

## About us

If you have experienced the loss of someone significant and live in the Illawarra or Shoalhaven region, you are eligible for support.

Our Bereavement Counsellors are health professionals with specialist knowledge of grief and loss counselling.

Our volunteer team is made up of community members from all walks of life. They have received specific training in palliative care, grief and bereavement.

All members of our team are bound by confidentiality and a commitment to NSW Health's CORE values (Compassion, Openness, Respect and Empowerment).



## Contact us

If you would like to access support, please contact the Bereavement Service.

**Phone:** 0436 914 142

**Email:** [ISLHD-BereavementService@health.nsw.gov.au](mailto:ISLHD-BereavementService@health.nsw.gov.au)

**Website:**

<https://www.islhd.health.nsw.gov.au/services-clinics/bereavement-service>

Call, text and email enquiries are welcome.

**Need an Interpreter?** Professional interpreters are available if you need help to communicate with staff. Our staff can also ask for an interpreter. The service is free and confidential. We will book the interpreter for you. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.

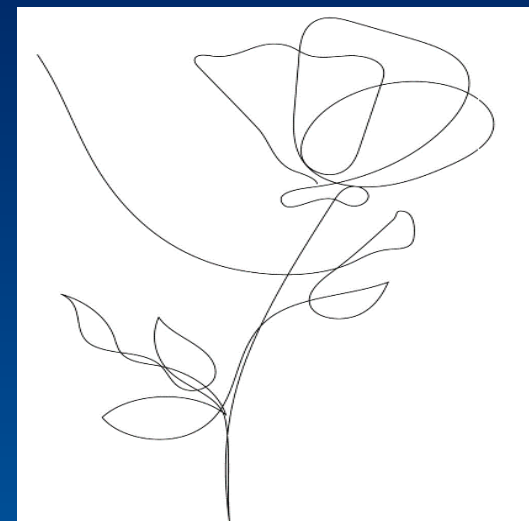


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## Bereavement Counselling Service

### GRIEF AND LOSS

Information for families, carers and friends



**Health**  
Illawarra Shoalhaven  
Local Health District

## Bereavement Counselling

Grief is a normal and natural response to the death of someone close to us.

Every person grieves in their own way as we are all different. There is no right way to grieve.

Our service offers a variety of options to consider based on your needs and preferences.

### **Counselling Service**

Counselling is typically held one on one, in a range of locations across the region. This will be negotiated with you directly. Video or phone sessions are also available.

There is no time limit for this service. Many people only attend once, while others have regular appointments for some time.

### **Volunteer Support**

Our volunteer Grief Companions are available to have a chat with you as they offer compassionate listening and support.

You can meet with a Grief Companion over a cup of tea, go for a walk, or discuss where to start with various practical tasks.

## Frequently Asked Questions

### **How long does grief last?**

Unfortunately there is no answer for this. We often carry our connection to the person who has died throughout our lives. However, the intensity of our grief generally changes and lessens over time.

### **Are my feelings normal?**

While grief is a part of life, at times the emotions can be overwhelming. There are a wide range of common feelings and experiences. If you are worried for yourself or someone else, consider getting in touch with us.

### **How do I know if I need support?**

There is no right or wrong way of seeking support. You are the best judge of your own experience, as well as what helps you. Some people find it helpful to talk about their feelings and grief experiences, while others prefer to work through it individually.

### **Is there a cost for counselling?**

There is no cost for accessing the service, and you do not need a referral from your GP. We encourage you to contact us directly to discuss your options and access the service.

## Other support

### **Events and services**

We aim to hold regular information sessions, support groups, and memorial services throughout the year.

If you would like to be notified when these are happening, please get in touch with us or check the website for updates.

### **Research and feedback**

Our service is committed to providing excellent care and ongoing improvement. There are opportunities for you to offer feedback, share your experience, or participate in research.

