

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.

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 include the establishment of a new £6 million Family Restoration Fund.

**Gordon Brown, UK Prime Minister
(24 Feb 2010)**

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)**

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)**

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)

I am glad to be able to launch the £6m Family 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)**

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 unaccompanied by a parent from the UK to Australia, New Zealand, Canada and Zimbabwe (formerly Rhodesia) as part of child migration schemes. The Family Restoration Fund does not apply to those who migrated as part of any voluntary family, single parent or youth migration scheme.

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 of origin 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 is responsible for the performance of the Fund. It has worked closely with the Child Migrants Trust and other agencies to develop and agree the scope and purpose of the programme.

Child Migrants Trust, England and Australia

The [Child Migrants Trust](#) administers 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, family research and advisory service for former child migrants and their families and to facilitate the reunion of former child migrants with their families. The Trust works 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.

AUSTRALIA / NEW ZEALAND	WESTERN AUSTRALIA	CANADA / ZIMBABWE / OTHERS
Family Restoration Fund Child Migrants Trust Inc 169 Riversdale Road Hawthorn Melbourne Victoria 3122 Australia	Family Restoration Fund Child Migrants Trust Inc 8 Sunbury Road Victoria Park Perth Western Australia 6100 Australia	Family Restoration Fund Child Migrants Trust 124 Musters Road West Bridgford Nottingham NG2 7PW England
 From Australia (03) 9815 2022 Free phone: 1800 04 05 09	 From Australia (08) 9472 7582 Free phone: 1800 04 05 09	 From UK (0115) 982 2811
 International +613 9815 2022	 International +618 9472 7582	 International +44 115 982 2811
Email: frf@cmtrust.org	Email: frf@cmtrust.org	Email: cmtfrf@aol.com

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 of origin 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 is 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 the 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, 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. The Family Restoration Fund does not apply to those who migrated as part of any voluntary family, single parent or youth migration scheme.

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. In the event of the death of a former child migrant who has no family members in the country in which he or she died, the Family Restoration Fund can enable a member of the deceased's family to travel to attend the funeral. If this is your situation, please contact the fund directly.

If 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 cost of a two week trip including: Return economy flights, accommodation in a 3.5 star hotel or equivalent standard of B&B or guesthouse, travel and medical insurance, cost of travel to and from the airport in both countries where required, and transport costs associated with visiting your family, for example, 14 days car hire or rail travel. Travel will be booked through our preferred travel company. The travel company will advise you how to make all of your travel arrangements, including Travel Insurance and Visas. Payment will be made by the Child Migrants Trust direct to the Travel Agency on your behalf. Payment for other items which are unable to be booked through our preferred Travel Agency can be reimbursed if eligible on submitting a claim form and valid receipts.

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 for more than 14 days, or any accommodation taken in more than a 3.5 star hotel or equivalent B&B or Guesthouse, unless there are exceptional circumstances.
- 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. Visits to or from the adult children of former child migrants are not usually accepted as part of the aims of the Fund.
- 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.
- The Fund is not open to people who migrated as part of any voluntary family, single parent or youth migration scheme.

Priority of Applications

All applications will be dealt with strictly in date order. However, we will prioritise applications for urgent travel. 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 that your visit is not delayed. Please give us a call if your case is urgent.

If you have a planned date to travel then you should apply as soon as possible. Please do not leave it to the last minute as we may be unable to process it in time.

Filling in the application forms

You can apply for funding by completing an application form which asks for details of your visit so we can assess the amount you are eligible for from the Fund. Once received, we will need to verify your eligibility to apply for funding. We will then write to you confirming your eligibility and to approve your application. You would then be responsible for contacting our preferred Travel Agent to proceed with making your travel arrangements.

If you need any assistance with completing the form we will be pleased to help.

Application form

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.

Section 2: 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.

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 application 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 3: Your family

This part of the form asks about who you plan to visit. If you have not already met 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 do need to restrict numbers travelling on a visit so that we can help as many former child migrants as possible.

Section 4: Your planned family visit

This part of the form asks you to tell us the reason for the visit and if you have used the Family Restoration Fund previously. This will help us assess the urgency of each application. 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.

This section should be completed with the details of your trip, including where you will be travelling to and where you plan to stay. 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. Giving as much detail as possible helps us to understand what funds you will need. You will also need to provide contact details for the family members you intend to visit.

Section 5: 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 premium economy 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 premium economy class. If premium economy 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 premium economy class.

We will need to see medical evidence to clarify and confirm this part of the application and may need 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.

Section 6: Terms and Conditions

This section contains details of the Terms and Conditions of the Fund (detailed on page 10) and requires your signature to confirm the information that you have provided and that you accept the conditions.

Insurance

Getting travel and medical insurance that meets your needs is essential 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 decision on your application

We will consider your application against the application criteria set for the Fund. We will write to you to let you know the result and if you are approved, what the fund will cover. We need to set a limit for costs as the Fund is limited and we want to try and help as many former child migrants as possible. This means that normally we will look to cover 14 days of travel and accommodation.

