

Missing persons

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Policy statement and principles

What

In New Zealand, more than 9,000 people are reported missing every year.

When a person is reported missing, Police will make enquiries to locate, or ensure the safety of that person. These enquiries are carried out under the common law power to make all necessary enquiries to protect and preserve life.

Why

It is the responsibility of Police to investigate missing persons' reports.

The manner in which Police handle missing person reports impacts on both the public and Police. An unhelpful response can increase the stress for a missing person's relatives and friends, and damage the public image of Police.

How

Police will:

- ensure appropriate and effective action is taken into reports of missing persons
- provide assurance to the New Zealand public that Police maintain and operate an effective response to missing persons
- ensure that the reporting standards and performance of missing person investigations are consistent
- efficiently record details of long term missing persons, so that the details can be retrieved later and compared with unidentified human remains.

Overview

Introduction

[Investigations](#) into missing person reports must be thorough and efficient. Experience has shown that they can turn out to be cases of murder, suicide, and accidental or natural death.

A thorough missing person investigation can facilitate later enquiries of homicide, suicide, and the identification of human remains. It may be some time before a body is found, and people's recollection of events can diminish over time.

An important factor to be aware of: What initially commences as a Missing Person Report could transpire to be a homicide enquiry.

Health and safety duties

Maximising safety and minimising risk

Maximising safety and eliminating or minimising risk at work is the responsibility of all Police employees and persons engaged by Police to provide a service including contractors and their employees, trainees, interns and volunteers. It is delivered through meeting the obligations under the [Health and Safety at Work Act 2015](#) and Police safety policies.

A key enabler is the application of the [TENR-Operational threat assessment](#) in the workplace.

The expectation of the Commissioner and the Act is that persons in the workplace will take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons, comply as far as they are reasonably able to with any reasonable instruction that is given in order to comply with the [Health and Safety at Work Act 2015](#) or regulations under that Act. They will co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to them and take immediate action to stop any perceived or potential breach of the act or if impractical, immediately report the matter to a supervisor.

Health and safety should be an everyday conversation

Relevant Police instructions include:

- [Hazard management](#)
- [Health, safety and wellbeing](#)
- this chapter in relation to the safe investigation of missing persons.

Police Missing Persons Unit (MPU)

Contacting MPU

The preferred method for contacting MPU is by email.

s.9(2)(a) OIA

DocLoc File Assignment:

DocLoc files should be shown as posted to:

- station = [PNHQ](#) Criminal Investigations Group
- Group = Missing Persons Unit
- User = Current O/C or leave blank

Functions

The Missing Persons Unit (MPU) is located at [PNHQ](#) within the National Criminal Investigation Group.

It has a nationwide responsibility for providing an overview of missing person investigations, and the co-ordination and analysing of information about missing persons in New Zealand and overseas.

The functions of MPU are to:

- receive and categorise all electronic missing person reports through [NIA](#)
- ensure reports are entered correctly, with the appropriate information, keeping them in line with Police instructions and best practice
- receive and review all electronic missing person reports, for which the subject has not been located after 14 days, 30 days, 90 days, one year and annually thereafter
- ensure [missing person reviews](#) are completed in accordance with this chapter
- consult and advise investigating officers of any further action that may be required
- establish and maintain the [Missing Persons web page](#) and [Facebook page](#)
- provide statistical information relating to missing persons to the executive and media relations, as required
- monitor national trends in missing persons and advise districts and the executive as necessary
- co-ordinate enquiries for New Zealanders [missing overseas](#)
- co-ordinate enquiries for foreign nationals missing in New Zealand
- maintain records of all unidentified bodies and assist districts with enquiries to establish their identity
- promote community projects and public awareness about missing persons.

Note:

- The existence of MPU does not negate the responsibility of districts to investigate missing person reports.
- Do **not** refer the informant directly to MPU or Interpol. The report must be taken in the district.

Defining 'Missing Persons'

Who is a 'missing person'?

A missing person is:

- any person who is reported missing to Police, and
- whose whereabouts are unknown, and
- there are genuine fears for the safety, or concerns for the welfare, of that person.

Fears for safety considerations

When deciding whether genuine fears for the person's safety exist, consider the person's age, zones of safety, and the circumstances as outlined in this table.

Age	In the case of small children or elderly people, fears for their safety arise immediately, for example, if a small child is missing from a house near the beach, it is important to search the waterways immediately.
Zones of safety	Fears for the safety of a person arise when the person is outside their usual surroundings and is unable to cope with the new environment, for example, they may have a mental or physical disability.
Circumstances	Fears for a person's safety arise if they have gone missing in circumstances that are unusual, dangerous or suspicious.
- Unusual	- their regular pattern of behaviour is not maintained, for example, telephone contact, banking or medication patterns.
- Dangerous	- for example, travelling, hiking, in bush or at sea, and has not arrived at the planned destination, or returned home when expected.
- Suspicious	- for example, the possibility of criminal activity occurring. These are all potentially serious situations and therefore conclusions about what has happened should not be made quickly. Obtain as much information as possible so that evidence is not lost for any subsequent homicide investigation.

Concerns for welfare

Although there may not be immediate fears for the person's safety, there may be genuine concerns for the person's welfare.

Concerns may be dictated by the person's age, circumstances and influences as detailed in this table.

Age	Concerns arise for elderly people living alone, or runaway teenagers.
Circumstances	Concerns can arise if the missing person has recently suffered some form of trauma, or life facing problem, for example, relationship or employment problems.
Influences	Concerns for a person's welfare may arise when influences such as alcohol, drugs or gang connections feature.

Categories of missing persons

Most missing persons fall into the four categories detailed in this table.

Category	Description
Voluntary	<p>This is someone who has control over their actions and has decided upon a course of action. This category can include:</p> <ul style="list-style-type: none"> - runaways, such as young people who have run away from home or an Oranga Tamariki - Ministry for Children home - people who have removed themselves from a situation for personal reasons, for example, spousal desertion, or debt avoidance - people who are unaware that they have been reported missing, for example, family members or friends concerned for their safety.
Involuntary	<p>Someone who is missing against their will. This category can include:</p> <ul style="list-style-type: none"> - people who have been abducted for criminal purposes such as murder or kidnapping - children abducted in custody disputes - children abducted for criminal purposes - people missing due to an accident or injury - people suffering from an illness, such as dementia, mental health, or an intellectual disability.
Lost	<p>This is a person who is temporarily disorientated and wishes to be found. This category includes people who are:</p> <ul style="list-style-type: none"> - lost at sea - lost in the bush - lost in air accidents - lost children. <p>Note: Usually subject to a Search and Rescue (SAR) operation.</p>
Missing overseas	<p>These are people reported missing to Police that include:</p> <ul style="list-style-type: none"> - New Zealanders missing overseas - reported missing from New Zealand or overseas through District Police, Interpol, or our Ministry of Foreign Affairs and Trade (MFAT) - Foreign nationals missing in New Zealand - reported as missing by people in New Zealand or overseas, via Interpol or Foreign Embassies.

