

Counselling, emotional support and bereavement supports

If you feel isolated, worried or anxious due to the impact of COVID-19, free professional counselling is available. Several support services are available for aged care residents, and their family and carers to help you get through this difficult time.



GriefLine

 **1300 845 745**
6am–2am, 7 days

 griefline.org.au

 **GRIEFLINE**

GriefLine provides free counselling services and support to anyone experiencing grief loss and or trauma Australia-wide, including remote, regional and rural communities, and all metropolitan regions. You can talk to a trained, experienced volunteer and receive free, confidential telehealth (video counselling), SMS counselling and phone counselling and support 7 days a week. Counselling support also provides early intervention and prevention of mental health difficulties that may increase a person's experience of grief, loss and trauma.

Telehealth Counselling and Support Service for Residential Aged Care

 wellbeingclinic_agedcare@swin.edu.au

 **Contact Form**

Online Referral Form

Frequently Asked Questions

 [swinburne.edu.au/lss/psychology/
pc/older-adults](http://swinburne.edu.au/lss/psychology/pc/older-adults)



In response to the COVID-19 crisis, The Swinburne Wellbeing Clinic for Older Adults is offering a free national telehealth counselling and support service to provide emotional support to older adults living in residential aged care facilities. You can also access it if you are a family member, friend or staff and would like support in caring for a resident.

Counsellors are provisionally registered psychologists, social work interns, and counselling postgraduates, who are supervised by experienced practitioners. They are ready to support you through the next few months by phone or video calls.

Beyond Blue

 **1800 512 348**
24 hours, 7 days

 beyondblue.org.au



If you're feeling worried or struggling to cope, the trained counsellors at Beyond Blue are available to provide support 24/7.



CAREinMIND™ Wellbeing Support Services

 **1300 096 269**
24 hours, 7 days

 careinmind.com.au



A free phone and online counselling service for people in Melbourne's northern, central and western suburbs.

The service is for people struggling with the pressures and stresses of everyday life, including mild symptoms of adjustment, grief and loss, and anxiety and depression. You don't need a diagnosis or formal referral – just call. You can access a range of services, including online support, phone-based support, and access to information and resources.

ACGB Counselling and Support Service

 **(03) 9265 2100**
freecall 1800 642 066

 info@grief.org.au

 grief.org.au


australian centre
for **grief and
bereavement**

The Australian Centre for Grief and Bereavement (ACGB) Counselling and Support Service provides a Victoria-wide specialist bereavement service for individuals, children and families who need assistance following the death of someone close to them.

You can access face-to-face bereavement counselling, most of which is office-based, as well as bereavement support programs, such as support groups, information resources and remembrance events.

In Victoria, your advocacy provider is Elder Rights Advocacy (ERA). ERA is a member of OPAN, the Older Persons Advocacy Network, which is a national aged care advocacy organisation. ERA provides free, confidential, independent aged care advocacy and information to older people, their families and representatives.

Advocacy Line



Freecall 1800 700 600

6am–10pm AEST, 7 days



covid@opan.com.au