



# Counselling support services

---

**The death of someone we love and the feelings of grief that accompany the loss cannot be avoided. It is particularly hard when the death is sudden or unexpected and there is no time to prepare. You may feel that you need to reach out for professional or specialised support during this time.**

**This brochure provides you with the contact information for a range of support services across all Australian states and territories. These services are suggestions rather than specific recommendations. You can also contact the DonateLife Agency in your state or territory at any time for advice and assistance.**

## National support services

### National DonateLife Family Support Service

 [www.donatelife.gov.au/resources/donor-families](http://www.donatelife.gov.au/resources/donor-families)


The National DonateLife Family Support Service (NDFSS) supports families of organ and tissue donors before, during and after donation. The NDFSS has dedicated staff in each state and territory that can support you and your family during and after the donation process.

They are available to listen, provide information and answer any questions or concerns you might have. They can also assist you in accessing grief-counselling support if this is something you would like to receive.

You can access the NDFSS by speaking with the Family Support Coordinator from your local DonateLife Agency ([www.donatelife.gov.au/about-us/donatelife-network](http://www.donatelife.gov.au/about-us/donatelife-network)).

### Beyond Blue


 [www.beyondblue.org.au](http://www.beyondblue.org.au)

 1300 22 4636

Beyond Blue provides information and support to people living with anxiety and depression.

### GriefLine Community and Family Service

 [www.griefline.org.au](http://www.griefline.org.au)

 1300 845 745

GriefLine provides anonymous support and specialist counselling services to individuals and families.

### Headspace


 [www.headspace.org.au](http://www.headspace.org.au)

 *See website for local contact details*

Headspace provides tailored and holistic mental health support for 12 to 25 year olds.

### Kids Helpline

 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

 1800 55 1800

Kids Helpline provides a 24-hour phone and online counselling service for young people aged 5 to 25.

## **Lifeline**

 [www.lifeline.org.au](http://www.lifeline.org.au)

 13 11 14

Lifeline provides a 24-hour crisis support and suicide prevention service.

## **Red Nose**


 [www.rednosegriefandloss.org.au](http://www.rednosegriefandloss.org.au)

 1300 308 307

Red Nose provides specialised bereavement support counselling services following the death of a baby or child.

## **SANDS**

 [www.sands.org.au](http://www.sands.org.au)

 1300 072 637

Sands provides individualised care and support to parents following the death of a baby.

## **Solace Australia**


 [www.solace.org.au](http://www.solace.org.au)

 *See website for local contact details*

Solace Australia provides grief support for those grieving over the death of their partner.

## **The Compassionate Friends Australia**

 [www.thecompassionatefriends.org.au](http://www.thecompassionatefriends.org.au)

 1300 064 068

The Compassionate Friends provides support for those experiencing the loss of a child, brother, sister or grandchild.

# **Australian Capital Territory**

## **DonateLife ACT**

 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 02 5124 5625

DonateLife ACT is an organ and tissue donation agency that offers care and support to donor families.

## **Canberra Grief Centre**

 [www.canberragriefcentre.com.au](http://www.canberragriefcentre.com.au)


 0409 966 515

Canberra Grief Centre provides specialist grief and bereavement services to support those experiencing grief around death and dying.

## **New South Wales**

### **DonateLife NSW**


 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 02 8566 1700

DonateLife NSW (NSW Organ and Tissue Donation Service) is an organ and tissue donation agency that offers care and support to donor families.

### **The National Centre for Childhood Grief**


 [www.childhoodgrief.org.au](http://www.childhoodgrief.org.au)

 1300 654 556

The National Centre for Childhood Grief (NCCG) is dedicated to helping bereaved children and their families rebuild their lives, by teaching them how to live with their grief.

### **Coroner's Court**

 [www.coroners.justice.nsw.gov.au](http://www.coroners.justice.nsw.gov.au)

 02 8584 7777

The Coroner's Court has a social work service that provides support for people experiencing a sudden, unexpected death and can assist people with adversities arising as a direct result of their bereavement.

### **National Association of Loss and Grief NSW (NALAG)**

 [www.nalag.org.au](http://www.nalag.org.au)


 02 6882 9222

NALAG provides loss and grief support via face-to-face, private, Skype or telephone appointments.

# Northern Territory

## DonateLife NT


 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 08 8922 8349

DonateLife NT is an organ and tissue donation agency that offers care and support to donor families.

## Anglicare NT


 [www.anglicare-nt.org.au](http://www.anglicare-nt.org.au)

 08 8985 0000 (Darwin)  
08 8951 8000 (Alice Springs)

Anglicare NT provides counsellors for families, couples and individuals.

## CatholicCare NT

 [www.catholicarent.org.au](http://www.catholicarent.org.au)

 08 8944 2000 (Darwin)  
08 8958 2400 (Alice Springs)  
08 8971 0777 (Katherine)

CatholicCare NT provides access to social services to work with families to support wellbeing.

