



# NSW BEREAVEMENT COUNSELLING SERVICES DIRECTORY 2023

Produced on behalf of the Network of NSW Bereavement Co-ordinators

Revised June 2023

Contact email: [SLHD-BereavementCounsellingService@health.nsw.gov.au](mailto:SLHD-BereavementCounsellingService@health.nsw.gov.au)

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## Adolescent and Young Adult Hospice (AYHA)

<b>Counselling Centre Address</b>	150 Darley Rd Manly, NSW 2095
<b>Postal Address</b> (if different)	
<b>Phone</b>	(02) 9926 5700
<b>Email</b>	
<b>Region Covered</b>	NSW
<b>Eligibility Criteria</b>	Counselling service for families and carers of patients of the AYHA
<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>• Siblings</li> <li>• Groups</li> </ul>
<b>Referral Process</b>	Self-referral or referral of a family member or carer can be made at any time
<b>Hours of Operation</b>	0700 - 1700 Monday - Thursday
<b>Cost</b>	No cost
<b>Interpreters</b>	Interpreters offered as required.
<b>Other Services</b>	Memorial events
<b>Other Information</b>	

## Bear Cottage Footprints in the Sand Bereavement Service

<b>Counselling Centre Address</b>	Bear Cottage Children's Hospice 2 Fairy Bower Road Manly NSW 2095
<b>Postal Address (if different)</b>	PO Box 2500 Manly NSW 1655
<b>Phone</b>	(02) 9976 8336
<b>Email</b>	<a href="http://www.bearcottage.org.au">www.bearcottage.org.au</a>
<b>Region Covered</b>	Sydney and rural NSW
<b>Eligibility Criteria</b>	Families whose children have died and were known to Bear Cottage
<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>• Siblings</li> </ul>
<b>Referral Process</b>	Self-referral or referral of a family member can be made at any time by contacting Bear Cottage direct
<b>Hours of Operation</b>	0830-1700 Monday - Friday
<b>Cost</b>	No cost
<b>Interpreters</b>	Phone interpreter's available if needed
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Informal support groups and programs for parents, carers, siblings and grandparents in a holistic environment</li> <li>• Education and consultation to other health care professionals</li> </ul>
<b>Other Information</b>	Can be found on the Bear Cottage website – <a href="http://www.bearcottage.org.au">www.bearcottage.org.au</a> or by phoning Bear Cottage direct – 02 99768300

## Bears of Hope Pregnancy & Infant Loss Support

<b>Counselling Centre Addresses</b>	<ul style="list-style-type: none"> <li>• Castle Hill</li> <li>• Miranda</li> <li>• Online</li> </ul>
<b>Postal Address</b> (if different)	Unit 45/5 Gladstone Road Castle Hill NSW 2154
<b>Phone</b>	1300 11 HOPE
<b>Email</b>	<a href="mailto:www.support@bearsofhope.org.au">www.support@bearsofhope.org.au</a>
<b>Region Covered</b>	Australia Wide
<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</li> <li>• By email</li> <li>• Telephone</li> <li>• Either for both parents or individually</li> </ul>
<b>Referral Process</b>	Self-referral by contacting BCH by email or phone
<b>Hours of Operation</b>	Monday to Sunday varies depending on service delivery
<b>Cost</b>	No cost
<b>Interpreters</b>	No
<b>Other Services</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>



## Broken Hill Far West Local Health District Bereavement Counselling Service

<b>Counselling Centre Address</b>	Palliative Care & Cancer Services Bereavement Counselling Services  Elleoura Lodge Morgan Street Broken Hill NSW 2880
<b>Postal Address (if different)</b>	PO Box 457 Broken Hill NSW 2880
<b>Phone</b> <b>Email</b>	(08) 8080 2261 fax (08) 8087 2997  <a href="http://www.fwlhd.health.nsw.gov.au">www.fwlhd.health.nsw.gov.au</a>
<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 Will go to person's home or hospital visit
<b>Referral Process</b>	Referrals through the Specialist Palliative Care Service or self-referral
<b>Hours of Operation</b>	Monday to Friday (CST) 8:00am – 4:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	Telephone as needed
<b>Other Services</b>	Community and staff education

