

Restoring Family Links: Ukraine Crisis

Our hearts go out to those worried about friends and family affected by the crisis in Ukraine.

If you have lost contact with family members in Ukraine or Russia as a result of the current and recent situation, you should first attempt to contact them directly. If you cannot establish contact, call our hotline on 1800 875 199 or email tracing@redcross.org.au for assistance. We can collect an enquiry but it may take some time before we can provide an update on your case.

Unfortunately we cannot register family or friends with whom you are currently in contact.

For Australian citizens, permanent residents and visa holders in Ukraine

This situation in Ukraine is changing rapidly check [Smartraveller](#) for latest information. The site includes information on the requirements for leaving Ukraine by road for Australian citizens.

Australian citizens, permanent residents and their immediate families should register online with [DFAT](#) or contact the Australian Government 24 hr Consular Emergency Centre on +61 2 6261 3305. If you are calling from Australia dial 1300 555 135.

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.