



GPO Box 7576
Canberra Business Centre
ACT 2610
TTY 1800 555 677
www.dss.gov.au

16 July 2017

Dear Provider

Your organisation is due to complete the **DSS Service Stocktake 12 Month Report 1 July 2016 - 30 June 2017** for the **Commonwealth Financial Counselling and Financial Capability**. This is a requirement as specified in Item E of your Grant Agreement with this Department.

This report is for the period **1 July 2016 to 30 June 2017** and must be submitted to the Department by **15 August 2017**.

Programme specific instructions:

If you require further information or assistance in completing the report, please contact your Grant Agreement Manager on 1300 653 227 and quote Review ID **4-4XBN4QC**.

Completing and submitting the report:

1. Save the report (through menu File > Save As) to an appropriate location on your computer's local drive.
2. Complete all questions as instructed in the report. Guidance on completing this form is available on the [DSS Grants Website](#). Help is also available throughout this report to assist you. To view this place your cursor over each field or wherever you see the **i** symbol to display the help box.
3.  A paperclip indicates where you have the option to attach an existing document as an answer to a question or to provide additional detail.
4. Complete the Declaration and follow the steps provided on the last page to submit the completed report.

Note: You must have Adobe Reader version 8.1 or later to submit the report electronically. Adobe Reader can be downloaded for free from www.adobe.com/au. The use of other PDF reader software (e.g. Foxit) may cause errors in this report.

Report details:



Legal name	International Social Service Australia
Report description	DSS Service Stocktake 12 Month Report 1 July 2016 - 30 June 2017
Activity title	Intercountry Adoptee and Family Support - Life Transitions
Activity ID	4-3HOQRG7

Reporting timeframes:

Reporting period start date	01/07/2016	Reporting period end date	30/06/2017
Report due date	15/08/2017		

Part 1 Service Delivery

1. Have you met the conditions in Item B in the Grant Agreement?



Yes No

2. Do you want to share any service delivery successes or challenges?



If you answer *yes* you can provide a response and/or attach supporting documents (eg photos, news clips, internal reports, case studies, good news stories)

Yes No

Responses to this question will be used to identify innovation and better practices in service delivery.



(Limit: approx 330 words, 2,000 characters)

Characters entered: 1,803

Locating an intercountry adoptees birth family overseas is often the ultimate reward or success, but briefly I wanted to highlight one case in particular. It concerns an intercountry adoptee from s47F born and adopted during the s47F Our client had the name of his birth mother on record, however had no way of knowing its authenticity. ISS Australia's contractor in s47F was able to ascertain that his birth certificate was genuine, through meetings with the Police and s47F s47F in the area where he was from. They then took photos to the local market which were of a nurse who worked at the orphanage, asking if anyone knew her. They were able to locate the nurse who could not recall helpful information, but connected the team with the doctor in charge at the time, who was also listed on our client's birth certificate. The doctor remembered the birth mother, but had not seen her in long time. Flyers were placed around the local market, listing key details and contact information. After further poster distribution and communications with the Police, a woman phoned our s47F contractor and stated that she may have found the person who they are looking for. Our s47F contractor has now meet with the possible birth mother, sensitively discussed with her our client's motivation to connect with her. They are now undergoing DNA testing in order to confirm the mother and son relationship. Why this case is so amazing, he is an adoptee who left s47F and through practical on the ground searching our contact has managed to locate his birth mother when our client initially thought it would be near impossible. Now the delicate process of acting as an intermediary needs to begin so contact may progress.



Please limit the size of attachments by not using logos and complex formatting.

Add
Delete

List of attachments
ISS Australia AWP Report.docx

3. Have any circumstances changed that may impact on the delivery of your services?



If you answer *yes* you can provide a response in the box below.

Yes No

Part 2 Activity Work Plan Reports

If you have an Activity Work Plan listed in your grant agreement in the table in Item E: Reporting you are required to report against this plan as part of the Service Stocktake Report (See item E.1)

4. Do you have an Activity Work Plan you need to report against?



Yes No

To complete your report against your Activity Work Plan (AWP) download an [AWP report template](#), or use a format as agreed by your DSS grant manager.

Save the AWP Report template to your computer and complete as per the instructions.

Please limit the size of attachments by not using logos and complex formatting.



Add	List of attachments
Delete	ISS Australia AWP Report.docx

Part 3 Contact Information

5. Please confirm the details of the main contact for this Grant Agreement.



The contact details for below are correct

Yes No

Title	s47F	<input type="text"/>
Full Name		<input type="text"/>
Telephone		<input type="text"/>
Email Address		<input type="text"/>

Part 4 Declaration

6. Provide details of the officer authorised to be contacted regarding information provided in this report i

Title	s47F
First name	
Last name	
Position	
Telephone	
Email address	

Disclaimer:

Although all care is taken, the Australian Government accepts no responsibility for the accuracy or completeness of this document.

Completed documents remain confidential to the Australian Government Department of Social Services. The commercial and personal information of services and participants will not be released outside the terms of the advice provided.

Note: A person who knowingly provides false or misleading information or documents to the Commonwealth, or omits information causing the information provided to be misleading, or acts dishonestly with the intention of obtaining a gain for themselves or causing a loss to the Commonwealth is guilty of an offence which is punishable by imprisonment under the *Criminal Code Act 1995 (Cth)*.

7. I, the authorised officer i

- understand and agree to the Disclaimer,
- agree that the information I have provided in this document is true and correct, and
- acknowledge that giving false or misleading information is a serious offence

I agree

Authorised officer	s47F		
Position	Chief Executive Officer	Date	24/07/2017

Electronic submission: i

To submit this report to the Department:

1. Please ensure all responses are true and accurate.
2. Click the **Save** button to save a copy of the completed report to your computer.
3. Click the **Submit** button. All questions will then be verified. Any incorrect or unanswered responses will be displayed for your correction. The report will not submit until all responses have been verified.
4. Click **Allow** to continue with your submission.
5. **Submission may take several minutes.** Submission will be confirmed through a receipt and/or email. Please be patient and do not close the report before sighting this receipt. Do not attempt to submit the report more than once.

Note: If you experience difficulties submitting this report electronically or you do not receive confirmation of submission, please contact Programme Help on 1800 020 283 (free call) or email FOFMS.Helpdesk@dss.gov.au for assistance.

