

Care Leaver Records Access (CLRA) Application

This application form is to be used by people who have been in out-of-home care in NSW and would like to request access to their personal childhood information held by the Department of Communities and Justice (DCJ). A person is entitled to have access to personal information relating directly to them under sections 168 and 169, *Children and Young Persons (Care and Protection) Act 1998 (NSW)*. There is no fee for this service. You can apply for your records if:

- You were in the care of the NSW government agency responsible for child welfare as a child or young person. This includes being made a state ward, allocation of Parental Responsibility to the Minister or equivalent and living in statutory out-of-home care, such as foster care, children's homes and orphanages, or other institutional residential care.
- You are adopted and have been in out-of-home care. This means you can also apply for any other information under Chapter 8 of the *Adoption Act 2000 (NSW) and Adoption Regulation 2015 (NSW)*.

The information you provide us on your application form helps us to search for records about you. It is best if you provide us with as much information about yourself and your family as you can. It's okay if you can't remember the exact dates or details, you can just estimate or write 'I'm unsure'. If you need extra space, please attach another page to this form.

Care leavers can find that accessing their records brings up emotions, these feelings can be positive or can sometimes be upsetting or overwhelming. We recommend that you have someone to support you through the process. A list of support services is attached to this application form and is also available online.

More information about applying for records and support services is available on our web page:

<https://www.facs.nsw.gov.au/families/out-of-home-care/about-out-of-home-care/were-you-in-out-of-home-care>

If you need help completing this form you can go to your local Community Services Centre:

<https://www.dcj.nsw.gov.au/contact-us/csc.html>

You can also call the Care Leaver Records Access Unit on 1300 137 160 or (02) 9716 2500 or email CareLeaverRecordsAccessUnit@facs.nsw.gov.au

1 INFORMATION ABOUT YOU

Title			
Family name (surname)			
First and middle name(s)			
Any other names you are known by? <i>Please include preferred names, nicknames</i>			
Date of birth (DD/MM/YYYY)			
Phone number		Other phone number (optional)	
Residential Address		State	
		Postcode	
Mailing Address (if different from residential address)		State	
		Postcode	
Email address			
If we need to call you about your application and we are unable to reach you, is it okay for us to leave a voicemail message?	Yes	No	
When we write to you about the progress of your application, how would you like us to send it?	Email	Mail	
Have you applied to access your records from the CLRA Unit before?	<p>No, this is the first time I have applied for my records</p> <p>Yes, I have applied for my records before and,</p> <p style="padding-left: 40px;">I would like another copy of the records I received last time (if so you can go to part 2 of this form titled 'Information you would like to receive')</p> <p>Other. Please specify below: _____</p> <p>_____</p>		

Are you adopted	Yes	No	I am unsure
If you are unsure if you are adopted and we locate adoption records about you, would you like to be informed?	Yes	No	
If you were adopted, what are the name/s of your adoptive parent/s?			
Are you Aboriginal or Torres Strait Islander?	No	Aboriginal	Torres Strait I am unsure

Foster carers or other carers, including relatives, that you lived with (if applicable)

Name	Town/Suburb	What years did you live with them? (eg 2000-2005)

Children’s homes, institutions, or other care facilities you lived in (if applicable)

Name	Town/Suburb	What years did you live there? (eg 1980-1984)

2 INFORMATION YOU WOULD LIKE TO RECEIVE

When we process your application, we will attempt to locate and provide information about your care history. You can ask us to limit the information we provide to you, or to prioritise certain information. For example, you might only be looking for medical information, photographs, your birth certificate, or information about a specific time or event. You can have this conversation with a File Review Officer when they contact you. Additionally, if you have any cultural considerations or other concerns about sharing certain information, we can discuss these with you when we make contact.

Please let us know what information you want to receive from us (**tick all that apply**).

I want to apply for all personal information relating directly to me about my care history that I am entitled to under section 168, *Children and Young Persons (Care and Protection) Act 1998 (NSW)*

I **only** want to receive certain information listed below (*eg medical history, birth certificate*) that I am entitled to under section 168, *Children and Young Persons (Care and Protection) Act 1998 (NSW)*

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I want the original documents that relate directly to me that I am legally entitled under section 169, *Children and Young Persons (Care and Protection) Act 1998 (NSW)*.

