

What **YOU** can do for
people who were in care
with the United
Protestant Association
of NSW

UPA

melrose
sunnylands
adelaide walker
woodlands
rathgar
rathmore
ellimatta
glen eden
buena vista
gumleigh
lillimur
the laurels
murray vale

The Homes

Melrose, Pendle Hill
Sunnylands, Wollongbar
Adelaide Walker, Strathfield
Woodlands, Newcastle
Rathgar, Grafton
Rathmore, Grafton
Ellimatta, East Maitland
Glen Eden, Glen Innes
Buena Vista, Orange
Gumleigh, Wagga Wagga
Lillimur, Dubbo
The Laurels, Kogarah
Murray Vale, Albury



United in Christian Care

United Protestant Association of NSW
ABN 71 050 057 620

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Wahroonga NSW 2076
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Fax: (02) 9487 7632
www.upa.org.au

UPA also operated a number of small group homes during the 1980's and 1990's.

If you are a part of the UPA community, as staff, member, friend or volunteer, then this pamphlet is intended for you.

Over the last sixty years, UPA cared for over three thousand children throughout NSW. These children are now adults and it is likely that many of these children would have had a difficult life; before and after their time in care.

For many children, UPA was a place of refuge and safety; for others it was a temporary absence from a loving home.

However, recollections of life in a UPA home for some former residents are not pleasant memories. They may feel that they were in some way neglected or that they were sexually, physically or emotionally hurt at the hands of staff, volunteers, foster carers or other residents.

If a former resident wishes to discuss such unhappy feelings with you, use these points as a guide -

LISTEN - Accept their experience and offer genuine sympathy. As anything may have happened, it is important to accept that, for the person, the memory of the experience is real, and that is what they have to live with.

REFER any requests for information to our After Care Support Worker. UPA policy is to make available to former residents records that relate to their care. Whilst in many cases, the information is limited, it may still be of benefit. UPA maintains a data base of information so that we can quickly identify whether any former resident's records are held. Former residents are asked to make requests in writing or make an appointment to visit UPA at Wahroonga, Sydney.

UPA will take seriously any concerns raised and gives an assurance that action will be taken, such as referral of the matter to the appropriate agency. Please refer such matters to the After Care Support Worker – Phone (02) 9487 1338, write to UPA PO Box 273 Wahroonga NSW 2076, or eMail

graham.hercus@upa.org.au

REFER them to Relationships Australia on telephone 1300 364 277, www.relationships.com.au. Relationships Australia is a non-denominational non-government agency that can offer professional, independent and confidential support. Give them a pamphlet with the phone number.

REFER them to CLAN (Care Leavers Australia Network) for the support that can come from sharing with people who have gone through similar experiences. Phone (02) 9709 4520, eMail: support@clan.org.au, or www.clan.org.au.

Your assistance and understanding of this matter is greatly appreciated. UPA is committed to offering help children in care. With your assistance by using these guidelines, we can do it.

