

# Koorie Records Unit

---

## Koorie Reference Service Charter

### Koorie Reference Service for Aboriginal people

The Koorie Reference Service offers support and guidance for members of the Stolen Generations and their families, as well as Aboriginal researchers undertaking family history research, to locate and access Victorian government records. This includes records of the administration of Aboriginal affairs in Victoria. Records created by government can document the history and experiences of Aboriginal people, and can assist in learning about family, culture and land.

### How we can help you

The Koorie Reference Service has a dedicated Koorie Reference Officer who can:

- undertake searches of Aboriginal name indexes on your behalf, and assist you to access records in the collections of Public Record Office Victoria and the National Archives of Australia
- provide copies of any search results and information about relevant records within both collections
- provide copies of relevant records at no charge to members of the Aboriginal community affected by past removal policies
- provide advice about other agencies that may be able to assist you further
- refer you to assistance programs provided by other organisations such as Link-Up (Vic), Connecting Home and the Koorie Heritage Trust Family History Service

### Services we are unable to provide

The Koorie Reference Service cannot undertake detailed historical research for you, but can assist to locate relevant records and provide support to undertake research.

The Koorie Reference Service is unable to assist non-Aboriginal researchers with general research enquiries. General research enquiries can be directed to staff in our Reading Room. There are also many research guides on the Public Record Office Victoria and National Archives of Australia websites that can assist with your research.

The Koorie Reference Service cannot provide Proof of Aboriginality or advice on any legal matter.

## Information we need to undertake research on your behalf

The Koorie Reference Officer will check some key record series and indexes including Public Record Office Victoria's Koorie Index of Names, the National Archives' Bringing Them Home name index. We can also check indexes to Victorian births, deaths and marriages, and other popular family history sources.

The following information will help the Koorie Reference Officer to locate any relevant records:

- Full names of family members and any variations of these names (including nicknames)
- Dates of significant events such as births, marriages and deaths
- Cities, towns and locations (such as mission stations or reserves) where people may have lived
- Additional information such as places of employment or service with the Australian Defence Force

## Standard of service you can expect

All enquiries received by the Koorie Reference Service will be treated as private and confidential.

We aim to provide search results and copies of records within 45 working days. Where requests for multiple names are received or when searches produce a large number of records, we will contact you to discuss any changes to this timeframe.

Where we cannot find any relevant records, we will do our best to refer you to other organisations who may be able to help with your research.

## Conducting your own research

We have produced a number of guides and resources to records relating to Aboriginal people in the collections of Public Record Office Victoria and the National Archives. More information and links to resources are available from the Public Record Office Victoria website, and the National Archives of Australia website.

## Contacting us

Koorie Reference Service  
Koorie Records Unit  
Public Record Office Victoria  
PO Box 2100  
North Melbourne VIC 3051  
Phone: 03 9348 5600  
Web: [www.prov.vic.gov.au/koorie-services](http://www.prov.vic.gov.au/koorie-services), including online enquiry form

## Feedback

We welcome your feedback on the quality and range of our services. Feedback is used to improve the services we provide. You can contact us by email at [koorie.records@prov.vic.gov.au](mailto:koorie.records@prov.vic.gov.au)

Document created: 4 March 2014

Last updated: 22 November 2017