



# NSW Bereavement Counselling Services Directory 2020

Produced on behalf of the Bereavement Co-ordinators Network  
Updated March 2020  
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## JewishCare Chessed Grief Loss & Bereavement Program

<b>Address:</b>	PO Box 647 Bondi Junction, NSW 1355
<b>Phone:</b> <b>Email:</b>	(02) 9302 8017 <a href="mailto:grief@jewishcare.com.au">grief@jewishcare.com.au</a>
<b>Counselling Centre Address/s</b>	3 Saber Street Woollahra 2025
<b>Region Covered</b>	Sydney Metro

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Bereaved adults and children</li> <li>• Non-death related Grief &amp; Loss</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Child</li> <li>• Young People</li> </ul>
<b>Referral Process</b>	Self-referral preferred but not essential.

<b>Suicide Impacting Me Support Group (non-denominational)</b>	
<b>Facilitators :</b>	Psychologist and Social Worker
<b>When :</b>	1 <sup>st</sup> Tuesday of every month (commencing February)
<b>Duration :</b>	6 – 7:30 pm
<b>Contact &amp; Registration</b>	<a href="mailto:familyandfriends@jewishcare.com.au">familyandfriends@jewishcare.com.au</a>

<b>Interpreters</b>	Yes. Russian/Hebrew	<b>Cost</b>	Affordable sliding scale
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<b>Hours of Operation</b>	9:00 – 5:00pm Monday - Friday (extensions can be negotiated on occasion)
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Bereavement Support Service (geographical limitations)</li> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> </ul>
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## St Vincent's Bereavement Counselling Service

<b>Address:</b>	170 Darlinghurst Road Darlinghurst, NSW 2010
<b>Phone:</b>	(02) 8382 9594
<b>Counselling Centre Address/s</b>	140 Burton St, Darlinghurst, NSW 2010
<b>Region Covered</b>	St Vincent's Health Network including Sacred Heart Palliative Care Darlinghurst, St Vincent's Hospitals Sydney & St Joseph's Auburn, South East Sydney Area Health

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Adult family and friends of people who died at the St Vincent's Health Network hospitals</li> <li>• Bereaved adults living in the eastern Sydney area</li> <li>• Counselling available regardless of the cause of death</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Face to face, Telehealth telephone</li> </ul>
<b>Referral Process</b>	Self- referral preferred, or referral by health professional with client consent

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	9:00 – 5:00pm Monday to Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other health professionals</li> <li>• Bereavement support Groups – 1<sup>st</sup> Monday of each month, 11-12:30pm</li> </ul>
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## Sydney Children's Hospital, Bereavement Support Services,

<b>Address:</b>	Sydney Children's Hospital, High Street Randwick NSW 2031
<b>Facilitators</b>	Bereavement Co-ordinator Palliative Care Social Worker
<b>Phone:</b>	(02) 9382 1021
<b>Counselling Centre Address/s</b>	Sydney Children's Hospital High Street Randwick 2031
<b>Region Covered</b>	Counselling available to any family of a child known to Sydney Children's Hospital
<b>Areas Excluded</b>	Availability of home visits limited by distance to Sydney Children's Hospital

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Bereaved parents, sibling, and grandparents of children who have died at Sydney Children's Hospital and/or who have died in the community and were known to the Palliative Care Service.</li> <li>Depending on circumstances, we may be able to offer services to families of children in our area who are unknown to the hospital, or assist with referrals to other services.</li> <li>Please also see Page 13 of this Directory for Bereavement support offered through the Kids Cancer Centre to families of those children treated for cancer/blood disorders at Sydney Children's Hospital.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>Individual, couple, child, family</li> <li>Telephone</li> <li>Face-to-face</li> <li>Home visits</li> </ul>
<b>Referral Process</b>	Initial referral from treating team and can self-refer

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:30am – 5pm Monday – Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>Education for health professionals, community groups etc.</li> <li>Consultation regarding paediatric grief &amp; loss</li> </ul>
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**Sydney Local Health District Bereavement Counselling Service**

<b>Address:</b>	Concord Hospital Hospital Rd Concord Hospital 2139
<b>Phone:</b>	(02) 9767 5656
<b>Counselling Centre Address/s</b>	Concord Hospital Royal Prince Alfred Hospital
<b>Region Covered</b>	Sydney Local Health District Inner West Sydney and part of Canterbury & Sydney LGAs.

