


**KEYNOTE SPEAKERS
PRESENTER ABSTRACTS**

**NATIONAL
MISSING
PERSONS
CONFERENCE**

15-16 NOVEMBER 2017 | SYDNEY



**MISSING PEOPLE
CHALLENGES &
OPPORTUNITIES**



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Justice

Families & Friends
of Missing Persons

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MISSING PEOPLE **CHALLENGES & OPPORTUNITIES**

More than 38,000 missing persons reports are made to police each year in Australia; one person every 14 minutes, and more than 100 people every day.

The inaugural national missing persons' conference is being held in November, in Sydney. The conference is open to law enforcement, government and non-government agencies, counsellors, and practitioners working in the missing persons sector via registration through missingpersonsconference2017.eventbrite.com.au

The aim of the conference is to enhance knowledge and improve service delivery through a collaborative approach, and promote best practice for those investigating missing persons, and those affected by the loss of a missing loved one.

The conference centres around three key themes:

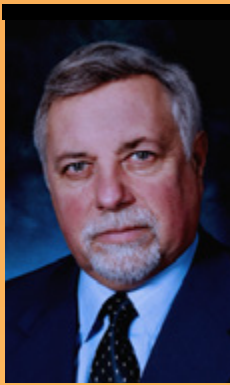


The conference is co-hosted by the National Missing Persons Coordination Centre (NMPPC) of the Australian Federal Police and the Families and Friends of Missing Persons Unit (FFMPU) of the NSW Department of Justice.

SOCIAL MEDIA

The official hashtag for the national missing persons conference is **#NMPConference2017**

Please support the conference by sharing any comments or images on your social media with the above hashtag.



Dr Kenneth J. Doka

Dr Kenneth Doka is a Professor of Gerontology at the Graduate School of The College of New Rochelle and Senior Consultant to the Hospice Foundation of America. A prolific author, Dr Doka has authored and edited more than 30 books including two on disenfranchised grief. Dr. Doka is editor of both *Omega: The Journal of Death and Dying* and *Journeys: A Newsletter to Help in Bereavement*.

Dr Doka was elected President of the Association for Death Education and Counselling in 1993. In 1995, he was elected to the Board of Directors of the International Work Group on Dying, Death and Bereavement and served as chair from 1997-1999. ADEC presented him with an Award for Special Contributions in the Field of Thanatology in 2014. He is a recipient of the Caring Hands Award as well as the Dr. Robert Fulton CDEB Founder's Award. In 2006, Dr. Doka was grandfathered in as a Mental Health Counselor under NY State's first licensure of counsellors.

Presentation:

- *Missing! Grief in Ambiguous Loss*



Dr Darcy L. Harris

Darcy Harris is an Associate Professor and the Thanatology Coordinator at King's University College in London, Canada, where she also maintains a private clinical practice specialising in issues related to change, loss, and transition.

Dr Harris developed the undergraduate degree program in Thanatology at King's University College. She has served on the board of directors of the Association for Death Education and Counseling and is a current member of the International Work Group on Death, Dying, and Bereavement.

Dr Harris' publications include *Counting our Losses: Reflecting on Change, Loss, and Transition in Everyday Life* (Routledge), *Grief and Bereavement in Contemporary Society: Bridging Research and Practice* (Routledge), *Principles and Practice of Grief Counseling* (Springer), and *The Handbook of Social Justice in Loss and Grief: Exploring Diversity, Equity, and Inclusion* (Routledge).

Presentation:

- *Betwixt and Between: Navigating Grief in Ambiguous Loss and Chronic Sorrow*



Dr Lois Tonkin

Dr Lois Tonkin has worked as a counsellor, educator and writer about issues of loss and grieving for more than 25 years. She has a special interest in disenfranchised grief, where others around the grieving person do not acknowledge a loss and the associated grieving.

Dr Tonkin is well known in the UK and NZ for her work about the ways people 'grow around grief'; finding ways to 'live with' their grieving rather than 'get over' it. Her teaching and writing about loss and grief issues is a mix of contemporary grief theory and its implications for work with grieving people.

Dr Tonkin is a lecturer in Counselling and in Specialist Education in the College of Education, Health and Human Development at the University of Canterbury/Te Whare Wānanga o Waitaha, New Zealand. She is also a counsellor for Genea Oxford, an infertility service in Christchurch.

Presentation:

- *Growing Around the Grief of Uncertain Losses*



Quoc Thanh Vo

Quoc Thanh Vo is a serving Police Officer from the UK. He is Detective Sergeant for Thames Valley Police, currently based in the town of High Wycombe, within the Force Criminal Investigations Department. Quoc is a graduate of the Cambridge University Police Executive Programme (Masters in Criminology) and was awarded a distinction for his thesis on policing missing persons.

Quoc was a Senior Practitioner Fellow for The Centre for Policing Research and Learning, Open University, UK. He was part of a research team where he led on using Q-Methodology to help understand public value and policing priorities. He presented the research in Budapest after it was selected for International Research Society for Public Management Conference 2017

Presentations:

- *Tracking Outcomes of 6000 Missing Person Reports*
- *Understanding Public Value Through Policing Priorities Using Q-Methodology*



Dixie Peters

Dixie Peters is the technical leader of the Missing Persons Unit at the University of North Texas Health Science Center (UNTHSC) Center for Human Identification. In this role, she oversees the technical operations of a forensic DNA laboratory that specialises in processing evidence for missing and unidentified persons investigations. She and her team analyze nuclear, mitochondrial, and Y chromosome DNA from unidentified human remains and family members of a missing person.

Dixie received her bachelor of science in Biology from Texas Christian University and her master of science in Forensic Genetics from the University of North Texas Health Science Center. She has been working in the field of forensic genetics at UNTHSC Center for Human Identification since 2002 and has been the technical leader since 2008.

Presentation:

- *Missing Persons and Unidentified Human Remains: the UNT Center for Human Identification Story*



Geoff Newiss

Geoff Newiss is specialist in the field of child abduction and missing persons with experience working in central government, with the police, and in small to medium sized voluntary sector organisations. He is the Chief Executive of Action Against Abduction, a UK-based not-for-profit which undertakes research and develops policy and practice to keep children safe from abduction.

Geoff is also a visiting research fellow at Kingston University (London), where he is undertaking research on men who go missing on a night out, with a particular focus on those who are found deceased.

