



## Restoring Family Links

We aim to prevent separation and disappearances, help families restore and maintain contact, and seek to clarify the fate of loved ones reported missing.

New Zealand Red Cross provides Restoring Family Links (RFL) services to assist families that have been separated due to conflict, natural disaster or migration. All RFL services are free of charge and strictly confidential.

RFL is one of the oldest services provided by the International Red Cross Red Crescent Movement. It is a core service offered around the world in over 190 countries and we work with the International Committee of the Red Cross (ICRC) and Red Cross Red Crescent National Societies in one global family links network.

Family connection is vital to individual and community wellbeing. For many, not knowing news of a missing family member causes great suffering. We work hard to ensure that families can easily access RFL services and you can help us by spreading the word too.

In New Zealand, RFL services have been offered since 1915. Our services have continued to evolve over time, and in recent years we have worked in cooperation with the New Zealand Police during domestic disasters to assist people who are unable to contact family members.

## Our Team



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NEW ZEALAND  
**RED CROSS**  
RĪPEKA WHERO AOTEAROA

## Our Services

### INTERNATIONAL TRACING

International tracing helps families in New Zealand find news of missing loved ones overseas by utilising the global Red Cross Red Crescent network.

We may be able to assist where:

1. The loss of contact was due to armed conflict, natural disaster or migration AND
2. The enquirer is living in New Zealand and the sought person is overseas AND
3. All other search avenues have been exhausted, such as searching on social media, gathering information from family and community members etc.

We are not able to assist with:

1. Immigration matters or family reunification - please advise the family to liaise with Immigration New Zealand directly
2. Adoption cases to locate biological parents
3. Situations where loss of contact was due to family breakdown.

### OTHER SERVICES

RFL may also be able to provide:

- **Red Cross Messages** for transmitting family news when usual means of communication is disrupted
- **Health and Welfare Reports** where contact has abruptly stopped and there are concerns for the family member's welfare
- **Attestations of Detention** for those visited by ICRC in detention overseas.

### **How to direct enquiries to RFL:**

1. Complete the referral form with the enquirer's consent
2. Email the form to [familylinks@redcross.org.nz](mailto:familylinks@redcross.org.nz)

Families are welcome to contact us directly through our website

<https://www.redcross.org.nz/RFL> or by emailing [familylinks@redcross.org.nz](mailto:familylinks@redcross.org.nz)

We are always happy to chat and answer any questions. Please call the RFL Coordinator on 027 846 5363, if you'd like to discuss anything.