



G R I E F L I N E

GRIEF. LOSS. TRAUMA.

Funding Value Proposition



GriefLine. Our Mission. Our Vision. Our Purpose.

GriefLine is a national helpline which has been operating since 1987. It provides free and confidential counselling and support to people experiencing grief, loss and trauma across Australia, inclusive of remote, regional, rural and metropolitan regions nationwide. GriefLine provides early intervention and protective mental health programs, designed to actively work with a person's strengths, capacities and their existing solutions, which may be compromised during their experience of grief, loss and trauma.

The services to the community is only made possible, by the selfless efforts of the highly trained volunteer GriefLine counsellors. The volunteers come from all walks of life with a common commitment to the field of grief, loss, trauma and mental health. We offer a regenerative cycle to the community. We provide counselling and support for those experiencing grief, loss and/or trauma, while providing ongoing evidence based training to our volunteers. Our commitment to this approach, supports our vision and our mission; enabling an increase in confidence, tools and opportunities for all our wonderful volunteers, in the area of future employment, training and further education and simultaneously ensuring that we are providing our clients with evidence based best practice and innovative program options to meet the needs of clients and first responders.

As part of our commitment to supporting individuals who volunteer at GriefLine, we provide them with intensive evidence based best practice training, education (now remote via zoom platform and recorded) professional development (live streaming), clinical supervision (via video link/or telephone), structured debriefing (remote) and peer supervision (remote breakout groups) in the field of grief, loss and trauma. We are also heavily invested in providing professional training in the area of grief, loss and trauma to the public, as part of our commitment to supporting the community.



What GriefLine offers

GriefLine now provides telehealth services to rural, regional, remote and metropolitan communities nationwide. Our services include early intervention programs inclusive:

- ✓ Single Session - a one-off evidence-based counselling and support session. In addition to this, GriefLine offers single session – a one off evidence-based Insomnia session for those callers, who have developed Insomnia problems as a result of their experience of grief, loss and associated trauma – this program is also available as a component of our self-help toolkit via our website. Further, GriefLine also offers single session – one off evidence-based counselling and support session, in relation to our mental health wellbeing program. This is also available via our website as a component of our self-help toolkit.
- ✓ Option for further 6 to 8 session programs (available soon)

There are two types of 6-8 session programs available (available soon)

- Grief, Loss and Trauma program which continues to work with the person's grief, loss or trauma.
- Insomnia Program that involves working with the persons' insomnia issues. Around 70% of callers contacting GriefLine, as a result of their grief, loss and/or trauma, identify significant problems with insomnia. In addition to this, people experiencing symptoms of anxiety or depression also report elevated levels of insomnia. These programs focus on the person's recovery by identifying the symptoms and treatment needed.

- Online clinically moderated forum
- Single session mental health wellbeing program also available on GriefLine's new website as a self-help toolkit
- Single session Insomnia program also available on GriefLine's new website as a self-help toolkit
- Wrap around evidence-based referral program with partnerships with a wide range of other specialised national telephone and telehealth services



We will provide these vital 6-8 services via:

- ✓ Phone
- ✓ SMS counselling
- ✓ Telehealth (video counselling)
- ✓ GriefLine currently provides the 6-8 session program for PoliceLine – providing these services to the community for people who have experienced an accidental, unexpected and traumatic death and have been referred to GriefLine by the Police.

The strength of GriefLine’s evidence based early intervention programs provides people with tools, skills and increased knowledge in relation to their experience of grief, loss and trauma. Prolonged exposure of grief, loss and trauma, without evidence-based counselling and support, can result in the development of symptoms of anxiety and depression and may then develop into complex grief or trauma.

Our Unique Four Tier Model of Care

Help Seeker Model of Care.

First Level Intervention



Self-help through the website.
Resources and psychoeducation.
Tips, symptoms, information on all types of
grief, loss and trauma.
Assistance for help seekers and their
supporters.
Clinical online forums.

Second Level Intervention



Telehealth helpline.
Crisis response for grief, loss and trauma,
(eg. Self-referred and external referrals from
Lifeline and Beyond Blue).
Crisis response to natural disasters,
(eg. Self-referred, hospitals and first responder
supports).
Purposed designed single session counselling &
support program. Inclusive of single session
Insomnia & Mental Health Well-being program.
Both also available as self-help tools on website

Third Level Intervention (coming soon)



On-line telehealth, SMS and video counselling.
GriefLine 6 to 8 session evidence-based
counselling program.
GriefLine Insomnia counselling program.

Fourth Level Intervention



Single session wrap around program,
transferring and supporting help seekers
transition to external organisations,
(such as KIDS, SANE Turning point and GP's).



Our future opportunities

GriefLine is committed to developing further innovative programs to effectively support the community, nationwide across the field of grief, loss and trauma. This includes developing different options in service provision by defining what works for the users of our service based on data and digital statistical analysis and feedback from users and volunteers. We will continue to consolidate innovative, evidence-based, best practice training and supervision to support our volunteers, community members and professionals, seeking further training across the field of grief, loss and trauma.



