



DonateLife



Counselling support services

The death of someone we love and the feelings of grief that accompany the loss cannot be avoided. It is particularly hard when the death is sudden or unexpected and there is no time to prepare. You may feel that you need to reach out for professional or specialised support during this time.

This brochure provides you with contact information for a range of support services across all Australian states and territories. These services are suggestions rather than specific recommendations. You can also contact the DonateLife agency in your state or territory any time for advice and assistance.



National support services

National DonateLife Family Support Service

 donatelife.gov.au/resources/donor-families

The National DonateLife Family Support Service (NDFSS) supports families who have agreed to organ and tissue donation. The NDFSS has dedicated staff in each state and territory who can support you and your family during and after the donation process.

They are available to listen, provide information and answer any questions or concerns you might have. They can also help you access grief counselling support if this is something you would like to receive.

You can access the NDFSS by speaking with the Family Support Coordinator from your local DonateLife agency:

 donatelife.gov.au/about-us/donatelife-network

Bereaved Through Suicide (BTS) Support Group

 bts.org.au

 0468 440 287

BTS is a support group for those who have been affected by the suicide of a loved one.

Beyond Blue

 beyondblue.org.au

 1300 224 636

Beyond Blue provides information and support to people living with anxiety and depression.

Griefline

 griefline.org.au

 1300 845 745

Griefline provides anonymous support and specialist counselling services to individuals and families.

headspace

 headspace.org.au

 See website for local contact details

headspace provides tailored and holistic mental health support for young people aged 12 to 25.

Kids Helpline

 kidshelpline.com.au

 1800 551 800

Kids Helpline provides a 24-hour phone and online counselling service for young people aged 5 to 25.

Lifeline

 lifeline.org.au

 13 11 14

Lifeline provides a 24-hour crisis support and suicide prevention service.

Red Nose Grief and Loss

 rednosegriefandloss.org.au

 1300 308 307

Red Nose Grief and Loss provides specialised bereavement support counselling services following the death of a baby or child.

Solace Australia

 solacegriefsupport.org.au

 See website for local contact details

Solace Australia provides grief support for those grieving over the death of their partner.

The Compassionate Friends Australia

 tcfa.org.au

 1300 064 068

The Compassionate Friends Australia provides support for those experiencing the loss of a child, brother, sister or grandchild.

The National Centre for Childhood Grief (NCCG)

 childhoodgrief.org.au

 1300 654 556

The NCCG is dedicated to helping bereaved children and their families rebuild their lives, by teaching them how to live with their grief.

Australian Capital Territory

DonateLife ACT



donatelife.gov.au



02 5124 5625



organ.donation@act.gov.au

DonateLife ACT is an organ and tissue donation agency that offers care and support to donor families.

Canberra Grief Centre



canberragriefcentre.com.au



0409 966 515

Canberra Grief Centre provides specialist grief and bereavement services to support those experiencing grief around death and dying.

New South Wales

DonateLife NSW



donatelife.gov.au



02 8566 1700



otds-familysupport@health.nsw.gov.au

DonateLife NSW (NSW Organ and Tissue Donation Service) is an organ and tissue donation agency that offers care and support to donor families.

Coroner's Court



coroners.nsw.gov.au



02 8584 7777

The Coroner's Court has a social work service that provides support for people experiencing a sudden, unexpected death. They can also assist people with adversities resulting from their bereavement.

National Association of Loss and Grief NSW (NALAG)

 nalag.org.au

 02 6882 9222

NALAG provides loss and grief support via face-to-face, private, Skype or telephone appointments.

Northern Territory

DonateLife NT

 donatelife.gov.au

 08 8922 8349

 donatelife@nt.gov.au

DonateLife NT is an organ and tissue donation agency that offers care and support to donor families.

Amber NT

 ambernt.org.au

 08 8948 5311

Amber NT supports people living in the Northern Territory through the loss of a child for any reason, from conception to 18 years. This includes miscarriage, stillbirth, neonatal death, illness, suicide and accidents.