FOR ADOPTED PERSONS ONLY

I want to apply for information about my adoption and any other information I am entitled to under, Chapter 8 of *the Adoption Act 2000 (NSW) and Adoption Regulation 2015 (NSW)*.

3 DCJ PRIVACY STATEMENT

This privacy notice applies to the Department. The Department and its related agencies/divisions comply with NSW privacy legislation when collecting and managing, personal and health information. The information we collect from you (or from an authorised third party) will be held by the Department. Your personal information will be used for the purpose(s) it was collected (for example to provide services to you) or any related, secondary purpose. We may also use your information within the Department to plan, coordinate and improve the way we provide services. The Department is legally authorised to disclose information to outside bodies in certain circumstances.

Further information about your privacy rights and how you can access your personal information can be found on the Department's Privacy Notice available on the Department's website at: <https://www.dcj.nsw.gov.au/statements/privacy.html> or by calling 02 9716 2662.

The Department's Privacy Management Plan (PMP) explains how the Department complies with its obligations under the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002. The Department's PMP can be found on the Department's website at <https://www.dcj.nsw.gov.au/statements/privacy/privacy-management-plan.html>

Generally, you have the right to access and correct the information if you believe that it is incorrect. If you wish to do so, please contact the Open Government, Information and Privacy Unit at infoandprivacy@dcj.nsw.gov.au or call 02 9716 2662.

4 CONTACT DETAILS AND CONSENT

You can nominate another person (a close friend/relative) or service (a support organisation/solicitor) to be contacted about your application and/or receive your records.

Who would you like us to contact about your application?

Contact me directly
Contact the person/agency nominated below

Who should we send your records to?

Directly to me
The person/agency nominated below

If you would like us to contact someone else and/or send your records to another person or agency on your behalf, please tell us the details of the person/agency:

Full name

Name of the service they work at (if applicable)

Relationship with the person for example, support worker, lawyer, friend or relative

Address

State

Postcode

Phone number

Other phone number (optional)

Email address

Is there any other information you think would help us with processing your application or contacting you (eg *cultural considerations, accessibility needs*)?

Yes, I would like to know

.....

No

If your nominated person / agency advises us that they are no longer in contact with you, can we contact you directly?

Yes

No

Please sign the below to give us consent to contact and/or send your records to the person or people you have nominated above.

Signature

Date

Once completed we will send your records via secure email. If this is not suitable, please let us know so that we can make other arrangements.

5 IDENTIFICATION

You will need to provide a copy of your identification with this form.

A copy of any **one** of the following documents is required for all applications. Please do not send the original documents

Australian Driver Licence or photo card with photograph, signature, and current address

Current Passport

MIN (Master Index Number) Card

Licence or permit issued by the Commonwealth, a state or territory government with photograph and name (*eg a boat licence*)

If you do not have one of the above documents, please provide **copies of two** of the following

Medicare Card

Health Care Card

Birth Certificate (in your name at the time you were in out of home care)

Identification card issued to a public employee, or a student at a tertiary education institution

If your name has changed since you were in out of home care, we will need a **copy of one** of the following documents.

Please do not send the original documents.

Change of Name Certificate

Marriage Certificate

Statutory Declaration

Other document with evidence of name change

If you are unable to provide the forms of identification listed above please contact the Care Leaver Records Access for advice

Phone: (02) 9716 2500 or 1300 137 160

6 SUBMITTING YOUR APPLICATION

You can choose one of **three** ways to send us your application.

1

Through a Community Services Centre or support service

You can hand in this form with a copy of your identification documents at a Community Service Centre (CSC) and they will lodge it for you. You are entitled to support from a CSC when you are reading your records and can request that a caseworker is available to assist you.

A list of CSCs is available online:

<https://dcj.nsw.gov.au/contact-us/csc.html>

There are a number of other services who can help you with your application and provide different types of support once you have received your records. Our Support Services list has more information about the kinds of support available.

You can also call us on (02) 9716 2500 or 1300 137 160 to discuss finding a support service that meets your needs.

