



## **Survey for Families and Friends of Missing Persons**

If you have a family member or friend who is currently missing, or has been missing previously, you are invited to complete the following survey. The Families and Friends of Missing Persons Unit (FFMPU), Department of Justice and Attorney General, is interested in your views so we can help inform services on how to best support people who have someone missing.

Anecdotal and statistical evidence<sup>1</sup> has revealed that families engage with various services and individuals when someone they love goes missing. In some cases, the responses these families receive are reported to be unhelpful or even re-traumatising. There is a clear need to educate the community and service providers in how to best support families in these situations. Results from this survey may be used to create service delivery guidelines for those agencies and individuals who may come into contact with families and friends of missing persons. The guidelines will be disseminated to relevant agencies during 2009-2010. Feedback from this survey will be available on [www.lawlink.nsw.gov.au/missingpersons](http://www.lawlink.nsw.gov.au/missingpersons) from November 2009.

This survey will take about 15 minutes to complete. It is completely confidential and individual responses will not be identified. Please contact the FFMPU Counselling Service during business hours by phone **1800 227 772** or email [ffmpu@agd.nsw.gov.au](mailto:ffmpu@agd.nsw.gov.au) if you require support or have any questions in relation to this survey. FFMPU is funded by the NSW state government to coordinate and deliver support services within NSW for the families and friends of missing persons.

If you have current concerns for the safety of a person who is missing and wish to lodge a missing persons report, please attend your local police station to discuss the matter.

**Please complete the survey and return by 14 November 2009 to:  
FFMPU Survey, Locked Bag 5118, Parramatta NSW 2124 or fax to (02) 8688 9631.**

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<sup>1</sup> Waring, T. (2001) *It's Hope that hurts- Best practice in counselling models relevant to families and friends of missing persons*. Hunter Institute of Mental Health: Newcastle.

**1. During the time the person was missing, did you hold concerns for their safety and wellbeing?**

*Please tick your selection below:*

- Yes                       No

**2. Was a missing person's report lodged with police at any stage?**

*Please tick your selection below:*

- Yes                       No                       Don't know

*If No, please indicate the reason for this by ticking one of the options below:*

- I did not know how to lodge a missing persons report
- I did not hold concerns for the missing person's safety
- I thought the missing person would get in trouble if I lodged the report with police
- I did not want to involve police in the matter due to my personal beliefs or background
- I tried to, but was informed that the information did not meet the threshold for a report.
- Other (please indicate reason): \_\_\_\_\_

**3. Have any other search agencies been involved to help locate the missing person?**

*Please tick your selection below:*

- Yes                       No                       Don't know

*If Yes, please indicate which search agencies have been involved by ticking the box/s below:*

- Salvation Army Family Tracing Service (SAFTS)
- International Tracing Refugee and Asylum Seeker Services, Australian Red Cross
- International Social Service / Family Law Court
- Link Up
- Other (please list search agency): \_\_\_\_\_

#### 4. What is your relationship to the missing person?

Please tick your selection below:

- Parent                       Spouse / Partner                       Sibling                       Other relative
- Friend                       Other (please specify relationship): \_\_\_\_\_

#### 5. How long has the person been missing?

Please tick **one** selection below that best describes your experience:

- < 1 week
- 1 week – 1 month
- 1 month – 6 months
- 6 months – 1 year
- Over 1 year (Please specify length of time missing): \_\_\_\_\_
- The missing person has **been located** (Please specify length of time missing before being found): \_\_\_\_\_

**If the missing person has been located please answer questions 5a, otherwise go to question 6.**

**5a.** Were any supports offered to yourself or the missing person when they were located?

- No – (if No please move to question 6).
- Yes – (if Yes, please tick your selection/s below)
- Referral to Counsellor
  - Medical assistance (including GP)
  - Financial assistance
  - Legal services
  - Bereavement Support/ Forensic Counselling
  - Other (please specify): \_\_\_\_\_

**6. Before completing this survey, had you heard about the Families and Friends of Missing persons Unit (FFMPU)?**

*Please tick your selection below:*

- No – (if No, please move to question 7).
  
- Yes – (if Yes, please answer the questions below)

**6a. If yes, how did you first find out about FFMPU?**

*Please tick your selections below:*

- Local Police
- The Internet
- Non-police tracing agency
- Coroner's Court/ Support
- Media e.g. TV, radio, newspapers
- Australian Federal Police
- Counsellor / Psychologist/ Psychiatrist
- Other (please specify): \_\_\_\_\_
- Police Missing Persons Unit
- Sensis and Whitepages (phone book)
- GP
- Victims Services
- Friend/family

**6a. If a service or individual provided you with the information about FFMPU what were you given?**

- A phone number, email, or web address
- A pamphlet
- A description of the role of the service
- Other (please specify): \_\_\_\_\_

**6b. Did you make contact with FFMPU when you heard about it?**

- Yes
- No (if no, please specify reasons for this): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**7. What other agencies / individuals have you had contact with to deal with the impact of the person going missing?**

*Please list all agencies/individuals you had contact with by ticking the boxes below, no matter how small the contact was.*

- GP
- Counsellor (indicate name of service.....)
- Psychologist (indicate name of service.....)
- Psychiatrist (indicate name of service.....)
- Social Worker (indicate name of service.....)
- Private investigators
- Psychics / clairvoyants
- Financial Services (Including Centrelink)
- Legal Assistance
- Workplace support (eg Employee Assistance Program)
- Spiritual / religious organisation / place of worship
- Private investigators
- Others (please list): \_\_\_\_\_

*If you ticked any of these boxes please answer question 7a*

**7a. What were the most and least useful aspects of your contact with these services?**

Most: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Least: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8. Did you have contact with services previously engaged with the missing person?** (Please tick the appropriate box)

- No – (if No, please move to question 9).
  
- Yes – (if Yes, please tick the boxes below to indicate the types of services you contacted)
  - GP
  - Accommodation Services
  - Financial services (including Centrelink)
  - Utility Departments (gas, electricity etc)
  - Mental Health Service Provider
  - Workplace
  - Legal Services

Please comment on your experiences contacting these service: \_\_\_\_\_

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**9. What do you believe is essential for service providers to know about the needs of families and friends of missing people?** \_\_\_\_\_

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**10. Any further comments? (Please include suggestions on which services you feel need to be provided with guidelines about supporting families and friends of missing people)** \_\_\_\_\_

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***The next questions are asked not to identify you, but to help us understand the results of the survey better. Please tick your selections below.***

**11. Are you?**

- Male                       Female

**12. What age group do you fall into?**

- Under 25                       25-40 years                       41-64 years                       Over 65 years

**13. Where do you live?**

- In NSW                       Outside NSW                       Outside Australia

**14. Which of the statements below are true for you:**

*Please tick the selection/s if it is true for you...*

- I was born in Australia
- I am Aboriginal and/or Torres Strait Islander
- I was not born in Australia. Please provide details of the country in which you were born \_\_\_\_\_
- I speak a language other than English at home. Please provide details of the language spoken \_\_\_\_\_
- I have a disability. Please provide details of the disability: \_\_\_\_\_
- \_\_\_\_\_

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**October 2009**