Geoff previously worked as a senior research officer at the UK Home Office, undertaking studies of missing person cases that result in homicide and the process of homicide investigations. He later served as the director of policy and research at the UK charity Missing People, leading a programme to examine the impact of going missing on family members left behind.

Presentations:

- *Men Missing on a Night Out: Exploring the geography of fatal disappearances to inform search strategies*
- *Clever Never Goes! Moving beyond the 'stranger danger' approach to child safety*

KEYNOTE SESSIONS

Tracking Outcomes of 6000 Missing Person Reports in Thames Valley Police UK

Det. Sgt. Quoc Thanh Vo | Thames Valley Police UK

From an evidence based policing approach, Quoc Thanh Vo's study into 6000 cases of missing and absent persons (over a six-month period) has made its way around to world to highlight patterns of crime harm and priorities for resource allocation toward missing person investigations.

The thesis is an exploratory study into an area of policing that has in recent years never been higher in the national conscious, and where managing the risks involved remains more of an art than science (NPIA National Police Improvement Agency, 2010). The objectives of the study were to evaluate the existing approach to assessing the risk of harm experienced by missing and absent people, which may affect how to police these incidents while taking into consideration the estimated costs involved. He is currently co-authoring a paper with Dr. Tim Coupe which uses the same dataset to explore his initial findings further.

Quoc, from Thames Valley Police in the United Kingdom, is in the midst of finalising and co-authoring another paper around public value and policing priorities using Q-Methodology. The paper is part of a wider study led by Prof. Jean Hartley which investigates how police leaders perceive and conceptualise public value in complex and contested situations and how they use leadership to create and enhance public value.

Men Missing on a Night Out: Exploring the geography of fatal disappearances to inform search strategies

Geoff Newiss | Action Against Abduction UK, and Kingston University London

In the UK, cases of people going missing on a night out – often ending in a fatal outcome – have attracted growing attention in recent years. Many cases take a long time to be resolved, leaving families 'in limbo' and attracting media scrutiny of the police response and investigation.

This paper presents findings from a study of 96 fatal disappearances of men who were last seen 'on a night out'. There is evidence that the risk of fatality in these cases is very high compared to other types of missing incident. In 90% of fatal disappearances in these circumstances the bodies of men are recovered from water: rivers, canals, lakes, the sea etc. Most, although not all, appear to have been the result of an accident. 10% of cases result in a body being found on land, for example after falling, or having died of hypothermia or a drugs overdose.

The study examines the geographical components of these cases: the venue the missing person was last socialising in, their last known position, their point of entry into the water or incapacity on land, and the place their body was recovered. The paper outlines important implications for the development of search strategies in these cases.

Missing Persons and Unidentified Human Remains, the UNT Center for Human Identification Story

Dixie Peters | Center for Human Identification, University of North Texas

The UNT Center for Human Identification (UNTCHI) is located at the University of North Texas Health Science Center in Fort Worth, Texas, U.S.A. Since 2001, UNTCHI has assisted law enforcement and medical examiners across the United States with the identification of missing and unidentified persons through the use of anthropology, DNA, the Combined DNA Index System (CODIS), and the National Missing and Unidentified Persons System (NamUs). This presentation will highlight the history of

UNTCHI and how the use of each of these tools have uniquely shaped UNTCHI into a leader of missing and unidentified person investigations.

UNTCHI offers anthropological services for the purpose of determining if skeletal remains are of human origin, assessing forensically significant details, and providing alternate means of identification besides DNA. Genetic testing at UNTCHI includes a full battery of genetic markers (i.e., autosomal, Y chromosome, and mitochondrial) to ensure a comprehensive comparison of simple to complex pedigrees as well as direct comparisons to personal effects. Following genetic testing, data are entered into the local CODIS database, searched against profiles generated at UNTCHI, and then uploaded to the state and national levels for additional searches. Genetic associations are reported to the agencies who have the authority to render identifications based on the totality of the investigative data. NamUs is a complimentary database that contains secure, open access data for the purpose of law enforcement, medical examiners, and the family of missing persons to view and search information that could assist with identifications. With this comprehensive approach, UNTCHI has made invaluable contributions to missing and unidentified person investigations.

Missing! Grief in Ambiguous Loss

Dr Kenneth Doka | College of New Rochelle and Hospice Foundation of America

This keynote explores the ways that a missing individual engenders grief--using such conceptual frameworks as ambiguous loss, disenfranchised grief, and post-traumatic growth. In this presentation, we explore the varieties of circumstances that might result when an individual is missing, factors that might facilitate and complicate grief, and strategies to assist in coping with a missing individual.

Betwixt and Between: Navigating Grief in Ambiguous Loss and Chronic Sorrow

Dr Darcy Harris | Kings College University

Grief certainly occurs after the death of someone we love, but it is also manifest in the midst of losses that may not be as obvious or easily described. These are living losses—the loss experiences and the ambiguity that we must learn to live with as we continue with our lives. Some living losses are readily apparent, such as the loss of functionality, loss of roles, or the absence of loved ones through other means than death. Other losses may not be so obvious, such as the loss of our hopes and dreams, our innocence, our beliefs, or our vision of how we thought life should or would be. No matter what the cause, loss, change, and transition shape our lives and who we are. During this session, we will explore the unique grief that results from losses that are nonfinite, ambiguous, and intangible in nature.

Growing Around the Grief of Uncertain Losses

Dr Lois Tonkin | University of Canterbury / Te Whare Wānanga o Waitaha

When someone is missing their friends and family grieve for their presence in their lives. Their grief is often complicated by an ongoing uncertainty about whether or not he or she could still be alive, and might yet be found. It sometimes feels as if life is on hold; waiting, worrying, and wondering. Traditional models of grief that centre on an idea of recovery from definite loss do not always fit well when the loss is uncertain.

In this presentation Lois Tonkin discusses the ways in which the Circles Model of Growing Around Grief might open up useful possibilities for working with those who grieve for the uncertain losses of missing people. She links the model with ways of thinking about grieving that emphasise the meaning making that people do as they grieve, and explores the potential for grieving people to continue to grow their own lives, even while holding the missing person close.

