

# Support Services

Find & Connect is for people who spent time in an orphanage or children's home in Australia between 1920 and 1990. Our support services can help you find family, access records, or with any issues that stem from being in care as a child. We are independent of any past providers, and do not hold any records ourselves. We are not affiliated with any record-holders or other organisations related to historical child welfare.

We can help you:

- access personalised support and counselling
- obtain personal records where possible, trace your history and help you understand why you were placed into care
- connect with other services and support networks that may assist you
- reconnect with family, where possible

**1800 16 11 09** (freecall) directs you to the Find & Connect Support Service in your state or territory Monday – Friday, 9am – 5pm, or you can email us below.

**If you need urgent help, Lifeline operates a 24-hour telephone counselling service. 13 11 14 (freecall).**

## Find & Connect Support Services in Your State or Territory

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)
- [National Services](#)

## Further Services

There are specialised support organisations, who provide support outside of the Find & Connect program, that may also be helpful to you.

[Click here for further support services](#)

## Find & Connect Support Service ACT

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

The support service will help you to:

- access personalised support and counselling
- where possible, obtain your personal records, trace your history and understand why you were placed into care
- connect with other services and support networks that may assist you at this time in your life
- reconnect with family, where possible

Address: 15 Napier Close, Deakin, ACT 2600

Website: <https://racr.org.au/services/find-connect/>

Telephone: 02 6122 7100

## Find & Connect Support Service NSW – Wattle Place

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

Wattle Place is a service to support those people who grew up in orphanages, children's Homes, institutions and foster homes in NSW from the 1920s to the 1990s, no matter where they live.

It provides

- Counselling
- Information and referrals to health, legal and family support services
- A drop-in centre
- Lifeskills workshops
- Social activities and events
- Newsletters
- Support for family reunions
- Access to records
- Help for education and training

Address: 67 High Street, Harris Park, NSW 2150

Email: [wattleplace@ransw.org.au](mailto:wattleplace@ransw.org.au)

Website: <https://wattleplace.org.au/>

Telephone: 1800 663 844

## Find & Connect Support Service NT – Relationships Australia NT

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

The support service will help you to:

- access personalised support and counselling
- where possible, obtain your personal records, trace your history and understand why you were placed into care
- connect with other services and support networks that may assist you at this time in your life
- reconnect with family, where possible

Website: <https://nt.relationships.org.au/services/find-and-connect-support-services/>

**Darwin office:**

Address: 5 Shepherd Street, Darwin, 0800

Email: [rantreception@ra-nt.org.au](mailto:rantreception@ra-nt.org.au)

Telephone: 08 8923 4999

**Alice Springs office:**

Address: 4/11 Railway Terrace, Alice Springs, 0870

Email: [receptionas@ra-nt.org.au](mailto:receptionas@ra-nt.org.au)

Telephone: 08 8950 4100

## Find & Connect Support Service Qld – Lotus Place

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

Lotus Place is the Support Service for Forgotten Australians and Former Child Migrants in Queensland. Lotus Place will help you to:

- access personalised support and counselling
- where possible, obtain your personal records, trace your history and understand why you were placed into care
- connect with other services and support networks that may assist you at this time in your life
- reconnect with family, where possible

Address: 46 Cleveland Street, Stones Corner, QLD 4101

Website: [www.lotusplace.org.au](http://www.lotusplace.org.au)

Email: [lotus@micahprojects.org.au](mailto:lotus@micahprojects.org.au)

Telephone: 07 3347 8500

## Find & Connect Support Service SA – Elm Place

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

Elm Place offers services that respond to people whose lives have been affected by being in out-of-home care when they were children and works alongside the Find & Connect Support Service. Find & Connect offers support to Forgotten Australians and Former Child Migrants who were in care in South Australia prior to 1989, including foster care, orphanage care, and other State or church based institutions. Elm Place recognises that people have different experiences of their time in care and the service is respectful of people's varying needs and issues.

Elm Place provides assistance with:

- Accessing your records
- Find & Connect Support Services
- Searching for and possibly reconnecting with family

- Access and information to other relevant community services and programs such as health services, employment services and education support
- Housing and financial management
- Counselling and therapeutic services
- Life skills
- Parenting skills development
- Identity and relationships
- A friendly, welcoming place to drop in for support.

Elm Place has a drop in area, a safe place clients can use, to relax, meet other people, have access to a computer or just read the paper. The drop in area is open from Monday to Friday 10am – 4pm

Telephone: 08 8419 2042

Address: 151 South Terrace, Adelaide SA 5000

Website: <https://elmplace.org.au/>

## Find & Connect Support Service Tasmania

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

The Find & Connect Support Service in Tasmania helps Forgotten Australians and Former Child Migrants to trace their history and understand the reason they were placed into care, reconnect with family where possible and to access counselling and other supports.

Email: [enquiries@reltas.com.au](mailto:enquiries@reltas.com.au)

Website: <http://www.tas.relationships.org.au/services/find-and-connect>

Telephone: 1300 364 277

### **Hobart**

Address: 20 Clare Street, New Town, TAS 7008

### **Launceston**

Address: 6 Paterson Street, Launceston, TAS 7250

Postal Address: PO Box 968, Launceston TAS 7250

## Find & Connect Support Service Vic – Open Place

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

Open Place is the support service for Forgotten Australians in Victoria. It provides personal support, help with records and family searches, counselling, social activities, reunions, support groups, and opportunities to learn new skills.

Address: Suite 1 / 8 Bromham Place, Richmond, VIC 3121

Email: [info@openplace.org.au](mailto:info@openplace.org.au)

Website: <http://www.openplace.org.au>

Telephone: 1800 779 379

# Find & Connect Support Service WA – Lanterns House

**1800 16 11 09** (freecall) – Monday – Friday 9am – 5pm

Lanterns House is specifically equipped to provide support and assistance to people who want to:

- obtain records of their time in 'care'
- trace their family
- access individual counselling and group support
- participate in social activities or simply drop in for a cuppa and a chat
- connect with other service and support organisations that may be able to help them at this time in their lives.

Address: 165 Great Eastern Highway, Belmont, WA 6104

Email: [lanterns@relationshipswa.org.au](mailto:lanterns@relationshipswa.org.au)

Website: <https://www.relationshipswa.org.au/en/services/find-and-connect>

Telephone: 08 6164 0240

## National Services

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### – Care Leavers Australasia Network (CLAN)

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The Care Leavers Australasia Network (CLAN) offers support to individuals who have been a State Ward, Home child or foster child in Australia, or whose parents or other family members have had this experience. CLAN can help you to obtain your ward file or get information about your Home and you may advertise at no cost in the newsletter to help locate lost family members, or people you remember from your Home and would like to contact.

Telephone: 1800 008 774

Email: [support@clan.org.au](mailto:support@clan.org.au)

Website: <http://www.clan.org.au/>

### – Child Migrants Trust (CMT)

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The Child Migrants Trust has offices in Melbourne and in Perth and provides a range of social work services to former British child migrants all over Australia, including counselling and support with family reunions. The Child Migrants Trust also provides help with information, advice and family research to former British child migrants and their families. The Child Migrants Trust is an international organisation with offices in Australia and the UK, and works with former child migrants living in Australia and other countries.

Telephone: 1800 04 05 09

Website: [www.childmigrantstrust.com](http://www.childmigrantstrust.com) (a contact form is provided on the website).

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You can view this page online by visiting <https://www.findandconnect.gov.au/support-services/>