

Family Restoration Fund

Information Pack

The Family Restoration Fund has been set up by the Child Migrants Trust using a grant awarded by the UK Government for the purposes of reuniting former child migrants with their families.

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Although we cannot undo the events of the past, we can take action now to support people to regain their true identities and reunite with their families and loved ones, and to go some way to repair the damage that has been inflicted. I can announce today support for former child migrants that includes the establishment of a new £6 million family restoration fund.

Gordon Brown, UK Prime Minister (24 Feb 2010)

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It is right to judge a society on how it cares for its most vulnerable, especially our children, so should not our legacy to future generations be to do all that we can to make sure that the lessons from these appalling events are learnt and applied, so that such terrible mistakes can never happen again?

**David Cameron,
Leader of the Conservative Party (24 Feb 2010)**

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I join the Prime Minister in paying tribute to all involved in recognising the plight of those who suffered, including current and former Members of this House, but especially the Child Migrants Trust and the International Association of Former Child Migrants and their Families, which have done so much to try to heal the pain. I specifically welcome the Prime Minister's announcement that he will establish a family restoration fund-that is very welcome indeed.

**Nick Clegg, Leader of the Liberal Democrats
(24 Feb 2010)**

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I am glad to be able to launch the £6m Child Restoration Fund on behalf of the UK Government today, after so many years of struggle for recognition and acknowledgement by child migrants and their campaigners.

**Andrew Lansley,
Secretary of State for Health (26 Jul 2010)**

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This is a time of reconciliation between the British Government and former child migrants. The Family Restoration Fund will help to address the painful and cruel legacy of separation from our families. It is a positive initiative which is both needed and appreciated.

**International Association of former Child Migrants & their Families (IAFCM&F)
(26 Jul 2010)**

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The Child Migrants Trust welcomes this positive initiative which addresses the painful legacy of Child Migration for individuals and families. The Family Restoration Fund is a significant and practical step in bringing families together and healing the deep wounds of separation.

Margaret Humphreys, Director, Child Migrants Trust (26 Jul 2010)



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Introduction

Welcome to the Family Restoration Fund. The Fund was set up by the Child Migrants Trust with a grant awarded by the UK Government to support family reunions for former child migrants who were sent to Australia, New Zealand, Canada and Zimbabwe (formerly Rhodesia) as part of child migration schemes.

This Information Pack should provide you with all the necessary information to decide if you can apply to the Family Restoration Fund and what types of costs can be claimed.

About us

Family Restoration Fund

The Family Restoration Fund is a UK government funded programme to help reunite former child migrants with their families so that they can build relationships, be involved in significant family events or urgently visit relatives in times of crises such as serious illness or death. This funding is provided by the Department of Health as part of the UK Government's package of support to former child migrants and their families.

Department of Health, England



Department
of Health

The Department of Health is one of the UK Government's departments. It exists to improve the health and wellbeing of people in England. The Department of Health is the lead department for the Family Restoration Fund and has worked closely with the Child Migrants Trust and other agencies to develop and agree the scope and purpose of the programme. The Department of Health will be responsible for the performance of the Family Restoration Fund and will publish regular reports to demonstrate how the Fund has been used.

Child Migrants Trust, England and Australia

The [Child Migrants Trust](#) will administer the Family Restoration Fund using a grant from the UK Government. The Child Migrants Trust is a registered charity established in 1987 to provide a specialist professional social work, counselling, family research and advisory service for former child migrants and their families and to facilitate the reunion of former child migrants with members of their families. The Trust will work in partnership with other agencies representing former child migrants to encourage and support applications to the Family Restoration Fund. The Trust has offices in England and Australia.

Contact us

If you need advice about the Family Restoration Fund or need help to complete the application form, please contact the Child Migrants Trust.

If you live in Australia or New Zealand, your application will be managed by the Trust's Melbourne or Perth offices. Those living elsewhere should apply to the Trust's UK office in Nottingham.

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Website: www.childmigrantstrust.com

Family Restoration Fund

Aim of the Family Restoration Fund

The Fund aims to help reunite former child migrants with their families so that they can build relationships, be involved in significant family events or urgently visit family members in times of crises such as serious illness or death.