<input type="button" value="Save"/>	<input type="button" value="Submit"/>
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For departmental use only: Complete the below details if the report was received via email or post.

Full name of departmental officer accepting this report	Date received
<input type="text"/>	<input type="text"/>



Australian Government
Department of Social Services



Activity Work Plan Report

Instructions

To complete the Activity Work Plan Report you will need a copy of your approved Activity Work Plan.

Most of text boxes in this form will be populated by copying the text in your Activity Work. You will need to report against each line item in the text boxes on the right hand site of the form.

For further guidance on completing this form go to the [Website](#)

Add rows to the following tables as required.

Activity Details

Organisation Name	International Social Service (ISS) Australia
Grant Activity Name	Intercountry Adoptee – Life Transitions
Grant Activity ID	4-3HOQRG7

Activity Deliverables

Objective	Deliverable	Time frames	Measures of success	Status	Progress Report
<p>To provide guidance, support and counselling to facilitate the tracing and reunion of intercountry adoptees with their birth family</p> <p>To provide support, information and counselling for intercountry adoptees and their adoptive parents regarding the impact of adoption across the life cycle which complements existing services, e.g. Intercountry Adoption Australia, Intercountry Adoption Family Support Service</p>	<p><u>Enquiries</u> (Approximately 75 – 100 PA)</p> <p>Provide information, support, guidance and counselling to intercountry adoptees and adoptive parents regarding their decision to trace an adoptee’s birth family and the tracing process, and / or if they are considering or undertaking independent tracing of their birth families</p> <p>Mode of Service Delivery: face to face, telephone, email and web based.</p> <p>Time Allocation: 25% of Intercountry Adoption Tracing Workers time working on Enquiries.</p> <p>Service: Information, support, guidance, counselling and referrals</p>	<p>Commencing September 16 and ongoing</p>	<p>Measured using characteristics defined in the DSS Data Exchange Protocol.</p> <p>Number of Enquiries (including data about the countries concerned, Australian State / Territory concerned and intercountry adoptee child or adult concerned)</p> <p>Number of participants (adoptees/adoptive parents/birth families); counted as the number of unique client records</p> <p>Proportion of enquiries that proceed into a case file</p>	<p>Complete</p>	<p>A total of <u>198 enquiries</u> for ICATRS</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on countries concerned, State, number of participants etc</p>

<p>To provide guidance, support and counselling to facilitate the tracing and reunion of intercountry adoptees with their birth family</p> <p>To provide support, information and counselling for intercountry adoptees and their adoptive parents regarding the impact of adoption across the life cycle which complements existing services, e.g. Intercountry Adoption Australia, Intercountry Adoption Family Support Service</p>	<p><u>Cases</u> (Approximately 40 – 50 PA)</p> <p>Facilitate the tracing of intercountry adoptees’ birth family through the resources of ISS Australia’s network partners and other relevant agencies in the adoptees’ country of origin.</p> <p>Mode of Service Delivery: face to face, telephone, email and web based.</p> <p>Time Allocation: 65% of Intercountry Adoption Tracing Workers time working on Cases.</p> <p>Service: Information, support, guidance, counselling, referrals, tracing, outreach and intermediary services.</p>	<p>Commencing September 16 and ongoing</p>	<p>Measured using characteristics defined in the DSS Data Exchange Protocol</p> <p>Number of Cases; counted as the number of unique client records (including minimum data set, intercountry adoptee – child or adult, type of adoption – e.g. ex-pat, country of origin / country concerned, Australian State / Territory concerned)</p> <p>Number of Events / Services instances delivered; counted as the number of service instances</p> <p>Proportion of clients improved well-being and satisfaction of support offered; measured through pre and post assessment and client evaluation</p> <p>Number of records obtained</p> <p>Number of adoptees provided with additional information</p> <p>Number / Proportion of birth families traced</p> <p>Number / Proportion of adoptees reunited with birth family</p> <p>Number of participants (adoptees/adoptive parents/birth families) engaged in counselling for the decision to trace birth family</p> <p>Number of participants (adoptees/adoptive parents/birth families) engaged in counselling during the tracing process</p>	<p>Complete</p>	<p><u>136 new cases</u> have been opened and allocated to the ICATRS social workers.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on countries concerned, State, number of participants etc</p>
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Objective	Deliverable	Time frames	Measures of success	Status	Progress Report
			<p>Number of participants (adoptees/adoptive parents/birth families) engaged in counselling for the reunification process</p> <p>Number of participants (adoptees/adoptive parents/birth families) engaged in counselling for the impact of adoption across the life cycle</p> <ul style="list-style-type: none"> • Case studies provided 		

<p>Monitor the Services effectiveness in facilitating the tracing and reunion of intercountry adoptees with their birth family</p>	<p>Establish data collection systems that comply with funding requirements and the DSS Data Exchange Protocol</p> <p>Provide DSS with 6 monthly Data Exchange Reporting on Client and Service Delivery Data</p> <p>Provide DSS with 6 monthly Activity Work Plan Progress Report</p> <p>Provide DSS with quarterly Data Reports on Client Data and Outcomes</p>	<p>By 30 September 2016</p> <p>Provide DSS with 6 monthly Data Exchange Reporting on Client and Service Delivery Data</p> <p>Provide DSS with 6 monthly Activity Work Plan Progress Report</p> <p>Provide DSS with quarterly Data Reports on Client Data and Outcomes</p>	<p>Data collection system established to provide DSS with 6 monthly DSS reporting on DSS Data Exchange and Quarterly Client Data Reporting on the following performance indicators.</p> <p>Number of Cases; counted as the number of unique client records (including minimum data set)</p> <p>Number of Events / Services instances delivered; counted as the number of service instances</p> <p>Proportion of clients improved well-being and satisfaction of support offered; measured through pre and post assessment and client evaluation</p> <p>Number of records obtained</p> <p>Number of adoptees provided with additional information</p> <p>Number / Proportion of birth families traced</p> <p>Number / Proportion of adoptees reunited with birth family</p> <p>Number of participants engaged in counselling for the decision to trace birth family</p> <p>Number of participants engaged in counselling during the tracing process</p> <p>Number of participants engaged in counselling for the reunification process</p>	<p>Complete</p>	<p>ISS Australia kept statistics on the effectiveness of the service, case numbers and outcomes. This information was provided quarterly to DSS and detailed in the Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17.</p>
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Objective	Deliverable	Time frames	Measures of success	Status	Progress Report
Review of Service in early 2017	<p><u>Review of Service</u></p> <p>Step 1 Scope of Review – form review team, determine review criteria and key questions, develop a plan</p> <p>Step 2 Assessing – identifying key stakeholders and clientele, analyse pre and post client assessments, conduct questionnaires and the study</p> <p>Step 3 Analysis – collating and interpreting the findings, produce a key findings report</p> <p>Step 4 Implementing Key Findings – in consultation with DSS incorporate key findings ‘best practice’ in the service delivery</p>	Early 2017 (i.e. before the end of April 2017)	Produce key findings report that includes strengths and weaknesses, as well as an improvement plan	Complete	A Review of ICATRS was completed and a report was submitted to DSS on 21/4/17.