Taking a Missing Person Report

Taking a missing person report

Reports of missing persons must be accepted at any Police station, not necessarily the Police station nearest to the missing person's place of abode.

The Missing Person Report form, Pol 62, and associated forms, can be located in MS Word>Police Forms>Missing Person.

In keeping with National Police Policy objectives, missing person reports must be completed on the required Police form, Pol 62. This ensures reporting standards and performance of missing person investigations are consistent and thorough.

Procedure

Follow these steps when taking a missing person report.

Step	Action						
1	Reports must be taken immediately - do not insist on a stand-down period of 24 hours.						
2	Complete the Missing Person Report form, Pol 62, in full - do not accept reports that do not have the missing person's full name and date of birth.						
3	At the initial onset of taking the missing person report, obtain from the informant: <ul style="list-style-type: none"> - a recent photograph of the missing person - a signed, Authority for Publicity form, Pol 65. 						
4	Make an initial risk assessment of the disappearance. <table border="1" data-bbox="135 1059 1509 1312"> <thead> <tr> <th>If . . .</th> <th>then . . .</th> </tr> </thead> <tbody> <tr> <td>urgent action is required</td> <td>advise your supervisor immediately. Command and control of the situation is required, and relayed to the appropriate communications centre.</td> </tr> <tr> <td>routine action is required</td> <td>continue the process of entering the file and assigning as appropriate.</td> </tr> </tbody> </table>	If . . .	then . . .	urgent action is required	advise your supervisor immediately. Command and control of the situation is required, and relayed to the appropriate communications centre.	routine action is required	continue the process of entering the file and assigning as appropriate.
If . . .	then . . .						
urgent action is required	advise your supervisor immediately. Command and control of the situation is required, and relayed to the appropriate communications centre.						
routine action is required	continue the process of entering the file and assigning as appropriate.						
5	Missing Person reports should be entered into <u>NIA</u> as soon as they are taken - do not delay entering the report in the hope they will return.						
6	Scan and attach the completed report, Pol 62, and all associated documents and photographs, into the <u>NIA</u> missing person occurrence through the attachment facility.						
7	Submit the report without delay. This is vital because the person may have met with foul play or misadventure. If the circumstances surrounding the person's disappearance are suspicious, alert <u>CIB</u> immediately - the earlier an investigation is begun, the less chance vital evidence will be lost. Likewise, if the circumstances surrounding the person's disappearance indicate they are lost, alert <u>SAR</u> immediately.						
8	Do not take reports in circumstances if it is apparent there are no genuine concerns for the missing person's safety or welfare, for example, the sole motivation for making the report is to settle a civil dispute, or to trace a family member who has failed to keep in contact.						
9	If you elect not to take a report, obtain details of the person being sought, the reporting person, the circumstances, and complete the Officer Assessment form, Pol 61, and forward to MPU.						

Family Tracing Services

There is a difference between a missing person, and a person who has lost contact with family. New Zealand Police do not deal with the latter.

There are a number of reasons why people lose touch with each other, such as, moving house, or a family conflict, and it is understandable that they seek to reconnect. However, if there is no indication of vulnerability - fears for safety or concerns for welfare, then this is considered to be a tracing matter.

New Zealand Police do not provide a family tracing service, nor are we able to help people who have simply lost contact with friends or family over time.

Procedure

Follow these steps.

Step	Action
1	Do not complete a Missing Person Report, Pol 62.
2	Advise the informant of the decision, and the reason behind it.
3	<p>Provide advice:</p> <ul style="list-style-type: none"> - for general person tracing services - look for Private Investigators in the local telephone directory or on the internet - for family tracing concerns - refer the person to the Salvation Army Family Tracing Service, who provide a service for people that wish to reconnect or trace family they have lost contact with. <p>s.9(2)(a) OIA</p>

Communications Centre

Call taker action

Step	Action
1	Ascertain whether fears for safety exist, and complete a risk assessment.
2	If fears for safety are established, sufficient details of the disappearance must be obtained before dispatching an 'I' car to the scene.
3	Obtain these details about the missing person: <ul style="list-style-type: none"> - age - clothing and any equipment carried - physical and mental condition - whether they are on any medication, and if so, do they have it with them - length of absence - is the absence out of character.
4	Obtain brief details of where the person is missing from, including: <ul style="list-style-type: none"> - familiarity with the area - type of environment (urban/rural/semi-rural) - weather conditions - where were they last seen - mode of transport - the destination, if known.
5	Ensure the caller specifies the reason for concern and any unusual circumstances.
6	If concerns for safety exist: enter a 'Priority 1' or 'Priority 2' event.
7	If no immediate concerns for safety exist: <ul style="list-style-type: none"> - advise the caller a report has not been taken - just details for the call log - advise the caller they need to make the report at a 24 hour Police station - advise the caller to bring a photograph with them when making the report - enter a 2M event, and request event closure from your supervisor.

Dispatcher action

Step	Action
1	Complete a 'Risk Assessment'.
2	If concerns for safety exist - exercise command and control, and conduct an appreciation in accordance with the dispatch appreciation model.
3	Dispatch a unit to the scene, commensurate with priority coding.
4	10-1 to all units in the search area. Advise the field Sergeant/Senior Sergeant if units are not responding within the required time frame.
5	Consider specialist squads: <ul style="list-style-type: none"> - notify <u>SAR</u> to conduct searches in areas where there are concerns for safety (if in doubt, contact the SAR coordinator and discuss) - notify <u>CIB</u>.
6	Consider using the media. It is important to get the information to the public as quickly as possible, especially in the case of very young children.
7	Appoint a Police Incident Controller as soon as practicable, and then: <ul style="list-style-type: none"> - brief the appointed Incident Controller on all aspects of the event - issue a direct instruction - "You now have command" - record time and acknowledgement - K6 event to the primary unit in attendance: 2M events should not be K2'd.
8	Facilitate: <ul style="list-style-type: none"> - maintenance of event log (recording incidents, orders with relevant times) - regular and timely situation reports to your team leader.