Within this Fund, it will be possible for family members to visit you, if health, age or other reasons make travel too difficult for you to manage.

The Family Restoration Fund cannot meet all costs for every former Child Migrant who applies, but we will try to cover the basic travel expenses and remove financial obstacles that would otherwise prevent you from meeting with your family.

The £6 million Family Restoration Fund was announced by the former UK Prime Minister, Gordon Brown, on 24 February 2010 as part of the apology to former child migrants. The Fund was launched on 26 July 2010.

Who can apply?

The Fund is open to any former child migrant sent from England, Scotland, Wales or Northern Ireland as part of child migration schemes, wherever you now live. To apply, you must have been sent when you were below school leaving age and sent before 1970 by a voluntary care agency (or local authority in some cases) without your parent/s to Australia, Canada, New Zealand or the former Rhodesia.

Applicants must be able to demonstrate a need to build or develop family relationships, a need to be involved in significant family events such as weddings or funerals or demonstrate an urgent travel need due to a family crisis such as serious illness or death.

Applications must be from the former child migrant or their appointed representative in cases of incapacitation. Applications cannot be accepted from family members, for example children or siblings, of former child migrants or from second generation family where the former child migrant has died.

Where you are too ill to travel and the application is to help family members travel to your location, the application must still be made by you and not by your family.

What can I apply for?

The Fund will cover the practical costs arising from travel to and from the United Kingdom, or where the family members now live, as well as multi-stop travel within countries. This includes fares, transfers, accommodation, passport & visa fees, travel insurance and medical insurance costs. Requests for funding of other items will be considered on a case by case basis.

We will confirm the maximum amount you can claim based on the costs you tell us.

Accommodation costs will be limited to no more than £1,000 in total in British Pounds sterling.

For all valid expenditure made in local currency, we will use the exchange rate at the date the decision on your application is made to set the limit in your local currency. For example, if your decision was made on 30 July 2010 the limit for accommodation would be 1,720 in Australian dollars, 2,118 in New Zealand dollars and 1,600 in Canadian dollars.

In the first two years of the Fund we will allow applications for a maximum of two trips. This is to make sure we help as many people as possible. A trip is defined as a visit to a single destination. A multi-stop visit to two countries would count as two trips. For the purpose of this Fund the UK is treated as a single destination.

If your costs are higher due to extra needs, for example you require support from a carer or need extra space on a flight or need to transport medical equipment, we will look at your request on a case by case basis.

In general, payment will not be made in advance but will be made once you have booked and paid for your travel. Payment for other items such as accommodation will be made when you submit the receipts. If this is likely to cause a problem please talk to us about alternatives.

If you are considered medically unfit to travel, the Fund can be used for up to two family members to travel to your location. We will ask you for medical evidence to show you cannot travel.

What the Fund will not cover?

The Fund will not be available for use for holidays or other recreational travel, for hardship relief or income support or to support non-travel expenses such as funeral costs, genealogy services, legal fees, medical costs etc.

Accommodation costs over £1,000 unless there are exceptional needs.

Cost of delays and cancellations that are covered by travel insurance.

The Fund is not open to the families of former child migrants. All applications must be from the former child migrant or their appointed representative if they are incapacitated.

The Fund is not open to people who migrated as part of voluntary youth migration schemes such as the Big Brother Movement.

The Fund is not open to people who migrated from other countries such as Malta.

Priorities in the first year

We expect high demand when the Fund is launched so we will prioritise applications in the first year to:

- Applications from former child migrants already known by the Child Migrants Trust, or one of the other support agencies, to be waiting for a reunion but have been prevented through lack of funding;
- Applications from former child migrants seeking their first family reunion. This means a first reunion ever and does not mean a first reunion funded through government schemes.
- Requests for urgent travel, for example following a family crisis such as serious illness or death, will be considered as priority applications even where the visit is not a first reunion. We will ask for evidence that your need to travel is urgent.

All other applications including those for follow up visits will be processed after the priority applications.

During the first two years of the Fund (July 2010 to June 2012) you can apply for a maximum of two trips. A trip is defined as a visit to a single destination. A multi-stop visit to two countries would count as two trips. For the purpose of this Fund the UK is treated as a single destination.