CONCURRENT SESSIONS

In the Loop: The need for inclusion & support for young people when a loved one is missing

Liz Davies | Australian Catholic University

Families and Friends of Missing Persons Unit NSW

Twelve people on average are affected in some way when a loved one is missing. These are people of all ages, including young people; and yet young people are often 'invisible', sometimes physically removed, and excluded from the information loop about the investigation and what is happening within the family. The old adage "children should be seen and not heard" often becomes "children are neither seen nor heard". While they are silent, the family, the community, clinicians and service providers often fail to recognise their need for inclusion and support. At what cost to their ongoing emotional well-being? Who supports them? Who recognises they have a place in the information loop and support needs of their own in the aftermath of a loved one going missing? There is a dearth of research that specifically examines the experience of young people when a loved one is missing.

A mixed methods PhD study uses qualitative data obtained from semi-structured interviews with young people up to 20 years of age and those who were young (up to 20 years of age) at the time their loved one went missing (study 1); and their parents and carers (Study 2). Service providers, clinicians and others in the community who have contact with families of the missing were surveyed (Study 3) to understand their position and their role in supporting families. When asked, young people are very clear about their wish to be informed, included and supported. The data obtained from the three studies will be used to inform, assist and support parents, carers, service providers to identify and respond to the psychosocial support needs of young people.

Elizabeth (Liz) Davies is an Accredited Mental Health Social Worker and currently the Coordinator of the Families and Friends of Missing Persons Unit, Department of Justice, NSW. In this position she is responsible for coordinating and delivering a range of services to adults and young people impacted by the loss of a missing person. These services include counselling, support group meetings, training and publications that are used nationally and internationally. Liz has extensive counseling experience, supporting individuals and families experiencing trauma and loss throughout the life cycle; and has worked with adult and child victims of crime, including victims of domestic violence, physical and sexual assault, and homicide. Liz is a PhD candidate (ACU) researching the experience of young people living with the loss of a missing loved one.

Missing Persons: Prevalence and Vulnerability

Dr Samantha Bricknell | Australian Institute of Criminology

In 2015, over 40,600 missing person reports were received by Australian state and territory police. The national rate was 168 per 100,000, a 12 percent increase in the rate recorded ten years earlier. Despite the numbers reported missing, and the growth in international literature about missing person populations, there is still limited understanding in Australia of the missing person phenomenon. In particular there has been little attempt to understand whether population groups identified as vulnerable to going missing experience greater frequency or severity of harms.

This paper, based on research commissioned by the National Missing Persons Coordination Centre of the Australian Federal Police, uses quantitative and qualitative data from state and territory police to describe recognised high risk groups and the extent to which specific risk factors correlate with higher prevalence of being reported missing. The paper also examines the visibility of missing populations more vulnerable to adverse outcomes and the strength of different methods of risk assessment to identify groups at greatest harm.

Dr Bricknell is a Research Manager at the Australian Institute of Criminology. She holds a PhD from the Australian National University. Samantha has extensive experience managing, leading and undertaking research in violent and transnational crime. At the AIC she has led key projects on human trafficking and slavery, homicide, family and domestic violence, male victimisation, environmental crime, the illicit firearms market and sport and corruption. Samantha is currently overseeing the AIC's Crime and Justice Statistics Research Program.

“What if...”, Acceptance, uncertainty and distress among Family and Friends of Missing Persons

Cecilia Hammell | School of Psychology, University of Wollongong

Thousands of people go missing worldwide each year, resulting in substantial impact on those left behind. In Study 1, we conducted a systematic review of literature in the area of psychological response and coping among people living with missingness. Our findings revealed a range of psychological symptoms, with the most consistent findings being reports of depression, anxiety, posttraumatic stress, and prolonged grief reactions. Coping typologies identified include active search, avoidance, finding meaning, help seeking, acceptance, strengthening relationships, changed priorities, and maintaining hope. However, these studies were performed largely in the context of war and conflict. Further research is warranted to clarify whether or not these experiences are common among those left behind under other circumstances.

In Study 2, we explore acceptance (vs. avoidance) of experiencing painful thoughts and feelings, tolerance of uncertainty, and counterfactual thinking (reflecting on “what might have been”) as cognitive approaches to processing the experience of missingness, as well as the role of these approaches in experiences of distress. Family and friends of missing persons (n=91 to date), recruited largely from Australia, the US, and the UK via several community services (e.g., the Salvation Army Family Tracing Services), completed an online survey comprised of standardised measures including the Acceptance and Avoidance Questionnaire (AAQ-II), the Intolerance of Uncertainty Scale, and measures of psychological distress, post-traumatic stress symptoms and prolonged grief. The findings indicate experiential avoidance (i.e., lower acceptance), intolerance of uncertainty, and counterfactual thinking to be associated with greater distress among this population. This research may have important implications for healthcare professionals, counsellors and other support service providers with whom family and friends of missing persons are likely to come in contact with.

Cecilia Hammell is a PhD candidate at the University of Wollongong (NSW), where she is currently undertaking clinical psychology training, and working under the supervision of Prof Frank Deane and Dr Amy Chan to research the psychological impact of having a missing loved one. The research project is now in its second year. Prior to this, Cecilia completed a Bachelor's degree in Psychology, BPsyc (Hons), successfully published her honours research findings in a peer-reviewed journal, and has presented research at conferences both nationally and internationally.

Lost, Missing or Murdered – Which way did they go?

Cmdr Mark Harrison MBE | Australian Federal Police

A lot of people get lost, some people go missing and a very few will be murdered. Policing response to these three categories is highly variable and often ill defined. This presentation will explore these three categories and the police search and investigative responses to them.

When a person becomes lost they will proactively aid those that are seeking them, whereas someone who has gone missing may not do so especially if their intent is one of self harm or to disappear. These two categories have differing search methodologies based on human and temporal space behaviour and

the categorisation by the initial police response can often determine whether a timely and successful outcome is achieved. However, on occasion this is further complicated where someone has been murdered and has been reported missing by a third person.

Police search methodology over recent decades has become increasingly formalised drawing from geological and behavioural sciences in formulating effective search technologies and practices. These techniques however are reliant on police responders accurately categorising the person as either likely lost, missing or murdered as each category has a separate sophisticated suite of search procedures that are not always complimentary.

Investigative practice also requires the accurate categorisation of a lost, missing or murdered person as investigative resources are prioritised according to whether it is believed a serious crime has been committed. Frequently the initial policing response does not have sufficient information or suspicion to justify a potential homicide investigative response and as a result a considerable amount of time can elapse before significant and experienced investigative resources are deployed in such cases with a potential loss of intelligence and physical evidence.

