



Information for family and friends when a loved one is missing

What to expect, things you can do and how to take care of yourself



Government of South Australia
Victims of Crime SA

This booklet has been put together with the help of police, health and welfare services, families and friends of missing persons, as well as people who were once missing. We are grateful for their contribution and willingness to share their experiences to help others.



My report details

Please keep this information. It will help you get information about the missing person report.

Date:

Report number:

Signed:

Rank and no:

Station:

Contact number:

Introduction

This is a guide to help you, your family and friends living with the uncertainty of having a loved one go missing.

No one expects a loved one to go missing. It is a traumatic experience. Most people are unprepared for the emotional and practical issues they will face when a loved one goes missing.

In Australia thousands of people are reported missing each year to police.

In South Australia, almost all those people who go missing are located. Many of them are found within a week or a month.

Some however, remain missing for longer - and sadly some may never be located.

This booklet has information about:

- > why people go missing
- > how to make a missing person's report
- > what you can expect from police
- > how to cope with not knowing the whereabouts and safety of your loved one.

Being a missing person is not a crime, but the police work to make sure your loved one has not come to any harm.

Every missing person is someone's loved one.

Victims of Crime SA acknowledges and respects Aboriginal peoples as the state's First Peoples and nations, and recognises Aboriginal peoples as Traditional Owners and occupants of lands and waters in South Australia.

Need more information?

Visit our website to find more about:

- > what to expect after a crime
- > what compensation you might be entitled to
- > where you can go for help



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Who is a missing person?

A person is considered missing when their current whereabouts is unknown and there is concern for their safety and welfare.

A person is considered missing until they are found - safe and well.

In Australia, anyone can be reported missing regardless of age, gender, ethnicity or spirituality.

When should I report a person missing?

You should report a person missing as soon as you don't know where they are and you become worried about their safety or wellbeing.

In South Australia you do not have to wait 24 hours to report a person missing.

It is important to contact the police as soon as you become concerned about someone who is missing.

Missing children

South Australia Police will investigate the disappearance of children if there are genuine concerns for the child's safety and wellbeing.

Police **do not** become involved in child custody matters. Where a family court order exists the investigation responsibility rests with the Australian Federal Police.

I have information about someone – what should I do?

The police welcome any information from the public that might help them in a missing person's investigation.

If you know something about a missing person, you should contact the police by either calling 131 444 or the station handling the investigation.

If you don't know which station is handling the investigation, you can contact your local police station.

If you wish to remain anonymous, you can contact Crime Stoppers on 1800 333 000. This is an easy way you can give information to the police.

Why do people go missing?

There are many reasons why a person may go missing.

It is important not to make assumptions about the person or the reasons why.

Some of the reasons people might go missing include:

A relationship breakdown or interpersonal conflict	Problems with money
Arguments over independence (especially for young adults)	Losing their job
Mental health issues like depression or anxiety	Misusing drugs or alcohol
Escaping a crisis or stressful situation	Domestic violence or abuse
Becoming lost	Homelessness
Getting involved in an accident	Leaving home to live somewhere else, sometimes under a new identity
Medical disorders such as Alzheimer's or dementia	Becoming a victim of crime

How do I report someone missing?

If you are worried about someone's safety and welfare, you should immediately report them as missing.

You can do this either:

- > at your nearest police station
- > by phoning the police attendance line on 131 444.

In South Australia you do not have to wait 24 hours to report a person missing.

What should I tell police?

When you report a person missing, it's helpful to provide as much information as you can. This can include:

- > why you are concerned about their safety or welfare
- > a full description of the missing person and a recent photograph
- > when and where your loved one was last seen or spoken to
- > details of places your loved one likes to visit
- > their address, phone numbers, email accounts, social media accounts (Facebook, Twitter)

- > any information about medical problems and personal or medical needs
- > names, addresses and phone numbers of friends, associates, their employer, work colleagues or school (if they are a young person)
- > their bank, credit card or other financial accounts
- > car registration number, make and model or any other transport they may be using
- > drivers licence and passport details
- > any behavioural changes or emotional problems you noticed.

You should also tell police if the person has gone missing before. You should explain the circumstances from the last time and where they were found.

The police will encourage you to provide as much information as possible so they better understand why your loved one might have going missing.

Family and friends

If family or friends of your loved one have any more information they think could be helpful, they should also contact the police.

They can tell police about the person and provide more details about their friends, places they visit, their lifestyle and routines.