Priorities in the second and third year

In the second and third years of the Fund we will prioritise applications for urgent travel. All other applications will be processed in date order. If you have a planned date to travel then you should apply as soon as possible. If you leave it to the last minute, we may be unable to process it in time.

Urgent applications

If you have an urgent need to travel for a funeral, for example, or if one of your relatives is very ill we will try to speed up the application process so your visit is not delayed. Please call us if your case is urgent.

Filling in the application forms

Most applications will be made by completing two forms. The first form (called the Expression of Interest Form) is to express your interest in visiting your family and lets us check you can apply to the Fund. You do not need any details such as exact dates of the visit or cost of flights to make this first application. If you can apply to the Fund, we will then send you the second form (called Application Form: details of your visit) which lets you give us the details of your visit so we can assess the amount you can claim from the Fund. You will need costs of flights, accommodation, insurance and any other expenses to fill in this form. We have split up the forms so you have time to plan the visit once you know you can claim.

Application form: expression of interest

Your preferences

The form includes space where you can tell us if you are getting help and support from an agency. If you are already getting support, it would be helpful if we could talk to the agency about your application. This may mean we do not have to ask you so many questions. If you are happy for us to talk to your support agency, tell us on the form. If you do not want us to discuss it, please let us know.

Section 1: About you

This part of the form asks for information about you so we can check you are able to apply to the Fund. If you know the answers please include these on the form. If you do not know the answer to a question write 'not known'. If you find it difficult to fill in any of the details, please get in touch with the Child Migrants Trust or your support agency. We appreciate it may be difficult telling us some of the personal details and we do not want you to be put off applying to the Fund.

Forms are available from the Child Migrants Trust and help is available to complete them. If filling in a form may cause a problem, or if your claim is urgent, you will be able to make an application by phone or in person if you live near one of our offices. If you make a phone application, we will fill in the details on your behalf and send you the completed form to check and sign.

Section 2: Your family

This part of the form asks about who you plan to visit. If you have not already reconnected with your family it may help to contact the Child Migrants Trust or your support agency for advice first. If you have reunited with your family please include details of the family members you want to visit. If you need more space please add an extra sheet with the details.

If you are too ill to travel and you are asking for funding for your family to visit you, you should include details in this section of the one or two family members you want to visit you. We need to restrict numbers travelling on a visit so that we can help as many former child migrants as possible.

Section 3: Your planned family visit

This part of the form asks you to tell us the reason for the visit. This will help us assess the urgency of each application and to decide if it is a priority application for the first year of the Fund (see page 7).

If you know the date you plan to travel please include details here even if it just a month or the year. If you have not decided when you want to travel, please write 'not known'. This information will help us make sure we give you a decision in time for your visit.

Application form: details of your visit

Section 1: About you

Please include your name and address so we can link together your forms.

Section 2: Your family

You told us in the first form who you planned to visit. There is space here to tell us if anything has changed.

Section 3: Your planned family visit

You told us the reason for your visit in the first form. There is space to tell us if anything has changed. This section should be completed with the details of your trip, including travel arrangements and where you will be staying. If you are staying with family or friends there is space to tell us on the form. Please include as much detail as possible so we can make a fair assessment of your application and the amount you can claim back. Giving as much detail as possible helps us to understand the full cost of your visit.

You will need to tell us in this section the amounts you are asking the Fund to pay. We will use this to tell you the maximum you can claim back. We will use this information later to check against the claims you make. We may not be able to pay any higher amounts if this means your total claim goes over your agreed limit. You will need to get agreement from the Child Migrants Trust if you want to make changes to the visit or if the amounts you want to claim are more than the amounts already agreed.

Section 4: Special care needs

This section is about any special care needs you (or your family if they are travelling to visit you) may have. This may be, for example, health needs which impact on your travel arrangements and you need to travel with more space in business class or need to transport medical equipment with you. Or you need a carer to accompany you on the visit.

Or it could be both. We will assess each application for funding for special care needs on a case by case basis.

Please give us as much information as possible. We appreciate this is sensitive information and, if you would prefer, you could discuss this part of the form with the Child Migrants Trust or your support agency.

Travel costs are limited to economy class unless there are medical reasons to travel business class. If business class travel is agreed and you are claiming for a carer to accompany you on the visit, you should be aware that travel costs for a carer are limited to economy class unless there are medical reasons for the carer to sit with you in business class.

