

## Bereavement Counselling and Support Service

The Service was established by the Australian Centre for Grief and Bereavement in 1997 to provide counselling and support programs for bereaved people. It provides bereavement counselling for individuals, couples, families, children and adolescents as well as support groups. The service also maintains a directory and can make referrals to private grief counsellors or other agencies.

## The Australian Centre for Grief and Bereavement

The Australian Centre for Grief and Bereavement is an independent, not-for-profit organisation funded by the Department of Human Services Victoria. It was established in 1996 to extend the options available to bereaved people, including those who have supported someone who required palliative care, through the education and training of health care staff and others in contact with the bereaved.

For information on training or other services, contact the Australian Centre for Grief and Bereavement, telephone (03) 9265 2100 or Freecall 1800 642 066.

The Centre also has a home page on the Internet: [www.grief.org.au](http://www.grief.org.au)

## Further Information

### Bereavement Counselling and Support Service

**Address:** Ground Floor, McCulloch House,  
Monash Medical Centre,  
246 Clayton Road,  
Clayton ViC 3168  
**Phone** **03 9265 2111 (Monday - Friday)**  
**Facsimile** 03 9265 2150  
**Email** [counselling@grief.org.au](mailto:counselling@grief.org.au)  
[support@grief.org.au](mailto:support@grief.org.au) (for support groups)  
[outreach@grief.org.au](mailto:outreach@grief.org.au) (for Community Outreach Service)  
**Web Address** [www.grief.org.au](http://www.grief.org.au)

### Practitioner Consultancy Service

Toll Free (Victoria) 1300 858 113

### Bereavement Information and Referral Service

Toll Free (Victoria) 1300 664 786

## 24 Hour Telephone Support

<b>Griefline</b> (noon to 3am)	03 9596 7799
<b>Lifeline</b>	13 11 14
<b>Suicide Helpline</b>	1300 651 251
<b>Mensline</b>	1300 789978
<b>Kids Help Line</b>	1800 551 800

# Community Outreach Service Metropolitan Region



## Bereavement Counselling and Support Service



# Community Outreach Service - Metropolitan Region

The Bereavement Counselling and Support Service offers counselling for bereaved people, who are unable to access an office-based service for bereavement counselling. The Community Outreach Service, is available in the Melbourne metropolitan region. The service aims to:

- be responsive to the needs of bereaved people by offering a range of specialist services and options, recognising that different things work for different people at different times
- To enable equity of access, by providing bereavement counselling to bereaved people in their own environment, due to reasons that they are unable to attend an office-based service.

## Bereavement Counselling

Grief is how we respond when we experience a significant change or loss. The experience of grief can be powerful. It can feel like being lost in a maze of conflicting and intense emotions. It can seem chaotic and sometimes it brings a sense of losing control. Grief is not static, it ebbs and flows and allows us to adjust and integrate the experience into our life.

### What is bereavement counselling?

Counselling is a confidential discussion between client and counsellor. It includes both education and support, and can be useful early in the grief experience or years later.

### Who is eligible?

Bereavement counselling will be available for those in the community, who need support following the death of someone close to them and are unable to access an office based service and may include:

- ≡ Family groups
- ≡ Older people, both in their homes or in care
- ≡ People who are ill or disabled
- ≡ Traumatized people, overwhelmed by grief
- ≡ People with significant depression or other mental health issues

Anyone with drug, alcohol or mental health problems can access the service as long as these issues are being managed.

### The service offers

Individual, couple and family sessions will be conducted in the home environment by experienced counsellors. Sessions are one hour in duration.

### Who are the counsellors?

This service is provided by qualified bereavement counsellors. They are supervised and supported by experienced, accredited grief and bereavement practitioners.

### What does it cost?

For those who hold a current health care card, pension card or full-time student card, counselling sessions are free, otherwise, a fee of \$30 per session applies. This fee is negotiable where necessary.

### How do I make an appointment?

Counselling appointments can be made by calling 03 9265 2111. The office is open Monday to Friday between 9am - 5pm. The appointment can be made directly by the bereaved person. Initial referral enquiries from service providers are welcome. Appointments are available Monday to Friday during the daytime and evening.



### Comment from a previous client

I definitely needed to air my story of grief, and the counselling provided a forum where I could do that. Being able to laugh and cry, and being listened to and understood – someone to talk to who did not downplay or dismiss the grief experience.

*26-year-old man whose mother died of cancer*

### Volunteer program

Sometimes people who have experienced a bereavement have a special insight and understanding that comes from their own experience and they may wish to offer support to others who are more recently bereaved.

There will be opportunities for people to volunteer in the work of the Community Outreach Service as volunteer/visitors. Training and support for volunteers is an integral part of the volunteer program. For enquiries please contact the BCSS office on 9265 2111.