

# Griefline

For anyone experiencing grief  
or facing any kind of loss

Griefline provides free,  
compassionate and confidential  
support every day of the year

Griefline are dedicated to helping individuals navigate the complexities of grief and loss. They provide free, accessible support and resources to people across the country, anytime they need it.

[www.griefline.org.au](http://www.griefline.org.au)



## Phone support

The Griefline helpline is a free service and provides telephone support nationwide, 7 days a week. Phone support sessions are secure and confidential and available to adults aged 18 years and over.



## Online forums

Online peer-to-peer moderated forums give people the opportunity to read about others' stories in managing and working through their experiences of grief and loss, while also providing the chance to actively interact and share their own journey



## Support groups

Griefline provide bereavement support groups facilitated by a qualified counsellor. If you are facing grief as a result of losing a loved one, you don't have to go it alone. Connect and interact with others dealing with similar circumstances.

## Vision and values

Griefline envision a national mental health ecosystem where grief is met with empathy and effective support.

Guided by their values of courage, compassion, and connection, Griefline work to prevent mental health challenges linked to unresolved grief.

## Ensuring excellence

- **Evidence-based practices:** All programs are grounded in the latest grief and bereavement, mental health research and industry standards.
- **Comprehensive training:** Griefline's counselling team and volunteers receive best-practice training, monthly professional development sessions, and access to recorded resources for ongoing learning.
- **Supportive supervision:** They prioritise regular supervision and peer debriefing to ensure their team is supported in their vital work.
- **Strong governance:** Forward-thinking governance structures guide adaptability and responsiveness to community needs.
- **Advocacy and engagement:** Griefline work with policy and decision-makers to shape services that effectively support emotional and mental well-being on a national scale.

Call 1800 845 745  
for support 8am-8pm,  
7 days a week