2

By email

Send your completed form and a copy of your identification documents to:

CareLeaverRecordsAccessUnit@facsnsw.gov.au

3

By post

Send your completed form and a copy of your identification documents to:

**Care Leaver Records Access Unit
Community Services
The Department of Communities and Justice
Locked Bag 5000
PARRAMATTA NSW 2150**

7 AFTER YOU MAKE YOUR APPLICATION

The Care Leaver Records Access team will acknowledge your application within 10 working days of receipt. We will use the information in your application to search for records about you and have them sent to us for processing. Regrettably, CLRA is currently experiencing significant delays associated with an increased demand from care leavers for personal information held by the Department. Completion of applications vary depending on how many records we locate, if we need to obtain records from other areas, and the types of records that need to be processed. We will contact you as soon as your application has been allocated to a team member for processing.

If you have any special circumstances (such as legal or medical matters) which mean you might need your records more urgently, please contact us to discuss this.

Phone: (02) 9716 2500 or 1300 137 160

Email: CareLeaverRecordsAccessUnit@facsnsw.gov.au

SUPPORT SERVICES

Support with applying for and reading your records for everyone

Community Services Centres

If you live in NSW, a caseworker can be made available to help you to read your records or to answer questions and provide support if you choose to read your records at a Community Services Centre. Aboriginal care leavers may request the support of an Aboriginal staff member or support service when accessing information and this will be provided wherever possible.

You can find a list of Community Services Centres at

<https://www.dcj.nsw.gov.au/contact-us/csc.html>

Find and Connect

The Australian Government funds the national Find and Connect services. Find and Connect has offices in all States and Territories, and can help you to apply for your records and access support in your local area.

Find and Connect Support Services provide specialist trauma informed counselling, referral services, peer, education and social support programs, assistance to locate and access records and reconnect with family members (where possible) for people who were placed in out-of-home care in Australia.

The Find and Connect Web Resource is a resource for people who were placed in out-of-home care in Australia and anyone interested in the history of child welfare in Australia. It brings together historical resources relating to institutional 'care' in Australia. It contains information and images of children's homes, help to find records about a person's childhood in 'care', and information about support groups and services.

Phone: 1800 16 11 09 (from anywhere in Australia)

Website: www.findandconnect.gov.au

Care Leavers Australasia Network (CLAN)

CLAN is a national, not-for-profit advocacy organisation for care leavers of all ages. CLAN provide information, advocacy, telephone support, referrals and assistance with reading files.

Phone: 1800 008 774 (free call)

Email: support@clan.org.au

Website: www.clan.org.au

Support for young care leavers

You may be entitled to additional financial support from the NSW Government. If you are 18 to 20 years old and were in the parental responsibility of the Minister for 12 months or more before you turned 18, you could be eligible for an allowance as part of the **Your Choice Your Future** program.

- The **Independent Living Allowance** is a fortnightly payment to help you with the cost of accommodation and living expenses. If this hasn't been included in your leaving care plan, you can apply online to see if you are eligible at www.dcj.nsw.gov.au/children-and-families/children-and-young-people/independent-living-allowance.html
- The **Staying on Allowance** is a fortnightly payment that is paid to your carer if you continue to live with them after you turn 18 and are not receiving the Independent Living Allowance. Your carer will need your consent to apply for this allowance. You or your carer can apply online at www.dcj.nsw.gov.au/children-and-families/children-and-young-people/staying-on-allowance.html

For more information, speak to your caseworker or call the Care Leavers Line on 1800 994 686.

It may be helpful to receive support from people you already know and have worked with. This may include a Community Service Centre, another agency that supported you while you were in care or a service that is currently supporting you. You can also contact one of the following support services for assistance:

DCJ Aftercare Support

Even if you have turned 18 and you have now formally left care, you are not on your own. You can approach your agency or DCJ for ongoing support and advice. Contact:

- The organisation that managed your out-of-home care placement
- Your local DCJ Office: www.dcj.nsw.gov.au/contact-us/csc.html
- DCJ Care Leavers Line: 1800 994 686 or CareleaversLine@fac.nsw.gov.au

If you are unable to get the support you need from the agency that managed your OOHC placement, you can contact a Specialist Aftercare Service for assistance.

You may contact any of these services no matter where you are currently living in NSW.