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Family and friends of someone who died at SLHD</li> <li>• Bereaved adults living in the Sydney Local Health District.</li> <li>• Bereaved adults living outside the area but the deceased person died within the area.</li> <li>• Counselling available regardless of the cause of death.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals (18 years and over who have left school)</li> <li>• Couples</li> <li>• Families</li> </ul>
<b>Referral Process</b>	Self-referral preferred.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8.30 – 5:00pm
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> <li>• Bi-annual memorial services</li> </ul>
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## Red Nose Grief and Loss

<b>Address:</b>	P.O. Box 488 Rozelle NSW 2039
<b>Phone:</b>	1300 308 307 <a href="mailto:intake@rednose.org.au">intake@rednose.org.au</a>
<b>Counselling Centre Address/s</b>	Level 1 Building 125 Corner of Church and Glover Streets, Lilyfield 2040
<b>Region Covered</b>	ACT, NSW, Hunter, VIC, QLD, WA and National Bereavement Support Line

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Family support after the sudden or unexpected death of a baby, infant or child.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Face to face and phone</li> <li>• Individual</li> <li>• Couples</li> <li>• Families</li> </ul>
<b>Referral Process</b>	1300 308 307 or Online referral at <a href="http://rednosegriefandloss.org.au">rednosegriefandloss.org.au</a>

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil for all services
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<b>Hours of Operation</b>	9:00 – 5:00 pm Monday-Friday, plus 24 hour bereavement support Line
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• 24 hour bereavement support line – 1300 308 307</li> <li>• Support groups</li> <li>• Dedicated grief and loss website – <a href="http://www.rednosegriefandloss.org.au">http://www.rednosegriefandloss.org.au</a></li> <li>• Video counselling</li> <li>• Memorial services</li> <li>• Education to health professionals and community groups</li> <li>• Newsletter</li> <li>• Support Literature</li> </ul>
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## **Forensic Medicine Services**

### ***NSW Health Pathology's Forensic & Analytical Science Service – FASS***

#### **Forensic Social Work**

NSW Health Pathology's Forensic Medicine Services are responsible for providing medical opinions and conducting post-mortem examinations where required on behalf of the NSW Coroner as part of investigations into reportable deaths under the NSW Coroners Act (2009).

This includes unexplained and unexpected deaths, and deaths of a suspicious nature. Forensic Medicine employs a multi-disciplinary team of experts across three sites in NSW - Sydney (Lidcombe), Newcastle and Wollongong.

A team of specialist social workers is available at Forensic Medicine to provide families with emotional and practical support, such as:

- Understanding the Coronial and post-mortem processes, timings and reports
- Facilitating access to information around the cause and circumstances of the death
- Formal identifications, viewings and memory collation
- Grief support, guidance and resources for adults and children
- Referrals to other support services or local counselling services.

**See following page for contact details of each site in Sydney, Newcastle and Wollongong.**

**NSW Health Pathology**[www.pathology.health.nsw.gov.au](http://www.pathology.health.nsw.gov.au)**Forensic Medicine and Coroners Court Complex – Sydney**

<b>Address:</b>	1A Main Avenue Lidcombe, NSW 2141 (cnr Main Ave & Joseph St)
<b>Phone:</b>	(02) 9563 9000 (24 hours)
<b>Email</b>	<a href="mailto:NSWPATH-FASSDOFMSYDNSocialWork@health.nsw.gov.au">NSWPATH-FASSDOFMSYDNSocialWork@health.nsw.gov.au</a>

**Forensic Medicine - Newcastle**

<b>Address:</b>	John Hunter Hospital Complex Rosella Close New Lambton Heights 2305
<b>Phone:</b>	4935 9700 (8:30 – 4:30pm weekdays) 4921 3000 (1pm – 5pm weekends) ask to speak with Forensic Medicine Social Worker.
<b>Email</b>	<a href="mailto:NSWPATH-FASSNewForensicCounselling@health.nsw.gov.au">NSWPATH-FASSNewForensicCounselling@health.nsw.gov.au</a>