## Calvary Bereavement Counselling Service (healing centre)

<b>Counselling Centre Address</b>	40 Ercildoune Avenue Beverley Park NSW 2217
<b>Postal Address</b> (if different)	As above
<b>Phone</b>	(02) 9553 3025
<b>Email</b>	<a href="mailto:megan.thorpe@health.nsw.gov.au">megan.thorpe@health.nsw.gov.au</a>
<b>Website</b>	<a href="http://www.calvarycare.org.au">www.calvarycare.org.au</a>
<b>Region Covered</b>	Local Government Areas of Georges River, Bayside and Sutherland
<b>Eligibility Criteria</b>	People bereaved by any circumstances who live in local area
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Face to Face</li> <li>• Telephone</li> <li>• Telehealth</li> </ul>
<b>Referral Process</b>	Self-referral
<b>Hours of Operation</b>	Monday to Friday 8:00am – 4:30pm
<b>Cost</b>	No cost
<b>Interpreters</b>	If required
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Support groups occasionally</li> <li>• Education</li> <li>• Training</li> <li>• Consultation to other health professionals</li> </ul>
<b>Other Information</b>	

## CanTeen

<b>Counselling Centre Address</b>	75 King Street Newtown NSW 2042
<b>Postal Address (if different)</b>	GPO Box 3821 Sydney NSW 2001
<b>Phone</b>	(02) 9007 0190
<b>Email</b>	Enquiries: <a href="mailto:admin@canteen.org.au">admin@canteen.org.au</a> Referrals: <a href="mailto:sydferrals@canteen.org.au">sydferrals@canteen.org.au</a>
<b>Region Covered</b>	Australia Wide
<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>• 12 – 25 year olds who currently have or 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</li> <li>• Parenting support</li> </ul>
<b>Referral Process</b>	Self-referral (call or visit 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>Hours of Operation</b>	<ul style="list-style-type: none"> <li>• Face to Face counselling: (02) 9007 0190 <ul style="list-style-type: none"> <li>- 10:00am – 6:00pm Monday to Friday, some extensions can be negotiated</li> </ul> </li> <li>• Online/telephone counselling: 1800 835 932 <ul style="list-style-type: none"> <li>- Monday to Friday: 10am-10pm</li> <li>- Weekends: 11am-6pm</li> </ul> </li> </ul>
<b>Cost</b>	No cost
<b>Interpreters</b>	If required
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Peer support</li> <li>• <a href="http://www.canteenconnect.org">www.canteenconnect.org</a> (website and app for young people)</li> <li>• <a href="http://www.parents.canteenconnect.org">www.parents.canteenconnect.org</a> (website for parents)</li> <li>• Recreational, respite, therapeutic and psychoeducational programs and events</li> <li>• Online information and support</li> <li>• Individual psychosocial support</li> </ul>
<b>Other Information</b>	All support services are underpinned by Canteen's research and evaluation team who conduct world-class psychosocial research with the ultimate goal of transforming the lives of young people affected by cancer

## Catholic Cemeteries and Crematoria – Grief Care

<b>Counselling Centre Address</b>	Catholic Cemeteries and Crematoria Office Barnet Avenue Rookwood NSW 2141
<b>Postal Address</b> (if different)	PO Box 10 Lidcombe NSW 1825
<b>Phone</b>	(02) 9646 6908                      1300 114 997
<b>Email</b>	<a href="mailto:care@griefcare.com.au">care@griefcare.com.au</a> or <a href="mailto:team@griefcare.com.au">team@griefcare.com.au</a>
<b>Social Media</b>	Website: <a href="https://catholiccemeteries.com.au/grief-care">https://catholiccemeteries.com.au/grief-care</a> Facebook: <a href="https://www.facebook.com/LivingBereavement">https://www.facebook.com/LivingBereavement</a> Instagram: <a href="https://www.instagram.com/conversationswithgrief">https://www.instagram.com/conversationswithgrief</a>
<b>Region Covered</b>	Sydney Metropolitan Area & Greater Western Sydney Region  (Online services for National and International)
<b>Eligibility Criteria</b>	Anyone living with grief, loss, trauma, and bereavement.
<b>Type of Counselling Available</b>	We offer care and companionship for you and your family through grief, trauma and bereavement. We offer phone calls, online and face-to-face conversations. <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>Hours of Operation</b>	8 am – 4 pm (Mondays – Fridays), 8.30 am – 12.30 pm (Saturdays)
<b>Cost</b>	Free for Catholic Cemetery and Crematoria clients \$40 - \$60 (Individual) \$10 - \$25 pp (Family/Community/Agency/Group)
<b>Interpreters</b>	Italian, Spanish, Filipino (others can be arranged)
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• care and companionship for you and your family</li> <li>• phone calls and face-to-face conversations</li> <li>• Men's Grief Support Group</li> <li>• Education, resources for the community</li> <li>• Remembrance &amp; Memorial Services</li> </ul>

