BEAUTIFUL REUNIFICATION

AN OVERVIEW OF INTERNAL AND EXTERNAL COMPLEXITY

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Beautiful Reunification; an overview of internal and external complicity

FORWORD

The rainbow nation, South Africa has warmed our hearts. We fell in love with all what South Africa has to offer, the beautiful nature, the open people, the diverse culture and of course all the delicious food. We, Aukelien Gorter and Evelien Teertstra, are two Social Work students from the Christian University Ede and we decided to go abroad for our final thesis. We did the final thesis, this research, at the organization Beautiful Gate. We met some amazing people, we learned a lot and we are grateful for the opportunity to live safely for three months in South Africa.

The title of our research 'Beautiful Reunification, an overview of internal and external complicity' says a lot of this research. Beautiful Gate Children's Home wants to perfect their Family Reunification Program, but this is not happening overnight. Two years ago, there has been done a research about the governmental policies of Family Reunification as well as the strengths and weaknesses of Beautiful Gate Children's Home. We used this research as basis for our research. This research shows how the cooperation is with the internal and external stakeholders and what has been changed in the last two years. It also contains the governmental policies and the standard process of Family Reunification.

We would like to thank the people who helped us in the process of this research.

First of all we want to thank Karien, without here this research would not be possible. Thank you for your enthusiastic coaching, time and all the information you gave us. We were motivated by you. Thank you for helping us understand the South African culture. You are amazing.

We want to thank all the people who translated the interviews for us. Karien, Noisy, Mama Titi and Zuzuwe, thank you so much. You made it possible for us to conduct the interviews with the parents and children.

Mama Titi and Noisy, thank you so much that we could join you on the home visits. Because of this we saw how the people live in the townships and we could observe how the Family Reunification Program works in practice. You guys are doing a great job!

We want to say thanks to all the people who we have interviewed. The parent, children, Child Care Workers, Social Worker, Designated Social Workers and the Family Reunification Workers. We are grateful that you trusted us and gave us a lot of information.

Last but not least we want to thank our coach of the university. Albert van Dieren, thank you for the coaching. Your knowledge about the South African culture and Beautiful Gate helped us a lot in this research.

SUMMARY

Beautiful Gate Children's Home is a Christian organization who provides care and support for children who have been removed from their primary caregivers by Court Order. The Family Reunification Program identifies family connections and members. The aim of Beautiful Gate Children's Home is to reunify the child within two year. The literature what we used for this research correspond our findings.

This research is based on a research of two years ago, done by Ms. Hoogendoorn and Ms. Russcher and this research is based on the Children's Act of 2005. The Children's Act of 2005 describes the policies, responsibilities and rights of all the stakeholders concerning the Family Reunification at South Africa.

Beautiful Gate Children's Home did not have a standard process of Family Reunification. At this moment there are a lot of reports what the Child Care Workers, Family Reunification Workers and Social Worker has to complete for the process of Family Reunification. The whole process of Family Reunification has become formalized since the employment of the current Social Worker at Beautiful Gate Children's Home. Even the communication with the Designated Social Worker has become formalized. There are, like two years ago, a lot of struggling's with the cooperation between the Designated Social Worker and Beautiful Gate Children's Home. The Social Worker argues that the Designated Social Worker is delaying the process of Family Reunification, we noticed the same thing. The reason for this is that the Designated Social Workers have a high caseload, about 360 a month. The caseload is too high to fulfil the responsibilities towards Beautiful Gate Children's Home. The Designated Social Workers recognize this, but they argue that the cooperation is good and positive.

The roles of the internal stakeholders at Beautiful Gate Children's Home is described clearly, every stakeholder could know what their responsibilities are. But the internal stakeholders have also challenges in the cooperation. The Social Worker has a different view on the cooperation than the other internal stakeholders. The Social Worker experiences the cooperation with the Child Care Workers negative. Their vision concerning the Family Reunification Program is different from each other and this has a negative influence on the cooperation. The Child Care Workers experience the supervision from the Social Worker as positive, they like to learn new things. The implementation of new skills is lacking according to the Social Worker.

The cooperation inside the Child Care Workers Team is good, as well as the cooperation between the Family Reunification Workers and the Social Worker. The Social Worker supervise the Family Reunification Workers, what they experience as positive. The Family Reunification Workers do not work independent, they need the Social Worker to micromanage them.

According to the biological parent, family or significant other the cooperation with Beautiful Gate Children's Home is very good and positive. The biological parent, family or significant other experience the practical and emotional support generally as positive and sufficient.

The involvement of the child is not improved compared to two years ago. Half of the children do still not know why they are living at Beautiful Gate Children's Home and how long they have to live at Beautiful Gate Children's Home.

We gave recommendations to Beautiful Gate Children's Home, and we hope that the implementation of those recommendations will have a positive effect on the quality of the Family Reunification Program, not only for Beautiful Gate Children's Home but also for other Children's Homes in South Africa.

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READING GUIDE

The structure of the research is as follows. In the first chapter, the methodology of the research is described; it describes the motive and problem description, the main question, the sub questions, the research methods and the purpose of the research.

Chapter 2 until 5 contain the results of the research, at the end of each chapter, the comparison with the research of two years ago is described.

Chapter 2 contains the results of the first sub question 'Main characteristics of Family Reunification'. This chapter describes the standard process of Family Reunification at Beautiful Gate Children's Home and what the literature described about Family Reunification versus Institutionalization. After this we will describe which governmental policies are in place in South Africa. This gives the information needed to understand the rest of the research.

The cooperation between Beautiful Gate Children's Home and the Designated Social Workers are described in chapter 3. This chapter gives insight in the responsibilities of the Designated Social Workers and the visions of the Designated Social Worker and Beautiful Gate Children's Home about the cooperation.

Chapter 4 describes the roles of the internal stakeholders of Beautiful Gate Children's Home. This chapter gives insight in the cooperation between the internal stakeholders and how the internal stakeholders experience the cooperation.

The involvement of the family and the child is the theme of chapter 5. This chapter describes the extent to which the biological parent, family or significant other and the children are involved in the process of Family Reunification.
The conclusion of the results are described in chapter 6.
Recommendations are presented in chapter 7.
In chapter 8, the research concludes with the discussion and evaluation.

1. METHODOLOGY

1.1 MOTIVE AND PROBLEM DESCRIPTION

Beautiful Gate Children's Home in South Africa is an interdenominational Christian organization providing care and support to vulnerable children and families. Beautiful Gate has also a Resource Community Program, they are working preventive. We are going to do the research for Beautiful Gate Children's Home, this contains the Family Reunification. Beautiful Gate Children's Home believes that the best place for each child is within a loving and caring family, and that the best way to support families is to enable the community to provide support (Beautiful Gate, 2005).

In South Africa, the community based ministry is situated at the outskirts of Cape Town, in the informal area of Lower Crossroads. Beautiful Gate aims to restore the capacity of the community and of the families to take care of their children or, where this is not possible, to find alternative families (Beautiful Gate, 2005).

Social Map of Beautiful Gate Children's Home
Beautiful Gate Children's Home is a self-reliance organization, because the care they provide is located and done by staff working inside the organization. The Social Map looks different than a Social Map of the Netherlands. The reason for this is that in the Netherlands most of the organizations use professional help outside the organization, for example a psychologist. Beautiful Gate Children's Home have an own medical cottage, the Crossroad Clinic, where the children receive the medication for HIV/Aids. For more complex medical issues Beautiful Gate Children's Home goes to The Red Cross War Memorial Children's Hospital. This is located at the corner of the Klipfontein and the Milner Road at Rondebosch. Or Beautiful Gate Children's Home is going to the Tygerberg Hospital, this hospital is located inside the University of Stellenbosch.

The children have to go to school for education. Beautiful Gate Children's Home considers the best school for the children in the area where they grow up. If the child grew up at Khayelitsha, then the child will go to school there. When the child is reunified, the child can go to the same school. The schools where the children of Beautiful Gate Children's Home are going to-

- Kwa Faku at Phillipi;
- Zanefundo at Phillipi;
- Lanterna at Michels Plain;
- Ummangaliso at Khayelitsha.

The children who are too young for school will go to Day Care. The Day Care Centrums where the children of Beautiful Gate Children's Home are going to are Sigasama Day Care at Phillipi and to Sinitemba Special Day Care at Phillipi.

Beautiful Gate Children's Home has to work together with Designated Social Workers. The Designated Social Workers are employed by Child Welfare. Child Welfare is located at the Lower Klipfontein Road at Silvertown Athlone.

Beautiful Gate receives food parcels from one sponsor. The sponsor is Lerato's Hope, located at Phinelands. A part of those food parcels receives Beautiful Gate Children's Home, the other part is going to the Resource Community Program.

In South Africa the Non-Profit Organizations are being supported. There is a Guide for Provincial Non-Profit Organizations and Government Resources for Vulnerable Children (Department of Social Development, 2011). In this guide there are a lot of organizations a NGO can make contact with. The guide contains a Social Map of the Western Cape and important advises for starting NGO's.

Practical side of Beautiful Gate Children's Home

Beautiful Gate Children's Home takes care of the children who have been removed from primary caregivers by Court Order and placed into the care of Beautiful Gate Children's Home. There are various reasons for children to live at Beautiful Gate Children's Home such as neglect, abandonment or they lost their parents. Beautiful Gate Children's Home gives safety and protection to orphans and vulnerable children.

The Family Reunification Program identifies family connections and members. Beautiful Gate Children's Home is always trying to reunify the child with the primary caregivers, because this is in the best interest of the child. The family receives support to raise the child, the result is that the parents will be able to give the child a loving and caring home.

Previous research

In 2011 two students from our university, Ms. Hoogendoorn and Ms. Russcher, did a research about the governmental policies of Family Reunification which are in place in South Africa; as well as the strengths and weaknesses of the Family Reunification Program at Beautiful Gate Children's Home. Ms. Hoogendoorn and Ms. Russcher described in their conclusion that the weak points of the Family Reunification Program is the communication inside Beautiful Gate Children's Home and the involvement of family members in the program. They described the communication inside Beautiful Gate Children's Home as followed: 'When all stakeholders communicate more with each other it will ensure that knowledge of all stakeholders will be used more in the process of family reunification. Using the knowledge of all stakeholders makes the bond between stakeholders stronger' (Hoogendoorn & Russcher, 2011). By lack of identification of all stakeholders, we made the identification as follows: the communication between the Designated Social Worker and internal stakeholders should be improved.

We refer to this conclusion because the communication between the Designated Social Workers and the internal stakeholders is the main topic of this research. We had some meetings with the Social Worker of Beautiful Gate Children's Home, about the research plan, and she argues that the topic 'communication' is still an issue at Beautiful Gate Children's Home. We implemented this in our research plan. We noticed in the meeting (Child Focus Meeting) with all the Child Care Workers, Family Reunification Workers and Social Worker, that the cooperation between the internal stakeholders is not always without struggling. We will interview all the internal and external stakeholders to get insight in the cooperation and what the stakeholders experience as positive and negative. We will compare those results to the results of the research from two years ago and we are going to look if the recommendations what were made two years ago are implemented and if that benefits Beautiful Gate Children's Home.

What Ms. Hoogendoorn and Ms. Russcher described in the conclusion is the involvement of the family. Ms. Hoogendoorn and Ms. Russcher described the involvement of the family as follows: 'Parents/family and extended family who are interested has to be invited for the panel discussions and other meetings. In the panel discussion they get an explanation about the process and hear the expectation about their responsibility and this will strengthen their position as stakeholders, so that they have the possibility to make decisions about their child. All involved stakeholders from the research as well as literature find it important to have contact with the family because they are the most important stakeholders. Parents/family wants to be involved' (Hoogendoorn & Russcher, 2011). Those conclusions were made two years ago. We use those conclusions as the basis to do the follow-up research.

Relevance of the research

The Home Truth is a research about institutionalization versus Family Reunification. The Home Truths is the only research that has been done in South Africa about Family Reunification. The background of the research is the opinion that institutionalization is the last option to protect the child. The government of South Africa shares this opinion, because of the negative effects of institutionalization (Meintjes, Moses, Berry, & Mapane, 2007). This opinion is an actual development in South Africa. Beautiful Gate Children's Home changed the aim of Family Reunification and the aim is, since two years, to reunify the child within two years. To fulfill this aim, it is important that the cooperation between the internal and external stakeholders is positive, because they need to work together toward this aim.

Problem description

Beautiful Gate Children's Home wants to know if the current Family Reunification Program works. What are the improvements comparing to two years ago? There have been a lot of changes and Beautiful Gate Children's Home finds it important that this will be evaluated. This will give insight if the changes were positive and if the program works the way that Beautiful Gate Children's Home had devised.

The focus of this research is on meso and macro level. The meso level contains the experiences of the cooperation between internal and external stakeholders of Beautiful Gate Children's Home. The macro level is the way that the Children's Act works in South Africa. The Children's Act is an Act what describes the responsibilities of each stakeholder concerning the Family Reunification Program. Therefore our main question is:

'How is the cooperation between internal and external stakeholders from Beautiful Gate Children's Home, concerning the Family Reunification Program, and what changes have there been in the cooperation the last two years?'

Process of this research

We will start the research with describing the standard process of Family Reunification at Beautiful Gate Children's Home. The literature describes a lot of idea's, theories and opinions, this will enrich our research, we will describe this after the standard process. After this we will investigate the Children's Act of 2005; the Children's Act of 2005 describes the governmental policies in place at South Africa.

After the introduction chapter we will investigate how the cooperation is on meso level. How is the cooperation between the Designated Social Workers and Beautiful Gate Children's Home? The Designated Social Workers have an important role in the Family Reunification Process, they are the ones who deals with the Children's Court.

After this we will investigate how the cooperation is between the internal stakeholders. How do the Child Care Workers and the Family Reunification Team experience the cooperation with each other and what changes have there been over the last two years.

After this we will investigate on micro level and look at the cooperation with the biological parent, family or significant other. At last we will look how the child experience the Family Reunification Program and how the child is involved in the process of Family Reunification.

Connection with minors

Aukelien followed the minor Applied Psychology. The focused of this minor is to get knowledge and insight in what a person motivates, how feelings arise, how a person thinks and how he learns. The main question of our research has connection with this minor, because it seeks to get knowledge and insight in how the cooperation is between internal en external stakeholders of Beautiful Gate Children's Home. In our research we want to get information about the cooperation between internal en external stakeholders by doing observations, literature study and interviews. By doing research we will see which behavior is helping and which behavior is not helping. And at the end of our research we will advise Beautiful Gate Children's Home how they can improve the cooperation between internal en external stakeholders.

Evelien followed the minor 'Pedagogics'. This whole research fits in this minor. The research is about the children from Beautiful Gate Children's Home, what do the children feel, how is the Family Reunification program for them and what are the rights of the child? But it is also about the parents. Do they feel enough involved in the lives of their children? What do they parents want concerning the education of their children? Most of all the research is about the cooperation between the stakeholders. This influences the lives of the children. This research helps to make the cooperation better what benefits the child and his education.

Stakeholder	Role/responsibilities
Designated Social Worker	Court process Legal documentation for the court process Remove the child Monitoring family Prepare family for Reunification
Social Worker	Legal documentation for Beautiful Gate Children's Home Psycho-socio care for child within standards of Children's Act. Supervision Family Reunification Workers Support to Child Care Workers Home visits Emotional and practical support for family
Child Care Workers	Take care of the child within the standards of Children's Act Complete Daily Recordings

Family Reunification Workers	Home visits Documentation Maintain contact with the Families Provide medication for the children Emotional and practical support for family
Biological parent, family or significant other	Care of the child Weekend placement Medical training Learning parenting skills
Child	The child has no active role or responsibilities in the process of Family Reunification. The child was not the problem of the placement out of home. The child is not involved in the process of Family Reunification.

1.2 RESEARCH QUESTION AND SUB QUESTIONS

Main question

How is the cooperation between internal and external stakeholders from Beautiful Gate Children's Home, concerning the Family Reunification Program, and what changes have there been in the cooperation the last two years?