If your application is successful, we will write to you explaining what funding you are eligible for and what to do next, including how to book your travel. We will also send you a form to tell us your bank account details and a claim form.

If we write to inform you that you have been approved for travel you will need to book your travel arrangements using our preferred travel agency. Details of how to contact this travel agency will be on your letter of approval. You may also be eligible to claim additional costs if the travel agent is unable to book everything upfront for you before you travel. We will provide you with a claim form so you can attach receipts. We can then arrange to reimburse you if eligible.

How to book travel

When you receive your letter of approval we will ask you to call our preferred travel agency to make your travel arrangements. The travel agency will be able to book and confirm your travel over the phone. The Child Migrants Trust will pay the travel agent directly on your behalf. We will also send you a claim and bank details form should we need to reimburse you for any additional costs which can't be booked by the travel agent. We will pay all claims directly into your bank account. If you do not have a bank account, please let us know so we can discuss alternatives. Please keep a copy of any receipts you post to us in case anything is lost in the post. As we deal with a lot of claims, please enclose any receipts with your claim form. We do not want your payment delayed because we do not know who the receipt belongs to.

The rules of the Fund I need to know

The application form includes a section where we ask you to sign an acknowledgement to confirm that you understand the terms and conditions of the fund. If you are unclear about what we are asking you to agree to please contact us. A copy of the terms and conditions is shown below.

TERMS & CONDITIONS

"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 travelled without a parent and did not migrate as part of any voluntary family, single parent or 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 to the Family Restoration Fund is successful, that I am eligible to undertake travel within the amounts set out in my letter of approval which normally covers a 2 week visit to see family. 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 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 does 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 essential 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.

Feedback, complaints and appeals

We welcome your feedback on 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
124 Musters Road
West Bridgford
Nottingham, U.K.
NG2 7PW

FRF Business Manager
Child Migrants Trust
169 Riversdale Road
Hawthorn
Melbourne VIC 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

If you are unhappy with the way the decision applied in your case an Assistant Director 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 will write to you within 10 working days with their decision and explain the reasons for the decision.

We expect most complaints would be resolved through the informal process with a few going to the formal review 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 an independent review process to review your application. The decision of the independent review will be final. All correspondence for complaints and appeals should be sent to the address shown 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 and available funding. It is in your best interests to apply as early as possible.*

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

A *The fund can consider retrospective payments where your trip was made after the Apology by the UK Government on 24th February 2010. Please contact your nearest office to discuss.*

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. The Family Restoration Fund normally approves a 14 day visit.*

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

A *Yes. If you have family you were separated from as a result of Child migration who live in more than one country, you may be able to apply for a multi-stop trip. If you apply to visit two separate countries you need to be aware that this will count as two trips. One trip is a visit to a single country. The UK (England, Scotland, Wales and Northern Ireland) and Ireland are considered to be 'one country'.*

Q What class of travel can I use?

A *Travel costs are limited to economy class unless there are medical reasons to travel premium economy class. If premium economy 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 premium economy class.*

Q Is there a limit on accommodation costs?

A *Accommodation costs will be covered up to a maximum of 14 days in a 3.5 star hotel or equivalent B&B or guesthouse. You are welcome to stay for longer; however 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 medical needs which necessitate travelling with a carer, you can apply for help from the Fund to pay your carer's expenses to accompany you. We would need medical evidence to back up your requirement to travel with a carer.*

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 and should be booked at the same time as your other travel arrangements using our preferred travel agent*

Q I have found tickets/accommodation cheaper on a travel website (eg Expedia) but they require immediate payment to secure the price.

A *Once you have received the decision on your application and are ready to book your travel, you should contact the travel company as advised in the letter we have sent you. We have secured discounted travel rates with travel companies in the UK and in Australia, and it is a requirement that you make all of your travel arrangements using them. Please do not book anything independently. Our preferred travel agents have access to thousands of fares and understand your needs which will make booking your travel stress-free. It also means that the Child Migrants Trust will pay the travel company directly in advance of your trip, meaning you will not need to part with any of your own money.*

Q What happens if I overspend whilst travelling?

A *The funding you are approved for 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 *All travel arrangements will be made by our preferred travel company who will be aware of what you have been approved for. Payments will be made by the Child Migrants Trust directly to our preferred travel company so under spends should be minimised. If we have made any payment to you in advance (which is unlikely) 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. Our preferred travel company 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 the travel company who made your booking - they may be able to help.

If your 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 Can relatives of deceased former child migrants apply to the fund?

A *Yes. However, only in the event of the death of a former child migrant who has no family members in the country in which he or she died. In this case, the Family Restoration Fund can enable a member of the deceased's family to travel to attend the funeral. If this is your situation, please contact the fund directly.*

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
124 Musters Road
West Bridgford
Nottingham
NG2 7PW
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.