

# ANNUAL REPORT



2019-20



**Supporting Children • Connecting Families • Across the World**





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## Child Safety Statement

ISS Australia is absolutely committed to the safety of children. We have in place policies to develop and foster an organisational culture of child safety and provide assurance regarding recognising and reporting any child abuse. All ISS Australia staff, volunteers, students and interns are required to have a working with children check. For further information on our more detailed child safety policy contact ISS Australia.

## Acknowledgement of Country

ISS Australia acknowledges the Traditional Owners and pay our respect to Elders past present and emerging of the land on which our NSW Office stands, the Gadigal People of the Eora Nation. We also wish to acknowledge the Traditional Owners and pay our respects to the Elders past, present and emerging of the land on which our Victoria Office stands; the Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Kulin Nation. We also offer this respect to the Traditional Owners of the land throughout Australia. ISS Australia acknowledges the importance that connection to land and culture has to identity and the wellbeing of children, families and communities.



# ABOUT US

## WHO ARE WE?

ISS Australia is a leading agency in Australia providing social work and legal services to children and families separated by borders. We are a national not-for-profit service provider and registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC).



## WHAT WE DO?

ISS Australia provides intercountry social work, legal and mediation services supporting children and families separated by international borders. We do this with around 130 International Social Service network partners around the world. Human rights and the best interests of the child guide our work.

## WHY WE EXIST?

ISS Australia believes children and families should be connected wherever they are in the world. **We believe that everyone needs to belong and know who they are.**

## OUR SERVICES AND INTERNATIONAL FOCUS

- International parental child abduction legal and social work service
- international child welfare and kinship care
- international post adoption tracing and reunification
- international family mediation
- family tracing and reunification; and
- other services for children and families separated by international borders

*Helping children, young people and adults be safely connected to family anywhere in the world.*





# PRESIDENT'S REPORT

DR FIONA MCINTOSH

**I am pleased to report on another successful year at ISS Australia. Our dedicated team continues to provide excellent professional social work, legal and mediation services to children and families impacted by international borders.**

Highlights in 2019-20 have included ISS Australia being awarded an Alfred Felton bequest grant from Equity Trustees to strengthen our service offering in international family mediation. With Australia's increasingly diverse community and greater global travel (notwithstanding the current pandemic) the needs for professional international family mediation services can only grow and ISS Australia is now well prepared for that challenge.

In 2020 we also welcomed our new CEO, Peter van Vliet. Peter brings to ISS Australia a wealth of experience from the government and non-government sectors and has brought much energy and enthusiasm to the role. We look forward to Peter's contribution in the coming years. Peter has already made a significant impact in the short time he has been with us – thank you, Peter, and welcome!

2019-20 presented new challenges with the impact of the COVID-19 pandemic on the Australian and global community. It was pleasing that ISS Australia was able to continue to operate effectively during the pandemic with staff conducting the same level and standard of international casework effectively and safely from home.

I would like to thank the management and staff at ISS Australia who have responded magnificently to the unprecedented challenges of COVID-19. Together with Peter van Vliet, Damon Martin our Deputy CEO, Kay Hardefeldt our Social Work Manager, and Rebecca Chapman our Managing Lawyer, deserve praise for their strong leadership at this time.

It was pleasing to deliver a small surplus in 2019-20 demonstrating good financial governance at ISS Australia despite the impact of the COVID-19 pandemic. While 2020-21 will be even more challenging financially we remain committed to good financial management to give confidence to our various funding bodies.

I have continued to be supported by a dedicated volunteer board and in particular I thank our Vice

President, Freia Carlton, and our Treasurer, Richard Giles, for their strong contribution. We have further strengthened our governance this year with new board policies and procedures, including a formal self-evaluation and skills audit of the entire board. The skills audit and self-evaluation both showed our board was in very good shape to take on the key challenges ahead and also identified areas to strengthen. We are also now finalising our strategic plan for 2021-24. All of these processes give me confidence that our board is well placed to continue to lead the organisation into the future.

I have also been pleased with the contribution of our Marketing and Fundraising Board sub-committee which has done some great work on exploring and developing ISS Australia's purpose and mission, with a significant volunteer contribution from committee member, Rohan Lancaster.

Finally and importantly, I would like to thank our funding bodies and in particular the Commonwealth Attorney General's Department and the New South Wales Department of Communities and Justice. We thank you for your support of and partnership with ISS Australia and we will continue to deliver to you the best possible service. Thank you also to the various philanthropic trusts and individual benefactors who have supported ISS Australia at this time.