Family and friends are the essential link to the missing person.



What can I expect during a police investigation?

Once you've reported a person missing, the police will start investigating.

The police will give you a missing person's report number. This is a reference number for you to use whenever you deal with the police. You can keep a record of the police report number and contact details at the front of this booklet.

Each state and territory has police who deal with missing persons. State and territory police often work together and with other government and non-government agencies to investigate a missing person's report.

During the first 30 days

Most people reported missing are located within a week.

If that doesn't happen, the police at your local police station are responsible for investigating the report for the first 30 days, unless there is an agreement between jurisdictions to transfer the report, eg. there are enquiries from interstate.

If your loved one is not found during this time, the report may then be referred to the Missing Persons Investigation Section.

Missing Persons Investigation Section

The Missing Persons Investigation Section will oversee all missing persons investigations, but after 60 days the person will be deemed to be a long-term missing person.

The Missing Persons Investigation Section is responsible for all non-suspicious long-term missing persons investigations.

Suspicious circumstances

At any stage in the investigation the circumstances of the disappearance might appear to be suspicious. If this happens, the report will be referred to the local Criminal Investigation Branch or the Major Crime Investigation Branch.

Search and rescues

Police can use a variety of resources to help locate a missing person depending on the circumstances.

Possible outcomes

My loved one is found alive and we are reunited

When a loved one is found alive, you will naturally feel relieved and excited.

It is important to understand that you may not be able to see them immediately. They may need medical attention, or they may need to prepare themselves mentally for a reunion.

You will likely have lots of questions about why your loved one went missing and what happened while they were away.

Try to be patient and avoid overwhelming your loved one with too many questions at once. Try to understand that your loved one may not want to tell you everything.

If your loved one has been missing for a long time, it is likely that you have both changed. It helps to be open and realistic about this when you reunite.

Remember, reconnecting and re-establishing your relationship with your loved one may take time.

My loved one is found but reuniting is not possible

Reuniting with your loved one is not always possible. Understandably, this can cause many families great distress.

Sometimes, a missing person feels they should not return home. This might be because of ongoing conflict or some other circumstance in their family. They may have a mental health issue that affects their decision-making.

There may also be safety issues or legal reasons that prevent the missing person being reunited with you or other family members.

Sometimes, the missing person may not want to return home for reasons that can be difficult to understand or accept. They might want to limit contact with you or not reveal their whereabouts.

If the missing person is a child, a decision to release address details or return them to their family will depend on the reasons the child went missing.

Police will only return a person, including a child, if there is a legal requirement to do so. Police and tracing agencies can still reassure a missing person's family that they are safe and well.

If the police find your loved one and they do not want to return home or have their location known, police are obliged to abide by their wishes.

My loved one is not found alive

Unfortunately, sometimes a missing person is not found alive.

This will naturally bring about a range of emotional and physical reactions, and your sense of grief and loss will be intensified.

You may also feel a sense of relief that you no longer have to live with the sense of 'not knowing'.

This can be confusing but is a normal reaction and does not diminish the love you felt.

The police will be involved and are legally required to investigate the cause of death and report this to the coroner. This does not necessarily mean the police suspect a crime but will collect all the evidence so they can understand how the death occurred.

For more information, see our 'Coronial processes' brochure on our website:

www.voc.sa.gov.au



What can I do?

When a loved one goes missing, you might want to do whatever you can to help – but it's important to check with police first.

The police are the best people to find a missing person, so it's a good idea to work together with them.

You should tell the police about anything you or your family are planning to find your loved one.

There are a few things you can do to try and find your loved one. This might include plans to:

- > contact friends and others who might know their whereabouts
- > contact hospitals and other medical facilities
- > check social media
- > make posters.

If their bank account is able to be accessed, check and provide details of any transactions since going missing to police.

Contacting friends

One of the first things you might do when someone is missing is contact their friends, workplace or school.

Questions you should ask

- > When did you see them last?
- > What were they wearing?
- > Where were they going?
- > Have you seen them active on social media?
- > Who might they be associating with?
- > How were they feeling last time you spoke?

Try to stay calm and make sure to thank the people you are speaking with – even if they don't give you much information.

Contacting hospitals and other medical facilities

Sometimes a person who has gone missing is in the hospital and is unable to contact their family.

When you call the hospital, you should ask about your loved one by name.

