NSW Bereavement Counselling Services Directory 2019

Last Update: January 2019

Produced on behalf of the NSW Bereavement Coordinators Network

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JewishCare
Chessed Grief Loss & Bereavement Program

Address:	PO Box 647 Bondi Junction, NSW 1355
Phone:	(02) 9302 8017 grief@jewishcare.com.au
Counselling Centre Address/s	3 Saber St Woollahra NSW, 2025
Region Covered	Sydney Metro
Areas Excluded	

Eligibility Criteria	• Bereaved adults and children • Non-death related Grief & Loss
Type of Counselling Available	• Individuals • Couples • Families • Child • Young Person
Referral Process	Self-referral preferred but not essential.

Suicide Impacting Me Support Group (non-denominational)	
Facilitators :	Psychologist and Social Worker
When :	1st Tuesday of every month (commencing February)
Duration :	6 – 7:30 pm
Contact & Registration	familyandfriends@jewishcare.com.au

Interpreters	Yes. Russian/Hebrew

Cost	Affordable sliding scale

Hours of Operation	9.00 – 5.00pm (Some extensions can be negotiated on occasions)

Other Services Available	• Bereavement Support Service (geographical limitations) • Education • Training • Consultation to the general public and other Health Professionals

Sacred Heart Health Service, Bereavement Counselling Service

Address:	SHHS 170 Darlinghurst Rd, Darlinghurst, NSW 2010
Phone:	(02) 8382 9594
Counselling Centre Address/s	140 Burton St, Darlinghurst, NSW 2010
Region Covered	East Sydney, Eastern Suburbs, Eastlakes, Botany, Mascot, Maroubra to La Perouse
Areas Excluded	

Eligibility Criteria	• Adult family and friends of people who died at Sacred Heart, St Vincent's Hospital, Prince of Wales Hospital • Bereaved adults living in the eastern Sydney area • Counselling available regardless of the cause of death
Type of Counselling Available	• Individual
Referral Process	Self- referral

Interpreters	Yes

Cost	Nil

Hours of Operation	8.30 – 5.30pm (Monday to Friday)

Other Services Available	• Education • Training • Consultation to the general public and other health professionals • Support Groups

Sydney Children's Hospital, Bereavement Support Services,

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

Eligibility Criteria	• 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. • 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. • Please also see Page 12 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.
Type of Counselling Available	• Individual, couple, child, family • Telephone • Face-to-face • Home visits
Referral Process	Initial referral from treating team and can self-refer

Interpreters	Yes		**Cost**	Nil

Hours of Operation	Mon – Fri, 8:30am – 5pm

Other Services Available	• Education for health professionals, community groups etc. • Consultation regarding paediatric grief & loss

Sydney Local Health District Bereavement Counselling Service

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

Eligibility Criteria	• Family and friends of someone who died at SLHD • Bereaved adults living in the Sydney Local Health District. • Bereaved adults living outside the area but the deceased person died within the area. • Counselling available regardless of the cause of death.
Type of Counselling Available	• Individuals (18 years and over who have left school) • Couples • Families
Referral Process	Self-referral preferred.

Interpreters	Yes

Cost	Nil

Hours of Operation	8.30 – 5.00pm

Other Services Available	• Education • Training • Consultation to the general public and other Health Professionals • Bi-annual memorial services

Red Nose Grief and Loss

Address:	P.O. Box 488 Rozelle, NSW, 2039
Phone:	1300 308 307 support@rednose.com.au
Counselling Centre Address/s	Level 1 Building 125. Corner of Church and Glover Streets, Lilyfield NSW 2040
Region Covered	ACT, NSW, Hunter, VIC, QLD, WA and National Bereavement Support Line
Areas Excluded	Nil

Eligibility Criteria	• Family support after the sudden or unexpected death of a baby, infant or child.
Type of Counselling Available	• Face to face and phone • Individual • Couples • Families
Referral Process	1300 308 307 or Online referral at rednosegriefandloss.com.au

Interpreters	Yes

Cost	Nil for all services

Hours of Operation	9.00 – 5.00 p.m. office hours plus 24 hour bereavement support Line

Other Services Available	• 24 hour bereavement support line – 1300 308 307 • Support groups • Dedicated grief and loss website – http://www.rednosegriefandloss.com.au (includes live chat) • Video counselling • Memorial services • Education to health professionals and community groups • Newsletter • Support Literature