Sub questions

1. **Main characteristics of Family Reunification**

   - What is the standard process of Family Reunification at Beautiful Gate Children's Home?

     We have to understand the process of Family Reunification before we know what the work of Beautiful Gate Children's Home contains. When we understand the process of Family Reunification we can compile the questionnaires.

   - What does the literature describes about Family Reunification versus institutionalization?
     The literature research is important for our research. We need background information about Family Reunification to compile the questionnaires and to understand what the internal and external stakeholders telling us. We want to investigate if the literature corresponds with the results of our research.

   - What governmental policies about Family Reunification are there in place in South Africa?
     We have to have an insight on the rules of the government about Family Reunification, because this influence the structure of the Family Reunification Program at Beautiful Gate Children's Home

2. **Cooperation between Beautiful Gate Children's Home and the Designated Social Workers**

   - How is the cooperation between the Designated Social Workers and Beautiful Gate Children's Home?

     The last research showed that Beautiful Gate Children's Home is not satisfied with the cooperation between the Designated Social Workers and themselves. We want to investigate how the relationship is at this moment and what changes there have been.

3. **Cooperation between internal stakeholders of Beautiful Gate Children's Home**

   - What is the role of the internal stakeholders at Beautiful Gate Children's Home?

     We have to know the role of each internal stakeholder, so we can examine how the cooperation is between them.

- How is the cooperation between the various internal stakeholder of Beautiful Gate Children's Home and what are the changes comparing to two years ago?

  This research is about the cooperation between the different internal and external stakeholders. It is therefore important to have insight in the collaboration between the internal stakeholders of Beautiful Gate Children's Home.

4. Involvement of the family

- How is the biological parent, family or significant other involved in the process of Family Reunification and what are the changes compering to two years ago?
  The biological parent, family or significant other plays the most important role in the life of the child. In this sub question we are going to look how the biological parent, family or significant other is involved in the process of Family Reunification. We want to look what the biological parent, family or significant other need to reassume the care of the child. We also want to look to the emotional and practical support towards the biological parent, family or significant other.

- How is the child involved in the process of Family Reunification?

  The child comes in contact with Beautiful Gate Children's Home when he/she is removed from his/her home by Court Order. In the process of Family Reunification, the child is the primary variable.

1.3 METHODOLOGY OF THE RESEARCH

We have chosen a qualitative approach to get an answer on the main question. Features of qualitative research are: the use of different data collection, flexible research design, a phenomenon is preferably studied in its own context, terms as 'credibility' and 'adequacy' are preferred by doing qualitative research (Baarda, Goede, & Teunissen, 2009) We will use the following methods: previous researches, literature (books, articles, Children's Act of 2005 and internet), participation observation, and semi-structured interviews.

Main question

How is the cooperation between internal and external stakeholders from Beautiful Gate Children's Home, concerning the Family Reunification Program, and what changes have there been in the cooperation the last two years?

Sub questions

1. Main characteristics of Family Reunification

- What is the standard process of Family Reunification at Beautiful Gate Children's Home?

We are going to look at the manuals about Family Reunification at Beautiful Gate Children's Home. We will interview Ms. Beukes, she has a lot of information about the process of Family Reunification. Beautiful Gate Children's Home has different documents what they use in the process of Family Reunification. Beautiful Gate Children's Home does not have a standard process on paper. The research of Ms. Hoogendoorn and Ms. Russcher describes a standard process (Hoogendoorn & Russcher, 2011, p. 23)but this is short and Ms. Beukes argued that it is not complete.

- What does the literature describes about Family Reunification versus institutionalization?

We find it helpful to know what the literature describes about Family Reunification versus institutionalization. We are going to look at the following literature:

- M. Berry, K McCauley & T Lansing (2007) Permanency through group work: A pilot intensive reunification program. Child and adolescent social work Journal
- C de Boer & N Coady (2007) Good helping relationships in child welfare: Learning from success stories. Child and Family Social work
- J Cacciatore, JR Lacasse and CA Lietz. 'social support in Family Reunification: a qualitative study', Journal of family social work, (page 14: 1, 3 – 20, on www.tandfonline.com/doi/pdf/10.1080/10522158.2011.531454
- Child welfare league of America (2002) Family Reunification, research roundup, moving from research to practice. Cwla.org/programs/r2p/rrnews0203.pdf

- What governmental policies about Family Reunification are there in place in South Africa?

To get an answer on this question, we will study the Children's Act of 2005 of South Africa. The Children's Act of 2005 describes the government policies concerning the process of Family Reunification.

When we were studying the Children's Act of 2005 we found that the following sections are relevant for our research. It is difficult to read the Children's Act of 2005 because of the way that it has been written. Our opinion is that it is important to know what the government policies are in place in South Africa concerning Family Reunification.

The sections of the Children's Act that we will describe in this sub question-

- section 150 Child in need of care and protection;
- section 155 Decision of question whether child is in need of care and protection;
- section 157 Court orders to be aimed at securing stability in child's life;
- section 187 Reunification of child with biological parents.

2. Cooperation between Beautiful Gate Children's Home and the Designated Social Worker

- How is the cooperation between the Designated Social Workers and Beautiful Gate Children's Home and what are the changes compering to two years ago?

We will interview the two Designated Social Workers who are working towards Beautiful Gate Children's Home. This seems like a small number but those were the only two Designated Social Workers who are willing to help us. To get more insight and information about the Designated Social Workers, we will ask questions in interviews with Ms. Beukes and the Family Reunification Workers about the cooperation with the Designated Social Workers. They are the ones who are working together with the Designated Social Workers.

The risk is that the Designated Social Workers do not have time to collaborate. We talked about this with Ms. Beukes and she argued that this is a challenge but if we take into account that it will take six weeks before we have an appointment, than it will be alright. This is the reason why we started to make an appointment very soon after the literature study. We were lucky because we had, with both of the Designated Social Workers, an appointment within two weeks.

In the beginning the chapter was 'cooperation between Beautiful Gate Children's Home and external stakeholders'. When we were talking with Ms. Beukes we found out that this term is not correct. External stakeholders are also the biological parent, family or significant other. This is the reason why we changed it to 'Designated Social Worker'. In the beginning of our research we called the Designated Social Worker, the Outside Social Worker. Beautiful Gate Children's Home use the term Outside Social Worker and that is the reason why we decided that we use that term. At the end of the time in South Africa, Ms. Beukes argued that we should use the term 'Designated Social Worker' because this term is being used is the Children's Act of 2005.

3. Cooperation between internal stakeholders of Beautiful Gate Children's Home

- What is the role of the internal stakeholders of Beautiful Gate Children's Home?

When we are conducting the interviews, we will keep in mind that we have to get an answer on the question 'How is the cooperation between the various internal stakeholder of Beautiful Gate Children's Home?' The questions for the interviews has to be corresponding with that question. We will interview the internal stakeholders because this is the best way to get information from the internal stakeholders.

Each week we will be five days at Beautiful Gate Children's Home. We will be a part of the team and we can observe the role and the cooperation of the internal stakeholders.

Our method of the observation will be participating and unstructured. Participant observation; as researchers we are participating at Beautiful Gate Children's Home, because we want to observe the children, parents and other stakeholders. We are using unstructured observation because we are not going to observe according to a certain structure (Verhoeven, 2008, pp. 112-120). These observations will be made when we are conducting home visit, in the Child Focus Meetings and when we are working at Beautiful Gate Children's Home. We participated in the Child Focus Meetings, the Home visits, Teambuilding day, Family Reunification Meetings and the soccer day.

- How is the cooperation between the internal stakeholders of Beautiful Gate Children's Home and what are the changes compering to two years ago?

We will do participate semi-structured interviews with a questionnaire. This interview form gives the stakeholder a lot of leeway to give answer on the questions. We, as researchers, are flexible and adapt to the situation (Verhoeven, 2008, pp. 112-120). We assign one person who keeps the main focus of the interview in mind. It is our task that the interview goes in the right direction. We want to get answers of the questions from the view of the internal stakeholders. Therefore, we will interview the nine Child Care workers, Ms. Beukes, and the Family Reunification Workers.

We did not conduct interviews with nine Child Care Workers, we conducted interviews with five Child Care Workers. It was difficult to receive positive cooperation from the Child Care Workers. We noticed that some of the Child Care Workers did not want us to do our research. It was difficult to make an appointment with them. We decided that we would go to the Supervisor of the Child Care Workers before we would go to the cottages to conduct interviews. We asked the Supervisor who was present at the cottages and with whom we could conduct an interview.

The reason why we decided to do only the five interviews is because of the information we received from the Child Care Workers. In general we received five times the same information. We experienced that all the parents gave us, in general, the same information. This is why we decided, in agreement with Ms. Beukes, that the five interviews would be enough for the research. Most likely if we would have done four more interviews we would have received the same information.

Another challenge during the interviews with the Child Care Workers is the understanding what the Child Care Workers had concerning the interviews questions. The Child Care Workers did not understand the words 'negative' and 'positive'. We had to explain what we meant by this. We asked Ms. Beukes about this and she argued that this is because the Child Care Workers do not have a (high) education, we agreed whit this. This was surprising for us, those words are not difficult words, and if the Child Care Workers did not understand those words, how should they explain this to the children? We adjust the interviews questions after this for the children. We used words like 'bad' or 'nice'.

The interviews with the Family Reunification Team were completely different. This was good and we received a lot of useful information from them.

4. Involvement of the family

- How are the biological parent, family of significant other involved in the process of Family Reunification and what are the changes compering to two years ago?

We will interview (semi-structured) the parents/caregivers about their involvement in the process of Family Reunification. Are they satisfied with their role? We will interview ten parents. This will make our research representative because this will give us a clear and wide view about what parents think of their involvement in the Family Reunification Program. We do not have an insight in the problems that we might encounter. Of course it is possible that the parents are not willing to help us, but we know from the last research that this was not a problem and because of this we think that it will not be a problem for us as well.

The sample group is ten parents. Last December twenty nine children left Beautiful Gate Children's Home (Beautiful Gate, South Africa, 2011-2012). There were five and three siblings. So there are twenty three families who receive support from Beautiful Gate Children's Home. We think interviewing ten family's is enough to get a clear picture of the role of the parents. This are more families than Ms. Hoogendoorn and Ms. Russcher interviewed, the reason for this is that we have more possibilities to interview a family. This is because a lot of children left last December (Beautiful Gate, South Africa, 2011-2012).

We did most of the interviews with the biological parent, family or significant other at their home. We could not go by our own to the townships because this was not safe. A Family Reunification Worker or the Social Worker was present during the interviews. Most of the interviews with the biological parents, family or significant other are translated, because of the Xhosa language. This can be affected the interviews. To prevent this, the translator signed a confirmation that she translated the interview correctly.

We conducted nine interviews instead of ten interviews. One of the parents could only do an interview at five o'clock. This was not reachable for us. The working day at Beautiful Gate Children's Home is till five o'clock and it is not safe to go later than five o'clock into the township. The atmosphere will become more dangerous because everybody from the township is coming home from work.

In the conversation with Ms. Beukes we get some information about the involvement of the parents. We will use this information for this sub question and ask her some questions about this in the interview what we are going to conduct with Ms. Beukes.

Another way we will get information for this sub question is by participating observation. We will join the Family Reunification Workers on their home visits. We can see how the parents are involved.

- How is the child involved in the process of Family Reunification and what are the changes compering to two years ago?

We will do participative observations. Both of us are going to work with a child and we will observe how the child is involved in the process of Family Reunification.

After we have worked with the child, we must write a report for Beautiful Gate Children's Home, after this we write for ourselves the things we need for our research.

The first time we work with the child we do it by unstructured observation. This is good for the relationship with the child. After the first time we write down topics what we are going to observe the following times, structured observation. At this time we cannot tell what the topics will be, because we have no idea what we are going to do with the children.

We did not work with the children at Beautiful Gate Children's Home. We did not have the time for this and we noticed that this will not be an improvement for the research. Most of children are unable to talk to us, so the relationship would be very basic. When we are honest we wanted to do something practical. But when we looked if this would benefits our research, we saw that this was not the case. We would get information from conducting the interviews.

We will conduct interviews with the children. This will be semi-structured interviews. Why we have chosen for this kind of interview is explained in sub question two. We will interview seven children; three children who are reunified with their family and four children who are living at Beautiful Gate Children's Home. Three reunified children because we want to learn from them how they saw their influence in the process of Family Reunification and if they were happy with that.

We want to interview four children who are still living at Beautiful Gate Children's Home, two boys and two girls. They know how the current Family Reunification Program works and we can compare their answers to the ones the reunified children gave. We know from the research from Ms. Russcher and Ms. Hoogendoorn that the children are willing to help. We do have to adapt the questions for the interviews to the age of the children.

We did not conduct three interviews with children who are reunified. We did try it, but one parent kept cancelling on us. We decided that two interviews would be enough. The other four interviews gave us, in general, the same information. One more interview would have, most likely, no influence on the results of this research.

When we were conducting the interviews with the children, a Family Reunification Worker was present. This was because some of the children do not speak English. The present of the Family Reunification Worker could influence the way that the child was talking to us. We could not overcome this challenge. We did not know anybody who could translate Xhosa for us. We did say in the beginning of the interview that there are no right or wrong answers, but that we just wanted to receive some information.

We had a fifth sub question 'Implementation of the recommendations from two years ago'. In this sub question we wanted to describe the extent to which the recommendations of two years ago are implemented. We decided to remove the fifth sub question, because we described the comparison with two years in each sub question. We have in each paragraph a part called 'comparing to two years ago' which describes the points what are improved comparing to two years ago and the points what did not improved over the last two years. In our opinion, it will be superfluous to describe this again in a separate sub question. To make it more clear that we did describe the comparison with two years ago, we changed our sub questions. Every sub question, except the first one, has the part 'what changed compared to two years ago'.

We have changed the structure of the sub questions. In our research plan, the second sub question was about the cooperation with the internal stakeholders of Beautiful Gate Children's Home and the third sub question was about the cooperation between Beautiful Gate Children's Home and the Designated Social Workers. We have changed the structure of the sub questions from macro to micro level. We described in our first sub question the governmental policies of South Africa and the responsibilities of the Designated Social Workers according to the Children's Act. The question about the Designated Social Workers fits well with the first sub question, because the responsibilities of the Designated Social Workers and the cooperation with Beautiful Gate Children's Home have an influence on each other.

The process of labeling

After typing out the interviews, we started to analyze the interviews. First we deleted the text that do not give answer on our main question or sub questions. We made fragments and gave each fragment a number. After that, we made labels and core label (Baarda, Goede, & Teunissen, 2009). We have construct seven core labels-

A. Role of stakeholders

We choose this core label, because this gives an insight in the role of the Designated Social Worker and to all the internal stakeholders of Beautiful Gate Children´s Home, the biological parent, family or significant other and the child.

B. Cooperation

Our main question is about the cooperation between the internal and external stakeholders of Beautiful Gate Children´s Home.

C. Involvement

We wanted to know how the biological parent, family or significant other and the child are involved in the process of Family Reunification.

D. Support

Support is an important factor in the process of Family Reunification according to the biological parents, family or significant other and the literature.

E. Needs concerning support

Not all the biological parents, family or significant other are satisfied about the support of Beautiful Gate Children´s Home and some other stakeholders do have needs concerning support.

F. Changes in cooperation

Our research is a follow-up research and we had to get insight in the changes comparing to two years ago.

G. Education

Beautiful Gate Children´s Home supports the biological parent, family or significant other by means of education.

We gave each label a code. For example, (1.1,A1), the first number refers to the interview, the second number refers to the fragment of the interview, the letter refers to the core label and the last number refers to the group of the stakeholders. We chose to describe the code in the text between [……], this will gives more clarity because the APA-norm is written between (……).

