

RFL SERVICES AVAILABLE IN IRELAND:

Tracing Services

To find your missing relatives, we need as much information as possible. We will help you complete a form and send this information to the Red Cross or Red Crescent National Society in the country you think your relative is located, or to the International Committee of the Red Cross who will try to find your family. Our ability to trace people depends on the information you can provide as well as local circumstances, including the security situation in the relevant country. The information gathered on the form gives full personal details concerning both the enquirer and sought person, details about accompanying dependents to be traced, last known address and phone number and contacts of other persons who may assist with enquiries. Most importantly it gathers information on how the contact was lost i.e., the story of how the separation occurred which should incorporate times, dates, places, and events.

The tracing form is [available here](#), with instructions for [filling it in here](#) and an information notice which must be completed and returned [here](#).

Alternatively, a Tracing form can be requested by phone at (01) 6424600 or by e-mail at: restoringfamilylinks@redcross.ie.

Red Cross Message Service

When disaster strikes a country, such as in conflicts, earthquakes or floods, people are often forced to leave their homes and basic infrastructures breakdown including normal communications. Families may be broken up as people may be taken prisoner or moved to refugee camps or shelters. Under such circumstances the **Red Cross Message Service** can be one way for families to keep in touch. This is particularly true of prisons and other places of detention where the Red Cross is permitted special access and can deliver these specially recognised Red Cross Messages from family members to detainees and take messages back to their families. The information written by the sender and addressee can only contain strictly personal or family news. It can take between 8 and 12 weeks before the sender receives a reply. It is checked for content and hand delivered a field officer. The addressee usually writes a reply on the spot. If a message cannot be delivered it is sent BTS (back to sender) with a note explaining why the message was undelivered.

Alternatively, you can request Red Cross Message form by phone at (01) 6424600 or by e-mail at restoringfamilylinks@redcross.ie

ICRC Travel Documents

An **ICRC Travel Document** is used to assist refugees, displaced or stateless people who do not have the appropriate documents to travel to another country that is willing to receive them. Applicants do not have a valid passport or cannot obtain any document to allow them to travel. They are issued when it is not possible for the receiving country to issue a travel permit and there is evidence that an entry visa for the receiving country can be issued and

that an exit visa will be issued by the country you wish to leave. Once a user reaches his/her destination they must surrender the ICRC Travel Document to the Irish Red Cross.

You can request more information on ICRC Travel Documents from the RFL Team by phone at (01) 6424600 or by e-mailing at restoringfamilylinks@redcross.ie

Family Reunification Travel Assistance

If you have refugee status or subsidiary protection status, have been granted family reunification permission from the Irish authorities, are claiming a social welfare payment or are you on a low you may be eligible to apply for the Irish Red Cross/IOM

Travel Assistance Programme which pays the costs of your family members to Ireland and organises all the travel and transit arrangements. Contact us to find out if you meet the criteria for our programme by phoning us on (01) 6424600 or by emailing restoringfamilylinks@redcross.ie

You can request more information on Family Reunification Travel Assistance from the RFL Team by phone at (01) 6424600 or by e-mailing at restoringfamilylinks@redcross.ie

Trace the Face

Red Cross and Red Crescent National Societies in Europe have devised a project to help families renew contact called “Trace the Face” which gives families the chance to be proactive in locating their relatives by publishing a photograph on the “Trace the Face” website. The photographs will also be displayed online and on posters which can be distributed. The publication of the photographs provides the chance for family members to contact their local RC office and re-contact with family members who are trying to find them. You can access the service through this link: [Trace the Face - Europe | Restoring Family Links \(icrc.org\)](https://www.icrc.org/en/trace-the-face)

You can request more information on Trace the Face from the RFL Team by phone at (01) 6424600 or by e-mailing at restoringfamilylinks@redcross.ie

Health and Welfare Report

Lack of communication from family members abroad, especially those who live alone, who are elderly or who suffer from ill health, can be a cause of great concern to relatives. In such circumstances, concerned relatives can request the Red Cross/Red Crescent to visit the family members and establish their health and welfare. The Red Cross may also seek, on behalf of family members, information on the Health and Welfare of relatives who are in places of detention.

You can request more information on Health and Welfare Reports from the RFL Team by phone at (01) 6424600 or by e-mailing at restoringfamilylinks@redcross.ie