We look forward to continuing to serve the community and support children, young people and families impacted by international borders and we thank you for your support.



# CEO'S REPORT

PETER VAN VLIET

**It gives me great pleasure to report as CEO of ISS Australia following my appointment to the role at the beginning of the 2020 calendar year. It was a great honour to take on the position noting ISS Australia's long and proud history in Australia of providing services to children and families impacted by international borders.**

My immediate impression was that ISS Australia has a wonderfully professional staff who are absolutely committed to assisting their clients who sometimes face the most difficult and complex of circumstances. The organisation is also very well served by a dedicated board ably led by Dr Fiona McIntosh.

We have undertaken some significant work with the staff and board in my short-time here, including refreshing all of our policies and procedures to ensure we are providing the highest levels of performance, accountability and governance to our clients and funding bodies. We have also established a board policy subcommittee under the leadership of board member, Peter Arnaudo, which is strengthening ISS Australia's policy and advocacy role and deepening our engagement with our key stakeholders.

I would like to thank Damon Martin, our Deputy CEO, for acting in the role effectively before my commencement and for providing a strong handover. He also is to be thanked for successfully moving ISS Australia's Sydney based staff to their new premises in Pyrmont. Damon has also led the work around reinvigorating our marketing and fundraising effort to drive a broader base of income for the organisation. I also need to thank our other wonderful managers, Rebecca Chapman and Kay Hardefeldt, who everyday go above and beyond their line management responsibilities to support the organisation and our clients more broadly.

As CEO I need to particularly thank the wonderful general staff of ISS Australia, who are mostly social workers and lawyers and who make our organisation what it is. The International Parental Child Abduction team provide expert legal and social work services to families in these extremely challenging circumstances. Our NSW Government funded services team provide expert search, tracing and international child protection services.

It is so heartening to hear stories of families and individuals who have reunited following the work of our expert professionals.

***We have much to look forward to in the coming year with the finalisation of a new strategic plan, the launch our Ambassador's program and the celebration of our 60th birthday in March 2021.***

I must also acknowledge the great work of our global ISS member network, led ably by our General Secretariat in Geneva, Switzerland. The ISS network defines our organisation and mission and enables us to work so effectively across borders.

As always, a key focus going forward will be to seek out opportunities to build and strengthen our organisation despite the challenges of our time, in order to meet the critical needs of our clients. I look forward to the journey ahead.





*We believe that everyone needs to belong and know who they are.*



# OUR IMPACT

2019-20 ISS AUSTRALIA SERVICE DATA

SERVICE AREAS: TOTAL CASES





# INTERNATIONAL PARENTAL CHILD ABDUCTION SERVICES

**MANAGING LAWYER, REBECCA CHAPMAN**  
**MANAGER SOCIAL WORK, KAY HARDEFELDT**

## OUR IMPORTANT WORK

**Our International Parental Child Abduction (IPCA) services include the provision of legal and social work assistance.**

The IPCA services support the implementation of the 1980 Hague Convention in Australia whilst providing holistic support to people who are affected by international parental child abduction. Since the IPCA services began they have provided casework assistance to over 600 families.

## CASE NUMBERS ARE INCREASING

Both the social work and legal IPCA services have had an increase in case numbers over the last financial year, and that casework involved 38 different countries.

For the legal service, just over half (53%) of our return cases related to the United Kingdom, New Zealand and the USA combined. Of our advices, the three most common countries involved were, in order, New Zealand, India and the USA. In addition to case work in the 2019- 2020 financial year, the Legal Service provided 269 advices to clients, many of which required additional work beyond an initial legal advice appointment. Almost half of our advice files involved fathers and of those clients just over one third related to the removal or retention of children outside of Australia.

For the Social Work Service, cases related to more than 20 different countries with the two most common being India and New Zealand. Enquiries received involved over 30 different countries with 66% involving countries that are signatories to the 1980 Hague convention. Almost half of social work clients were fathers, and the remaining include mothers, professionals and other family members. We are continuously building the capacity of our service and this is reflected in an increase in case numbers this financial year.