Objective	Deliverable	Time frames	Measures of success	Status	Progress Report
<p>Ensure our services complement existing State / Territory services, including ensuring State / Territory Governments and key adoption stakeholders are engaged in the establishment of the new service</p>	<p><u>Meetings with Stakeholders</u> (Total 25 meetings PA)</p> <p>Ensure meetings occur with Commonwealth Central Authority and State / Territory Central Authorities between 1 -2 times PA to ensure collaboration and complementary services. Ascertain each State / Territory CA's level of involvement in ICA tracing and reunion and establish agreements / protocols on how to work collaboratively.</p> <p>Ensure meetings occur with members of the Advisory Group and key adoption stakeholders (NGOs, Peer and Voluntary Support Groups) across Australia, including the following key stakeholders:</p> <ul style="list-style-type: none"> • VIC – VANISH, PCA Families, KAiAN • NSW – PARC, Salvation Army, CoAPC, APANSW • QLD – PASQ, Jigsaw, IAFQ • WA – ARCS, Jigsaw, ASFC • SA – PASS 	<p>By 30 October 2016</p> <p>Six monthly</p>	<p>Meet or telecon State / Territory Central Authorities and establish agreements / protocols on how to work collaboratively</p> <p>Provide details of meetings occurred (Government and other key adoption stakeholders), including date, person and organisation details, brief overview of discussion</p>	<p>Complete</p>	<p>As outlined in Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17, ISS Australia has continued to meet with Govt CAs and stakeholders.</p>

Objective	Deliverable	Time frames	Measures of success	Status	Progress Report
<p>Develop and publish a sequel to the 'Colour of Difference' publication, including revisiting the original cohort of adoptees, and identifying / conducting analysis of a new younger cohort of adoptees.</p>	<p><u>Colour of Difference sequel publication</u></p> <p>Interview some of the original intercountry adoptees who participated in the 2001 publication to provide a follow up chapter (i.e. overall review of how their journey has progressed since 2001)</p> <p>Identify and interview a new younger cohort of intercountry adoptees to tell their journey of self-discovery in order to form new chapters</p> <p>Develop a detailed Introduction and Analysis from the original and sequel publication interviews</p> <p>Work in partnership with the Post Adoption Resource Centre, Intercountry Adoption Voices and some intercountry adoptees, through planning, interviewing, recording (possibly even filming) their stories and producing them in a publication (possibly also a short documentary)</p>	<p>30/06/2017</p>	<p>Publication developed in partnership with the Post Adoption Resource Centre, Intercountry Adoption Voices and some intercountry adoptees</p> <p>Publication released</p>	<p>Complete</p>	<p>This project was developed and concluded with a produced book (The Colour of Time) and an official launch.</p> <p>Over 1000 books have been distributed and online E-books will be available soon.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on the Colour of Difference Sequel publication</p>

Risk Management (please note any predicted risks & related mitigation strategies)

Risk	How the Risk will be Managed	Report
Clinical - Decreased client satisfaction	<ul style="list-style-type: none"> Client focused systems and processes Client feedback / evaluation systems implemented in order to assist with ongoing service delivery and management decisions 	Client who was a contributor in the Colour of Time was unsatisfied with support, client made complaint via our complaints and it was responded to by ISS Aus E.D

Budget

Items	Budgeted Amount	Expended Amount
<i>From AWP</i>	<i>From AWP</i>	
<i>From AWP</i>	<i>From AWP</i>	

Stakeholder

Stakeholder	Interest or Impact	Engagement Strategy	Progress Report
Commonwealth Government (Department of Social Services)	Funder	<ul style="list-style-type: none"> Report quarterly against the work plan Quarterly meetings 	ISS Australia has provided quarterly reports to DSS and met via telecon on a quarterly basis.

Stakeholder	Interest or Impact	Engagement Strategy	Progress Report
State / Territory Government Central Authorities	<p>Provide limited support for intercountry adoptees accessing their adoption records in Australia and overseas, and tracing their birth family.</p> <p>Will refer clients for tracing and reunion services, plus collaboration and complementary services.</p>	<ul style="list-style-type: none"> Meet with State / Territory Government Central Authorities six monthly to discuss referral mechanisms, collaboration and complementary services 	<p>In our inaugural year of funding, ISS Australia has met with the VIC, NSW, WA, SA and QLD Central Authorities to discuss the service, collaboration and complementary services.</p>
Post Adoption Support Services (NGOs)	<p>Some provide limited support for intercountry adoptees accessing their adoption records in Australia and overseas, and tracing their birth family.</p> <p>Will refer clients for tracing and reunion services, plus collaboration and complementary services.</p>	<ul style="list-style-type: none"> Regularly meet with Post Adoption Support Services across Australia to discuss referral mechanisms, collaboration and complementary services 	<p>ISS Australia's ICA Service has workers based in two State post adoption NGOs (PASS and PASQ) which enhances collaboration, furthermore we have regularly meet with key stakeholders in various states and territories.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on stakeholder meetings.</p>