In order to mitigate against these competing factors models have been developed to aid police responders and their leaders to continually assess in a proportionate and escalating fashion whether a person reported as lost or missing may have been a victim of serious harm and thereby justify further investigative resources being applied to the case. Further effort is required by policing in the investment of training first responders and investigators on optimal methods to assess and search for those that are lost, missing and murdered.

Mark joined the British Police service in 1987 focusing on roles in intelligence, investigations, counter terrorism and forensic science. In 2002 Mark was appointed the UK national lead and adviser in relation to complex homicide and missing persons and in 2004 was awarded an MBE by HM The Queen for services to complex investigations. In 2010 Mark joined the AFP and has since led areas of Forensics, Investigations and Intelligence and most recently has been seconded to the ACIC to advise on capability development as it relates to serious crime. Mark has acted as an investigator and consultant on over 350 complex and serial homicide and missing person cases around the world and has written extensively on the subject. In addition Mark holds Adjunct professorial positions at both the University of Canberra and Charles Sturt University in the disciplines of Investigations, Intelligence and Geoforensics.

Hope, Wellbeing & Ambiguity: Mapping the experiences of loss when someone is missing Dr Sarah Wayland | University of Technology Sydney

When someone is missing the experience of hope can be a persistent inclusion in the narratives of families and friends left behind. A review of the literature reveals that hope is not a static experience, but an interchangeable inclusion in the experience of an ambiguous loss. This paper explores the thematic analysis, relating to data collected for a PhD study, identifying the role of hope in the narratives of families of Australian long-term missing people. The results of the study note that the changing nature of hope, and the continuing impact of these shifting notions between hopefulness and hopelessness can affect the wellbeing of those left behind and their connection with others in the community.

The study revealed what the authors have termed a 'shared hope zone'. This zone plots a liminal space between thoughts for the self, in mastering ambiguity, and thoughts for the safety and comfort of the missing person. Identifying ways to live between these concepts, within the zone of shared hope, may reveal new ways for clinicians and investigators to manage and respond to the needs of those left behind long-term.

Dr Sarah Wayland has research interests in missing persons, trauma and public health. She has a Social Work background as a practitioner in the sectors of child protection, missing persons and victims of crime. Sarah was awarded her PhD (Health) from UNE in 2015 receiving the Chancellors Medal for her

work in qualitative data analysis relating to the experience of loss for families of missing people. Her post-doctoral research interests include vulnerable and marginalised populations in the mental health and disability fields. She is currently a post-doctoral research fellow at UTS working with prisoners reintegrating from custody into the community.

‘Missing? Groomed? Trafficked?’ a case study

FA Adam Sandon | Australian Federal Police

On 13 April 2017, a missing person report was filed in respect of a 16 year old female with NSW Police after not returning from her friend’s house. Immigration checks subsequently revealed that the missing person (MP) had travelled to Los Angeles, United States of America.

On 4 May 2017, the Australian Federal Police (AFP) Human Trafficking Team (HTT) received a request for assistance in locating the MP from Department of Foreign Affairs and Trade Consular Assistance.

As a result of the request members of the HTT were able to identify a suspect, a 39 year old male in Jamaica, New York who had extensive contact with the MP via online platforms and had sent funds to the MP allowing travel to the United States of America without her parents’ knowledge. The AFP and NSWPOL then jointly investigated the matter in respect of both the MP current location and collecting evidence as to possible offences.

Members of the HTT then engaged with members of the New York Police Department (NYPD) and US Department of Homeland Security Immigration and Customs Enforcement (US ICE) in investigating trafficking offences in respect of the travel of the MP to the United States of America.

On 12 May 2017, the MP was located by members of the US ICE and the NYPD in the company of the 39 year old male identified by Australian authorities. The 39 year old male was subsequently charged offences contrary to section 130.25(2) of the New York Penal Law.

Coronial Procedures in Missing Persons Cases: Learning from coronial professionals

Stephanie Dartnall | Charles Stuart University

Families and Friends of Missing Persons Unit NSW

There is a paucity of research examining how and when missing persons’ investigations are reported to coroners, what happens once a missing person is reported to a coroner, and how families of missing people experience coronial proceedings. An ongoing PhD project addresses these topics, using mixed quantitative and qualitative approaches to reveal what happens in coronial proceedings and the perspectives and lived experiences of people involved in the coroner’s courts. The key objectives are to (a) develop an in-depth understanding of coronial practices, and (b) explore the experiences of families of missing people affected by an inquest in NSW.

For the first time, this study makes NSW missing persons coronial data in over 300 suspected death investigations accessible. Investigation time-frames, coronial findings and recommendations are quantitatively summarised. Qualitative analyses consisted of semi-structured interviews with 21 coronial professionals (coroners, counsel assisting, and counsellors) who shared their perspectives on coronial procedures in missing persons’ cases and families who come into contact with the court.

Key insights were gained on how coronial investigations are run, the impact, value and purpose of inquests, how coronial procedures affect the well-being of families, best practice approaches to families, and the need for coronial reform. Based on this ongoing research, practical tools were developed to assist families to understand and navigate the coronial process.

Stephanie is a PhD candidate (CSU, School of Psychology) and a registered psychologist (B.Psych and M.Forensic Psych, UNSW). Stephanie has been employed by the FFMPU since 2009. She provides counselling support and information to families and friends of missing people, including support before, during, and after an inquest. In her work with FFMPU, Stephanie collaborated with the Office of the State Coroner of NSW to create a guide to assist families of missing people to better understand the coronial process.

Clarifying the fate of the missing in Nepal (documentary screening)

Arnaud Galent | International Committee of the Red Cross, Fiji

The International Committee of the Red Cross (ICRC) is a global humanitarian organisation that assists people affected by conflict and armed violence and promotes the laws that protect victims of war. In recent armed conflicts, adequate measures to prevent disappearances and search for the missing have not been taken, resulting in hundreds of thousands of people being affected by lack of knowledge of the whereabouts of their loved ones. The impact on both individuals and entire communities is immense and leads to a wide range of needs, from administrative to emotional to socioeconomic.

Between 1996 and 2006, an internal armed conflict broke out between the Government of Nepal and the Communist Party (Maoist). By 2016, more than 1,300 persons were still reported as missing by their families. Arnaud Galent worked for the ICRC in Nepal as an interpreter, delegate and field coordinator for about ten years. During this time Arnaud met extensively with families, whose relatives went missing during the conflict, and developed the delegation's strategy for clarifying their fate.