## IMPROVED INFORMATION AND COMMUNICATION TECHNOLOGY

The IPCA services have introduced several key improvements over the last financial year including:

- an organisation-wide integrated Information Technology (IT) system which enables a national case recording system and databases

- an organisation-wide integrated telephone system which allows calls to be answered and transferred to staff who are working in the office or remotely
- the social workers have introduced video counselling sessions for clientele anywhere in Australia
- the social workers have introduced calendar booking links, enabling clients to book appointments with their caseworker in advance

## PRESENTING IN CONJUNCTION WITH JUSTICES OF THE FAMILY COURT OF AUSTRALIA

ISS Australia was invited to conduct a presentation to the Consular Corps in Melbourne. The presentation was conducted at the Family Court of Australia and in conjunction with the Chief Justice of the Family Court of Australia the Hon William Alstergren, The Hon Justice Jillian Williams and the Hon Justice Victoria Bennet AO.

Rebecca Chapman and Jenny Tam from the Legal Service and Damon Martin and Amelia McDermott from the Social Work Service attended, and presentations by Rebecca Chapman and Damon Martin were well received.

## CLIENT EXPERIENCES HIGH LEVELS OF SATISFACTION

Many of our clients contacted us to express their appreciation for our support during difficult times in their lives.

*"I really appreciate the support and understanding you and ISS have provided me over last so many months in extremely difficult situation"* – Social Work Service client.

*"Thanks so much for everything. You've made a real difference to my life through a very heavy time"* – Social Work Service client.

*"I could not recommend [my lawyers] conduct throughout the whole process more highly. She was simply fantastic, always responsive, professional and knowledgeable"* – Legal Service client.

We are privileged to be able to provide supportive and professional services to clients.

## INTERNATIONAL PARENTAL CHILD ABDUCTION AND COVID-19

In 2020, Rebecca Chapman and Ben Hughes, Managing Lawyer and Lawyer at ISS Australia, prepared a paper on COVID-19 and return applications under the 1980 Hague Convention.

They reported that ISS Australia's legal service is seeing an increasing number of parents overseas responding to return applications with arguments surrounding COVID-19. Parents have argued that the pandemic presents a grave risk of harm to their child/ children and can create an intolerable situation if the child is ordered to return to Australia, pursuant to Article 13(b) of the 1980 Hague Convention.

They analysed a March 2020, Family Division of the High Court case in the United Kingdom around whether ordering the return of a child from the United

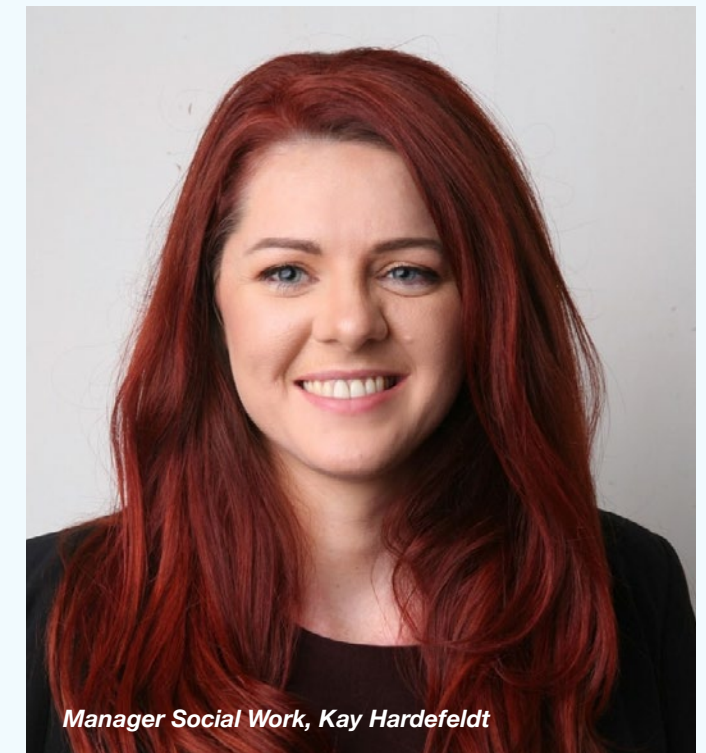
Kingdom to Spain posed a grave risk of physical harm to that child.

They noted that the court held that although international travel did increase the risk of physical harm to the child from contracting COVID-19, this did not amount to a 'grave risk' under the 1980 Hague Convention and that this was a promising outcome for left behind parents in Australia.