## Central Coast Palliative Care Bereavement Service

<b>Counselling Centre Address</b>	Palliative Care Building behind Long Jetty Hospital Site 64 Wyong Road Killarney Vale NSW 2261
<b>Postal Address</b> (if different)	PO Box 6088 Long Jetty NSW 2261
<b>Phone Email</b>	(02) 4336 7777
<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>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Family and friends of someone who died through the Central Coast Palliative Care Team (including children aged 5 years and older)</li> <li>• Bereaved adults living in the area</li> <li>• Bereaved adults living outside the area 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>• Children</li> <li>• Young people</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>• Self-referral or through our process for bereaved people of someone who died in palliative care</li> <li>• GP referral for any death occurring outside of palliative care</li> </ul>
<b>Hours of Operation</b>	Monday to Friday 9:00am - 5:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	If required
<b>Other Services</b>	Kids support groups (school age), Family Camps, Parent Groups
<b>Other Information</b>	In cases of exceptional access issues counselling can also be provided at the client's home

## Centre for Childhood Grief Bereavement Counselling Service

<b>Counselling Centre Address</b>	14 Hollis Avenue Denistone East 2112
<b>Postal Address</b> (if different)	PO Box 327 Epping NSW 1710
<b>Phone</b>	1300 654-556
<b>Email</b>	<a href="mailto:info@childhoodgrief.org.au">info@childhoodgrief.org.au</a>
<b>Region Covered</b>	National (via telehealth)
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• A child who has had a loved one die at any time</li> <li>• An adult who has had a loved one die in the last couple of years</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Bereavement Counselling for children (free)</li> <li>• Bereavement Counselling for adults (fee for service)</li> </ul>
<b>Referral Process</b>	Self-Referral
<b>Hours of Operation</b>	Mon – Fri 9am – 5pm
<b>Cost</b>	Adult Counselling \$190.00 Child Counselling 3 – 18 No charge
<b>Interpreters</b>	No
<b>Other Services</b>	
<b>Other Information</b>	For a child to be seen an initial session is required with the primary care-giver, this session costs \$190.00

## Coffs Harbour Clinical Network Specialist Palliative Care Services

<b>Counselling Centre Address</b>	Palliative Care Coffs Harbour Health Campus 345 Pacific Highway Coffs Harbour NSW 2450
<b>Postal Address (if different)</b>	Locked Bag 812 Coffs Harbour NSW 2450
<b>Phone</b>	02 6691 1868
<b>Email</b>	<a href="mailto:Anabell.Thoener@health.nsw.gov.au">Anabell.Thoener@health.nsw.gov.au</a>
<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>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• Face to face</li> <li>• Telephone</li> </ul>
<b>Referral Process</b>	Self-referral preferred or through staff members
<b>Hours of Operation</b>	Monday-Tuesday 0830-1700
<b>Cost</b>	No cost
<b>Interpreters</b>	Telephone

## 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-FASS-FMSYD-SocialWork@health.nsw.gov.au">NSWPATH-FASS-FMSYD-SocialWork@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-FASSNewcForensicCounselling@health.nsw.gov.au">NSWPATH-FASSNewcForensicCounselling@health.nsw.gov.au</a>