An overview of the numbers of the stakeholders

1	Parents
2	Designated Social Workers
3	Child Care Workers
4	Family Reunification Workers
5	Social Worker
6	Children

Social-cultural aspects

We did our research in South Africa and it was important for our research to know the South African culture. The South African culture has an influence on the Social Work System in South Africa. Before we could understand the Social Work System of South Africa and the Family Reunification Program of Beautiful Gate Children's Home, we have to know more about the South African culture.

The challenges of South Africa are completely different comparing to the challenges of the Netherlands. The families of South Africa have to cope with other problems than the families of the Netherlands. The challenges of South Africa are described in chapter one, this chapter gave us insight in the context of the Family Reunification Program. We studied the Children's Act of 2005 to get an understanding about the governmental policies in South Africa. This was a challenge for us, because the Children's Act of 2005 is complicated and does have different language faults.

The quality of Social Work is lower than we are used to. It was important for us that we were aware of our Western reference and to get an understanding of the context of Social Work in South Africa. To know this was important for our research.

During the interviews, we had to cope with different social-cultural aspects. The understanding of each stakeholder was different and we had to adapt to the understanding of each stakeholder. We realized that the biological parents, family or significant other are not use to give critical feedback. When we asked what their negative experience are in the cooperation, most of the biological parent, family or significant other did not have a negative experience. We get more information of the biological parent, family or significant other when we asked what could be improved.
The culture in South Africa is a F-culture. A characteristic of the F-culture is the in-group. An individual is a part of a family and community and if there are problems the family or community support each other (Pinto, 1990). This is affected the Family Reunification Program. It was important for our research to know that social support does have another dimension than in the Netherlands. We saw that the people in the community support each other. For example, we did an interview with a friend of the grandmother of the child. The mother and the grandmother of the child past away and the friend of the grandmother takes care of the child.
The biological parent, family or significant other received practical support from Beautiful Gate Children's Home. By means of the interviews, we heard from the biological parent, family or significant other that they find practical support important in the process of Family Reunification. The quality of the practical support is linked with the quality of the cooperation with Beautiful Gate Children's Home. We noticed that the biological parent, family or significant other have another expectation comparing to the expectation of the support in the Netherlands.

When the biological parent or family is not capable or is not willing to take care of the child, Beautiful Gate Children's Home will look for a host family. During a home visit, we saw that a foster mother explained that she is not any longer willing to take care of the child. The child was reunified with the foster family in December 2012 (Beautiful Gate, South Africa, 2011-2012). The Social Worker explained that it is happening regular. We could not find any policies that protect the child for disappointment in a foster family.

We were five days a week at the office of Beautiful Gate Children's Home. This has been important for our research process. It was important that we build first a relationship with staff of Beautiful Gate Children's Home, because the South African are more focused on the relationship. As Westerners we are direct and more focused on the tasks (Vossen, 2009, p. 62). Because we were five days a week at Beautiful Gate Children's Home we had time to build a relationship.

A lot of children who are living at Beautiful Gate Children's Home, are living their whole childhood at Beautiful Gate Children's Home. The children are placed at Beautiful Gate Children's Home at a young age. The Social Worker explained that the children do not have an attachment relationship with the biological parent or family. We did not understand this at first. Ms. Beukes told us that the children from Beautiful Gate Children's Home are living their whole life at Beautiful Gate Children's Home and that they have never had a relationship with a parent. Some children see the Child Care Workers as their mother, even years after reunification. This was important for us to know, because we could understand the children better with this knowledge.

The children are not involved in the process of Family Reunification. A trend in the Netherlands is that children should be more involved in their care and education (Weijers, 2002). To answer

our sub question about the involvement of the children, we had to be aware of the different reference. We had to find a balance between what is important in the South African culture and our Western reference. We also kept this in mind when we gave the recommendations.

1.4 THE PURPOSE OF THIS RESEARCH

Beautiful Gate Children's Home has asked us to do a follow-up research about the research what has done two years ago by Ms. Hoogendoorn and Ms. Russcher (Hoogendoorn & Russcher, 2011). Beautiful Gate Children's Home want to get an insight into the implementation of the recommendations what were made in the research of two years ago. In the last two years there have been a lot of changes in the Family Reunification Program. Beautiful Gate Children's Home wants to know whether the changes have improved their way of working and if it benefits the clients.

We will do research according to the recommendations that have been made and we will give insight in the cooperation inside and outside Beautiful Gate Children's Home.

This research will be done for Beautiful Gate Children's Home. We hope that all the internal and external stakeholders concerning the process of Family Reunification will read this research and learn from it. We hope that the board members (management) of Beautiful Gate Children's Home will read this and understand exactly what the Family Reunification Program contains and how the stakeholders are working together.

At the micro level, we will describe how the children and the parents are involved in the process of Family Reunification. We will advise Beautiful Gate Children's Home by means of recommendations. This will be at meso level. The cooperation between internal and external stakeholders from Beautiful Gate Children's Home is also at meso level. At macro level we are going to look at the role of the government in the process of Family Reunification.

2. RESULTS

2.1 MAIN CHARACTERISTICS OF FAMILY REUNIFICATION

2.1.1 WHAT IS THE STANDARD PROCESS OF FAMILY REUNIFICATION AT BEAUTIFUL GATE CHILDREN'S HOME?

The first paragraph describes the standard process of Family Reunification. It defines the different ways a Court Order can be awarded, the assessment model for Family Reunification and the different reports in place at Beautiful Gate Children's Home We describes how the support is provided for the child and the family, the Family Reunification Program in practice and finally, this chapter describes the most important aspects of foster care.

Definition Family Reunification
Beautiful Gate defines Family Reunification as follows: 'Family Reunification means that the child was removed from the biological parent or family and placed with someone who is not biological family. Reunification is when a child returns to family of the community' (Beukes, Family Reunification Program, 2011).

Reasons of removal
There are many reasons why a child could be removed from his/her biological parents, family or significant others. This is described in the paragraph 'What governmental rules about Family Reunification are there in place in South Africa?' We described in that paragraph what the court process is before a child will be placed at Beautiful Gate Children's Home. Beautiful Gate Children's Home provides care for the children who have been removed from their biological parents, family or significant others. Ms. Beukes argued that Beautiful Gate Children's Home provides care for children with HIV/Aids. Beautiful Gate Children's Home is registered as a hospice and institution that provide specialized medical care for children with HIV/Aids.

Removal
A child is placed at Beautiful Gate Children's Home when the child has been removed from the primary caregivers by the Children's Court. A Court Order will be awarded by the Department of Justice. A court process can be started trough different ways-

- people in the community report concerns to the Department of Social Development;
- the school informs the Department of Social Development when they have concerns;
- through the Department of Health and Wealth;
- any child abuse and child neglect that is reported to the South African Police Department. The South African Police Department have to report this to the Department of Social Development for investigation;
- a Social Worker can investigate concerns they have observed, as the Social Worker works in the community and observes what is happening (Government South Africa, 2005).

Assessment model for Family Reunification

Beautiful Gate Children's Home use a holistic, strengths based assessment model for Family Reunification. Beautiful Gate Children's Home works according to a weekly process in the Family Reunification Program. This weekly process is based on an assessment model and this is a circular patron. This model is constantly in line with the client needs. This assessment model consists of-

- assessing the needs of the child and the needs of the family;
- to plan an intervention;
- to implement an intervention;
- to monitor the process of Family Reunification (Beautiful Gate Children's Home, 2011).

In 1925 South Africa adopted a westernized medical model in dealing with social crisis. With the change in the government policy (Department of Welfare, 1997), it was decided that a developmental social model should be used. This is due to generation removals which over whelmed the state and did not seem to restore the sense of community.

In 2000 they found the Circle of Courage; this is a model of positive youth development. The model is based on four universal growth needs for all children-

- belonging – I can identify myself;
- independence – I have the power to make decisions;
- mastery – I can succeed;
- generosity – I have purpose for my life (Brendtro, Brokenleg, & Bockern, 2002).

The Family Reunification Program includes on the Circle of Courage. Beautiful Gate Children's Home is using the four growth needs, in their holistic, strengths bases approach. Beautiful Gate Children's Home is making sure that the child as well as the family has a sense of belonging, independence, mastery and generosity. This is helpful for the process of Family Reunification, as it helps to focus on key issues.

Assess the needs of the child and the needs of the family

Before placement at Beautiful Gate Children's Home, the Designated Social Worker has to construct an Individual Development Plan and a Care Plan as described in section 157 of the Children's Act of 2005 (Government South Africa, 2005). The Individual Development Plan is an educational and long term plan for the child. The plan describes what the child needs to develop during the time that the child will live at Beautiful Gate Children's Home. In the Individual Development Plan the developmental stage of the child is described and how the Child Care Workers can support the child's development.

The Care Plan is an emotional and long term plan and this plan describes what care a child needs emotional before a child can be reunified. Ms. Beukes stated that Beautiful Gate Children's Home has never got an Individual Development Plan or a Care Plan of the Designated Social Workers in time.

Beautiful Gate Children's Home has to assess the needs of the child. Beautiful Gate Children's Home explores with the child what the child needs are, what is appropriate for the child and what is in the best interest of the child. Beautiful Gate Children's Home assesses on the basis of nine characterize. The nine characterize are-

- economical;
- social;
- order in family;
- age;
- sex;
- spiritual;
- educational;
- biological;
- environment (Beukes, 2013 Student Guide, 2013).

During the home visits, the Family Reunification Worker and the Social Worker assess the needs of the family and seek the strengths of the family. The Family Reunification Worker and the Social Worker look at the strengths of the family; those strengths are helpful as it assists the Family Reunification Process.
In 1997 the White Paper was written. The White Paper argued for strengths based model. In 1997, the system of Social Work became strengths based work and more focused on the areas of the competence of the family (Department of Welfare, 1997). Beautiful Gate Children's Home works according to this system of Social Work.

Different reports in place at Beautiful Gate Children's Home
The Family Reunification Worker has to complete a Home Visit Report after each home visit. The Family Reunification Worker reports on what happened during a home visit. The Family Reunification Worker has to report the strengths and the challenges of a family (Beukes, Home Visit Report, 2011). We noticed that the Family Reunification Worker does not complete the report on a regular basis. The result of this is that they are not in the files.

The Social Worker or the Family Reunification Worker completes a Summary Report on admission. The Summary Report helps to set up the Intervention Plan of the family. The Summary Report describes the following topics-
- background;
- significant persons in child(ren)'s life;
- weekend placement;
- holiday placement;
- issues of concern;
- current circumstances;
- recommendations (Beukes, Summary Report, 2011).

The Family Reunification Worker and the Social Worker evaluate the plan with the family during the home visit. The Family Reunification Worker and the Social Worker complete a Progress Report after six months. The same topics, which are used in the Summary Report, are in place in the Progress Report. This is because the Progress Report is a follow up report on the Summery Report (Beukes, Progress Report, 2011).

The Family Reunification Worker and the Social Worker monitor the process of Family Reunification; this is a part of the weekly process. The intention is that the children will leave

Beautiful Gate Children's Home on weekend's to stay with the biological parents, family or significant others. The Family Reunification Worker phones the families every Monday to find out how the weekend went and to find out if the child can return for the next weekend. When everything goes well during the weekends over a longer period, the child can stay a day longer at home. This will be extending until the child can be reunited with the biological parents, family or significant others.
The Family Reunification Worker and the Social Worker have to complete a report of each telephone call. This report contains-

- object of intervention;
- what happened during the weekend;
- what needs to happen;
- date of next intervention;
- special observations (Beukes, Telephone calls, 2011).

Ms. Beukes argued that the Family Reunification Worker does not complete this report on a regular basis. The result of this is that not everything is been documented.

Each Family Reunification Worker has a caseload. Every Monday, there is a meeting with the Family Reunification Worker, Social Worker and the international Social Work students, who are doing their internship at Beautiful Gate Children's Home. The Family Reunification Worker reports on what is happened during the week with the children, the biological parents, family or significant others and what the Family Reunification Worker did. The Family Reunification Worker plans with the Social Worker what to do for the coming week. The Social Worker compiles a report of this meeting.

The responsibility of the Child Care Workers is to take care of the children in the cottages. They have to complete a daily report with the activities, moods and behaviour of every child. The Child Care Workers has to report about vomit, diarrhea and pain (Beukes, Beautiful Gate Daily Recordings, 2011). Ms. Beukes argued that most of the time, the Child Care Workers do not complete the daily reports. We describe more about this issue in chapter 3.

The Social Worker completes a Permanency Plan for each child who is living at Beautiful Gate Children's Home. The topics of the Permanency Plan are-

- Family Reunification;
- medical;
- developmental;
- therapeutic;
- life skills;
- educational;
- psycho-social (Beukes, Permanency Plan, 2011).

According to chapter fourteen of the Children's Act of 2005, the Child Care Workers have to complete the Permanency Plan. The responsibility of the Child Care Workers is to keep the Individual Development Plan and the Care Plan up to date with relevant information. Ms. Beukes stated that the Child Care Workers do not have an understanding how to complete those plans. This is why the Social Worker completes the Permanency Plan. The Child Care Workers did a

training in how to complete a Permanency Plan. The training was provided by the National Association of Child Care Workers. Ms. Beukes stated that the Child Care Workers do not implement the skills they have learned in the training [19.23,B5].
The Family Reunification Worker, the Social Worker, the Child Care Workers and the Medical Staff explore and discuss the needs of the children in a meeting once every two weeks on a Thursday. This meeting is called a 'Child Focus Meeting' (Beukes, 2013 Student Guide, 2013).
The Social Worker leads the meeting and discusses with the Family Reunification Worker, the Child Care Workers and the Medical Staff the progress of each child. Every stakeholder has to report in their own notebook what to do. The Social Worker reviews the Permanency Plans every three months. These documents are printed and placed in the child's file. It can be viewed by all staff members once they get permission from the Social Worker.

Support for the child

Since the beginning of this research at Beautiful Gate Children's Home, there have been seven international Social Work students, so far, who are doing their internship for Social Work in 2013. The students are a part of the Family Reunification Team. The students are-

- doing observation of the child in daily environment;
- doing individual counselling;
- doing group work sessions;
- making the memory books;
- making the Individual Child Portfolio (Beukes, 2013 Student Guide, 2013).

The students get information of each child by doing the individual counselling and by observing the children. This information, the students use to develop an Individual Child Portfolio. The students describe the strengths, the weakness and the interests of the child in the Individual Child Portfolio. The students describe the expectations of the child in relation to Family Reunification and general information of the child and of the child's family (Beukes, Individual Child Portfolio, 2011).

The Family Reunification Program of Beautiful Gate Children's Home describes how they have to prepare the child for reunification trough individual sessions with the child and inform the child about the date of reunification. This will give the child more clarity about the date of reunification with the biological parent, family or significant other. The Family Reunification Program does not describe who is responsible for telling the child the date of reunification with the biological parent, family or significant other (Beukes, Family Reunification Program, 2011).

An overview of the reports

Which report-	Responsibility of the-
- Home Visit Report	- Family Reunification Workers
- Summary Report	- Social Worker/Family Reunification Workers
- Progress Report	- Social Worker/Family Reunification Workers
- Telephone call	- Social Worker/Family Reunification Workers
- Daily Recordings	- Child Care Workers

- Permanency Plan	- Social Worker
- Individual Child Portfolio	- Social Work students

Support for the family

The biological parents, family or significant others have to attend to three medical sessions before the child can stay at home for weekends. Beautiful Gate Children's Home provide especially care of children with HIV/Aids. We have been present when a mother was asked by the Social Worker to attend medical training before the child comes home for the weekend. The biological mother will learn in the medical training how to give the medication for HIV/Aids to the child. In the medical training, the biological parent, family or significant other are informed why the child is on medication, what the illness is and how it works. They learn when to give medication and how often.

Beautiful Gate Children's Home supports the family's practical with-

- food parcels on Friday;
- transport money to collect the child for the weekend;
- transport money for school when the child is living at home. Beautiful Gate Children's Home is obligated to do that until six months after the child has left Beautiful Gate Children's Home (Beukes, Family Reunification Program, 2011).

Beautiful Gate Children's Home supports the family's psycho-social with-

- identifying the strengths of the family;
- preparing the family for Family Reunification (Beukes, Family Reunification Program, 2011).