Community awareness development

GriefLine has rolled out a very exciting professional social media platform and now has a dynamic online presence inclusive of marketing and information for professionals and the whole community. Further to this, GriefLine now also has a new interactive website. In addition to our online presence, GriefLine is also developing regular online seminars on grief, loss and trauma across the community. Another important program to be rolled out in the next two months is our national community awareness campaign strategy, providing accessible psycho-education on GriefLine support, symptoms of grief, loss and trauma with the focus to reach all rural, remote and metropolitan populations in Australia. As a member of the NOTSS executive (National Online Telephone Support Services), GriefLine is also linked with all members nationally, who provide telephone and online services and we are in a position to partner further and work collaboratively across programs, such as the wrap around referral program, which GriefLine is leading.



Accreditation for GriefLine programs

GriefLine is excited to be able to introduce our proposed nationally accredited Professional Education Program. This will be available online to anyone looking for further education in the area of grief, loss and trauma. Our volunteers will be required to complete both programs, inclusive of the online and the all-day workshops.

Volunteer Program



Professional Education Program

- 4 all day face-to-face workshops
- 2-day course in Mental Health First Aid
- 12 monthly professional development programs over every year
- 12 Peer Group Supervision sessions per year
- Regular and planned one-to-one clinical supervision
- Access to regular debriefing
- Journal club – monthly reviewed journal articles on grief, loss, trauma and mental health sent to all volunteers
- All Professional Development sessions recorded for future access/review for volunteers

10 online 1-hour modules focusing on:

- Understanding parallel processing
- Types of Grief and loss
- Forms of Trauma
- Working with different client presentations
- How to manage your own triggers (reflective and insight development)
- Role play demonstrations
- Working with escalated risk (psychosis and suicidality)



Recruiting more volunteers

Expanding volunteer numbers, training and professional development to match the need for services nationwide is priority. Currently we are training four groups of new volunteers per year with our updated program and professional development sessions combined with the individual and peer group supervision. The new numbers of volunteers will support 24-hour evidence-based service delivery, 7 days a week, 365 days a year, in response to the demand and growth of need nationally.



Partnerships with universities

GriefLine has established solid partnerships with University of Melbourne, Monash, RMIT and Swinburne universities. These relationships continue to enhance GriefLine’s position as a leading organisation in the field, utilising evidence-based programs and developing the latest research in the field of grief, loss and trauma. GriefLine is committed to developing further early intervention programs to meet the needs of the community nationally.

Academic/University Benefits

- Education
- Research
- Student development
- Student Placements
- Pre and post program evaluation
- Supervision
- Experience and Training



GriefLine/Community Benefits

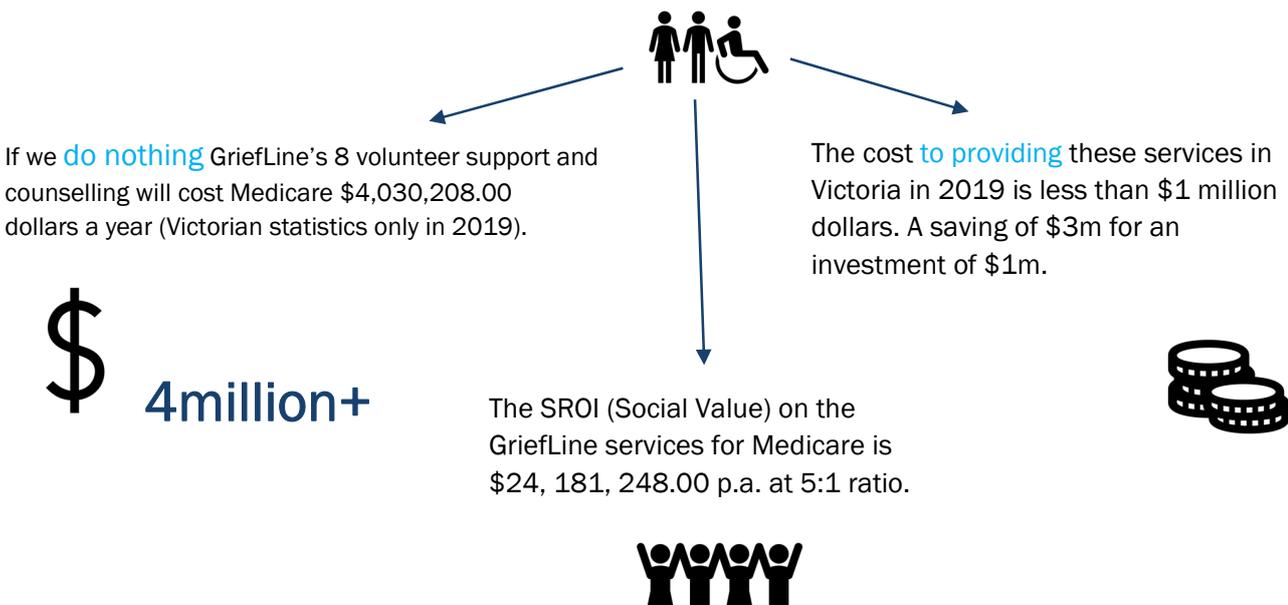
- Evidence-based programs
- Community counselling
- Professional support
- Confidence and skills
- Trained volunteers
- Future employment
- Development and training

National Economic Saving nationally to Mental Health services.



