

Tonga Volcano Eruption and Tsunami

Restoring Family Links (RFL)

For those worried about family in Tonga since the Hunga Tonga volcanic eruption, Red Cross is now able to help you re-establish contact with your loved ones.

The Tongan Red Cross has confirmed that internet connection is still down and communication via satellite to/from abroad is very limited, however, some local phone services were available and are working within Tonga. The Tongan Red Cross has started offering Safe and Well calls within Tonga so that families can call their relatives abroad.

For those who have not yet been able to reach their families, we can collect your details and transmit information to Tonga, for them to contact your family members in Tonga.

How to contact our Restoring Family Links (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).