**Forensic Medicine - Wollongong**

<b>Address:</b>	Wollongong Hospital Loftus Street Wollongong 2500
<b>Phone:</b>	4253 4501 8am – 4:30pm Monday-Friday, ask to speak with Forensic Medicine Social Worker 4222 5466 (Weekends) ask to speak with on-call social worker
<b>Email</b>	<a href="mailto:SESLHD-ForensicCounselling@health.nsw.gov.au">SESLHD-ForensicCounselling@health.nsw.gov.au</a>
<b>Region covered:</b>	Statewide - NSW
<b>Eligibility criteria:</b>	Bereaved family and friends of someone whose death is reported to the Coroner in NSW and admitted or referred for triaging to Forensic Medicine Services at either Sydney (Lidcombe), Newcastle or Wollongong.
<b>Referral process:</b>	Self referral, NSW Police, Coroner/local court or local hospital.
<b>Interpreters:</b>	Telephone interpreter available.
<b>Hours of operation</b>	8:30 - 4:30 Monday – Friday. Limited out-of-hours service available. See individual contact details above.
<b>Cost</b>	Nil for all services

**Other services available:**

- The Support After Suicide Program (SASP) a monthly support group, a newsletter and access to on-going counsellor support in Wollongong and Sydney.
- Telephone information, support and advocacy in forensic and coronial processes.
- Support and resources regarding grief for adults and children.
- Disaster victim response/identification support for families
- Training and education to professionals.

## HammondCare / Northern Sydney Local Health District, Palliative Care Bereavement Service

<b>Address:</b>	Greenwich Hospital 97-115 River Road Greenwich 2065
<b>Phone:</b> <b>Email:</b>	1800 427 255 <a href="mailto:bereavement@hammond.com.au">bereavement@hammond.com.au</a>
<b>Counselling Centre</b>	Receives referrals for: Greenwich Hornsby, Mona Vale, Neringah, North Shore, Ryde, Hospitals In circumstances where there are exceptional access issues counselling may be provided at the client's home.
<b>Region Covered</b>	Northern Sydney Local Health District, including Ryde, Hunters Hill, North Sydney, Mosman, Willoughby, Warringah and Pittwater
<b>Areas Excluded</b>	Outside Northern Sydney Local Health District

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Family and friends of someone who died at a HammondCare hospital or was known to a HammondCare palliative care team</li> <li>• Bereaved family and friends of someone who was known to another publically funded Palliative Care Service in the Northern Sydney Local Health District</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Young People</li> </ul>
<b>Referral Process</b>	Self-referral preferred. Professional referral form available.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:30 – 5:00pm Monday - Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> </ul>
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## Calvary Bereavement Counselling Service

<b>Address:</b>	PO Box 261, Kogarah, NSW 1485
<b>Phone:</b>	02 9553 3025
<b>Counselling Centre Address/s</b>	52 Ercildoune Avenue Kogarah In case of exceptional access issues counselling can also be provided at the client's home.
<b>Region Covered</b>	Local Government Areas of Georges River, Bayside and Sutherland.
<b>Areas Excluded</b>	Belmore Clemton Park Earlwood Padstow Padstow Heights Revesby Roselands Turrella Wolli Creek

<b>Eligibility Criteria</b>	• Bereaved people aged 18 years and older (or who have left school)		
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> </ul>		
<b>Referral Process</b>	Self-referral preferred but not essential.		
<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
<b>Hours of Operation</b>	8:30 – 5:00pm Monday - Friday (extensions can be negotiated on occasion)		
<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> <li>• Lending library</li> <li>• Bereavement Walking Group, Support Groups</li> </ul>		

## Kid's Cancer Centre Bereavement Service – Sydney Children's Hospital

<b>Address:</b>	Sydney Children's Hospital High Street Randwick 2031
<b>Phone:</b>	(02) 9382 1726
<b>Counselling Centre Address/s</b>	Service delivery - primarily via home visit
<b>Region Covered</b>	South East Sydney, Illawarra region, ACT, North Coast, NSW and some North Western regions

<b>Eligibility Criteria</b>	Families of those children treated for cancer/blood disorders at Sydney Children's Hospital. Please see Page 6 of this Directory for additional Bereavement services offered through Sydney Children's Hospital.
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Child</li> <li>• Young Persons</li> </ul>
<b>Referral Process</b>	The Treating Team / Self-referral

<b>Interpreters</b>	Nil	<b>Cost</b>	Free
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<b>Hours of Operation</b>	Flexible
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Consultation to the general public and other Health Professionals • Palliative support and counselling</li> </ul>
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## Westmead Children's Hospital, Bereavement Support Service, Department of Pain Medicine & Palliative Care