Anglicare NT

 anglicare-nt.org.au

 08 8985 0000

Anglicare NT provides counsellors for families, couples and individuals.

CatholicCare NT

 catholicarent.org.au

 See website for local contact details

CatholicCareNT offer a diverse range of personal, social, community and organisational services across the Northern Territory.

Somerville Community Services

 somerville.org.au

 *See website for local contact details*

Somerville provides high quality services to support people with disabilities, their families and carers.

Queensland

DonateLife QLD

 donatelife.gov.au

 07 3176 2350

 donatelife@health.qld.gov.au

DonateLife QLD is an organ and tissue donation agency that offers care and support to donor families.

Coronial Family Services

 07 3096 2794 | 1800 449 171 (toll free)

Coronial Family Services provides information and support to relatives and close friends of people whose deaths are being (or have been) examined by a coroner.

Queensland Homicide Victim Support Group (QHVSG)

 qhvs.org.au

 07 3857 4744 | 1800 774 744 (24-hour)

QHVSG offers 24-hour support, personal advocacy and education to people affected by homicides in Queensland.

South Australia

DonateLife SA

 donatelife.gov.au

 08 8207 7117

 donatelifesa@sa.gov.au

DonateLife SA is an organ and tissue donation agency that offers care and support to donor families.

AnglicareSA

 anglicaresa.com.au

 08 8305 9200

AnglicareSA provides loss and grief support services including children's grief counselling, support groups and specialised grief camps.

Relationships Australia South Australia (RASA)

 rasa.org.au

 1300 364 277 | 1800 182 325 (country callers)

RASA provides a range of services with a focus on the needs of individuals, children, families and communities, including outreach services to many schools and communities.

State Coroner's Office Support Services

 08 8204 0600

The State Coroner's Office provides initial grief and crisis counselling, information and support to people immediately following the death of a loved one.

Victim Support Service SA

 victimsa.org

 1800 842 846

Provides support, information and counselling to victims and family members affected by crime and abuse.

Tasmania

DonateLife TAS

 donatelife.gov.au

 03 6166 8858

 donatelife.tasmania@ths.tas.gov.au

DonateLife TAS is an organ and tissue donation agency that offers care and support to donor families.

Road Trauma Support Tasmania

 roadtraumasupport.org.au

 0427 487 251

Road Trauma Support Tasmania provides counselling and ongoing support to people affected by road accidents.

Royal Hobart Hospital

 03 6166 8344

The Royal Hobart Hospital provides grief and loss counselling services.

Victims of crime service

 1300 300 238

Victims of crime service provides support, counselling and information to people affected by the impact of crime.

Victoria

DonateLife VIC

 donatelife.gov.au

 03 8317 7400

 donatelife@redcrossblood.org.au

DonateLife VIC is an organ and tissue donation agency that offers care and support to donor families.

Coroners Court of Victoria

 coronerscourt.vic.gov.au

 1300 309 519

The Coroners Court of Victoria provides support and assistance to families and friends following the death of a loved one.

Victims of Crime Helpline

 victimsofcrime.vic.gov.au

 1800 819 817

The Victorian Government's Victims of Crime Helpline offers information, advice and support for people and their families.

Support After Suicide

 supportaftersuicide.org.au

 1800 943 415

Support After Suicide provides information, resources and support to those bereaved by suicide.

Amber Community

 ambercommunity.org.au

 1300 367 797

Amber Community is dedicated to enhancing road incident support and education for the safety and wellbeing of road users. They provide free counselling and support services to people impacted by road trauma.

Western Australia

DonateLife WA

 donatelife.gov.au

 1800 950 155

 donatelifewa@health.wa.gov.au

DonateLife WA is an organ and tissue donation agency that offers care and support to donor families.

Active Response Bereavement Outreach (ARBOR)

 anglicarewa.org.au

 1300 114 446

ARBOR offers grief counselling and support to people who have recently lost a loved one to suicide.

Coronial Counselling and Information Service (CCIS)

 coronerscourt.wa.gov.au

 08 9425 2900 (office hours)
1800 671 994 (country callers)

The Coroner's Court of Western Australia can assist with some grief counselling or arrange referral to other community agencies or professional counsellors for families involved in the coronial investigation process.

