

**If you would like to  
contact a FFMPU counsellor...**

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

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

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

**Email**..... [ffmpu@agd.nsw.gov.au](mailto:ffmpu@agd.nsw.gov.au)

**Website**.....[www.lawlink.nsw.gov.au/missingpersons](http://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.

*Note: Calls to the 1800 numbers are free, however  
additional charges may apply for calls from pay  
phones, mobiles or some home phone plans.*

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Persons Unit for general information purposes.

ISBN 978-1-921590-77-1 (Print) (FMP16 • 10/2011)



**Families & Friends  
of Missing Persons**  
Attorney General & Justice

# How counselling can help

When a family member or friend goes missing those left behind can experience a loss that is traumatic and unresolved. This is often referred to as *ambiguous loss*.

**The Families and Friends of Missing Persons Unit (FFMPU) provides free and confidential counselling and support services.**

The services offered can include:

- ✦ crisis counselling
- ✦ on-going emotional and practical support
- ✦ telephone and face-to-face counselling
- ✦ liaison and referral
- ✦ information on legal issues and search agencies
- ✦ support during times of reunion
- ✦ group work and family meetings

**The service is available to families and friends of people who have gone missing or were last known to reside in NSW.**

**Counselling and support can assist you to:**

- ✦ talk about your experiences in a safe and non-threatening environment
- ✦ re-establish basic routines like sleeping, eating well and returning to work
- ✦ understand the effect of traumatic and unresolved loss in relation to having someone missing
- ✦ assist you to identify both the practical and emotional supports you may need
- ✦ balance the ongoing search for your loved one with the other demands of your life.

The counsellors in the unit have a specialised knowledge and understanding of the social, legal, psychological and practical impact on families and friends, when someone goes missing.

**People go missing for many reasons, including:**

- ✦ conflicts within families and other significant relationships
- ✦ mental illness
- ✦ health problems
- ✦ age-related issues
- ✦ financial difficulties
- ✦ unexplained circumstances
- ✦ misadventure
- ✦ escaping violence, war or through natural disaster

It is an issue that can affect anyone, regardless of age, gender, sexuality, class, ethnicity, culture, profession or educational background.