We will need to see medical evidence to back up this part of the application and may need to seek independent medical advice. The form asks you to consent to us getting independent advice if necessary.

You must also check with your airline and insurance company to see if they have any rules about special equipment or carrying medication / drugs that may affect your travel arrangements or the cost of your travel.

Insurance

Getting travel and medical insurance that meets your needs is important for your visit. We will pay the cost of comprehensive travel and medical insurance so please do not select the cheapest option just because of the cost. You need to choose the insurance policy that covers your circumstances and is right for you. As well as the usual insurance for delays and cancellations to your visit some things to consider include:

- Does the policy cover you if you have an existing health condition?
- Does the policy cover people of your age? Some policies have different conditions for over 70s for example.
- If you became ill on the visit would the policy cover the cost of bringing you home, including the cost of an air ambulance if necessary?
- If you had an accident and unfortunately died on the visit, would the policy cover the cost of bringing your body home?

The rules of the Fund I need to know

If your application is successful, we will ask you to sign an acceptance form to confirm you understand the terms and conditions of the offer and the rules about how you can use the money. This is important as if you use the money for other things we can claim it back from you. The agreement we will ask you to sign is shown below. If you are unclear about what we are asking you to agree to please contact us.

"I confirm that I am a former child migrant who was sent from Great Britain and Northern Ireland as part of a child migration scheme before 1970 to the country mentioned in section 1. I confirm that I did not migrate as part of any voluntary youth migration scheme.

I confirm that the information provided on my application forms is correct and complete to the best of my knowledge and belief.

I understand that in applying to the Family Restoration Fund that the Child Migrant Trust can in its discretion determine whether or not I satisfy the criteria for a grant.

I understand that I may be interviewed by the Child Migrants Trust as part of the application process.

I understand that the Child Migrants Trust may contact bodies or agencies listed in this form about my application unless I have refused consent to this. If the Trust needs to contact other bodies or agencies, my prior consent will be sought. Refusal of consent may result in my application being denied.

I understand that if my application is successful, I will be awarded a fixed amount from the Family Restoration Fund.

I confirm that if I am awarded money from the Family Restoration Fund, I will use it only for the purpose of the visit mentioned in Section 3 and within the limits agreed by the Child Migrants Trust for expenses.

I understand that if I want to make any changes to the trip or wish to exceed the limits agreed by the Child Migrants Trust for expenses on individual items, I must first obtain agreement from the Child Migrants Trust otherwise I will have to refund the money/excess to the Child Migrants Trust.

I understand that use of the funds for purposes other than those agreed by the Child Migrants Trust will mean that I have to refund the money to the Child Migrants Trust.

I understand that I will need to pay back the Child Migrants Trust any monies that remain un-used at the end of the visit or any monies paid to me in error or on the basis of incorrect or incomplete information provided to the Child Migrants Trust.

If the trip is cancelled or curtailed I will claim for any irrecoverable travel costs on my travel insurance to the extent these are covered and repay these to the Child Migrants Trust. I will recover any recoverable travel costs and repay these to the Child Migrants Trust. If I am applying for family to visit me or if I have a travel companion, I will do my best to make sure my family/travel companion do the same as regards their travel costs.

I agree to take out adequate travel and medical insurance cover for the visit in accordance with the minimum requirements of the Child Migrants Trust and understand that the cost of such insurance can be claimed as part of my maximum allowance.

I further acknowledge that where a grant is paid to me from the Family Restoration Fund that:

- 1.1 I remain responsible for obtaining comprehensive travel insurance and understand that such insurance is important and that it is recommended by the Child Migrant Trust;**
- 1.2 travel insurance and other insurances may not cover all risks which might eventuate or costs that might be incurred in relation to my travel;**
- 1.3 the Family Restoration Fund and Child Migrant Trust are not obliged to pay any money supplementary to the grant to cover costs which are incurred by me, or in relation to me, and which are not covered by insurance (including costs incurred because I have opted not to obtain insurance);**
- 1.4 that the Child Migrant Trust has no liability in relation to any claims, actions, liabilities, losses or damage which are in any way connected with my travel and I indemnify and will keep indemnified the Child Migrant Trust against any such claims, actions, liabilities, losses and damages;**
- 1.5 the above terms will be binding upon me, my successors and assigns including my legal personal representatives or other administrators of my Estate.**

The decision on my application

We will look at your application against the application criteria set for the Fund. We will write to you to let you know the result and the maximum you can claim based on the costs you gave us. We need to set a limit for claims as the Fund is limited and we want to try and help as many former child migrants as possible.