## Forensic Medicine - Wollongong

<b>Address</b>	Wollongong Hospital Loftus Street Wollongong 2500
<b>Phone</b>	4253 4501 8.00am – 4:30pm weekdays (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>

## Forensic Medicine – 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>Hours of operation</b>	8:30am - 4:30pm Monday – Friday Limited out-of-hours service available. See individual contact details above
<b>Cost</b>	No cost
<b>Interpreters</b>	Telephone interpreter available
<b>Other services</b>	<ul style="list-style-type: none"> <li>• Telephone information, support and advocacy in forensic and coronial processes</li> <li>• Support and resources regarding grief for adults and children</li> <li>• Disaster victim response/identification support for families</li> <li>• Training and education to professionals</li> </ul>



## HammondCare/Northern Sydney LHD Bereavement Counselling Service

<b>Counselling Centre Address</b>	<p><b>Greenwich Hospital</b> 97-115 River Road Greenwich 2065</p> <p><b>Neringah Hospital</b> 4-12 Neringah Ave Wahroonga NSW 2076</p> <p><b>Mona Vale Community Palliative Care</b> Coronation St Mona Vale NSW 2103</p>
<b>Postal Address (if different)</b>	As above
<b>Phone</b>	1800 427 255
<b>Email</b>	<a href="mailto:bereavement@hammond.com.au">bereavement@hammond.com.au</a>
<b>Region Covered</b>	Northern Sydney LHD
<b>Eligibility Criteria</b>	Bereaved family & friends of people who died in palliative care in NSLHD or other areas
<b>Type of Counselling Available</b>	<p>Face to face, online and phone consultations</p> <ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>• Self-referral</li> <li>• Health professionals can refer CALD clients</li> </ul>
<b>Hours of Operation</b>	830 am to 5 pm
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</b>	<p><b>Support Groups</b></p> <ul style="list-style-type: none"> <li>• Walking Groups</li> <li>• Online Groups in English and other community languages</li> </ul> <p><b>Psycho-education to community</b></p> <ul style="list-style-type: none"> <li>• English and online bilingual</li> </ul> <p><b>Grief and Bereavement Training</b></p> <ul style="list-style-type: none"> <li>• Clinicians and Medical students</li> </ul>
<b>Other Information</b>	<p>Booklets: Understanding Grief, Bereavement:12 months and Beyond, Children and Grief, Practical Matters, Coping with Grief, Bereavement Support</p> <p><a href="https://www.hammond.com.au/palliative-care-free-resources">https://www.hammond.com.au/palliative-care-free-resources</a></p>

## HammondCare/Southwest Sydney LHD Bereavement Counselling Service

<b>Counselling Centre Address</b>	<b>Braeside Hospital</b> 340 Prairievale Rd Prairiewood NSW 2176
<b>Postal Address</b> (if different)	As above
<b>Phone</b>	02 97568878
<b>Email</b>	<a href="mailto:braesidebereavement@hammond.com.au">braesidebereavement@hammond.com.au</a>
<b>Web Link</b>	<a href="https://www.hammond.com.au/healthcare-services/bereavement-support-services/referral">https://www.hammond.com.au/healthcare-services/bereavement-support-services/referral</a>
<b>Region Covered</b>	South West Sydney LHD: Fairfield, Bankstown, Liverpool, Campbelltown
<b>Eligibility Criteria</b>	Palliative care deaths from community and hospitals in South West Sydney
<b>Type of Counselling Available</b>	Face to face, online and phone consultations <ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Families</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>• Self-referral</li> <li>• Health professionals can refer CALD clients</li> </ul>
<b>Hours of Operation</b>	830 am to 5 pm
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Psychoeducational groups regarding Grief and Loss in English and other community languages (online and face to face)</li> <li>• Grief and Bereavement Training to Clinicians and Medical students</li> </ul>
<b>Other Information</b>	Booklets: Understanding Grief, Bereavement:12 months and Beyond, Children and Grief, Practical Matters, Coping with Grief, Bereavement Support in twelve languages <a href="https://www.hammond.com.au/resource-hub/guide-download-grief-or-end-of-life-care">https://www.hammond.com.au/resource-hub/guide-download-grief-or-end-of-life-care</a>

