Directory of support services, information and resources for bereaved families
We would like to extend our thanks to those who generously reviewed and edited this publication. We are especially grateful for the contributions of Elizabeth McNulty, Amanda Haines and Katherine Sealy who coordinated the development of this resource as part of their social work student placements.

Last updated November 2017.

Disclaimer
This publication is produced to convey information. While every care has been taken in preparing this material, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, in this publication.

(Children’s Health Queensland) 2017
© The State of Queensland

Contact us
Bereavement Support Program
📍 Clinical Directorate 12B
   PO Box 3474
   South Brisbane Q 4101
emd bereavement.ppcs@health.qld.gov.au
tel 1800 080 316

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this document. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if it is recognised as the owner of the copyright and this material remains unaltered. Copyright inquiries about this publication should be directed by email to: Children’s Health Queensland Hospital and Health Service.

Directory of support services, information and resources for bereaved families Version 2.0 November 2017

Front cover image: Caroig, “Galanthus nivalis” March 2005 via Wikimedia Commons, Creative Commons Attribution.
Table of contents

Information, support services and resources (A-Z) ......................................................... 1
Contact details .................................................................................................................. 7
Texts (classified by audience or topic) ............................................................................... 25
Aboriginal and Torres Strait Islanders ........................................................................... 25
Adolescents ....................................................................................................................... 25
Children ........................................................................................................................... 26
Deciding on another child ............................................................................................... 28
Fathers and men ............................................................................................................... 28
Friends and extended family .......................................................................................... 29
Grandparents .................................................................................................................. 29
Helping your partner ....................................................................................................... 29
Mothers ........................................................................................................................... 29
Parents ............................................................................................................................. 30
Remembering your child ................................................................................................. 30
Siblings ............................................................................................................................. 31
Talking to children about dying and death ....................................................................... 31

This resource has been made available for families who have been touched by the loss of a child.

We gratefully acknowledge the Paediatric Palliative Care Service in supporting the development of this publication.
<table>
<thead>
<tr>
<th>Organisation or program</th>
<th>Aboriginal and Torres Strait Islander information and support</th>
<th>Adolescent support</th>
<th>Bereavement, loss and grief</th>
<th>Child specific support</th>
<th>Counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal and Torres Strait Islander Access Line</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Islander Corporation Counselling Service (Gallang Place)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Anglicare</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Auslan Interpreting (Australian Sign Language)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Centre for Grief and Bereavement</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Australian Child and Adolescent Trauma, Loss and Grief Network</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Australian Counselling Association</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Australian Leukodystrophy Support Group (ALDS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Psychological Society (APS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Cancer Council Queensland</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Canteen</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Centacare</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Centrelink</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Childhood Cancer Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health – (NSW North Coast Area)</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Community Health (Queensland)</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Compassionate Friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Family and kids events during grief</td>
<td>Financial or material support</td>
<td>Helping your partner or children</td>
<td>Interpreting and translating</td>
<td>Multicultural information and support</td>
<td>Resources – information or online communities</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------</td>
<td>---------------------------------</td>
<td>-----------------------------</td>
<td>--------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Information, support services, and resources (A-Z)

<table>
<thead>
<tr>
<th>Organisation or program</th>
<th>Aboriginal and Torres Strait Islander information and support</th>
<th>Adolescent support</th>
<th>Bereavement, loss and grief</th>
<th>Child specific support</th>
<th>Counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corinial Family Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Cystic Fibrosis Queensland</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Gateway Counselling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Harrison’s Little Wings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headspace</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Karen Lang Courage Workshops</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kids Helpline</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>LCCH Bereavement Support Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leukaemia Foundation of Queensland</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifeline</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicare Better Access Initiative</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>MensLine Australia</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MPS Australia</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Relay Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nowwhat.org</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Paradise Kids</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Parentline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Pillars of Strength</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Precious Wings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RD4U</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Reachout.com</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Red Nose (formerly Sids&amp;Kids)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Family and kids events during grief</td>
<td>Financial or material support</td>
<td>Helping your partner or children</td>
<td>Interpreting and translating</td>
<td>Multicultural information and support</td>
<td>Resources – information or online communities</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------</td>
<td>---------------------------------</td>
<td>-------------------------------</td>
<td>--------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Information, support services, and resources (A-Z)