By the time the child is reunified with the biological parent, family or significant other, the Social Worker will ensure that-

- the medication is in order;
- clinic appointments are made;
- the child will attend to the nearest school to their home;
- the transfer court order is in place;
- alternative financial support and basic needs resources are in place when the grant is delayed;
- the legal court documents have been written and the Social Worker has to liaise with the Designated Social Worker (Beukes, Family Reunification Program, 2011).

After Family Reunification

When a child leaves Beautiful Gate Children's Home, Beautiful Gate Children's Home conduct home visits once every six weeks and the Family Reunification Worker calls the family to check in with the family. Ms. Beukes stated that most of the time the family calls Beautiful Gate Children's Home, because the family is self-sufficient. Beautiful Gate Children's Home is responsible to the child and the family until six months after placement. From six months after Family Reunification the Designated Social Worker is responsible to the family as described in chapter nine of the Children's Act of 2005 (Government South Africa, 2005). Sometimes Beautiful Gate Children's Home supports the family longer than six months after Family

Reunification, because the family is waiting on the grant and do not have the money to buy food. The family gets food parcels from Beautiful Gate Children's Home, when funding available.

Family Reunification Program in practice

We will describe our observations during home visits. This part of this paragraph will give an insight in Family Reunification in practice.

The Family Reunification Worker and the Social Worker conduct weekly home visits with the families. During the home visits, the Family Reunification Worker and the Social Worker assess the needs of the family. The Family Reunification Worker and the Social Worker are completing an Intervention Plan with the biological parent, family or significant other. For the Intervention Plan there is not a format in place. Because of this the Intervention Plan is made in the summery report. The Progress Reports follow up on plans what had been made and reports on what has been done. Home visit and telephone reports can support the Implementation Plan. Family Reunification meeting reports can also support the progress of the Implementation Plan made in the Summary Report. The Family Reunification Worker and the Social Worker discuss with the biological parent, family or significant other what they have to do before a child can be reunified. We observed the Family Reunification Worker and the Social Worker interviewing the mother. It is believed that the mother is abusing a substance. The Social Worker inquired what the mothers long-term plan is. The mother wants to divorce and then she wants to be employed, when this happens the mother will rent her own place where she can live with the child. The mother is currently living with the maternal grandmother and the mother feels that there is not enough space for the child. The Social Worker explained that the child needs stability. The child gets confused when the child does not know the reason for living at Beautiful Gate Children's Home.

The Social Worker suggested that the mother should change her attitude. The Social Worker advised the mother to follow a treatment where the biological mother could learn how to cope with the reality of the negative effect of substance use. We heard that the Social Worker explained to the biological mother that it is not good for the child to live a long period at Beautiful Gate Children's Home. The biological mother said that she does not need any treatment and it appears that the biological mother is unwilling to change her attitude toward substance use.

In another home visit we observed how the family is struggling after Family Reunification. The child is reunified with the foster family in December 2012 (Beautiful Gate, South Africa, 2011-2012). The foster mother of the child does not feel like she can cope with the child's current behaviour. The child does not listen and the foster mother cannot cope with this. The foster mother told the Social Worker that she does not want to take care of the child anymore. The foster mother is planning to tell the Designated Social Worker that the child should be removed from her home. The Social Worker did not agree with this. The foster parents have to attend a parenting course. The foster parents still have a lack of parenting skills and that is not a reason why the child should be removed. The grant was a big issue for this family. Due to the lack of grant the foster family is not able to buy food without support. The Social Worker told the family that they should talk to the Designated Social Worker to get the grant in place.

Foster Care

Sometimes the child cannot be reunified with the biological parents, because they are not capable to take care of the child or the child is an orphan. If the child does not have any biological parent who can take care of the child, Beautiful Gate Children's Home looks at the grandparents, the aunts/uncles or the siblings/cousins who might be willing and capable of taking care of the child. If they are not willing or capable to take care of the child, Beautiful Gate Children's Home looks for a host family.

In the case of the extended family or host family, a Foster Care Screening must be done by an external responsible organization. Beautiful Children's Home cannot do the screening objective because Beautiful Gate Children's Home is involved with the child and the prospective foster family.

Beautiful Gate Children's Home nominates Foster Care Screening, when the family is willing to do to the screening; Beautiful Gate Children's Home reports this to the Designated Social Worker who has to do the screening.

Beautiful Gate Children's Home gives the family the opportunities to choose what they would like to do and they support them in relation to Foster Care Screening (Beautiful Gate Children's Home, 2011).

Comparison to two years ago

The holistic strengths based assessment model for Family Reunification is an improvement compared two years ago, because Beautiful Gate Children's Home did not have a model for Family Reunification in place at that time. They did have some guidelines that they followed in the process of Family Reunification (Hoogendoorn & Russcher, 2011, p. 23). In contrast it would appear that there was no Family Reunification in place by the time Ms. Hoogendoorn and Ms. Russcher did their research. The children were living at Beautiful Gate Children's Home for most of their lives. At the time Ms. Beukes came to work at Beautiful Gate Children's Home, she implemented the holistic strength based model for Family Reunification. Because of this, more children could be reunified with their biological parents, family or significant others. Ms. Beukes has adapted the process of the Family Reunification of Marsh Memorial and she wrote a standard process of Family Reunification and she introduced this standard process at Beautiful Gate Children's Home.

Ms. Beukes created and introduced all the documents that we describe in this paragraph. The documents are an improvement compared two years ago because at that time there were no documents in place.

Two years ago there was no Family Reunification Program in place at Beautiful Gate Children's Home. Therefore this Family Reunification Program is an improvement comparing to two years ago. The Social Worker introduced a lot of reports what has to be documented. The standard process describes clearly the responsibility of each internal stakeholder. Still some of the internal stakeholders do not fulfil their responsibilities.

2.1.2 WHAT DOES THE LITERATURE DESCRIBES ABOUT FAMILY REUNIFICATION VERSUS INSTITUTIONALIZATION?

The placement of a child in a Children's Home can be a traumatic experience for the child. Because of this, it is important that the child will be reunified with the child's biological parents, family or significant other (Lietz, Lacasse, & Cacciatore, 2011, p. 3). Beautiful Gate Children's Home aims to reunify the child with the biological parents, family or significant other within two years, because it is better for a child to live in a family (Meintjes, Moses, Berry, & Mapane, 2007). As describes in the previous paragraph, two years ago, Beautiful Gate Children's Home did not have a Family Reunification Program. The children were living at Beautiful Gate Children's Home during their whole childhood. This paragraph describes what Family Reunification is according to the literature and what the literature describes about Institutionalization.

Family Reunification

In the research 'Research Roundup' from Child Welfare of America, we found a definition of Family Reunification what adapt to the definition of Beautiful Gate Children's Home. The definition is as follows: *'The planned process of reconnecting children in out-of-home care with their families by means of a variety of services and supports to the children, their families, and their foster parents or other caregivers. Family reunification aims to help each child and family to achieve and maintain, at any given time, their optimal level of reconnection—from full reentry into the family to other forms of contact, such as visiting, that affirm a child's membership in the family'* (Child Welfare League of America, 2002, p. 1).

Family Reunification means that a child who lives in a Children's Home will be reunified with the biological parent, family or significant other. If a child is living in a Children's Home, the child is missing the long-term caring relationship with an adult with whom the child is bound by ties of heritage. Family Reunification will give the child, the opportunity to have this relationship again. It is important for a child to have physical and personal stability and to have confidence in relationships and in the routine of his/her life. If the child has this, the child feels safe and cared for. In a Children's Home, the child is without parental care and the child is missing the attachment relationship and this can be negative for the development of the child (Child Welfare League of America, 2002).

Good points of Family Reunification

There are different factors which will strengthen the process of Family Reunification. Support is an important factor in the process of Family Reunification and consist of practical, emotional and social support (Lietz, Lacasse, & Cacciatore, 2011).

The practical, emotional and social support has to be based on the needs of the child and the needs of the family. The process of Family Reunification has to be strengths-based, because this will give the biological parent, family or significant other more responsibility. It is important that the biological parent, family or significant other are involved in the process of Family Reunification, this will gives them more self-sufficient. During the time that a child lives in a Children's Home, it is important that the relationship maintains with the child's biological parent, family or significant other. The possibility of reunification will increase when the child's

biological parent, family or significant other will visit the child frequently, because they will build a relationship (Child Welfare Information Gateway, 2011).

Institutionalization

Institutionalization means that a child lives in a Children's Home and lives without parental care (Meintjes, Moses, Berry, & Mapane, 2007). According to the literature, there are different negative effects of institutionalization. The effects of institutionalization are dependent of different factors and are not uniform. The effects of institutionalization are dependent of the characteristics of the child, the caregivers, the institution and the history of the child. The age of a child at placement and the length of institutionalization will affect the impact of institutionalization. The younger the child at admission and the longer the child will live in a Children's Home, the more the negative effects will appear of institutionalization (Martin, N.D.).

Residential care isolates the child from the child's family, community and cultural background and that is one of the critical effect of institutionalization. When a child leaves the Children's Home, it is difficult for the child to reintegrate into society, because the child was dislocated from the child's family, community and cultural background. A child, who lives in a Children's Home during the childhood, does not have a bond with the community. The child is being not prepared to cope with the his/her life when the child will leave the residential care, because the child did not learn the life-skills needed in the community and this can be resulting in antisocial behavior (Meintjes, Moses, Berry, & Mapane, 2007).

The child does not develop attachment relationships with the primary caregivers in a Children's Home (Meintjes, Moses, Berry, & Mapane, 2007). Especially, the child does not develop an attachment relationship with the biological mother or significant maternal other. Bowlby has done research to the effects of maternal deprivation and described that maternal deprivation delays the physical, emotional and intellectual development of the child. Maternal deprivation results in sleep disturbances, loss of appetite, inability of concentrate and deficits in language development (Karyn B. Purvis, David R. Cross, & Jacquelyn S. Pennings, p. 6). A child who lives in the cottages at Beautiful Gate Children's Home will be raised by a Child Care Worker. Ms. Beukes argues that a child who lives at Beautiful Gate Children's Home during the whole childhood, this attachment relationship will have with the Child Care Worker of the cottage. When the child's will be leave Beautiful Gate Children's Home, the child does not have an attachment relationship with the biological parent, family or significant other. Because of this, a child who is removed from the child's biological parent, family or significant other, the length of stay in the Children's Home have to be as short as possible.

The effect of maternal deprivation will be increased through the fact that a child receives too short of individual attention in residential care. A lack of individual attention has a negative effect on the normal development of the child. The children are living together in a cottage at Beautiful Gate Children's Home and most of the children share a bedroom. This can be result in a lack of privacy (Meintjes, Moses, Berry, & Mapane, 2007). Dr. Victor Groza argues that a child who is brought up in a Children's Home can have behavior and emotional problems, such as aggressive or antisocial behavior and become as an adult with psychiatric disorders (Martin, N.D.).

Family Reunification means that a child who is living in a Children's Home will be reunified with the child's biological parent, family or significant other. It is important that a child will be reunified, because the literature describes a lot of negative effect of institutionalization. The aim of Beautiful Gate Children's Home corresponds with what the literature describes about Family Reunification. In the next paragraph the governmental policies, the basis, of the Children's Homes of South Africa will be describes according to the Children's Act of 2005. The literature correspond with the contents of the Children's Act of 2005.

2.1.3 WHAT GOVERNMENTAL POLICIES ABOUT FAMILY REUNIFICATION ARE THERE IN PLACE IN SOUTH AFRICA?

In this paragraph we will describe the policies of the government about Family Reunification. First we will describe the challenges experience in South Africa. Then we look at the specifications in the Children's Act of 2005 specifically set out for Children's Homes in South Africa and describes what this means for Beautiful Gate Children's Home.

Challenges of South Africa
South Africa is a developing country with socio and economic challenges.

The social challenges-

- domestic violence;
- lack of parenting skills;
- lack of social support;
- aids pandemic/HIV;
- substance abuse;
- overgrowing emotional effects of Apartheid (Smith, 2007).

The economic challenges-

- unemployment;
- impoverished community's;
- breakdown from Apartheid (kept the black people poor);
- economical assessment;
- lack of housing and infrastructure (Smith, 2007).

Because of those challenges the children of South Africa are at higher risk of abuse and neglect at the hands of adults. To protect the children, the Children's Act has been written. There are a lot of policies, laws, responsibilities and rights, for everyone who is involved in the life of the child, described in the Children's Act. This Act is in line with the Hague Convention on International Child Abduction, section 275 of the Children's Act of 2005 (Government South Africa, 2005). The Children's Act of 2005 tackles many issues that concern the child, but the Children's Act of 2005 is lacking of a clear description for implementation. The Children's Act of 2005 refers to Family Reunification but omits to define it or describe a process or give a time line.

Section 150 of the Children's Act of 2005; Child in need of care and protection

Subsection 1 - A child in need of care and protection if, the child-

(a) has been abandon or orphaned and is without any visible means of support;
(b) displays behaviour which cannot be controlled by the parent or caregiver;
(c) lives or works on the streets or begs for a living;
(d) is addicted to a dependence-producing substance and is without any support to obtain treatment for such dependency;
(e) has been exploited or lives in circumstances that expose the child to exploitation;
(f) lives in or is exposed to circumstances which may seriously harm that child's physical, metal or social well-being;
(g) may be at risk if returned to the custody of the parent, guardian or care-giver of the child as there is a 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;
(h) is in a state of physical or mental neglect;

(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 (Government South Africa, 2005).

Subsection 2 - A child found in the following circumstances may be a child in need of care and protection and must be referred for investigation by a designated social worker;
(a) a child who is a victim of child labour;
(b) a child in a child-headed household (Government South Africa, 2005).

When the Designated Social Worker believes that the child is in need of care and protection the Designated Social Worker can remove the child from the biological parent, family or significant other. When a child is in need of care and protection, according to subsection 1 or 2 of section 150 of the Children's Act of 2005, the child will be placed in a Children's Home. This can be a safe place where the child can develop and feel loved. The biological parent, family or significant other will be supported to make changes in their attitude and lives which make it possible for the child to live at home again.

Beautiful Gate Children's Home will get noticed of the reason(s) why a child has been removed from his/her home (Republic of South Africa, 2008). The Designated Social Worker has to fill in Form 36; Interim Authority for placement of child in temporary safe care and gives this to the Children's Home. This form, Beautiful Gate Children's Home needs because they have to take the reason for placing the child in temporary safe care in consideration when deciding on treatment for the child. A child what is in a state of physical or mental neglect needs other supervision than a child who lived or worked on the street.

Subsection 3 - If after investigation a social worker finds that a child referred to in subsection 2 is not a child in need of care and protection as contemplated in subsection 1, the social worker must where necessary take measures to assist the child, including counselling, medication, prevention and early intervention services, family reconstruction, behaviour modification, problem solving and referral to another suitably qualified person or organisation (Government South Africa, 2005).

The responsibility of a Designated Social Worker is not only to place the child in a Children's Home. The Designated Social Worker should also work in the community. If the child participates in child labour or is living in a child-headed household the Designated Social worker does not have to place the child in a Children's Home, if the child is not in need of care and protection according to subsection 1, the Designated Social Worker should assist the child, as described above.
This means that Beautiful Gate Children's Home can only admit a child who is found in need of care and protection according to subsection 1 of section 150. If the Designated Social Worker can prevent that the child has to be removed from his/her biological parent, family or significant other, the Designated Social Worker is obligated to do this.

Section 155 of the Children's Act of 2005; Decision of question whether child is in need of care and protection

Subsection 2 - Before the child is brought before the children's court, a designated social worker must investigate the matter and within 90 days compile a report in the prescribed manner on whether the child is in need of care and protection.

Subsection 3 - The designated social worker must report the matter to the relevant provincial department of social development.

Subsection 4 - (a) If, after an investigation contemplated in subsection 2, the designated social worker finds that the child is not in need of care and protection, he or she must indicate the reasons for the finding in the report, which must be submitted to the children's court for review.

