going with The child.

Label: good contact (3.7,B1)

8. Do you receive enough support from Beautiful Gate Children's Home?

Yes, I get enough food. Beautiful Gate Children's Home keep in contact now The child is living here, so when I have questions I can ask the Child Care Workers for help.

Label: food parcels (3.8,D1)

#### **Deleted irrelevant text, fragmented and labelled text interview 4 - Jasmine**

2. What is your role as a parent in the Family Reunification Program at Beautiful Gate Children's Home?

She take care of The childrenen she makes sure that everything is fine for them.

Label: care (4.1,A1)

Her role to the reunification is to call Beautiful Gate and asks them for visiting for the child by Beautiful Gate.

Label: communication (4.2,A1)

3. What do you think about the Family Reunification Program at Beautiful Gate Children's Home?

The cooperation between me and Beautiful Gate is nice. I am satisfied and happy with the cooperation.

Label: satisfied (4.3,B1)

Beautiful Gate is helping me by giving the medication.

Label: education (4.4,D1)

4. What do you find important in the Process of Family Reunification?

To take care of The children and support them. The support is very important to me.

Label: support (4.5,B1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)

So far they helped me, there haven't been any negative experiences. They are helping me every time. If I asked for something, I received that.

Label: no negative experiences (4.6,B1)

9. Do you receive enough support from Beautiful Gate Children's Home?

Beautiful Gate helps them with food parcels, transport and supports them.

Label: transport (4.7,D1)

I received food parcels every month. I don't get food parcels anymore. This is difficult, but we can survive.

Label: food parcels (4.8,D1)

I am still waiting for the grant. When the child was at BG the child was picked up at the gate. When the child came here, the bus should come to my house to pick the child up. But this wasn't happening. I contact the Outside Social Worker and together with him I went to the school. The school told us that the bus wasn't getting his money. In this moment the Social Worker brings the child to school. We are waiting for the grant to come through. This takes a long time in South Africa. When the grant comes through the bus will pick the child up at home.

Label: grant (4.9,E1)

#### **Deleted irrelevant text, fragmented and labelled text interview 5 - Leo**

2. What is your role as a parent in the Family Reunification Program at Beautiful Gate Children's Home?

Every Friday we took the child in home.

Label: weekend placement (5.1,A1)

When we had questions about the child we could call Beautiful Gate.

Label: communication (5.2,A1)

4. What do you find important in the process of Family Reunification?

To get support.

Label: support (5.3,B1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home? (medical staff, Child Care Workers, Family Reunification Workers, Social Worker)  
No everything was good, because the child is like good know, he is big know and he knows things.

Label: no negative experiences (5.4,B1)

8. How is the contact between you and Beautiful Gate Children's Home?

It's good. We can call and we get help.

Label: good contact (5.5,B1)

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes.

Label: enough support (5.6,B1)

10. How are you involved in the process of Reunification?

She did a training how to give the medication, there was a day, two or three days that she had to come to Beautiful Gate. People learned here how to give the medication.

Label: medical training (5.7,G1)

The people learned here everything. Like how to raise the child.

Label: education (5.8,D1)

#### **Deleted irrelevant text, fragmented and Labelled text interview 6 - Megan**

1. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

She ask me to take care for him and we decide we can take him.

Label: care (6.1,A1)

I took the medical training.

Label: medical training (6.2,G1)

We also get training in how to raise the child.

Label: education (6.3,A1)

2. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

The people there, there is nothing wrong. Everyone I meet there, everyone knows him. We could took him in our home. I think that nothing is wrong at Beautiful Gate.

Label: no negative experiences (6.4,B1)

3. What do you find important in the process of Family Reunification?

What I think about that? There was no problems. Beautiful Gate brought him every Friday.

Label: transport (6.5,D1)

So they give me the money and I bring him back every Sunday. There was no problems with transport.

Label: transport money (6.6,D1)

They give me a lot of food parcels. There are only beautiful things, nothing is wrong. Only good things, like the food parcels and the transport.

Label: food parcels (6.7,D1)

6. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

I received the books and school uniforms too late. But I can use the books for the next year.

Label: books and school uniforms are delayed (6.8,E1)

7. How is the contact between you and Beautiful Gate Children's Home?

The contact is good. First my contact is Family Reunification Worker. That is my contact. The contact with Family Reunification Worker is good.

Label: good contact (6.9,B1)

8. How are you involved in the process of Family Reunification?

I took him in the weekend and he stayed her. I brought him back on Sunday before six o'clock, because he get his medication at Beautiful Gate at six o'clock. That is important.

Label: weekend placement (6.10,B1)

#### **Deleted irrelevant text, fragmented and Labelled text interview 7 - Paige**

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

She was taking here Friday and brought her back on Sunday.

Label: weekend placement (7.1,A1)

And also helping us to do the medical training. Communicating when we wanted correcting

Label: medical training (7.2,G1)

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Because she was young and unable to take care for her child. She was young and Asiphe was really sick. Beautiful Gate helped here by taking here child.

Label: helpful (7.3,D1)

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Ok, she mentions that it's the Child Care Workers and the Medical Team. Because they were the ones to involve in her child.

They give her medication, take care of her child and raised her child.

Label: medication and care (7.4,D1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Nothing, because Beautiful Gate raised her child.

Label: no negative experiences (7.5,D1)

8. How is the contact between you and Beautiful Gate Children's Home?

The contact was very well,

Label: good contact (7.6,B1)

And then she said is that, when she was in need of food with the child, we supported her with food parcels.

Label: food parcels (7.7,D1)

Sometimes we provide the transport fare to fetch here child.

9. Do you receive enough support from Beautiful Gate Children's Home?

Yes, I received food parcels and transport fare.

Label: enough support (7.8,B1)

**Deleted irrelevant text, fragmented and Labelled text interview 8 - Charles**

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

To support the child, to take care of the needs of the child.

Label: care (8.1,A1)

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Things are moving really slow, I don't know who this is, Beautiful Gate or the Outside Social Worker

The court order thing is not done yet. So I don't know who's fault this is.

Label: the court process is delayed. (8.2,E1)

*Why don't you know this, is that because Beautiful Gate doesn't tell you, or...? Do you know what I mean, do they keep you updated?*

Sometimes I have to ask and sometimes I don't like to ask. I don't like to be, that is because I work here, so I am taking advances to always ask everything. I expect to be told properly, not just when I ask.

By other parents we (Family Reunification Workers) are the ones that inform them. Because I am here, I feel the pressure that I am not doing things right. I also think that the other parents have the same questions.

Label: no information (8.3,C1)

4. What do you find important in the process of Family Reunification?

They support me every month with transport for the child, school transport.

Label: school transport (8.4,D1)

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They brought a school uniform in the beginning of the year and also they are supporting with transport for him.

Label: school uniform and transport (8.5,D1)

They are asking also how is the child doing.

Label: communication (8.6,D1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They took the child to the hospital. I was not informed what was happening and it's not even written down on paper. The medical staff and the child care workers didn't report anything and it's not on paper.

Label: no reports (8.7,C1)]

I didn't even hear it until I asked, myself, what happened? Because that time when the child was attempted, I was in hospital. I expected they tell me, this is what is happening, that is my need. I expected that they communicated better with me. It was not communicated to me when the child was in hospital.

Label: no communication (8.8,C1)

7. What could be improved concerning the cooperation between you and Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Other than the medical issue I think, they need a reliable person, that would do the job properly and communicate with the social team. I think that nothing is bad, it's just that the Outside Social Worker, they are, they don't cooperate the way they are expected to do. They do things very slowly, but with them we cannot change anything. Because they will tell us that they have a high caseload, so there is nothing that we can do. As parent we wait long for them.

Label: negative experiences with Outside Social Worker (8.9,B1)

8. How is the contact between you and Beautiful Gate Children's Home?

The good thing is when you need help, you get assistants.

Label: helpful (8.10,D1)

#### **Deleted irrelevant text, fragmented and Labelled text interview 9 - Alisha**

2. What is your role as parents in the Family Reunification Program at Beautiful Gate Children's Home?

She was taking the child home every Friday and bring him back on Sunday.

Label: weekend placement (9.1,A1)

3. What do you think about the cooperation concerning the Family Reunification Program at Beautiful Gate Children's Home?

Everything was going under control when she came here to fetch the child and she was told what was happening and what needs to be done.

Label: informed (9.2,C1)

5. What are your positive experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

They help when my child was sick, he was sick too much, but when he came here, he was better. Because was on treatment, on medication regular.

*So what are the positive experiences?*

They take care of the child and they give him medication, so he get better. But now, because he is on treatment, he is better.