Derbarl Yerrigan Health Service Aboriginal Corporation

 dyhs.org.au

 08 9421 3888

Derbarl Yerrigan Health Service provides culturally secure primary health, mental health and dental services for Aboriginal families living right across the Perth metropolitan area.

Samaritans WA

 thesamaritans.org.au

 0863 839 850

Samaritans WA provides emotional support counselling for people in times of need.

Victim Support Service

 victimsofcrime.wa.gov.au

 1800 818 988

Victim Support Service provides counselling and support services for all victims of crime.

Road Trauma Support WA

 rtswa.org.au

 1300 004 814 | 08 6166 7688

Road Trauma Support WA provides support to people affected by road trauma related deaths.

Books

There are many excellent books available for both adults and children that may be a source of support and comfort. The books listed below are targeted towards grief and bereavement care. For further resources or suggestions, please contact the Family Support Coordinator in your state or territory.

Books for adults

When Bad Things Happen to Good People

Harold S. Kushner, Random House 2007

This book seeks to offer comfort to people experiencing grief, and the doubts and fears that arise when tragedy strikes.

ISBN: 9781400034727



Bearing the Unbearable

Joanne Cacciatore, 2017

This book, organised into 52 short chapters, is a companion for life's most challenging times. The author is a bereavement educator, researcher, Zen priest and leading grief and loss counsellor.

ISBN: 9781614293170

Healing the Adult Child's Grieving Heart

Dr Alan Wolfelt, Companion Press 2002

This book provides suggestions and relief for an adult child, whose parent has died, through small, immediate ways to understand and reconcile grief.

ISBN: 9781614292968

Books for teenagers

This Is Not a Sad Book (But It's OK to Feel Sad)

Elizabeth Vercoe, Affirm Press 2024

This book is full of practical ideas to help you or somebody you know move through grief.

ISBN: 9781922930019

Healing Your Grieving Heart for Teens

Dr Alan Wolfelt, Companion Press 2001

This book provides mourning teens with ideas and action-oriented tips that teach the basic principles of grief and healing.

ISBN: 9781879651234

Books for children

Ida, Always

Caron Levis, Simon & Schuster 2016

This beautifully illustrated picture book depicts a story of loss and deep friendship through the lives of 2 polar bears. It is a gentle and moving reminder that loved ones lost will stay in our hearts, always.

ISBN: 9781481426404

A Gift Before I Go

Leah Barthel, 2017

This book discusses death while shining a light on the gift of organ donation. It was written as a tool to assist parents during and after the passing of a loved one.

ISBN: 9780648131700

The Invisible String

Patrice Karst, Hachette Children's Books 2018

This book about unbreakable connections between loved ones offers a simple approach to overcoming loneliness, separation, or loss in a creative manner that children can easily understand.

ISBN: 9780316486231

Love lives on – Always

Kate Smith, 2025

This book provides caregivers with strategies to help support children through grief and loss. It reminds us that while our loved ones may die, love always lives on.

ISBN: 9780646710068

Beginnings and Endings with Lifetimes in Between

Bryan Mellonie and Robert Ingpen, Penguin Books 2005

This book explores the notion of a beginning and an ending to everything that is alive, and that dying is as much a part of living as being born.

ISBN: 9780143501442

The Memory Tree

Britta Teckentrup, Hachette Children's Group 2014

This book delivers a beautiful and heartfelt story about the death of a loved one and the memories that comfort those left behind.

ISBN: 9781408326343



Disclaimer

The provision of information in this brochure does not provide an endorsement of support services and resources listed, and any omission of support service or resources from this brochure does not reflect any non-endorsement. The information in this brochure will be subject to change over time, but was correct at the time of print.



DonateLife



Contact

Organ and Tissue Authority

(02) 5156 6662 | enquiries@donatelife.gov.au



DonateLifeAustralia



DonateLifeToday



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Australian-Organ-and-Tissue-Authority

donatelife.gov.au