Team Leader action

Step	Action
1	Complete a 'Risk Assessment', and: <ul style="list-style-type: none">- ensure all risk factors have been considered- ensure correct action has been taken based on the risk assessment- direct further action to be taken if required.
2	Exercise 'Command and Control' as initial Incident Controller.
3	Confirm as required by circumstances: <ul style="list-style-type: none">- attending primary unit is at the scene- the field Sergeant/Senior Sergeant has been advised- consider appointing the Field Incident Controller- <u>SAR</u> considered / notified- <u>CIB</u> considered / notified- any further information required to assess response.
4	On completion: <ul style="list-style-type: none">- ensure all 2M events, where there are concerns for safety, are K6'd to the primary unit- if there are no concerns for safety, ensure the risk assessment is appropriate, otherwise dispatch an 'I' car- ensure the informant is given correct advice regarding reporting to the nearest 24 hour Police station to file the report.

When a mental health patient is reported missing

Follow these steps if a patient is reported as absent without leave.

Step	Action
1	<p>Notification</p> <p>It is expected that Police will be initially notified by phone of the escape of a patient, to be promptly followed by an emailed notification.</p> <p>When receiving a call ascertain:</p> <ul style="list-style-type: none"> - if the patient is considered a threat to themselves or others and the extent of any threat - whether the patient has any weapons - if it is known where the patient may be located or where they may be going and; - request an emailed notification.
2	<p>Enter them as 'missing' in NIA as a Person Alert.</p> <p>Note: Decisions on the level of further Police action are made in the same way as for other persons reported missing but with high priority (P1) for those considered to pose a threat.</p>
3	<p>Consult a DAO about:</p> <ul style="list-style-type: none"> - the action to take - whether a press release is needed - the level of Police assistance required - whether the patient is likely to suffer harm - whether the patient is likely to harm other people or damage property - the DAO attending the location when it is believed a patient considered to be a threat can be located.
4	<p>Keep a written record of all consultations with health authorities, taking particular note of the assistance sought and the level of possible threat.”</p>

Investigations focus and considerations

Focus

Missing person investigations are unique in that often the person reported missing has chosen to go missing, and the case does not show any obvious signs of a crime.

The focus of the investigation is to:

- locate the missing person as quickly as possible
- identify any suspicious circumstances surrounding the disappearance
- preserve information from which human remains, and any associated recovered materials, can be identified from at a later date.

Considerations

These are the six key principles Police should consider when responding to a report of a missing person.

1	The missing person's well-being.
2	Respect for the right of an individual - to choose not to have contact with family or friends.
3	Compassionate treatment of the missing person's relatives and friends.
4	The possibility that the person has become a victim of serious crime.
5	In suspicious cases, preserving and managing evidence.
6	Assessing the appropriate level of resources for each report.

An important factor to be aware of is what initially commences as a Missing Person Report could transpire to be a homicide enquiry.

Investigating missing persons in New Zealand

Initial action

The aim of the initial investigation is to gather sufficient detailed information, in order to:

- accurately assess the facts and circumstances
- determine the focus and structure of the investigation
- identify resources required.

Follow these steps to carry out the initial investigation.

Step	Action
1	Establish the informant's current location.
2	<p data-bbox="129 230 746 264">Interview the informant, and obtain the following details:</p> <p data-bbox="129 293 304 327">Missing person</p> <ul data-bbox="196 353 1342 589" style="list-style-type: none"> - Missing person's correct full name, nickname, and any aliases. - Missing person's date of birth and age. - Full description of the missing person, including physical appearance and any distinguishing features. - Full description of missing person's clothing, including jewellery. - The missing person's state of health - both physical and mental. - Whether the missing person exhibited any behavioural changes - personal, emotional, medical or the like. <p data-bbox="129 618 304 651">Circumstances</p> <ul data-bbox="196 678 1289 875" style="list-style-type: none"> - The date, time and place the person went missing from. - When, where and by whom the person was last seen. - Whether the person has been reported missing before, and if so, where they were previously located. - Where the person may have gone. - Any possible reasons for the disappearance. <p data-bbox="129 904 304 938">Further details</p> <ul data-bbox="196 965 1082 1283" style="list-style-type: none"> - Full contact details of the informant, and their relationship to the missing person. - Details of the missing person's next of kin. - The missing person's doctor and dentist, if applicable. - The missing person's cell phone, social networking, and email address. - Bank accounts. - Friends and associates. - Vehicles used or accessed. - Any further information required for the Missing Person Report, Pol 62.
3	Establish what fears exist for the missing person's safety and well-being.
4	Initiate and conduct a thorough search of the home or immediate area in which the missing person was last seen, regardless of whether it has been searched by the informant or any other people.
5	Ensure the next of kin have been informed. In the event of a child whose parents have separated, ensure both parents are aware of the situation.
6	Consult with your supervisor, and consider specialist units - <u>CIB</u> , DOGS, <u>SAR</u> .
7	Ensure the Missing Person Report, Pol 62, has been completed in full.
8	Ensure the Authority for Publicity, Pol 65, is signed by the next of kin.
9	Interview witnesses separately.
10	Report the information you have obtained to your supervisor as soon as practicable, within the duty period that the report is made. If the circumstances are suspicious, or there are fears for the person's safety, report the case to your supervisor immediately.
11	Important: Obtain a recent photograph if you have not already done so.

Data entry

After the initial action has been completed the Missing Person Report, Pol 62, requires entering into NIA, and should be submitted at the earliest opportunity for entry. Do **not** leave the file un-entered in the hope the person will return, or located quickly.

Step	Action
1	Carry out a <u>NIA</u> check to see whether the missing person: <ul style="list-style-type: none"> - is listed as missing already, and has an active missing alert - is being held in custody - has any record of Police interest on them.
2	Enter the missing person into <u>NIA</u> using the 'create missing person occurrence' facility.
3	Ensure all the details recorded on the Pol 62 are entered into NIA.
4	Ensure the correct person is entered into the occurrence, with the correct date of birth and location. A foreign address can be entered as the location.
5	All informants, witnesses, vehicles, etc should be entered into the occurrence through the links facility.
6	Where there is nothing to write in the space provided - leave it blank. Do not write 'n/a' or 'nil'.
7	Scan the Missing Person Report, Pol 62 or Pol 67, into the occurrence as an attachment, and any other relevant documents and photographs. In the event your Police station does not have this capability, the documents and photographs can be sent to MPU for attaching.
8	Ensure the file is 'posted' and not 'assigned' to the person who is to receive the file - refer to managing the case .
9	If the file is urgent and requires urgent attention, contact the person the file is to be sent to for investigation, or the O/ <u>CCIB</u> , and advise them of the details and circumstances.

