

Melbourne City Mission (MCM)

Information for care leavers and record seekers

<https://www.mcm.org.au/>

MCM has a long history of service provision in Melbourne, dating back to the late 1850s. We provided numerous services and continue to do so to the current day. Melbourne City Mission was also known as the Community Welfare Foundation from 1970 to 1979.

This guide aims to assist people seeking client records who may have or may be directly or indirectly supported by one of our programs. Our records are mainly for people who were former wards, care leavers, Forgotten Australians and Stolen Generations (infants, children, young people and adults).

MCM acknowledges that historical processes, practices, community attitudes and legislative requirements of the child welfare system would now be considered offensive and discriminatory, and these types of practices have not been acceptable for many decades.

Accessing records and information

Our client records are held in a variety of settings, within MCM, Melbourne University Archive, Department of Families, Fairness and Housing (DFFHS), and Department of Justice -Adoption Information Service.

The main institutions that were involved in the child welfare systems were:

- **Hartnett House** (formerly Brunswick Maternity and Brunswick Toddlers Home) 1904-1973
- **Hartnett House** -1973-1982 provided residential care for children, registered kindergarten and a family care centre and day nursery.
- **Swinborn Lodge** 1957- 1986 (formerly **Elizabeth Fry Retreat** 1944-1957)

For some time now, MCM has been and continues to be a trauma informed organisation and through our Healing Orientated Practice and approach we endeavour to support those who wish to find records relating to themselves or family members, in a supportive and transparent way.

If you were a care leaver, state ward, a person affected by adoption, or a resident of one of our programs and wish to gain access to yours or a family members record, we have a group of trained staff who can call or email you to discuss your needs.

To speak to someone at MCM about accessing your records or general inquiry you can email quality@mcm.org.au.

You can request:

- a gendered specific staff member
- our First Nations consultant (External)
- translating or interpreting services
- specific accessibility support
- referral to an independent support service

If you do not wish to speak to anyone directly and would like to initiate a search for records, you can email privacy@mcm.org.au.

MCM Historical Records

Many care leavers seek information and records regarding their interactions and experiences with our services. Most client records are held by Department of Justice and Department of Families, Fairness and Housing (formerly Department of Human Services).

Finding Records

[Where to start | findingrecords.dhhs.vic.gov.au](http://findingrecords.dhhs.vic.gov.au)

Care Leavers Record Service

Department of Health and Human Services

GPO Box 4057

Melbourne VIC 3001

Telephone: (03) 9096 8449 or 1300 650 172

Email: clrs@dhhs.vic.gov.au

Adoptions Records

[Find information on a past adoption | vic.gov.au](http://vic.gov.au)

Adoption Information Services

Level 20, 570 Bourke Street

Melbourne Victoria 3000

Email: adoptionrecords@justice.vic.gov.au

Telephone: 1300 194 757

MCM Records and Melbourne University Archive (Baillieu Library Reading Room)

MCM works in partnership with the Melbourne University Archive who are the custodians of most of MCM historical records. To access records and information you first need to receive authorisation to access the archive from MCM.

To make a request to **MCM** via email please provide:

- Your name, including any former names,
- Your date of birth,
- Details of your or your engagement with MCM including timeframes, and
- Photographic Identification.

You can also have a third party make a request on your behalf; they can follow the same procedure with the additional requirement of a signed consent – giving the third-party express permission to access the records on your behalf. Please email privacy@mcm.org.au.

Support Services

General		
Find and Connect Support Services	History & information about Australian orphanages, Children's Homes & other institutions	Home Find and Connect Australian orphanages, children's Homes & other institutions 1800 16 11 09 Free call: Monday-Friday 9am-5pm
Adoption Services		
VANISH	Search and support for adults impacted by adoption and family separation	VANISH Free Call 1300 826 474 (1300VANISH) Email info@vanish.org.au
RELATIONSHIPS AUSTRALIA- OPEN PLACE	Support for Forgotten Australians Counselling Support with Record searches National Redress Scheme support	Open Place - Support Service for Forgotten Australians Free call 1800 779 379

Care Leavers		
CLAN (Care Leavers Australasia Network)	Support for people who grew up in orphanages, children's homes, missions and foster care Lifelong support for Care leavers in Australia and New Zealand	CLAN -Care Leavers Australasia Network Contact - 1800 008 774
National Redress Scheme	For people who have experienced institutional child sexual abuse	Homepage National Redress Scheme Free Call 1800 737 377
Drummond Street	Support survivors of institutional abuse and sexual abuse as well as friends, loved ones, carers and family members of survivors of institutional sexual abuse.	Redress support services at Drummond Street 03 9663 6733 Email enquiries@ds.org.au
First Nations/Aboriginal and Torres Strait Islander Services		
STOLEN GENERATIONS - Reparations Scheme	Supporting Stolen Generations, their families and communities through a holistic reparations package.	Stolen Generation Reparations Scheme (VIC Gov) Free call: 1800 566 071 Email stolen.generations@justice.vic.gov.au
Connecting Home	Connecting Home is committed to providing a broad range of wrap around services to survivors of the Stolen Generations and their families.	Home - Connecting Home Phone (03) 8679 0777 or email sgr@connectinghome.org.au
Link Up Victoria	Link-Up Victoria is part of a national network of Link-Up services and can work with you to liaise with Traditional owner groups, interstate services, and other record holders all over Australia to help you to trace, locate and contact family members.	Link-Up Victoria Home Phone (03) 7002 3700 or email linkup@vacca.org.au
Koorie Heritage Trust	Koorie Family History Service	Koorie Heritage Service - family-history-service

	<ul style="list-style-type: none"> • Create family trees for Victorian members of the Stolen Generations, Koories in custody and members of the Victorian Koorie Community • Access personal records on behalf of clients from government and non-government agencies 	<p>03 8662 6329</p> <p>Email familyhistory@korieheritagetrust.com)</p>
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For any feedback on this guide, please email quality@mcm.org.au