**ISS Australia gratefully acknowledges the funding and support of the Commonwealth Attorney General's Department for our IPCA service.**



Managing Lawyer, Rebecca Chapman



Manager Social Work, Kay Hardefeldt



# NSW SERVICES

**DAMON MARTIN**  
Deputy CEO / Manager, NSW Government Funded Services



## 01. INTERNATIONAL CHILD WELFARE AND KINSHIP CARE

ISS Australia's vision is to ensure the rights, safety and wellbeing of children are paramount and protected across international borders. ISS Australia assists Child Protection Authorities and NGO's with the international element of their child protection casework. We aim to uphold international child protection principles of best practice, including thorough background checks of prospective carers and exploration and facilitation of family connections, via assessment of extended family placement options overseas, ensuring children have a strong sense of identity and belonging.

ISS Australia promotes the exploration of family placement options overseas, to ensure children in care are afforded with the opportunity to be placed and raised by family members where this is in their best interests.

ISS Australia's objective is to operate from a model of best practice that complies with the 1996 Hague Convention. ISS has a long history of close cooperation

with the Hague Conference and is involved in the practical operation of the 1996 Hague Convention as an uncontested competent body.

## 02. INTERNATIONAL POST ADOPTION TRACING SERVICE (IPATS)

IPATS provides tracing and reunion support to NSW residents who have been affected by adoption, where one party is now overseas. Our goal is to locate and reunite family members and facilitate contact (when appropriate) in a supportive, respectful and empathetic manner.

Our annual IPATS case numbers peaked at 180 following the National Adoption Apology in 2013 by then Prime Minister, Julia Gillard. Our annual IPATS case numbers continue to be high, in 2019/20 we handled 83 cases. Our clients are predominantly adopted persons (81%) and remarkably in the previous financial year we found the sought relatives in 73% of our cases.



## 03. NSW SPECIAL SEARCH SERVICE

This is ISS Australia's newest government funded service, launched in October 2018. The NSW Special Search Service provides free and specialised search and reunion services to people who were separated by government intervention in NSW. This includes separation through adoption, being under the care of the Minister, foster care, or being placed in a children's home.

In 2019/20 we handled a total of 54 cases, 11 more than in our inaugural year. 70% of the cases were adoption related, with the remaining 30% care leaver related. While there has been a growth in the number of care leaver cases, they can be complex due the separation occurring many years ago and in some cases the records have been kept poorly, have been lost or have disappeared over the years. Despite these challenges, we did find the sought relative in 57% of our NSW Special Search Service cases.

ISS Australia gratefully acknowledges the funding and support of the Department of Communities and Justice, Government of New South Wales, for these services.



## COVID-19 UPDATE

**ISS Australia's services have continued to operate at full capacity over the course of the COVID-19 pandemic with our staff working safely from home.**

We have made significant improvements to our communication and Information Technology infrastructure over the last 12 months. In February 2020, a new national telephone system was introduced that enables staff to work from home. Further, virtual tools for web conferencing were introduced as well as an organisational wide IT system. Work from home policies and processes were also established to ensure staff safety and continuity of service.

These advancements have allowed us to continue providing the same high level of service to our clients by phone and video technology (without face-to-face contact). ISS Australia continues to prioritise the safety of our clients, staff and the broader Australian and international community.

Many clients have expressed increased anxiety and concern about the impact of COVID-19 on their personal circumstances. The pandemic has added another layer of complexity to an already difficult time for families separated by international borders. ISS Australia remains open for business and dedicated to serving our community.

## INTERNATIONAL FAMILY MEDIATION

**Australia is a multicultural society with 49% of Australians either born overseas or having a parent who was born overseas. With these strong family ties to overseas countries, parents and families may find themselves separated across international borders.**

ISS Australia's International Family Mediation (IFM) service provides expert assistance in the resolution of family separation disputes across international borders. Since the service began in 2012 it has assisted hundreds of families in over 30 countries.

Our accredited family mediators are specialised at facilitating sessions between parents affected by separation or divorce across borders. Our family mediators are also qualified social workers and work closely with each party to assist in the resolution of issues around parenting.

Our IFM Service also has access to an

international network to provide comprehensive support to parents living overseas. The service has continued its commitment to providing mediation that focuses on the needs of children and reducing cross border family conflict without any government funding.

In January 2020, ISS Australia made a successful grant application to the Alfred Felton Bequest to build the capacity of our IFM service. This project will increase the capacity of the offering by training one additional accredited mediator and child consultant, marketing the service and improving Information Technology. This multi-year grant will help to ensure our ongoing commitment to providing accessible, specialised mediation services to families separated across international borders.

ISS Australia is grateful for the generous funding and support of the Alfred Felton Bequest – Equity Trustees for this project.