<table>
<thead>
<tr>
<th>Organisation or program</th>
<th>Aboriginal and Torres Strait Islander information and support</th>
<th>Adolescent support</th>
<th>Bereavement, loss and grief</th>
<th>Child specific support</th>
<th>Counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redkite</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Relationships Australia</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Salvation Army</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Sands Queensland – miscarriage stillbirth and newborn death support.</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Scarlett May Foundation</td>
<td></td>
<td>●</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Skattle</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Translating and Interpreting Service (TIS) National</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trauma &amp; Grief Network: Supporting Families</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uniting Care</td>
<td></td>
<td>●</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Young Minds</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Family and kids events during grief</td>
<td>Financial or material support</td>
<td>Helping your partner or children</td>
<td>Interpreting and translating</td>
<td>Multicultural information and support</td>
<td>Resources – information or online communities</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------</td>
<td>------------------</td>
<td>---------------------</td>
<td>-------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Redkite
- Relationship Australia
- Salvation Army
- Sands Queensland – miscarriage stillbirth and newborn death support.
- Scarlett May Foundation
- Skattle
- Translating and Interpreting Service (TIS) National
- Trauma & Grief Network: Supporting Families
- Uniting Care
- Young Minds

Information, support services, and resources (A-Z)
Aboriginal and Torres Strait Islanders

Aboriginal and Torres Strait Islander Access Line is a free-call telephone service to support Aboriginal and Torres Strait Islander people. The Access Line is supported by the Medicare Liaison Officers for Indigenous Access who are culturally aware of the special conditions that may affect Indigenous people.

**t 1800 556 955 w www.humanservices.gov.au**

Aboriginal and Torres Strait Islander Corporation Counselling Service (Gallang Place) is a stand-alone counselling service, developed around the specific social and cultural needs of the Aboriginal and Torres Strait Islander community. Gallang Place services Ipswich, Beaudesert, Logan, Brisbane, North Stradbroke Island, Deception Bay, Caboolture, Toowoomba and Bribie Island.

**57 Southgate Ave, Cannon Hill QLD 4170**

**t 07 3899 5041 w www.gallangplace.org.au**

Anglicare Southern Queensland

Anglicare is the Anglican Church’s family and relationship counselling service. Anglicare offers free support to bereaved families from a variety of backgrounds through:
- In-person grief and loss counselling
- Free live chat counselling
- Email counselling.

**t 1300 114 397 w anglicaresq.org.au or betterrelationships.org.au**
**Australian Centre for Grief and Bereavement**

The Australian Centre for Grief and Bereavement’s website provides grief and bereavement education and resources. Their mission is to build the capacity of individuals, organisations and communities in order to enhance well-being following adverse life events.

w [www.grief.org.au](http://www.grief.org.au)

**Australian Child and Adolescent Trauma, Loss and Grief Network**

This website has key resources that can assist adults in understanding the impact of trauma, loss and grief experiences on children and young people, and how best to help young people who have been affected by grief.


**AUSLAN interpreting**

Queensland Government agencies can arrange free interpreters in AUSLAN and other sign languages through Deaf Services Queensland.

915 Ipswich Road, Moorooka QLD 41050

t 1300 010 877 or emergency 0455 068 50 e qld@auslanconnections.com.au
Contact details

Australian Leukodystrophy Support Group

The Australian Leukodystrophy Support Group (ALDS) provides a range of support to people affected by a leukodystrophy or leukoencephalopathy, and their family members and friends. In addition to volunteers who have experienced the impact of a leukodystrophy or leukoencephalopathy in their family, an ALDS part-time Family Advocate (social worker) can provide information, support and assist families to link in with local and other relevant services.

t 1800 141 400  e info@leuko.org.au  w www.alds.org.au

Australian Counselling Association

ACA is Australia's largest single registration body for counsellors and psychotherapists with over 3,000 members. The below website has a search function which you can use to find a counsellor specialising in grief and trauma in your local area. The cost of these services may be covered under the Medicare Better Access Initiative.

t 1300 784 333  w www.theaca.net.au

Australian Psychological Society

The Australian Psychological Society (APS) provides an online search, telephone and email referral service to members of the public who are seeking the advice and assistance of a qualified and suitable APS psychologist in private practice.

The consultation fees that psychologists charge vary, and further information regarding Medicare rebates for mental health services can be found at the below website or through the Medicare Better Access Initiative.

Bilingual psychologists are also listed, with languages offered including Arabic, Cantonese, Greek, Italian, Mandarin and many others.

t 1800 333 497  e contactus@psychology.org.au  w www.psychology.org.au
Cancer Council

The Cancer Council Queensland offers a free telephone counselling service for people impacted by cancer and those close to them. The counselling team is made up of professionally trained psychologists who are experienced in helping people with cancer.

t 13 11 20  w  www.cancerqld.org.au

Childhood Cancer Support

Childhood Cancer Support provides a range of free support services to families who have lost a child to cancer. Childhood Cancer Support assists bereaved families through:

• Informal and emotional support
• A regional support network
• Annual family bush-camp, ‘Camp CRYSTAL’
• Christmas party
• Monthly family barbeques held at the Herston accommodation complex
• Financial assistance.