Label: medication (9.3,D1)

6. What are your negative experiences in the cooperation with Beautiful Gate Children's Home (Medical Staff, Child Care Workers and Family Reunification Workers, Social Workers)?

Nothing.

Label: no negative experiences (9.4,B1)

8. How is the contact between you and Beautiful Gate Children's Home?

Alright, everything was very good. The communication and relationship is very good, because they let her know everything she needed to know. So Beautiful Gate is doing good.

Label: good communication (9.5,B1)

9. Do you receive enough support form Beautiful Gate Children's Home?

She said the support is good and I also asked her to give me examples. She said they supported her with food parcels, books and uniform. This are the important things.

Label: food parcels, books and uniform (9.6,D1)

10. How are you involved in the process of Family Reunification?

It was good, because she know now how to raise their child properly.

Label: education (9.7,C1)

## 22.LABELLED INTERVIEWS WITH DESIGNATED SOCIAL WORKERS

### Deleted irrelevant text, fragmented and Labelled text interview 10 - Peter

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home over the last two years?

No, there have been no changes.

Label: stable cooperation (10.1,F2)

3. What is your role as an outside social worker to Beautiful Gate Children's Home?

What is my role? My role is to make sure that the children that are present at Beautiful Gate, that there orders are up to date.

Label: child is present and construct orders (10.2,A2)

And I do the court process, and I do the investigation on the family's.

Label: court process and investigation (10.3,A2)

And I am also responsible to do the monitoring to the family's for the two years that the children are staying at Beautiful Gate.

Label: monitoring the family (10.4,A2)

4. How much time do you have to spend toward Beautiful Gate Children's Home?

What I am saying is that, we only come to Beautiful Gate when there are meetings, in conformation with the child. We only meet when there is a case conference. We only meet when I have to do the court order of the child.

Label: necessary contact (10.5,A2)

5. How much time would you like to have to spend toward Beautiful Gate Children's Home?

Unfortunately that is not possible because of the rules of our department. It is not possible for us to have more time to spend towards Beautiful Gate, because we have high caseload at the department, it is actually 360 cases

Label: high caseload (10.6,B2)

Sometimes Beautiful Gate does work for us. Yes.

*How do you find that?*

It is very difficult because, it seems like you are not doing your work, it feels like incompetent.

Label: incompetent (10.7,B2)

6. But it is also bad because you only come in when you are in contact with the parent. But sometimes we also work together. If I get hold of the family that I inform Beautiful Gate about this. If they find the family or the biologic parent that they let us know and we don't have to look for them anymore.

Label: find family (10.8,A2)

7. What are your positive experiences in the cooperation with Beautiful Gate Children's Home?

I can't say I have a bad experience with Beautiful Gate, we have a good relationship.

Label: relation is good (10.9,B2)

8. How do you work with the Family Reunification Workers and the Social Worker and are you satisfied with that?

I do not work with the Family Reunification, we do the same thing.

Label: same tasks (10.10,B2)

I do the reports, and I work in court and I contact the parents. But when we go back, because I was monitoring a placement for two years, we come back and check what is new, maybe the parents were unknowing and we are going to look for them.

Label: construct reports, court work, contact parents (10.11,A2)

It is either they (Beautiful Gate) get the parents or I get the parents. I like the fact that they sometimes do work what I should have done, but it also feels like failure.

Label: Beautiful Gate does work of Outside Social Worker (10.12,B2)

9. Does the cooperation with the Family Reunification Workers influence your work?

They do, because if we get the parents, let say for example that they get the parents, they inform me with the work they have done for us, they make sure that the child is going to the family. At the end to reunify the child with the family. It is a minus one for my case load, because, then I can, the child can be reunified with the mother or the father, that means that we have a case that is done, that we close that case. It is a minus for my case load.

Label: minus the caseload (10.13,B2)

10. What could be improved concerning the cooperation between you and the Family Reunification Workers and between you and the Social Worker?

What can be improved concerning the Family Reunification?

it would be nice to do it together.

Label: more teamwork (10.14,B2)

There are also times that I am late for a meeting because of the car. The transport office, we have a transport office, maybe they forgot or they are also late, I don't know, but we have to wait for the car before we can go to Beautiful Gate, you have to wait for the care. And sometimes you also charge the care. Maybe I have the care, but I have to drop my colleague somewhere, before I can get to Beautiful Gate.

Label: care trouble (10.15, B2)

*So the way Karien and you talk to each other is good? It's not that you...*

Yes we don't have a problem with Karien. We do have our differences. Let's say for example in the case of X. I remember the day she said to me, that they absolutely want to transfer the child to the Eastern Cape. The first thing that came to my mind is that it is not possible. She came up with her reasons, and I could understand her reasons. In

trance of our Children's Act, you cannot take the child to the Eastern Cape, if there is a biologic mother in the western Cape. That are only the kind of decisions where you have to think about the child. And I have to explain it on a way that Karien also would understand.

Label: disagree (10.16, B2)

*So you as socials worker has the last word in the process or you do it together?*

Yes, because Beautiful Gate says most of the times, this is what happened, this and this and this, and we want you to decide, is it possible that we can do this. I am the social worker with the last word,

Label: final word (10.17, B2)

#### **Deleted irrelevant text, fragmented and Labelled text interview 11 - George**

2. If you work longer than two years with Beautiful Gate Children's Home, have there been any changes in the cooperation with Beautiful Gate Children's Home over the last two years?

Now, there is more communication compare to the time I came in. The communication between myself and them has improved. I can see now that there is better communication.

Label: communication improved (11.1,F2)

I am the caseworker for Phillipi area and Lower Crossroad. So I am their point of communication. I work under a supervisor and I work above the social workers. The social workers identify and inform me. And I get to work with the information, I place the children out of their home and I maintain contact with Beautiful Gate. So all the children who are removed in Phillipi area and Lower Crossroad from which I am the caseworker are placed at Beautiful Gate.

Label: sustain contact (11.2,A2)

4. What is your role as an outside social worker to Beautiful Gate Children's Home?

My main role is, the first one is to bring the children to Beautiful Gate, to identify children for meetings.

Label: referral (11.3,A2)

My work now is to do family reunification. I have to prepare the family for the family reunification. So that they are able to have the child to return to their care.

Label: prepare family (11.4,A2)

The children that we removed, are neglect or abused or the parents are using alcohol or drugs. So we have to remove the children from the families.

Label: remove children (11.5,A2)

When the child is at Beautiful Gate I have to work with the family to help them to rehabilitate and get them off of drugs.

Label: rehabilitation (11.6,A2)

My role is to compare the rapports. Which I have to attempt to court and I should be accountable to the commanding officer or a college. He compared the rapports, also the rapport from Beautiful Gate.

Label: compare rapports (11.7,A2)

And we are going to assess if that home is safe again for the child. If yes, than we go to court and we show them the rapport and return the child back to the family. So we prevent that the child goes home when the family is not ready for them.

Label: assess reunifying (11.8,A2)

5. Do you have enough time to spend toward Beautiful Gate Children's Home?

We have never enough time. We have a high caseload.

Label: high caseload (11.9,B2)

Sometimes I don't even have time to ask the social workers how the child and the family is going. They have to call me and give me an update and they ask me how far I am on this case. So which means I haven't enough time to work with Beautiful Gate.

Label: not enough time (11.10,B2)

This type, I think it is limited, the order they lapses. When they lapses because not enough time was given, the order disappears that means that I have to go to court. This cost more time and money.

Label: order lapses (11.11,B2)

7. There are sometimes changes in the way that we interpreted the Children's Act. We are dealing more with the court site. Beautiful Gate doesn't have to go to court. We do have to go to court.

Label: court work (11.12,A2)

I believe in caring for the children Beautiful Gate is doing more than us. But in temps of paperwork, problems with the children at home, we are doing more than them.

Label: paperwork (11.13,A2)

8. What are your positive experiences in the cooperation with Beautiful Gate Children's Home?

Our cooperation has been positive and never had a disorder with any of them. I never had the problem with the court order is despaired. If the court order collapse Beautiful Gate gives me time to repair it.

Label: positive cooperation (11.14,B2)

11. Does the cooperation with the Family Reunification Workers influence your work?

It does, they are doing a wonderful job. They help me to reunite the child. So they influence my work in a good way, they help me.

Label: good teamwork (11.15,B2)

13. What could be improved concerning the cooperation between you and the Family Reunification Workers and between you and the Social Worker?

On the site of Beautiful Gate there is nothing what could be improved.