Aboriginal Aftercare State Wide Service

State Wide (office based Dubbo and Gosford)

Phone: [1300 339 016](tel:1300339016)

Email: westernintake@uniting.org or Ask@uniting.org

CatholicCare After Care Program

Hunter/New England

Phone: [02 4979 1120](tel:0249791120)

Email: aftercare@catholiccare.org.au

Family Spirit After Care

South Eastern Sydney

Phone: [13 18 19](tel:131819)

Email: Intake@familyspirit.org

Relationships Australia (NSW)

Central Coast, Nepean/Blue Mountains, Northern Sydney, Western Sydney

Phone: [1800 656 884](tel:1800656884)

Email: arc@ransw.org.au

Uniting ACE AfterCare

Illawarra Shoalhaven: [02 4220 1127](tel:0242201127)

Mid North Coast: [02 6581 6600](tel:0265816600)

South Western Sydney: [02 4629 5101](tel:0246295101)

Western Sydney: [02 9768 6888](tel:0297686888)

Email: ACEAfterCare@uniting.org or Ask@uniting.org

More information for young care leavers (15-25 years old) can be found on the NSW Government Youth Hub at www.nsw.gov.au/living-in-nsw/young-people/leaving-care

Support for care leavers over the age of 25 years

Wattle Place - NSW Support Service

Wattle Place provides counselling and a range of other support for people who are over the age of 25 and were in out-of-home care in NSW between the 1920s and 1990s, regardless of where they now live. Wattle Place can provide advice and support on accessing records about your time in out-of-home care.

Phone: 1800 663 844 (free call)

Website: www.relationshipsnsw.org.au/support-services/wattle-place

Additional support services and resources

Aboriginal Affairs Family Records Unit

Aboriginal Affairs operates the Family Records Service (FRS) to help Aboriginal people in New South Wales to access records pertaining to themselves, or their ancestors, that are held in the archive collection of the former Aborigines Welfare Board (formerly known as the Aborigines Protection Board) and the Chief Secretary records relating to Aboriginal affairs. The records span the period from 1890 to 1969.

Phone: [1800 019 998](tel:1800019998)

Email: familyhistory@aboriginalaffairs.nsw.gov.au

Link-Up (NSW) Aboriginal Corporation

Link-Up NSW works with Aboriginal people over the age of 18 who were separated from their families when they were children. Services provided by Link-Up NSW include reunification and counselling.

Phone: 1800 624 332

Email: linkup@nsw.link-up.org.au

Website: www.linkupnsw.org.au

National Redress Scheme

The National Redress Scheme helps people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response, and a monetary payment. Applications can be made from 1 July 2018 until 30 June 2027.

Website: www.nationalredress.gov.au

NSW Special Search Service

The NSW Special Search Service provides free specialised national and international search and reunion services to people who were separated by government intervention in NSW, for example through adoption, being under the care of the Minister, foster care, or being placed in a children's home in NSW. It is provided by qualified professional Social Workers experienced in delivering discreet and supportive tracing and reunification services.

Phone: 1300 657 843 (cost of a local call) or (02) 9267 0300

Email: sss@iss.org.au

Website: www.iss.org.au/our-services/nsw-special-search-service

Stolen Generations Reparations Scheme and Funeral Fund

The Stolen Generations Reparations Scheme provides ex-gratia payments to living Stolen Generations survivors who were removed from their families and committed to the care of the NSW Aborigines Protection or Welfare Boards. The payments are made in recognition of the harm that these removals caused. There is also a fund to assist with funeral payments. The closing date for applications will be 30 June 2022.

Website: www.aboriginalaffairs.nsw.gov.au/healing-and-reparations/stolen-generations/reparations-scheme

If you need support right now

The following services are available 24/7 from anywhere in Australia

[Triple Zero – 000](#)

Emergency Services including police and ambulance.

[Lifeline - 13 11 14](#)

Confidential crisis support and suicide prevention services.

[Beyondblue - 1300 224 636](#)

Counselling for mental wellbeing, anxiety, depression and suicide prevention.

[1800RESPECT - 1800 737 732](#)

Confidential information, counselling and support service for people impacted by sexual assault, domestic or family violence.

[MensLine Australia - 1300 787 978](#)

Counselling service for men with family and relationship concerns.

[Suicide Call Back Service - 1300 659 467](#)

Professional counselling for people who are affected by suicide