11 Bramston Terrace, Herston QLD 4006
t 07 3844 5000  e  info@ccs.org.au  w  www.ccs.org.au
Contact details

**CanTeen**

CanTeen helps young people aged 12-25 cope with a close family member’s cancer or their own. They provide specialist services for young people dealing with the death of a parent or sibling, including:

- Free and confidential counselling
- ‘Good Grief’ weekend program
- Individual guidance and support
- Secure 24/7 online community
- Youth-friendly information resources about grief.

**t** 1800 835 932  **w** www.canteen.org.au/getsupport

**Centacare**

Centacare is the social services arm of the Catholic Church in Australia. Centacare provides counselling services to families, individuals, children and young people and carers in Queensland at the following centres:

- Brisbane – Cannon Hill 07 3399 5671
- Brisbane – Fortitude Valley 07 3251 5000
- Clear Island Waters and Beenleigh 07 5527 7211
- Maroochydore 07 5430 9300
- Kingaroy 07 4162 5439

**w** www.centacarebrisbane.net.au (Brisbane area)
   www.centacareqn.org.au (Northern Queensland)
   www.centacare.net (Central Queensland)
Centrelink

Centrelink offers a Bereavement Payment that may be available to help families adjust to changed financial circumstances after the death of a partner, child or someone they cared for. Centrelink also has social workers who may be able to assist you with claiming, counselling and support during your time of grief.

t Bereavement Assistance 13 23 00, Social Work Services 13 28 50

w www.humanservices.gov.au/customer/services/social-work-services

Children’s Health Queensland Bereavement Support Program

The Bereavement Support program operates within the Paediatric Palliative Care Service (PPCS) at Lady Cilento Children’s Hospital (LCCH), Brisbane. This is a statewide program that offers a range of free services to families whose child has died.

These services include:
• Counselling or referral to service within local community
• A quarterly newsletter – ‘Living Forward’, mailed to bereaved families
• Invitation to the Annual LCCH ‘Remembrance Ceremony’
• Useful information and resources for grieving parents and their families
• Peer and social events.

1800 080 316 or 07 3068 2392 e bereavement.ppcs@health.qld.gov.au
Contact details

**Community Health Queensland**

Queensland Health provides resources and links to organisations which offer free counselling services with a social worker or psychologist. You may also wish to contact your GP, local community health centre or local council for further information regarding bereavement support. You can be directed to your local centre by contacting Queensland Health on the number below.

**t 13 HEALTH (13 43 25 84)**  **w**  www.qld.gov.au/health/support/loss

---

**Compassionate Friends**

The Compassionate Friends offers support in grief and trauma which follows the death of a child of any age or cause. The Compassionate Friends offer a range of free services to bereaved parents and families including:

- National 24/7 telephone support 1300 064 068
- Support group meetings
- Country support groups
- Telephone and email support
- Grief information and library
- Newsletters
- Annual Candlelight Remembrance Service
- Annual grief and loss seminars.

The Compassionate Friends has Chapters across Queensland. Contact the number below for a service near you.

**505 Bowen Terrace, New Farm QLD 4005**
**t 07 3254 2585 or 07 3254 2657**  **e**  info@compassionatefriendsqld.org.au  **w**  www.compassionatefriendsqld.org.au
Coronial Family Services

Coronial Family Services is part of Queensland Health Forensic and Scientific Services. Skilled counsellors provide information and support to relatives and close friends of people whose deaths are being, or have been, investigated by a coroner. Coronial Family Services is based in Brisbane but provides assistance by phone to people outside Brisbane.

t 07 3096 2794 or 1800 449 171 e fss_counsellors@health.qld.gov.au

Cystic Fibrosis Queensland

Cystic Fibrosis Queensland offers a supportive community for families of Cystic Fibrosis warriors past and present and offers referrals to counselling services for bereaved families.

30 Sylvan Road (Corner Bennet Street and Sylvan Road), Toowong QLD 4066
t 07 3359 8000 e admin@cfqld.org.au w www.cysticfibrosis.org.au

Gateway Counselling

Gateway Counselling is a Gateway Baptist Church service that offers a variety of counselling services to assist families in working through life’s challenges in a caring and supportive environment. We offer a broad range of counselling services including:

• Grief and bereavement counselling
• Bereaved parent’s support group
• Individual counselling
• Psychological services
• Marriage and family counselling
• Depression and anxiety counselling
• Group therapy
• Art therapy
• Parenting support
• Children’s counselling.

t 07 3291 5963 e gcwc@gatewaybaptist.com.au w www.gatewaybaptist.com.au
Harrison’s Little Wings is a multi-layered service provider for families who have an extreme risk pregnancy or receive a poor diagnosis in pregnancy. Harrison’s Little Wings believe each family is unique and requires different support services while they are pregnant. They provide:

- Practical support for families such as house cleaning, yard maintenance, babysitting etc.
- Resource packs, containing information for families to encourage conversations with their families and care providers about potential pathways
- Peer Support program: we have a Brisbane based face-to-face Peer Support meeting and for those families who are not local to Brisbane we have online closed pages available.