(b) The designated social worker must where necessary indicate in the report the measures recommended to assist the family, including counseling, mediation, prevention and early intervention services, family reconstruction and rehabilitation, behavior modification, problem solving and referral to another suitably qualified person of organization.

Subsection 5 If, after an investigation contemplated in subsection 2, the designated social worker finds the child to be in need of care and protection, that child must be brought before the children's court (Government South Africa, 2005).

The Designated Social Worker has to compile a report within 90 days. When a Children's Court inquiry is opened, the Children's Court will decide if the child has to be placed in temporary safe care, put under control of a family member, remain with the person under whose control the child is or remain in temporary safe care (Government South Africa, 2005).

A child can only be placed at Beautiful Gate Children's Home after this investigation is complete. Beautiful Gate Children's Home is a long term safe care home, a child can only be admitted for a longer period of time.

Section 157 of the Children's Act; Court orders to be aimed at securing stability in child's life

Subsection 1 - Before a children's court makes an order in terms of section 156 for the removal of the child from the care of the child's parent or care-giver, the court must-

(a) obtain and consider a report by a designated social worker on the conditions of the child's life, which must include-

(i) an assessment of the developmental, therapeutic and other needs of the child;

(ii) details of family preservation services that have been considered or attempted; and

(iii) a documented permanency plan taking into account the child's age and developmental needs aimed at achieving stability in the child's life and containing the prescribed particulars; and

(b) consider the best way of securing stability in the child's life, including whether such stability could be secured by-

(i) leaving the child in the care of the parent or care-giver under the supervision of a designated social worker, provided that the child's safety and well-being must receive first priority;

(ii) placing the child in alternative care for a limited period to allow for the reunification of the child and the parent or care-giver with the assistance of a designated social worker;
(iii) placing the child in alternative care with or without terminating parental responsibilities and rights of the parent or care-giver;
(v) issuing instructions as to the evaluation of progress made with the implementation of the permanency plan at specified intervals (Government South Africa, 2005).

Subsection 2 - A designated social worker facilitating the reunification of a child with the child's family in terms of subsection (1)(b)(ii) must-
(a) investigate the causes why the child left the family home;
(b) address those causes and take precautionary action to prevent a recurrence; and
(c) provide counseling to both the child and the family before and after reunification (Government South Africa, 2005).

This section sets out the rules for the Designated Social Workers. The Designated Social Worker has to construct a Developmental, Therapeutic and Permanency Plan. In the case of long term placement like Beautiful Gate Children's Home, the above mentioned documents must be applied on admission of the child. We noticed that this is not happening the way that is supposed to be happening. The Designated Social Workers do not always write a Permanency Plan and if the Designated Social Workers writes a Permanency Plan, the document is always late. The usefulness of those plans is described in the paragraph 'What is the standard process of Family Reunification at Beautiful Gate Children's Home?'.
The Designated Social Workers responsibilities are to provide counseling to the child and family before and after Family Reunification. The above is not possible because the Designated Social Workers have a high caseload what makes it difficult to work according to the Children's Act of 2005. Beautiful Gate Children's Home is struggling with those shortcomings as described in chapter 'Cooperation between Beautiful Gate Children's Home and Designated Social Worker'.

Section 187 of the Children's Act; Reunification of child with biological parents

Subsection 1 - If a children's court placing a child in foster care is of the view that reunification between the child and the child's biological parents is possible and in the best interest of the child, the court must issue the placement order subject to conditions providing for a designated social worker to facilitate such reunification as contemplated in section 156(3)(a) (Government South Africa, 2005).

Subsection 2 - If the child has not been reunited with the child's biological parents two months before the expiry of the initial court order or any extension of the order, the designated social worker appointed to facilitate the reunification must submit a report to the children's court—

(a) explaining why the child was not reunited with the biological parents; and
(b) recommending any steps that may be taken to stabilize the child's life (Government South Africa, 2005).

Subsection 3 - The children's court considering the report may—
(a) order that the designated social worker must continue facilitating the reunification; or
(b) order the termination of the reunification services if there are no prospects of reunification (Government South Africa, 2005).

Section 187 of the Children's Act of 2005 describes the court process for Family Reunification. According to section 187 of the Children's Act of 2005 it is the responsibility of the Designated Social Workers. What this section entails for Beautiful Gate Children's Home is described in chapter three 'Cooperation between Beautiful Gate Children's Home and the Designated Social Worker'.

Children's Act of 2005 in practice

The Children's Act of 2005 is not working correctly. The way that is has been written is very confusing, the Children's Act does not set clear guidelines for the Family Reunification for the Designated Social Worker. For example there are different names for the same Plan and the responsibilities are not always clear for everyone who is involved in the life of the child. The Children's Act of 2005 is long and is written for persons with a normal or high understanding. In our interviews with the Child Care Workers it became clear that they do not have the capability to understand the Children's Act of 2005. The Child Care Workers, themselves, said that they do not understand the Children's Act of 2005, even after following the training [14.9,A3]. The understanding of the Children's Act of 2005 is critical for the Child Care Workers to provide essential day to day care of the child. If the Child Care Workers do not understand the Children's Act of 2005 or are not able to understand the Permanency Plan, we wonder what the quality of the care of the Child Care Workers is towards the child.

To conclude the Children's Act of 2005 has been written to protect the children who have a higher risk of becoming a victim of abuse and neglect. The responsibilities of the internal en external stakeholders of a Family Reunification Program has been described in the Children's Act of 2005.

2.2 COOPERATION BETWEEN BEAUTIFUL GATE CHILDREN'S HOME AND DESIGNATED SOCIAL WORKERS

2.2.1 HOW IS THE COOPERATION BETWEEN BEAUTIFUL GATE CHILDREN'S HOME AND THE DESIGNATED SOCIAL WORKER?

This chapter describes the role of the Designated Social Workers and the cooperation with Beautiful Gate Children's Home. In the previous paragraph we described what the responsibilities of the Designated Social Worker are according to the Children's Act of 2005. In this chapter we describe how those responsibilities are implemented in Beautiful Gate Children's Home and how the cooperation is between the Designated Social Worker and Beautiful Gate Children's Home. We are going to compare the results with the results of two years ago and see how the cooperation has changed.

Involvement

In this research only two Designated Social Workers participate; the Designated Social Workers are working for the Department of Social Development. Section 50 of the Children's Act of 2005 describes when a Designated Social Worker may remove a child (Government South Africa, 2005). The Children's Act of 2005 describes specifically the responsibilities of the Designated Social Worker. We discuss this in the paragraph 'What governmental policies about Family Reunification are there in place in South Africa?' When a child is in need of care and protection, the Designated Social Worker has to remove the child from his/her biological parents, family or significant others and place the child in temporary safe care as described in the paragraph 'What governmental rules about Family Reunification are there in place in South Africa?'. In that paragraph the most important responsibilities of the Designated Social Worker are described.

From the conducted interviews with the staff of Beautiful Gate Children's Home and in line with our observations, we noticed that the communication appears to be a challenge. We interviewed the Designated Social Workers to evaluate their experience of the cooperation. They are important stakeholders in the process of Family Reunification. The Designated Social Workers are placing the children at Beautiful Gate Children's Home and they are responsible for the Court Process (Government South Africa, 2005).

Responsibilities

The Designated Social Worker comes in contact with Beautiful Gate Children's Home when he/she has removed a child from the biological parents, family or significant others and placed the child at Beautiful Gate Children's Home [11.5,A2]. Before the child is living at Beautiful Gate Children's Home, the Designated Social Worker has to has to investigate why the child have to be removed and when the child is living at Beautiful Gate Children's Home the Designated Social Worker has to maintain contact with the family about the child (Government South Africa, 2005).

When the Children's Act of 2005 was introduced in South Africa, the Children's Act forced the Designated Social Worker to find the family of the child. The Designated Social Worker argued that they look together with the Family Reunification Worker for the family of the children placed at Beautiful Gate Children's Home before 2011. This is because there was no Family

Reunification in place at Beautiful Gate Children's Home before 2011. From this moment the Family Reunification Process starts.

We noticed that the Children's Act of 2005 does not describe clearly what the responsibilities are between the Designated Social Worker and Beautiful Gate Children's Home. This is a reason why there is a lack of clarity about the responsibilities towards each other.

The Designated Social Workers do not always have the time to fulfill their responsibilities because of the high caseloads [11.9,B2]. The caseload is 360 a month [10.6,B2]. For every case the Designated Social Worker has to fulfill his responsibilities, also the responsibilities described in section 187 of the Children's Act (Government South Africa, 2005). The Designated Social Workers cannot cope with all those cases and are lacking in their responsibilities [10.7,B2]. This means that Beautiful Gate Children's Home have to do more work [10.12,B2]. As described in the paragraph 'What is the standard process of Family Reunification at Beautiful Gate Children's Home?', the Designated Social Worker has to complete Individual Development Plan's and Care Plan's for the child. Ms. Beukes argued that Beautiful Gate Children's Home has never got an Individual Development Plan or a Care Plan from the Designated Social Workers on time. The dates of reception of the Individual Development Plan and the Care Plan at Beautiful Gate Children's Home confirm what Ms. Beukes argued. This means that the Family Reunification Worker and the Social Worker have to assess the needs of the child and the needs of the family without background information to complete Individual Development Plan's and Care Plan's for the child. The reason that the Family Reunification Worker and the Social Worker cannot wait on the Individual Development Plan and Care Plan of the Designated Social Worker is because this would delay the process of Family Reunification.

The Designated Social Worker should provide counseling to the child and the family before and after reunification and the Designated Social Worker is responsible for monitoring the Family Reunification process of the child, as described in section 157 of the Children's Act (Government South Africa, 2005). One Designated Social Worker does not have the time to monitor the Family Reunification [11.10,B2]. The Designated Social Worker is responsible for getting information about the child and the family from the Social Worker. Because of the high caseload, the Designated Social Worker has no time to call Beautiful Gate Children's Home to get an update. As a result of this the Social Worker have to call the Designated Social Worker and to give information on how the child is doing and how the child's biological parents, family or significant others are doing. This became an extra task for the Social Worker [19.14,B5].

The Designated Social Worker has longer contact with the family of a child who has been reunified than Beautiful Gate Children's Home. The Designated Social Worker has to keep in touch with the family and help them with the arrangement of the grant [10.11,A2]. Most of the times the Designated Social Worker is lacking with the application of the grant, this takes a long time [8.2,E1]. This means for Beautiful Gate Children's Home have longer contact with the family than the obligated six months. Beautiful Gate Children's Home will support the family with food parcels, transport money, school uniform and school fees for the child to go to school until the grant is in place [4.9,E1].

Beautiful Gate Children's Home did this for a lot of families and for many years. At some point this became too expensive and Beautiful Gate had to stop to give the food parcels. At this moment Beautiful Gate Children's Home is still supporting families longer than the obligated six months, but no longer for that many years. If the family is not actively seeking their grand, Beautiful Gate Children's Home will stop to supports them after two years. The Social Worker is pushing the Designated Social Worker to do his/her job and get the grant quickly in place [19.14,B5].

Designated Social Workers opinions

The Designated Social Workers like to work with Beautiful Gate Children's Home. The communication with Beautiful Gate Children's Home is good and positive [10.9,B2] [11.14,B2]. The Designated Social Worker experiences it as positive that Beautiful Gate Children's Home is doing work for them like making a Permanency Plan [10.13,B2]. The Designated Social Workers have conflicted opinions about this. On one hand they like it because it is a minus in their caseload. But on the other hand, the Designated Social Workers do not like it because if feels incompetent [10.7,B2]. The Designated Social Workers want to be responsible for doing their own work, but they have a high caseload and they do not have the time to do their tasks on time [10.6,B2]. The Designated Social Workers would like to have more time to spend towards Beautiful Gate Children's Home and to have more time for the families and children, so that they can fulfill their own responsibilities [11.17,B2].

The Designated Social Workers are happy that Beautiful Gate Children's Home have an understanding about this problem [11.15,B2]. This is the reason why the cooperation can continue to be positive.

We told the Designated Social Workers that Beautiful Gate Children's Home see a lot of challenges and problems in the communication and cooperation between them and the Designated Social Workers. The Designated Social Workers do not recognize these problems. A Designated Social Worker recognizes that there are difference opinions about a case [10.16,B2], but his/her opinion is that the communication and cooperation is good [10.9,B2].

The Designated Social Workers argue as improvement points that they should have more time to spend on a case, to have more time to spend towards Beautiful Gate Children's Home and they would like to work more together with Beautiful Gate Children's Home [10.14,B2]. Beautiful Gate Children's Home is not in a position to make this change. The Department of Social Development should improve, they told us. The Department of Social Development should employ more Designated Social Workers [11.9,B2] .

Social Worker opinion

The Social Worker from Beautiful Gate Children's Home is having a completely different view on the cooperation. Ms. Beukes argued that most of the times, the cooperation is going slow and is not efficient [19.15,B5]

If the Social Worker calls the Designated Social Worker to get information of the child, most of the times she will not get the information. The Social Worker is documenting al communication between her and the Designated Social Worker. If she is not getting the information the Social Worker will contact the manager from the Designated Social Worker. She will give the listing of

communication what has been done between them and she will request for a respond. The Social Worker argued that the process of dealing with the Designated Social Worker has become formalized. The Social Worker does not like it that the communicate has become formalized, but this is the only way that she will get the information and it is in the best interest of the child [19.15,B5].

For example the Social Worker told us that the Designated Social Worker has to conduct the Foster Screening for the family and significant other, a background screening for the biological parent and the Designated Social Worker should determine if the child can return home. In appendix 12 there is a request for Foster Screening. This request was made in December 2009. The Foster Screening took three years. After three years communicating with the Designated Social Worker and his/her manager about Foster Screening, the Social Worker told the Designated Social Worker that she 'will reunify the child whether the Foster Screening had been done or not'. The child has been reunified in December 2012 (Beautiful Gate, South Africa, 2011-2012). We observe that the Designated Social Worker determines the speed of the process of Family Reunification. The Designated Social Worker does not relay a phone call or give the information when the Social Worker of Family Reunification Workers are asking about [18.8,B4].

Family Reunification Worker Opinion

The Family Reunification Worker argues that the communication is good between her and the Designated Social Worker but she does recognize the problems in the communication with the Designated Social Workers. The Designated Social Workers are delaying the process of Family Reunification because they are lacking in reporting [18.6,B4]. Because the Designated Social Worker and Family Reunification Worker do not work that much with each other, this is the only problem between them.

Comparison to two years ago

Compared whit the research from two years ago, there have not been that much changes. We asked the Designated Social Workers if there have been changes in the cooperation between them and Beautiful Gate Children's Home. One of them answered that there has not been changes except that there is another Social Worker working at Beautiful Gate Children's Home [10.1,F2]. The other Designated Social Worker told us that the communication is improved. Two years ago there were more misunderstandings [11.1,F2].

The Designated Social Workers argued that Beautiful Gate Children's Home has nothing to improve in the cooperation [11.16,B2]. This is the same opinion as two years ago (Hoogendoorn & Russcher, 2011, p. 59). On the other hand, Beautiful Gate Children's Home is not satisfied about the same points as two years ago. Two years ago, the child, who is prepared to go home, cannot be reunified with the biological parents, family or significant others, because the report of the court order is delayed (Hoogendoorn & Russcher, 2011, pp. 59-60). At this moment this is still happening.

There is more communication between the Designated Social Worker and the Social Worker. This is being documented, the Family Reunification Worker and the Social Worker has to write down when they had communication with the Designated Social Workers [19.15,B2].

The Family Reunification Workers do have less struggling's in the communication with the Designated Social Worker [17.12,F4]. The Family Reunification Worker argued that he/she knows when the Foster Screening will be done. Because of this he/she can prepare the child for reunification. Two years ago, the Family Reunification Workers do not know when the Foster Screening would be done [17.6,B4].