If your application is successful, we will ask you to sign an acceptance form to confirm you understand the terms and conditions of the offer and the rules about how you can use the money. We will also send you a form to tell us your bank account details and a claim form.

Once you have the decision you can book your travel and other arrangements. Remember to keep your receipts as you will need these to claim.

How to claim

With your decision letter we will ask for your bank account details and a copy of your latest bank statement to confirm the details. We will pay all claims directly into your bank account. If you do not have a bank account, please let us know so we discuss alternatives.

When you have booked and paid for the visit you should fill in a claim form and send it with the receipts to the address on the claim form. Please keep a copy of the claim and the receipts in case anything is lost in the post. We will give you a few claim forms – you do not have to wait until you have spent all the money to ask for it back. The form is important so we can match the receipt to your application. We will be dealing with a lot of claims and do not want your payment delayed because we do not know who the receipt belongs to.

As your flight is likely to be the biggest part of the claim we will consider paying for this in advance. We would need to see evidence that the flight was booked and the amount owed before payment can be made.

Feedback, complaints and appeals

This is a new Fund and we welcome your feedback about the Fund, the way we have handled your application and the help and support we have given you throughout the process. We will use your comments to review and improve processes in the future. If you want to give us feedback, please send it to the nearest Business Manager.

FRF Business Manager
Child Migrants Trust
28a Musters Road
West Bridgford
Nottingham
NG2 7PL
U.K.

FRF Business Manager
Child Migrants Trust
169 Riversdale Road
Hawthorn
Melbourne
Victoria 3122
Australia

If you are not happy with the decision or the way we have handled your application, you may want to make a complaint or appeal. Any complaints or appeals will be considered in the following way:

Local resolution

The Business Manager will review your application and any associated paperwork to check that the decision made was fair and within the criteria set for the Fund. They will write to you within 10 working days with their decision and explain the reasons for the decision. If you are not happy with the response you can take the complaint to the next stage.

Formal review

The handling of this stage will depend on the reason for your complaint:

- If you are unhappy with the way the criteria have been applied in your case, but not about the criteria themselves, the Assistant Director (Services) will review your application and the information provided in your complaint. It would help if you are as specific as possible in setting out your concerns. The Assistant Director (Services) will write to you within 10 working days with their decision and explain the reasons for the decision.
- If you are unhappy with the criteria set for the Fund we will ask the Department of Health in England, on behalf of the UK Government, to review your complaint. This is because, as part of the grant agreement to set up the Family Restoration Fund, we have agreed the criteria for the Fund with the UK Government. The criteria for applications was set to ensure that the Fund focused on the needs of former child migrants and also to make best use of limited funds so we can help as many former child migrants as possible reunite with their families. Your complaint will be looked at and the criteria you are unhappy with will be reviewed. If we decide to keep the criteria unchanged, you will be informed of the reason why. If we decide to change the criteria, we will let you know and your application will be reinstated.

We expect most complaints would be resolved through the informal process with a few going to the formal stage. If you are still not happy with the result and you think your application has not been assessed in line with the application criteria, we will set up a third stage to provide a final decision.

Independent review

We will set up a panel with at least one independent member to review your application. The decision of the independent review panel will be final. All correspondence for complaints and appeals should be sent to the address shown on page 12 [above](#).

Frequently asked questions

Q Is there a closing date for applications?

A *The fund is intended to operate for a number of years but the precise length of time it is open will depend on demand from former child migrants. If you are in the priority applications set for the first year, it is in your best interests to apply as early as possible. We have split the application process into two stages so you can apply even if you don't know the exact details of your visit.*

Q Can I apply for funding for a trip that I have booked but not yet taken?

A *Yes, subject to the application criteria being met.*

Q Can I apply for funding for a trip that I have already taken?

A *No, the fund does not cover retrospective payments.*

Q Can I travel to more than one destination on my visit?