**Contact details**

| T: 0408 648 759 | E: melanie@harrisonslittlewings.org.au | W: www.harrisonslittlewings.org.au |

Headspace is a mental health provider that assists young people aged 12 to 25 through tough times via:

- Face-to-face consultations at a number of locations across Australia
- eHeadspace, an online and telephone support service
- A national telehealth service for young people based in regional or rural areas in Australia.

**Contact details**

| T: 1800 650 890 |
| W: www.headspace.org.au/headspace-centres (centre locator) |
| W: www.eheadspace.org.au (eheadspace) |
Hummingbird House

Hummingbird House is Queensland’s only children’s hospice and provides short break stays, family support services, creative therapies and care at the end of life for children with life-limiting conditions and their families as well as bereavement care and support for families following the death of a child.

Phone: 07 3621 4336  
Email: info@hummingbirdhouse.org.au  
Website: www.hummingbirdhouse.org.au

Karen Lang Courage Workshops

Karen Lang, a bereaved parent and counsellor, created monthly Courage Workshops to support parents who face the death of a child. It’s a place where you can feel safe and supported as you share your feelings of grief and loss. It’s a place where you will gain strategies and knowledge that will empower you in your grief and give you hope for the future. It’s a place to connect with other parents and discover there is a way through.

Phone: 0413 237 604  
Email: naaron2@hotmail.com  
Website: www.karenlangauthor.com

Kids Helpline

Kids Helpline is a free and confidential counselling service for young Australians aged five to twenty-five. Children and young people can reach out to qualified counsellors via phone, email and in live WebChat. This service may be particularly useful for bereaved siblings and peers of a child who has died.

Phone: 1800 55 1800  
Email: counsellor@kidshelp.com.au  
Website: www.kidshelp.com.au  
Contact details

Leukaemia Foundation of Queensland

The Leukaemia Foundation of Queensland offers grief support services and resources for individuals and families across Queensland who have lost a loved one to a blood disorder such as leukaemia, lymphoma or myeloma. If you, your partner or your family members are struggling with bereavement issues, please phone during normal business hours (Monday to Friday) to organise grief counselling or obtain further information on support services and programs.

t 1800 620 420 or 07 3055 8233 (grief counselling) w www.leukaemia.org.au

Lifeline

Lifeline provides all Australians experiencing a personal crisis with access to 24-hour support and suicide prevention services via phone and online crisis support chat. For Lifeline services within your community, please refer to UnitingCare Community in this directory.

t 13 11 14 w www.lifeline.org.au

Mucopolysaccharide and Related Diseases Society Australia

The Mucopolysaccharide and Related Diseases Society Australia Ltd (MPS) supports individuals, their families and friends affected with MPS and related diseases. The society aims to provide information and support to those directly and indirectly affected by MPS, primarily through information and resources, family support, community awareness and advocacy.

t 1800 045 515 e info@mpssociety.org.au w www.mpssociety.org.au
MensLine Australia

MensLine Australia provides resources and support services for men with family and relationship concerns via phone, online and video counselling and online forums. The service is staffed by paid professional counsellors experienced in men’s issues.

t 1300 789 978 w www.mensline.org.au

National Relay Service

The National Relay Service provides an Australia-wide phone and internet call service for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment.

To choose the relay call option that fits your particular needs, visit the website below.

w www.relayservice.gov.au/making-a-call

Paradise Kids

Paradise Kids offers a range of individual and group support programs and counselling services for children affected by grief, loss and trauma. Paradise Kids offer a variety of face to face support services at the Gold Coast. Their free services include:

• Individual grief counselling for children and their families
• Support groups for parents and carers
• Grief counselling training programs
• Special events for children and families
• Children’s grief and loss support groups
  - Seven-week-programs
  - Play and therapy group
  - Boy’s group.

📍 88 Allied Drive, Arundel, Gold Coast QLD 4214
t 07 5574 6853 e services@paradisekids.org.au w www.paradisekids.org.au
Contact details

**Parentline**

Parentline is confidential telephone counselling which aims to support parents and carers of children between 8am and 10pm, seven days a week. Parentline counsellors are trained to provide web, email and telephone counselling. Parents, carers and family members have direct access to qualified counsellors and can choose to speak with either a male or female counsellor. Callers are also able to arrange to call back and speak with the same counsellor to work through any issues or questions they may have.