Label: no improvement points (11.16,B2)

But at our site, we must be working more and more together with Beautiful Gate, to avoid problems in the cooperation. If an order collapses that means that we are behind and that we need more workers here, to work towards Beautiful Gate.

Label: more teamwork (11.17,B2)

## 23.LABELLED INTERVIEWS WITH CHILD CARE WORKERS

### Deleted irrelevant text, fragmented and Labelled text interview 12 – Samantha

2. If you work longer than two years at Beautiful Gate Children's Home, have there been any changes in the cooperation between you and all the stakeholder\* over the last two years?

The management or?

*Yes, but also with Karien, Family Reunification Worker, the whole social work team.*

Yes there is a lot of changes.

Label: lot of changes (12.1,F3)

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

The development. Now, the children are going at home. And even the kids are going on weekend. Before that wasn't happening.

Label: weekend placement (12.2,F3)

Sometimes there is a lack of communication and sometimes we do very well. Both sides, it's not only bad. Sometimes we have a lot of communication. Sometimes we have a lack of communication, sometimes it is good and sometimes it is bad

Label: lack of communication (12.3,B3)

*And is this like the same as two years ago, or does it getting better or worse?*

It's getting better, you know it depends on the situation from that moment. Sometimes is it getting bad and sometimes it is good.

Label: communication is getting better (12.4,F3)

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

My role is to change the life of the kids. What I trying to do, is to give them a future. To sit down and learn them values.

Label: learning values (12.5,A3)

To make the child to be ready to go to home. To sit down en to tell them. If they are going to home, we need to get them ready to go and tell them that maybe you go tomorrow or the next day. We prepare them. You can go to home maybe tomorrow, maybe next year, we prepare them.

Label: preparation (12.6A3,)

6. What are your positive experiences in the cooperation with all the stakeholders\*?

I think we support each other. If there is anything going on, they pray together.

Label: support, pray together (12.7,D3)

7. *Are there any bad thing?*

Gossip, there was a lot of gossip. They are talking behind my back. Just confront me, if you have a problem with me, just confront me. But now it is just better.

Label: gossip (12.8,B3)

8. In which way do you work with all the stakeholders\*?

With the Social Work Team. If I want to know about the child. I have to go to them. There are meetings about the child specially on Thursday. Then we are working together.  
Label: Social Worker has information (12.9,B3)

I work also with the medical staff. When the child is sick, I have to go to them. And tell them, this child has this and that. They can know the child, I have to go to them.

Label: cooperation medical staff (12.10,B3)

The Family Reunification Workers inform us if the child if he is going to home. So that we can prepare the child. They inform us.

Label: Family Reunification Workers inform us about reunification (12.11,B3)

10. If yes, in what way?

For me it is good. I want to be they appreciate what I do. And that is a good thing. And the bad thing. I don't know someone that they don't undermined what I am doing. I want someone who tells me that I could do something's maybe difference, but also what I'm doing right. So not that I should work complete difference. I want someone who appreciate what I'm doing.

Label: appreciated (12.12,D3)

11. What could be improved concerning the cooperation between you and all the stakeholders\*?

As I said, to improve, is to trust each other.

Label: trustworthy (12.13,E3)

To have more time for pray, because we are praying only on Thursday. It's good support to pray with eight other. Come together as a family and to pray with everyone.

Label: more praying (12.14,E3)

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

#### **Deleted irrelevant text, fragmented and Labelled text interview 13 – John**

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?

Yes.

Label: changes (13.1,F3)

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

I didn't know anything about children. I have been trying to help that, now I know that it is important to have good communication. I learn what is important for the child, how I must react on the child.

Label: educated (13.2,F3)

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To look after the children. And to supervise whatever they are doing.

Label: supervise children (13.3,F3)

5. How do you get the responsibility about the children?

I get that because I did the training, yes? And they show me how to do this, then I know whatever they told me.

Label: training (13.4,G3)

*Just the people here (at Beautiful Gate) or also the Outside Social Worker?*

Yes also the social worker.

*Sorry I ment the outside social worker*

No, just inside. The people who work here. They tell me what to do, like do this and.

Label: Social Worker supervises (13.5,G3)

6. How do you reflect on the process of Family Reunification?

Before I did not understand it, but know the people told me how to do it. So before the child is going home, you sit down with the child and talk to them.

Label: communicate about reunification (13.6,B3)

*Before they didn't do that?*

What was happening when children going home, they, the social worker comes to us and told us that the child is going home.

Label: Social Worker communicated about reunification (13.7,B3)

Everything what is happening with the child, you must report.

Label: reports (13.8,A3)

7. Do you see the child during and after leaving Beautiful Gate?

Yes, we see the child and sit down with the child and prepare them when that they are going home.

Label: preparation (13.9,A3)

8. Do you know what the child wants concerning the Family Reunification?

They are not too young. We will sit down with them and the child will tell me what they want. So we sit down with them and then he tells me what he wants. They want to go home, they are happy. Sometimes they don't want to go home and then I comfort them

Label: child communicate needs (13.10,B3)

9. What are your positive experiences in the cooperation with all the stakeholders\*?

Happy.

And what do you find happy?

You learn from eight other. When you don't know what to do, you ask someone. Maybe they know. So we use eight other expertise and knowledge.

Label: learn from eight other (13.11,B3)

*From who do you learn?*

Mostly from the social worker.

Label: Social Worker educate mostly (13.12,G3)

10. What are your negative experiences in the cooperation with all the stakeholders\*?  
No, nothing, it's all good. The communication, the meetings, it's all good.  
Label: no negative experiences (13.13,B3)

11. How do you work with all the stakeholders\*?  
We have to write a report and the social worker checks it.  
Label: write reports (13.14A3,)

12. What could be improved concerning the cooperation between you and all the stakeholders\*?  
Trainings, to learn more.  
Label: more trainings (13.15,E3)

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

**Deleted irrelevant text, fragmented and Labelled text interview 14 - Monica**

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?  
Yes  
Label: changes in cooperation (14.1,F3)

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?  
A lot of similar, now we have like partnership, also we are working in the community more efficient.  
Label: more community work (14.2,F3)

We learning children more, we give training for parenting skills

Label: parenting training (14.3,A3)

*How is the communication between you and the other people who are working here?*  
Yes, I understand, here there is a lot of teamwork, we felt eight other. Like we have a Social Worker and the Family Reunification Workers in the team. We are helping eight other.

Label: teamwork (14.4,B3)

*And how was that in the past?*

There was teamwork but it was not, there was not a Social Worker who told us what we should do, that was your own job.

Label: no one in charge (14.5,B3)

Now we are more supporting to eight other.

Label: more support (14.6,E3)

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

I have to take care of the children and I'm doing sport activities, you know everything.  
Preparing for school.

Label: take care, sport activities, prepare for school (14.7,A3)

5. How do you get the responsibility about the children?

We had some training, we had some training for that. We don't want to take the children with the kid that have been here longer. They are different, you know? But then we know how to deal with them because we did the training. So you don't have to judge them for being different.

Label: training (14.8,G3)

*How do you work with the 'Children's Act'? Do you work with it?*

Not quite. The Social Worker and the Family Reunification Worker works with it.

Label: not working with Children's Act (14.9,A3)

We do work with the Child Protection. This tells us what we can and can't do.

Label: work with 'Child Protection' (14.10,A3)

*Do you see the child after leaving Beautiful Gate? When the child is reunified with their parents?*

No, not unless we are, we have a child appointment. So we will see the child only as we visit.

Label: don't see child after reunification (14.11,B3)

But we usually not visit. The Social Worker and the Family Reunification team see the child more after leaving Beautiful Gate.

Label: possibility to visit (14.12,A3)

And do you hear this from the Social Worker of the Family Reunification team?

No, when they are coming back they are accepted to inform us about hem  
*But they don't?*

It's a challenge, I mean, I think there is a lack.

Label: social work team doesn't report to us (14.13,B3)

6. *How do you reflect on the process of Family Reunification?*

Yes, when the child has left? Yes.

*And how do you do that?*

In the meeting, in a cottage meeting.

Label: evaluation in cottage meeting (14.14,B3)

7. *Some of the children are really small right? How do you get the information what's he wants?*

It's not difficult. We are Child Care Workers, so you see the child. You observe the child. You can see if he responds happy or sad.

Label: observe (14.15,A3)

8. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

I just think that if we can involve us in the visiting, that it, that we can be involved or that they just could let us know about how the child is doing.

Label: involvement in home visits (14.16,B3)

9. What are your positive experiences in the cooperation with all the stakeholders\*?

Teamwork, if we don't know anything that we can talk about it with eight other.