Arnaud's film "The Doll's Funeral" illustrates the emotional journey of a mother visiting the place where her daughter was last seen. Like many mothers in Nepal who have lost their loved ones due to the conflict, she must cope with the idea of never seeing her daughter again. Back in the village, the family performs the final rites, which helps them to complete the mourning process.

Arnaud has produced four films to illustrate the psychological distress of the families who are unable to find closure without evidence of what has happened to their loved ones. He was also involved in the accompaniment program, which provides psychological, social, cultural, economic and legal support to families of the missing people. Arnaud is currently based in Suva with the ICRC Regional Delegation in the Pacific as a Protection Delegate.

Talking About All That Remains

Gillian Adams | Department of Forensic Medicine Sydney, NSW Pathology

Any sudden, unexpected, unexplained or traumatic death is reportable under the jurisdiction of the NSW State Coroner for investigation (Coroner's Act 2009). These deaths include unexplained natural and unnatural deaths, homicide, suicide and child deaths. The Department of Forensic Medicine (DOFM) is the clinical facility engaged by the Coroner to conduct post mortem examinations as part of that investigation. DOFM, Sydney, provides medical examinations for one-third of the NSW state including the Sydney metropolitan area. Within DOFM, the Forensic Counselling Unit (FCU) employs social workers to provide support and information pertaining to the forensic and coronial processes for families. Furthermore, the counsellors provide face-to-face and telephone support and counselling around grief issues such as viewing of the deceased, trauma reactions and children's grief. Current literature and FCU practice advocates for the importance of providing the opportunity for families to view their loved ones body after death. In the event a person has been missing for a period of time, changes to their appearance and even the amount of remains located can vary. The FCU team are highly skilled at providing graduated, sensitive descriptions of the remains and facilitating viewings as requested.

The opportunity to receive this information and have self-determination regarding viewing the remains, provides a pivotal point that may start to allow them to take steps to rebuild their life. This forum will draw

together the practice wisdom and research that informs the FCU model of service delivery surrounding viewings, will discuss the practicalities of facilitating the viewing and highlight some of the issues and challenges facing the families and personnel who assist them.

Gillian Adams is a social worker who has developed her experience over the last 12 years within the NSW Health setting. She has extensive experience in providing crisis support, assessment and counselling interventions following a sudden, unexpected or traumatic injury or death. Gillian has well-developed group work skills as a regular co-facilitator of the Support After Suicide (SAS) Group and sat as a committee member of the SAS Program, Department of Forensic Medicine, Sydney, from 2013-2016. Gillian also has experience in teaching grief and loss interventions and group-work skills in the community services setting.

Gillian has completed her Masters of Counselling and is undertaking doctoral research into grief following a 'Suicide as an end of life choice'. Gillian is currently employed as a Forensic Counsellor at the Department of Forensic Medicine, Sydney. She is also a casual teacher for NSW TAFE in Cert 4- Community Services.

How multidisciplinary approaches can be applied and utilised in the care of missing people and those left behind

Timothy Graham | The Exodus Foundation

The provision of an integrated, multidisciplinary and co-located team, focused on the best-practice driven models of care can form a crucial point of support for both missing people and those left behind. The Exodus foundation operates with a focus on free services for the homeless and disadvantaged. These range from food services to medical, dental, social-work, psychological counselling, and community support. As the services cater to the homeless population, the site acts as a natural watershed location for missing people to congregate, be supported, and even be reunited with their family and friends.

For those left behind, the co-location of these services act as an effective site for support. An individual can arrive for a meal, have a session with a social worker who can then provide a plan/goal, financial support, or a referral to either legal aid or a general practitioner in the same building. The GP can perform a medical assessment, order any necessary tests from a nurse, refer to the dentist, podiatrist, or psychologist. The psychologist can provide further psychological support through intensive sessions, as well as referring those left behind to engage in any of the social support programs that might help. These programs include a range of group therapy sessions, retraining opportunities, music/sport/art centric programs, and more.

The effective integration of these services provides those left behind a place to turn that is equipped to deal with their specific case-to-case needs. The model is one that is replicable and which establishes a place capable of responding dynamically across a range of disciplines to the support and advocacy needs of both missing people and those left behind.

Timothy Graham is currently employed as the Social Health and Wellbeing Practice Manager at the Exodus Foundation charity located in Ashfield NSW. He directs a range of services spanning the three streams of primary healthcare, social work, and community outreach. He has studied in non-concurrent undergraduate bachelor degrees for both Medical Science and Arts (philosophy) at the University of Sydney, as well as a Bachelor of Paramedic Practice at the University of Tasmania.

Missing and Deceased Migrant: Red Cross search for answers

Megan Goodwin | Australian Red Cross Restoring Family Links (RFL) Program

Over the past decade, Australian Red Cross (ARC) has received hundreds of enquiries relating to migrants who have gone missing on the migration trail heading to Australia and more generally in the Asia-Pacific region.

There have been significant challenges in managing this caseload and attempting to find answers for families. The vast majority of cases remain unresolved four years after the peak of missing migrant enquiries were received.

ARC has collaborated with various organisations and authorities to seek resolution for families of missing migrants, particularly after specific migrant boat disasters. Significant challenges have been experienced navigating the varying jurisdictions responsible for investigating and responding to the issue of missing persons in these circumstances.

With these challenges, there has been a limited ability to provide information to families suffering from anxiety and grief about missing relatives. The impact on the families of the missing is enormous and can affect all aspects of their lives. The effects on the family has been well documented and includes not only the pain and uncertainty of not knowing if their loved one is alive or dead but there can also be legal implications due to the unresolved status of the missing person.

In this presentation, Australian Red Cross will present background on its registry of missing migrants, as well as its ongoing efforts to find information and answers about the missing for affected families through increased cooperation and collaboration with stakeholders in our region.

Megan Goodwin is currently the National Program Coordinator for the Australian Red Cross Restoring Family Links (RFL) Program. Megan has a law degree from the University of Melbourne and has previously worked with Australian Red Cross in the Immigration Detention Program visiting onshore and offshore detention facilities, as well as coordinating the National Immigration Detention and Community Detention Programs. She has worked internationally as an ICRC RFL Delegate in Indonesia and East Timor.