## Hunter New England Health District Paediatric Bereavement Counselling Service

<b>Counselling Centre Address</b>	John Hunter Children's Hospital Lookout Rd New Lambton NSW 2305
<b>Postal Address</b> (if different)	Social Work Department Locked Bag 1 Hunter Region Mail Centre NSW 2310
<b>Phone</b>	0472 625 884
<b>Email</b>	Alicia.tremain@health.nsw.gov.au
<b>Region Covered</b>	Hunter New England LHD
<b>Eligibility Criteria</b>	Health professionals involved in Paediatric bereavements in the Hunter New England LHD
<b>Type of Counselling Available</b>	This is a non-clinical role that aims to ensure all families in the district have access to the same bereavement support and resources. The PBS will provide education and training to health professionals, especially those in rural, regional and remote areas of the district, so families can access their support and counselling locally and within their own community.
<b>Referral Process</b>	Health professionals can call or email the bereavement coordinator on Wednesdays and Fridays
<b>Hours of Operation</b>	Wednesday and Friday
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to other health professionals</li> </ul>

## Illawarra Shoalhaven Local Health District Palliative Care Bereavement Service

<b>Counselling Centre Address</b>	Counselling is provided across the region in local community health centres Locations include Wollongong, Dapto, Kiama, Nowra and Ulladulla  Counselling may also be available in client's home or through walk and talk therapy by negotiation.
<b>Postal Address (if different)</b>	c/o Bereavement Coordinator ISLHD Palliative Care Service The Wollongong Hospital Loftus Street Wollongong NSW 2500
<b>Phone</b>	0436 914 142
<b>Email</b>	ISLHD-BereavementService@health.nsw.gov.au
<b>Region Covered</b>	Illawarra and Shoalhaven
<b>Eligibility Criteria</b>	Bereaved family and friends of someone who was known to the Illawarra or Shoalhaven Palliative care service, either in hospital or through the community  We are also able to support family and friends who live in the Illawarra/Shoalhaven region where the patient was known to another specialist palliative care service
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> <li>• Face to face</li> <li>• Telehealth and video counselling</li> </ul>
<b>Referral Process</b>	Self-referral preferred
<b>Hours of Operation</b>	Monday to Friday 8:00am–4:30pm
<b>Cost</b>	No cost
<b>Interpreters</b>	If required
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Education/training for health, community and school services</li> <li>• Consultation for health professionals and the general public</li> <li>• Bereavement support activities / groups</li> <li>• Memorial services</li> </ul>

## JewishCare Chessed Grief, Loss & Bereavement Program

<b>Counselling Centre Address</b>	3 Saber Street Woollahra NSW 2025
<b>Postal Address</b> (if different)	PO Box 647 Bondi Junction NSW 1355
<b>Phone</b>	(02) 9302 8017
<b>Email</b>	<a href="mailto:grief@jewishcare.com.au">grief@jewishcare.com.au</a>
<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>• Children</li> <li>• Young People</li> </ul>
<b>Referral Process</b>	Self-referral preferred but not essential
<b>Hours of Operation</b>	Monday to Friday 9:00am – 5:00am
<b>Cost</b>	Affordable sliding scale
<b>Interpreters</b>	Yes – Russian and Hebrew
<b>Other Services</b>	<p><b>Suicide Impacting Me Support Group (non-denominational)</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Tuesday of every month 6:00pm – 7:30pm (not Jan)</li> <li>• Facilitated by a psychologist and social worker <a href="mailto:familyandfriends@jewishcare.com.au">familyandfriends@jewishcare.com.au</a></li> </ul> <p><b>Understanding Grief &amp; Loss</b></p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Training</li> <li>• Consultation to the general public and other health professionals</li> </ul>