Saving the Victorian government and community \$4,030,308.00 p.a.

The same services that are comparable to the grief, loss and trauma counselling given to our callers, aligns with the MBS item (generalist psychological counselling or mental health Social Workers) currently at \$86.50 per hour. This equates to a saving to medicare mental health costs of **\$4,030,308.00** with 8 volunteers working over our present 15 hour daily cycle 7 days a week, 365 days a year. By September, we will sustain at 24 hour support and counselling service 365 days a year. Bringing this figure in 2020 close to a saving of **\$9,000,000.00**.





Our solution.

GriefLine promotes community awareness in understanding more about the relationship between the development of symptoms of anxiety and depression as a result of a person's experience of grief, loss or trauma. GriefLine counselling equates to saving government initiatives such as the MHTP (Mental Health Treatment Plan) Medicare rebates in excess of \$4,030, 308 .00 (exclusive of all other costs) via the GriefLine volunteer training program and counselling. This figure is only calculated for Victoria.

These figures demonstrate the significant impact GriefLine has on individual lives, the massive cost savings GriefLine provides by delivering professional, evidence-based early intervention mental health services by its volunteers, and impact of preventing individuals developing more serious and complex psychological and psychiatric symptom including suicidality. GriefLine's services to the community are far ranging and significant in reducing mental health costs and in the development of more serious psychological conditions (such as complex grief) within the community. GriefLine is ready and able to provide immediate support for those experiencing natural disasters, support the first responders and educate and help build resilience in the community to cope.



Our gratitude in supporting the community and response services

GriefLine acknowledges the generosity and support from local, state and federal government bodies, philanthropic organisations and businesses. This ongoing belief in GriefLine in the provision of evidence based early intervention programs ensures the need for a complete national awareness campaign of GriefLine's services, providing counselling and support in the area of grief, loss and trauma.



Our Social Return on Investment

2019 GriefLine's Social Return on Investment (SROI) Is valued at \$8,309,329.12 and for mental health services \$24, 181, 248.00. These figures do not include the SROI for Police Line that griefline operates on behalf of the Victorian Police Force.

The SROI on wages for GriefLine volunteers is \$7,543,312.96 per annum calculated at the minimum wage for the HSS Award of \$26.98 per hour (5:1 ratio).

What is SROI? In its simplest definition, SROI is the extra financial value an organisation receives that is not reflected in conventional financial accounts. It can include goods or services in kind, sponsorship and volunteers. Like most NFP's the lifeblood of GriefLine is its volunteers with an enormous amount of hours contributed annually to support the services and programs of the organisation. This is the savings GriefLine gives to the community.



Our point of difference.

GriefLine is a unique organisation which provides services that support the community between crisis response organisations (e.g. Beyond Blue, Lifeline and Suicide Helpline) and longer term psychological counselling (e.g. Headspace, private practitioners, hospital and community centers). In this way GriefLine is a medium early intervention service provider bridging the gap between crisis support (although still providing this service) and longer term psychological treatment (although will providing 1 to 8 session options and currently provides this service for PoliceLine). Additionally the high level of supervision and professional and personal development that GriefLine has instigated as central tenets of its processes supports the longevity of volunteers and strengthens ongoing skill and capacity development across the organisation.



For support call

1300 845 745

- ✓ Bereavement.
- ✓ Illness and living with terminal illness.
- ✓ Relationship loss and trauma.
- ✓ Chronic illness
- ✓ Pet bereavement.
- ✓ Divorce and separation.
- ✓ Disability and carers.
- ✓ Sexual abuse
- ✓ Unexpected death
- ✓ Anticipatory Grief through to Complex Grief
- ✓ PTSD -Defence Forces, Witness, Abuse
- ✓ First responders
- ✓ Financial loss, unemployment or retrenchment.
- ✓ TAC and Workcover
- ✓ Family Violence
- ✓ Suicide
- ✓ Natural Disaster
- ✓ Vicarious trauma
- ✓ Terrorism or acts of violence.
- ✓ Cancer support



CONTACT DETAILS

www.griefline.org.au (03)99357444

CEO-Kaya Latage kayal@griefline.org.au

Chairperson-Sarah Godfrey sarah@griefline.org.au



GriefLine ABN 34129399173 is a registered charity with the Australian Charities and Not-For-Profits Commission (ACNC) and is endorsed as a Deductible Gift Recipient Item 1 (DGR1).