Moving Beyond Trauma

Petrea King | Quest for Life Foundation

Quest for Life has hosted residential programs for people living with the trauma of uncertainty around a missing person and other mental health issues for 20 years. These five-day programs are underpinned by the latest research into neuroplasticity - the brain's ability to change - and epigenetics which is determined by exercise, nutrition, mindfulness, meditation and reducing toxicity in the home/environment. Participants often arrive feeling anxious, worried, stressed and leave, five days later, feeling educated, empowered and equipped to embrace their challenges. The power of the group process is an essential part of the success of the program as participants feel understood and amongst others who truly understand their suffering.

Topics include: attaining deep and restful sleep; appropriate exercise; neuroscience and neuroplasticity; mindfulness and meditation; strategies for being in the present; communication skills in difficult circumstances; witnessing feelings; moving from victim/reaction to creator/response; nutrition and its effect on the brain; switching the brain 'off'; recognizing symptoms of burnout/what helps; understanding an empowered relationship with our bodies, our brains, our feelings and our stories.

After five days, participants feel empowered to not define themselves by their 'story'. At the end of the program they recognise they have a story but they don't have to live and act from their story. Our Kessler 10 and PTSD 6 results show a 27% increase in quantified mental wellbeing four weeks after a program which rises to 41% after six months. This demonstrates that participants continue to implement what they have learned with increasing benefits.

Petrea King is at the forefront of wellness education and is a frequent keynote speaker at conferences. She is the Founder and CEO of the Quest for Life Centre in Bundanoon NSW where the Quest for Life Foundation hosts over 22 residential programs each year plus another 40 workshops in the community in rural and regional Australia.

Petrea has written eight best-selling books and produced a dozen meditation practices. Petrea is a qualified naturopath and yoga and meditation teacher and has trained many facilitators, psychologists and counsellors in Quest's methods. Her innovative programs rely on the latest research into neuroplasticity and epigenetics.

Missing from Care: Rethinking our approach to children who go missing in out-of-home care
Dr Kath McFarlane, Dr Emma Colvin | Centre for Law & Justice, Charles Sturt University

Research conducted with residential care and criminal justice professionals in New South Wales, Australia, has raised concerns about how we respond to children who go missing from care. These children are often viewed as problematic and delinquent rather than as vulnerable children in need. Dismissed as merely 'absent without permission' or as 'self-placers', some children who go missing are viewed distinct from, and less worthy than, children who are seen as 'genuinely missing'. This places children who go missing from care at risk of harm and renders them susceptible to inadequate agency responses.

This paper explores the dichotomy whereby systems in place designed to protect children can instead lead to devastating outcomes for those who go missing from care, contributing to the cohort's over-representation in the criminal justice system, high rates of youth homelessness, and, as occurred in Rotherham in the UK, in the potentially catastrophic failure to act on organised child sexual exploitation and trafficking.

Dr Kath McFarlane is a Senior Lecturer and Deputy Director, Centre for Law & Justice at Charles Sturt University. She is the former Executive Officer of the NSW Children's Court, Executive Officer of the NSW Sentencing Council, and a former Chief of Staff in the NSW Government. Together with her CSU colleagues Dr Colvin, Assoc.Prof Gerard and Dr McGrath, she is the chief investigator on a Criminology Research Council grant examining professionals' perceptions of the involvement of children in Out-Of-Home Care in the criminal justice system.

Understanding Public Value Through Policing Priorities Using Q-Methodology
Det. Sgt. Quoc Thanh Vo | Thames Valley Police UK

The research underpinning this presentation is an examination of public value, as seen by police, public service partners and members of the public, in terms of what is most important in the prioritising of policing activities. The Q analysis of priorities as chosen by 125 participants identified four major views among people about what policing should prioritise: 1) Personal Harm - reducing serious personal psychological and physical harm; 2) Engagement - reducing community harm and creating a fearless society; 3) Crime-fighter - a focus on crime itself; and 4) Good Cop - policing that is committed to serving the public.

When examining these views across the three types of participants (police, partners and public), it was found that there were more similarities than differences across the three stakeholder groups, though the fourth view was predominantly held by the police themselves.

With more expectations on police than they can deliver, what activities are most important to concentrate on, and which should some be de-prioritised? The public value framework provides a way of thinking about this by focusing on what contributes to 'the common good', and enabling deeper understanding of this. As developed by Moore (1995) and Benington (2011) and applied to the policing sector by Hesketh and Hartley (2015), public value is increasingly being applied by policy-makers, practitioners and academics as a way to understand demand and priorities. This research uses Benington's definition of public value as consisting of two elements: what the public value and also what adds value to the public sphere.

In order to explore these subjective priorities, the study used Q methodology to understand what police stakeholders most (and least) value about policing. This research tool has been used relatively rarely in policing, and yet it can provide rich insights. Through using the Q method, the research aimed to identify both differences and similarities between the views of people about what the police should prioritise.

Policing responses to child sexual exploitation and missing

Det. Sgt. Boris Buick | Melbourne Joint Anti Child Exploitation Team - AFP & VicPol

From Oct 2015 to June 2016 Boris was seconded from Crime Command to the Family Violence Command to work on a joint Victoria Police/DHHS project team tasked to develop a whole of systems enhanced response to child sexual exploitation, particularly concerning young people living in out of home care. The project identified the clear role that 'missing' played in a consistent trajectory of family violence/sexual abuse into early missing episodes into State care into escalated missing episodes into increased vulnerability to victimisation and criminality and finally into unsupported adulthood and as an unintended agent for a repeat of the cycle by their own children.

The project has sought to develop and implement a number of considerations and actions by police and State carers with a view to disrupting the aforementioned trajectory and cycle. Boris's presentation will identify historical poor practice by police and State carers in dealing with repeat missing youth. His presentation will highlight the connectivity between escalating missing and escalating vulnerability to victimisation and criminality and identify some possible preventative and disruptive actions.

Co-presenter, Policing responses to child sexual exploitation and missing

Laura Meese | Sexual Offence and Child Abuse Team, Family Violence Command - VicPol

Laura has worked with high risk young people for over 10 years in various operational and policy roles including child protection, streetwork outreach service, after hours youth justice, and Parkville youth justice centre. For the past four years Laura has been working to address child sexual exploitation in Victoria. Including the development of a joint Victoria Police/DHHS pilot - enhanced response model to child sexual exploitation which commenced in July 2016. Laura currently works in the Sexual Offence and Child Abuse Team, Family Violence Command and manages a number of portfolios that relate to vulnerable children and their interaction with police. Laura has a Bachelor of Social Work and a Master of Social Policy and currently teaches in the Bachelor of Human Services/Master of Social Work course at Latrobe University.