Label: teamwork (14.17,B3)

10. What are your negative experiences in the cooperation with all the stakeholders\*?

There are no bad things, most of the time. If there is a lack in the communication that we always correct eight other.

*And in working with other people?*

I don't know, I never experienced bad things, you know?

Label: no negative experiences (14.18,B3)

11. How do you work with all the stakeholders\*?

We see eight other after a shift. We talk to eight other and tell how the child is and what you have finished and ask the other Child Care Worker if she could finish something for you. If this is what you are asking.

Label: communication after shift (14.19,B3)

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

#### **Deleted irrelevant text, fragmented and Labelled text interview 15 – Joey**

2. Have there been any changes in the cooperation with Beautiful Gate Children's Home the last two years?

No not at this moment.

Label: no changes (15.1,F3)

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

They are only adding new staff, like the supervisor and Karien wasn't here. They are adding new staff but they don't fire someone.

Label: new staff (15.2,F3)

What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To love the children, to babysit, to help with food, games and homework. To play games with the children.

Label: love the child, help with food, games and homework (15.3,A3)

How do you get the responsibility about the children?

Sometimes I get it by the 'Children's Act' and sometimes by the Social worker.

Label: responsible through Social Worker or 'Children's Act' (15.4,A3)

It's makes it easier that you know where the children come from, what they have been through. It makes it easier to understand the children. For my and for them.

*You mean that you understand their behavior?*

Yes, if you understand their behavior you're more likely to understand why are they being like that. It's like that, some they are looking for attention and some they are just letting out their stress.

Label: understand behavior (15.5,A3)

Do you see the child during and after leaving Beautiful Gate?

Some, not really.

Label: don't see child after reunification (15.6,A3)

because what is happening is, when they are here, they want to go home and that is the goal of Beautiful Gate and the families. Now when they are there, they are no longer used to be out of Beautiful Gate, what they used to be. But know when they are at home, they want to come back. That is not how it's works.

Label: child isn't used to live in community (15.7,B3)

Do you know what the child wants concerning the Family Reunification?

When the Reunification team is looking up to the possibility to go home, then when they found possibility than we come to us and tell us that they found something.

Label: Reunification Team communicate about reunification (15.8,B3)

We are a friendly environment because we are here a lot, even if we have our problems, we would not let the children know. And my private problems I will leave at home. And like if I know something about you, I would not use it against the children. Even if we are not talking, but when we are here at Beautiful Gate, we will try our best to talk to each other, then we start over.

Label: friendly environment (15.9,B3)

*You think that the communication is good?*

Yes everyone knows that I always say what I think.

Label: communication is good (15.10,B3)

How do you work with all the stakeholders\*?

I work nice with them but sometimes we have difficulties or an misunderstanding.

Label: cooperation is nice, sometimes difficulties (15.11,B3)

Because we have a lack of communication, but we are doing the best.

Label: lack of communication (15.12,B3)

*And with the medical people?*

It's just that they forget sometimes the good medication or the they forget some medication. This is not too bad because we remind them and then we get the right things. We're never finished working with each other, we have to sick to each other.

Label: medical staff forget medication (15.13,B3)

Do you also write reports?

We only write reports for the file and we will meet about that in the cottage meeting.

Label: write reports (15.14,A3)

To the medical team we write report. We respond to eight other. When I see something about the child, I report that and I will get a respond to that. They will also write their own comment.

Label: medical team write reports (15.15,B3)

What could be improved concerning the cooperation between you and all the stakeholders\*?

There is actually. The communication between us to the manager. From top level to the down level. That is one thing that should be improved.

Label: communication between manager and us should be improved (15.16,B3)

\*Medical Staff, Outside Social Worker, Family Reunification Workers and Social Worker

#### **Deleted irrelevant text, fragmented and Labelled text interview 16 - Christina**

3. If yes, what are the changes in the cooperation between you and the stakeholders at Beautiful Gate Children's Home?

Many children phone back to their family. Now the children are phoning the family.

Label: children phone their family (16.1, F33)

*How do you work with them, how do you work with the Child Care Workers?*

Other than before. If you got a problem than you go to the supervisor or the social worker. And with the other Child Care Workers you talk.

Label: problem management (16.2, F3)

4. What is your role as a Child Care Worker at Beautiful Gate Children's Home?

To take care of the child.

Label: take care (16.3,A3)

To develop the child and to help them develop physical.

Label: develop the child (16.4,A3)

We give them love and show them right and wrong.

Label: love and teach values (16.5,A3)

5. How do you get the responsibility about the children?

We teach the children how to be responsible. So you teach them to brush their teeth. You let them help with the washing, clean the shoes, clean the blouses. This is how you teach children to be responsible.

Label: teach responsibility (16.6,A3)

Oke, and how do you get the responsibility? You are responsible for the children in your cottage, how, why?

We give them everything, like food, medicine, a bed and help them with schoolwork.

Label: give the child food, medicine, a bed and help the child with school work (16.7, 3)

We supervise the child.

Label: supervise the child (16.8,A3)

7. Do you know what the child wants concerning the Family Reunification?

Sometimes they tell us.

Label: children tell their needs (16.9,B3)

8. Do you know the 'Children's Act'? Do you work with this?

Yes I do, I do..

Label: knowledge about Children's Act (16.10,A3)

I have to go to the Supervisor or the Social Worker if anything is wrong. It's very good and it is very good for the children.

Label: go to management by mistakes (16.11, 3)

9. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

It's good, it's good to visit the families and support the families.

Label: positive to visit and support the families (16.12,E3)

10. What are your positive experiences in the cooperation with all the stakeholders\*?

I like to communicate.

Label: positive communicate (16.13,B3)

11. What are your negative experiences in the cooperation with all the stakeholders\*?

Conflict.

Label: conflict (16.14,B3)

Is there a lot of conflict?

No not a lot. But if you say something about someone else what isn't right. The gossip.

Label: gossip (16.15,B3)

What could be improved concerning the cooperation between you and all the stakeholders\*?

Do the best and the right for the children.

Label: improve the righteous (16.16,E3)

*Are there more things that could be improved?*

The activities and the challenges for the children, the right activities. The homework with the children. Now everything is every day the same.

Label: improve activities (16.17,E3)

## 24.LABELLED INTERVIEWS WITH FAMILY REUNIFICATION WORKERS

### Deleted irrelevant text, fragmented and Labelled text interview 17 - Rose

2. Have there been any changes in the cooperation with you and all the people last two years?

Because now I can do development preservation by supporting the families, by encouraging the families.

Label: support the families (17.1,A4)

*And are there changes in how you work with each other? Like now the supervisor is new.*

Yes there were changes, because if I telling you . Karien now is a tide supervisor when we starting to the family preservation. Because the first time when we starting, it was Sylvia.. Then after a time it was Mikela. And after Mikela it's Karien. And all those three ladies, the thing that I'll been learning.

And then Karien came after her. Karien, what she is doing, she is doing the same that the first one was doing. She want to teach, also want to feel. She is a hard worker, Karien. She is a hard worker and she also wants you to be like her.

Label: learning from the Social Worker (17.2,G4)

3. What do you like in working with other people?

What I like in working with other people, I like to work as a team, because if you are work at the team. If you got something, if you got one peace. To work a team is like a puzzle you bring more, every piece. I like that, because every piece have got. My piece cannot work alone, I need other pieces. It's what I like to work in a team.

Label: teamwork (17.3,B4)

*And have there been negative things?*

Ok, the negative things. Some of us, like black people, I don't like it. They cannot help it, because the majority here at Beautiful Gate is the black people. When the white people come or a colored people come. Sometimes they didn't fits, because of the language. Maybe you are alone and then we, black, we don't think that she doesn't understand and then we speak English that they can understand. It's negative at Beautiful Gate, since I started here, I don't like at Beautiful Gate. Because people they don't think what I am thinking. I don't like the way you are doing in Xhosa and that you don't know and you are only the one person.

Label: langue's differences (17.4,B4)

4. How do you work with the Child Care Workers?

Now, I work not closer with the Child Care Workers, because only, maybe time and time, like my appointments now. Now, there are children at holiday and then they will come maybe and ask things, but I'm working ok with them.

Label: no cooperation with the Child Care Workers (17.5,B4)

5. How do you work with the Outside Social Worker?

*You have problems with the Outside Social Worker, a little bit?*

No, I don't have nothing for me.

Label: no problems with Outside Social Worker (17.6,B4)

6. What could be improved in the communication or cooperation?

I'm sure that the communication is a big thing here. If we can improve. I always said, I don't know how, to improve that. The communication is lacking here.