If the hospital doesn't have anyone recorded by that name, you should also ask if they have any unidentified people in their care who look like your loved one.

Checking social media

A lot of people now use social media to express themselves.

If you can, you should check your loved one's social media sites including Facebook, Twitter, Tik Tok, Instagram or other accounts.

You should look for any recent activity that might give clues about your loved one's reason for going missing or where they might be.

Print any information you feel might help the police or other tracing agency, and make sure you share it with them.

Making posters

If you make posters, make sure you include a recent picture and description of your loved one.

Do not include your personal phone number. Instead, ask people who feel they can help to contact the police.

Hang your posters in prominent places in the area where your loved one lived and around places they spent time before they went missing.

Should I hire a private investigator?

While it might seem like a good idea to get a private investigator, you should not do this without first talking to the police.

The police do not encourage the use of private investigators during a missing person enquiry.

Only a very small number of missing person's cases are a result of a crime, but it is crucial that any potential evidence is gathered and preserved properly.

The police also have access to resources and information not available to private investigators, so it is better to work together with police.

In some cases, private investigators can jeopardise the police investigation and slow things down.

Using the media

The media can help raise community awareness about your loved one and encourage people to come forward with information.

Media coverage may include television, radio, newspaper, internet and social media.

If you are the next of kin, police will usually seek your consent to release information to the media. All details about your loved one are kept confidential and will not be made available to the public unless permission has been granted by you, your family and the police.

Providing photos

The police may ask you for a photo of your loved one that they can give to the media.

You should give them a photo that is recent and a good likeness of your loved one.

The photo should be a clear portrait shot showing most of the face, including teeth.

The police may also decide to use a photo from another source such as Facebook or other media as part of their investigation.

Can I contact the media?

If you are thinking about giving any information to the media, make sure you check with the police first as media coverage could negatively affect the police investigation.

The media often gathers information from as many sources as they can.

It's important to remember:

- > the media may not report the story the way you expect – this can be quite upsetting
- > you or your family may encounter extra and unwanted attention.
- > media publicity might mean you or your family are the subject of gossip.

You do not have to speak to the media, even if they are very persistent.

Speaking with the media

Sometimes, providing the media with the right details is often better than journalists and reporters speculating or trying to get more information through other sources.

You are entitled to:

- > say “no” to an interview – even if you have granted previous interviews
- > ask anyone who visits your home uninvited to leave – you can also call the police if they refuse
- > refuse an interview with a specific reporter or channel
- > choose the time and place for an interview
- > speak with one reporter at a time
- > choose not to answer any question you don’t want to answer.

If you are having difficulties dealing or coping with media attention, talk to the police involved in your case.

The Australian Federal Police National Missing Persons Coordination Centre also provides information to help families and friends of missing persons work together with media. Visit their website www.missingpersons.gov.au

How long will it take to find my loved one?

Unfortunately, no one can say when your loved one will be found. The length of time it takes to locate missing persons varies from case to case.