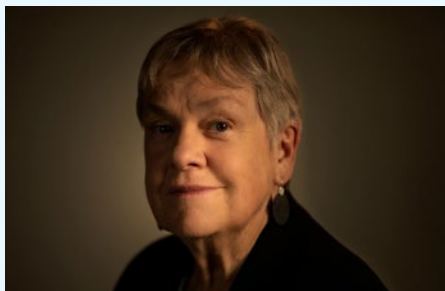


# ISS AUSTRALIA AMBASSADOR PROGRAM 2020

ISS Australia was pleased to announce its new ambassador program in 2020. Its three new ambassadors are:

- **Dr Sue Packer AM;** 2019 Senior Australian of the Year and child protection advocate
- **Professor Felicity Gerry QC;** International barrister and academic
- **Ra Chapman;** Actress, Playwright and intercountry adoptee advocate

The three plan to use their ambassador status to improve ISS Australia's services and advocacy for children and families separated by borders.



**Dr Sue Packer AM** started her career as a paediatrician in 1972. Since then Dr Packer has been a tireless and passionate advocate for the rights of children, both in health settings and in the broader community. In 2013 Dr Packer was named Canberran of the Year and she was named as the Senior Australian of the Year in 2019.

*"I learned of ISS when I worked with their organisation when I was involved in the committee of Defence for Children International in Australia. I am now most pleased to further support ISS Australia and their work protecting vulnerable children and families separated by international borders,"* said Dr Packer.

*ISS Australia looks forward to working with these three eminent Australians to strengthen our work supporting, protecting and reuniting children and families separated by borders.*



**Professor Felicity Gerry QC** is a highly respected international QC with chambers in London and Melbourne. Felicity mostly defends in serious and complex criminal trials and appeals, often with an international element. Felicity is also Professor of Legal Practice at Deakin University.

*"ISS Australia provides critical legal assistance to families dealing with international parental child abduction. Consistent with my work, ISS also advocates for children and families separated by international borders,"* said Professor Gerry.



**Ra Chapman** is an Australian film, television, theatre actress and playwright and appears in the popular Australian television series Wentworth as Kim Chang. Ms Chapman was born in South Korea and was adopted by Australian parents in 1985. Outside of her successful professional career, she is a passionate and dedicated advocate for the rights of intercountry adoptees.

*"ISS Australia has strongly supported our Australian intercountry adoptee community and has assisted many intercountry adoptees through their complex journeys of identity and belonging. I am pleased to be associated with and to support their work",* said Ms Chapman.

# STAFF SPOTLIGHT

**MEREDITH GANTT**  
Intercountry Social Worker

I joined ISS Australia whilst completing my final placement as a student social worker in June 2019. From the outset, I was really excited to join a team of such high calibre social workers and lawyers and to be provided the unique opportunity to gain exposure to social work across international borders.

**F**rom the moment I walked in, I felt well supported and was treated like one of the team. This contributed to my confidence to get in and 'give it a go' which was vital for my development as a social worker.

It was fortuitous that toward the end of my studies and my student placement in 2018, the ISS Australia team was successful in its funding application to provide the NSW Special Search service. This meant that a position had become available in the International Post Adoption Tracing Service (IPATS) and Child Welfare team.

I was successful in my application for this position and officially joined the team as a qualified Social Worker in October 2018. I thoroughly enjoyed my time in the IPATS and child welfare team and recognise the privilege of supporting adopted people in their journey to connect with their family and identity. I also thoroughly enjoyed meeting with families during the Kinship Care assessment process and appreciated the openness of families sharing the intimate details of their lives.

In 2020, I was provided the opportunity to apply for a maternity leave position in the International Parental Child Abduction (IPCA) team. This role has provided me with the opportunity to work closely with our legal service and to support people during one of the most distressing periods of their lives. The role is both challenging and rewarding in equal parts and I really feel that I am able to make a difference in the lives of the people we support.

In addition, ISS Australia was successful in its tender to the Alfred Felton Bequest for funding to expand the International Family Mediation (IFM) Service. This has provided me with the opportunity to enrol in a Post Graduate Diploma in Family Dispute Resolution

and assist the IFM team. I am very grateful for the opportunity to increase my skills set and enhance my ability to work with families for positive outcomes that benefit the children affected by cross border separation from a parent.

In the time I have been with ISS Australia, I have grown and developed professionally and I have also enjoyed watching the organisation progress along the way. I am very proud to be a part of the ISS Australia team and I look forward with excitement to being a part of ISS Australia's future.