*And how it is lacking?*

Like most of the things is that they do, the mama's, they didn't tell us about the child. All of those things. And also sometimes, to ask something and then you forget and that becomes a lack of communication.

Label: lack of communication (17.7,B4)

*And we also heard from the Child Care Workers that they think that the gossip is a big problem. Do you also think that?*

At Beautiful Gate? I mean gossip is everywhere, gossip is everywhere.

Label: gossip (17.8,B4)

7. And does the Child Care Worker sometimes go with you on home visits?

Yes, but even before when we want to go, they come and said Mama we want to visit. Ok, come and they will come, like Lulu.

*But from the moment we have been here, there is no one coming. What is the reason?*

Myself I never ask to them about my clients

*They don't come to you and ask?*

They never ask.

Label: no involvement with Child Care Worker (17.9,B4)

8. Do you have a planning is the child is going home?

It's a good planning. When the child is going home, we can inform the family.

Label: to inform the family (17.10,A4)

9. When the child goes home, you have a plan that he is going home. Is that ok? Because in the last research it wasn't always clear when the child is going home and for the Family Reunification Workers when the child is going home. Is that still that way of do you know when the child is going home?

What, like for good?

Yes

Ok, we do know when the child is going home.

Label: date of reunification (17.11,A4)

Ok, we do know when the child is going home. Special when we work with the external Social Worker, because when we do those reports. It's a big long report, we send a big long report to the external Social Worker. And then the Outside Social Worker, he or she will do the foster screening. And they described in their report, this child is ready to go. And now we have to prepare, because those reports.

*But that wasn't like this two years ago?*

No, and then we are struggling. And know I am happy. In fact of a Social Worker, it's Mikela who wants information of the child. But let us know before she didn't let us know, because she never gets a report. Because the Social Worker was failed to do that.

Label: less struggling with Designated Social Worker (17.12,F4)

10. Do you work with the Children's Act?

I don't know what's in the Children's Act. It's Karien who knows about the Children's Act. She will tell us what the Children's Act said, but we don't know.

Label: no understanding of Children's Act (17.13,A4)

**Deleted irrelevant text, fragmented and Labelled text interview 18 - Faith**

2. Have there been any changes in the cooperation with you and other people over the last two years?

Cooperation with other people?

*Yes from the other people who work here.*

In two years past from now?

*Yes the last two years.*

No.

*So everything is the same as two years ago?*

Yes everything is the same.

Label: same cooperation (18.1,F4)

4. What is your role as a Family Reunification Worker at Beautiful Gate Children's Home?

I found families and bring together family and child.

Then at a later stage, if the relationship is strong, the child will go back to the family.

Label: Family Reunification (18.2,A4)

5. What are your thoughts about the Family Reunification Program at Beautiful Gate Children's Home?

For me I'm thinking we need to have more training.

*You as Family Reunification Workers?*

Yes, we need to have more skills, to learn more.

Label: need skill training (18.3,E4)

6. What are your positive experiences in the cooperation with other stakeholders\*?

We work as a team and you have different departments but all of us are here for the child. That is a positive one.

Label: teamwork (18.4,B4)

7. What are your negative experiences in the cooperation with other stakeholders\*?

That is one, there is a lack of communication, people don't communicate the important things than it makes chaos.

Label: lack of communication (18.5,B4)

*Why do you think they don't communicate?*

You know. Sometimes people forget, they don't write down, if things are not on paper, that is also a problem.

Label: lack in reporting (18.6,B4)

In which way do you work with the Child Care Workers, Outside Social Worker and the Social Worker?

I work very well with them, because we don't get any negative complaints from the parents.

Label: good cooperation with Child Care Workers (18.7,B4)

*And with the Outside Social Worker?*

That's another thing, they delay things, they don't do things quick.

Label: negative experiences with Outside Social Worker (18.8,B4)

*And with the Social Worker?*

Oh we work well. Especially when work related and when it is work related.

Label: good cooperation with Social Worker (18.9,B4)

Oh, oke, she will supervise us, she has a lot of ideas what she is sharing, so what is good.

*So you learn from her?*

Yes.

Label: supervision from Social Worker (18.10,G4)

8. Does the cooperation with other stakeholders\* influence your work?

*And what are the good things?*

The good things is that they prepare the children. But you know not everyone is doing good in Child Care, some they don't cooperate very well because you will ask them to do something, and when you come back they did not do it. So I would say 50 percent, 70 percent is doing good, are doing oke.

Label: lacking Child Care Workers (18.11,B4)

9. What could be improved concerning the cooperation between you and other stakeholders\*?

Label: no improvements (18.12,B4)

*Do you work with the Children's Act?*

Children's what?

*Children's Act,*

I don't normally do use the Children's Act, but, yes because we are all here we are all connected whit the Children's Act.

*Do you know what the Children's Act is, do you work with it, do you read it and then use that in your work?*

No.

Label: no knowledge of Children's Act (18.13,A4)

## 25.LABELLED INTERVIEW WITH SOCIAL WORKER

### Deleted irrelevant text, fragmented and Labelled text interview 19 – Karien Beukes

2. Have there been any changes in the cooperation with you and other people over the last two years?

Obviously my post at Beautiful Gate was to bring in a little bit changes in Family . So when I started working here, I started drafting a model for Family Reunification that will work for Beautiful Gate families and children.

Label: model of Family Reunification (19.1,F5)

So we codes exist everything, their caseloads, visited the families, try to find out what we had. And then we started whit Family Reunification.

Label: start of Family Reunification (19.2,F5)

We put a whole lot of documents systems in place and I did a whole training with the team on how to report stuff, how to do home visits, we talked about what is our aim and goal for Family Reunification.

Label: train the team (19.3,G5)

2. We changed the way we work with the family. In the beginning when I started working here, the families had to come to Beautiful Gate. We used to do office interviews, there wasn't a lot of home visits, there wasn't a lot of phone calls made to families. So when I came I said, 'no we need to go to the families'. So we started doing more home visits, we started phoning more, not as much as we should but, it has improved a lot. So for the families that was the different way that we worked.

Label: more home visits (19.4,F5)

The other thing that we also did in this time is that we started to give families more responsibilities for the children.

Label: more responsibilities for the families (19.5,F5)

But we have, at that time we were at a state that the Child Care Workers were not documented anything of value.

Label: no reports of Child Care Workers (19.6,B5)

We divide between the Family Reunification Workers and the Child Care Workers. We not getting information, value information, from them.

Label: no information from Child Care Workers (19.7,B5)

Because if they document those things correctly, I would be able to pick up trances and react.

Label: need to have documents from the Child Care Workers (19.8,B5)

Do the Child Care Workers talk with the child if anything happen in the weekend?

If even they have that relationship whit the child, but unfortunately we only have maintenance here. We just go through the process, they won't treat the children as if they would have if it was their own.

Label: no treatment (19.9,B5)

Because my job is to train the family and to prepare the family for reunification.

Label: to train and to prepare family (19.10,A5)

With Family Reunification, we have been lucky, it can take a lot of convincing to take a kid back. Both Family Reunification Workers do what they can, they have built relationships whit the families.

Label: Family Reunification Workers built relationships (19.11,A5)

And your communication with Family Reunification Workers?

I think it is good, obviously we have personality types and people's ability to remember and people's ability to manage time and someone's tasked and always interfere.

Label: good communication with Family Reunification Workers (19.12,A5)

I have to sit down whit them once a week, where are you, what have you done, when are you going to do this? And if something is important I walk up to them and say 'have you done this, have you done that, have you done this, have you done that'.

Label: coach Family Reunification Workers (19.13,G5)

The way we used to work with Outside Social Workers is that we used to knock on their door.

Label: push the Outside Social Worker (19.14,B5)

It is more a lot of administrative functions that we do with them now and write reports, make phone calls but we document those processes. And then if we done something for too long, I will write the manager of that person with all the listing of communication that we already send to that person and that I request a respond from them. So the process of dealing with the Outside Social Worker has become formalized and there is a lot of administration around it.

Label: formalized relation with Outside Social Worker(19.15,B5)

*And two years ago did you only do the phone calls or did you also write reports towards eight other?*

We have been writing with them all along. Before my time there was no reports, you can see that clearly in the documentation. Before my time there was no documentation, since my time, every single little thing has to be documented. I push hard for that.

Label: no documentation two years ago (19.16,F5)

*There is a new supervisor, for the Child Care Workers, how do you communicate with her?*

Uhm we are doing one on one and we have an open door policy, that is the best way to put it. When we need to speak with eight other we speak with eight other. So if see is

here and she need me when I am at home, than she needs to phone me. But you see that most of the times, she walks in my office and we are talking about what we need to do. So we have a very open communication, I actually head hunter her for this job. I had a relationship with her prior to Beautiful Gate, which is why we can on so well.