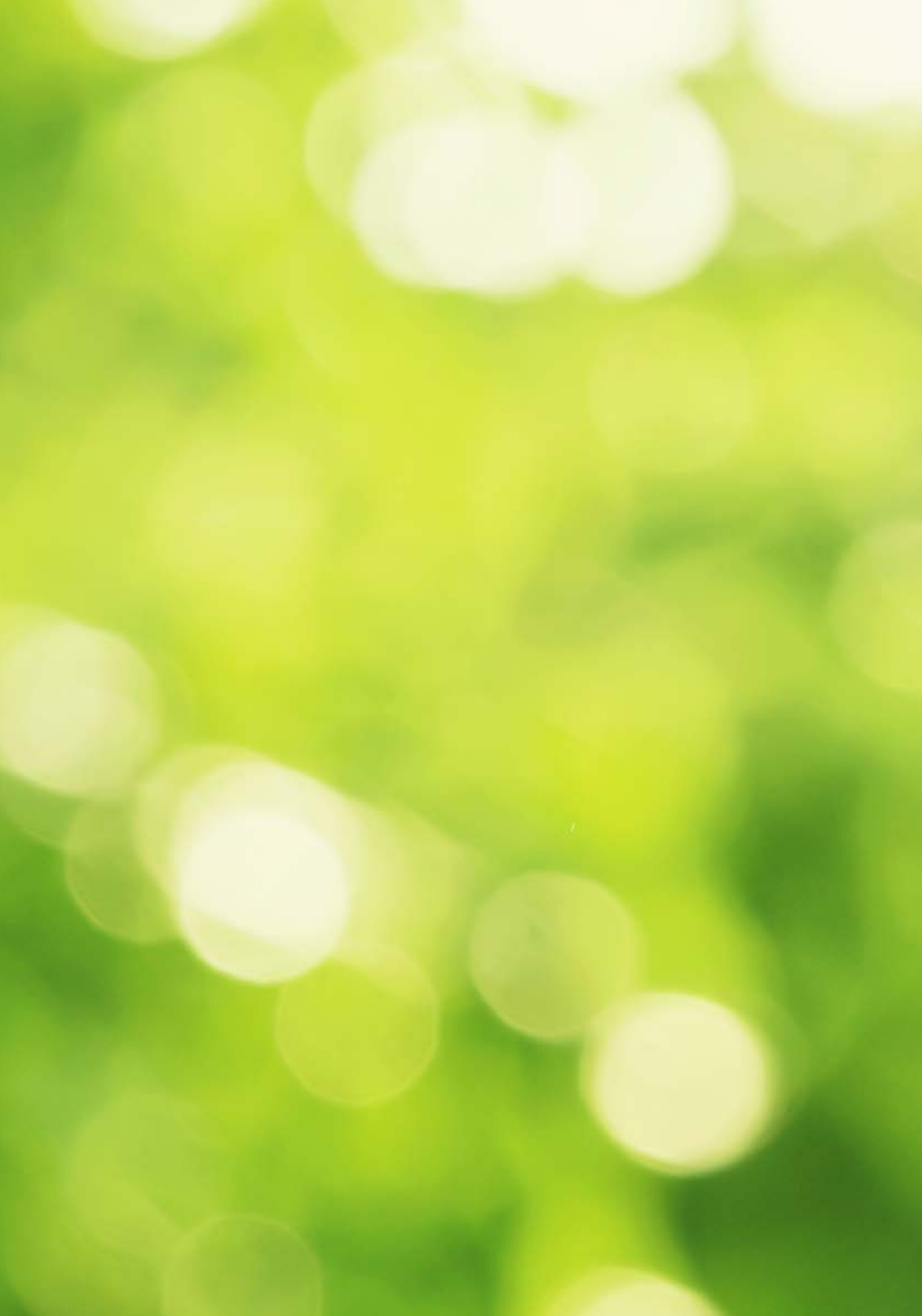
When a loved one has been missing for a long time you may question whether police have done everything possible to locate them.

At times it may seem like nothing is happening.

Please know the police will pursue every opportunity to investigate the disappearance of your loved one and the matter will remain under investigation until they are located.

It is important to remember that the main role of police is to make sure the missing person is safe and well.

Police will need to see the person before their report can be closed. If you contact the missing person and you are unsure if the police are still looking for them, you should let the police know.



What do I do if my loved one is missing overseas?

If you are concerned about a loved one who is overseas, there are some initial steps you can take before reporting them as missing to police.

You should:

- > attempt to phone, text, email or mail the person and their travelling companions
 - > establish contact with family, friends and travelling companions to check if others may have heard from or had contact with the person
 - > check social media sites for information and recent updates
 - > find out from the families of the travelling companions if they have heard from their loved ones
 - > contact their financial institutions to report your concern and check details of their latest credit card transactions
 - > contact their last known address or employer to seek information about their possible movements
- > contact their travel agent or airline to report your concern and to seek details of their travel arrangements. You may also be able to place an alert on their airline reservation for the person to make contact should they access their reservation.
 - > contact their mobile phone provider to check if there has been any activity on their account.

Things to remember

When you begin trying to locate a person overseas:

- > remain calm - most Australians are found safe and well
- > gather as much information as possible from your enquiries
- > maintain a record of all the information so you can provide comprehensive details to others (if you need to).

Contacting DFAT

If you are still unable to locate your loved one after making initial enquiries and you have serious concerns for their safety and welfare, you should make a missing person's report at your local police station.

This will then be forwarded to the Department of Foreign Affairs and Trade (DFAT).

You should provide the police with the following in relation to your loved one:

- > full name
- > place and date of birth
- > passport number (if known)
- > details of any other citizenship or passports held (if known)
- > photographs, preferably recent
- > known travel details and plans, including itineraries
- > contact details overseas (including the names and contact details of employers or people they have been travelling with)
- > details about the last contact they made.