Stakeholder	Interest or Impact	Engagement Strategy	Progress Report
Advocacy and Voluntary Peer Support Groups	<p>Provide support to intercountry adoptees and their families who may require tracing and reunion support services.</p> <p>Will refer clients for tracing and reunion services.</p>	<ul style="list-style-type: none"> Disseminate information to these groups in order to promote referrals 	<p>ISS Australia has met with ICA groups in order to promote the service, many refers have been received from clients who have been informed of the service through their peer or voluntary support group. In particular ICAV, KAIAN, PCA Families, FCC, APA etc.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on stakeholder meetings.</p>
Post Adoption Resource Centre (The Benevolent Society)	<p>Work in partnership to produce a sequel publication of the Colour of Difference.</p>	<ul style="list-style-type: none"> Meet regularly in order to plan and develop the Colour of Difference Sequel Project 	<p>The Colour of Time project was developed in partnership with PARC, they were included in all the planning meetings, the development of the analysis and the official launch.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on the Colour of Time project.</p>
Intercountry Adoption Voices (ICAV)	<p>Work collaboratively with ICAV to produce a sequel publication of the Colour of Difference</p>	<ul style="list-style-type: none"> Liaise and involve ICAV in aspects of development of this sequel project. 	<p>ISS Australia contracted ^{s47F} [REDACTED] – ICAV to effectively project manage many aspects of this project, from engaging with the contributors and collating their stories to the official launch.</p> <p>See Intercountry Adoption Tracing and Reunification Service (ICATRS) Report, dated 17/7/17 for detailed information on the Colour of Time project.</p>



Intercountry Adoption Tracing and Reunification Service (ICATRS) Report

2016 – 2017 Financial Year

Introduction:

On 1/7/16 International Social Service (ISS) Australia received funding for one year from DSS to provide an Intercountry Adoption Tracing and Reunification Service (ICATRS). This service primarily provides information, support, and counselling to intercountry adoptees and adoptive parents in relation to their decision to trace birth family overseas and the tracing process. ISS Australia also uses the resources of the ISS international network and other contacts overseas to facilitate the tracing of birth family overseas and any information relevant to the adoptees identity.

ICATRS became fully operational on 1/9/16 after the new staff were recruited and trained.

Staffing:

The staff of ISS Australia's ICATRS has remained constant throughout its inaugural year and this has assisted our clients as well as our ability to establish key working relationships with overseas colleagues which enhanced our service delivery. The ICATRS team consists of:

s47F

ICATRS Demand, Enquiries and Cases

The demand for ICATRS has been a lot greater than anticipated and greatly exceeded the predicted 40-50 per annum case numbers. The huge number of enquiries and cases have also been achieved with limited promotion of the service and clearly indicates that one of the most prominent and conveyed needs for intercountry adoptees and their families is tracing and reunification services.

In our inaugural year and from the period when ICATRS became fully operational (i.e. 1/9/16), 136 new cases have been opened and allocated to the ICATRS social workers. Additionally these high numbers of referrals have been achieved with little marketing and promotion of the service, demonstrating that demand is great and could in fact be greater still when the service becomes widely known and promoted.

Marginally more adult intercountry adoptees accessed the service, as opposed to the adoptive parents searching on behalf of their adopted child. The overall data from 2016 – 17 show 52% were adult intercountry adoptees and 45% were adoptive parents searching on behalf of their adopted child, plus 3% were birth family overseas searching for the intercountry adoptee.

New Cases for Quarter 4 2016 – 2017 FY (i.e. 1/4/17 – 30/6/17):

- 30 new individual cases for the ICA Tracing Service (which includes working with 41 clients, for instance within a case the ICATRS worker could be working with the adoptive father, adoptive mother and adopted child, i.e. 3 clients).
- From the 30 new individual cases for Q2 2017, 51% were adoptive parents searching on behalf of their adopted child and 41% were adult intercountry adoptees, as well as 8% birth family from overseas searching for the intercountry adoptee.

State / Territory breakdown for Q2 2017:

- NSW ^{s47F}
- VIC ^{s47F}
- QLD ^{s47F}
- Overseas ^{s47F}
- ACT ^{s47F}
- WA ^{s47F}
- TAS ^{s47F}
- SA and NT ^{s47F}

Country breakdown for Q2 2017:

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Service Events for new cases Q2 2017:

- The average number of service events is 16 for the 30 new cases in Q2 2017 (*please note this does not include the events occurring overseas by our ISS colleagues or overseas contacts*)

Number of Cases for 2016 - 2017:

- 136 new cases have been opened and allocated to the ICATRS social workers.

State / Territory breakdown for cases 16-17 FY:

- NSW ^{s47F}
- VIC ^{s47F}
- SA ^{s47F}
- WA ^{s47F}
- QLD ^{s47F}
- Overseas ^{s47F}
- ACT ^{s47F}
- TAS ^{s47F}
- NT ^{s47F}

Country breakdown for cases 16-17 FY:

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Service Events for all cases during 2016 – 17 FY:

- The total number of service events for the 136 cases in 2016 – 17 FY was 4978, this is an average of 38 service events per case (*please note this does not include the events occurring overseas by our ISS colleagues or overseas contacts*)

Outcomes:

The following outcomes are measured and provided in percentages, these percentages equate to the total number of cases, i.e. 136 cases.

As mentioned in previous reports, intercountry adoption tracing and reunion services often take time due to the onerous nature of accessing records and locating birth family in these developing overseas countries. It also takes a considerable amount of time and counselling to prepare families and adult intercountry adoptees as they embark on this emotional roller coaster post adoption journey.

- Wellbeing Improved 21% (*this appears low because it is a subjective assessment from the ICATRS worker, but we are currently evaluating our clients through direct feedback in order to receive information on whether they believe their emotional wellbeing has improved – note the Client Feedback Forms indicate 56% stated their wellbeing had been approved*)
- Records Obtained 22%
- Additional Information Provided 62%
- Birth Family Traced 15% (*this is impressive considering the service has only been operational for 10 months and 20 birth families have been traced, the most successful was South Korea with s47F being traced*)
- Reunion 5% (*there have been a total of 10 reunions since the inception of the ICATRS service, only a couple of them have been face to face reunions, the others have been via Facebook, telephone or letters. South Korea and Ethiopia being the two most successful countries.*)
- Counselling – regarding decision to trace 78%
- Counselling – regarding tracing process 69%
- Counselling – regarding reunification process 23%
- Counselling – regarding the impact of adoption across the lifecycle 37%

Enquiries:

- There have been 47 new enquires in Q2 2017, this makes a total of 198 enquiries for ICATRS.