Label: open communication with supervisor (19.17,B5)

4. What is your role as Social Worker at Beautiful Gate Children's Home?

Yes, my role is that all the legal documentation is in place.

Label: to complete documentation (19.18,A5)

That psych- socio care is provided for the children, that the day to day care of the children is organized and within standards of the 'Children's Act'.

Label: provide care for children (19.19,A5)

I also supervise the Family Reunification team and lead them through that thing.

Label: supervise Family Reunification Team (19.20,A5)

I also provide support services to the child and youth care workers.

Label: supporting Child Care Workers (19.21,A5)

5. What do you think about the current Family Reunification Program at Beautiful Gate Children's Home?

It is better than it was, it is not perfect. There is a lot of growth opportunities still available within this team.

Label: Family Reunification can develop (19.22,B5)

6. What are your positive experiences in the cooperation with other stakeholders\*?

I, with the Child Care Workers, this is a very big challenge for them, none of their personalities of are people who are open for changes.

Label: Child Care Workers not open to change (19.23,B5)

*So you don't have positive experiences with the Child Care Workers?*

I don't have any positive experiences with the Child Care Workers.

Label: no positive experiences with Child Care Workers (19.24,B5)

The other thing that has improved for the children, is sense of self. Our children had no sense of self. They see themselves as empty vessels that are put through a daily routine. That is not even consistent at any day. And I think the biggest thing that we start putting in place is to give that back to a child.

Label: children have more sense of self (19.25,F5)

And for these kids, they don't have a sense of belonging, it is so stupid for me to want to build a sense of belonging when actually I need to start focusing on what they can do for themselves. How, the sense of belonging does not start without, like in the circle of courage, the independents, I need to grow independents cause the more independents

the child, the more mastery I grow, the more generosity I grow, the more closer we can get to fill in the gap towards a sense of belonging. That is the big thing. It's going slow.

*What?*

The whole process.

Label: slow changes (19.26,B5)

7. What are your negative experiences in the cooperation with other stakeholders\*?

I think with my most negative experiences are with the attitude of Child Care Workers and their lack of compassion for the children.

Label: negative experience with attitude of Child Care Workers (19.27,B5)

9. Does Beautiful Gate Children's Home influence your work?

I think the biggest challenge is basically peoples attitude towards work, that is obviously the biggest challenge here.

Label: challenge to change attitude (19.28,B5)

*Does the Child Care Workers get updated about what happens on a home visit, their court order?*

Not so much the court order because that really doesn't mean anything to them. It's nobody's business but mine, to know where the court order is. We have Child Focus Meetings, and in Child Focus Meetings the information, we share with them, we get un update. We don't share all information with the Child Care Workers, because it becomes a, why didn't you do that, why didn't you do that issue.

Label: not open communication with Child Care Workers (19.29,B5)

*But they do know when the child is going home, like on weekend and for good?*

They should know, we sent the weekend placement on a Wednesday to say what kids are going away. We inform them in the Child Focus Meetings, we talk about when we would like to reunify the child. And you say that, you know, that is the situation with this child.

Label: inform Child Care Workers (19.30,B5)

*But isn't it better for the child to know that, than to know nothing?*

I think that there is a challenge in the fact that I say that 25 percent of our kids haven't have the intellectual ability or capability to understand what this means, that your mother past away. Cause most of these kids, the kids who are here because their parents past away have absolutely no memories of it.

Label: lack of the child's understanding (19.31,B5)

## 26.LABELLED INTERVIEWS WITH CHILDREN

### Deleted irrelevant text, fragmented and Labelled text interview 20 - Dave

2. Do you want to tell us why you are living here? If no, do you know why you are living here?

No, I don't know why

Label: reason placement unknown (20.1,E6)

3. Does the mama talk with you about going home?

Yes

Label: communication about reunification (20.2,C6)

When do you go home?

I don't go home, sometimes I go home on the weekend

Label: weekend placement (20.3,C6)

4. Do you like going home on the weekends?

Yes

Label: positive experience weekend placement (20.4,D6)

5. Do you know why you are going home on the weekends?

No

Label: reason weekend placement unknown (20.5,E6)

6. Do you know how long you have to be here?

No

Label: length of stay unknown (20.6,E6)

8. What don't you like about living at Beautiful Gate?

There is nothing

Label: no negative experiences (20.7,B6)

9. Do you talk with the mama or papa about what you want or need?

Yes

Label: self-assertive (20.8,C6)

Do you know before the weekend when you are going home?

Yes I know, the mama and papa tell me.

Label: inform (20.9,C6)

### Deleted irrelevant text, fragmented and Labelled text interview 21 – Steve

2. Do you want to tell us why you are living here? If no, do you know why you are living here?

No.

You don't know why you are living here?

No

Label: reason placement unknown (21.1,E6)

3. Does the mama talk with you about going home?

No

Label: no communication about reunification (21.2,E6)

4. Are you going home on the weekends?

Khayelitsha.

*You are staying in the weekend at the Mama's place?*

Yeah,

Family Reunification Worker: She used to go with me, she hasn't got somebody who takes care for her. And then I used to take her for the weekend, but when, bus since now, my daughter passed away, I couldn't take her, because the load is too much. And this weekend she was for the first time, go with the Mama from here. She go with the Mama to Khayelitsha.

Label: weekend placement (21.3,C6)

5. Do you like going home on the weekends?

Yes

Label: positive experience weekend placement (21.4,D6)

6. Do you know why you are going home on the weekends?

No

Label: reason weekend placement unknown (21.5,E6)

7. Do you know how long you have to be here?

No

Label: no date of reunification (21.6,E6)

9. What don't you like about living at Beautiful Gate?

There are no things that she does not like here at Beautiful Gate. Nothing.

Label: no negative experiences (21.7,B6)

#### **Deleted irrelevant text, fragmented and Labelled text interview 22 - Melanie**

2. Do you want to tell us why you are living here? If no, do you know why you are living here?

Yes I know, I like to tell you.

Label: reason placement (22.1,C6)

3. Does the mama talk with you about going home?

No just sometimes

Label: communication about reunification (22.2,C6)

4. Are you going home on the weekends?

At the weekends, I play, when I'm there I play with my friends and then I come back at six o'clock, I eat food at Beautiful Gate and then stay and watch TV and then when I am coming back my mother sometimes give me something to eat at school.

So you go on the weekends to your father?

No not my father, it is my foster mother.

Label: weekend placement (22.3,C6)

5. Do you like going home on the weekends?

Yes

Label: positive experience weekend placement (22.4,D6)

6. Do you know why you are going home on the weekends?

Yes

Label: reason weekend placement (22.5,C6)

7. Do you know how long you have to be here?

No

Label: no date of reunification (22.6,E6)

9. What don't you like about living at Beautiful Gate?

No, yes, no, well no.

So you like everything?

Yes

Label: no negative experience (22.7,B6)

#### **Deleted irrelevant text, fragmented and Labelled text interview 23 - Rebecca**

2. Do you want to tell us why you are living here? If no, do you know why you are living here?

Yes, I don't have parents, but I have only my dad and two brothers.

And your brothers, are they also living here?

No I'm just living here with my little sister.

Label: reason placement (23.1,C6)

3. Does the mama talk with you about going home?

Yes she is telling me when I go home

Label: communication about reunification (23.2,C6)

4. Are you going home on the weekends?

Yes.

Label: weekend placement (23.3,C6)

5. Do you like going home on the weekends?

Yes

Label: positive experience weekend placement (23.4,D6)

6. Do you know why you are going home on the weekends?

No

Label: reason weekend placement unknown (23.5,E6)

7. Do you know how long you have to be here?

No

Label: no date of reunification (23.6,E6)

10. How would you like to talk about the things you want and need?

Like what do I want?

I just want to go out on the weekends. I want to just visit my dad.

Label: self-assertive (23.7,C6)

*Do you know what is going to happen in 4 years? Like if you are still living at Beautiful Gate?*

I don't know what is going to happen.

Label: no clarity (23.8,E6)

#### **Deleted irrelevant text, fragmented and Labelled text interview 24 - Stefanie**

2. When you lived at Beautiful Gate, did you know why you was living there?

No, he was not told.

Label: reason placement unknown (24.1,E6)

3. Did the mama talk with you about going home?

Yes

Label: communication about reunification (24.2,C6)

4. Did you go home on the weekends?

Yes

Label: weekend placement (24.3,C6)

5. Did you like to go home on the weekends?

Yes

*What did he liked about going home?*

It was so nice to go home,

*Yes but what did he liked about it?*

It was nice to go home, it was nice to see mama and papa.