<b>Address:</b>	Social Work Department
<b>Phone:</b>	02 9845 2641 <a href="mailto:schn-chw-socialwork@health.nsw.gov.au">schn-chw-socialwork@health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	Children's Hospital at Westmead Hawkesbury Road Westmead
<b>Region Covered</b>	Counselling available to any family of a child known to the Palliative Care service at CHW

<b>Eligibility Criteria</b>	Bereaved parents, siblings, grandparents of children who have died (child must have been a patient of the Palliative Care Service)
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• Child</li> <li>• Group</li> <li>• Telephone</li> <li>• Home visits are available</li> </ul>
<b>Referral Process</b>	Self-referral preferred but referrals also accepted from professionals.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:00-5:00 Monday-Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Face to face and telephone support groups</li> <li>• Education for health professionals, community groups etc.</li> <li>• Consultation regarding paediatric grief and loss to health professionals and general public</li> </ul>
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## HammondCare / South West Sydney Local Health District, Palliative Care Bereavement Service

<b>Address:</b>	Locked Bag 82 Wetherill Park 2164
<b>Phone:</b>	Ph.: (02) 9756 8878 Fax: (02) 9756 8857
<b>Counselling Centre Address/s</b>	Braeside Hospital, 340 Prairievale Road, Prairiewood 2164  In case of access issues counselling can also be provided in a SWS Local Health District Community Health Centre closer to the bereaved, or, in exceptional circumstances, at their home.
<b>Region Covered</b>	SWS Local Health District, Liverpool, Bankstown, Campbelltown, Fairfield
<b>Areas Excluded</b>	Anywhere outside SWS Local Health District

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Family and friends of anyone who was registered with the SWS Local Health District Palliative Care Service and died at home, in a hospital or a nursing home.</li> <li>Bereaved family and friends of anyone who died in another Palliative Care Service but lives within SWS Local Health District.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>Individuals</li> <li>Couples</li> <li>Families</li> <li>Adults/Older Adults</li> <li>Young people (16-25)</li> <li>No time limit</li> </ul>
<b>Referral Process</b>	Self-referral preferred but health worker referral with client's consent would be considered.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	9:00 – 5:30 Monday, Tuesday, Thursday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>Education/Training/</li> <li>Consultation to health workers, community organisations and the general public.</li> </ul>
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## Western Sydney Local Health District Bereavement Service – Supportive and Palliative Care

<b>Address:</b>	c/o Mt Druitt Supportive and Palliative Care Unit 75 Railway Street Mt Druitt 2770
<b>Phone:</b>	(02) 98811723
<b>Email:</b>	<a href="mailto:Kristin.bindley@health.nsw.gov.au">Kristin.bindley@health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	Several locations including: Mt Druitt Supportive and Palliative Care Unit, 75 Railway Street Mt Druitt NSW 2770  Westmead Hospital Hawkesbury and Darcy Roads Westmead NSW 2145
<b>Region Covered</b>	Western Sydney Local Health District [including Baulkham Hills, Blacktown, Cumberland & Parramatta Local Government Areas]

<b>Eligibility Criteria</b>	Bereaved family and friends of someone who was known to the Supportive Palliative Care Service in Western Sydney Local Health District and/or Silver Chain Community-based Palliative Care. Bereaved family & friends of someone who was known to another Palliative Care Service, who live within Western Sydney Local Health District Bereaved family & friends of someone who was known to another Palliative Care Service, who live within Western Sydney Local Health District
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• Face-to-face or telephone</li> </ul>
<b>Referral Process</b>	Self-referral preferred.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:00 am-5:00pm, Monday to Friday.
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education/training</li> <li>• Consultation to health professionals and the general public</li> <li>• Bereavement support groups</li> <li>• Memorial services</li> </ul>
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**Grief Care at Catholic Cemeteries**

<b>Address:</b>	Barnet Avenue Rookwood, NSW 2141  PO Box 10 Lidcombe, NSW 1825
<b>Phone:</b>	(02) 9646 6908 <a href="mailto:care@griefcare.com.au">care@griefcare.com.au</a> or <a href="http://www.catholiccemeteries.com.au">www.catholiccemeteries.com.au</a>  Facebook: LivingBereavement
<b>Counselling Centre Address/s</b>	Catholic Cemeteries & Crematoria Office Barnet Avenue Rookwood
<b>Region Covered</b>	Sydney Metropolitan Area & Greater Western Sydney Region & service to bereaved home and community organisations

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Bereaved adults/children/communities</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Parishes</li> <li>• Schools and communities</li> </ul>
<b>Referral Process</b>	Self or Community Referral