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

Forensic Medicine and Coroners Court Complex – Sydney

Address:	1A Main Avenue, Lidcombe, NSW 2141 (cnr Main Ave & Joseph St)
Phone:	(02) 9563 9000 (24 hours)
Email	NSWPATH-FASSDOFMSYDNSocialWork@health.nsw.gov.au

Forensic Medicine - Newcastle

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

Forensic Medicine - Wollongong

Address:	Wollongong Hospital, Loftus Street, Wollongong, NSW 2500
Phone:	4253 4501 (8am – 4:30pm) ask to speak with Forensic Medicine Social Worker 4222 5466 (Weekends) ask to speak with on-call social worker
Email	SESLHD-ForensicCounselling@health.nsw.gov.au

Region covered:	Statewide - NSW
Areas excluded:	nil

Eligibility criteria:	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.
Referral process:	Self referral, NSW Police, Coroner/local court or local hospital.
Interpreters:	Telephone interpreter available.
Hours of operation	8:30 -4:30 Monday – Friday. Limited out-of-hours service available. See individual contact details above.
Cost	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

Address:	Greenwich Hospital 97-115 River Road, Greenwich, NSW 2065
Phone:	(02) 9903 8333
Counselling Centre Address/s	Several locations including: • Greenwich Hospital, Greenwich, NSW • Neringah Hospital, Wahroonga, NSW. • Northern Beaches Palliative Care Service, Mona Vale, NSW In circumstances where there are exceptional access issues counselling may be provided at the client's home.
Region Covered	Northern Sydney Local Health District (including Ryde, Hunters Hill, North Sydney, Mosman, Willoughby, Warringah and Pittwater)
Areas Excluded	Outside Northern Sydney Local Health District

Eligibility Criteria	• Family and friends of someone who died at a HammondCare hospital or was known to a HammondCare palliative care team • Bereaved family and friends of someone who was known to another publically funded Palliative Care Service in the Northern Sydney Local Health District
Type of Counselling Available	• Individuals • Couples • Families • Young People
Referral Process	Self-referral preferred. Professional referral form available.

Interpreters	Yes

Cost	Nil

Hours of Operation	8.30 – 5.00pm

Other Services Available	• Education • Training • Consultation to the general public and other Health Professionals

Calvary Bereavement Counselling Service

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

Eligibility Criteria	• Bereaved people aged 18 years and older (or who have left school) from a death of any kind. • Children and young people from 3 ½ years of age, where the person who died was a patient of Calvary Health Care Kogarah or Calvary Community Palliative Care Team.
Type of Counselling Available	• Individuals • Couples • Families • Child • Young Person
Referral Process	Self-referral preferred but not essential.

Interpreters	Yes		**Cost**	Nil

Hours of Operation	8.30 – 5.00pm (Some extensions can be negotiated on occasions)

Other Services Available	• Education • Training • Consultation to the general public and other Health Professionals • Lending library • Bereavement Walking Group, Support Groups

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

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

Eligibility Criteria	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.
Type of Counselling Available	• Individuals • Couples • Families • Child • Young Persons
Referral Process	The Treating Team / Self-referral

Interpreters	

Cost	Free

Hours of Operation	Flexible

Other Services Available	• Education • Consultation to the general public and other Health Professionals • Palliative support and counselling

Westmead Children's Hospital, Bereavement Support Service, Department of Pain Medicine & Palliative Care

Address:	Social Work Department
Phone:	02 9845 2641 schn-chw-socialwork@health.nsw.gov.au
Counselling Centre Address/s	Children's Hospital at Westmead Hawkesbury Rd., Westmead
Region Covered	Counselling available to any family of a child known to the Palliative Care service at CHW
Areas Excluded	Nil

Eligibility Criteria	Bereaved parents, siblings, grandparents of children who have died (child must have been a patient of the Palliative Care Service)
Type of Counselling Available	• Individual • Child • Group • Telephone • Home visits are available
Referral Process	Self-referral preferred but referrals also accepted from professionals.

Interpreters	Yes

Cost	Nil

Hours of Operation	Mon-Fri, 8am-5pm.

Other Services Available	• Face to face and telephone support groups • Education for health professionals, community groups etc. • Consultation regarding paediatric grief and loss to health professionals and general public

HammondCare / South West Sydney Local Health District, Palliative Care Bereavement Service

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

Eligibility Criteria	• Family and friends of anyone who was registered with the SWS LHD Palliative Care Service and died at home, in a hospital or a nursing home. • Bereaved family and friends of anyone who died in another Palliative Care Service but lives within SWS LHD.
Type of Counselling Available	• Individuals • Couples • Families • Adults/Older Adults • Young people (16-25) • No time limit
Referral Process	Self-referral preferred but health worker referral with client's consent would be considered.