To conclude, the Designated Social Workers do not have the time to fulfil their responsibilities. This results in delaying the process of Family Reunification. The Designated Social Workers are satisfied about the cooperation with Beautiful Gate Children's Home. Beautiful Gate Children's Home is struggling in the cooperation with the Designated Social Worker. The big issue on macro level is the high caseload of the Designated Social Workers. Beautiful Gate Children's Home cannot change this. The next chapter will describes the roles and the cooperation between the internal stakeholders.

2.3 COOPERATION BETWEEN INTERNAL STAKEHOLDERS OF BEAUTIFUL GATE CHILDREN'S HOME

2.3.1 WHAT IS THE ROLE OF THE INTERNAL STAKEHOLDERS OF BEAUTIFUL GATE CHILDREN'S HOME?

This paragraph described the roles of the staff at Beautiful Gate Children's Home. The staff of Beautiful Gate Children's Home consists of the Child Care Workers, the Family Reunification Workers and the Social Worker. The role of each internal stakeholder is described based on the Children's Act of 2005, conducted interviews and observations.

Child Care Worker

The Child Care Workers are working in the cottages of Beautiful Gate Children's Home were the children are living during their placement. Beautiful Gate Children's Home employs thirteen Child Care Workers. The Child Care Workers are responsible for the care the child, when the child is living at Beautiful Gate Children's Home. As described in section 75 of the Children's Act of 2005, the Child Care Workers are responsible to continue the Individual Development Plan and the Care Plan of each child (Government South Africa, 2005). The Child Care Workers have to complete a daily report with the activities, moods and behaviour of every child and to report about vomit, diarrhea and pain (Beukes, Beautiful Gate Daily Recordings, 2011). The Children's Act is hard to read and this is why the government of South Africa made a 'Children's Act Guide' for the Child Care Workers (Mahery, Jamieson, & Scott, 2011).

During the conducted interviews, we asked the Child Care Workers what their role is at Beautiful Gate Children's Home. They argued that their role is to learn the children values [12.5,A3], to prepare the child for going home [13.9,A3], to love the child [15.3,A3], to develop the child [16.4,A3] and to complete reports [15.14,A3]. The Child Care Workers feel that they know what their responsibilities are towards the children. We noticed that the Child Care Workers do not have enough skills to fulfill the responsibilities as described in the Children's Act of 2005. We saw that the Daily Recordings are most of the times from bad quality. Another example that we saw was during a Child Focus Meeting. The Social Worker had to explain the Child Care Workers how to support in developing of the child. We saw that the Child Care Workers are not able to assess the developmental stage appropriate for the child. Therefore the Social Worker had to explain this, before she could explain how to support the development of the child. All those factors imply that the Child Care Workers have a lack in fulfilling their responsibilities according to the Children's Act of 2005.

Family Reunification Worker

The Family Reunification Workers are responsible to communicate with and support the biological parent, family or significant other [17.1,A4]. The Family Reunification Workers provide emotional and practical support to the biological parent, family or significant others in the process of Family Reunification [18.2,A4]. The Family Reunification Workers also assess the needs of the child and the needs of the biological parent, family or significant other, complete an intervention plan and monitor the progress of Family Reunification with the Social Worker (Beautiful Gate Children's Home, 2011).

In interviews conducted with the Family Reunification Workers, the Family Reunification Workers argued what their role is in the process of Family Reunification, they argued that they support the families, inform the families and reunify the child [17.10,A4]. The Social Worker argued that the role of the Family Reunification Workers is to build a relationship with the family [19.11,A5]. This is done by conducting home visits together with the Social Worker and by phoning the families. On a home visit, we observed that the Family Reunification Workers maintain a good relationships with the biological parent, family or significant other. The Family Reunification Workers are responsible to complete reports after each home visit and telephone call (Beautiful Gate Children's Home, 2011).

Social Worker

The Social Worker and the Family Reunification Workers are both responsible to fulfill the tasks of the Family Reunification Program. The Social Worker is responsible for the connection with the Children's Act of 2005, for the process of Family Reunification and she coaches the Family Reunification Workers in how to do their tasks [19.12,G3]. The Social Worker and the Family Reunification Workers have a meeting every Monday to review the Family Reunification Process. We noticed how the Social Worker coached the Family Reunification Workers by planning the week. The Social Worker discusses with the Family Reunification Workers the Intervention Plan of the biological parent, family or significant other.

In the Child Focus Meeting, the Social Worker discusses the Permanency Plan of the child with Family Reunification Workers and the Child Care Workers. The Social Worker informs the Child Care Workers about the process of Family Reunification.

The Social Worker conducts home visits with the Family Reunification Workers. The paragraph 'What is the standard process of Family Reunification at Beautiful Gate?' described what this means in the practice. The Social Worker is responsible to complete documentation [19.18,A5]. The Social Worker argued that she has to provide for the psych-socio needs of the children, ensure that the day to day care of the children is organized according to the standards of the Children's Act of 2005 [19.19,A5]. The Social Worker has to provide support to the child and the Child Care Workers [19.21,A5].

2.3.2 HOW IS THE COOPERATION BETWEEN THE INTERNAL STAKEHOLDERS OF BEAUTIFUL GATE CHILDREN'S HOME?

To get insight in the cooperation between the staff of Beautiful Gate Children's Home, we conducted interviews with the Child Care Workers, the Family Reunification Workers and the Social Worker. We wanted to know from each individual what their positive and negative experiences are inside the Children's Home.

We wanted to know what the Child Care Workers, the Family Reunification Workers and the Social Worker find important in the process of Family Reunification and what could be improved in the cooperation concerning the Family Reunification Program.
In addition to the interviews, we looked at the communication between the Child Care Workers, the Family Reunification Workers and the Social Worker during meetings and every day interactions.

Opinion Child Care Workers
The Child Care Workers are satisfied with the cooperation within the team of the Child Care Workers, they feel like a family [14.4,B3]. The Child Care Workers argues that when they have a private problem, they can talk to each other and pray about it [12.7,D3]. This provides support to the Child Care Workers and this is a positive experience in the cooperation. Some of the Child Care Workers argued that they are learning from each other and that the communication is good [13.11,B3].

The Child Care Workers feel gossip is the reason why Beautiful Gate Children's Home does not trust each [12.13,E3] other and leads to poor communication and low cooperation [16.15,B3]. The Child Care Workers would like the gossiping to stop [16.16,E3] .

The Child Care Workers indicated that they are responsible to prepare the child for Family Reunification [12.6,A3]. The Child Care Workers are informed by the Family Reunification Workers about the Family Reunification Process and when the child will be reunified [12.11,B3] [13.7,B3] [15.8,B3]. The Child Care Workers have indicated that they do not participate in home visits as much as they would like and the Child Care Workers were not able to explain it. The Child Care Workers experience the support and the training of the Social Worker in the Child Focus Meetings as positive [13.5,G3]. This is due to the fact that the Social Worker explains the child's needs in relation to physical, mental and emotional development and how the Child Care Worker can support the development of the child.

We noticed during the Child Focus Meetings that the Child Care Workers learn a lot from the Social Worker and that the Social Worker takes the leadership role to teach seriously.

According to the Child Care Workers, there is a lack of communication [12.3,B3]. The Child Care Workers feel that the 'top-down' approach of management is the reason for the lack of communication [15.16,B3]. The Child Care Workers argues that they do not receive all the information which they need [14.13,B3]. Somehow the information gets lost or they do not tell each other everything [15.12,B3].

Opinion Family Reunification Workers

The Family Reunification Workers have the most contact with the Social Worker, as she is coaching the Family Reunification Workers to do their tasks. The Family Reunification Workers are positive about the coaching because it helps them to develop skills, become more confident in their work and feel more important [17.2,G4] [18.10,G4]. The Family Reunification Workers have expressed their passion for the children and they want to develop their work as Family Reunification for the benefit of the children. The Family Reunification Workers explained that the previous Social Worker did not supervise or developed them. The Family Reunification Workers did not like the stagnation.

One Family Reunification Worker feels that she is not working with the Child Care Workers [17.5,B4]. The other Family Reunification Worker feels that she has a good relationship with the Child Care Workers as she maintains regular contact with the Child Care Workers [18.7,B4]. She also works with the children when she fetches the child to do individual sessions with the them [18.2,A4]. The cooperation is good between this Family Reunification Worker and the Child Care Workers [18.4,B4].

The Family Reunification Workers notes the gossiping as well at Beautiful Gate Children's Home. The Family Reunification Workers experiences this as negative but she argued that this occurs in most large organisations [17.8,B4].

The Family Reunification Workers feel that there is a lack of communication [17.7,B4]. One Family Reunification Worker feels that if information is not shared with all the stakeholders, than they are not able to do the work. The Family Reunification Worker feels that this happens a lot in Beautiful Gate Children's Home. The other Family Reunification Worker agrees that there is a lack of communication [18.5,B4]. This Family Reunification Worker argued that there is also a lack of reporting [18.6,B4]. Improve reporting leads to improve communication according to the Family Reunification Worker.

Opinion Social Worker

The Social Worker is struggling in getting positive cooperation from the Child Care Workers. The Social Worker opinion is that the Child Care Workers are not doing their job good enough [19.24,B5]. For example the Social Worker introduced a daily recording of the child's daily activity. The Child Care Workers are supposed to record at the end of their shift the child's activities and emotion. The Social Worker argued that the reports are mostly not complete an if such reports are complete then quality is very poor and information is missing [19.6,B5]. These documents helps the Social Worker monitor the development of the process of Family Reunification. The Social Worker needs from the Child Care Workers that they provide good quality in those documents [19.8,B5]. Because if the behaviour is different than the normal behaviour after the child was home for the weekend, the Social Worker have to ask the child about it and go on a home visit to ask the biological parent, family or significant other what happened during the weekend [19.7,B5].

The Social Worker completes a Permanency Plan for each child who is living at Beautiful Gate Children's Home [19.18,A5]. According to chapter 7 of the Children's Act of 2005, this is the responsibility of the Child Care Workers (Government South Africa, 2005). The Child Care Workers does not have the skills to fulfil this responsibility and that is the reason why the Social

Worker is completing the Permanency Plan. The Social Worker does this because it benefits the child [19.19,A5].

The Social Worker argued that the Child Care Workers have a lack in preparing the child for Family Reunification as they are not enthusiastic enough because they do not want the children to leave [19.27,B5]. This is noted by the child and is demotivate the child to be happy to return home [19.9,B5]. The Social Worker argues that the Child Care Workers do not want to provide one on one sessions with the children. The lack of such session in the process of Family Reunification will delay the process, what is negative for the child [19.31,B5].

The Social Worker is struggling with the Child Care Workers at the same points as two years ago. The Social Worker argued that the Child Care Workers appear to be unwilling to grow in their profession, learning overcome challenges and appears to have no compassion for the children. The Social Workers argues that attitudes of Child Care Workers are the biggest challenge which the Social Worker does not know how to challenge this at this time [19.28,B5]. It would appear that the Social Worker aims to reunify the children within two years of admission and that the Child Care Workers do not want this as they prefer the child to be at Beautiful Gate Children's Home till they turn thirteen years of age, argued the Social Worker. Until two years ago that was happening and the Child Care Workers do not want to change this [19.23,B5].

The Social Worker does not have any positive experiences with the Child Care Workers [19.4,B5]. The reasons of this are the different opinion of Family Reunification, as described above. The views and aims of the Child Care Worker and the Social Worker conflicts on the main aspect of Family Reunification.
The biggest positive experience for the Social Worker will be when the Child Care Workers will confirm that the Social Worker is doing a good job to reunify the children with the biological parent, family or significant others. The Social Worker argued that the attitude of the Child Care Workers has become less negative. In the past, the Child Care Workers ignored the students who worked with the children and had a negative attitude towards the Family Reunification Team [19.27,B5]. The Social Worker argued that the Child Care Workers do not respond well toward Social Work students and this might change since the employment of the Child Care Worker Supervisor.

Two years ago the Social Worker started to report everything towards the Child Care Workers in the Child Focus Meeting, this turned out on a discussion every time. The Child Care Workers did not respond on what the Family Reunification Team did, but they were questioning why the Family Reunification did something and why they did not try it on another way. The Family Reunification Team noticed that the Child Focus Meeting became a meeting where they had to defend themselves and the Family Reunification Team decided together to stop sharing all the information about the home visits. The Social Worker argued that this was also the case at Mars Memorial. You only share that much with the Child Care Workers [19.29,B5].

The Social Worker feels she maintains good communication with the Family Reunification Workers [19,12,B5]. The Social Worker argued that the Family Reunification Workers build good relationships with the families [19.11,A5]. The Social Worker argued that the negative thing is that the Family Reunification Worker is lacking in consistency in contact the families and in their

understanding of working with families. This leads to that the Social Worker has to micromanage the Family Reunification Workers [19.3,G5].

What could be improved is that the Child Care Workers will change their attitude towards the Family Reunification Program. With the employment of the Supervisor of the Child Care Workers, the Social Worker is hopeful that the Child Care Workers attitude toward work will improve [19.17,B5]. The Supervisor has the same cultural background than the Child Care Workers and the Social Worker hopes that this will influence the behaviour of the Child Care Workers on a positive way. What also could be improved is the development of the Family Reunification Workers to learn skills to become independent in case management which will improve Family Reunification Standards and processes [19.22,B5].

Teamwork

The Child Care Workers and the Social Worker have conflicting opinions regarding the cooperation. The process of Family Reunification will be most effective when the Child Care Workers, Family Reunification Workers and the Social Worker are working together with the same aim and with the same vision. This will mean that the staff are doing their job in the best interest of the child and are passionate about the process of Family Reunification. This will makes the process of Family Reunification more effective and gives it more quality. The Child Care Workers do not show their dedication and their skills in fulfilling their responsibilities. The Social Worker argued that she is doing her best to learn skills to the Child Care Workers and to motivate them [19.3G5]. However, she argued that the changes are going very slow and this is frustrating the Social Worker, because she shows a great passion to fulfil her responsibilities. What is difficult are the different opinions, background and visions of the Westernised Social Worker and the African Child Care Workers.

The lack of communication is a point what should be improved according to the Child Care Workers, the Family Reunification Workers and the Social Worker. The lack of communication means for the team of Beautiful Gate Children's Home that they irritated towards each other and do not understand each other.

Comparison to two years ago

Two years ago, Ms. Hoogendoorn and Ms. Russcher described that the communication between the Child Care Workers and the Family Reunification Team can be improved. When the Family Reunification Workers and the Social Worker have visited a child who is reunified, they did not complete a report for the Child Care Workers. Ms. Hoogendoorn and. Ms. Russcher argued that it would be good to give feedback to the Child Care Workers after a home visit. At this moment, the Family Reunification Workers and the Social Worker share information according to the process of Family Reunification during the Child Focus Meeting. As described above, the Family Reunification and the Social Worker shared not all information with the Child Care Workers. This is the only aspect of cooperation Ms. Hoogendoorn and Ms. Russcher described. This means that we cannot describe the other aspects of cooperation according to the research of Ms. Hoogendoorn and Ms. Russcher.

There is a lack of communication in the cooperation with the internal stakeholders. The Child Care Workers, Family Reunification Workers and the Social Worker agree with this negative aspect in the cooperation. The opinion about the cooperation between each other is different

and this has a negative impact on the teamwork. In the next chapter we will describe the involvement on meso level.

2.4 INVOLVEMENT OF THE FAMILY

2.4.1 HOW IS THE BIOLOGICAL PARENT, FAMILY OR SIGNIFICANT OTHER INVOLVED IN THE PROCESS OF FAMILY REUNIFICATION AND WHAT ARE THE CHANGES COMPERING TO TWO YEARS AGO?

This chapter describes the involvement of the biological parent, family or significant other. It describes the tasks of the biological parent, family or significant other, the cooperation with Beautiful Gate Children's Home and the support from Beautiful Gate Children's Home.

