

The Salvation Army Family Tracing Service NSW & ACT - Guidelines & Conditions

1. **HOW TO START.** Telephone or email your closest Salvation Army Family Tracing Service. A caseworker will discuss your search and if it appears you are eligible for our Service, an application form will be sent to your postal address. Enquiries are usually accepted for missing family members when contact has been lost for at least three months. Emergency searches may be undertaken with proof of the reason for the search.
2. **Enquiries not accepted...** Legal reasons – Ex Partners/Spouses - Friends, Genealogy/Family Tree searches, Young Persons... We do not accept searches for children younger than 18 years. Our methods and procedures are not appropriate for the tracing of children. Applicants must be over 18 years of age. (For special circumstances ask to speak to the Coordinator.) We will not search if an Apprehended Violence Order (AVO) or a Domestic Violence Order (DVO) or similar, is in place.
**** The Salvation Army reserves the right to refuse any search application. ****
3. **RELATIONSHIP TO MISSING PERSON.** Proof of Relationship is necessary e.g. copy of your birth certificate or other documented identification that proves you are related to the person sought.
4. **WHAT HAPPENS AFTER I RETURN THE APPLICATION FORM AND COPIES OF IDENTIFYING INFORMATION?** When we receive your completed application form the information will be examined. If we are able to accept the search, a **Reference Number** will be given and sent to you in our letter confirming receipt of your signed application. If you send a donation a receipt will be sent for the amount given. If you contact us about the search for your relative, or to change your contact details, the Reference Number should always be quoted, along with your missing relative's name.
5. **HOW LONG WILL IT TAKE?** Our enquiries may take some time to negotiate. It can often take months to obtain relevant information. We will keep you informed of the outcome of our investigations once definite news becomes available. We will keep searching until we have exhausted our resources.
6. **PRIVATE AND PERSONAL INFORMATION.** We **will not** reveal any details about your relative without their permission. Contact is often obtained by means of a redirected letter, sent on the assurance that any information about the relative being traced will not be released without their consent. Unless agreed beforehand, **we must be free to tell the found person about who is searching, their contact details, and the reason why they want contact.**
7. **Privacy...** 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 will be respected. Your personal details will only be provided to another organisation for confidential search purposes. Of necessity the details given on the application form may need to 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.)
8. The Salvation Army Family Tracing Service **will not divulge** the ways we search and the resources we use. We are required to keep the information we obtain confidential, and any information obtained is only used for search purposes. We do not use any illegal methods to locate people.
9. **COSTS...** This Service operates without Government funding and incurs considerable expenses. A donation is appreciated but no person will be disadvantaged if they can not afford to contribute. For discount enclose a copy of Health Care or Pension Card.

The Salvation Army Family Tracing Service will not be held responsible for any costs or legal expenses incurred as a consequence of locating the relative on your behalf.

Send only Cheque or Money Order payable to **The Salvation Army Family Tracing Service.**

NSW/ACT 2008	Australian Search	Overseas Search
Suggested Amount	\$110.00	\$120.00
Discounted Search*	\$ 50.00	\$ 60.00

We are required to pay for some searches that could incur additional costs for you – (this may vary depending on the search but the range is from \$20 to \$40 each). If these searches are necessary, we will advise you before proceeding