

ANNUAL IMPACT REPORT 2024-25

Who We Are

ISS Australia is a national not-for-profit organisation providing intercountry social work, legal and mediation services for children and families separated by international borders. As the independent Australian arm of the global ISS network, we collaborate with around 140 other ISS members worldwide. ISS Australia believes children and families should be connected wherever they are in the world. We believe everyone needs to belong and know who they are.



Our Impact at a Glance

Through cross-border casework, the **International Child Welfare Service** supported more than 100 children in care, ensuring they remain connected to their families and culture while achieving safe and lasting permanency.

Through our integrated legal and social work services, the **International Parental Child Abduction team** supported 260 families involving children taken to over 90 countries.

Through the **International Post Adoption Tracing Service** and **NSW Special Search Service**, 143 people separated from family by adoption or care intervention received support, with a 70% success rate in locating their loved ones.

Through the **International Family Mediation Service**, 37 families navigating cross-border disputes received support in a neutral and safe space, helping them work together to make decisions that truly serve the best interests of their children.

Message from the CEO Megan Mitchell AM

Amid global change, ISS Australia stays true to its values of service, justice, and cooperation. Our impact reflects not only what we do but how we do it, with compassion, partnership, and a steadfast focus on children and families. I'm honoured to lead this work alongside our dedicated team and ISS members worldwide.

“From the outset, my social worker demonstrated empathy and understanding, taking the time to truly listen to my concerns and advocate for my son's safety and wellbeing.”

“ISS Australia provided an efficient and professional service that was instrumental in my successful search for my birth mother.”

Get Involved

For decades, ISS Australia has been at the forefront of cross-border casework. Whether it's advocating for international kinship care, reuniting family members across countries, or supporting those impacted by adoption or parental child abduction, our mission is to support, protect and reunite children and families who have been separated by international borders.

While some of our work is government funded, many of our most vital services rely on donations and philanthropic support. Tax-deductible donations directly help us continue delivering the practical casework support that changes lives.

Every contribution, big or small, helps children and families to be connected wherever they are in the world.

Donate now to
support our work



Looking Ahead: Our Goals for 2026

Champion Equity in Permanency – Promote non-discriminatory family placements and address gaps for children in care with international family connections.

Embed Cultural Connections – Develop Cultural Support Plans that help children in care stay connected to their families overseas and build confidence in their cultural identity.

Expand Professional Training – Promote our first online International Parental Child Abduction Fundamentals course to equip social workers, mediators, and other professionals to manage complex child abduction cases, and grow our online curriculum to share ISS Australia's specialised cross-border expertise.

Our People and Impact

ISS Australia utilised **24 dedicated staff and volunteers** in 2024-25

In 2024-25, ISS Australia worked extensively on **547 cases** and also handled **850 enquiries**

94% of our funding goes directly into service delivery

2024-25 Revenue
\$2,223,475 / Surplus \$41,868



Thank You

Our work is made possible through the support of government funding (Commonwealth Attorney General's Department and NSW Department of Communities and Justice), philanthropic partners (The Myer Foundation and The Gandel Foundation), our corporate sponsors (Rafton Family Lawyers and Nicholes Family Lawyers), and our donors who believe that every child deserves safety, belonging, and love, no matter where they are in the world.

Finally, we gratefully acknowledge our ISS global network, including our ISS General Secretariat in Geneva, Switzerland, whose collaboration makes it possible for us to support children and families impacted by cross-border issues.