<b>Interpreters</b>	Can be arranged	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	Flexible and can be arranged
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Face to face and telephone</li> <li>• Formation</li> <li>• Education/ Resources/ Training /Consultation to community groups</li> <li>• Funeral Directors/</li> <li>• Individual &amp; Community Spiritual Direction</li> <li>• Referral &amp; Consultation to parish/ church/religious groups/community organisations and general public</li> <li>• Volunteer Support Bereavement Groups</li> <li>• Bereavement Retreats/Memorials</li> <li>• Suicide Bereaved Support</li> <li>• Remembrance Services (non-denominational)</li> </ul>
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## Central Coast Palliative Care Bereavement Service

<b>Address:</b>	PO Box 6088 Long Jetty NSW, 2261
<b>Phone:</b>	(02) 4336 7777
<b>Counselling Centre Address/s</b>	Palliative Care Building, behind Long Jetty Hospital Site 64 Wyong Road Killarney Vale, NSW  In case of exceptional access issues counselling can also be provided at the client's home.
<b>Region Covered</b>	Central Coast Region: from the northern side of the Hawkesbury River. Covering: Gosford, Pearl Beach, Woy Woy, Box Head, The Entrance, Wyong, Summerland Point, Lake Munmorah.
<b>Areas Excluded</b>	Wyee, Morisset, Swansea, Catherine Hill Bay.

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Family and friends of someone who died through the Central Coast Palliative Care. (including children and young people aged 5 yrs and older).</li> <li>Bereaved adults living in the area</li> <li>Bereaved adults living outside, but the deceased died within the area.</li> <li>Counselling available regardless of the cause of death.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>Individuals</li> <li>Couples</li> <li>Families</li> <li>Child</li> <li>Young Person</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>Self-referral or through our follow-up process for Bereaved of someone who died in Palliative Care.</li> <li>GP Referral for any death occurring outside of Palliative Care.</li> </ul>

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	9:00 – 5:00pm Monday to Friday.
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>Education groups</li> </ul>
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## Southern Highlands Bereavement Care Service

<b>Address:</b>	PO Box 268, Bowral, NSW, 2576
<b>Phone:</b>	(02) 4862 1701
<b>Email:</b>	<a href="mailto:info@shbcs.org.au">info@shbcs.org.au</a>
<b>Counselling Centre Address/s</b>	Old Cottage Hospital Building. Bowral Hospital. BOWRAL NSW 2576
<b>Region Covered</b>	Wingecarribee and Wollondilly Shires

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Individuals and families who have experienced a loss or bereavement</li> <li>• Individuals who are in the terminal phase of illness, and their families</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Child</li> <li>• Young Person</li> <li>• Counselling is usually provided at our office but may be provided at the client's home or by phone.</li> </ul>
<b>Referral Process</b>	Self-referral preferred (GP or Community and Allied Health professionals are also accepted).

<b>Interpreters</b>	NIL	<b>Cost</b>	Sliding scale of contribution suggested. The service can be a free service where there is a need
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<b>Hours of Operation</b>	9:00 to 5:00 Monday, Tuesday, Wednesday. After hours may be available on request.
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> <li>• Lending library</li> <li>• Group debriefing</li> <li>• Youth Grief book</li> <li>• Seasons for Growth workshops for primary &amp; secondary students</li> </ul>
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## Armidale Counselling Therapy and Psychological Services New England Centre for Loss and Grief

<b>Address:</b>	218 Rusden Street Armidale NSW, 2350
<b>Phone:</b>	(02) 67 72 3366    Mobile: 0410 934 172
<b>Counselling Centre Address/s</b>	218 Rusden Street Armidale NSW, 2350
<b>Region Covered</b>	Armidale, Uralla, Guyra, Inverell, Glen Innes, Walcha.
<b>Areas Excluded</b>	Areas beyond 1.5 hours travel time

<b>Eligibility Criteria</b>	The experience of significant loss
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Child (by negotiation)</li> <li>• Young Person</li> </ul>
<b>Referral Process</b>	<p>Self-referral preferred but not essential.</p> <p>Referrals from GP, Health Service, other relevant agencies</p>

<b>Interpreters</b>	No	<b>Cost</b>	Standard rates for the Practice or by negotiation. Rebates under Medicare for GP referrals
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<b>Hours of Operation</b>	8:30am – 5:00pm Monday – Friday (Some extensions can be negotiated on occasion)
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other Health Professionals</li> </ul>
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## Broken Hill FWLHD Specialist Palliative Care Service