Lastly, the accumulation of ICATRS data will be easier towards the latter half of 2017. ISS Australia has contracted InfoXchange to develop our own database specifically for ICATRS. Whilst the specifications for the database that is currently being built does not have the capabilities to extract data directly to the DSS Data Exchange, this additional DEX component can be added later. Admittedly, ISS Australia has been gathering our data in a modest fashion using Excel Spreadsheets, however when the new database is implemented, we will have the capacity to extract quantitative data easily.

Review of ICATRS:

A comprehensive review of ICATRS occurred in April 2017, which included an analysis of data and client feedback. Client feedback forms were sent to 60 clients, predominantly those clients who have been engaged with ICATRS for a period of time, i.e. not new clients who have not completed their 'Tracing Pack' or clients whose background information was yet to be compiled to be sent overseas. Only 11 clients responded and sent back their completed Client Feedback Form, however overall those who responded did so very positively.

The clients were asked to rate (1 = Very Poor – 5 = Excellent) and comment on the following ICATRS services. These questions could also be rated 'not applicable.' The average scores are provided after the Client Feedback Form questions below:

- Support / counselling / preparation regarding decision to trace = 3.8
- Support / counselling / preparation regarding tracing process = 3.8
- Support / counselling / preparation regarding reunification process = 3.4
- Support / counselling /preparation regarding impact of adoption across the lifecycle = 3.8
- Search avenues overseas explored = 3.7
- Access to and provision of additional information from overseas = 3.3

Clients were also asked to rate and comment on the service provided by their ICATRS social worker. It was pleasing to see these scores were high and reflect the experience and expertise of the recruited ICATRS social workers. The average scores are provided after the Client Feedback Form questions below:

- Communication with your worker = 4.5
- Sensitivity to my needs and feelings = 4.5
- Trustworthiness = 4.6
- Reliability = 4.5
- Professionalism = 4.7

Of the 11 Client Feedback Forms returned and captured in these results, the highest scores were given on clients' satisfaction with their allocated ICATRS Social Worker and the communication received from the ICATRS Social Worker. Comments on this section reflected themes of the ICATRS Social Worker's professionalism, efficiency, effectiveness, thoroughness and supportiveness. As a service, we consider the client-worker relationship to be of the utmost importance and key to a client's positive experience through the search process which can ultimately be therapeutic.

Many of the comments received in the Client Feedback Forms reflected a strong desire for the service to continue, with particular reference to the often lengthy, complex and costly process of overseas searching and the lifelong journey and impact of adoption.

Overview of Overseas Service Costs:

During the initial year of funding, ISS Australia's ICATRS overseas service costs in relation to individual client cases have totalled over \$15,000 AUD, with almost half this amount paid for tracing in s47F the majority of which was accrued in more recent months.

Other tracing costs have incurred in client cases linked to Sri Lanka, China, India, Ethiopia and Taiwan, the amount decreasing respectively. In countries of origin external to this group and where our clients have birth links, ICATRS has mostly been relying on the ISS international network to provide casework services including tracing, via the existing ISS network principle of reciprocity where no fees are charged. Otherwise countries such as South Korea and Colombia have their own well-functioning post adoption tracing services which are free to clients.

In reviewing the inaugural year of ICATRS, it is clear that overseas service costs are growing exponentially in correlation with the growing numbers of referrals and more established referral and tracing processes. While ICATRS clients continue to benefit from the free services provided by members of the ISS international network, these services tend to be limited in their capacity to assist. ISS Hong Kong for example can provide liaison with orphanages and request of records, however they cannot provide investigative search services for clients.

In the majority of our ICATRS client's countries of origin, their records have been poorly kept, infrastructure is lacking and government resources for post adoption searches are low. Therefore, the community-style investigation and networking can be the most effective way to achieve results for our clients. In short, it is more likely to find someone who knows someone involved in the client's story

through this style of searching than it is to find connections through service records or registers. Therefore we strongly believe that our overseas service costs will continue to increase as our client referrals grow, and we see great benefit in continuing to provide services overseas delivered through these paid partners. We also hope to establish more effective partnerships in countries of origin where so far limited connections have been made, and believe that this will realistically also involve fees for overseas services.

Promotion:

- 29.05.17 s47F met with NSW State Government Intercountry Adoption Team and Adoption and Information Unit to discuss the ICA Tracing Services and opportunities for referrals to our service.
- 5.6.17 s47F attended the NSW Adoption Interagency Meeting and spoke about ICATRS.
- 07.06.17 s47F attended the QLD Post Adoption Quarterly Stakeholders Meeting and spoke about the ICA Tracing Service
- 13.06.17 s47F hosted a pre-launch meeting for the SA contributors to *The Colour of Time* book project, also in attendance was the SA ICAV representative
- 13.06.17 s47F hosted a pre-launch meeting for the NSW contributors to *The Colour of Time* book project, also in attendance was the NSW ICAV representative
- 23.06.17 The ICATRS team all attended the ISS Australia official launch of the book '*The Colour of Time; A Longitudinal Exploration of the impact of intercountry Adoption in Australia.*' The team were all on hand to support the book's contributors throughout the day.
- Date? s47F met with the South Australian Government Adoption Team and spoke about ICATRS.

Case Study 1: Marianne¹, s47F

Marianne is a woman who was adopted as a child from s47F. The adoption was finalised in s47F and then later registered in an Australian court. Original documentation states that Marianne was born in s47F however her date of birth was later changed in court to s47F for unknown reasons.

Marianne was referred to ISS Australia's ICATRS by her post adoption support worker when the service was first established. It was acknowledged that Marianne had very little information about her origins and that the locating of any birth family would be highly unlikely. Despite being aware of this, Marianne was interested in engaging with the tracing process in the hopes of finding any further information about her origins. Within her referral it was acknowledged that Marianne has significant support needs in relation to her s47F and the impact of s47F in Australia. These support needs were accommodated well through an extensive support network of a psychologist, community psychiatrist, an active and involved GP and various other support organisations.

Though based interstate, contact between ICATRS worker and Marianne developed over the phone, it was very important for Marianne to build trust and feel clear about the process, and to feel heard and acknowledged regarding her history of trauma. Marianne was aware that ISS Australia did not have current search contacts in s47F however the ICATRS worker would work on a referral and make enquiries about who could assist.

