

### FAMILIES & FRIENDS OF MISSING PERSONS COUNSELLING SERVICE

Free and confidential counselling service, 9am - 5pm,  
Monday to Friday 02 9374 3023  
www.lawlink.nsw.gov.au/vs

### FAMILIES & FRIENDS OF MISSING PERSONS TELEPHONE SUPPORT SERVICE

Information, referral and support service, 9am - Midnight, 7 days  
per week 1800 227 772

### ALZHEIMERS ASSOCIATION

A confidential support service for individuals, families and friends  
affected by dementia 1800 639 331 (toll free)

### GRIEF SUPPORT INC

A 24 hour confidential telephone support service 02 9489 6644

### KIDS HELP LINE

Trained counsellors provide a 24 hour confidential, anonymous,  
national telephone counselling service for young Australian aged  
five to eighteen years of age. 1800 55 1800 (toll free)

### LIFELINE

A national 24 hour telephone counselling and referral service  
13 11 14

### LIFELINE'S JUST ASK

Rural mental health information service  
Monday to Friday 9am to 5pm 02 9929 7001

### SALVO CRISIS LINE

A telephone counselling and referral service for parents  
02 9331 2000

### YOUTH ACCOMMODATION ASSN

Provides a 24 hour phone listing of accommodation services and  
assistance with placement into youth accommodation

Office 02 9698 5833

**Youth Emergency Accommodation Line** Metro 02 9318 1531

Rural Areas 1800 424 830

If you want to search for a missing person, the following  
tracing organisations may be able to assist you:

### NSW POLICE MISSING PERSONS UNIT

Conduct searches for missing people and carries out associated  
investigations 02 9689 7388 or 1800 025 091 (toll free)

### AUSTRALIAN RED CROSS NSW TRACING AND REFUGEE SERVICES

Conducts worldwide searches where contact has been lost due to  
war, conflict or natural disaster 02 9229 4143

### INTERNATIONAL SOCIAL SERVICE, AUSTRALIA

Traces family members separated by adoption or other legal  
intervention, international child abduction and voluntary or forced  
migration 02 9252 7477

### LINK-UP (NEW) ABORIGINAL CORP

Provides reunion services to adult Aboriginals separated from their  
families and cultures by government intervention such as  
adoption, fostering or institutionalisation 1800 624 332

### THE SALVATION ARMY FAMILY TRACING SERVICE

Operates worldwide search network for missing family members  
aged over 18. Also provides a service for people separated by  
government intervention 02 9211 0277

### WAYSIDE CHAPEL

Operates Shepherds of the Street, a service that helps search for  
missing people, especially teenage runaways 02 9358 6577

*FFMPU wishes to acknowledge  
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for their contribution to this brochure.*

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**Families and Friends  
of Missing Persons Unit**  
Attorney General's  
department of nsw

# INFORMATION FOR FAMILIES AND FRIENDS OF MISSING PERSONS

Families & Friends of  
Missing Persons Unit (FFMPU)

Attorney General's Department of NSW

This brochure describes feelings - physical, emotional and mental - that are common to someone with a relative or friend missing. It suggests ways to help you and lists services that are available to support you.

The Families & Friends of Missing Persons Telephone Support and Counselling and Service operates 24 hours a day, 7 days a week on 1800 227 772.

There are a range of feelings and reactions that someone can experience when a loved one is missing. However, not everyone reacts in the same way, at the same time.

If you feel any or all of the following effects it is important to realise that you are responding in a normal way.

## SOME EFFECTS YOU MAY EXPERIENCE

### Mental

Slowed thinking  
 Confusion  
 Disorientated  
 Memory Problems  
 Flashbacks  
 Nightmares  
 Poor attention span  
 Difficulty in:  
 making decisions  
 problem solving  
 concentrating  
 Loss of control  
 The 'what if's'

### Emotional

Fear  
 Anger  
 Frustration  
 Guilt  
 Blame  
 anxiety  
 Depression  
 Sadness  
 Irritability  
 Numbness  
 Wanting to withdraw or hide  
 Helplessness  
 Hopelessness

### Physical

Nausea  
 Tremors  
 Chills  
 Sweating  
 Lack of co-ordination  
 Palpitations  
 Chest pains  
 High blood pressure  
 Headaches  
 Sleep disturbance  
 Diarrhoea  
 Dizziness  
 Changes in appetite  
 Startled responses

### The list below contains some ideas that may help you:

- Talk about how you feel and what you are going through
- Allow yourself to feel the pain and be upset or angry
- Keep a journal
- Spend time with others but allow some time for yourself
- Get plenty of sleep and eat regular nutritious meals
- Re-establish your normal daily schedule as soon as possible
- Make daily decisions to give you back a feeling of being in control of your life
- Exercise lightly and alternate with periods of relaxation
- Undertake daily tasks with care. Accidents are more likely to happen when you are stressed, angry or upset.

### Things to avoid

- Don't blame yourself
- Be careful of using drugs or alcohol to alleviate pain.
- Make normal daily decisions, but be careful not to make life changing decisions as your judgement may be impaired
- Don't bottle up your emotions. Express them through activities or by talking.