**t 1300 30 1300 w www.parentline.com.au**

**Pillars of Strength**

Pillars of Strength supports dads who have experienced a stillbirth or have lost their child through infancy or in the neonatal intensive care unit (NICU), by providing them with ‘time out’. The Time Out program offers dads an opportunity to attend sporting and fitness activities or events with mates, family members or other dads who have experienced a similar situation. The Time Out program gives dads their own time and the ability to reconnect with their support network without formally asking for help.

**e info@pillarsofstrength.com.au w www.pillarsofstrength.com.au**

**Precious Wings**

Precious Wings provides the gift of a memory box that seeks to bring comfort to grieving families when they have lost a baby or child of any age or gestation. The creation of the boxes by other bereaved families in memory of their own child provides comfort, understanding and a feeling of not being alone. The box also provides a special place to keep precious memories and is something beautiful to hold onto when leaving hospital with empty arms.

**e info@precious wings.org w www.preciouswings.org**
ReachOut

ReachOut is Australia’s leading online youth mental health service that provides resources, information, support, stories and online forums for adolescents dealing with grief and loss.

w www.au.reachout.com/tough-times/loss-and-grief
www.au.reachout.com/forums

Redkite

Redkite offers a range of free support services for bereaved families of a child who has died of cancer. These include:
• Grief counselling
• Phone-based support groups
• Financial assistance
• Face-to-face support in Sydney, Melbourne, Brisbane and Perth.

t 1800 REDKITE (1800 733 548) e support@redkite.org.au
w www.redkite.org.au/bereavement-support

Red Nose (formerly Sids & Kids)

Red Nose is a charity that aims to eradicate sudden infant death syndrome (SIDS). Red Nose provides free resources and support services to individuals, couples, families and children who are affected by the sudden and unexpected death of a baby or child up to six years of age.

68 Creek Road, Mt Gravatt QLD 4122
t 1300 998 698 or 1300 308 307 (24-hour grief and loss support line)
w www.rednose.com.au
**Relationships Australia**

Relationships Australia is a community-based not-for-profit organisation that provides counselling to couples, individuals and families to help enhance and support relationships and assist those experiencing grief. Their team specialises in working with Aboriginal and Torres Strait Islander people in diverse services and locations across Queensland. The organisation operates in a number of regions. Refer to the website for a full list of facilities available in these areas.

| t | 1300 364 277 | w | www.raq.org.au |

**Salvation Army**

The Salvation Army provides a number of free services to families who may be experiencing financial or emotional difficulties. The Salvation Army can assist with:

- Counselling care line
- Emergency relief
- Material aid
- Advocacy
- Referral and support to people in personal and financial crisis.

There are numerous Salvation Army services located throughout Queensland and Northern New South Wales. Contact the number below to be directed to your nearest branch.

| t | 13 SALVOS (13 72 58) or 1300 363 622 (Salvo Care Line) | w | www.salvos.org.au |
Scarlett May Foundation

The Scarlett May Foundation is a not-for-profit organisation that supports families with critically ill children in hospital. The Scarlett May Foundation supports families by providing:

- Families with healthy and nutritious meals during their hospital stay
- On-going counselling services
- Funding for parents to purchase keepsakes of their passed child.

Contact details:
- 0411 088 748
- info@scarlettmayfoundation.org.au
- scarlettmayfoundation.org.au

SKATTLE

SKATTLE stands for Supporting Kids And Teens Through Life-changing Experiences. SKATTLE supports children, teenagers, and their families experiencing difficulties arising from life-changing events such as illness, grief and loss and family separation. We aim to facilitate growth by recognising, nurturing, developing and utilising the knowledge, strengths, skills and expertise of the kids and families that we work with. This is achieved using processes that are respectful, collaborative, non-discriminatory and family inclusive. SKATTLE provide both individual and group counselling sessions throughout Brisbane.

- 44 Newdegate St, Greenslopes Qld 4102
- 3847 9943
- www.skattle.org.au
Sudden and Neonatal Death Syndrome Queensland

Sudden and Neonatal Death Syndrome (SANDS) Queensland provides free support, information, education and advocacy for Queensland parents and families of babies who have died during pregnancy, at birth or soon after. Services include:

- A 24-hour parent support phone line
- Support meetings
- Online support groups
- E-mail support
- Publications and resources for parents, families and friends.

Support meetings are located in Brisbane, Cairns, Innisfail, Logan, Mackay and Townsville.

1300 072 637 e support@sands.org.au w www.sandsqld.com

Translating and Interpreting Service

The Translating and Interpreting Service (TIS) can assist you if you need to speak with someone in a language other than English. It is a national service that provides 24-hour access to interpreters across Australia, speaking more than 170 languages and dialects. You can phone TIS National for the cost of a local call throughout Australia, however mobile phones may attract a higher call rate.