'Biological parent, family or significant other' is a comprehensive term for the caregivers of a child. Because we use those words often in this chapter we choose for the readability to use the word 'primary caregiver'. Ms. Beukes argued that legally the Child Care Workers and the Social Workers will become the primary caregiver to the child. In this chapter we do not mean the Child Care Workers or Social Worker when we write about the primary caregiver. When we write about the primary caregiver we mean about the biological parent, family or significant other.

As described in the chapter 'Main characteristics of Family Reunification', there are different social and economic problems in South Africa. The families of South Africa have to cope with these problems and the circumstances of many families are hard. For example, a lot of families in the area of service for Beautiful Gate Children's Home, the Phillipi area, have insufficient finances because they are unemployed. A result of this is that there is a lot of domestic violence. When this happens, the child will be removed from his/her home the child may be placed at a Children's Home (Government South Africa, 2005). When a child lives at Beautiful Gate Children's Home, the primary caregiver will receive support from Beautiful Gate Children's Home to deal with the challenges.

We did an interview with nine primary caregivers. The children have been reunified in December 2012 (Beautiful Gate, South Africa, 2011-2012). During the interviews, we spoke about their role in the Family Reunification Process and about the support they are getting from Beautiful Gate Children's Home. We wanted to know how the primary caregiver is involved in the process of Family Reunification and what they find important in the process of Family Reunification. The primary caregiver told us their positive and negative experiences in the cooperation with Beautiful Gate Children's Home.

Role of the parents

According to section 18 of the Children's Act of 2005, it is important that the primary caregiver is involved in the process of Family Reunification, because the primary caregiver has the right to-

- care for the child;
- maintain contact with the child;
- act as guardian of the child;
- contribute to the maintenance of the child (Government South Africa, 2005).

Most of the primary caregives argued during the interviews that their role in the Family Reunification Program is to take care of the child [1.1,A1] [2.1,A1] [3.1,A1]. It is remarkable that this matches with what the Children's Act of 2005 describes as the rights of the primary caregiver. The Family Reunification program gives the primary caregivers the opportunity to take care of the child [4.1,A1] [6.1,A1] [8.1,A1]. In this way justice will be done on what the primary caregivers needs and rights are.

The aim of Family Reunification is that a primary caregiver can provide the care and resume responsibility for the child again (Beukes, Family Reunification Program, 2011). This can only be achieved when the primary caregiver is involved in the process of Family Reunification. When the child is admitted at Beautiful Gate Children's Home, Beautiful Gate Children's Home resumes partial care and responsibility for the child. The primary caregiver often still has rights and responsibilities towards the child. The developmental goals, Individual Development Plan, Care Plan and Permanency Plan need to be determine with the primary caregiver before reassuming the care and responsibility of the child, argued Ms. Beukes and obligate the Children's Act of 2005 (Government South Africa, 2005). It is important that the Social Worker does this together with the primary caregiver. When they will determine the developmental goals together, the primary caregiver is involved in the process of Family Reunification and the primary caregiver is more likely to change his/her behavior. Evidence of this is that often primary caregivers who participate in Family Reunification take more responsibilities and ask for more advice or help. For example a mother who asked Beautiful Gate Children's Home to assist her in changing the child's name on her birth certificate.

During the interviews, we asked what the role is as primary caregiver in the Family Reunification Program, because we wanted to know how the primary caregiver is involved in the process of Family Reunification at Beautiful Gate Children's Home. You can see in the appendix that six primary caregivers answered that their role is to take care of the child. This shows that the parents wants to take care of the child and the Children's Act of 2005 support this. The Children's Act of 2005 obligates the primary caregiver to take care of the child (Government South Africa, 2005).

Weekend and holiday placement

The intention is that the children will leave Beautiful Gate Children's Home on the weekend to live with their primary caregiver (Beukes, Family Reunification Program, 2011). The weekend placement aims to build or maintain the relationship between the child and the primary caregiver. There can only be a relationship when the parent is involved in the Family Reunification. This is an important factor to succeeding in the Family Reunification (Child Welfare Information Gateway, 2011). The more the child go's home on weekends, the more the child bonds with the primary caregivers. The more the child bonds, the more exited a child becomes to get ready to go home on weekends.

The primary caregiver and the child will have time to adjust on the circumstances before reunification. The parents will have time to practice their parenting skills. We noticed that each child is regularly assessed when the child comes back from weekend or holiday placement. If there is something physical wrong with the child than the Family Reunification Worker will ask about this in the phone call is made on Monday (Beukes, Telephone calls, 2011). If this does not

clarify the problem then the Social Worker will do a home visit and ask for an explanation. We saw that this is a positive experience for the primary caregiver because this will give the change to explain themselves and to show the care for the child. The primary caregiver experiences the weekend placement as positive [6.10,A1]. The primary caregiver receives responsibility because they have to fetch the child on Friday and bring the child back on Sunday [9.1,A1].

Education

Before a child can go home on the weekend the primary caregiver has to follow a medical training at Beautiful Gate Children's Home (Beukes, Family Reunification Program, 2011). The primary caregiver will learn how to administer medication, how often they have to administer the medication, how the medication works and why it is important to administer the medication. When we asked about the role of the primary caregiver, half of them told us that they experience the medical training as part of their role in the Family Reunification process [5.7,G1].

The primary caregivers can attend to a parenting training. This training is not provided by Beautiful Gate Children Home but by the Department of Social Development. It depends of the region where the primary caregivers are living if the training is provided. If the primary caregiver did follow the training than they experience this as support [3.4,D1].

In the home visits the primary caregiver receives support in how to raise a child. The primary caregiver considers this as an important aspect of their involvement in the process of Family Reunification [5.8,D1].

Communication

Open communication between the primary caregiver and Beautiful Gate Children's Home is important in the process of Family Reunification, because the quality and the frequency of the contact between the primary caregiver and the Social Worker will affect the process of Family Reunification. The more frequently the contact, the better the process of Family Reunification will go (Child Welfare Information Gateway, 2011).

The Family Reunification Worker and the Social Worker informs the primary caregiver about the child during the home visits. The results of the interviews confirm that, all primary caregivers argued that they have good contact with Beautiful Gate Children's Home [3.2,B1]. The communication is experienced as positive in the cooperation with Beautiful Gate Children's Home by all primary caregivers except two .

One primary caregiver would like to have more contact with Beautiful Gate Children's Home. The primary caregiver is struggling in the contact with school and he did not receive help on time from Beautiful Gate Children's Home [2.8,B1].
The other primary caregiver was not satisfied about the communication in the process of Family Reunification. The primary caregiver explained that the child was admitted in hospital. The primary caregiver was not informed about what was happening [8.3,C1]. When the primary caregiver found out that the child was admitted in hospital she was not happy with the fact that she was not informed. The primary caregiver wanted to see a report, but Beautiful Gate Children's Home did not have one [8.7,C1]. The primary caregiver expected that she would be informed, but there was no communication between the primary caregiver and Beautiful Gate

Children's Home when the child was in the hospital [8.8,C1]. This is a negative experience for the primary caregiver.

Support

Beautiful Gate Children's Home supports the primary caregiver in different ways in the process of Family Reunification. All the primary caregivers who has been interviewed considers the support as positive in the cooperation with Beautiful Gate Children's Home and they argued that there is enough support and the quality is good [7.11,B1]. All the primary caregivers consider the practical support such as food parcel, transfer money or/and school uniform as important support factors . The article 'What the evidence shows' support our findings. This article describes that the practical support such as food and transportation is an important aspect of Family Reunification program (Child Welfare Information Gateway, 2011, p. 9).

That a child lives at Beautiful Gate Children's Home is considered as support. One of the interviewees was unable to take care of the child, because of sickness. Beautiful Gate Children's Home supported the primary caregiver by raising the child. The primary caregiver is grateful that Beautiful Gate Children's Home took care of the child, this gave the primary caregiver the opportunity to get better and reassume the care of the child [7.3,D1].

Social support is important in the process of Family Reunification. Social support can be important in achieving behavioral changes and to prevent recurrence of abusing and neglecting of the child (Lietz, Lacasse, & Cacciatore, 2011, p. 4). According to the research 'Journal of Social Work', social support can consist of-

- external social support;
- intra-familial social support;
- giving social support (Lietz, Lacasse, & Cacciatore, 2011, p. 10).

The participants of the research 'Journal of Social Work' experienced extended family, friends, neighbors, support groups, faith communities and Child Welfare Services as external social support. Intra-familial support consist of emotional and practical help from the family. It is important to give social support after Family Reunification. For example, to help other people, can be a new purpose of the live of a person who was addicted to drugs (Lietz, Lacasse, & Cacciatore, 2011).

In practice, Beautiful Gate Children's Home gives support to the primary caregiver by doing home visits. The primary caregivers are satisfied about the cooperation with Beautiful Gate Children's Home, because the support of Beautiful Gate Children's Home make is possible to be reunified with the child [9.6,D1]. The social support of Beautiful Gate Children's Home is an aspect of external social support (Lietz, Lacasse, & Cacciatore, 2011, p. 12).

The result of the conducted interviews is that three of the nine primary caregivers are not completely satisfied with the support from Beautiful Gate Children's Home. There are difference areas in the practical support where Beautiful Gate Children's Home is lacking according to the three primary caregivers. Two primary caregivers did not receive enough food parcels from Beautiful Gate Children's Home [1.6,E1] [2.6,E1]. Another area where Beautiful Gate Children's Home is lacking is clothing. One primary caregiver received clothing what was to small when the

child returned to home [1.7,E1] and one primary caregiver did not received a proper school uniform [6.8,E1]. The primary caregiver argued that this is very difficult. The school requests a proper school uniform and without one, the child could not go to school. The same primary caregiver did not received the schoolbooks on time, this makes it also hard to go to school for the child [6.8,E1].

Practical support is really important for the primary caregivers, if this is lacking, that could have an influence on the satisfaction of them. The primary caregivers who were not completely satisfied had some improvement points for Beautiful Gate Children's Home. Those points are enough food parcels and receiving the right uniform in time [1.8,E1] [2.7,E1] [2.10,E1].

Comparison to two years ago

The biggest change in the cooperation between Beautiful Gate Children's Home and the primary caregiver is that the support and care is provided in the community. Two years ago the primary caregivers had to come to Beautiful Gate Children's Home to receive information or support.

Two years ago the primary caregivers where not involved in the process of Family Reunification. There were no meetings about the Family Reunification process and the primary caregivers where not well informed. The only thing they knew, was that the child could not live at Beautiful Gate Children's Home for their whole life's. However how long the child would live at Beautiful Gate Children's Home, they did not know (Hoogendoorn & Russcher, 2011).

At this moment the primary caregiver is more involved in the process of Family Reunification. The primary caregiver knows why the child is living at Beautiful Gate Children's Home [1.5,C1]. The primary caregiver and Beautiful Gate Children's Home have regular contact. The Family Reunification Workers phone the family on a regular basis. When the process of Family Reunification starts the primary caregivers, the Social Worker and the Family Reunification Worker have a meeting. We saw that the primary caregiver can ask their questions and that the Social Worker explained the process of Family Reunification.

The primary caregiver have more responsibility in the process of Family Reunification than two years ago. When the child is living at home during the weekend, the primary caregiver have to fetch the child on Friday and bring the child back on Sunday. Ms. Beukes argued that two years ago, Beautiful Gate Children's Home brought the child at home. This responsibility increases their involvement and this benefits the Family Reunification process [7.1,A1].

Two years ago, all the primary caregivers were satisfied about the practical support of Beautiful Gate Children's Home. Primary caregivers consider the practical support as important in the process of Family Reunification (Hoogendoorn & Russcher, 2011). This opinion is the same as the results of the interviews from this year. But this year there were three primary caregivers who are not satisfied with the practical support and they experienced insufficient practical support [1.6,E1] [2.5,E1] [6.8,E1].

The conclusion is that the primary caregivers are satisfied about the cooperation. They experienced the practical support as an important aspect in the process of Family Reunification. The primary caregivers are more involved in the process of Family Reunification and they have

more responsibilities comparing to two years ago. In the next chapter we will describe the involvement of the most important person in the process of Family Reunification.

2.4.2 HOW IS THE CHILD INVOLVED IN THE PROCESS OF FAMILY REUNIFICATION?

This paragraph will give an insight in the role of the child in the Family Reunification Program, the whole program revolves around the child. To receive information about the involvement of the child, we conducted interviews with children who are living at Beautiful Gate Children's Home. To get a wider view of the involvement we interviewed some of the children who have been reunified last December.

Background
When the child is placed at Beautiful Gate Children's Home, he/she is being raised, loved and cared for. The child is not seen in Beautiful Gate Children's Home as the problem and they try to teach the children that they are not the cause of the removal. Beautiful Gate Children's Home uses the circle of courage as basic model to work with the child. The circle of courage is based on four growing needs of children-

- belonging;
- mastery;
- independence;
- generosity (Brendtro, Brokenleg, & Bockern, 2002).

For example: if a child at Beautiful Gate Children's Home is good in playing soccer. This is something he/she masters and the child has a successful experience. Because the child is good in soccer he/she feels independence, the child can play soccer by themselves. Beautiful Gate Children's Home wants the child to teach other children how to play soccer, on this way the child has a purpose in his/her life. The child will feel a sense of belonging. The child feels as a soccer player and that he/she belongs to the game. When the child will learn soccer to other children the child will have a sense of Generosity (Brendtro, Brokenleg, & Bockern, 2002).

The Family Reunification Team and the students are trying to find a purpose in the life of every child. The students help the children to collect memories by making Memory Books. This is done by one on one interaction with the child trough activities like arts and crafts (Beukes, 2013 Student Guide, 2013).

It is possible that the child's disability or behavior challenges may impact the time it will take to reunify the child (Child Welfare League of America, 2002). At Beautiful Gate Children's Home the aim is to stabilize the challenge and to assist the child in dealing with the challenge long term. Due to the gap in parenting skills and ability to cope, biological parent, family or significant other require more time to cope adequately with the child challenges.

Involvement
In the interviews the children argued that they are happy to live at Beautiful Gate Children's Home and they are grateful that Beautiful Gate Children's Home is taking care of them [4.3,B1]. The child likes to play with the other children, to listen to the Child Care Workers of the cottage and they feel loved and cared for [25.7,B6].

In the interviews with the children, we noticed that the children are not well informed. Half of the children do not know why they are living at Beautiful Gate Children's Home [20.1,E6], all the

children did/do not know how long they have to live at Beautiful Gate Children's Home [24.6,E6] and two of them did not talked with the Child Care Workers about weekend placement [21.5,E6] [23.5,E6]. We observed that the children are not treated as stakeholders, Beautiful Gate Children's Home do not inform the child like they inform other stakeholders.

Sometimes we saw that the Social Worker is talking to a child about why the child is living at Beautiful Gate Children's Home. This may be due to the fact that the Social Worker argues that she feels she is protecting the child form possible disappointment. The Social Workers argues that the trauma of being removed is already difficult for the child and the child often blame themselves for the removal. It becomes emotionally very difficult for the child when they are told after removal that a possible reunification attempted has failed. The child's disappointments become doubt and doubt leads to mistrust (Kohnstamm, 2009, pp. 202-203).

Comparison to two years ago

Two years ago, the child was happy to live at Beautiful Gate Children's Home and this has not changed (Hoogendoorn & Russcher, 2011, p. 51).

Ms. Hoogendoorn and Ms. Russcher described in their research that two of the six children did know the reason for placement at Beautiful Gate Children's Home (Hoogendoorn & Russcher, 2011, pp. 51, 53). Currently, three of the six children know the reason for placement at Beautiful Gate Children's Home [22.1,C6] [23.1,C6] [25.1,C6]. This is not an improvement comparing to two years ago.

Two years ago, three of the six children know that they cannot stay at Beautiful Gate Children's Home their whole life. All the children did not know when he/she will return home (Hoogendoorn & Russcher, 2011, p. 51). We did not ask the children out right, if they knew the reason why they cannot stay at Beautiful Gate Children's Home, we asked if they know for how long they will live at Beautiful Gate Children's Home. All the children did not know how long they have to live at Beautiful Gate Children's Home. The child is not informed about the length of time they will stay at Beautiful Gate Children's Home and this is unchanged from two years ago [21.6,E6].