Staff duties and responsibilities

Supervisor's duties

The duties of the supervisor are as follows:

Step	Action
1	Establish what fears exist for the person's safety and well-being, and determine whether a 'routine' or 'immediate' response is required.
2	For an immediate response - consult with <u>CIB</u> , Dogs and <u>SAR</u> . If the case involves suspicious circumstances, contact the O/C CIB immediately.
3	Where necessary, take command and control to instigate initial enquiries to locate the missing person, and appoint an officer to manage the case.
4	Ensure all correspondence is: <ul style="list-style-type: none"> - completed in full with all relevant information - entered correctly into <u>NIA</u> - submitted before the end of shift, for further dissemination.
5	If the report concerns a missing person from outside the district the supervisor must: <ul style="list-style-type: none"> - contact the O/C Station in the area the subject is missing from - scan the file and email, or fax the details to the receiving station - forward the physical file to the station immediately.

Case Officer's duties

If you are assigned the missing person file, follow these steps.

Step	Action
1	Assess all information by conducting a full appreciation and risk assessment.
2	Consider conducting a scene examination, if this has not already been done. Evaluate the scene and its appearance. If relevant advise your supervisor and the O/C CIB , and treat it as a crime scene to: <ul style="list-style-type: none"> - prevent contamination of the scene - identify items of evidential value.
3	Maintain regular contact with the informant and family. Obtain further details that were not available at the initial interview.
4	Liaise with relevant groups, such as Oranga Tamariki - Ministry for Children (OT), Youth Services, Coronial Services.
5	Conduct enquiries to locate the person, and: <ul style="list-style-type: none"> - manage the specific lines of enquiry, as circumstances dictate - interview the missing person's friends, employer and associates.
6	Attempt to track the person's movements, by: <ul style="list-style-type: none"> - obtaining bank records and reviewing them for recent transactions - obtaining passport and border movements - reviewing cell phone records to determine whether the phone has been used recently and where it is polling - contacting outside agencies, such as: WINZ and Land Transport.
7	Consider whether the enquiry would benefit from general media coverage .
8	Consider profiling the missing person on the NZ Police Missing Person Web page .
9	Collect forensic specimens for identification purposes (if applicable).
10	Record all enquiries made and attach to the missing person occurrence.
11	Complete file reviews and update the missing person occurrence narrative.

Missing children

All reports of missing children are classed as high priority and attract a high risk assessment.

To formulate an effective enquiry strategy it is necessary to have some knowledge of what the missing child is likely to do, the distances they are likely to travel, and who they might be with.

General procedure

Follow these steps.

Step	Action
1	Reports must be taken immediately.
2	The Missing Person Report, Pol 62 or Pol 67, should be entered into <u>NIA</u> as soon as it is taken in order to generate a missing alert - do not delay in entering the report.
3	Complete an initial 'Risk Assessment' in respect to the child and the situation.
4	Submit the Pol 62 or Pol 67 without delay to your supervisor. This is vital because the child or young person may have met with foul play or misadventure.
5	If the circumstances surrounding the disappearance are suspicious, alert <u>CIB</u> immediately. Likewise, if the circumstances indicate they are lost, alert <u>SAR</u> immediately.
6	Command and control of the situation should be established in the first instance, and relayed to the appropriate Communications Centre.
7	Consideration should be given to provide an immediate media release. This can be facilitated through the appropriate Communications Centre, who will disseminate to over 500 media outlets, or given by the O/C Case or O/C <u>CIB</u> .

Initial Action - Communications Centre

Call Taker Action

Follow these steps.

Step	Action
1	Obtain sufficient details of the child or young person's disappearance before dispatching an 'I' car to the scene.
2	Obtain the following details about the missing child: <ul style="list-style-type: none"> - full name of child and any nick names used - age and date of birth of the child - physical description - clothing worn - parents details - who has legal care and custody of the child (if applicable).
3	Obtain details of where the child is missing from, including: <ul style="list-style-type: none"> - where the child was last seen - any possible destination, if known - any places they frequent - relatives houses, play areas, pre-school - child's familiarity with the area - weather conditions - type of environment (urban/rural/semi-rural).
4	Advise the caller to stay at the scene to await Police arrival.

Dispatcher Action

Follow these steps.

Step	Action
1	Complete a 'Risk Assessment' to ascertain what fears for the child's safety exist.
2	Exercise command and control, and conduct an appreciation in accordance with the dispatch appreciation model.
3	Dispatch an 'I' car to the scene.
4	10/1 release to all units in the area. Advise the field Sergeant/Senior Sergeant immediately if no units are responding within the required time frame.
5	If required, notify <u>CIB</u> and <u>SAR</u> .
6	Appoint a Police Incident Controller as soon as practicable, and then: <ul style="list-style-type: none"> - brief the appointed Incident Controller on all aspects of the event - issue a direct instruction: "You now have command" - record time and acknowledgement - K6 event to the primary unit in attendance - 2M events should not be K2'd.
7	Facilitate: <ul style="list-style-type: none"> - maintenance of event log - regular and timely situation reports to your team leader.

Team Leader Action

Follow these steps.

Step	Action
1	Complete a 'Risk Assessment' ensuring all risk factors have been considered.
2	Ensure correct action has been taken based on the risk assessment.
3	Direct further action to be taken if required.
4	Exercise 'Command and Control' as initial Incident Controller.
5	Confirm: <ul style="list-style-type: none"> - a unit is attending the scene - the field Sergeant/Senior Sergeant has been advised - someone has been appointed as the field Incident Controller - specialist squads have been considered; <u>CIB</u>, <u>SAR</u> and Dogs.
6	Consider using the media. It is paramount to get the information to the public as quickly as possible.
7	On completion ensure 2M events are K6'd to the primary unit.

Initial Action - Investigation

The aim of the initial investigation is to gather sufficient detailed information, in order to:

- accurately assess the facts and circumstances that will assist in locating the missing child or young person
- determine the focus and structure of the investigation
- identify resources required.

Attending Officer

Follow these steps.

