



**We listen.
We care.
We support.**



Our Values

Our values underpin the work that we do and guide us in the way we interact with those we care and support and with each other.

Respect – in all that we do to achieve our mission.

Wellbeing – we strengthen people and communities through counselling support and confidence building.

Integrity – we are ethical and honest whilst maintaining the highest of standards.

Sensitive – we demonstrate understanding empathy and kindness when engaging with people in a culturally diverse community.

Innovative – we continuously improve what we do and how we do things to empower the individual and encourage positive change.

Our History

The Sisters of the Little Company of Mary established GriefLine more than 25 years ago to assist people most in need of compassion and understanding by 'nurturing, enveloping and caring'.

In 2007, GriefLine became an independent, not-for-profit organisation.

Today it continues its essential work of listening to people who are experiencing loss and grief. Services and resources are now provided through phone, face-to-face, and online mediums.

Our Mission

To listen, care and support those experiencing loss and grief at any stage in life.

Our Vision

Deliver exemplary counselling and support to the community as the eminent national organisation for loss and grief services.



GriefLine – providing a listening ear when nobody else can

GriefLine Community Family Services is Australia's only dedicated loss and grief counselling 24-hour service, providing free anonymous support and specialist counselling to individuals and families.

A national charity, GriefLine works to reduce the incidence of preventable disease, such as depression, anxiety and suicide, and to provide all Australians with effective, high-quality support when grieving, whatever their circumstance.

It is best known for its telephone support service, receiving calls on a range of issues, from bereavement to relationship issues, unemployment to mental health each year. Lifeline, *beyondblue*, Victoria Police and hospitals across the country refer callers to GriefLine for its expertise and experience in dealing with loss and grief.

GriefLine also offers other services including website and email support, and face-to-face services including loss and grief support, counselling provided whatever the nature of the grief and loss and regardless of the length of time elapsed. Support is provided whatever the nature of grief and loss and regardless of the length of time elapsed.

The backbone of GriefLine is its 200 allied health volunteers who receive highly acclaimed and relevant training at the start of their journey with GriefLine and subsequently complete a further 50 hours of training each year. A core of paid staff based in Melbourne supports the volunteers.

GriefLine is partially supported by the Victorian and Federal Governments. However it relies substantially on donations, grants and trusts to fund its work.



In the average year, GriefLine:

Receives

52,000

calls from individuals across Australia.

Deals with over

55,000

issues to do with loss or grief.

Reaches

2,000

people through education programs.

Supports

600

people through its online email and website service.

Supports

1,000+

people through personalised programs.

Enables over

200

volunteers to give over 48,000 hours of their time each year.



Our flagship programs

Helpline

GriefLine is Australia's only dedicated grief telephone helpline service that provides counselling support services free of charge to individuals and families who are experiencing loss and grief.

Allied Health Volunteers

The service is staffed by volunteers who are especially trained in loss and grief counselling. The service operates for 15 hours each day from 12 noon to 3am, 105 hours a week, 365 days a year.

Online Counselling

GriefLine recently established a remote online service to reach people with no or limited access to counsellors.

This free online email service is accessible 24 hours every day of the year to anywhere in Australia. A counsellor responds within 72 hours.

Children's Program

Our family therapists support children and young people in a safe and caring environment encouraging them to express and acknowledge feelings that are often overwhelming, hidden or challenging. They are helped to build resilience and coping skills to explore loss and grief related issues.

International Students – 'Come Visit' Program

For many international students, the experience of coming to Australia to study entails a great deal of loss, in particular the loss of physical contact and support from family and friends, as well as connection with social nuances, cultural norms and knowledge about how to deal with practical day to day issues. This program connects international students with local families who provide a support network to draw on when needed.

Cancer Grief & Counselling – 'Where To From Here?' Program

Clinical studies have shown that the benefit of attending a counselling support program reduces anxiety, depression and feelings of isolation. This program supports survivors of cancer to explore the grief and aftermath of the cancer diagnosis. Counsellors and a clinical psychologist lead each session in a positive and supportive environment.

Silent Grief

Silent Grief is designed to meet the emotional and psychological needs of mothers and grandmothers who have a child or grandchild with a disability, mental health issue and / or addiction. The program offers women the chance to share struggles and day-to-day challenges with others in a safe and supportive environment.

Education and training

GriefLine provides training to community groups and professionals working in hospitals, health care centres, and other specialist providers.

Migrant Forum

Monthly meetings provide the opportunity to share grief experiences of migrants. The group identifies common issues, such as political, societal and migrant family systems.

Police and Emergency

GriefLine works with Victoria Police and Emergency Services who refer people who have experienced trauma. The majority of these calls are complex.



**People who want
to access support:**

National: (03) 9935 7400
(from mobiles or landlines)

National: 1300 845 745
(from landlines)

12 noon and 3am
7 days a week, 365 day a year



Volunteers

Volunteers are the lifeblood of our organisation. Our services are delivered through a network of over 200 professional allied health volunteers. None of what GriefLine achieves would be possible without the passion, dedication and skills of our volunteers.

Volunteering is a satisfying way of supporting GriefLine and giving something back to support the community.

We always need more!



From rock star to GriefLine counsellor

Mike Seagar understands grief only too well.

When his sister died from leukaemia, he was overwhelmed by sadness and loss. He tried to suppress his feelings but found that he could not. His judgement was being affected by grief, influencing decisions in ways he never thought possible.

Today, Mike is using his personal experience to support others who are overwhelmed by grief and loss. He is one of GriefLine's 200 telephone counsellors.

