



Family Tracing Service (FTS)

Conditions and Guidelines

1. Enquiries are usually accepted for **family members only**.
2. We usually only search for people who have been missing for 6 months.
3. Enquiries **not** accepted:
 - missing or estranged partners/spouses
 - searches for, or on behalf of, persons under 18 years of age
 - help to compile family tree/whakapapa, nor to find deceased persons
 - searches related to business matters, child support payments, debts
 - searches for legal reasons in the past, present or contemplated (except deceased estates).
4. The Salvation Army Family Tracing Service (FTS) will only conduct a search for a birth father who is named on the birth certificate, unless there is other legal documentation, or a declaration from your birth mother showing paternity (FTS have a declaration document that can be sent to you). A limited search may be undertaken if no documentation is provided, but this is on a case-by-case basis.
5. **Adoption searches:** please include a copy of both the pre- and post-adoption birth certificates (see FAQ section for address of Births Deaths and Marriages).
6. Search requests are unable to be accepted without the full name of the person being sought, a birth date and/or year and country of birth (exceptions on a case-by-case basis).
7. Copies of **full** birth certificates are required to establish the relationship between enquirer and the missing person, if applicable. Enquirers must include a copy of their own **full** birth certificate and, if possible, the full birth certificate of the missing relative (further evidence may be required). **If FTS need to order BDM certificates these will be charged directly to your credit card, after consultation with you.**
8. Enquirers must also include three forms of identification including:
 - 1 photo ID, photocopy of passport or licence
 - 1 photocopy of address verification (e.g. power bill, bank statement)
 - a copy of your **full** birth certificate.
9. Each case will be assessed and once accepted a case number and case worker will be assigned. We will send a confirmation and a receipt to you. We maintain the right to reject any cases as we see fit without explanation.
10. Please note that some searches can take considerable time, but you can ask for an update every two to three months if you call us and quote your case number.
11. We must be free to state the enquirer's name, contact details and reason for enquiry to the traced person and any other information we deem relevant. **We do not disclose information about the missing person without their prior approval.**
12. Details of FTS search procedures and processes will not be disclosed.
13. It is understood The Salvation Army FTS cannot be held responsible for any costs or legal expenses incurred as a consequence of locating the missing person on your behalf, including any Birth Death and Marriage (BDM) certificates that may be ordered as a result of the search (only ordered after consultation with you).
14. Please include as much information as possible and attach any documents or photos that may assist us to trace your missing relative.



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Frequently Asked Questions

How long will the search take?

We are unable to give a timeframe, as some searches take a day and others can take months to resolve.

How do I know if my search falls within your guidelines?

Please read through our Conditions and Guidelines and if you have any further questions feel free to email or phone us.

I want to search for someone overseas, do I still contact you?

The Family Tracing Service (FTS) works within a worldwide protocol where you need to apply in the country you currently reside; for example, if you live in New Zealand but are looking for someone in the UK, you apply to the New Zealand office and we will forward it overseas.

I live overseas but wish to search for someone in New Zealand

If you live outside of New Zealand and are looking for a family member within New Zealand then you must apply to the FTS in the country you live in, or the one closest to you. If you are unsure where that is, contact us and we will tell you.

How do I request an update on my search?

Due to the high levels of interest in our service we encourage you to call, email or write to us for an update every 2 to 3 months, quoting your name and case number.

How do I obtain birth certificates?

For more information on obtaining birth certificates you can visit Births, Deaths and Marriages (BDM) at www.bdm.govt.nz or contact them directly at:

PO Box 10-526
Wellington 6143
New Zealand
Freephone: 0800 22 52 52
Phone 04 463 9362

Please note, if FTS need to order additional BDM certificates these will be charged directly to your credit card, after consultation with you.

Adoption cases

If you are an adopted adult over the age of 20, or the birth parent of an adopted person, we recommend you visit Oranga Tamariki's Adoption Services information at: <https://www.orangatamariki.govt.nz/adoption/finding-birth-family/> to obtain all the information you are entitled to under the current legislation.

How do I apply for a pre-adoption birth certificate?

For adoption searches we do require your pre-adoption birth certificate in order to verify that you are related to the missing person. You can apply directly to Births, Deaths and Marriages at the address above.

Further questions

If you have read through the FAQ and still have unanswered questions, please contact us and we will try to help you.