A *The Fund can be used for travel to more than one destination within a country to visit family members if they live in different locations in that country. However, the UK (England, Scotland, Wales and Northern Ireland) is considered to be 'one country'.*

Q Can I travel to more than one country on my visit?

A *In the first two years of the Fund a former child migrant can apply for a maximum of two trips. One trip is a visit to a single destination or a multi-stop visit within a country. For these purposes, the UK (England, Scotland, Wales and Northern Ireland) is considered to be 'one country'. If you apply to visit two separate countries you need to be aware that this will count as two trips and you will be unable to apply again until July 2012.*

Q What class of travel can I use?

A *Travel costs are limited to economy class unless there are medical reasons to travel business class. If business class travel is agreed and you are claiming for a carer to accompany you on the visit, you should be aware that travel costs for a carer are limited to economy class unless there are medical reasons for the carer to sit with you in business class.*

Q Is there a limit on accommodation costs?

A *Accommodation costs will be covered up to a maximum of £1000. Any costs over this must be at your own expense.*

Q What if I have people travelling with me?

A *If your family or friends are accompanying you, they will need to pay for their own expenses. If you have extra needs and have a regular carer, you can apply for help from the Fund to pay your carer's expenses to accompany you. We would need medical evidence to show this was a necessary expense.*

Q What travel insurance should I buy?

A *You should arrange comprehensive travel and medical insurance. Remember that a cheaper travel policy may not cover everything so it is important that you buy insurance that meets your needs. Travel insurance should cover delays and cancellations as well as illness and death. There is information on reciprocal medical agreements at the end of this Information Pack. You should read this carefully and make sure you have the necessary medical insurance to cover your needs. The cost of your insurance is covered by the Fund.*

Q I have found tickets/accommodation cheaper on a travel website (eg Expedia) but they require immediate payment to secure the price. I cannot afford to pay in advance or I don't have a credit card to pay online – what should I do?

A *Once you have received the decision on your application and are ready to book you should contact the Child Migrants Trust who will advise you on how to proceed.*

Q I can't afford to pay a deposit for my travel in advance – what should I do?

A *Once you have received the decision on your application and are ready to book you should contact the Child Migrants Trust who will advise you on how to proceed.*

Q What happens if I overspend whilst travelling?

A *The funding you receive will not be increased. Travel insurance claims will need to be made to cover any additional expenses or they will need to be met by you.*

Q What happens if I under spend whilst travelling or change my mind about undertaking the trip?

A *Payments will usually be made when you submit receipts so under spends should be minimised. If we have made payment in advance and you spend less than expected, any unspent money will need to be paid back to the Child Migrants Trust.*

Q What happens if my visit is delayed or cancelled?

A *You should take out comprehensive travel insurance that covers unexpected delays or cancellations as well as illness or death. We can give you advice on the things to look for in a policy. We will not pay for expenses that are covered by your insurance. If the delay or cancellation is due to personal or family reasons, please get in touch with us – we may be able to help.*

If we have paid you in advance and the trip is to be cancelled or cut short and this is covered by travel insurance, you will be expected to claim for any irrecoverable travel costs which have been paid or which are contracted to be paid, and repay these to the Child Migrants Trust.

Q Why can't relatives of deceased former child migrants apply to the fund?

A *The Fund is intended to allow living former child migrants to be reunited with their families. As funding is limited, to fund travel for the benefit of non child migrants will take away an opportunity for a living former child migrant to be reunited with their family.*

Help and support during my visit

The Child Migrants Trust in England will be able to help and support you on your visit to the UK. If you are travelling to another country we will talk to you about how we can help.

In the UK we may be able to help practically by meeting you at the airport or helping you to your accommodation. We have our social work team available if you need professional support. We will talk to you about what we can do to help when your visit is confirmed but you can contact us at our Nottingham office once you are in the UK if there are any changes.

Child Migrants Trust
28a Musters Road
West Bridgford
Nottingham
NG2 7PL
England

From UK	(0115) 982 2811
International	+44 115 982 2811

You will have arranged travel and medical insurance as part of the visit. For information about the UK health system and how people who do not live in the UK can access health services if needed please click [here](#). If you are unclear about what this means in practical terms please contact us.