DFAT can only help where there is a well-founded concern for someone.

There are also legal and practical limits to what can be done so it's important to have realistic expectations.

If your missing loved one contacts you after you have commenced formal enquiries, make sure you tell police immediately.

Who else can help me?

Depending on the circumstances, there are several other organisations that may be able to help you search for a missing person overseas.

National Missing Persons Coordination Centre

The National Missing Persons Coordination Centre (NMPCC) is located with the Australian Federal Police in Canberra. The centre works with state and territory police services and government and non-government organisations to provide a coordinated approach to locating missing people in Australia and overseas.

The centre disseminates and distributes information to the public via the NMPCC website. Further information is available from the NMPCC website or by calling 1800 000 634 (toll free).

On request of police, the centre will profile an Australian missing overseas on the national register at www.missingpersons.gov.au.

Other family tracing services

The International Red Cross, the Salvation Army and the International Social Service offer family tracing services and might provide further information and help regarding your loved one missing overseas.

Their details can be found in the back of this booklet.

Taking care of yourself

Nothing can truly prepare you for the news that someone you love and care for is missing. The emotions that you experience may be powerful.

How you might feel


Some people experience emotional and physical reactions constantly, while others may have feelings that come and go. Your own reactions may vary from one day to the next.



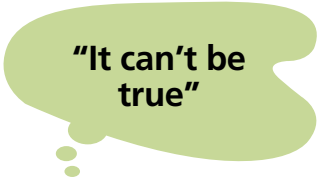
When a loved one first goes missing you may experience a feeling of numbness - not being able to feel anything. This is the body's way of protecting you from the full physical and emotional pain.

You might feel frightened and overwhelmed - you may feel total shock.

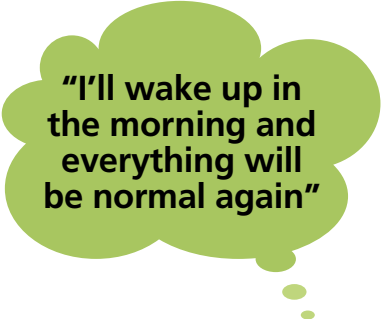
You might think:



"This isn't real"



"It can't be true"



"I'll wake up in the morning and everything will be normal again"

You may also feel disconnected from your environment or those around you. Shock is a normal response to hearing the news that your loved one is missing.

Some people have reported feeling completely helpless or like time has stopped. These are all normal reactions to an unexpected traumatic event such as having a loved one go missing.

Other feelings

There are some unique feelings that come with having a loved one go missing.

Not knowing

Not knowing where your loved one is or whether they are safe is perhaps one of the most difficult feelings to deal with.

You might ask yourself questions that have no answers. You may feel as though you are living in limbo - stuck between wanting answers and fearing bad news.

Living with 'not knowing' is particularly difficult as most people want to solve problems and find answers.

Not knowing may mean you are constantly searching for them wherever you go. You might be on high alert waiting for the phone to ring. This state of hypervigilance is emotionally and physically exhausting.

Unfortunately, very few people will understand what you are experiencing so it's important to seek support if you need it.

Unresolved loss

When a loved one goes missing, it is likely you will experience a sense of loss. This is a different type of loss to others, such as when someone dies.

When a loved one goes missing there is no resolution, no ability to grieve and move on, no opportunity to say goodbye and no closure. For this reason, the grief associated with having a loved one go missing is sometimes referred to as unresolved or ambiguous loss.

Physical symptoms

You may also experience a range of physical responses including sleeplessness, loss of memory, palpitations, difficulty or rapid breathing, headaches, dry mouth, nausea and chest tightness.

It helps to understand that these symptoms may be associated with having a loved one go missing. However, talk to your doctor if you notice any physical changes to make sure there is not another cause for the symptom.

Remember, there is no right or wrong way to feel. Everyone is different and so are their emotional and physical responses.

What can I do?

What helps one person will not necessarily help you. However, here are some things that might help you:

- > Take one day at a time, or half a day, or one hour at a time.
- > Prioritise daily tasks and do only what is essential.
- > Allow people to help you with everyday tasks like preparing meals or doing the washing.
- > Spend time with people who care about you, understand you and will listen to you.
- > Find someone to talk to, a friend or a professional, about how you are feeling and what you are going through.
- > Take care of your physical and mental health as much as possible. Rest, sleep, exercise, eat regular healthy meals.
- > Avoid prescription or illegal drugs and alcohol as they will likely make stress reactions worse.