Label: positive experience weekend placement (24.4,D6)

6. Did you know why you went home on the weekends?

I didn't know, but it was so nice to see my mama

Label: reason weekend placement unknown (24.5,E6)

7. Did the mama talk with you about the things you wanted and needed?

No

Label: no communication about needs (24.6,E6)

8. Did you know when you could go home for good?  
The mama told my when I would go home for good.  
Label: date of reunification (24.7,C6)

10. What didn't you like about living at Beautiful Gate?

He was so eager to go home because he didn't wanted to live here so long, I wanted to go home. The mama didn't talk about that, the only thing I wanted to hear was when I would go to home for good.

Label: no communication about reunification (24.8,E6)

**Deleted irrelevant text, fragmented and Labelled text interview 25 - Ton**

2. When you lived at Beautiful Gate, did you know why you was living there?

Yes

Label: reason placement (25.1,C6)

3. Did the mama talk with you about going home?

No, the mama didn't talked with me about going home.

Label: no communication about reunification (25.2,E6)

5. Did you go home on the weekends?

Yes

Label: weekend placement (25.3,C6)

6. Did you like to go home on the weekends?

Yes

Label: positive experience weekend placement (25.4,D6)

8. Did the mama talk with you about the things you wanted and needed?

Yes

Label: communication about needs (25.5,C6)

9. Did you know when you could go home for good?

Yes

Label: date of reunification (25.6,C6)

12. If you look back to the time that you lived at Beautiful Gate, what do you think then?

I feel happy that I lived at Beautiful gate

Label: positive experiences placement (25.7,D6)

## 27. LABEL SCHEMA

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Parents	Care	(1.1,A1)
		Care	(2.1,A1)
		Support	(2.2,A1)
		Care	(3.1,A1)
		care	(4.1,A1)
		Communication	(4.2,A1)
		weekend placement	(5.1,A1)
		Communication	(5.2,A1)
		Care	(6.1,A1)
		Education	(6.3,A1)
		weekend placement	(6.10,A1)
		weekend placement	(7.1,A1)
		Care	(8.1,A1)
		weekend placement education	(9.1,A1) (9.7,C1)
B: Cooperation	Parents	enough support	(1.9,B1)
		Support	(2.4,B1)
		more contact	(2.8,B1)
		good contact	(2.9,B1)
		grateful	(3.2,B1)
		Support	(3.3,B1)
		no negative experiences	(3.6,B1)
		good contact	(3.7,B1)
		satisfied	(4.3,B1)
		Support	(4.5,B1)
		no negative experiences	(4.6,B1)
		Support	(5.3,B1)
		no negative experiences	(5.4,B1)
		good contact	(5.5,B1)
		enough support	(5.6,B1)
		no negative experiences	(6.4,B1)
		good contact	(6.9,B1)
		no negative experiences	(7.5,B1)
		good contact	(7.8,B1)
C: Involvement		enough support	(7.11,B1)
		negative experiences with Designated Social Worker	(8.9,B1)
		no negative experiences	(9.4,B1)
		good communication	(9.5,B1)
		Informed	(1.3,C1)
		Information	(1.5,C1)

		Informed	(2.3,C1)
		information	(3.5,C1)
		no information	(8.3,C1)
		Communication	(8.6,D1)
		no reports	(8.7,C1)
		no communication	(8.8,C1)
		Informed	(9.2,C1)
D: Support		food parcels	(1.2,D1)
		giving love	(1.4,D1)
		Education	(3.4,D1)
		food parcels	(3.8,D1)
		Education	(4.4,D1)
		transport	(4.7,D1)
		food parcels	(4.8,D1)
		Education	(5.8,D1)
		transport	(6.5,D1)
		transport money	(6.6,D1)
		food parcels	(6.7,D1)
		Helpful	(7.3,D1)
		medication and care	(7.4,D1)
		food parcels	(7.7,D1)
		school transport	(8.4,D1)
		school uniform and transport	(8.5,D1)
		Helpful	(8.10,D1)
		medication	(9.3,D1)
		food parcels, books and uniform	(9.6,D1)
E: Needs concerning support		no food parcels	(1.6,E1)
		clothes don't fit	(1.7,E1)
		more food	(1.8,E1)
		no proper uniform	(2.5,E1)
		no food parcel	(2.6,E1)
		the right uniform	(2.7,E1)
		more food	(2.10,E1)
		grant	(4.9,E1)
		books and school uniform are delayed	(6.8,E1)
		court process is delayed	(8.2,E1)
F: Changes in cooperation			
G: Education		medical training	(5.7,G1)
		medical training	(6.2,G1)
		medical training	(7.2,G1)

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Designated Social Workers	child is present and construct orders	(10.2,A2)
		court process and investigation	(10.3,A2)
		monitoring the family's	(10.4,A2)
		necessary contact	(10.5,A2)
		find family	(10.8,A2)
		construct reports, court work, contact parents	(10.11,A2)
		sustain contact	(11.2,A2)
		referral	(11.3,A2)
		prepare family	(11.4,A2)
		remove children	(11.5,A2)
		rehabilitation	(11.6,A2)
		compare rapports	(11.7,A2)
		assess reunifying	(11.8,A2)
		court work	(11.12,A2)
		paperwork	(11.13,A2)
B: Cooperation	Designated Social Workers	high caseload	(10.6,B2)
		incompetent	(10.7,B2)
		good relationship	(10.9,B2)
		same tasks	(10.10,B2)
		Beautiful Gate does the work for Designated Social Worker	(10.12,B2)
		minus the caseload	(10.13,B2)
		more teamwork	(10.14,B2)
		car trouble	(10.15,B2)
		disagree	(10.16,B2)
		final word	(10.17,B2)
		high caseload	(11.9,B2)
		not enough time	(11.10,B2)
		order lapses	(11.11,B2)
		positive cooperation	(11.14,B2)
		good teamwork	(11.15,B2)
		no improvement points	(11.16,B2)
		more teamwork	(11.17,B2)
C: Involvement			
D: Support			
E: Needs concerning support			
F: Changes in cooperation		stable cooperation	(10.1,F2)
		improved communication	(11.1,F2)
G: Education			

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Child Care Workers	learning values	(12.5,A3)
		preparation	(12.6,A3)
		supervise children	(13.3,A3)
		reports	(13.8,A3)
		preparation	(13.9,A3)
		write reports	(13.14,A3)
		parenting training	(14.3,A3)
		take care, sport activities, prepare for school	(14.7,A3)
		not working with Children's Act	(14.9,A3)
		work with 'Child Protection'	(14.10,A3)
		possibility to visit	(14.12,A3)
		observe	(14.15,A3)
		love the child, help with food, games and homework	(15.3,A3)
		responsible through Social Worker or 'Children's Act'	(15.4,A3)
		understand behavior	(15.5,A3)
		don't see child after reunification	(15.6,A3)
		write reports	(15.14,A3)
		take care	(16.3,A3)
		develop the child	(16.4,A3)
		love and teach values	(16.5,A3)
		teach responsibility	(16.6,A3)
		give the child food, medicine, a bed and help the child with school work	(16.7,A3)
		supervise the child	(16.8,A3)
		knowledge about Children's Act	(16.10,A3)
B: Cooperation	Child Care Workers	lack of communication	(12.3,B3)
		gossip	(12.8,B3)
		Social Worker has information	(12.9,B3)
		cooperation medical staff	(12.10,B3)
		Family Reunification Workers inform us about reunification	(12.11,B3)
		communicate about reunification	(13.6,B3)
		Social Worker communicated about reunification	(13.7,B3)
		child communicate needs	(13.10,B3)
		learn from eight other	(13.11,B3)
		no negative experiences	(13.13,B3)
		teamwork	(14.4,B3)

		no one in charge	(14.5,B3)
		don't see child after reunification	(14.11,B3)
		social work team doesn't report to us	(14.13,B3)
		evaluation in cottage meeting	(14.14,B3)
		involvement in home visits	(14.16,B3)
		teamwork	(14.17,B3)
		no negative experiences	(14.18,B3)
		communication after shift	(14.19,B3)
		child isn't used to live in community	(15.7,B3)
		Reunification Team communicate about reunification	(15.8,B3)
		friendly environment	(15.9,B3)
		communication is good	(15.10,B3)
		cooperation is nice, sometimes difficulties	(15.11,B3)
		lack of communication	(15.12,B3)
		medical staff forget medication	(15.13,B3)
		medical team write reports	(15.15,B3)
		communication between manager and us should be improved	(15.16,B3)
		children tell their needs	(16.9,B3)
		positive to visit and support the families	(16.12,B3)
		positive communicate	(16.13,B3)
		conflict	(16.14,B3)
		gossip	(16.15,B3)
C: Involvement			
D: Support		support, pray together	(12.7,D3)
		appreciated	(12.12,D3)
E: Needs concerning support		trustworthy	(12.13,E3)
		more praying	(12.14,E3)
		more trainings	(13.15,E3)
		more support	(14.6,E3)
		go to management by mistakes	(16.11,E3)
		improve the righteous	(16.16,E3)
		improve activities	(16.17,E3)
F: Changes in cooperation		lot of changes	(12.1,F3)
		weekend placement	(12.2,F3)
		communication is getting better	(12.4,F3)
		changes	(13.1,F3)

	educated	(13.2,F3)
	changes in cooperation	(14.1,F3)
	more community work	(14.2,F3)
	no changes	(15.1F3)
	new staff	(15.2,F3)
	children phone their family	(16.1,F3)
	problem management	(16.2,F3)
G: Education	training	(13.4,G3)
	Social Worker supervises	(13.5,G3)
	Social Worker educate mostly	(13.12,G3)
	training	(14.8,G3)

