

## FFMPU staff

FFMPU staff have qualifications in psychology or social work and a specialised knowledge of the psychological, emotional, and practical experiences faced by families and friends when someone goes missing.

## FFMPU details

**Hours of operation**.....9am–5pm Mon to Fri  
(excluding public holidays)

**Phone**..... 1800 227 772

**Sydney metropolitan area**..... (02) 8688 8173

**Fax**..... (02) 8688 9631

**Email**.....ffmpu@agd.nsw.gov.au

**Website**... www.lawlink.nsw.gov.au/missingpersons

**Street address**.....Level 1, 160 Marsden Street,  
Parramatta NSW 2150

**Postal address**..... Locked Bag 5118  
Parramatta NSW 2124

If you are deaf or have hearing or speech difficulties:

**National Relay Service**..... 1800 555 677

If you require an interpreter, call the:

**Telephone Interpreter Service (TIS)**..... 131 450

*State what language you speak, and ask to be connected to FFMPU on 1800 227 772.*

FFMPU can arrange interpreters for phone or face-to-face appointments upon request.

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Families & Friends  
of Missing Persons  
Attorney General & Justice

# Counselling & Support Service for families and friends of missing persons

## What we do

The Families and Friends of Missing Persons Unit (FFMPU), NSW Department of Attorney General, and Justice provides:

- ✦ Free and confidential counselling, information, and referral to families and friends of missing persons.
- ✦ Support by phone, face-to-face, or email, 9am to 5pm Monday to Friday (excluding public holidays).
- ✦ Assistance at different times during a missing persons' investigation, for example, through:
  - media involvement;
  - coronial proceedings;
  - support and referral once a missing person has been located (for example, reunion support).
- ✦ Liaison with other service providers on behalf of families, for example, police, coroner's court.
- ✦ Information and publications on missing persons' issues, for example, search options, managing a missing person's financial affairs.
- ✦ Help understanding missing persons' sector agencies.
- ✦ Organisation of missing persons' events, for example, family support and information groups.
- ✦ Community education about missing persons' issues.
- ✦ Clinical support and advice to other professionals regarding missing persons' issues.

## Who this service is for

FFMPU offers support to families and friends of missing persons who live in NSW or where the person went missing or last resided in NSW.

FFMPU welcomes contact from any callers requesting missing persons information packs, clinical advice around supporting families of missing persons, and requests for community education presentations.

## What we do not do

FFMPU does not search for people but may be able to provide referral information regarding search agencies. If you hold concerns for the safety of a person who is missing please attend your local police station to lodge a missing persons report.

## How might the FFMPU counselling service be of assistance to you?

Families and friends of missing persons report that accessing FFMPU may be helpful for a variety of reasons. For some it might be being able to access information about missing persons' issues and events, for others it might be having a safe and non-threatening environment to talk about their experiences or learn about the experiences and self-care strategies of others who have someone missing.

FFMPU endeavours to provide compassionate and respectful support and to work with families 'where they are at' in line with their identified needs.