Step	Action
1	Establish the informant's current location.
2	<p>Interview the informant to obtain:</p> <ul style="list-style-type: none"> - full contact details of the informant, and their relationship to the child or young person - details of the missing child's next of kin, parents and/or guardian. If parents have separated, obtain details of both parents and ensure they are both aware of the situation - missing child's full name, nickname and any aliases - a full description of the missing child, including physical appearance - a full description of the child's clothing and other items in their possession - the missing child's state of health - both physical and mental - full particulars of the circumstances, including: <ul style="list-style-type: none"> - where the child was last seen and by whom - the date and time the child went missing - whether the child has gone missing before, and if so, where they were previously located - any possible reasons as to why they have gone missing - a clear and recent photograph of the child or young person - if applicable, details of any friends or associates, cell phone and email addresses, as well as any social networking sites used by the missing person.
3	Initiate and conduct a thorough search of the home and the area in which the missing child was last seen, regardless of whether it has previously been searched by the informant or any other people.
4	Consult with your supervisor and any specialist units such as <u>CIB</u> , <u>SAR</u> and Dogs.
5	Complete the Missing Person report, Pol 62 or Pol 67, in full.
6	Ensure the Authority for Publicity, Pol 65, is completed and signed by the next of kin, or appropriate person.
7	Advise your supervisor immediately if circumstances are suspicious, or grave concerns for the child's safety exist.
8	Interview witnesses separately.
9	Important: Obtain a recent photograph, if you have not already done so.

Data entry

After the initial action has been completed the Missing Person Report, Pol 62 or Pol 67, requires entering into NIA. The file must be submitted at the earliest opportunity for entry. Do **not** leave the report un-entered in the hope the person will return, or located quickly.

Step	Action
1	Carry out a NIA check to see whether the child or young person: <ul style="list-style-type: none"> - is listed as missing already, and has an active missing alert - is being held in custody - has any record of Police interest on them.
2	Enter the missing person into NIA using the 'create missing person occurrence' facility.
3	Ensure all the details recorded on the Pol 62 or Pol 67 are entered into NIA . If the child or young person is under Oranga Tamariki - Ministry for Children care, ensure the 'OT' box is ticked in the 'Fears for Safety' screen of the NIA record.
4	Ensure the correct person is entered into the occurrence, with the correct date of birth and location. A foreign address can be entered as the location.
5	Scan the completed Pol 62 or Pol 67 into the occurrence as an attachment, and any other relevant documents and photographs. In the event your Police station does not have this capability, the documents and photographs can be sent to MPU for attaching.
6	Ensure the file is 'posted' and not 'assigned' to the person who is to receive the file. Refer to managing the case . If the file is urgent and requires urgent attention, contact the person the file is to be sent to for investigation, or the O/C CIB , and advise them of the details and circumstances.
7	If the child or young person is thought to have gone missing in another district other than the one where the report was made, or the child or young person has thought to have gone to another district after being reported missing, a part file should be created for enquiries to be made in that district, or the physical file forwarded to the O/C Station for investigation.

Investigating Officer

Follow these steps.

Step	Action
1	Brief your supervisor of the particulars of the case, and advise O/CCIB.
2	Ensure the parents or guardians have been informed - both parents should be aware of the situation especially in cases where the parents are separated.
3	Ensure a Police Liaison Officer has been assigned to the family.
4	Initiate enquiries to locate the missing child or young person. If circumstances dictate: <ul style="list-style-type: none"> - formulating a search plan in consultation with SAR - formulate an investigation plan.
5	Carry out a NIA check to ascertain whether: <ul style="list-style-type: none"> - the missing child has a NIA identity - they are listed as missing already - they have been reported missing on other occasions. This will show where they were previously located - they are in Police custody.
6	Consider a media release to appeal to the public for information.
7	Consider speaking to friends, school teachers and social workers.
8	Follow Case Officer Duties or Supervisor Duties .
9	Manage the case as per the National policy and procedures - refer managing the case .

Lost children

Lost children, who are found by members of the public or Police before they are reported missing, must still be entered into [NIA](#) with a missing alert generated. The alert can be cleared at the same time as the entry. This will ensure a record of the event is captured, that will not only provide information as to their possible whereabouts in the future should they go missing again, but provide information as to why the child was lost.

Child abduction and parental abduction

Abduction of a child or young person under 16 years is an offence under section [210](#) of the Crimes Act 1961. The section generally refers to situations where a child is taken from a parent or guardian contrary to the terms of a Court Order.

When considering charges under section 210 in relation to child custody disputes, also consider the provisions of the Care of Children Act 2004:

- section [78](#): Contravening parenting order
- section [80](#): Taking a child from New Zealand.

This section protects the rights of those having lawful possession or temporary possession of a child or young person, and includes Oranga Tamariki - Ministry for Children caregivers.

A parent may commit an offence against this section in respect of their own child where their actions are unlawful, for example, a father who takes his own child from its mother contrary to a Court Order.

A missing person file should be created. If offences are subsequently established and charges filed then a new file should be created and associated to the missing person file.

Removal of children from New Zealand

Child custody disputes should be referred to the District Court, through the parties' respective lawyers. If fears arise that one party is

likely to remove the child or young person from New Zealand, the matter should be referred to their legal representative, who will apply for an order to prevent removal (OPR) from the court. This will ensure a border alert is placed on the child or young person to prevent them being removed from New Zealand.

If a child or young person has been illegally removed from New Zealand, the matter should also be referred to their legal representative, who will make an application for the child's return through the Hague Convention (Refer [Ministry of Justice - Hague Convention](#)).

Missing Children and Young Persons in Oranga Tamariki - Ministry for Children care

Reports of missing children and young persons in Oranga Tamariki - Ministry for Children care are classed as high priority with a high risk assessment attached. This is not only due to their age and vulnerability, but often due to their personal circumstances and the external influences surrounding these circumstances.

General process

A missing person report should only be made to Police by Oranga Tamariki - Ministry for Children when the missing person criteria has been met as outlined below, and an OT internal risk assessment has been completed.

Missing Person criteria is defined as; any person whose whereabouts are unknown, **and** there are genuine fears for the safety, or concerns for the welfare of that person.

Oranga Tamariki - Ministry for Children Guidelines

The following factors are guidelines that Oranga Tamariki - Ministry for Children will consider when completing their internal risk assessment process:

- physical health of the child or young person
- mental health - including self harm or suicide, ADHD, depression
- knowledge of the area they went missing from
- friends or family in the area
- recent stressors (including offending/court appearances, family group conferences, change in placement)
- any other risk taking behaviours, such as drug, alcohol, huffing, prostitution, association with inappropriate persons
- out of character behaviour.