131 450 or 1800 131 450 (Aboriginal and Torres Strait Islander)

w www.tisnational.gov.au
In Queensland, Lifeline services are operated by UnitingCare Community. UnitingCare is the health and community service provider of the Uniting Church. UnitingCare provides free counselling (no referral required) in the following locations:

- Broadbeach 07 5579 6000
- Bundaberg 07 4153 8400
- Caboolture 07 5428 4200
- Cairns 07 4050 4955
- Capalaba 07 3823 9400
- Chermside 07 3624 2400
- Hervey Bay 07 4191 3100
- Ipswich 07 3816 9600
- Mackay 07 4944 2300
- Maroochydore 07 5409 2600
- Maryborough 07 4122 9000

- mail@nat.unitingcare.org.au
- www.unitingcare.org.au

Young Minds is a leading UK charity which provides information on improving the emotional wellbeing and mental health of children and young people. Their website provides resources that may be helpful in assisting your child during their grief.

- www.youngminds.org.uk
Aboriginal and Torres Strait Islanders

Title: Coping with sorrow, loss and grief
Author/Publisher/Date: Lifeline Australia. (2009).
Website: www.healthinfonet.ecu.edu.au/key-resources/promotion-resources?lid=18819

Adolescents

Title: 10 pack journals: What on earth do you do when someone dies?
Author/Publisher/Date: Trevor Romain Company. Trevor Romain Company (2008).
ISBN: 1934365491, 9781934365496

Title: I’ll always love you
Author/Publisher/Date: Hans Wilhelm. Paw Prints (2008).
ISBN: 1435294882, 9781435294882

Title: Helping teens cope with death
Author/Publisher/Date: Dougy Centre for Grieving Children. Dougy Centre (1999).
ISBN: 1890534021, 9781890534028

Title: Losing someone you love: When a brother or sister dies
Author/Publisher/Date: Elizabeth Richter. G.P Putnam’s Sons (1986).

Title: Something I’ve never felt before: How teenagers cope with grief
Author/Publisher/Date: Doris Zagdanski. Hill of Content (1994).
ISBN: 0855721995, 9780855721992

Title: Straight talk about death for teenagers: how to cope with losing someone you love
Author/Publisher/Date: Earl A. Grollman. Beacon Press (1993).
ISBN: 0807025003, 9780807025000

Title: Remember the secret
Author/Publisher/Date: Elizabeth Kubler-Ross. Random House Children’s Books (2004).
ISBN: 1883672791, 9781883672799

Title: The grief book: strategies for young people
Author/Publisher/Date: Elizabeth Vercoe & Kerry Abramowski. Black Dog books (2004).
ISBN: 1876372524, 9781876372521

Title: When a friend dies: A book for teens about grieving and healing
Author/Publisher/Date: Marilyn E. Gootman & Pamela Espeland. Turtleback Books(2005).
ISBN: 1417689684, 9781417689682
Children

Title: A new star
Author/Publisher/Date: Helen Lucas. Random House Australia (1996).
ISBN: 0091829941, 9780091829940

Title: A terrible thing happened
Author/Publisher/Date: Margaret M. Holmes. Dalmation Press (2001).
ISBN: 157759696X, 9781577596967

Title: Badger’s parting gifts
Author/Publisher/Date: Susan Varley. HarperCollins (1992).
ISBN: 0688115187, 9780688115180

Title: Children also grieve: Talking about death and healing
Author/Publisher/Date: Linda Goldman. Jessica Kingsley Publishers (2005).
ISBN: 1843108089, 9781843108085

Title: Gentle willow: A story for children about dying
Author/Publisher/Date: Joyce C. Mills, Magination Press (2003).
ISBN: 1591470714, 9781591470717

Title: Giraffes can’t dance
Author/Publisher/Date: Giles Andreae. Hodder Children’s Division (2009).
ISBN: 1408303620, 9781408303627

Title: I miss you: A first look at death
Author/Publisher/Date: Pat Thomas. Barron’s Educational Series (2001).
ISBN: 0764117645, 9780764117640

Title: It’s okay to be different
Author/Publisher/Date: Todd Parr. Little, Brown Books for Young Readers (2011).
ISBN: 0316186929, 9780316186926

Title: Lifetimes
Author/Publisher/Date: Bryan Mellonie, Robert Ingpen. Random House Publishing Group (1983).
ISBN: 0553344021, 9780553344028

Title: Love is forever
Author/Publisher/Date: Casey Rislov, Casey Rislov Books (2013)
ISBN: 9780615884059

Title: Muddles, puddles and sunshine
Author/Publisher/Date: Diana Crossley. Hawthorn Press (2010).
ISBN: 190345896X, 9781903458969