<b>Address:</b>	Palliative Care & Cancer Services Elleoura Lodge Morgan Street Broken Hill NSW 2880  PO Box 457 Broken Hill NSW 2880
<b>Phone:</b> <b>Email:</b>	(08) 80801215, fax (08)80872997 <a href="http://www.fwlhd.health.nsw.gov.au">www.fwlhd.health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	Bereavement Counselling Services – Palliative Care Elleoura Lodge Morgan Street Broken Hill
<b>Region Covered</b>	Far West Local Health District

<b>Eligibility Criteria</b>	Family and individuals known to patients of the Specialist Palliative Care Service
<b>Type of Counselling Available</b>	Individual and group counselling services
<b>Referral Process</b>	Referrals through the Specialist Palliative Care Service or self-referral

<b>Interpreters</b>	Telephone as needed	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:00am – 4:00pm Monday – Friday (CST)
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<b>Other Services Available</b>	Community and staff education
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## Coffs Clinical Network Specialist Palliative Care Services

<b>Address:</b>	Locked Bag 812 Coffs Harbour NSW 2450
<b>Phone:</b>	0429 342 003, 02 6656 5341
<b>Email:</b>	<a href="mailto:Meera.Henry@health.nsw.gov.au">Meera.Henry@health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	Palliative Care Coffs Harbour Health Campus 345 Pacific Highway COFFS HARBOUR 2450
<b>Region Covered</b>	Coffs Clinical Network: Coffs Harbour, Bellingen, Macksville, Dorrigo

<b>Eligibility Criteria</b>	Families & individuals known to patients of the Specialist Palliative Care Service, Coffs Clinical Network
<b>Type of Counselling Available</b>	Individual, face to face
<b>Referral Process</b>	Self-referral preferred or through staff members

<b>Interpreters</b>	Telephone	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	Thursday & Friday 8am – 4:30pm.
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## Hunter New England Health District Paediatric Bereavement Service

<b>Address:</b>	Social Work Dept Locked Bag 1 HRMC NSE 2310
<b>Phone:</b>	0437 916 149 <a href="mailto:sarah.smith5@health.nsw.gov.au">sarah.smith5@health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	John Hunter Children's Hospital Lookout Road, New Lambton NSW 2305. Home visits can be arranged
<b>Region Covered</b>	Hunter New England Health District

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Family &amp; friends of children who have died in the health district, including families who were known to the Paediatric Palliative Care Team</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>Individuals</li> <li>Couples</li> <li>Family</li> <li>Child</li> <li>Young person</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>Self-referral</li> <li>Referred by another health professional</li> <li>Parents can refer their children</li> </ul>

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:30am – 5:00 Monday, Tuesday, Wednesday and Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>Education</li> <li>Training</li> <li>Consultation to other health professionals</li> <li>Training for schools and other community groups</li> </ul>
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## Macksville Palliative Care Team

<b>Address:</b>	Macksville Palliative Care Team PO Box 137 Macksville 2447
<b>Phone:</b> <b>Email:</b>	(02)6568 0679 <a href="mailto:melissa.hilson@health.nsw.gov.au">melissa.hilson@health.nsw.gov.au</a>
<b>Counselling Centre Address/s</b>	Macksville Hospital Boundary Street Macksville
<b>Region Covered</b>	Nambucca Shire Council

<b>Eligibility Criteria</b>	Anyone with grief/bereavement issues
<b>Type of Counselling Available</b>	Grief counselling/Bereavement therapy
<b>Referral Process</b>	Self-referral

<b>Interpreters</b>	Telephone	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	Tuesday, Wednesday, Thursday 8.30-5
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<b>Other Services Available</b>	Bereavement lunch group -monthly
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## Footprints in the Sand Bear Cottage Bereavement Service

<b>Address:</b>	Bear Cottage Children's Hospice 2 Fairy Bower Road Manly 2095
<b>Phone:</b>	(02) 9976 8336 <a href="http://www.bearcottage.chw.edu.au">www.bearcottage.chw.edu.au</a>
<b>Counselling Centre Address/s</b>	2 Fairy Bower Rd Manly Counselling is usually provided at Bear Cottage may be provided at the client's home or by phone.
<b>Region Covered</b>	NSW

