



RFL

Restoring Family Links (RFL) is a PMI programme which specifically provides services to restore family links severed due to natural disasters or conflict.

RFL tasks are (1) to list, process and forward all information needed to identify people which need to be helped by PMI; (2) to convey family messages between separated families when normal communication channels are disrupted; (3) to find missing family members; (4) to reunite separated family members, to carry out repatriation transfers.

A photograph of two women in traditional Indonesian attire (kebaya) embracing warmly. The woman on the left is wearing a white headscarf (kerudung) and a white kebaya with a black sash. The woman on the right is wearing a white kebaya with a black sash. They are standing outdoors in a grassy area with a blurred background. The image is overlaid with a semi-transparent white box containing text.

Stories after Separation

True stories of people
in PMI's RFL programme

PMI Central Board

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**PMI activities will be based on
the Fundamental Principles of International Red
Cross and Res Crescent Movement**

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinion. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subjects to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to Act in accordance with the principles of the Movement.

Voluntary Service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is world-wide.



Palang Merah Indonesia

Stories after Separation

True stories of people
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2009

www.pmi.or.id

For services and further information about the **Restoring Family Links (RFL)** programme, contact the PMI branch in your area or contact the PMI provincial chapters as below.

| No. | Regional PMI | Address | Phone/Fax |
|-----|--------------------------|-------------------------------------------------------------------------------------|--------------|
| 1. | Nanggroe Aceh Darussalam | Jl. T. Daud Beureueh Komp. Taman Ratu, Safiatuddin Bandar Baru Lamprit, Banda Aceh, | 0651-7551001 |
| 2. | Sumatera Utara | Jl. Perintis Kemerdekaan 37, Medan 20235 | 061-4530198 |
| 3. | Sumatera Barat | Jl. Sisingamangaraja No. 34, Padang - 31795 | 0751-27882 |
| 4. | Sumatera Selatan | Jl. Kartini No. 8, Palembang | 0711-350289 |
| 5. | Riau | Jl. Pepaya No. 65, Pekanbaru-28126 | 0761-44989 |
| 6. | Kepulauan Riau | Jl. Soekarno-Hatta No. 3-E, Tj. Pinang - 29124 | 0771-20172 |
| 7. | Jambi | Jl. Dr. Syahril Rachman No. 40, Telanaipura, Jambi - 36122 | 0741-61827 |
| 8. | Bangka Belitung | JJl. Merdeka No. 2 (Gd Pantiwangka), Pangkalpinang - 33121 | 0717-435800 |
| 9. | Bengkulu | Jl. Rejamat No. 20, Kel. Pasarbaru, Bengkulu | 0736-344658 |
| 10. | Lampung | Jl. Hasanudin 26, Teluk Betung, Tj. Karang | 0721-475019 |
| 11. | DKI Jakarta | Jl. Kramat Raya No. 47, Jakarta - 10450 | 021-3908422 |
| 12. | Banten | Jl. Jend. Ahmad Yani No. 34, Serang | 0254-223969 |
| 13. | Jawa Barat | Jl. Ir. H. Juanda No. 426-A, Bandung-40135 | 022-2500095 |
| 14. | Jawa Tengah | Jl. Tanjung No. 11-A, Semarang - 50132 | 024-3584957 |
| 15. | DI. Yogyakarta | Jl. Lingkar Barat No. 3, Pelemgurih, Banyuraden, Gamping, Sleman | 0274-6499652 |
| 16. | Jawa Timur | Jl. Karang Menjangan No. 22, Surabaya | 031-5055175 |
| 17. | Bali | Jl. Imam Bonjol No. 176, Denpasar-80119 | 0361-483465 |
| 18. | Nusa Tenggara Barat | Jl. Bung Karno No. 29, Mataram Timur-83121 | 0380-826360 |
| 19. | Nusa Tenggara Timur | Jl. Jend. Suharto No. 71-A, Kupang - 85117 | 0370-623885 |
| 20. | Maluku | Jl. Anthony Rybok No. 4-A, Ambon | 0911-316095 |
| 21. | Maluku Utara | Jl. KH. Dewantara No. 208, Kel. Tahoma, Ternate - 97714 | 0921-3110871 |
| 22. | Papua | Jl. Trikora No. 7, Dok V Atas, Jayapura Utara - 99111 | 0967-534344 |
| 23. | Papua Barat | Jl. Kota Baru No. 18, Anggrem - Manokwari, Papua Barat - 98311 | 0986-211351 |
| 24. | Gorontalo | Jl. Jend. Sudirman No. 57, Gorontalo - 96115 | 0435-830615 |
| 25. | Kalimantan Barat | Jl. KH. Ahmad Dahlan No. 17, Pontianak-78116 | 0561-734677 |
| 26. | Kalimantan Timur | Jl. Palang Merah No. 1, Komp. RSU, Samarinda - 75123 | 0541-736954 |
| 27. | Kalimantan Selatan | Jl. Jafri Zamzam No. 42, RT. 65, PO. BOX 125 Banjarmasin | 0511-54063 |
| 28. | Kalimantan Tengah | Jl. Letjen. Soeprapto 3, Palangkaraya - 73113 | 0435-830615 |
| 29. | Sulawesi Tengah | Jl. RA. Kartini No. 20. Palu - 94112 | 0451-425938 |
| 30. | Sulawesi Barat | Jl. Dr. Sam Ratulangi No. 38, Mamuju | 0426-22196 |
| 31. | Sulawesi Tenggara | Jl. S. Parma No. 35, Kendari-93212 | 0401-328940 |
| 32. | Sulawesi Selatan | Jl. Lanto Dg. Pasewang No. 35, Makassar-90142 | 0411-871057 |
| 33. | Sulawesi Utara | Jl. Raya Malalayang Dua, lt. 2, Manado 95361 | 0431-838311 |