- > Undertake daily tasks with care - accidents are more likely to happen in times of severe stress.
- > Try to maintain a regular routine as much as possible.
- > Speak to others who have experienced the trauma of having a loved one go missing.

There are several counselling resources at the end of this booklet.

If you become concerned or overwhelmed by the way you are feeling, you should consult your doctor, a counsellor or someone you trust.

How do I tell people?

Only you can decide what to tell people. You may want to tell only the people closest to you, and others who need to know.

Dealing with questions

You may be faced with uncomfortable questions from people you don't know very well.

It may help you to anticipate some of these questions and write yourself a 'script' of answers that you can mentally keep at the ready. The more you fear enquiries from others, the more useful you will find a prepared 'script' of answers.

Although you will probably find most people will be supportive, you may be disappointed by the way that others react.

Some people might not know what to say to you or be worried that they will upset you. They might avoid talking about it at all. Try to accept that this might happen and focus on coping with your own feelings without dwelling on what others think or say.

How do I explain what has happened to children and young people?

One of the most difficult situations adults face is telling children that someone they love is missing.

Adults often worry that children will not understand.

While it is natural to want to protect children, they should be told as soon as possible that a person they care about is missing, preferably by a parent, guardian or someone close to them.

When talking to children:

- > provide age appropriate information
- > provide honest, clear and simple information
- > tell them what everyone is doing to find the missing person
- > provide information about who is available for support
- > encourage them to ask questions
- > encourage them to express their emotions
- > keep young people informed of information as you become aware of it.

The amount of information you should give to a child can often be based on the questions they ask.

It also helps children and young people if you can keep to daily routines as much as possible.

How will I cope with anniversaries and other significant days?

You may have to deal with Christmas, birthdays, holidays, religious celebrations and other special occasions that you and your loved one shared. These will obviously be difficult times that emphasise the absence of your loved one.

Some people find the anticipation is often more difficult than the actual occasion.

You may find it helpful to make plans beforehand and discuss the occasion with family and friends who may also be anticipating the event.

You may want to do something special to remember your missing loved one on these days. In this way you acknowledge their ongoing importance in your life.

Remember, there is no right or wrong way of doing things - it is entirely up to you.

Your decision should be based on what is best for you and your immediate family and closest friends.

Changing your mind

Even if you make plans, you may feel like changing your mind at the last minute. It is okay to change your mind.

You might find it helpful to warn your family and friends that this may happen though. It is good to listen to yourself and do what you need to do to take care of yourself physically and emotionally.

Where can I get help?

To report someone missing to South Australia Police:

Call 131 444

Visit your local police station.

Police tracing agencies

South Australia Police

The South Australia Police Missing Persons Investigation Section

Phone: (08) 8172 5467

Crime Stoppers

Crime Stoppers is a program where the community and the media help police solve crime. It is a simple, effective and secure way for you to provide information to South Australia Police.

Phone: 1800 333 000

Web: www.crimestopperssa.com.au

National Missing Persons Coordination Centre

The National Missing Persons Coordination Centre (NMPCC) is located with the Australian Federal Police in Canberra. The centre works with state and territory police services, government and non-government organisations to provide a coordinated approach to locating missing people in Australia and overseas. Only cases of missing persons that have a signed authority from the next of kin for the use of images and information are provided by state and territory police to the NMPCC.

The NMPCC operates Monday to Friday 9am-5pm.

If you do not speak English or require an interpreter, call the Telephone Interpreter Service (TIS) on 13 14 50. They will provide an interpreter and phone the NMPCC for you, with you on the line.

Phone: 1800 000 634

Email: missing@afp.gov.au

Web: www.missingpersons.gov.au

Non-police tracing agencies

Remember, if there is an active police investigation, you should tell the officer in charge that you are intending to use these services.

Australian Red Cross International Tracing Service

The Tracing Service in Australia is part of the International Red Cross Red Crescent global tracing network. The International Tracing Service helps families regain contact when they have become separated as a result of war, conflict, disaster or migration.

The Australian Red Cross International Tracing Services are free.

Phone: (08) 8100 4500

Web: www.redcross.org.au

Department of Foreign Affairs and Trade

Department of Foreign Affairs and Trade (DFAT) helps Australians in trouble overseas. This support is referred to as consular assistance.