# OUR PEOPLE

## OUR BOARD

**Dr Fiona McIntosh – President (Melbourne)**

**Freia Carlton – Vice President (Melbourne)**

**Richard Giles – Treasurer (Melbourne)**

Barbara Lane (Sydney)

Deborah Fry (Sydney)

Mary Griffin (Armidale)

Nina Brooks (Melbourne)

Peter Arnaudo (Canberra)

Rebecca Cowan (Melbourne)

## OUR PATRON AND AMBASSADORS

### PATRON

**The Hon Alastair Nicholson AO RFD QC**

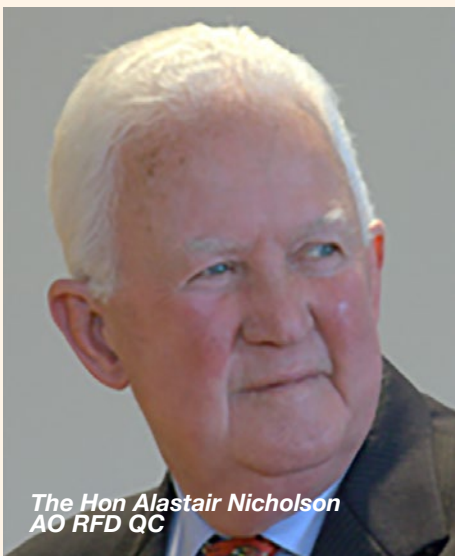
Former Chief Justice of the Family Court of Australia;  
Chair, Children's Rights International

### AMBASSADORS

Professor Felicity Gerry QC

Ra Chapman

Dr Sue Packer AM



The Hon Alastair Nicholson  
AO RFD QC

## OUR STAFF

### CORPORATE

**Peter van Vliet – CEO (Melbourne)**

Ann Freilich – Accountant (Melbourne)

### SOCIAL WORK TEAM

**Damon Martin – Deputy CEO / Manager (Sydney)**

**Kay Hardefeldt – Manager / IPCA Social Work and IFM (Sydney)**

Sarah Burn – Senior Caseworker (Sydney)

Phoebe Lewis – Senior Social Worker (Sydney)

Eleni Bailey – Intercountry Social Worker /  
International Family Mediator (regional NSW)

Aga Duc – Intercountry Social Worker (Melbourne)

Meredith Gantt – Intercountry Social Worker (Sydney)

Lizzie Gray – Intercountry Social Worker (Melbourne)

Amelia McDermott – Intercountry Social Worker  
(Melbourne)

Phoebe Peters – Intercountry Social Worker (Sydney)

Sandi Petersen – Intercountry Adoption Tracing  
Caseworker (to March 2020)

### LEGAL TEAM

**Rebecca Chapman – Managing Lawyer (Sydney)**

Jenny Tam – Senior Lawyer (Melbourne)

Ben Hughes – Lawyer (Sydney)

Belinda Li – Lawyer (Melbourne)

Rebekah Bessant – Lawyer (to May 2020)

### STUDENTS, INTERNS AND VOLUNTEERS

Inez Cloughton

Abbey Dockrill

Ashley Robinson

Emily Young

# INTERNATIONAL PROJECT

## A Better Future is Possible: Improving the lives of children with disabilities living in institutions in Cambodia

**D**amon Martin, ISS Australia's Deputy CEO, continues to implement this UNICEF Cambodia funded initiative. The ISS Australia project in Cambodia started in 2016 and aims to enhance alternative care opportunities for children with disabilities living in institutions. It is part of global ISS project supporting children with disabilities in Vietnam, Mauritius, Burkina Faso and Mexico, coordinated by Marie Jenny who is based in Geneva at the ISS General Secretariat.

The dark era and legacy of the 1970's Khmer Rouge regime still remains fresh and affects the people of Cambodia. Not only did this brutal regime claim the lives of up to 2 million people through war, execution, starvation and disease, the Khmer Rouge also planted millions of landmines throughout the countryside. Many of these landmines still have not been cleared and continue to impact the lives of Cambodians today through death or disability.

As a result, Cambodia today faces ongoing challenges, and institutional care for children is increasingly common, exacerbated by a deleterious booming orphanage industry, orphanage tourism and voluntourism.

In Cambodia, almost 90% of children with disabilities placed in institutional care are abandoned in hospitals, clinics, or in the street without known parents, which limits reintegration and kinship placement opportunities.