Interpreters	Yes

Cost	Nil

Hours of Operation	9.00 – 5.30 Mon., Tue., Thurs.

Other Services Available	• Education/Training/ • Consultation to health workers, community organisations and the general public.

Western Sydney Local Health District
Bereavement Service – Supportive and Palliative Care

Address:	c/o Mt Druitt Supportive and Palliative Care Unit 75 Railway St Mt Druitt NSW 2770
Phone:	(02) 98811723
Email:	Kristin.bindley@health.nsw.gov.au
Counselling Centre Address/s	Several locations including: • Mt Druitt Supportive and Palliative Care Unit, 75 Railway St, Mt Druitt NSW 2770 • Westmead Hospital, Hawkesbury and Darcy Rds, Westmead NSW 2145
Region Covered	Western Sydney Local Health District
Areas Excluded	

Eligibility Criteria	Bereaved family and friends of someone who died in hospital, at home or in a nursing home; and who was known to the Supportive Palliative Care Service in Western Sydney Local Health District and/or Silver Chain Community-based Palliative Care.
Type of Counselling Available	• Individual • Face-to-face or telephone
Referral Process	Self-referral preferred.

Interpreters	Yes

Cost	Nil

Hours of Operation	8:00 am-5:00 pm, Monday to Friday.

Other Services Available	• Education/training • Consultation to health professionals and the general public • Bereavement support groups • Memorial services

Catholic Cemeteries & Crematoria Bereavement Consultancy

Address:	Barnet Avenue, Rookwood, NSW 2141 PO Box 10 Lidcombe, NSW 1825
Phone:	(02) 9646 6908 bereavementsupport@catholiccemeteries.com.au or www.catholiccemeteries.com.au Facebook: LivingBereavement
Counselling Centre Address/s	Catholic Cemeteries & Crematoria Office Barnet Avenue, Rookwood
Region Covered	Sydney Metropolitan Area & Greater Western Sydney Region & service to bereaved home and community organisations
Areas Excluded	

Eligibility Criteria	• Bereaved adults/children/communities
Type of Counselling Available	• Individuals • Couples • Families • Parishes • Schools and communities
Referral Process	Self or Community Referral

Interpreters	Can be arranged

Cost	Nil

Hours of Operation	Flexible and can be arranged

Other Services Available	• Face to face and telephone • Formation • Education/ Resources/ Training /Consultation to community groups • Funeral Directors/ • Individual & Community Spiritual Direction • Referral & Consultation to parish/ church/religious groups/community organisations and general public • Volunteer Support Bereavement Groups • Bereavement Retreats/Memorials • Suicide Bereaved Support • Remembrance Services (non-denominational)

Central Coast Palliative Care Bereavement Service

Address:	PO Box 6088 Long Jetty NSW, 2261
Phone:	(02) 4336 7777
Counselling Centre Address/s	Palliative Care Building, back of Long Jetty Hospital Site 64 Wyong Road, Killarney Vale, NSW In case of exceptional access issues counselling can also be provided at the clients home.
Region Covered	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.
Areas Excluded	Wyee, Morisset, Swansea, Catherine Hill Bay.

Eligibility Criteria	• Family and friends of someone who died through the Central Coast Palliative Care. (including children and young people aged 5 yrs and older). • Bereaved adults living in the area • Bereaved adults living outside, but the deceased died within the area. • Counselling available regardless of the cause of death.
Type of Counselling Available	• Individuals • Couples • Families • Child • Young Person
Referral Process	• Self-referral or through our follow-up process for Bereaved of someone who died in Palliative Care. • GP Referral for any death occurring outside of Palliative Care.

Interpreters	Yes

Cost	Nil

Hours of Operation	9.00 – 5.00pm Monday to Friday.

Other Services Available	• Bereavement Groups (Northern & Southern cottages) • Education • Training • Consultation to the general public and other Health Professionals

Southern Highlands Bereavement Care Service

Address:	PO Box 268, Bowral, NSW, 2576
Phone:	(02) 4862 1701
Email:	info@shbcs.org.au
Counselling Centre Address/s	Old Cottage Hospital Building. Bowral Hospital. BOWRAL NSW 2576
Region Covered	Wingecarribee and Wollondilly Shires
Areas Excluded	

Eligibility Criteria	• Individuals and families who have experienced a loss or bereavement • Individuals who are in the terminal phase of illness, and their families
Type of Counselling Available	• Individuals • Couples • Families • Child • Young Person • Counselling is usually provided at our office but may be provided at the client's home or by phone.
Referral Process	Self-referral preferred (GP or Community and Allied Health professionals are also accepted).