Consular services are provided through DFAT's headquarters in Canberra and through Australian embassies, high commissions and consulates.

The 24-hour Consular Emergency Centre in Canberra can also be contacted for assistance from anywhere in the world. Australians overseas in need of counselling services can contact the Consular Emergency Centre to be transferred to a Lifeline telephone crisis supporter.

Be mindful - there are legal and practical limits to what can be done to help travellers in other countries.

Phone (within Australia):

1300 555 135

Phone (outside Australia):

+61 2 6261 3305

SMS: +61 421 269 080

International Social Services

International Social Service (ISS)

Australia provides social work and legal services to families, children and adults across international borders. Services include family tracing and reunification, international family mediation, kinship care and other child welfare matters, and assistance for families experiencing international parental child abduction.

You can contact ISS Monday to Friday from 9am-5pm (AEST).

Phone: 1300 657 843

Email: iss@iss.org.au

Web: www.iss.org.au

Salvation Army Family Tracing Service

The Salvation Army Family Tracing Service aims to locate family members whose current whereabouts are unknown and who are being sought for the purpose of family reunion. The Family Tracing Service can also assist with mediation where needed. The Salvation Army has networks in more than 100 countries and can help reunite family members even across national boundaries.

If you've lost contact with a family member, the Salvation Army Family Tracing Service may be able to help locate them through their networks in more than 100 countries. A donation is usually accepted for this work. Further information and contact details are available on the Salvation Army website.

Phone: (08) 8408 6950

Postal Address:

PO Box 300, Fullarton SA 5063

Web: www.salvos.org.au/familytracing

Social media and other websites

Australian Missing Persons Register

The Australian Missing Persons Register website and Facebook page are designed to raise awareness about missing persons from every state and territory in Australia, regardless of how long a person has been missing.

Facebook: www.facebook.com/austmissingpersons

Web: www.australianmissingpersonregister.com

Leave a light on

Leave a light on is a national organisation focused on raising awareness of all missing persons in Australia and to show support to families and friends of missing loved ones.

Phone: 0409 122 509 or 0439 572 290

Email: enquiries.lalo@gmail.com
leavealighton@internode.on.net

Facebook: www.facebook.com/Leavealighton

Missing Persons Advocacy Network

Missing Persons Advocacy Network (MPAN) creates awareness for missing persons and provides practical support for those left behind. MPAN has developed an online guide of what to do when someone goes missing and tries to establish corporate partnerships in order to increase the visibility of the issue whilst lessening the financial impact on those searching.

Facebook: www.facebook.com/MPANaus

Web: www.mpan.com.au

Counselling and support

Relationships Australia

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. They aim to support all people in Australia to achieve positive and respectful relationships. Services include counselling, family dispute resolution (mediation) and a range of family and community support and education programs.

Phone: 1300 364 277

Web: www.relationships.org.au

Families and Friends of Missing Persons Unit (FFMPU)

The FFMPU was established in 2000 to provide counselling and support to those affected by a missing person. It is a unique unit that provides information, counselling and support groups from trained professionals for families and friends of missing people. FFMPU is funded by the NSW Government and is part of the Department of Justice.

While this service is in New South Wales, their counselling services are available to anyone, anywhere in Australia. They do not search for missing people, but work with those left behind.

They can provide support and information by phone

9:00am-5:00pm Monday to Friday (excluding public holidays). They also offer a range of information and publications on missing people and those left behind. They can be accessed on the 'Families and Friends of Missing Persons - FFMPU' Facebook page.

Phone (freecall): 1800 227 772

Email: ffmpu@agd.nsw.gov.au

Facebook: www.facebook.com/missing.persons.501

Web: www.missingpersons.justice.nsw.gov.au

Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour support services. Volunteer telephone counsellors will listen, support and assist you to clarify options and choices for yourself.

Counsellors may also provide you with information about community services.

Phone: 13 11 14

Web: www.lifeline.org.au

MensLine Australia

MensLine Australia is a professional telephone and online support and information service for Australian men. Support and information can be provided in relation to a wide range of issues including relationship issues and wellbeing including depression.

Phone: 1300 789 978

Web: www.mensline.org.au

National Demetia Helpline

The National Dementia Helpline is a telephone information and support service available across Australia. The helpline is for people with dementia, their carers, families and friends, as well as people concerned about memory loss.

The National Dementia Helpline is available 9.00am-5.00pm across Australia, Monday to Friday excluding national public holidays.