## Samaritans Crisis Line Inc.

 [www.thesamaritans.org.au](http://www.thesamaritans.org.au)

 135 247

Samaritans Crisis Line provides a 24-hour phone support service.

## Somerville Community Services

 [www.somerville.org.au](http://www.somerville.org.au)

 08 8920 4100 (Darwin)  
08 8935 1500 (Palmerston)  
08 8972 5100 (Katherine)  
0439 645 582 (Alice Springs)

Somerville provides counselling and support service for individuals, families, couples, children, adolescents and groups in Darwin, Palmerston and surrounding rural areas.

# Queensland

## DonateLife QLD

 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 07 3176 2350

DonateLife QLD is an organ and tissue donation agency that offers care and support to donor families.

## Coronial Family Services

 07 3096 2794 | 1800 449 171 (toll free)

Coronial Family Services provides information and support to relatives and close friends of people whose deaths are being (or have been) examined by a coroner.

## Queensland Homicide Victim Support Group (QHVSG)


 [www.qhvsg.org.au](http://www.qhvsg.org.au)

 07 3857 4744 | 1800 774 744 (24-hour)

QHVSG offers 24-hour support, personal advocacy and education to all people affected by homicides in Queensland.

## Survivors of Suicide Bereavement Support (SOSBSA)

 [www.sosbsa.org.au](http://www.sosbsa.org.au)

 1300 767 022

SOSBSA provides support for those who have lost loved ones to suicide.

## Young Widows and Widowers Support Group

 [www.youngwidowsandwidowersgroup.org](http://www.youngwidowsandwidowersgroup.org)


 1300 865 307 | 0419 170 183

Wesley Mission provides support to young widowed men and women after the death of their partner.

# South Australia

## DonateLife SA

 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 08 8207 7117

DonateLife SA is an organ and tissue donation agency that offers care and support to donor families.

## Anglicare SA

 [www.anglicaresa.com.au](http://www.anglicaresa.com.au)

 08 8131 3400

AnglicareSA provides loss and grief support services including children's grief counselling, support groups and specialised grief camps.

## Bereaved Through Suicide (BTS) Support Group

 [www.bts.org.au](http://www.bts.org.au)

 08 8332 8240

BTS supports those in the community who have been close to someone who has taken their own life.


## Relationships Australia South Australia (RASA)

 [www.rasa.org.au](http://www.rasa.org.au)

 1300 364 277 | 1800 182 325 (country callers)

RASA provides a range of services with a focus on the needs of individuals, children, families and communities, including outreach services to many schools and communities.

## Coroner's office Counselling and Support Service

 08 8204 0600

The Coroner's office provides initial grief and crisis counselling, information and support to people immediately following the death of a loved one.



## Victim Support Service SA

 [www.victimsa.org](http://www.victimsa.org)


 1800 842 846

Provides support, information and counselling to victims and family members affected by crime and abuse.

## Tasmania

### DonateLife TAS

 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 03 6270 2209

DonateLife TAS is an organ and tissue donation agency that offers care and support to donor families.

### Community Health Social Work Grief Support Services

 *Contact your local community health centre*

Community Health Social Workers are available in community health centres and counselling support for grief, loss and trauma.


### Road Trauma Support Team

 [www.roadtraumasupport.org.au](http://www.roadtraumasupport.org.au)

 03 6777 6352 | 0427 487 251

The Road Trauma Support Team provides counselling and ongoing support to people affected by road accidents.

### Royal Hobart Hospital

 03 6166 8344

The Royal Hobart Hospital provides grief and loss counselling services.

### Victims of Crime Service


 1300 300 238 (General)  
03 6165 7524 (Hobart)  
03 6777 2939 (Launceston)  
03 6477 7133 (Burnie)

Victims of Crime Service provides support, counselling and information to people affected by the impact of crime.

# Victoria

## DonateLife VIC


 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 1300 133 050

DonateLife VIC is an organ and tissue donation agency that offers care and support to donor families.

## Coroner's Court of Victoria


 [www.coronerscourt.vic.gov.au](http://www.coronerscourt.vic.gov.au)

 1300 309 519

The Coroners Court of Victoria provides support and assistance to families and friends following the death of a loved one.

## Victims of Crime Helpline

 [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

 1800 819 817

The Victorian Government's Victims of Crime Helpline offers information, advice and support for people and their families.

## Support After Suicide


 [www.supportaftersuicide.org.au](http://www.supportaftersuicide.org.au)

 03 9421 7640

Support After Suicide provides information, resources and support to those bereaved by suicide.

## Road Trauma Support Services

 [www.rtssv.org.au/counselling-and-support](http://www.rtssv.org.au/counselling-and-support)


 1300 367 797

Road Trauma Support Services Victoria provides counselling for anyone affected by a collision on the roads.

## Western Australia

### DonateLife WA

 [www.donatelife.gov.au](http://www.donatelife.gov.au)

 1800 950 155

DonateLife WA is an organ and tissue donation agency that offers care and support to donor families.