Photo: PMI Doc



Photo: PMI Doc

Foreword

So many disasters in Indonesia, natural and man-made, have caused sufferings to the people. The Indonesian Red Cross or Palang Merah Indonesia (PMI) endeavours to alleviate such sufferings through its humanitarian activities, whether through distribution of relief items such as food, medicine and temporary shelter, or support programmes such as uniting families separated by the disaster.

Restoring Family Links or RFL aims to recover links between family members separated by natural disasters, conflict or other humanitarian reasons such as adoption or migration. This service will be offered if normal communication channels between the separated families no longer functions.

This “Stories After Separation” booklet features a series of true touching stories about the reunification of families. The reunification process was devised by PMI volunteers at branch level through intensive search from sources. The story tells that the searches conducted are not time-bound, because many factors affect the successes or failures. Some cases could be resolved within three months; others need more than three years. All stories in this booklet are published with permission from the relevant people involved.

It is our hope that this booklet will help the readers understand the main tasks and function of PMI's RFL programme as well as its partnership with the RFL network within the International Red Cross and Red Crescent Movement.

Jakarta, November 2009
PMI Central Board,
Secretary General

Iyang D. Sukandar

UNITED with the Extended Family

Intan is an eight year-old girl. Before the tsunami, Intan and her parents lived in Banda Aceh. When the tsunami struck on 26th of December 2004, Intan's parents died. Intan was however rescued by a man named Anton, who there after became her caretaker. Anton and his family then took Intan to live with them in another district called Aceh Tamiang.

PMI's RFL officer listed Intan as a child without family. With ICRC's help, PMI facilitated Intan's reunification with her extended family. PMI used various means to reunite Intan with her family: publishing Intan's picture on the media (printed and electronic), producing posters and displaying her picture on websites but without any results.

Then, four months after the tsunami, Intan remembers that she has an uncle living in north Sumatra. Intan remembered the surname of her uncle and that he was working as a TV technician. Using this data, the PMI RFL officer conducted a search and finally Intan's uncles was found, as there were not many people with that surname who was working as a TV technician in that particular area. Intan's uncle showed a document which listed Intan's father's name as one of his sibling. This was the proof that he was related to Intan.

When the RFL officer showed Intan's picture, Intan's uncle and his family cried tears of joy. Later, the RFL officer took a picture of the uncle and his family to show to Intan to see her reaction. Intan recognized the man as her uncle, as he looks similar to her own father.