To conclude, the child is not more involved in the process of Family Reunification compared to two years ago, because the children are not well informed. They do not know how long they have to live at Beautiful Gate Children's Home and why they are living at Beautiful Gate Children's Home. The child is happy to live at Beautiful Gate Children's Home and is grateful that they had this opportunity [22.7,B6].

3. CONCLUSION

Main characteristics of Family Reunification

There are different social and economic challenges in South Africa and these challenges have different problems as result. The social and economic challenges can be result in a higher risk of neglecting or abusing of the children. The Children's Act of 2005 described when a child is in need of care and protection and what needs to be done to provide care and protection to the child. The Children's Court removes children who are neglected or abused and place them at Beautiful Gate Children's Home. The most important aim of Beautiful Gate Children's Home is to reunify the child with the biological parent, family or significant others within two years. The underlying reason is that the family is the best place to raise a child. Two years ago, Beautiful Gate Children's Home did not have the aim to reunify the child within two years. Because of this the child lived at Beautiful Gate Children's Home for his/her whole childhood. The Social Worker implemented two years ago a Family Reunification Program what pursue this aim. This program describes clearly the different tasks of each internal stakeholder. The Family Reunification Program is an improvement comparing to two years ago. At this moment, everything has to be documented. In practice the documentation is not completely implemented. The Child Care Workers and the Family Reunification Workers do not complete every document and this will result in a lack of documentation.

The cooperation between the Designated Social Workers and Beautiful Gate Children's Home

The Children's Act of 2005 is unclear-

- the responsibilities for the different stakeholders are inexplicit. Because of this there is a lot of haziness about the responsibilities;
- the part of the Children's Act of 2005 for the Child Care Workers does not connect with the understanding of the Child Care Workers. The way that the Children's Act of 2005 has been written is too complicated for the Child Care Workers;
- the Children's Act of 2005 is not consistent in using the terminology. This creates confusion in working with the Children's Act of 2005.

The Designated Social Workers have a caseload of 360 a month and they do not have enough time to fulfill their responsibilities. The Designated Social Workers experience that Beautiful Gate Children's Home has an understanding about their lack of cooperation. Beautiful Gate Children's Home is making the Permanency Plan what actually is the responsibility of the Designated Social Worker. Generally the Designated Social Workers are satisfied about the cooperation with Beautiful Gate Children's Home.

Beautiful Gate Children's Home does not share this opinion. Beautiful Gate Children's Home has the same issue towards the Designated Social Worker as two years ago. The Designated Social Workers are delaying the process of Family Reunification because they are lacking in completing reports.

The cooperation between the Designated Social Worker and Beautiful Gate Children's Home is affected by the challenges on macro level. This means that the government of South Africa has to

change before the cooperation will improve. The government of South Africa has to recognize that the Designated Social Workers have such a high caseload that they cannot fulfill their responsibilities.

Cooperation between internal stakeholders of Beautiful Gate Children's Home
There is a lack of communication at Beautiful Gate Children's Home according to all the internal stakeholders. There are different issues, according to the internal staff and according to what we saw, in the communication-

- there is a lot of gossip what has a negative influence on the communication;
- there should be more trust towards each other;
- the management does not communicate information with all the Child Care Workers, this results that some Child Care Workers have less information than other Child Care Workers.

The opinions about the quality of the cooperation are not corresponding between the internal stakeholders. The Child Care Workers and the Family Reunification Workers experience the cooperation with the Social Worker as positive. They experience the supervision of the Social Worker as positive.

The Social Worker has a different view on the cooperation. She experiences the cooperation as negative. Her opinion is that the Child Care Workers and the Family Reunification Workers have a lot to learn concerning the Family Reunification Program. The main issue is that the Child Care Workers and the Family Reunification Workers do not complete every report and because of this the Social Worker is missing information about the child. The cooperation in the Child Care Workers Team is good. They experience family feelings towards each other.

Compared to two years ago, the Child Care Workers are more informed about the process of Family Reunification by means of the Child Focus Meeting. But the cooperation is not perfect. The Child Care Workers do not know when the home visits take place and the communication is still lacking.

Involvement of the family
The biological parent, family or significant other have the right and responsibility to take care of the child, maintain contact with the child, act as guardian of the child and to contribute to the maintenance of the child (Government South Africa, 2005). The biological parent, family or significant other is a significant and important stakeholder in the process of Family Reunification, this is why the communication between Beautiful Gate Children's Home and the biological parent, family or significant other is important. The cooperation between them has an influence on the length of the process of Family Reunification. The cooperation between the biological parent, family or significant other and Beautiful Gate Children's Home is good and positive. If the biological parent, family or significant other need support (practical or emotional) Beautiful Gate Children's Home will provide this. The biological parent, family or significant other is positive and responsible towards Beautiful Gate Children's Home. The biological parent, family or significant other fetch and return the child at the weekend. Beautiful Gate Children's Home is motivating the biological parent, family or significant other to take the responsibility to fetch and return the child.

The involvement of the biological parent, family or significant other is improved compering to two years ago. The cooperation between the biological parent, family or significant other and Beautiful Gate Children's Home has changed. Two years ago the biological parent, family or significant other had to come to Beautiful Gate Children's Home for support. At this moment Beautiful Gate Children's Home is going to the community to provide support. The biological parent, family or significant others are more involved in the process of Family Reunification compared to two years ago.

The children are, compared to two years ago, not more involved in the process of Family Reunification. Not all the children know the reasons of placement at Beautiful Gate Children's Home and none of the children know how long they will live at Beautiful Gate Children's Home.

4. RECOMMENDATIONS

Beautiful Gate Children's Home should complain towards the government about the Children's Act of 2005 and the Designated Social Workers.

The solutions of the struggling's with the Children's Act of 2005 and the Designated Social Worker are on macro level and Beautiful Gate Children's Home should present the issues to the government of South Africa. Beautiful Gate Children's Home cannot overcome the problem without help of the government, because Beautiful Gate Children's Home cannot change the policies of South Africa. Beautiful Gate Children's Home has to give a signal to the government of South Africa that they have to rewrite the Children's Act of 2005 because it is unclear.

The Department of Social Development should apply for a budget to employ more Designated Social Workers. The result will be that the Designated Social Worker has more time to fulfill the responsibilities written in the Children's Act of 2005. This means for Beautiful Gate Children's Home that the reports from the Designated Social Worker will be received sooner.

More communication between Child Care Workers and Family Reunification Team

The communication is not open and not honest between the Child Care Workers and the Family Reunification Team. The Child Care Workers and the Family Reunification Team should use the knowledge from each other, this will improve the quality of the teamwork. The Child Care Workers should be more involved in the process of Family Reunification. The Family Reunification Team should keep them updated and the Child Care Workers should have a proactive attitude in the process of Family Reunification.

We recommend that the cooperation is going to be an agenda item of the Child Focus Meeting. The Child Care Workers and the Family Reunification Team should work in smaller groups (four persons) and talk about the cooperation about the past two weeks. Examples questions what the team can use to discuss the cooperation-

- When did you work together with other team members?
- How was the cooperation when you worked together with other team members?
- Did you feel like the other team members where listening to you and valued your opinion?
- What where negative experiences in the cooperation?

When the groups discussed this, one person of every group should talk to the whole group about the results of those questions. After this the Child Care Workers and the Family Reunification Team should talk about improvement points and solutions.

Follow up research

The problems around the communication with the internal and external stakeholders are clearly described in this research. The lack of communication is the main problem in the cooperation at Beautiful Gate Children's Home. Just to know this problem is not enough to overcome the lack of communication. In this research there are recommendations for the short term. There should be a follow-up research about the lack of communication to get insight in the background of this problem and to get insight in how the lack of communication arose. The follow-up research should be a solution oriented research with recommendations for the long term.

Maintaining the relationship with the biological parent, family or significant other

The relationship with the biological parent, family or significant other is very important in the process of Family Reunification, it influence the length of the Family Reunification Process. At this moment the communication is very positive and the quality is good. A good collaboration is critical for the success of the Family Reunification Program (Adams & Payne, 2002, pp. 267-286). It is important that Beautiful Gate Children's Home does not lose the good relationship with the biological parent, family or significant other for the quality of the Family Reunification Process.

Inform the child what is happening

Open communication with the children is important. The children have to know the reason why they are living at Beautiful Gate Children's Home and they have to know how long the process of Family Reunification will take. Beautiful Gate Children's Home have the aim to reunify the child within two years, the child should know this. The child has to be informed when decisions about Family Reunification are being made. A child has the right to know what decisions are being made in his/her life. The self-knowledge of a child becomes bigger when the child is involved in the process of making choices. The Circle of Courage describes this as 'the Spirit of Independence'. A child has to make their own choices or at least be involved in the process of making the choices (Brendtro, Brokenleg, & Bockern, 2002).

How to inform the child about the process of Family Reunification can be difficult. A one year old child will not understand what the Family Reunification Team is talking about. The way that the Family Reunification Team informs the child has to be age appropriate. Frank C. Verhulst describes in his book the development of a child (Verhulst, 2005). This can be helpful to read this, to get ideas how the Family Reunification Team should inform the child.

5. DISCUSSION AND EVALUATION

In this chapter we will describe how this research connects with previous researches and what the meaning of this is for this research. We will make suggestions for further research projects.

The goal and proposal of this research

Beautiful Gate Children's Home wants to know if the current Family Reunification Program works and what the improvements are comparing to two years ago.

Beautiful Gate Children's Home wants to know whether the changes have improved their way of working and benefited the clients. Beautiful Gate Children's Home does not know how the cooperation is between the internal and external stakeholders.

The results of this research give insight in how Beautiful Gate Children's Home has changed over the last two years and how the cooperation currently is between the internal and external stakeholders. Every chapter describes what the changes have been over the last two years. The starting point of this research was the research of two years ago from Ms. Hoogendoorn and Ms. Russcher (Hoogendoorn & Russcher, 2011). We received the information from the interviews with the internal and external stakeholders. Not everything has changed, but the changes that there have been, are for the benefit of the client. Beautiful Gate Children's Home did not do something with every recommendation made by Ms. Hoogendoorn and Ms. Russcher. This is the reason why some of the recommendations from this research are almost the same as the recommendations of two years ago because our vision is that this are important issues that Beautiful Gate Children's Home has to change.

The main question did not completely include the whole problem description. Beautiful Gate Children's Home wanted to know if the current Family Reunification Program works. In the results you can find strengths and weaknesses of the Family Reunification Program. This research shows that the Family Reunification Program works. The children are being reunified and this is happening a lot faster than two years ago.

Comparison with previous researches

There has not been a lot of research in South Africa about Family Reunification, about the roles of the internal and external stakeholders and about the cooperation between the internal and external stakeholders.

The Home Truth is the only research about Family Reunification that we found what was done in South Africa. This research confirms that Family Reunification is in the best interest of the child. Institutionalization have a lot of negative effects. A general opinion is that institutionalization is a last option to protect children and the government of South Africa shares this opinion (Meintjes, Moses, Berry, & Mapane, 2007, p. 8). This correspond with the aim of Beautiful Gate Children's Home to reunify the child within two years. A positive cooperation between all the stakeholders is important to fulfill this aim. By means of our research, we contribute to the quality of the cooperation between the internal and external stakeholders of Beautiful Gate Children's Home.

In America there have been done a lot of researches that we used. The Family Reunification in America corresponds with the Family Reunification in South Africa. The results of the researches that we used correspond with our results. For example this research describes the practical and

emotional support concerning the biological parent, family or significant other. The same points that those researches shows, we heard from the biological parent, family or significant other during the interviews.

This research is a follow-up research. We used the information from the research of Ms. Hoogendoorn and Ms. Russcher as starting point for our research. Our research is more complete than two years ago.
This research contains the 'Standard Process of Family Reunification' at Beautiful Gate Children's Home. In South Africa there is no practical standard process in place. The Children's Act of 2005 describes what needs to be done concerning Family Reunification and what the different responsibilities are. In our research there is a very practical and workable process and we recommend that not only Beautiful Gate Children's Home use this, but more Children's Homes in South Africa.
Our research describes clearly why the Children's Act of 2005 is not working in the practice and what needs to be changed.
One of our recommendations is that Beautiful Gate Children's Home should complain towards the government about the Children's Act of 2005 and the Designated Social Workers. This recommendation is on macro level. A threat for the implementation of this recommendation can be that only our recommendation will not be enough pressure for the government of South Africa to rewrite the Children's Act of 2005.

SWOT-analysis

Strengths

- During our time in South Africa, we worked five days a week in the office of Beautiful Gate Children's Home. Because of our presence we were a part of the staff of Beautiful Gate Children's Home. We saw and heard a lot when we were at the office, when we went on home visits and we had a lot of opportunities to observe during meetings. Because of this we received a lot of information what was useful for this research.

Weaknesses

- We were a part of the staff of Beautiful Gate Children's Home and it was more difficult to do objectively research.

Opportunity's

- The supervision what we received was very helpful in the process of our research. Our coach was enthusiastic about this research and this was motivating us.

Threats

- We did research in South Africa, a country with another culture and another language. We have a Western reference and we had to be aware of this. The language barrier was a threat during our research.
- When we wrote the Standard Process of Family Reunification, we were depending on the information provided by Ms. Beukes. She knew the standard process, but nothing was on paper. Our task was to write the standard process on paper.

- Sometimes we noticed that the biological parent, family or significant other did not understand a question and the translator explained the question. We could not understand how the translator explained the question and we did not know if the translator gave a right explanation.

Social-cultural aspects

Most of the interviews with the biological parent, family or significant other and some interviews with the children have been translated by the Family Reunification Workers or the Social Worker. The presence of the Family Reunification Workers or Social Worker could be affecting the responses of the interviewees. The result of this could have been that interviewees felt that they should give an answer that the Family Reunification Worker or Social Worker wanted to hear.

When we asked the biological parent, family or significant other what their negative experience are in the cooperation with Beautiful Gate Children's Home, most of the biological parents, family or significant others did not have any negative experience. When we asked the biological parent, family of significant other what could be improved, we got information about the negative experience. The biological parent, family or significant other is not used to give critical feedback. This is a typical cultural aspect of a F-culture (Pinto, 1990, pp. 34-37)

Suggestions for further research

When we did our research, we noticed that Beautiful Gate Children's Home can research some other aspects of the Family Reunification.

- How can the lack of communication be solved?
- What is the motivation for working at Beautiful Gate Children's Home?
- How could children be more involved in the process of Family Reunification?
- How could the cooperation improve with the Designated Social Workers if the Department of Social Development does not assign more Designated Social Workers?

How can the lack of communication be solved?

The lack of communication is a big issue at Beautiful Gate Children's Home. This has to be changed for the benefit of the child. Beautiful Gate Children's Home should investigate how this problem arose and what the solutions could be.

What is the motivation for working at Beautiful Gate Children's Home?

There are different opinions about the cooperation at Beautiful Gate Children's Home. We think that the reason for this is the motivation for working at Beautiful Gate Children's Home.

The Social Worker has a Western background and the Child Care Workers and the Family Reunification Workers have a Xhosa background. This could be a reason why there are different views on the cooperation. This can also be a reason why the Child Care Workers and Family Reunification Workers do not complete all the reports concerning the Family Reunification Program. A research should be done to get insight in this issue and how this can be solved.

How can children can be more involved in the process of Family Reunification?

This research shows that children should be more involved in the process of Family Reunification. The Social Worker argued that she wants to protect the child for disappointments. Beautiful Gate Children's Home should investigate if there could be a balance of this issue.

How can the cooperation improve with the Designated Social Workers if the Department of Social Development does not assign more Designated Social Workers?

The cooperation between the Designated Social Worker and Beautiful Gate Children's Home has been a problem for Beautiful Gate Children's Home for (as far as our research goes) two years. It did not work to talk with the Designated Social Worker to clarify the responsibilities. The cooperation should improve because, at this moment, the cooperation has a negative effect on the Family Reunification Process.

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