ISS Australia's 2019/20 activity focused on a Community Based Rehabilitation (CBR) approach

for children with disabilities. Utilising highly-regarded British expert and founder of United Aid for Azerbaijan, Gwen Burchell - MBE, ISS Australia organised a two day workshop in Kampong Cham attended by Government officials and local service providers. Interestingly nearly all the participants had no knowledge of CBR. However, it was evident through their work that they often implemented CBR principles, such as inclusion, participation, sustainability, empowerment, self-advocacy and a barrier free environment. ISS Australia developed a technical guidance document outlining what CBR strategies are realistically achievable in Cambodian practice, what resources are needed and future strategies for strengthening family care of children with disabilities.

The other activity in 2019/20 allowed ISS Australia to produce a practical and user-friendly manual for professionals specific to the issues and context for children with disabilities in Cambodia. The manual incorporated valuable information from the USAID publication Family Care of Children of Children with Disabilities: Guidance for Frontline Workers in low and middle income countries, which Gwen Burchell co-authored.

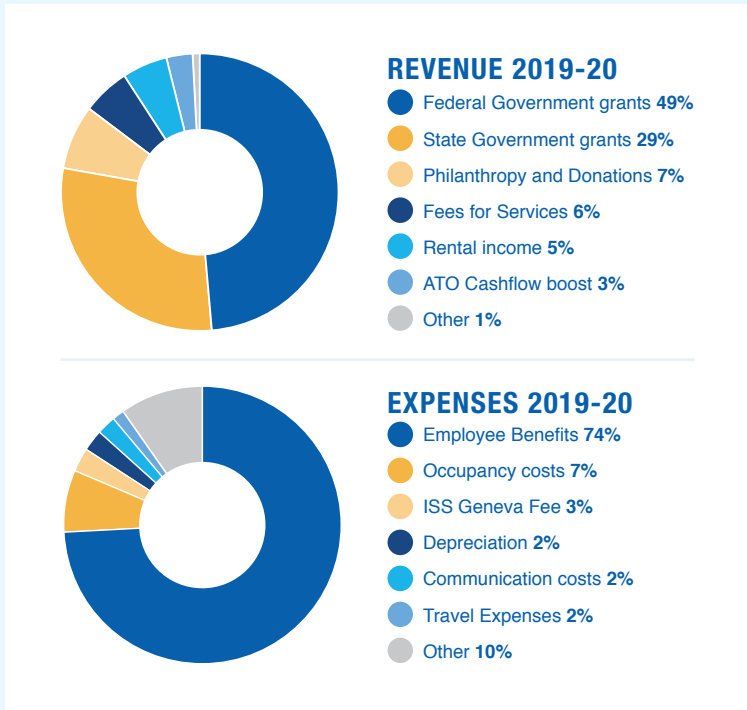
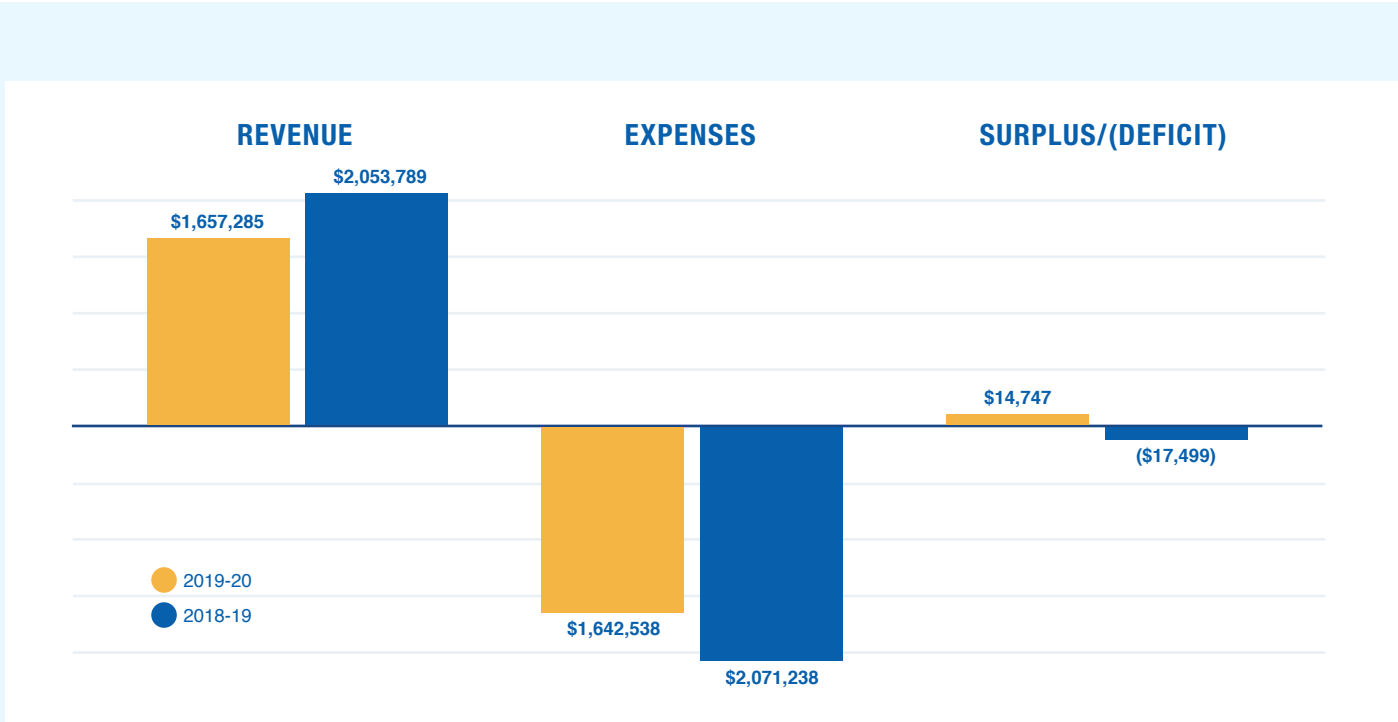
ISS Australia remains committed to implementing further initiatives for children with disabilities in Cambodia, and we are keen to scale our model, and impact, to countries around the world. We believe children with disabilities residing in institutions should have the opportunity to live in a family environment wherever possible.