Case background:

Marianne has wondered about her birth origins for her whole life and has not yet discovered information of significance. Marianne sadly had a s47F within her adoptive family and was not permitted to ask questions about her origins. Consequences for doing so were severe,

¹ Names have been changed to protect the clients identity

resulting in many years of uncertainty and difficulty establishing a sense of identity and belonging. Marianne has been very interested to learn more about her origins and to connect again with her ^{s47F} heritage. She has returned to ^{s47F} several times in her life, however has not yet embarked on an in-depth origin search due to lack of funding and resources as well as emotional readiness.

It is understood that Marianne was adopted from ^{s47F} by Australian adoptive parents. At the time she was named ^{s47F} and her year of birth was recorded as ^{s47F}. She was then given the name ^{s47F} by her adoptive parents. At the time of her adoption, Marianne had been living in a ^{s47F}. Her records state that her adoption was processed in the ^{s47F} and her Australian Adoption Order was made in ^{s47F}. Marianne had returned to ^{s47F} several times since she was adopted, the first of which was only several years after her placement, when she and her brother were taken by their adoptive father. She recalls that they visited the ^{s47F} and that there were staff there who remembered her ^{s47F} by name.

Marianne no longer has a relationship or contact with her adoptive father and it is therefore not possible to obtain further information from him and the reliability of such information would be highly questionable, according to Marianne.

ISS Australia's ICATRS casework and intervention:

Progressing Marianne's case has been challenging due to limited information, severed relationships with adoptive parents (who divorced soon after adoption) and a lack of assistance and contacts on the ground in ^{s47F} for cases where there is little historical information.

Over the course of one year (since engaging with Marianne), ICATRS has delivered the following services regarding Marianne's case and support for her in the process:

- Bi-weekly phone contact to provide support in regards to the search process and more generally impact of history associated with origins and adoption.
- Liaising with government departments in Australia in regards to Marianne's records.
- Liaising with ^{s47F} in Australia in regards to records and contacts in ^{s47F}.
- Referral to Red Cross tracing in ^{s47F} – unable to assist.
- Referral to private searcher (a connection established via ISS worker through another Australian-based NGO providing services in ^{s47F} – unable to assist.
- Attempted contact with former adoptive mother with intent to clarify history of adoption – unsuccessful.
- Established contact with staff at ^{s47F} developed link and arranged for Marianne's son to meet with them on a visit to ^{s47F}.
- Prepared an itinerary of search contacts for Marianne's son to explore in ^{s47F} including ^{s47F} Children's Court, register of archived birth and immigration records.
- Published advertisements in two wide reaching ^{s47F} newspapers regarding Marianne and her search and acting as contact point for respondents.
- Assisting Marianne to plan for her next trip to ^{s47F} with contacts set up and safety plan re travel.

Despite the challenges encountered, the service delivery to Marianne is ongoing and ISS Australia considers this support and commitment as crucial to Marianne's wellbeing. She is aware of the realities of her case, however has often commented on the importance of the support and the meaningfulness of ongoing attempts to progress the case further. Establishing contact with the ^{s47F} in particular was a profound moment for Marianne, who associates happy memories with that establishment and its staff.

ISS Australia still hopes to establish more contacts in ^{s47F} to assist clients like Marianne who have little information and yet such a deep need to know more about where they came from and the truth to their stories.

Highlights for 2016 – 17

Casework:

Undoubtedly, the biggest highlight for ISS Australia has been to be able to provide post adoption tracing and family reunification services to Australian intercountry adoptees. For many years ISS Australia has advocated for a free and specialised service to support Australian intercountry adoptees trace overseas, and we feel grateful and privileged to be working and providing services in this niche intercountry adoption field.

While contact and reunion with birth family is understandably the most desirable outcome for many adoptees who embark on a search journey, it is sadly still a rarity in cases of intercountry adoption. The complexity of international, cross-cultural, political and historical components can present enormous challenges to accessing information and locating people overseas. ICATRS is committed to clients' ultimate wish to be reunited with their birth family and as a team we have experienced the astounding impact when this occurs. As a service we also see great value in the Life Story Work nature of the search journey and the meaning this holds for many of our clients, as it can be therapeutic in itself for the client to explore with ISS Australia the various search avenues, many of which will prove unsuccessful.

ISS Australia is proud to have assisted 20 intercountry adoptees and their families with tracing birth family overseas, and facilitating 10 reunions with birth family; especially in the inaugural year of our service. We expect the number of these types of outcomes will increase while our caseload numbers rise and we establish more reliable overseas partners.

Overseas Search Services:

Despite the ISS network having members in over 100 countries worldwide, some of our members in the countries where Australia has adopted from (both past and present) have limited capacity to provide comprehensive search and reunion services. Therefore ISS Australia has spent considerable time and energy exploring, identifying and verifying possible search services or individuals who could assist in these countries of origin.

ISS Australia is pleased to have developed reliable and ethical new working partners in Vietnam, China, Ethiopia, Taiwan, India and Sri Lanka.

Illegal adoptions from Taiwan initiative:

Several 'Julie Chu' adoptees sought ICATRS tracing services and due to the sensitivities of these past illegal adoptions and because Australia still has a current intercountry program with Taiwan, ISS Australia consulted with the Australian Central Authority (ACA) for support for our post adoption tracing plans.

ISS Australia is grateful for support from the ACA and DSS for their request to DFAT in Taipei to organise a high level meeting in Taiwan with the National Police Agency, Social and Family Affairs Administration (SFAA) and the Child and Juvenile Adoption Centre. The purpose of this meeting was not only to officially introduce ISS Australia as the newly funded Intercountry Adoption Tracing and Reunification Service, but to also provide opportunities to establish key working relationships and pathways for post adoption support for Australian intercountry adoptees who were illegally adopted through Julie Chu.

This meeting and trip allowed ISS Australia to establish key working relationships with the Taiwanese authorities, while also focusing on our ICATRS client's adoption and search options as well as the opportunity to create post adoption pathways for other 'Julie Chu' adoptees.

ISS Australia submitted a proposal to DSS with initiatives to address the wrongdoings of this past Taiwanese practice, this paper has also been circulated to the State and Territory Central Authorities in preparation for a discussion to occur at the State and Territory Central Authorities Face to Face Meeting on 17 Aug 2017.