Unauthorised absence

Some children or young people absent themselves from their home for a short period of time and then return, often their whereabouts are known, or may be quickly established through contact with family or friends, or their whereabouts are unknown but the child or young person is not considered at risk.

Likewise, if the child or young person is known to be living with family at a particular address without the acknowledgement or agreement from Oranga Tamariki - Ministry for Children, they are not considered missing.

If a child or young person falls into the above categories, then they are not classed as a 'missing person', and should not be reported to Police as missing. Under this process, Oranga Tamariki - Ministry for Children will monitor unauthorised absences carefully, as the child or young person may subsequently go missing.

Oranga Tamariki - Ministry for Children Initial Action - Urgent Response

In situations requiring an urgent Police response, the missing person information will be submitted as soon as possible through the Police emergency 111 facility. This will ensure an immediate response as outlined in the Communication Centre process and [Investigation Initial Action](#). This includes children and young persons where their safety is paramount, and also those that have escaped or absconded from secure units. For the latter, Police should enter a charge of escaping custody as well as the Missing Person Report, Pol 67.

Oranga Tamariki - Ministry for Children Initial Action - Routine Response

For all routine responses, the Missing Person Report, Pol 67, must be submitted through the reporting process established between Police and Oranga Tamariki - Ministry for Children, consistent with national policy and procedures, as outlined below.

Social workers and/or caregivers should undertake a range of enquiries to try and locate the child or young person before a formal missing persons report is made to Police. These enquiries are to take place unless there are immediate safety concerns and might include, but not limited to:

- talking to known associates, contacts, parents/family/whānau, to seek the child or young person's whereabouts
- checking texts, cell phone calls, and social network sites (where applicable)
- visiting possible locations where the child or young person may be located.

Routine Response - Oranga Tamariki - Ministry for Children to Police Reporting Process

These are the process stages.

Stage	Process
1	Oranga Tamariki - Ministry for Children will make a missing person report to Police, only when: <ul style="list-style-type: none"> - a risk assessment has been completed - initial enquiries have been made - internal triage processes have been followed, and the child or young person cannot be located.
2	All routine missing person reports to Police will be made on the standard Missing Person Report form, Pol 67, accompanied by a photograph of the missing person (if possible).
3	These reports will only be made through the Oranga Tamariki - Ministry for Children 24/7 call centre situated in Auckland.
4	The Oranga Tamariki - Ministry for Children 24/7 call centre will ensure the reports received by their internal processes contain all the relevant and pertinent information required by Police, including details of the custody statute the child or young person is held under, and where they are to be returned to once located.
5	The Oranga Tamariki - Ministry for Children 24/7 call centre will forward the completed report to the Police Crime Reporting Line (CRL).
6	The CRL will process the Pol 67 by entering the information into NIA, creating the missing person alert and file. The photograph and completed report is to be scanned and attached to the occurrence through the attachment facility.
7	CRL will assign the file to the appropriate district for action, adhering to National policy surrounding case management and reviews .

Note: No routine reports will be received through other Police channels.

Oranga Tamariki - Ministry for Children - Police Report Form (Pol 67)

Information to be provided to Police must include, but is not limited to the following:

- child or young person's correct, full name, and any nicknames or names used by the child or young person
- date of birth (not just the age of the missing person)
- the legal custody status of the child or young person (under the Vulnerable Children's Act)
- social workers name and contact details
- the address the child or young person is to be returned to
- parents' name and addresses
- the date, time and place the child or young person was last seen
- an updated description of the physical appearance of the child or young person (height; weight; hair colour; hair length; eye colour; piercings/scars/tattoos; build)
- a description of the clothing they were last seen wearing
- any frequented addresses or places the child or young person is likely to be
- details of any known friends, associates, relatives
- fears for safety and risk factors - emotional status, medical conditions, at risk behaviour, medication, drug/alcohol/substance use
- access to money and bank account numbers
- cellphone / email / social network sites.

Routine Response - Investigating Officer

Follow these steps.

Step	Action
1	Ensure all information has been provided by Oranga Tamariki - Ministry for Children and entered correctly into NIA .
2	<p>Liase with the child or young person's social worker for further information and updates. Police should contact the Oranga Tamariki - Ministry for Children 24/7 call centre in the first instance, unless the Social Worker is known to them.</p> <ul style="list-style-type: none"> - The Oranga Tamariki - Ministry for Children 24/7 call centre telephone number is 0508 Family (0508 326459). - The call centre will place the officer in touch with the appropriate person or Social Worker. In the event the Social Worker cannot be contacted, the officer is to contact the Oranga Tamariki - Ministry for Children 24/7 call centre again and ask to speak to the duty social worker.
3	Police may be called upon to assist the Social Worker when searching addresses for the child or young person (under the Children's Act).
4	Disseminate the missing person information to Police through various internal sources; bulletin board, special notice, communications centre, missing person web page and Facebook page.
5	Consider polling cell phones and checking bank accounts (if applicable).
6	Ensure the file reviews are completed, as per the ' Case management ' chapter of the Police Manual.

Locating the Child or Young Person

Located by	Action
Located by Oranga Tamariki - Ministry for Children	<p>If the child or young person returns to the caregiver, or is located by persons other than Police, the caregiver will notify the Oranga Tamariki - Ministry for Children 24/7 call centre, who will advise CRL.</p> <p>CRL will clear the missing alert. This will automatically generate an email to the officer in charge of the case advising the alert has been cleared.</p>
Located by Police (Business Hours)	The locating Police employee will contact the Social Worker to advise them, and clear the missing alert. This will automatically generate an email to the officer in charge of the case advising the alert has been cleared.
Located by Police (After Hours)	Police should contact the Oranga Tamariki - Ministry for Children 24/7 call centre to advise the duty Social Worker, and clear the alert, as above.
Location known to Police	If Police receive reliable information that the child or young person is at a particular location and can verify this information, Police will liaise with Oranga Tamariki - Ministry for Children regarding the safety of the child or young person and whether further action is required by Police. If no further Police action is required, the locating employee should clear the missing alert, as above.

Managing the Missing Persons case

Required action

When managing the case, be aware of the action that must be taken at specific times after the initial report has been entered. The 'missing' alert will automatically generate review reminders to the officer who the case is assigned to.

Note: Do **not** reply to these emails as MPU will not receive them, they are simply a reminder.

Mandatory file review procedures

After 3 days, 14 days, 30 days, 90 days, follow these steps.