## Kids Cancer Centre Sydney Children's Hospital Bereavement Counselling Service

<b>Counselling Centre Address</b>	Kids Cancer Centre Sydney Children's Hospital High St Randwick NSW 2031
<b>Postal Address</b> (if different)	
<b>Phone</b> <b>Email</b>	9382 1726 or 0411 023 633 <a href="mailto:vera.russell@health.nsw.gov.au">vera.russell@health.nsw.gov.au</a>
<b>Region Covered</b>	Sydney metropolitan, NSW, Canberra
<b>Eligibility Criteria</b>	Families whose child, teenager or young adult has been treated by the Kids Cancer Centre
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals: adults and children</li> <li>• Couples</li> <li>• Face to face primarily delivered via home visit</li> <li>• Counselling available at hospital</li> <li>• Telehealth options also available</li> </ul>
<b>Referral Process</b>	Self-referral or by treating team
<b>Hours of Operation</b>	Flexible during weekdays. No weekend work
<b>Cost</b>	No cost
<b>Interpreters</b>	As required
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Support Groups</li> </ul> <p>Refer page 28 of this directory for bereavement support offered through Sydney Children's Hospital for families of a child known to SCH Palliative Care Service</p>

## Macksville Palliative Care Team

<b>Counselling Centre Address</b>	Macksville Hospital Primary Health 100 Darruya Rd North Macksville NSW 2447
<b>Postal Address</b> (if different)	Macksville Palliative Care Team PO Box 137 Macksville NSW 2447
<b>Phone</b> <b>Email</b>	(02) 6598 3557 0402 266 516 melissa.hilson@health.nsw.gov.au
<b>Region Covered</b>	Nambucca Shire Council
<b>Eligibility Criteria</b>	palliative care deaths, people with complicated grief issues
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Couples</li> </ul>
<b>Referral Process</b>	Self-referral or GP referral
<b>Hours of Operation</b>	Tues, Wed, Thurs 8:30am – 5:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	Telephone
<b>Other Services</b>	Support Group – monthly bereavement lunch group

## Rednose Bereavement Counselling Service

<b>Counselling Centre Address</b>	Level 1 Building 125 Corner of Church and Glover Streets, Lilyfield NSW 2040  78 Stewart Street Hamilton NSW 2303
<b>Postal Address</b> (if different)	P.O. Box 488 Rozelle NSW 2039
<b>Phone</b> <b>Email</b>	1300 308 307 <a href="mailto:intake@rednose.org.au">intake@rednose.org.au</a>
<b>Region Covered</b>	NSW
<b>Eligibility Criteria</b>	Family support after the sudden or unexpected death of a baby, infant or child
<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 through our online referral form at <a href="http://www.rednosegriefandloss.org.au">www.rednosegriefandloss.org.au</a>
<b>Hours of Operation</b>	Monday-Friday 9:00am – 5:00pm plus 24 hour bereavement support line
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• 24 hour bereavement support line – 1300 308 307</li> <li>• Support groups – both in person and online</li> <li>• Dedicated grief and loss website: <a href="http://www.rednosegriefandloss.org.au">www.rednosegriefandloss.org.au</a> and <a href="http://www.sands.org.au">www.sands.org.au</a></li> <li>• Video counselling</li> <li>• Memorial services</li> <li>• Education to health professionals and community groups</li> <li>• Guiding Light Newsletter</li> <li>• Support Literature</li> <li>• Community Engagement activities</li> </ul>



## Redkite

<p><b>Counselling Centre Addresses</b></p>	<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>
<p><b>Phone</b></p> <p><b>Email</b></p>	<p>1800 733 548 (select option 1)</p> <p><a href="mailto:support@redkite.org.au">support@redkite.org.au</a></p>
<p><b>Region Covered</b></p>	<p>Australia-wide</p>
<p><b>Eligibility Criteria</b></p>	<ul style="list-style-type: none"> <li>• Any child or young person diagnosed with cancer ages 0-18 years</li> <li>• Any family or friends of a child or young (up to and including age 18) that has been diagnosed with or died from cancer</li> </ul>
<p><b>Type of Counselling Available</b></p>	<ul style="list-style-type: none"> <li>• Individual counselling on phone, email or face to face</li> <li>• Group counselling over video (Connect Groups)</li> <li>• Information sessions and 4-6 week programs</li> </ul>
<p><b>Referral Process</b></p>	<p>Self-referral or referral by hospital social worker</p>
<p><b>Hours of Operation</b></p>	<p>9:00 am – 7:00 pm AEST</p>
<p><b>Cost</b></p>	<p>No cost</p>
<p><b>Interpreters</b></p>	<p>If required</p>
<p><b>Other Services</b></p>	<ul style="list-style-type: none"> <li>• Resources (bereavement packs and books)</li> <li>• Book Club</li> <li>• Financial assistance</li> <li>• Education and career support</li> <li>• Bereavement grant</li> </ul>