PMI's RFL officer made an arrangement for them to meet. The moment they reunited was indeed an emotional one. The man who had been taking care of Intan, was willing to continue to care for Intan until she was old enough, but Intan's uncle decided to let her stay with his family in Nias.

Source: PMI NAD chapter RFL coordinator



TRACING the Biological Root

When Sartini was 3 months old, she was handed to a children's home by her biological mother. Later on, a Dutch family adopted Sartini and brought her to their home back in the Netherlands.

As Sartini was getting older, she started to wonder about her biological origin and when she was 23 years old Sartini contacted the Netherlands Red Cross in order to get help with how to find the whereabouts of her biological mother in Indonesia. Through the Netherlands Red Cross, Sartini sent a tracing request to the Indonesian Red Cross (PMI).

After a few months, PMI managed to find the whereabouts of Sartini's biological mother. Knowing that PMI has found her mother, Sartini started to communicate with her mother. First Sartini sent a letter by ordinary mail to her biological mother though the letter never reached the mother so instead they started to exchange Red Cross Messages. After one year of correspondence the time was right and Sartini decided to visit her mother in east java. Just like a miracle, after 23 years of separation Sartini could meet her biological mother. Her longing has finally been satisfied.

Source: PMI headquarters RFL sub division and PMI Central Java chapter



FAMILY REUNIFICATION

After Ten Years Apart

Two years before the conflict in Timor Leste Agustinho, a 5 year-old boy, was separated from his parents. In order to get a better future, Agustinho was sent by his parents to west Java to study and to live with his uncle's family.

In 2004 Agustinho's parents considered the conditions in Dili stabile again and now they wanted their son to come back home. The parents seek help from the ICRC to facilitate a family reunification.

PMI Cianjur branch searched the address provided and located Agustinho. In the beginning, he was very reluctant to go back to Dili as he did not want to separate from his new friends, favourite food, language differences, and so on.

The RFL officer did not want to put pressure on Agustinho to come back to Dili and since Agustinho still was categorized as unaccompanied child, all decisions are his to make.

However, Agustinho finally agreed to go home to Dili, but not until he had finished his final exam in June 2006. While waiting, Agustinho's parents were in contact with him through Red Cross Messages (RCM)

Although the condition of this case does not fall under the ICRC and PMI criteria, however, after conducting an assessment of the boy's situation, it was decided to facilitate the request based on humanitarian reasons.

After finishing his exam, Agustinho went with his aunt from west Java to Jakarta to complete the administration needed at the East Timor embassy and the immigration office. Finally, in January 2007, together with a staff from PMI headquarters, Agustinho was reunited with his family. In Timor Leste, his mother was waiting for him at the airport.

Source: RFL sub division, PMI headquarters



LONGING to return to Timor Leste

Luis Sarmento, a man originally from Timor Leste, has been separated from his family since he was five years old. The separation happened when he had started to work at different places in Timor Leste.

In 1999, when the East timor riots occurred, Luis was working with a man who owned a shop. That time, during the conflict all shops were attacked. The shop owner joint by Luis fled to South Sulawesi, and then later to Southeast Sulawesi where the man opened shop again and Luis started to work as the shop keeper in the shop.

Luis lost contact with his family when he fled together with shop owner to Southeast Sulawesi. In 2001, Luis quit from his job at the shop, he then worked in several other places as driver, shop keeper and construction worker.

Since then, Luis has been trying to contact his family; unfortunately all the efforts came in vain.

In March 2008, ICRC Jakarta forwarded a tracing request to RFL subdivision of PMI Headquarter in Jakarta. This request came from ICRC in Dili, Timor Leste. The request was submitted from the father of Luis Sarmento who is looking for his son. PMI Headquarter forwarded this tracing request to PMI Southeast Sulawesi Chapter to be followed up. Once the PMI Southeast Sulawesi Chapter received the tracing request, they immediately assigned their RFL officer to follow up the case. Unfortunately, neither of them, the son or the shop owner, no longer lived in Southeast Sulawesi, nonetheless, the RFL officer received information that both men have moved to Central Sulawesi.





Various attempts were made to find Luis' whereabouts. Starting from coordinating with East Timorese family forum in Kendari to visiting East Timorese community to search for additional information about Luis's last known home and work address. This effort was fruitful, the RFL officer managed to obtain information on Luis' new address.