Phone: 1800 100 500

Web: www.fightdementia.org.au

Users who are deaf or have a hearing or speech impairment can phone the National Relay Service.

Phone: 13 36 77

Nunkuwarrin Yunti

Nunkuwarrin Yunti provides a diverse range of services and programs within the Adelaide metropolitan region of South Australia, dedicated to improving the physical, social and emotional wellbeing, as well as the spiritual, cultural and mental health of traditional, rural and urban Aboriginal and Torres Strait Islander people.

Nunkuwarrin Yunti offers free and confidential counselling as well as psychological services for Aboriginal and Torres Strait Islander children, adolescents, adults and families.

Phone: (08) 8406 1600

Web: www.nunku.org.au

Anglicare SA Loss and Grief Services

Anglicare SA provides a specialised loss and grief counselling service for people of all ages who are bereaved or experiencing other types of loss. Fees are structured to ensure everyone is able to access counselling support.

Phone: (08) 8131 3400

Web: www.anglicaresa.com.au

Beyondblue

Beyondblue is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia.

Beyondblue is a bipartisan initiative of the Australian, state and territory governments with a key goal of raising community awareness about depression and anxiety, and reducing stigma associated with the illness.

Phone: 1300 114 636

Web: www.beyondblue.org.au

Counselling Association of South Australia

Through the Counselling Association of South Australia (CASA) you can access a counsellor or psychotherapist who has a high standard of training and ethical practice.

Phone: (08) 8331 6255

Web: www.casa.asn.au

Crisis Care

For assistance with after-hours emergencies call the Crisis Care telephone service. The service operates from 4.00pm-9.00am on weekdays and 24 hours on weekends and public holidays.

Crisis Care can assist people in crisis as a result of personal trauma, suicidal behaviour, child abuse or neglect and homelessness among other things.

Phone: 13 16 11

Services for children and young people

Kids Helpline

The Kids Helpline is a free 24 hour counselling service for Australian kids and young people aged 5-25 years.

You can get help over the phone or online 24 hours a day, 7 days a week.

Phone: 1800 551 800

Web: www.kidshelpline.com.au

Headspace

Headspace is a community based youth mental health service for young people aged 12-25 years. Headspace offers young people and their families help with issues or questions relating to mental health, alcohol and other drug use, work or education, general physical health, sexual health and relationships.

Phone: 1800 650 890

Web: www.headspace.org.au

Child and Adolescent Mental Health Services

Child and Adolescent Mental Health Services (CAMHS) is a free community-based mental health service provided through SA Health's Women's and Children's Health Network. Services include family and individual therapy, group programs for children and for parents/carers, and information for parents/ carers. CAMHS specialises in dealing with emotional issues including sadness and depression and grief and loss as well as social issues such as family conflict amongst other issues.

Phone: (08) 8161 7198

Web: www.wch.sa.gov.au/camhs

Feedback or complaints

You can make a complaint if you believe you have not been treated properly.

You can:

- > Speak to the person you are dealing with about the problem – most complaints can be sorted out easily
- > If that doesn't work, follow the agency's complaint process
- > If you are still not satisfied, you can make a complaint to the Commissioner for Victims Rights

Police officers

You can write to:

Commissioner for Police

GPO Box 1539
Adelaide SA 5001

You can also make a complaint to the Office of Public Integrity. You can fill out an online form at:

www.publicintegrity.sa.gov.au

You can also write to them:

Office of Public Integrity

GPO Box 11066
Adelaide SA 5001

Email: admin@opi.sa.gov.au
Phone: 8207 1777 or 1300 782 489

Victims of Crime SA

Victims of Crime SA can help you if you feel like you haven't been treated properly. They can talk to public agencies on your behalf and ask them to write you an apology if they have not treated you properly.

The Commissioner can't:

- > change a decision made by a judge, magistrate or tribunal member
- > investigate a complaint that is already being investigated by another organisation
- > investigate a complaint that is not covered by the *Victims of Crime Act 2001*.

Phone: 7322 7007

Email: victimsofcrime@sa.gov.au

Web: www.voc.sa.gov.au

To track the status of your crime report online:

- > Download South Australia Police's portal app from Google Play Store or Apple App Store by searching for SAPOL. Once installed, select the Track My Crime icon, or
- > Go to SAPOL's website www.police.sa.gov.au and search for Track My Crime.
- > Enter your police report number and report date to see the status of your crime.