## Royal North Shore Hospital ICU Bereavement Counselling Service

<b>Counselling Centre Address</b>	Royal North Shore Hospital Pacific Hwy St Leonards NSW 2065
<b>Postal Address</b> (if different)	As above
<b>Phone</b>	(02) 9463 2600
<b>Email</b>	<a href="mailto:louise.sayers@health.nsw.gov.au">louise.sayers@health.nsw.gov.au</a>
<b>Region Covered</b>	Intensive Care Unit, Royal North Shore Hospital
<b>Eligibility Criteria</b>	Families who experience a death in the Intensive Care Unit at the Royal North Shore Hospital
<b>Type of Counselling Available</b>	Short-term, over the phone
<b>Referral Process</b>	The Intensive Care Unit
<b>Hours of Operation</b>	Monday to Friday 8:00am - 4:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	If required

## Southern Highlands Bereavement Care Service

<b>Counselling Centre Address</b>	Old Cottage Hospital Building Bowral Hospital Sheffield Road BOWRAL NSW 2576
<b>Postal Address</b> (if different)	PO Box 268 Bowral NSW 2576
<b>Phone</b> <b>Email</b>	(02) 48621701 M: 0490714469 E: <a href="mailto:info@shbcs.org.au">info@shbcs.org.au</a>
<b>Region Covered</b>	Wingecarribee and Wollondilly Shires and other regions via phone or Zoom
<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, couples, seniors, families, teenagers, children</li> <li>• Face to face, phone and zoom counselling available</li> <li>• Home visits can be arranged in special circumstances</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>• Self-referral via phone or through our website</li> <li>• Referral by GP or other health professional</li> </ul>
<b>Hours of Operation</b>	Monday, Tuesday, Wednesday 9.00am to 5.30pm Some Saturdays are also available
<b>Cost</b>	Sliding fee scale based on annual family income. Pensioner rate available
<b>Interpreters</b>	No
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• support groups (based on community need)</li> <li>• training</li> <li>• community education and consultation</li> <li>• lending library</li> </ul>
<b>Other Information</b>	<ul style="list-style-type: none"> <li>• resource for teenagers and young adults “I Can Do it but it’s Still Hard”</li> <li>• digital version available through our website and hardcopies of the booklet can be purchased</li> </ul>

## St Vincent's Hospital Sydney Bereavement Counselling Service

<b>Counselling Centre Address</b>	140 Burton Street Darlinghurst NSW 2010
<b>Postal Address</b> (if different)	
<b>Phone Email</b>	(02) 8382 9594
<b>Region Covered</b>	St Vincent's Health Network including: <ul style="list-style-type: none"> <li>• Sacred Heart Palliative Care Darlinghurst</li> <li>• St Vincent's Hospital Sydney</li> <li>• St Joseph's Auburn</li> <li>• St Vincent's Private Hospital</li> <li>• South East Sydney Area Health</li> </ul>
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Persons 16 years and over, who are family and/or friend of person who died in St Vincent's Hospital, Sacred Heart Hospital, St Joseph's Hospital and Vincent's Health Network.</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</li> <li>• Virtual</li> <li>• Telephone</li> <li>• Individual Counselling</li> <li>• Family psycho education sessions</li> </ul>
<b>Referral Process</b>	<ul style="list-style-type: none"> <li>• Self-referral</li> <li>• Referral by health care professionals with person's consent</li> </ul>
<b>Hours of Operation</b>	Monday, Wednesday, Friday 9:00am – 5:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</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>
<b>Other Information</b>	Bereavement Support Group 1 <sup>st</sup> Monday of each month 12:00-13:30pm