Title: My many coloured days
Author/Publisher/Date: Dr Seuss. Random House Children’s Books (1998).
ISBN: 067989344X, 9780679893448
Title: The flat rabbit
Author/Publisher/Date: Bardur Oskarsson, Owlkids (2014)
ISBN: 9781771470599

Title: The heart and the bottle
Author/Publisher/Date: Oliver Jeffers, Philomel books (2010)
ISBN: 9780399254529

Title: The huge bag of worries
Author/Publisher/Date: Virginia Ironside & Frank Rodgers. Trafalgar Square Books (2011).
ISBN: 1444902725, 9781444902723

Title: The invisible string
Author/Publisher/Date: Patrice Karst. DeVross Publications (2000).
ISBN: 0875167349, 9780875167343

Title: The kissing hand
Author/Publisher/Date: Audrey Penn. Tanglewood Press (2003).
ISBN: 1933718366, 9781933718361

Title: The little tree
Author/Publisher/Date: Katsumi Komagata, One Stroke (2008)
ISBN: 5552001054

Title: The next place
Author/Publisher/Date: Warren Hanson. Waldman House Press (1997)
ISBN: 0931674328, 9780931674327

Title: Waterbugs and dragonflies: Explaining death to young children
Author/Publisher/Date: Doris Stickney. Bloomsbury (2002).
ISBN: 0826464580, 9780826464583

Title: What’s dead mean?: How to help children cope with death
Author/Publisher/Date: Doris Zagdanski. Michelle Anderson Pub Pty Limited (2005).
ISBN: 0855723165, 9780855723163

Title: When dinosaurs die: A guide to understanding death
Author/Publisher/Date: Laurene Krasny Brown & Marc Tolon Brown. Demco Media (1998).
ISBN: 0606173897, 9780606173896

Title: When I miss you
Author/Publisher/Date: Cornelia Maude Spelman. Albert Whitman (2010).
ISBN: 0807589047, 9780807589045
Deciding on another child

Title: Another baby: The decision is yours
Author/Publisher/Date: National SIDS Council of Australia. SIDS and Kids (2003).
Phone 03 9819 4595

Fathers and men

Title: Healing a father’s grief
ISBN: 0934230528, 9780934230520

Title: Michael Rosen’s sad book
Author/Publisher/Date: Michael Rosen. Candlewick Press (2008).
ISBN: 0763641049, 9780763641047

Title: Swallowed by a snake: The gift of the masculine side of healing
ISBN: 0965464911, 9780965464918

Title: When a man faces grief/A man you know is grieving: 12 practical ideas to help you heal from loss/12 ideas for helping him heal from loss (2 part book for men and their partners).
Author/Publisher/Date: James E. Miller & Thomas Golden. Willowgreen Publishing (1998).
ISBN: 1885933274, 9781885933270

Title: When men grieve: Why men grieve differently and how you can help
Author/Publisher/Date: Elizabeth Levang. Fairview press (1998)
ISBN: 1577490789, 9781577490784

Friends and extended family

Title: I don't know what to say: how to help and support someone who is dying
Author/Publisher/Date: Rob Buckman. Key Porter Books (1998).
ISBN: 1550130706, 9781550130706

Title: Helping the bereaved
Author/Publisher/Date: Grieflink.org (2008)
Website: http://grieflink.org.au/?page_id=7

Title: Stuck for words: What to say to someone who is grieving
Author/Publisher/Date: Doris Zagdanski. Hill of Content (1994).
ISBN: 0855722371, 9780855722371
Texts (classified by audience or topic)

**Grandparents**

**Title:** For bereaved grandparents  
**Author/Publisher/Date:** Margaret H. Gerner. Centering Corporation (1990).  
**ISBN:** 1561230022, 9781561230020

**Title:** Grandma's tears: Comfort for grieving grandparents  
**Author/Publisher/Date:** June Cerza Kolf. Baker Books (1995).  
**ISBN:** 0801052645, 9780801052644

**Title:** Grandparents cry twice: Help for bereaved grandparents  
**Author/Publisher/Date:** Mary Loud Reed. Baywood Publishing Company (2000).  
**ISBN:** 089503204X, 9780895032041

**Title:** When a grandchild dies: What to do, what to say, how to cope  
**Author/Publisher/Date:** Nadine Galinsky. Gal in Sky Publishing Company (1999).  
**ISBN:** 0967441609, 9780967441603

**Helping your partner**

**Title:** Healing together: A couple's guide to coping with trauma & post-traumatic stress  
**Author/Publisher/Date:** Suzanne B. Phillips & Dianne Kane. New Harbinger Publications (2009).  
**ISBN:** 1572245441, 9781572245440

**Mothers**

**Title:** Mother care: Physical care and beyond after a baby dies  
**Author/Publisher/Date:** Sherokee Ilse, Inez Anderson & Mary Funk. Wintergreen Press (1995).