Intercountry Adoption Tracing Advisory Group

ISS Australia greatly appreciates the views and experience of the knowledgeable Intercountry Adoption Tracing Advisory Group. It allows us to collaboratively enhance best practice for intercountry adoption tracing, plus discuss practice issues in relation to ISS Australia's newly funded Intercountry Adoption Tracing and Reunification Service. ISS Australia plans for this Advisory Group to continue to meet quarterly and discuss the pertinent issues that affect our service and the field.

Client Feedback

ICATRS received further positive reports from clients. Here are some examples:

s47F – ICATRS worker received the following email from an ICATRS client in regards to his reunion with his birth mother. Briefly the birth mother contacted s47F two days before the adoptees scheduled visit to s47F. The birth mother told her husband about her adopted son the night before the meeting, but still travelled to the meeting with her husband:

"Hi s47F

I just wanted to say a huge thank you for your help and assistance in this whole process.

The meeting with my birth mother went fantastic! She met us with her husband. They travelled from s47F 4.5 hours each way, so I was very thankful to them that they could meet at such a short notice. She is such a gentle, kind person and her husband seemed very supportive.

It was so nice to be able to tell her about my childhood and family. Thankfully my mother kept my adoption file up to date and sent in photos up until I was about 12 years of age.

She couldn't read the letter at the meeting as she was too overwhelmed, however, she took it with her along with all of the photos from the adoption file. She wanted to remain in contact, which is good, and she will let s47F know the best method for her as she doesn't have e-mail.

Again, thanks for your help, it truly was such a happy moment.

Kind Regards,

LXXXXX"

s47F ICATRS worker received another positive email from a client she assisted who found their birth mother and was exchanging letters:

"Getting in contact with my birth mother was always something in the back of my mind growing up, as I'm sure isn't unusual with adoptees. I couldn't tell what made me want to find her all of a sudden, I just told mum I wanted to find out more and he's got me in contact with s47F

Talking to others, who aren't family, about adoption was always, and still is, very uncomfortable for me, but s47F made things extremely easy. She informed me of the positive and the negative outcomes of the search and I considered each and every possible outcome to my knowledge before filling out the application.

My birth mother sent a response letter to the one I sent her, and photos of herself and relatives, including a half-brother. This was a real eye opener to me, I realised this wasn't another school project, I had a blood relatives I hadn't even met."

s47F – ICATRS worker received the following emails from ICATRS clients in regards to tracing progress in s47F

"Hi s47F

Thanks for the update, the newsletter is a great idea and an excellent way of keeping us updated with processes etc, great work as usual 😊

Hi s47F

Thanks for the updates and the effort you are putting in to finding EXX birth mother.

We continue to hope that one day she will be found."

s47F – ICATRS worker received the following email from a client who receives complementary support service from both ICATRS and ISS Australia's Intercountry Adoption Family Support Service (ICAFSS):

"I think I was lucky to meet her and you. Sometimes I get the best social workers or therapists like you guys (and sometimes a few duds, but it is better than nothing!)"

Intercountry Adoption Tracing and Reunification Advisory Group

The establishment of the ICA Advisory Group has provided ISS Australia the opportunity to consult with a wide range of key stakeholders on pertinent issues relating to our service, while also ensuring our service is aware of the ICA communities' views and wishes. ISS Australia greatly values their willingness to provide input, advice and insight into ICA issues which in turn assists the development and functioning of our newly funded ISS Australia Intercountry Adoption Tracing and Reunification Service.

The Advisory Group consists of:

- s47F – ISS Australia, ICA Manager (Chair)
- s47F – ISS Australia, ICA Coordinator
- s47F – Attorney General's Department
- s47F – Intercountry Adoption Australia
- s47F – ISS IRC Geneva, Director
- s47F – Intercountry Adoptee
- s47F – Intercountry Adoptee
- s47F – Adoptive Parent
- s47F – Academic Griffith University
- s47F – Adoptee / Academic / Professional
- s47F – Department of Social Services (funding)

The Advisory Group have met online three times, the meetings were held on 28/11/16, 27/2/17 and 15/5/17. On average, eight members attended each meeting.

The first meeting focussed on the ethics in regards to searching on behalf of adopted minors. The second meeting focussed on search contacts and pathways, as well as the management of overseas service costs. And the third meeting focussed on illegal adoptions, s47E

s47E The advisory group's discussion at this third meeting mainly focused on whether it is the adoptees right to know they were trafficked and that their adoptions were illegal, as well as the justice issues associated with this. Unanimously the members agreed it was the adoptees right to know, and the discussion centred on how to proactively tell adoptees that their adoption was facilitated illegally and what would be the various State and Territory Government's role in facilitating this, i.e. how to find and approach these adoptees.

The ICA Advisory Group will continue to meet quarterly, our next meeting scheduled for 21/8/17.

Colour of Difference Sequel Publication Project (The Colour of Time)

ISS Australia was honoured and very proud to be involved in this project. Amazingly, this project was developed and concluded with a produced book and an official launch in less than one year. ISS

Australia was greatly assisted by s47F coordination and liaison with the original and new contributors. s47F worked tirelessly and was instrumental in the books completion. ISS Australia, Post Adoption Resource Centre (PARC) and Intercountry Adoptee Voices (ICAV) have included information in the book about their organisations and their ICA services.

The Introduction and Analysis of The Colour of Time was completed by s47F
ISS Australia and Fiona Cameron – PARC, as well as an Acknowledgements section by s47F

The editor (an intercountry adoptee contributor) completed the editing and the book cover design was also prepared by an intercountry adoptee.

ISS Australia greatly appreciates the contribution from all the intercountry adoptees whose stories are included in The Colour of Time, it cannot be underestimated how invaluable and insightful their journeys of self-discovery are to not only adoption professionals but more importantly those affected by adoption.

The official launch of The Colour of Time occurred on 23 June 2017. It was attended by over 110 people, and over 45 Australian intercountry adoptees from various ages (i.e. young children to older adults), from various countries (i.e. Burundi, Vietnam, South Korea, Chile etc) and from various parts of Australia (i.e. some travelled from Perth, Adelaide, Cairns, Melbourne etc).