Step	Action
1	Contact the informant to establish whether the missing person has returned home, or made contact in any way.
2	Establish whether there are any new or continued fears for the person's safety or well-being. Consider making further enquiries.
3	If urgent action is required, or suspicious circumstances exist, consult O/C CIB immediately. Likewise, if enquiries have been made with no significant progress, consult the O/C CIB to discuss case direction.
4	Consider making further enquiries with outside agencies, or re-visit old enquiries for an update.
5	Ensure a record of enquiries has been entered into the occurrence narrative.
6	Ensure a recent photograph has been obtained. Scan the photo and attach to the occurrence using the attachment facility in the record.
7	Ensure a signed Authority for Publicity, Pol 65, has been completed.
8	Consider the collection of forensic specimens . Specimens obtained should be analysed by ESR. Update NIA occurrence with the ESR reference number and scan the results into the missing person occurrence as an attachment.
9	Ensure job sheets and enquiry records are recorded in the occurrence. Large documents can be scanned into the occurrence as an attachment.
10	Complete Review form, Part B of the Pol 62, and scan and attach the form into the occurrence as an attachment, or update the occurrence narrative directly. Do not send to MPU if the latter has been done.
11	Forward the file to the O/C CIB for review.

After one year, follow these steps.

Step	Action
1	Contact the informant. Advise them the Coroner will be notified
2	Record further enquiries completed into the occurrence narrative of the record, if applicable.
3	Prepare a report for the Coroner to advise them of the situation. A Pol 47 is sufficient. Submit through your supervisor and update the NIA occurrence.
4	Ensure the necessary DNA has been obtained, - nuclear, familial or mitochondrial DNA (mtDNA), refer Forensic Evidence , then: <ul style="list-style-type: none">- send the sample to the ESR for analysing- update the occurrence with the ESR reference number.
5	Ensure dental records, medical history, and optical records are obtained and scanned into the missing person occurrence through the attachment facility.
6	Complete Part B of the Pol 62, and either: <ul style="list-style-type: none">- scan and attach the form to the missing person occurrence record, or- update the occurrence narrative directly.
7	Forward the file to O/C CIB to review.

Locating missing persons

Verify

If you receive information that a missing person has been located, verify the information and satisfy yourself on reasonable grounds that it is accurate.

Procedure

Follow these steps if you locate a missing person or receive information that a missing person has been located.

Step	Action
1	Interview the located person to find out the circumstances surrounding the disappearance, and to verify the person is the missing person by asking them personal questions they should know.
2	If the person is a child, look for child abuse indicators and consider referring the case to Oranga Tamariki - Ministry for Children.
3	If the person is over 17 years old consider legislative requirements .
4	Update the NIA Missing Person occurrence and file.
5	<p>Complete the 'Person Located' field in the information alert page of the NIA occurrence, by entering:</p> <ul style="list-style-type: none"> - the date and time they were located - the location details - the circumstances. <p>Then press OK to activate the located person function and clear the alert.</p> <p>Note: This will automatically generate an email message to the officer in charge of the case to advise the person has been located and the alert cleared.</p>
6	Advise the informant that the person has been found, and the case is closed.

Legislation

If a person is 17 years or over, then their whereabouts cannot be disclosed without their consent.

Under these circumstances Police will inform the person who reported them missing that they have been located but will advise them they do not have the authority to disclose their whereabouts.

Note: Police must take this step to ensure proper closure of the missing person file.

The ability of Police to make disclosure about children or young persons under 17 years will depend on the individual circumstances of the missing person, and privacy legislation requirements.

People missing overseas

In cases where a New Zealand national is reported missing overseas by family in New Zealand, and there are genuine fears for the person's safety, or concerns for their welfare that are justified, Police must take a report in the usual manner, and the file sent to MPU for overseas enquires to be made.

Note:

1. If the fears for safety are only based on the fact the family has lost contact with each other then they must not be entered as a missing person - refer them to [Family Tracing Services](#).
2. The informant should not be directed to the Missing Persons Unit or to Interpol.
3. In many countries, the communications network is difficult to access and language barriers make it difficult to maintain contact. Movement between countries is often not recorded on national databases, as they are in New Zealand, and therefore it may be impossible to determine whether the missing person has arrived in, or departed from, a particular country.

Procedure

Follow these steps, if you receive a report of a person missing overseas.

Step	Action
1	Obtain the informant's full details, refer Investigation - Initial Action .
2	Complete the Missing Person Report, Pol 62, in full. In addition, further enquiries are required before the enquiry can commence overseas, such as: <ul style="list-style-type: none"> - time, date and place of the last contact made with the missing person - usual means of contacting the person - circumstances of the last contact (if the contact was an e-mail or other written communication, obtain copies) - last known address, motel, hotel or other accommodation - place of employment overseas, if applicable - details of the person's travel and flight itinerary - the travel agency with whom the booking was made, and how the travel was paid for - passport details (MPU can establish this information). Confirm if the missing person has dual or multiple citizenship and holds additional passports they could travel under - bank account details, including when and where the accounts were last accessed - any known friends or travel companions.
3	Obtain a recent photograph and electronically attach it to the file
4	Advise your supervisor of the circumstances of the case, and ensure a liaison officer has been appointed to maintain contact with the informant.
5	Contact MPU and advise them of the circumstances of the case. Then: <ul style="list-style-type: none"> - e-mail a copy of the file to MPU - s.9(2)(a) OIA - forward the physical file to MPU.
6	MPU will make the necessary enquiries through Interpol, our NZ Police Liaison Officers, or through Ministry of Foreign Affairs and Trade (MFAT), in the country where the person was last seen. In addition, MPU can provide the following assistance: <ul style="list-style-type: none"> - Customs checks - DIA / Passport information - Immigration Checks.

Photographs

A recent photograph of the missing person should be obtained at the earliest opportunity.

Ensure authority is given to use the photo for any publicity required. Authority for Publicity form, Pol 65, is located in MS>Police Forms>Missing Persons.

What to do with the photograph

Once the photograph and authority is obtained, follow these steps.

Step	Action
1	Update <u>NIA</u> Missing Persons occurrence 'publicity' field with details of the signed Authority for Publicity form, Pol 65.
2	The photo should be entered into the Missing Person occurrence record, by either: <ul style="list-style-type: none"> - scanning the photo into the occurrence, through the attachment facility, or - emailing the photo to MPU for attaching to the occurrence.
3	Photographs can be used for: <ul style="list-style-type: none"> - Special Notices created for Police, public and media - specific media releases - attachments in the missing occurrence for all staff to access (this is important for front line staff who locate a young person at night and need to verify who they are) - the Police internal bulletin board - the Police Missing Persons web page.
4	Once the person has been located the photograph should be returned to the informant.
5	Any photograph provided by Oranga Tamariki - Ministry for Children must be returned or destroyed once the child or young person has been located.