# FINANCIAL REPORTS

## ISS AUSTRALIA FINANCIAL SNAPSHOT 2019-20 OPERATING RESULTS



### FINANCIAL POSITION AT 30 JUNE 2020

ASSETS	
Current Assets	\$439,839
Non-current Assets	\$1,631,281
Total Assets	\$2,071,120

LIABILITIES	
Current Liabilities	\$410,176
Non-current Liabilities	\$87,313
Total Liabilities	\$497,489

NET ASSETS	
Accumulated Surplus/(deficit)	\$297,537
Reserves	\$1,276,094
Total Equity	\$1,573,631

# SUPPORT ISS AUSTRALIA

## DONATE

ISS Australia relies on the generous donations of individuals to support our work with children and families separated by international borders.

Donations over \$2 are tax deductible. Visit our website or call 1300 657 843 to make a donation.

## LEAVE A BEQUEST

Make your legacy on that help change the lives of children and families separated by borders. Call 03 9614 8755 to discuss your bequest options in complete confidence.

## GET INVOLVED

Follow us on social media. Become a member to help shape our organisation. Sign up to our quarterly newsletter. Volunteer for our marketing and fundraising or policy subcommittee. Apply to be an intern if you come from the social work, law, media and communications, marketing or international studies disciplines.

## CONNECT WITH US



ISSAustralia



@iss-aus



International Social Service Australia

iss.org.au

## ACKNOWLEDGEMENTS

ISS Australia gratefully acknowledges the support and involvement of the following organisations over 2019-20.

### Government and related bodies

Commonwealth Attorney General's Department  
NSW Department of Communities and Justice  
UNICEF Cambodia  
Korean Adoption Services  
Melbourne City Council

### Philanthropic Foundations and Trusts

Alfred Felton Bequest – Equity Trustees  
The Aranday Foundation  
The Ross Trust  
Sidney Myer Fund and the Myer Foundation  
The Yulgilbar Foundation

### Partners

Adopt Change  
The Benevolent Society  
Helen McLean, McLean Multimedia  
Herbert Smith Freehills  
Melinda Samson, Click Winning Content  
Mental Health Carers NSW  
Smart Recovery  
SPOON Foundation (Portland Oregon)  
United Aid for Azerbaijan  
Victorian Assisted Reproductive Treatment Authority (VARTA)  
WayAhead

Finally, we would like to acknowledge our wider ISS global network partners, including our General Secretariat in Switzerland, who contribute so much to our work and to improving the lives of children and families separated by borders.



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**International  
Social Service**  
A U S T R A L I A

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**Supporting Children • Connecting Families • Across the World**