



Conditions and Guidelines

1. Enquiries are usually accepted for **family members only**.
2. **Enquiries not accepted:**
 - Missing or estranged husbands, wives or partners
 - Searches for persons under 18 years of age
 - Searches on behalf of persons under 18 years of age
 - Help to compile your family tree/whakapapa, nor to 'find' deceased persons
 - Searches about business or property matters, child support payments, debts
 - Searches for legal reasons past, present or contemplated (except deceased estates)
3. The Salvation Army Family Tracing Service will not search for a **birth father** who is not named on the enquirer's birth certificate, unless there is other legal documentation showing paternity. Enquirers may wish to use the **Family Tracing Service Contact Register** instead.
4. **For adoption searches**, copies of all documentation relating to the adoption must be included with the Application Form. A copy of the original (i.e. pre-adoption) birth certificate must be included with any request for a search for a birth parent.
5. Search requests are unable to be accepted without the full name of the person being sought and, at the least, their year and country of birth. This requirement may increase depending on the country in which the missing relative is thought to be.
6. **Copies of full birth certificates are required** to establish the relationship of the enquirer to the missing person. Enquirers must include a copy of their own full birth certificate (a 'short' certificate is **not** acceptable), and, if possible, also a copy of the FULL birth certificate of the missing relative. You *may* be required to provide further certificates as evidence of your relationship to the missing person. A parent searching for a child, or a child searching for a parent, **must** include a copy of the 'child's' full birth certificate.
7. **Enquirers must also include** three (3) forms of personal identification including one photo ID, such as a photocopy of your driver's licence, Community Services card, front page of passport, bank card, utilities (power, gas) account, etc.
8. **Addresses and other information** about the relative being traced **will not be disclosed** without the consent of that person.
9. **We must be free to state** who the enquirer is, their contact details and the reason why contact is desired.
10. On receipt of the completed form, the information will be examined, and if we are able to proceed, **a reference number** will be given. This **must always be quoted** in correspondence or in reference to the enquiry.
11. **The investigations may take some considerable time** to negotiate. Immediately our investigations are completed, you will be informed. Kindly note we are **not** able to provide automatic case progress reports, although you are welcome to contact us from time to time to request an update.
12. **Details of the search procedures** and processes carried out by The Salvation Army Family Tracing Service will not be disclosed.
13. 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.