

FOR YOUR INFORMATION, PLEASE READ.

GUIDELINES AND CONDITIONS

THE SALVATION ARMY FAMILY TRACING SERVICE NSW/ACT 10/11

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

- We search for missing family members who are over 18 years of age, and after contact has been lost for at least three months, (we do not search for children younger than 18 years). Applicants must also be over 18 years of age and a blood relative to the person sought. (For special circumstances ask to speak to the Coordinator.) It is important that you inform us if you, or if anyone else is searching for your missing person, e.g. Police, another search agency, television show, newspaper or magazine.
- Enquiries **NOT** accepted... Searches for Friends; Genealogy/Family Tree searches; Ex Partners or Spouse; Legal reasons - Intervention Order in place; e.g. DVO, AVO. Debt Collection.
- 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.
- Your signed "Application Form", will be assessed. If your search is accepted, a Reference Number will be sent to you in a letter confirming receipt of your signed Application. If you need to contact us about your search, or change your contact details, always give the Reference Number, and your missing relative's name.
- Our enquiries may take some time as it can take months to obtain relevant information. We will let you know the outcome of our search when we have a definite result.
- Private Information... We will **NOT** reveal any details about your relative without their permission. Contact is often obtained by a redirected letter, sent by us on the assurance that any information we have about the person traced, will not be released without their consent.
- The Salvation Army Family Tracing Service will **NOT** divulge the avenues of search available to us. We are required to keep the information we obtain confidential, and only use it for search purposes.
- It is understood that The Salvation Army cannot be held responsible for any costs or legal expenses incurred as a consequence of locating the relative on your behalf.
- 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. The privacy of both parties will be respected, but unless agreed beforehand, we must be free to tell your relative who is searching, why you are searching, and your contact details,
- Your personal details will only be provided to another organisation for confidential search purposes. Sometimes your application form may need to be copied and sent to other Salvation Army Family Tracing Service offices interstate or overseas.

COSTS... This Service operates without Government funding and has many expenses. A donation is appreciated, but your search will not be refused if you can't afford to pay.

	AUSTRALIAN SEARCH	OVERSEAS SEARCH
Suggested Amount	\$150.00	\$175.00
Discounted Search*	\$ 75.00	\$ 80.00

Please send a **Cheque or Money Order** payable to **The Salvation Army Family Tracing Service**. *For discount enclose a copy of Health Care or Pension Card.

We have to pay for some extra searches that could incur additional costs for you. These vary depending on the search – average \$45). If they are necessary, we will advise you before proceeding.