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Family, including siblings, where the child who died was a patient of Bear Cottage.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> <li>• Grandparents</li> <li>• Child</li> <li>• Young person</li> <li>• Group</li> </ul>
<b>Referral Process</b>	Self referral preferred but not essential. Parents or carers are welcome to phone on behalf of a sibling.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	8:30 – 5:00pm Monday - Friday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Sibling, Family &amp; Grandparent Camps</li> <li>• Peer Support Programs – BBQ &amp; morning tea</li> <li>• Support group for siblings</li> <li>• Education</li> <li>• Training and professional development</li> <li>• Consultation to the general public and other Health Professionals</li> <li>• Holistic wellness programs</li> </ul>
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## Bears of Hope Pregnancy & Infant Loss Support

<b>Address:</b>	Unit 45/5 Gladstone Road, Castle Hill NSW <a href="mailto:www.support@bears of hope.org.au">www.support@bears of hope.org.au</a>
<b>Phone:</b>	1300 11 HOPE
<b>Counselling Centre Address/s</b>	Castle Hill Sutherland Online/phone
<b>Region Covered</b>	Australia Wide
<b>Areas Excluded</b>	None
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Bereaved parents from miscarriage through to child loss</li> <li>• Families of bereaved parents.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Face to face</li> <li>• Online/skype, email</li> <li>• phone</li> <li>• for both parents or individually</li> </ul>
<b>Referral Process</b>	Self-referral by contacting BCH by email or phone

<b>Interpreters</b>	No	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	Varies on service delivery Monday-Sunday
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Support Groups – face to face and online</li> <li>• Peer Support Groups - online</li> <li>• Community Events</li> <li>• Dad Support Weekends</li> </ul>
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## CanTeen

<b>Address:</b>	75 King Street, Newtown NSW, 2042
<b>Phone:</b>	(02) 9007 0190
<b>Counselling Centre Address/s</b>	75 King Street, Newtown NSW, 2042
<b>Region Covered</b>	Australia Wide
<b>Areas Excluded</b>	None

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• 12 - 25 year olds who have a parent/primary carer/sibling with cancer or who has died from cancer.</li> <li>• As well as 12-25 year olds who currently have or previously had a cancer diagnosis.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• Online/telephone and in-person counselling available.</li> <li>• Annual retreat/camp for bereaved young people.</li> <li>• Therapeutic and psychoeducational bereaved group called 'Sensing Our Grief' twice annually.</li> </ul>
<b>Referral Process</b>	Self-referral (call or inquire on our website: <a href="http://www.canteen.org.au">www.canteen.org.au</a> ) or referral from a health professional with consent of the individual.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	<p>Face to Face counselling: 10:00 – 6:00pm Monday-Friday, some extensions can be negotiated</p> <p>Online/telephone counselling: Monday-Friday: 10am-10pm Weekends: 11am-6pm</p>
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Peer support</li> <li>• Online information and support</li> <li>• Individual psychosocial support</li> </ul>
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## Redkite

<b>Address:</b>	<p><b>Sydney</b> Level 3, 418a Elizabeth Street, Surry Hills NSW 2010</p> <p><b>Brisbane</b> Level 3, 80 Petrie Terrace Brisbane QLD 4000</p> <p><b>Melbourne</b> 7/71 Victoria Crescent, Abbotsford VIC 3067</p> <p><b>Perth</b> Lower Ground Floor, 229 Stirling Highway, Claremont, WA 6010</p>
<b>Phone:</b>	1800 733 548 <a href="mailto:support@redkite.org.au">support@redkite.org.au</a>
<b>Counselling Centre Address/s</b>	As above
<b>Region Covered</b>	Australia-wide

<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Any child or young person diagnosed with cancer ages 0-24.</li> <li>• Any family or friends of a child or young person (up to and including age 24) that has been diagnosed with or died from cancer.</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual counselling on phone, email or face to face.</li> <li>• Group counselling over the phone (telegroups), information sessions and 4-6 week programs.</li> </ul>
<b>Referral Process</b>	Self-referral or referral by hospital social worker.

<b>Interpreters</b>	Yes	<b>Cost</b>	Nil
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<b>Hours of Operation</b>	9:00 am – 7:00 pm AEST
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<b>Other Services Available</b>	<ul style="list-style-type: none"> <li>• Financial assistance;</li> <li>• Education and career support,</li> <li>• Resources (bereavement packs and books);</li> <li>• Book Club;</li> <li>• Bereavement grant</li> </ul>
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