

Bereavement support services

Emergency Department factsheets



This factsheet provides information about community organisations that offer support, counselling and practical assistance to anyone who is experiencing grief and loss following the death of a loved one.

Everyone grieves differently, people will often turn to family and friends for support and understanding during this difficult time. Sometimes it can also be helpful to talk to someone else such as a counsellor or member of a support group.

There are many counselling services and support groups available throughout Queensland. These services are available by telephone, internet or face-to-face.

Local support

Some services may be available in your own community.

These services will be able to refer you to other local counselling services and support groups.

- A hospital social worker
- Your general practitioner
- Local church pastoral carers

24 hour help lines

13 HEALTH

Phone advice and referral information about health concerns, including counselling services.
Phone: 13 43 25 84

KidsHelpLine

Counselling services for children and young people by telephone, internet or email.
Phone: 1800 55 1800
Website: kidshelpline.com.au

Lifeline

Counselling services for issues including grief and loss provided by telephone or face-to-face by appointment.
Phone: 13 11 14
Website: lifeline.org.au

Mensline

Support, information and referral for men with family, relationship or other concerns. Counselling via telephone, video, or online.
Phone: 1300 789 978
Website: menslineaus.org.au

Queensland Homicide Victims Support Group

Provide a range of support services to people affected by the death of a loved one by homicide.
Phone: 1800 774 744
Website: qhvs.org.au

Red Nose Grief and Loss

Assist families who have experienced the sudden and unexpected death of a baby or child, during birth, pregnancy or infancy, regardless of the cause.
Phone: 1300 308 307
Website: rednosegriefandloss.com.au

Suicide Call Back Service

Phone counselling service for people 15 and over at risk of suicide as well as to people affected by the death of a loved one by suicide. Counselling offered via telephone, video, or online.
Phone: 1300 659 467
Website: suicidecallbackservice.org.au

Victims Counselling and Support Services

Counselling, support, information and referral for people affected by crime either directly or indirectly including family, friends and witnesses.
Phone: 1300 139 703
Website: vcss.org.au

Other services

Centacare

Counselling services throughout Queensland for issues including grief and loss.
Phone: 1300 236 822
Website: centacarebrisbane.net.au

Coronial Family Services

A support and information service for families whose loved one's death is being investigated by the Coroner. The Counsellors can also provide information about the coronial investigation process.

Phone: 3096 2794 (SE Queensland)

Free call: 1800 449 171 (regional areas)

Griefline

This service offers a phone counselling service that is available midday to 3 am AEST 7 days a week. Online counselling service is available 24/7. Complete the online form and they will respond within 72 hours.

Phone: 1300 845 745 (National landline only)

Website: griefline.org.au

Paradise Kids

Counselling and support groups for children and their families affected by grief.

Phone: 5574 6853 (Gold Coast)

Phone: 3847 9943 (Brisbane)

Website: paradisekids.org.au

Private Social Workers, Psychologists, and Occupational Therapists

A Medicare rebate may be available for counselling services with a registered allied health practitioner. For further information and eligibility, see your General Practitioner.

Red Kite

Whether your loss happened recently or many years ago, Redkite's support team offers free grief counselling to you and all members of your family who have experienced the death of a young person from cancer.

Phone: 1800 733 548 M-F, 9am – 7pm AEST

Website: redkite.org.au/support/bereavement-support

Relationships Australia

Counselling for individuals, couples and families at a range of centres across Queensland.

Telephone counselling available to people who

are unable to access a branch office.

Phone: 1300 364 277

Website: relationships.com.au

SANDS

Support and information service for parents and their families who experience the death of their baby to miscarriage, stillbirth, neonatal death and other reproductive losses.

Phone: 3254 3422 (office)

Phone: 1300 364 277 (National 24hr line)

Website: sandsqld.com

StandBy

A community-based suicide postvention program that provides a coordinated response of support and assistance for people of all ages who have been exposed to or bereaved through suicide.

Phone: 5442 4277 (Head Office)

Phone: 0438 150 180 (Brisbane)

Website:

unitedsynergies.com.au/program/standby-response-service/

The Compassionate Friends Inc Qld

Provide support to families grieving the death of a child of any age, from any cause. Face-to-face or telephone support is available at many locations across the state.

Phone: 3254 2585

Website: thecompassionatefriends.org.au

The Australian Centre for Grief and Bereavement

This service has staff who can provide phone support and link people to the most appropriate local support agencies.

Phone: 1800 642 066

Website: www.grief.org.au

Disclaimer: This health information is for general education purposes only. Please consult with your doctor or other health professional to make sure this information is right for you.