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Family Reunification Workers	support the families	(17.1,A4)
		inform the family	(17.10,A4)
		date of reunification	(17.11,A4)
		no understanding of Children's Act	(17.13,A4)
		Family Reunification	(18.2,A4)
		no knowledge of Children's Act	(18.13,A4)
B: Cooperation	Family Reunification Workers	teamwork	(17.3,B4)
		langue's differences	(17.4,B4)
		no cooperation with the Child Care Workers	(17.5,B4)
		no problems with Outside Social Worker	(17.6,B4)
		lack of communication	(17.7,B4)
		gossip	(17.8,B4)
		no involvement with Child Care Worker	(17.9,B4)
		teamwork	(18.4,B4)
		lack of communication	(18.5,B4)
		lack in reporting	(18.6,B4)
		good cooperation with Child Care Workers	(18.7,B4)
		negative experiences with Designated Social Worker	(18.8,B4)
		good cooperation with Social Worker	(18.9,B4)
		lacking Child Care Workers	(18.11,B4)
		no improvements	(18.12,B4)
C: Involvement			
D: Support			
E: Needs concerning support		need skill training	(18.3,E4)
F: Changes in cooperation		less struggling with Designated Social Worker	(17.12,F4)
		same cooperation	(18.1,F4)
G: Education		learning from the Social Worker	(17.2,G4)
		supervision from Social Worker	(18.10,G4)

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Social Worker	to train and to prepare family	(19.10,A5)
		Family Reunification Workers built relationships	(19.11,A5)
		to complete documentation	(19.18,A5)
		provide care for children	(19.19,A5)
		supervise Family Reunification Team	(19.20,A5)
		supporting Child Care Workers	(19.21,A5)
B: Cooperation	Social Worker	no reports of Child Care Workers	(19.6,B5)
		no information from Child Care Workers	(19.7,B5)
		need to have documents from the Child Care Workers	(19.8,B5)
		no treatment	(19.9,B5)
		good communication with Family Reunification Workers	(19.12,B5)
		push the Outside Social Worker	(19.14,B5)
		formalized relation with Outside Social Worker	(19.15,B5)
		open communication with supervisor	(19.17,B5)
		Family Reunification can develop	(19.22,B5)
		Child Care Workers not open to change	(19.23,B5)
		no positive experiences with Child Care Workers	(19.24,B5)
		slow changes	(19.26,B5)
		negative experience with attitude of Child Care Workers	(19.27,B5)
		challenge to change attitude	(19.28,B5)
		not open communication with Child Care Workers	(19.29,B5)
		inform Child Care Workers	(19.30,B5)
		lack of the child's understanding	(19.31,B5)
C: Involvement			
D: Support			

E: Needs concerning support			
F: Changes in cooperation		model of Family Reunification start of Family Reunification	(19.1,F5) (19.2,F5)
		more home visits	(19.4,F5)
		more responsibilities for the families	(19.5,F5)
		no documentation two years ago	(19.16,F5)
		children have more sense of self	(19.25,F5)
G: Education		train the team	(19.3,G5)
		coach Family Reunification Workers	(19.13,G5)

Kernlabel	Stakeholder	Label	Code
A: Role of stakeholders	Children		
B: Cooperation	Children	no negative experiences	(20.7,B6)
		no negative experiences	(21.7,B6)
		no negative experience	(22.7,B6)
		Positive experiences placement	(25.7,B6)
C: Involvement		communication about reunification	(20.2,C6)
		weekend placement	(20.3,C6)
		self-assertive	(20.8,C6)
		inform	(20.9,C6)
		weekend placement	(21.3,C6)
		reason placement	(22.1,C6)
		communication about reunification	(22.2,C6)
		weekend placement	(22.3,C6)
		reason weekend placement	(22.5,C6)
		reason placement	(23.1,C6)
		communication about reunification	(23.2,C6)
		(23.3,C6)	
		weekend placement	(23.5,C6)
		self-assertive	(23.7,C6)
		communication about reunification	(24.2,C6)
		weekend placement	(24.3,C6)
		date of reunification	(24.7,C6)
		reason placement	(25.1,C6)
		weekend placement	(25.3,C6)
		communication about needs	(25.5,C6)
		date of reunification	(25.6,C6)
D: Support		positive experience weekend placement	(20.4,D6)
		positive experience weekend placement	(21.4,D6)
		positive experience weekend placement	(22.4,D6)
		positive experience weekend placement	(23.4,D6)
		positive experience weekend placement	(24.4,D6)
		positive experience weekend placement	(25.4,D6)

E: Needs concerning support	reason placement unknown	(20.1,E6)
	reason weekend placement unknown	(20.5,E6)
	length of stay unknown	(20.6,E6)
	reason placement unknown	(21.1,E6)
	no communication about reunification	(21.2,E6)
	reason weekend placement unknown	(21.5,E6)
	no date of reunification	(21.6,E6)
	no date of reunification	(22.6,E6)
	reason weekend placement unknown	(23.5,E6)
	no date of reunification	(23.6,E6)
	no clarity	(23.8,E6)
	reason placement unknown	(24.1,E6)
	reason weekend placement unknown	(24.5,E6)
	no communication about needs	(24.6,E6)
	no communication about reunification	(24.8,E6)
	no communication about reunification	(25.2,E6)
F: Changes in cooperation		
G: Education		

## 28.CONFORMATIONS

**Confirmation**

I Alicia Titi confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Ton. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year) 18/04/2013

Signature translator A. Titi

**Confirmation**

I ...Alicia Tito..... confirm that I have translated correctly the questions of the interview  
that Aukelien and Evelien did with .....Steve..... With this I have done justice to the  
interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview  
trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year).....9/04/2013.....

Signature translator A Shabtai

**Confirmation**

I ..... *Zuziwe* ..... confirm that I have translated correctly the questions of the interview  
that Aukelien and Evelien did with ..... *Stefanie* ..... With this I have done justice to the  
interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview  
trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year) ..... *16. 04. 2013* .....

Signature translator ..... 

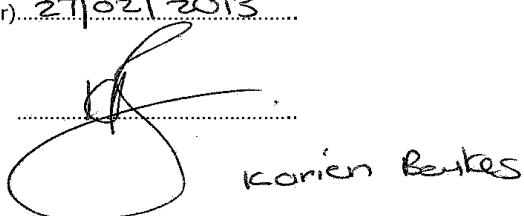
**Confirmation**

I Korien Beukes confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Tijs. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year)....27/02/2013.....

Signature translator .....

A handwritten signature in black ink, appearing to read "Korien Beukes". It is written in a cursive style with a large, stylized initial letter.

**Confirmation**

I Nosi Mathiso confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Khaya's family. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year) 27/02/13

Signature translator N.M.

**Confirmation**

I Alicia Shakhane (FP) confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Mahashe's family. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year).....01/03/2013.....

Signature translator ..Ashkhanee (Nama Titi)

**Confirmation**

I Nosi Mahiso confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Phindiswa. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year) 19/03/2013

Signature translator N.M

**Confirmation**

I Nosi Mofiso confirm that I have translated correctly the questions of the interview that Aukelien and Evelien did with Bukelwa. With this I have done justice to the interview questions, the interviewer and the interviewee.

I have correctly translated the answers that the interviewee gave. This makes the interview trustworthy. I read the interview and I agree with the content of the interview.

Date (date/month/year) 19/03/2013

Signature translator 