Mike has completed a degree in psychology and keeps up to date through continuing professional development the charity runs each year.

It's a long way from his initial career as a sound engineer and musician making jingles, playing in pubs and playing support to ACDC, among others.

"Music is an important part of my life, as is my work with GriefLine. Listening to people as they go through the cycles of grief is important. It's intervention and prevention combined. We under-estimate the power of listening, and we don't understand grief well either," Mike said.



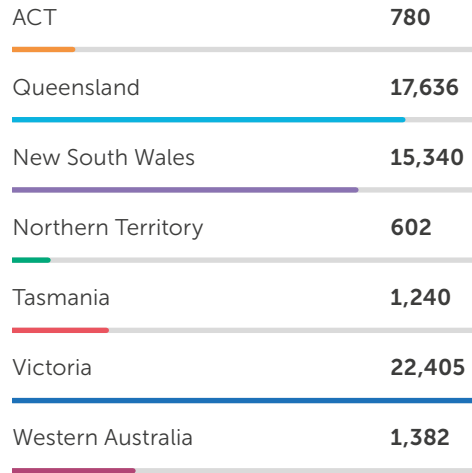
The Estimated Social Return on Investment of the volunteer program is \$215,000 to \$286,000 annually depending on the model used.

Facts and figures

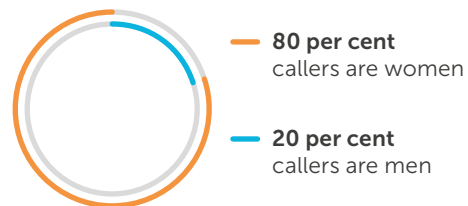
The grief issues our volunteers manage



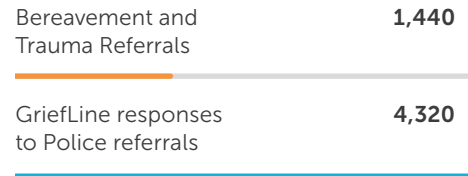
People assisted by telephone counselling



Gender of callers



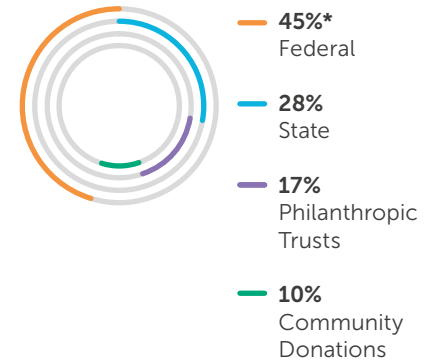
Supporting Victoria Police



Talking loss and grief in the community



Where our funding comes from?



*Federal funding was one-off for 2015. Ongoing funding is now being sought from the Federal Government.

How to support us

Donate

GriefLine is a not-for-profit organisation. There are many different ways you can help: donations, bequests, or partnerships. All donations over \$2 are tax deductible and all bequests are exempt from State and Commonwealth duties.

www.griefline.org.au/make-donation

Volunteer

We have a rigorous recruitment process for all volunteers, who need to have strong listening skills, are mature aged and can bring their life experience to the line.

Contact us on 03 9935 7444 between 10.30am and 3.30pm.

Subscribe to our newsletter

Joining our mailing list is a great way to keep up to date with what GriefLine is doing. We will send you our e-newsletter and occasional emails regarding campaigns, fundraising activities or events.

Please subscribe online:
www.griefline.org.au

Bequests

Bequests, large and small, have a positive impact on our work and on the lives of people who are experiencing loss and grief. A bequest is a charitable gift made as part of your Will. Bequests left to GriefLine are vital to ensuring significant projects happen. You can choose to leave a gift to GriefLine as an entire organisation, or to a specific program, such as our children's program, online and telephone counselling services, or our migrant programs.

Partner with us

As a not for profit organisation, we rely on support from the community to help deliver our vital, free services. We are committed to long-term, mutually-beneficial partnerships with local community groups, philanthropic organisations and businesses who share our vision of delivering counselling and support to individuals and families experiencing loss and grief. Donations and partnerships enable us to ensure our financial stability and continue to deliver our services.

Join our fundraising team

We have an energetic fundraising team made up of volunteers. We are always looking for others to join.

www.griefline.org.au



What is grief?

Grief is a natural response to loss. It might be the loss of a loved one, relationship, miscarriage, pet, job or way of life. Other experiences of loss may be due to children leaving home, infertility and separation from friends and family. The more significant the loss, the more intense the grief is likely to be.

Grief is expressed in many ways and it can affect every part of your life; your emotions, thoughts and behaviour, beliefs, physical health, your sense of self and identity, and your relationships with others. Grief can leave you feeling sad, angry, anxious, shocked, regretful, relieved, overwhelmed, isolated, irritable or numb.

Grief has no set pattern. Everyone experiences grief differently. Some people may grieve for weeks and months, while others may describe their grief lasting for years. Through the journey of grief you may begin to create new experiences and a different way of living whilst honouring your loss.

GriefLine provides cost-effective person-centred counselling for anyone who is experiencing loss and grief.



GriefLine

Community & Family Services Inc.

Level 1, 479 Warrigal Road,
Moorabbin, Victoria 3189
T: 9935 7444

f Facebook:
www.facebook.com/grieflineservices

t Twitter:
www.twitter.com/griefline

in LinkedIn:
www.linkedin.com/company/griefline-community-and-family-services

www.griefline.org.au