

Afghanistan crisis.

Our hearts go out to those worried about friends and family in Afghanistan. Have you lost contact with relatives because of the current crisis? We may be able to help you re-establish contact.

The International Committee of the Red Cross and the Afghanistan Red Crescent continue to operate where they can in Afghanistan. If you have lost contact with family members, you should first attempt to contact them directly. If you cannot establish contact, call our hotline for assistance. Unfortunately, our team cannot provide support on the ground for people at risk in Afghanistan, nor can we register family or friends with whom you are currently in contact

How to contact our RFL service

Email tracing@redcross.org.au

Phone **1800 875 199**

free call from landlines in Australia, Monday to Friday 9am to 5pm AEST

What we do

Working with Red Cross and Red Crescent colleagues across the world we help to find loved ones who have gone missing during war, conflict, disaster or as they travel along migration routes.

Why we do it

Red Cross is in a unique position to locate people who are missing. Our neutrality and impartiality mean that, in even the most difficult circumstances, we can access people and locations that others can't.

How it works

Our service is free of charge, confidential and available to anyone in Australia. We can open a case for you and work with our counterparts overseas to follow up enquiries.

Other referral information

For concerns relating to Australian citizens overseas, call the Department of Foreign Affairs and Trade's 24-hour Consular Emergency Centre on 1300 555 135 (for enquirers in Australia) or +612 6261 3305 (for enquirers overseas).

For information about support for someone to apply for a humanitarian visa, call the Department of Home Affairs Global Service Centre on 131 881 or outside Australia +61 2 6196 0196 (Monday to Friday, 9am to 5pm AEST).