The RFL officer was referred to one of Luis' relatives in Kendari. From the relative, the RFL officer managed to find out about Luis' current work address where he worked as a construction worker.

Following the information, the RFL officer went to visit the address. He then requested permission from the construction supervisor to meet with one of his employees. The RFL officer did a cross check on Luis' identity in the tracing request against the man working at the site. The person's identity in the construction site matches with the sought person in the tracing request, Luis Sarmiento.

2008, PD Sultra received a tracing request for Luis Sarmiento to be followed up. Subsequently, the RFL coordinator coordinated with PD Sultra chairman who immediately assigned PD Sultra RFL officer to search for the said address, however, once the address was found, Luis no longer worked there and H. Amase was no longer living in Southeast Sulawesi but has relocated to Central Sulawesi.

Various attempts were made to find Luis, starting from coordinating with East Timorese family forum in Kendari to visiting East Timorese community to search for additional information about Luis's last known home and work address, which was successfully obtained. The RFL officer was referred to one of Luis's relatives in Kendari. There, they caught a break about Luis's whereabouts, where he worked as a construction worker.

Once the RFL officer expressed the objective of his visit to Luis, he was very overwhelmed to receive news from his family in Timor Leste. Luis is married and has one child at that time. He has been longing to visit Timor Leste, sadly due to economic constraints; he could not fulfil his dreams.

On April 4 2008, Luis accompanied by RFL Officer from PMI South Sulawesi Chapter visited his relative's house in North Konawe district. He filled in an RCM (Red Cross Message) addressed to his family in Timor Leste. He also mentioned his wish to visit Timor Leste and request to PMI to help him with his wish.

Although the Red Cross and Red Crescent Movement RFL service has a facility to reunify a family, in this particular case, as the sought person only wished to visit the family in Timor Leste, the PMI and ICRC could not facilitate this request. This service will only be granted for those who are longing to resettle at their return area.

For Luis' case, the PMI's support was limited on transmitting the RCM to his family; however, Luis was already very grateful to the PMI on helping him re-contacting his family.

In June 2008, PMI South Sulawesi Chapter received an RCM reply from Luis' family in Timor Leste. They expressed their hope that Luis will be able to return to Timor Leste to support his parents as the parents' health condition have been deteriorated.

Luis was touched with the reply. He then wrote back another RCM to his family mentioning that he is at the moment giving all his effort to collect some funding and will immediately arrange his trip to Timor Leste to meet his family.

At the moment Luis is still living in South Sulawesi and still in his effort to visit Timor Leste, nevertheless, thanks to the RC/RC RFL network he has re-established his communication with his family back in Timor Leste.

Source: PMI RFL coordinator Southeast Sulawesi chapter

LONGING to embrace her father

Rosalien was born with a Dutch father and an Indonesian mother. When she was born, her father had already returned to the Netherlands because of the Japanese invasion of Indonesia.

Rosalien, who has not met her father for almost half a century was trying to find her father's whereabouts on her own. This includes searching through her Dutch acquaintances, to no avail.

Then, Rosalien reads an article in the newspaper saying that PMI provides services to those who have lost contact with family members due to armed conflict (war), natural disaster, adoption, refugee seeking, and displacement. Through PMI, Rosalien now put her hope to find her father.

Through cooperation between PMI and the Netherlands Red Cross, Rosalien's father was finally found in Holland, and they could contact each other by phone and mail.

In the beginning, Rosalien's father and his family in Holland had doubts about the letter that Rosalien wrote, because she did not mention anything about her mother, Rosalien's father's girlfriend during the time he was in Indonesia. However, because of her pressing need to meet with her father, Rosalien sent a picture of her when she was six years old together with her mother. From this picture, Rosalien's father was convinced that Rosalien is his daughter, since he recognised his former girlfriend in the picture

Then, her father in Holland sent his daughter Diana to come to Surabaya, Rosalien was happy with her half sister's visit, but she was still also looking forward to meet with her biological father. "I was left behind by my father when I was five months in my mother's womb, and according to her will, I must meet my father," Rosalien says, as she tells the story to Surabaya Post. One week later, her father makes an arrangement for Rosalien and her children's visit to the Netherlands, and Rosalien's dream to meet her father finally came true.