The launch included speeches from ISS Australia as well as our partners in this joint initiative, Post Adoption Resource Centre and Intercountry Adoptee Voices. There was also a question and answer panel from 4 of the books contributors and a guest intercountry adoptee speaker, s47F

Unfortunately DSS were not represented at the launch because their representative's flights from Canberra were cancelled. ISS Australia Board member s47F
s47F attended the launch and said she has been to many adoption events over the past 25 years and this launch was undoubtedly the best event she had ever been to.

1000 copies of The Colour of Time book were printed and over 700 were given away for free at the launch, this included ISS Australia representatives from Victoria, South Australia, Queensland and Western Australia returning to their states with a box of books to give to clients or stakeholders. More boxes of books were provided to the ICAV representatives and PARC to also freely distribute.

An e-Book version of The Colour of Time will be available online soon through i-Tunes and Kindle. ISS Australia has arranged for another 1000 books to be printed and they will also be distributed for free.

A mini-launch of the book has occurred in Melbourne, organised by ICAV and also attended by ISS Australia. Other ICAV led mini-launches will occur in Adelaide on 11 Aug, in Brisbane at International Adoption Day Event on 30 July and in Perth (date to be confirmed).

ISS Australia has organised a debriefing meeting with our partners s47F (ICAV) and PARC on 3 Aug, and will also initiate a survey for the participants in order to obtain their feedback about the process.

Lastly ISS Australia thanks DSS for the opportunity to produce this book.

Complementary Services with ICAFSS

ISS Australia's Intercountry Adoption Services team, which consists of members of ICATRS and ISS Australia's Intercountry Adoption Family Support Service (ICAFSS) workers is now well established and functioning. The ISS Australia ICA team meets fortnightly via Skype to discuss casework issues, learning articles specific to ICA and team administrative issues. These meetings have enabled the staff from both ICATRS and ICAFSS to forge strong working relationships and collaboration across the two services.

ISS Australia organised specific ICA training in Sydney on 14-15 February 2017, this enabled both the ICATRS and ICAFSS workers to come together to learn and connect. The training included sessions on trauma and attachment for intercountry adoptees, historical context of Australia's ICA and youth mental health first aid. For some of the ICATRS workers it was their first opportunity to physically meet their ICAFSS colleagues.

Both the ICATRS and ICAFSS teams also had the opportunity to meet together in Sydney one day prior to The Colour of Time launch on 22 June to discuss service delivery, casework intervention tools and collaboration. For instance ^{s47F} – ICATRS South Korean tracing specialist presented to the ICAFSS team the specific process and forms required for searching in South Korea.

As an increasing number of clients receive support from both components of ISS Australia's ICA Service, it is important that these workers form close and collaborative working relationships in order to effectively assist their clients and create referral pathways. ICATRS clients are also being referred to the LifeWorks counselling component of ICAFSS. This is due to there being many instances where the ICATRS worker engages with the family or adult intercountry adoptee initially because they require tracing and reunion services, but after the ICATRS worker counsels and prepares the family for the tracing it becomes evident that the family require additional therapeutic and local supports. This is where ICAFSS can provide the more holistic and practical support, advice, education and referrals. ICATRS will gather data on the number of referrals to ICAFSS (LifeWorks or ISS Australia) in the 2017-18 FY.

Conclusion:

ISS Australia is very appreciative of the 2016 - 2017 funding and the opportunity to provide intercountry adoption tracing and reunification services. The data from our inaugural year clearly evidences that tracing and reunification services are a significant need for intercountry adoptees and their families. ISS Australia also appreciates the continued funding for 2017 - 2018 from DSS and we are committed and equipped to continue supporting intercountry adoptees on their post adoption journey.

Attachments:

- YTD ICA Tracing case statistics
- YTD ICA Tracing enquiry statistics

Prepared by:

^{s47F} *Manager, Intercountry Adoption Service*
19/7/17



Australian Government
Department of Social Services

Financial Declaration

This form may be lodged by email or mailed to your Grant Agreement Manager listed as DSS's contact officer for notices in your Grant Agreement. If lodging by email please send a scanned copy of the signed form.

Please complete the following form with details of the schedule ID, name of the activity, financial year funding amount (GST Exclusive) and indicate any amount which has not been spent on the activity in accordance with the grant agreement.

Social and Community Services (SACS funding)

Additionally please indicate if your organisation receives SACS funding. Please also indicate if your organisation has not spent the full amount of the SACS funding below. Please note a separate SACS declaration is not required if this form is completed.

Organisation Name:

International Social Service Australia

Financial Year: 2016-17

Schedule ID (as noted on Grant Agreement)	Activity ID (if known)	Activity Name	Funds carried over from previous financial year (Please enter GST Exclusive \$ amount or nil)	Funding Amount Please enter the amount of funding (excluding GST and SACS) received in this financial year	Amount of Unspent and Uncommitted Funding from this financial year (Please enter GST Exclusive \$ amount or nil)	SACS funding received (Please enter GST Exclusive \$ amount or nil)	Unspent SACS funding (Please enter GST Exclusive \$ amount or nil)
4-51C81XJ	4-51C8IXO	FARS Intercountry Adoption Australia		\$300,000.00	\$300,000.00	nil	nil
4-51C81XJ	4-51C8J9P	FARS Intercountry Adoption Australia		\$135,000.00	\$135,000.00	nil	nil

If more rows are required for this declaration, please add additional rows.

Social and Community Services (SACS) funding

By indicating above that you have received SACS funding and by signing this declaration, you are confirming that your organisation:

- have a legal obligation to pay increased wages because of the implementation of Fair Work Australia's Equal Remuneration Order (ERO);
- used the total of the SACS funding to meet the costs associated with the implementation of the ERO; and
- has declared all unspent funds.

This declaration must be certified on behalf of the grant recipient by one of the following: the organisation's board; the chief executive officer; or an officer with authority to do so.

In completing this declaration I acknowledge that giving false or misleading information to the Department is a serious offence under section 137.1 of the *Criminal Code Act 1995* (Cth).

I certify that the 2016-17 grant funding amounts shown in this declaration have been spent on the activities in accordance with the grant agreement. Any funding which is unspent and uncommitted is stated above.

Name of person making the Declaration	s47F	
Signature of person making the Declaration		
Position in organisation	Executive Director	
Date of Declaration	31/10//2017	
Witnessed by	s47F	
Signature of Witness		