

**This fact sheet provides information about community organisations that offer support, counselling and practical assistance to anyone who is grieving after the death of a loved one.**

Many people have family and friends who can provide care, support and understanding during difficult times such as after the death of a loved one. 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
- A Community Health Centre 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: [www.kidshelpline.com.au](http://www.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 (24hrs)

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

#### Mensline

Support, information and referral for men with family, relationship or other concerns.

Phone: 1300 789 978

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

#### Salvocareline

Phone crisis counselling for issues including bereavement.

Phone: 1300 363 622

#### Sids And Kids Qld

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

#### Suicide Call Back Service

Phone counselling service for people at risk of suicide as well as to people affected by the death of a loved one by suicide.

Phone: 1300 659 467

Website: [www.suicidecallbackservice.org.au](http://www.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: [www.vcss.org.au](http://www.vcss.org.au)

#### Other services

##### Bonnie Babes Foundation

Grief counselling and support services for families who have lost a baby during pregnancy or soon after birth.

Phone: 1300 Bonnie (1300 266 643)

Website: [www.bonniebabes.org.au](http://www.bonniebabes.org.au)

##### Centacare

Counselling services throughout Queensland for issues including grief and loss.

Phone: (07) 3250 4305

Website: [www.centacarebrisbane.net.au](http://www.centacarebrisbane.net.au)

##### Coronial Counselling Service

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: (07) 3000 9342 (SE Queensland)

Free call: 1800 449 171 (regional areas)

**Griefline**

This service offers an online messaging service accessible 24 hours, 7 days a week, from anywhere in Australia. The approximate time for a response from the counsellors is 72 hours from the time you contact them.

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

**Paradise Kids**

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

Phone: 07 5574 6853 (Gold Coast)  
07 3847 9943 (Brisbane)

Website: [www.paradisekids.org.au](http://www.paradisekids.org.au)

**Private Social Workers, Psychologists, and Occupational Therapists**

A Medicare rebate may be available for counselling services with a registered social worker, psychologist or occupational therapist. For further information and eligibility, see your General Practitioner.

**Relationships Australia**

Counselling for individuals, couples and families at a range of centres across Queensland. They also provide a telephone counselling service to people who are unable to access a branch office.

Phone: 1300 364277

Website: [www.relationships.com.au](http://www.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: (07) 3254 3422  
1800 228 655 (Statewide)

Website: [www.sandsqld.com](http://www.sandsqld.com)

**The Compassionate Friends Inc**

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: (07) 3254 2657

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

**Victim Assist Queensland**

Information and referral services for victims of crime and their families. They can also provide information on financial assistance that may be used for grief counselling and funeral expenses.

Phone: 1300 546 587  
8.30am – 5.00pm, Monday – Friday

Website: [www.justice.qld.gov.au/justice-services/victims-of-crime/victim-assist-queensland](http://www.justice.qld.gov.au/justice-services/victims-of-crime/victim-assist-queensland)

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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.