

UTS Housing Missing Resident Notification Procedures

Purpose

The purpose of these procedures is to establish the missing student notification procedures for UTS. All UTS Housing Staff and UTS Security personnel must comply with these procedures and any amendments to these procedures from time to time.

Definition

A **missing UTS resident** is defined as any resident living in the UTS owned or managed accommodation, whose whereabouts are unknown and when there are reasonable fears for the safety or concern for the welfare of that person.

Accountability

The Director of Student Services is responsible for ensuring that these procedures are followed.

The UTS Housing Manager and the UTS Security Manager are responsible for implementing these procedures.

Information required of and provided to residents on application

All UTS residents are required to enter and update the contact details of their emergency contacts on the Student Housing System at the time they make their application, and upon re-application.

Residents are advised when applying for UTS accommodation that their emergency contact information will only be accessible to authorised UTS staff and that it will not be disclosed except to UTS staff or to UTS Security personnel should they be a missing UTS resident, or to NSW Police in furtherance of a missing person investigation.

Housing procedures

Most missing person reports in the University housing environment result from a resident changing his/her routine, without informing the housing office, their roommates or friend of the change.

Anyone who believes that a UTS Housing resident is missing should immediately report his or her concern to UTS Housing Service by calling 02 95141529 or UTS security at 02 95141192.

If the UTS Housing Service is informed or forms a reasonable belief that a resident has gone missing, the UTS Housing Service may without delay, and must within 24 hours of forming a reasonable belief that the person is missing:

- (a) make enquiries to ascertain who has had the last contact with the resident in order to substantiate the claim that a UTS resident is missing. The housing staff will check his/her room, class schedule, check with roommates, call or text the missing person's phone, request an ITD check to determine when the resident last accessed the internet;
- (b) contact the individual(s) designated by the resident as his or her emergency contact(s);

- (c) alert UTS International office, and request that they contact the host university (if any) to ascertain whether it has had any contact with the student and/or has a current contact address for the student, to which a message can be passed.
- (d) make or facilitate a report to the NSW Police Force Missing Persons Unit; and
- (e) in the case of residents under 18 years of age, contact a custodial parent or guardian in addition to any designated emergency contact(s) to advise them that the resident is missing.

Any student or staff member having concerns about a missing resident may make a report to the NSW Police Force Missing Persons Unit.

The NSW Police Force Missing Persons Unit (**MPU**) is highly respected and coordinates inquiries within Australia and overseas. NSW Police Force successfully locates over 99% of all persons reported missing.

http://www.police.nsw.gov.au/community_issues/missing_persons/contacts

It is important for people to be aware that being reported missing is not a crime and that it is the aim of the NSW Police Force to ascertain if the missing person is safe and well. There is no minimum time that must elapse before a Missing Persons report can be made.

Reports must be taken in person at any NSW Police Station and will not be accepted via email or over the phone. When you attend a police station to report someone missing, it will help Police if you bring along the following information:

- (a) a recent photograph of the missing person,
- (b) a list of the names, addresses and phone numbers of friends and associates,
- (c) likely destinations eg. favourite places, work locations or places with past connections,
- (d) any medical requirements or medications the missing person may need, and
- (e) a full description of the missing person including height, weight, colour of eyes and hair, and bank account details (if known).

The MPU assists with the investigation of every reported case. You can email the NSW Police Force Missing Persons Unit at missingpersons@police.nsw.gov.au or telephone on 1800 025 091. The MPU will investigate every reported case.

Other Services

The Salvation Army Family Tracing Service provides an international missing persons service that covers 92 countries. Its mission is to re-unite and reconcile family members.

The Australian Red Cross Tracing Unit undertakes to assemble and cross reference all available information about the missing person and thus help, reestablish family contact.

The Families and Friends of Missing Persons Unit Counselling Service can provide support to families of missing persons. They can be contacted by telephone on 1800 227 772 or via their website at www.lawlink.nsw.gov.au/missingpersons.

If the missing UTS resident has made no contact with family or emergency contact, or has not been located within a reasonable amount of time after these actions, the family may wish to contact Department of Foreign Affairs and Trade Emergency Helpline for further assistance:

<http://www.dfat.gov.au/contacts.html>