Adapted from Surabaya Post Daily News, 9 April 1991, page 2

...kan kembali tentang keberadaan di-
rinya dengan Ivan Hillen. Pada surat
yang pertama dikirimkan kepada Ivan
Hillen hanya berisi perkenalan dan foto
foto dirinya. Dan keluarga Ivan Hillen
meragukan keberadaan Rosaline, ka-
rena belum ada petunjuk yang jelas ten-
ggu keluarga," kata Ros
jadi terharu saat p
sekeluarga di Juanda
ret 1991 lalu. Semu
caya bahwa di hadap
kak tirinya sendiri.
menunjukkan surat da

...bagia bersama
Sanusi Hassan,
... penam-
... dan delapan
... Kulon Blok
... dan kandungan
... ayahnya, ber-
... Rosaline, na-
... suaminya,
... Mr Heigen,
... penambahan
... melusuri jejak
... masih juga ni-
... dengan
... manakala
... makam ibu-
... meninggal
... Kuning.

... dari PMI yang
... Merah Be-
... Ivan Hil-
... berbunga-
... dengan
... selama
... dan.
... sering du-
... munggi ma-
... kau ber-
... diucap-
... junjungi
... bahagia-
... bahati
... menghubu-
... ada di Be-
... Hillen, mer-

... kembali ketika
... edisi Oktober
... and Mar-
... elusuran dan
... yang dila-
... nesia. Lang-
... data Ivan
...abaya untuk
... Sanusi de-
... lanjutnya de-



PELUKAN KANGEN - Rosaline (kanan) jatuh dalam pelukan kangen saudara tirinya, Diana Petra Rodewijk Nee Hillen, di Bandara Juanda, Sabtu (23/3) lalu. Rosalir akan jumpa ayah kandungnya, Ivan Hillen, Sabtu (6/4), di Belanda.

FOTO SURYA

Restoring Family Links (RFL)

Restoring Family Links (RFL) is a PMI programme which specifically addresses the restoration of family links severed due to natural disaster or armed conflict. RFL's tasks are (1) to list, process and forward all information needed to identify people which need to be helped by PMI; and (2) to convey family messages between separated families when normal communication channels are disrupted.

In a normal situation, RFL activities are carried out through Red Cross Messages and tracing requests.

In an emergency response situation, RFL messages is carried out through "I'm alive" and "I'm Looking For" forms, and collect them in a list which is later posted in public places such as emergency command posts, hospitals or refugee camps so that the families who are looking can see the list.

The criteria for recipients of RFL services are those who have been separated from his/her family members as a result of a natural disaster, armed conflict or other humanitarian reasons such as adoptions and migrants.

Adoption cases which are handled are those linked to the past when Indonesia was still under the Dutch colonization. During that period, many Indonesian children were adopted by Dutch nationals, and when they reached adulthood, they want to find information about their biological parents.**



FORMULIR PERMOHONAN PEKACARAN (TRACING REQUEST)

Red Cross Indonesia

1. Informasi tentang ORANG YANG DICARI information about **ORANG YANG DICARI**
Nama lengkap (lastname, first name and middle name) / Nama lengkap (last name, first name and middle name)
Nama panggilan (nickname) / Nickname
Tempat tinggal (home address) / Home address
Tanggal lahir (date of birth) / Date of birth
Agama (religion) / Religion
Bekerja (job) / Job
Alamat keluarga (family address) / Family address
Nama saudara-saudara (brothers and sisters) / Brothers and sisters

2. Informasi tentang ORANG YANG DICARI information about **ORANG YANG DICARI**
Nama lengkap (lastname, first name and middle name) / Nama lengkap (last name, first name and middle name)
Nama panggilan (nickname) / Nickname
Tempat tinggal (home address) / Home address
Tanggal lahir (date of birth) / Date of birth
Agama (religion) / Religion
Bekerja (job) / Job
Alamat keluarga (family address) / Family address
Nama saudara-saudara (brothers and sisters) / Brothers and sisters