**Title:** The time in between – motherhood grief: Odes to mothers who have lost children  
**Author/Publisher/Date:** Jan Hill & P. Hill. Flaskback Press (1994).  
**ISBN:** 0646069004, 9780646069005

**Parents**

**Title:** Beyond words: Grieving when your child has died.  
**Author/Publish/Date:** Andrew Thompson and Tricia Irving Hendry. Skylight (2012).  
**ISBN:** 9780987654007

**Title:** By My Side: stories of parents whose child has died from cancer  
**Author:** Leigh Donovan in collaboration with Redkite (2016)  
**Website:** https://www.redkite.org.au/support/book-club/books-on-bereavement
Title: Coping with grief
Author/Publisher/Date: Mal McKissock & Dianne McKissock. ABC Books for the Australian Broadcasting Corporation (1995).
ISBN: 0733304389, 9780733304385

Title: Hello from heaven!: a new field of research, after-death communication, confirms that life and love are eternal
Author/Publisher/Date: Bill Guggenheim & Judy Guggenheim. Bantam Books (1997).
ISBN: 0553576348, 9780553576344

Title: Now that the funeral is over: Understanding the effects of grief
Author/Publisher/Date: Doris Zagdanski. Hill of Content (1997).
ISBN: 0855722789, 9780855722784

Title: Oscar and the lady in pink
ISBN: 1843548860, 9781843548867

Title: Single parent grief
Author/Publisher/Date: Sherokee Ilse. A Place to Remember (1994).

Title: The bereaved parent
Author/Publisher/Date: Harriet Sarnoff Schiff. Crown Publishing Group (2012).
ISBN: 0307817377, 9780307817372

Title: The grief of our children
Author/Publisher/Date: Dianne McKissock. Bereavement Care Centre (2009).
ISBN: 0980461723, 9780980461725

Title: The little book of loss and grief you can read while you cry
Author/Publisher/Date: Liz Crowe, Michael Hanrahan Publishing (2014)
ISBN: 9780992454101

Title: When bad things happen to good people
Author/Publisher/Date: Harold S. Kushner. Pan Books (2002).
ISBN: 0330490559, 9780330490559
Remembering your child

Title: Things to do in remembrance of your child
Author/Publisher/Date: National SIDS Council of Australia. SIDS and Kids WA.

Sibling

Title: Am I still a sister?
Author/Publisher/Date: Alicia M. Sims. Accord Inc. (1993).
ISBN: 0961899506, 9780961899509

Title: On the wings of a butterfly: A story about life and death
Author/Publisher/Date: Marilyn Maple, Earl A. Grollman & Sandy Haight. Parenting Press, Inc. (1992).
ISBN: 0943990688, 9780943990682

Title: Sibling grief: After miscarriage, stillbirth, or infant death
Author/Publisher/Date: Serokee Ilse, Linda Hammer Burns, Susan Erling Martinez. Pregnancy and Infant Loss Center (1984).
Talking to children about dying and death

Title: 35 ways to help a grieving child  
Author/Publisher/Date: Amy R. Barrett & Dougy Centre for Grieving Children. Dougy Centre for Grieving Children (1999).  
ISBN: 189053403X, 9781890534035

Title: Bereaved children and teens: A support guide for parents and professionals  
Author/Publisher/Date: Earl A. Grollman. Beacon Press (1996).  
ISBN: 0807023078, 9780807023075

Title: Can I take my panda Daddy?  
Author/Publisher/Date: Gregory Crooks. Boolarong Press (2005).  
ISBN: 1921054549, 9781921054549

Title: Children's grief: A guide for parents  
Author/Publisher/Date: Pam Heaney. Longacre (2004).  
ISBN: 1877135992, 9781877135996

Title: Children grieve, too: Helping children cope with grief  
Author/Publisher/Date: Joy Johnson & Marvin Johnson. Centering Corporation (1998).  
ISBN: 1561231061, 9781561231065

Title: Children mourning, mourning children  
Author/Publisher/Date: Kenneth Doka. Taylor & Francis (1995).  
ISBN: 1560324473, 9781560324478

Title: Helping children cope with death  
Author/Publisher/Date: Dougy Centre for Grieving Children. Dougy Centre for Grieving Children (1997).  
ISBN: 1890534005, 9781890534004

Title: Helping children cope with the loss of a loved one: A guide for grownups  
ISBN: 1575420007, 9781575420004

Title: What about the kids? Understanding their needs in funeral planning & services  
Author/Publisher/Date: Dougy Center for Grieving Children. Dougy Center for Grieving Children (1999).  
ISBN: 1890534048, 9781890534042