

## Taking care of yourself

People can react in different ways when someone goes missing. Each person's experience of coping is unique.

*It is important to continue to look after yourself.*

## Physical

Consult your GP if you are concerned about your physical health. Try to eat regularly, rest and sleep.

## Emotional

You may experience unexpected emotional changes. It is normal to feel preoccupied and stressed. Try to re-establish routines, especially if there are young people in the family.

## Social

Access support from family members and friends and let others know what you need. Be aware that people within the same family may react differently, and there is no right or wrong way.

## Financial

If you have questions about financial matters, the following agencies may be able to assist:

Centrelink 132 850

Financial Rights Legal Centre 1800 007 007

## FFMPU staff

FFMPU staff have a specialised knowledge of the psychological, emotional and practical experiences and difficulties 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

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

Website [www.missingpersons.justice.nsw.gov.au](http://www.missingpersons.justice.nsw.gov.au)

Facebook [www.facebook.com/missing.persons.501](https://www.facebook.com/missing.persons.501)

Street address Level 1, Justice Precinct Offices  
160 Marsden Street, Parramatta

Postal address Locked Bag 5118  
Parramatta NSW 2124

If you are hearing or speech impaired:

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.



Justice  
Families & Friends  
of Missing Persons

## Counselling and support service

for families and friends  
of missing people

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## What we do

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

- free and confidential counselling, information, and referral to families and friends of missing people;
- support by phone, face-to-face, or email, 9am to 5pm Monday to Friday (excluding public holidays);
- information and support groups;
- assistance and liaison at different times during a missing person's investigation, for example, through:
  - police
  - media involvement
  - Coroner's Court
  - legal and financial issues
  - referral and support once a missing person has been located;
- information and publications on missing persons' issues, for example, search options, managing a missing person's financial affairs;
- organisation of missing persons' events, for example, Family Forum, National Missing Persons Week events;
- community education and professional development about missing persons' issues; and
- clinical support and advice to other professionals regarding missing persons' issues.

## Support group meetings

FFMPU offers a number of different support groups and information sessions for family members and friends of missing persons throughout the year. These groups are located in Sydney and regional areas.

## Email

Our counsellors can be contacted at:  
[ffmpu@justice.nsw.gov.au](mailto:ffmpu@justice.nsw.gov.au)

## Website

Our website provides access to information and publications, including a copy of *Missing people: A guide for family members and service providers*, and other useful resources:  
[www.missingpersons.justice.nsw.gov.au](http://www.missingpersons.justice.nsw.gov.au)

## Facebook

FFMPU Facebook page provides support and information to family members and friends of missing people, service providers and community members:  
[www.facebook.com/missing.persons.501](https://www.facebook.com/missing.persons.501)

## Telephone support

We are also happy to assist you by telephone:  
[1800 227 772](tel:1800227772) (tollfree) or [\(02\) 8688 8173](tel:0286888173)

FFMPU does not search for people. We work collaboratively with search agencies.

FFMPU is a NSW-based service.

FFMPU works with family members and friends of missing people and service providers in NSW, interstate and overseas.

## Who goes missing

People go missing for many reasons.

Conflicts within families and other significant relationships; health, including mental health difficulties; age-related issues, including dementia; financial difficulties; suspicious 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.

## The impact

Family members and friends of missing people may experience:

- an overwhelming range of emotions such as distress, anxiety, shock, disbelief, guilt, anger and fear
- a preoccupation with imagined outcomes
- wanting answers
- work, social and financial difficulties
- ongoing focus on the case and searching
- loss of a sense of control
- social isolation
- hypervigilance
- feeling stuck/frozen in time.