### Active Response Bereavement Outreach (ARBOR)


 [www.anglicarewa.org.au](http://www.anglicarewa.org.au)

 1300 114 446

ARBOR offers grief counselling and support to people who have recently lost a loved one to suicide.

### Coronial Counselling Service

 [www.coronerscourt.wa.gov.au](http://www.coronerscourt.wa.gov.au)

 08 9425 2900 (office hours)  
0419 904 476 (after hours)  
1800 671 994 (Country callers)

The Coroner's Court of Western Australia can assist with some grief counselling or arrange referral to other community agencies or professional counsellors for families involved in the coronial investigation process.

### Derbarl Yerrigan Health Service Aboriginal Corporation

 [www.dyhs.org.au](http://www.dyhs.org.au)

 08 9421 3888

Derbarl Yerrigan Health Service provides counselling support for Aboriginal and Torres Strait Islanders.

### Samaritans Crisis Line Inc.


 [www.thesamaritans.org.au](http://www.thesamaritans.org.au)

 135 247  
Youthline WA: 1800 198 313

Samaritans Crisis Line provides a 24-hour phone support service.

## Victim Support Service

 [www.victimsofcrime.wa.gov.au](http://www.victimsofcrime.wa.gov.au)

 1800 818 988

Victim Support Service provides counselling and support services for all victims of crime.

## Road Trauma Support WA

 [www.rtswa.org.au](http://www.rtswa.org.au)

 1300 004 814 | 08 6166 7688

Road Trauma Support WA provides support to people affected by road trauma related deaths.



## Books

There are many excellent books available for both adults and children that may be a source of support and comfort. The books listed below are targeted towards grief and bereavement care.

### Books for adults

#### **The Grief of our Children**

Dianne McKissock, ABC Books 1998

This book explores the grief of children of all ages and highlights specific aspects of grief at each stage of psychological development. It provides useful suggestions that empower grieving children, and provides hope, understanding and support for those who care for them.

ISBN-10: 0733306799

#### **50 Ways to Cope with the Loss of Your Child: A Guide for Grieving Parents**

Norma Sawyers-Kurz, Demers Books 2010

This book provides appropriate ways for coping with grief that are drawn from personal experience as well as from the expertise of many doctors, professors and others who have studied the grieving process.

ISBN-10: 0981600253

#### **When bad things happen to good people**

Harold S. Kushner, Random House 2007

This book seeks to offer comfort to people experiencing grief, and the doubts and fears that arise when tragedy strikes.

ISBN-10: 1400034728

#### **After Suicide – Help for the Bereaved**

Dr Sheila Clark, Hill of Content Publishing, Melbourne 1995

This book helps people who have lost a loved one through suicide understand the emotions they may face and provides suggestions for practical help and assists them to build a new life again.

ISBN-10: 0855722622

### **Healing the Adult Child's Grieving Heart**

Dr Alan Wolfelt, Companion Press 2002

This book provides suggestions and relief for an adult child, whose parent has died, through small, immediate ways to understand and reconcile grief.

ISBN-10: 1879651319

### **Books for teenagers**

#### **The Grief Book: Strategies for Young People**

Elizabeth Verco, ReadHowYouWant 2012

This book is full of practical ideas to help you or somebody you know move through grief.

ISBN-10: 1458786218

#### **Healing Your Grieving Heart for Teens**

Dr Alan Wolfelt, Companion Press 2001

This book provides mourning teens with ideas and action-oriented tips that teach the basic principles of grief and healing.

ISBN-10: 1879651238

### **Books for children**

#### **Beginnings and Endings with Lifetimes in Between**

Bryan Mellonie and Robert Ingpen, Penguin Books 2005

This book explores the notion of a beginning and an ending to everything that is alive, and that dying is as much a part of living as being born.

ISBN-10: 0143501445

#### **The Memory Tree**

Britta Teckentrup, Hachette Children's Group 2014

This book delivers a beautiful and heartfelt story about the death of a loved one and the memories that comfort those left behind.

ISBN-10: 1408326345

## **Disclaimer**

The provision of information in this brochure does not provide an endorsement of support services and resources list, and any omission of support service or resources from this brochure does not reflect any non-endorsement. The information in this brochure will be subject to change over time, but was correct at the time of print.

donatelif



## Contact

### Organ and Tissue Authority

PO Box 802, Canberra ACT 2601

**T** (02) 5156 6662

**E** [enquiries@donatelif.gov.au](mailto:enquiries@donatelif.gov.au)

 [twitter.com/DonateLifeToday](https://twitter.com/DonateLifeToday)

**f** [facebook.com/DonateLifeAustralia](https://facebook.com/DonateLifeAustralia)

 [instagram.com/DonateLifeToday](https://instagram.com/DonateLifeToday)

[www.donatelif.gov.au](http://www.donatelif.gov.au)