## Sydney Children's Hospital Palliative Care Bereavement Counselling Service

<b>Counselling Centre Address</b>	Sydney Children's Hospital High Street Randwick NSW 2031
<b>Postal Address (if different)</b>	As above
<b>Phone</b>	(02) 9382 1021
<b>Email</b>	
<b>Region Covered</b>	<ul style="list-style-type: none"> <li>• Counselling available to any family of a child known to Sydney Children's Hospital Palliative Care Team</li> <li>• Availability of home visits limited by distance to Sydney Children's Hospital</li> </ul>
<b>Eligibility Criteria</b>	Bereaved parents, siblings, 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 SCH Palliative Care Service
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual, couple, child, family</li> <li>• Telephone or telehealth</li> <li>• Face-to-face</li> <li>• Home visits</li> </ul>
<b>Referral Process</b>	The Bereavement Coordinator contacts families by letter 6 weeks after the death of their child and then follow this with a phone call to discuss their bereavement support needs & offer counselling if appropriate
<b>Hours of Operation</b>	Monday- Friday 08:30 – 17:00
<b>Cost</b>	No cost
<b>Interpreters</b>	Yes
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• We will assist with providing information about bereavement counselling options for bereaved families who are not known to the SCH Palliative Care Service</li> </ul>
<b>Other Information</b>	<ul style="list-style-type: none"> <li>• Education for health professionals, community groups</li> <li>• Consultation regarding paediatric grief &amp; loss</li> </ul> <p>Refer page 21 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</p>

## Sydney Local Health District Bereavement Counselling Service

<b>Counselling Centre Address</b>	Concord Hospital  Royal Prince Alfred Hospital
<b>Postal Address</b> (if different)	Concord Hospital Hospital Rd Concord Hospital NSW 2139
<b>Phone</b>  <b>Email</b>	(02) 9767 5656  <a href="mailto:SLHD-BereavementCounsellingService@health.nsw.gov.au">SLHD-BereavementCounsellingService@health.nsw.gov.au</a>
<b>Region Covered</b>	Sydney Local Health District
<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>	Individuals (18 years and over who have left school)
<b>Referral Process</b>	Self-referral
<b>Hours of Operation</b>	Monday to Thursday 8:30am – 5:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	No
<b>Other Services</b>	Support Groups
<b>Other Information</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 service</li> </ul>

## Western Sydney Local Health District – Supportive & Palliative Care Bereavement Counselling Service

<b>Counselling Centre Address/s</b>	<ul style="list-style-type: none"> <li>• Mt Druitt Supportive and Palliative Care Unit 75 Railway Street Mt Druitt NSW 2770</li> <li>• Westmead Hospital Hawkesbury and Darcy Road Westmead NSW 2145</li> <li>• Blacktown Hospital 18 Blacktown Rd Blacktown NSW 2148</li> </ul>
<b>Postal Address</b> (if different)	c/o Mt Druitt Supportive and Palliative Care Unit 75 Railway Street Mt Druitt NSW 2770
<b>Phone</b>	(02) 9881 1723
<b>Email</b>	Wslhd-bereavementcounselling@health.nsw.gov.au
<b>Website</b>	Wslhd.health.nsw.gov.au/bereavement
<b>Region Covered</b>	Western Sydney Local Health District (including Auburn, Baulkham Hills, Blacktown, Holroyd & Parramatta Local Government Areas)
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Bereaved adults (aged 18+ who have left school) of individuals regardless of cause of death</li> <li>• Bereaved family and friends known to Western Sydney Local Health District</li> <li>• Bereaved family &amp; friends known to another LHD who live within WSLHD</li> </ul>
<b>Type of Counselling Available</b>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• Face-to-face</li> <li>• Telephone/Online</li> </ul>
<b>Referral Process</b>	Self-referral preferred
<b>Hours of Operation</b>	Monday to Friday 8:00am-5:00pm
<b>Cost</b>	No cost
<b>Interpreters</b>	If required
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Consultation to health professionals and the general public</li> <li>• Memorial services</li> <li>• Bereavement support groups</li> <li>• Education/Training</li> </ul>