Clever Never Goes! Moving beyond the 'stranger danger' approach to child safety

**Geoff Newiss | Action Against Abduction UK
Kingston University London**

'Stranger Danger' initiatives first came to prominence in the UK in the 1970s with a series of government sponsored Public Information Films. The focus on getting children to recognise strangers as a source of danger, and the associated safety messages ('don't talk to, go with, or take things from strangers') has since been much criticised. Yet evidence suggests that 'stranger danger' is still a commonly used child safety strategy in many homes and schools in the UK.

This paper charts the work of UK charity Action Against Abduction to develop an alternative to 'stranger danger'. Research by the charity demonstrates that the need for this kind of safety message still very much exists. The number of non-parental child abduction offences recorded by police in the UK has more than doubled in the last four years. Whilst a growing number of offences involve grooming, there is evidence that incidents involving attempts to lure children away (for example into a car or a quiet area) are still commonplace.

The paper showcases the development of the charity's new approach called Clever Never Goes. Findings from the testing and piloting of a new primary school lesson plan, classroom resources and information for parents are presented. With a UK launch of Clever Never Goes imminent, the paper also discusses some of the challenges that lie ahead.

Harm and Missing persons: (in)visibility

Joe Apps | University of Dundee

UK Missing Persons Bureau, National Crime Agency

[Pre-recorded Video Presentation]

When viewed in its social, political and policing context missing is seen as harmful for the missing person, their family and friends as well as for communities and wider society. Temporal and spatial features of missing are seen to exacerbate harm. Harm can be considered also in terms of failures of policing (reputation harm) through inadequate policy and harmful or flawed operational practice.

Missing can also be caused by socially harmful activities either promoted by the state or through the omissions of the state: failures to tackle poverty, alcohol and drug abuse; to address mental ill-health adequately and so on. Social harms identified can be directionally ambiguous as results of missing and as causes of missing.

Foregrounded are the aspects of invisibility surrounding missing harm. When exploring missing people and missing harm a key theme of (in)visibility is revealed. Missing people and therefore harm in missing are (in)visible in many ways: in recording practices and how a state deals with missing persons; in politics; in policy; in international agreements; in research; in statistics; and in publicity. Building on work of Sparrow (2008), Edkins (2011) and Davies et al. (2014) the research investigates aspects, characteristics and operation of (in)visibility in missing harm.

The research project intends to produce a short, critical literature review as a conceptual discussion of invisibility which also explores policing and the (in)visibility of harm. The review will act as a framework for two research pieces. The first piece, as qualitative, grounded theory research will explore aspects and characteristics of (in)visibility in missing and missing harm from a policing perspective.

The second piece, using the same method would explore the operation of (in)visibility both from a family and returned missing person viewpoint. A collective case study, involving semi-structured interviews and documentary analysis, will be employed.

The research contributes, from a multi-disciplinary perspective, to the emerging field of law enforcement and public health (LEPH) as missing persons represent a ubiquitous challenge for health and criminal justice internationally (Sowerby and Thomas, 2016). Framing missing as harm puts forward a potentially powerful political narrative and the research exposes a broad range of problems in government health and police policy as well as operational practice. The research study aims to provide a new and appealing approach to understanding individual and collective harm and expand the politics of missing harm within the LEPH field.

Psychopathology of Missing

Dr Penny Woolnough | Abertay University

[Pre-recorded Video Presentation]

Although missing remains an under-researched social issue, the connection between missing and vulnerability is increasingly becoming apparent. In particular, mental illness appears to be a central factor in why people go missing and what happens when they are missing. Drawing on published and unpublished quantitative and qualitative research this input will present a stimulating overview of what we currently know, and don't know, about the vulnerabilities and mental health of missing people and what implications this has for policy and practice in this area.

Dr Penny Woolnough is internationally renowned for her work in the missing persons sector. She is a Lecturer in Forensic Psychology at Abertay University (Scotland), a Fellow of the International Academy of Investigative Psychology and a Registered Forensic Psychologist. She is an Expert Advisor to the UK National Crime Agency and to Police Scotland in relation to missing persons. Her research interests focus on the policing of vulnerable persons and she is currently engaged in projects relating to missing persons, suicide, and public protection. She was appointed as the SIPR Associate Director for the Evidence & Investigation Network in February 2016.

Best Practice recommendations for the establishment of an Australian DNA identification program for missing persons

Dr Jodie Ward | Forensic & Analytical Science Service, NSW Health Pathology

Jodie was awarded a 2015 Churchill Fellowship to visit countries which have established successful DNA-led identification programs for missing persons and laboratories which have specialisation in the DNA identification of unidentified human remains. The goal of the Fellowship was to improve the DNA profiling outcomes for the 500+ cases of unidentified human remains in Australia by exploring and applying world-leading technologies for DNA identification casework, and devise recommendations for the establishment of a DNA identification program focused on the 2000 long-term missing persons in Australia.

Despite DNA being used worldwide to successfully identify large numbers of missing persons resulting from armed conflicts, human rights abuses and natural or man-made disasters, the DNA processes required for routine missing persons investigations are unaddressed or under-resourced in Australia, resulting in current backlogs of identification casework. The introduction of a nationally coordinated DNA testing program and adoption of DNA technological advancements, will facilitate the cost effective and time efficient identification of Australia's unknown and missing citizens thus bringing closure to potentially large numbers of missing persons (and criminal) cold cases.

Jodie will translate key Fellowship findings into practical recommendations for the establishment of an Australian DNA identification program based on international best practice, highlighting the need for a dedicated Missing Persons Laboratory, funding source, and review of legislation.

Dr. Jodie Ward is the Team Leader of the Specialist DNA Laboratory at the NSW Forensic Science Service. Having established this laboratory in 2015, she has since created a specialist DNA service for the identification of human remains. She is also a Lecturer at the Canberra Institute of Technology and Adjunct Professional Associate at the University of Canberra. She has previously worked for the NSW Police and Australian Federal Police. She was awarded a 2015 Churchill Fellowship to investigate DNA-led programs for identifying missing persons. She has a PhD from The Australian National University, and qualifications in management and education.

Sharing lessons from UK 'national conversations' on returning missing people

Prof. Hester Parr | University of Glasgow

[Pre-recorded Video Presentation]

In August 2016 a briefing paper was launched by the Missing People charity calling for action on returned missing people, citing research evidence as to why responding to return was necessary and urgent. This presentation outlines and elaborates this call and presents evidence from a recent ESRC funded research project on 'geographies of missing people', and three national workshops on 'Returned Missing', and the recently launched Framework for Missing People in Scotland (2017) to explore why and how different professionals might respond to the complex event of returning from a missing episode. Using narrative, audio and film the presentation will privilege learning from the voices of missing people and their families.