Interpreters	

Cost	Sliding scale of contribution suggested. The service can be a free service where there is a need

Hours of Operation	9am to 5pm weekdays. After hours may be arranged by consultation.

Other Services Available	• Education • Training • Consultation to the general public and other Health Professionals • Lending library • Bereavement Walking Group • Group debriefing

Armidale Counselling Therapy and Psychological Services
New England Centre for Loss and Grief

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

Eligibility Criteria	The experience of significant loss
Type of Counselling Available	• Individuals • Couples • Families • Child (by negotiation) • Young Person
Referral Process	Self-referral preferred but not essential. Referrals from GP, Health Service, other relevant agencies

Interpreters	No

Cost	Standard rates for the Practice or by negotiation. Rebates under Medicare for GP referrals

Hours of Operation	8.30am – 5.00pm (Monday – Friday) (Some extensions can be negotiated on occasions)

Other Services Available	• Education • Training • Consultation to the general public and other Health Professionals

Hunter New England Health District
Paediatric Bereavement Service

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

Eligibility Criteria	• Family & friends of children who have died in the health district, including families who were known to the Paediatric Palliative Care Team
Type of Counselling Available	• Individuals • Couples • Family • Child • Young person
Referral Process	• Self-referral • Referred by another health professional • Parents can refer their children

Interpreters	Yes

Cost	Nil

Hours of Operation	8:30am - 5pm Monday, Tuesday, Wednesday and Friday

Other Services Available	• Education • Training • Consultation to other health professionals • Training for schools and other community groups

Footprints in the Sand
Bear Cottage Bereavement Service

Address:	Bear Cottage Children's Hospice 2 Fairy Bower Rd, Manly 2095
Phone:	(02) 9976 8336 www.bearcottage.chw.edu.au
Counselling Centre Address/s	2 Fairy Bower Rd Manly Counselling is usually provided at Bear Cottage may be provided at the client's home or by phone.
Region Covered	NSW
Areas Excluded	

Eligibility Criteria	• Family, including siblings, where the child who died was a patient of Bear Cottage.
Type of Counselling Available	• Individuals • Couples • Families • Grandparents • Child • Young Person • Group
Referral Process	Self referral preferred but not essential. Parents or carers are welcome to phone on behalf of a sibling.

Interpreters	Yes

Cost	Nil

Hours of Operation	8.30 – 5.00pm

Other Services Available	• Sibling, Family & Grandparent Camps • Peer Support Programs – BBQ & Morning Tea • Support group for siblings • Education • Training and professional development • Consultation to the general public and other Health Professionals ▪ Holistic Wellness Programs

CanTeen

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

Eligibility Criteria	• 12 - 25 year olds who have a parent/primary carer/sibling with cancer or who has died from cancer. • As well as 12-25 year olds who currently have or previously had a cancer diagnosis.
Type of Counselling Available	• Individual • Online/telephone and in-person counselling available. • Annual retreat/camp for bereaved young people. • Therapeutic and psychoeducational bereaved group called 'Sensing Our Grief' twice annually.
Referral Process	Self-referral (call or inquire on our website: www.canteen.org.au) or referral from a health professional with consent of the individual.

Interpreters	Yes		**Cost**	Nil

Hours of Operation	Face to Face counselling: Monday-Friday: 10.00 – 6.00pm (Some extensions can be negotiated) Online/telephone counselling: Monday-Friday: 10am-10pm Weekends: 11am-6pm

Other Services Available	• Peer support • Online information and support • Individual psychosocial support

Redkite

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

Eligibility Criteria	• Any child or young person diagnosed with cancer ages 0-24. • 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.
Type of Counselling Available	• Individual counselling on phone, email or face to face. • Group counselling over the phone (telegroups), information sessions and 4-6 week programs.
Referral Process	Self-referral or referral by hospital social worker.

Interpreters	Yes

Cost	Nil

Hours of Operation	9:00 am – 7:00 pm AEST

Other Services Available	• Financial assistance; • Education and career support, • Resources (bereavement packs and books); • Book Club; • Bereavement grant