Forensic evidence

When to collect forensic evidence

As a general rule, forensic samples should be collected for inclusion with Part B of the Pol 62, which is submitted to MPU after one year. However, in some cases a delay of one year may lead to difficulties in locating and collecting suitable material. This is particularly the case with material that is likely to be lost or become contaminated and in cases where the missing person is a foreign national. Therefore, always consider obtaining the specimens early, as part of the general investigation and enquiry process.

Dental and medical records

The minimum specimens that should be collected are dental and medical records. In the event human remains are located often DNA cannot be extracted and alternative methods of identity are required.

DNA

Considerations should also be given to these types of DNA specimens:

DNA Type	Detail
Nuclear DNA	Obtain specimens of the missing person's nuclear DNA directly from sources such as a razor, toothbrush or hairbrush.
Mitochondrial DNA (mtDNA)	mtDNA is transferred directly by the biological mother to her offspring. This means that if a direct DNA sample cannot be obtained, a comparison sample can be taken from any maternally related blood relative, such as a maternal grandmother, mother, siblings, maternal uncles and aunts.
Familial DNA	A comparison sample taken from any related blood relative, not confined to the maternal line, for example the father and paternal grandparents.

Taking DNA specimens

Follow these steps to take DNA samples.

Step	Action
1	A DNA Consent Form, DNA300, must be completed before a sample is taken.
2	mtDNA and familial DNA samples can be taken by mouth swab or buccal scrape. The sample kits can be obtained through district watch houses or CIB .
3	Once the sample has been obtained, a Biotrak elimination record should be entered before sending to ESR for analysing.
4	Enter the Biotrak and ESR reference number into the missing occurrence.
5	A copy of the DNA300 should accompany the sample to ESR for analysis, along with the DNA Sample Data Entry Sheet, Pol 801, and the Exhibits Form, Pol 143. These forms are located in MS Word>Police Forms>DNA>Elimination DNA Sampling>Missing Persons Identification
6	The results will be stored in the Missing Person Database at ESR .

Note: If no DNA can be obtained from sources identified, the heel prick sample taken from babies at birth (Guthrie Card) may be an option. However, these can only be used if all other sources have been exhausted. Refer [MOU](#) with the Ministry of Health

Using forensic specimens to identify human remains

From time to time, unidentified human remains are located. These remains can be compared with forensic specimens that have been collected from cases involving people missing long term.

Media broadcasts

Media coverage

The investigation may benefit from media coverage, particularly when there are immediate and serious fears for the person's safety or well-being.

Working with media

Police may decide to use media outlets to broadcast details about a missing person in an effort to obtain valuable information and assistance from the public. Encourage the use of media for this purpose, especially where the missing person is a young child, elderly person, has an urgent medical need, or there are immediate concerns for their safety.

In these cases information can be immediately disseminated through the Police website to media outlets and the public, who have previously signed up to receive instant alerts from the website.

Media considerations

1	Liaising with District Police Media or Police Media Section at PNHQ .
2	Releasing information to the media should only be done after you have obtained a signed Authority for Publicity form, Pol 65, located in MS>Police Forms>Missing Persons. - Ensure the 'publicity' field in the missing person occurrence has been completed and clearly shows the person who gave authority.
3	Posting information, by way of a special notice, on the Police Bulletin Board
4	Profiling the missing person on the Police Missing Person Webpage or Face book page. - To do this contact MPU by e-mail: s.9(2)(a) OIA - Ensure you enclose a clear, recent photo of the missing person.

Missing Persons Web Page

MPU maintains the [Missing Persons web page](#) on the Police Internet website.

Consider whether the circumstances surrounding the disappearance indicate that a posting on the page is appropriate. You will need a good-quality photograph and the next of kin's written consent. Requests for postings to the page should be made to MPU by e-mail, [s.9\(2\)\(a\) OIA](#)

Missing Persons Face Book Page

(note: this has been deactivated)

MPU also maintain the Missing Person Facebook page where information or a missing person can be profiled. This page is successful for youth runaways.

The same considerations apply to this social media outlet as with the missing person web page, and will usually have a link to the profile on the Police web page.

SAFE (7233) mobile phone text message retrieval

The SAFE (7233) text message service was launched after the murder of a backpacker in 2005. It is a service that allows people to record their travel intentions within New Zealand, and provides a starting point for Police investigating a missing person case.

SAFE text message service

The SAFE text message service:

- is free of charge
- is provided by Telecom NZ Limited (027), Vodafone NZ Limited (021), and 2degrees Mobile Ltd (022)
- is provided to anyone wishing to record their travel intentions within New Zealand, not just for tourists visiting New Zealand
- allows Vodafone NZ and 2degrees Mobile customers to also use the service overseas, (standard roaming rates apply, and they must be using a New Zealand SIM in their mobile)
- is not available for people using mobile phones on a Virtual Network (028, 029).

Text messages

Text messages are not monitored; however, they can be retrieved later on request by police if necessary, but are generally stored for:

- Telecom and 2degrees - 12 months
- Vodafone - 3 months.

Notes:

- The databases store text messages only, **not** pxt or video.
- The service is not a substitute for 111, which should always be called in an emergency.
- There are no privacy implications for Police Investigators requesting access to the text messages, or for Telecom, Vodafone or 2degrees providing the text message information to Police, as people using the service intend Police to have access to the database if necessary.
- From the perspective of the Telecom, Vodafone or 2degrees customer the service appears to be integrated, however for technical reasons they maintain their own databases for messages text to SAFE (7233).

Messages left by missing persons

To view a message left by a missing person, it is necessary to know their mobile phone number in order to establish whether they are with Telecom, Vodafone or 2degrees. With number transferability it is possible that the person may be with another operator and all three service providers may need to be contacted.

Procedures

Follow these steps (in relation to Telecom, Vodafone and 2degrees).

Step	Action
1	Email request for information to MPU (s.9(2)(a) OIA) with the name of the missing person.
2	Include the mobile phone number of the person, and indicate whether the person is likely to have used the SAFE service.
3	Telecom, Vodafone or 2degrees will check to see if the person has left a message on the service.