Professor Hester Parr has a 25 career in 'human geography' and mental health research and was the Principal Investigator for the ESRC funded 'Geographies of missing people' research project 2011-2013.

She has written over a 100 books, articles and public communications on questions of mental health and, recently, missing persons. She played a key role in the development of the National Framework for Missing Persons in Scotland 2017, and has been asked by the Scottish Government to oversee the monitoring of the legacy of this new policy guidance. She works closely with the UK Missing People Charity to enable research-led change in professional service development.

DNA analysis and the role it plays in missing persons investigations in Victoria

Dr Dadna Hartman | Victorian Institute of Forensic Medicine

The identification of deceased persons is an integral part of the coronial process. At the Victorian Institute of Forensic Medicine (VIFM) cases not suitable for visual inspection require identification by scientific means – achieved by fingerprints, dental examination, or DNA analysis. Identification using DNA analysis depends on the recovery of DNA from compromised samples (such as burnt, decomposed, or skeletal samples), and its subsequent profiling. Advancements in DNA analysis have led to the effective DNA profiling of samples that previously failed to yield a reportable DNA profile.

These advancements have improved our ability to assist with long term missing persons (MP) and cold case investigations. The VIFM, in collaboration with Victoria Police, aims to reconcile unidentified human remains (UHRs) with long term MP cases – a multi-disciplinary approach recovering evidence from a number of scientific disciplines to assist in the identification. For DNA, the VIFM is the custodian of the Victorian Missing Persons DNA database (VMPDD); which enables the matching of DNA profiles from UHRs to those obtained from family of the MP. The VMPDD has led to the identification of long term MP cases through kinship matching of UHRs to family members.

The same principles used for MP investigations are applied in Disaster Victim Identification (DVI) – the process undertaken to identify victims of mass disasters. DVI preparedness is integral to the VIFM's ability to respond to events of mass casualties on behalf of Victoria. As a result of scale, location, and condition of the deceased, the DNA analysis platform needs to have a degree of adaptability and mobility.

The Searching Phenomenon: Exploring the Experiences of Families of Missing Persons

Dr Geoffrey Glasscock AM | The University of New England

This presentation reports on a study of Australian Families of Missing Persons. Families revealed two ways of searching, which I have suggested is 'searching without and searching within'.

This study involving 17 people explored the social phenomena of families with the experience of someone being missing. Convenience sampling of families was the means of recruitment. All were over the age of 18 years. This qualitative study using Narrative Inquiry as the method began with an open-ended question as the starting point for all interviews: "What can you tell me of your experience of X going missing?"

One of the key findings was that the most natural response to the fact that someone had gone missing is to search for that person. What was discovered with these participants is that searching was experienced in two ways. The first of these and possibly the most obvious is what I have called 'searching without' or the action-oriented search. The second is that of 'searching within' or searching for answers. The common experience of families is that this dual act of searching seemed to go hand in hand. While the searching theme was common to all people who go missing, the context surrounding each person's disappearance and their families response to it was different. What was common to all was the searching, what was different was the reason for it.

This presentation will report on the cost factors, physically, mentally and emotionally, socially and spiritually. While the searching process was going on there was an internal search for understanding or for answers. In essence, families were endeavouring to make meaning of what has transpired when

information was sparse. There is for the families a need to know, to search for answers when a loved one disappears. It was this 'searching within' dimension that provided another insight into families of missing persons.


Dr Glassock is a Counselling Psychologist with expertise in the area of loss, grief and trauma.. It was from the grief perspective that he became interested in the loss experience of families of missing persons and realised that the traditional models of grief were problematic for families of missing persons. The grief models tended to be death related. His involvement with the Family and Friends of Missing Persons led him to explore further the lived experience of these families . Enrolling in a Ph.D at the University of New England refined his thinking and led to the work he is presenting today. Dr Glassock is a Fellow of the Australian Psychological Society, a life member of the National Association for Loss and Grief and the first Australian to be invited to join the International Work Group on Death Dying and Bereavement. His work in the area of loss and grief was recognised when he was awarded an Order of Australia (AM) for his contribution nationally and internationally.

Missing persons profiling in New South Wales, Australia **Dr Shaunagh Foy | Charles Sturt University**

For the police the task of classifying risk when dealing with a missing persons report is a complex process. Whilst misclassification is fortunately rare, assessing risk factors, making a judgement and then allocating resources in a timely fashion places great pressure on the officers concerned.

The presented research aimed to assist police with the risk assessment of a missing persons possible status. Three categories of missing person were examined; persons who had run away and who were reported as missing to the police, persons who had attempted suicide or suicided and who were reported as a missing person, and those who had met with foul play and who were also reported as missing to the police. Determined in part by the psychological and law enforcement literature, information was extracted from the archived police files of 357 solved missing persons cases held by the NSW Police Force, Missing Persons Unit. Twenty-six variables were analysed across the three groups. Victimology theory and psychological autopsy guided the data collection process. Chi-square analyses and data mining explorations revealed a number of differences between the three missing person categories. Knowing the person's age, gender, mental health status as well as key circumstantial factors were some of the variables that distinguished between the three groups. The results from this research indicate that there are tangible differences between the three categories of missing person. Importantly, this research shows that the information collected by the police during the course of their investigation of the missing person is sufficient to enable good differentiation between missing person categories.

Dr Shaunagh Foy is a practicing registered psychologist with eighteen years of teaching, research and clinical experience. She completed her Honours (Class 1) and PhD in Forensic Psychology at Charles Sturt University (CSU). Her PhD established a missing persons risk assessment profile for the NSW Police Force. Shaunagh recently completed a Masters in Intelligence Analysis through the Australian Graduate School of Policing and Security (CSU). Her teaching experience includes lecturing in forensic psychology, policing, and justice studies. She is a consultant policing psychologist specialising in the risk assessment of missing persons cases within Australia, and is a consultant researcher and intelligence analyst.

A black silhouette of a person standing, facing right. The silhouette is filled with white text. The background is a vertical gradient from orange at the top to blue at the bottom.

MISSING PEOPLE
**CHALLENGES &
OPPORTUNITIES**