



Other services

Crisis contact

The Salvation Army Family Tracing Service may be able to help people reach relatives at times of special need or medical emergency.

Post adoption

The Family Tracing offices in Sydney and Brisbane may be able to assist with some post-adoption searches, especially if the child was born in NSW or Queensland or in a Salvation Army maternity hospital.

Phone: (02) 9211 0277 Fax: (02) 9211 2044

Special Search Service

The Sydney office has government funding to provide a 'service of last resort' to search for adult people who were separated by NSW State Government intervention. This separation could have occurred because of adoption, committal to care orders, foster-care, being made a ward of the state or being placed in a children's home as a child.

Phone: (02) 9211 6491; 1300 667 366 Fax: (02) 9211 2044
Email: specialsearchservicensw@ae.salvationarmy.org

Contact Us

NSW and ACT Enquiries office

Family Tracing Service
The Salvation Army
PO Box A435 Sydney South NSW 1235
Phone: (02) 9211 0277 Fax: (02) 9211 2044
Email: familytracingservicensw@ae.salvationarmy.org
Web page: salvos.org.au/specialsearch

Queensland

GPO Box 2210 Brisbane QLD 4001
Phone: (07) 3236 5544

Victoria

PO Box 479 Blackburn VIC 3130
Phone: (03) 8878 4795

Northern Territory

PO Box 40491 Casuarina NT 0811
Phone: (08) 8927 6499

Tasmania

PO Box 50 Newtown TAS 7008
Phone: (03) 6278 7184

South Australia

PO Box 300 Fullarton SA 5063
Phone: (08) 8408 6950

Western Australia

PO Box 8498 Perth Business Centre WA 6849
Phone: (08) 9227 7010

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Australia Eastern Territory Public Relations Department
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THANK GOD
FOR THE SALVOS



Family Tracing Service

Bringing families back together



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If you have lost contact with a family member, we may be able to help you locate them through our networks in more than 100 countries of the world. (Of course, if you have serious concerns for their safety, you need to contact the police.)

Across Australia, we register over 2,000 new searches each year, and more than 75% of those are successfully closed.

Making a request

Step 1: If you live in Australia, please contact The Salvation Army Family Tracing Service state office nearest to you. If you don't live in Australia, please contact The Salvation Army's headquarters in your country.

Step 2: We will assess your request and, if we think we can help, send you a detailed application form so you can provide all the information we require.

Please note that you will need to provide identification to prove you're related to the person sought, for example, a copy of your birth certificate.

Step 3: When we receive your completed application form, we will send a letter with a reference number for your search. Quote this number, along with your relative's name, when contacting us. There may be a delay of several weeks while the information is processed. If we are not able to accept your search we will let you know.

The Salvation Army reserves the right to refuse any search application.

How long will it take?

Searches can take a few months or a few years so we are not able to guarantee a time frame. We will keep you informed when positive news becomes available. We will keep searching until we run out of options, and will notify you if we need to close your search.

The Salvation Army Family Tracing Service works nationally and internationally to re-unite family members who have become separated.

Reconciling families

While locating missing persons can be straightforward, uniting estranged family members can be a difficult and sensitive process. Sometimes there are complications that take time to work through. We play an advocacy role if required. In some cases the people we find do not want their location revealed and this must be respected. However, over 75% of people who register a search are successfully reunited with their family member.



Confidentiality & Privacy

All avenues of search available to The Salvation Army Family Tracing Service are strictly confidential and will not be divulged.

The Salvation Army complies with the National Privacy Act and the Privacy Principles. The personal information we collect is used only to search for a missing family member and the privacy of both parties is respected. Your personal details will only be provided to another organisation for confidential search purposes. Of necessity, the application form may be copied and sent to other Salvation Army Family Tracing Service offices interstate or overseas.

For a detailed copy of the Privacy Statement please contact The Salvation Army Family Tracing Service.



Conditions

Because of the large number of enquiries we receive, there are limitations on the service we are able to provide:

- We are only able to search for adult members of the immediate family – ie parents seeking adult children, adult children seeking parents, brothers and sisters seeking siblings, or grandparents, aunts and uncles seeking family members.
- We do not accept enquiries for persons, or from persons, under 18 years of age.
- The aim of the person searching must be to be reunited with their family.

We are NOT able to help with:

- Family tree/genealogy searches.
- Adoption searches unless the adoption was in NSW or Qld.
- Searches for legal reasons, eg serving divorce documents.
- Searches for friends.

Costs

The Family Tracing Service does not receive government funding so a basic donation is requested. Each state and country will suggest an amount, depending on your circumstances. If there is a need for a search method that requires an additional cost for you, we will inform you before incurring any such costs. No search will be refused because of an inability to pay.