



## Grief and bereavement

### Australian Centre for Grief and Bereavement

Many senior Australians may be experiencing grief, loss or bereavement because of COVID-19 impacts.

It's ok to seek help, grief, loss and bereavement support services are available. Connect and call **1800 222 200** for phone counselling, visit [aged.grief.org.au](https://aged.grief.org.au) for resources or to find a bereavement practitioner. Download the **'My Grief'** app for advice on supporting a loved one.

**All services are free, confidential and are respectful of people's culture, religion, identity and lifestyles.**

#### Grief and bereavement

1800 222 200  
[aged.grief.org.au](https://aged.grief.org.au)

#### Dementia behaviour support

1800 699 799  
[dementia.com.au](https://dementia.com.au)

#### Trauma resources

[phoenixaustralia.org/aged-care](https://phoenixaustralia.org/aged-care)

#### Advice and advocacy

1800 700 600  
[opan.com.au](https://opan.com.au)

#### Translations and accessibility

131 450 for Translating and Interpreting Service (TIS), ask for your language to connect.

1300 010 877 for Auslan Connections, email [interpreter.bookings@deafservices.org.au](mailto:interpreter.bookings@deafservices.org.au), fax 07 3892 8511 or SMS 0407 647 591.

The Grief and Trauma Support Program complements existing mental health services.

Crisis support is available from  
Lifeline: [lifeline.org.au](https://lifeline.org.au) and  
Beyond Blue: [beyondblue.org.au](https://beyondblue.org.au),  
Head to Health: [headtohealth.gov.au](https://headtohealth.gov.au),  
or talk to your GP.



Ageing and Aged Care  
Grief and Trauma Support



Australian Government

# Impacted by COVID-19 in aged care?

In-person, phone and online help is available for aged care residents and recipients, their families, family of choice, friends, loved ones, community visitors and representatives, and aged care workers.



# Impacted by COVID-19?

Free help is available



## Trauma resources

### Phoenix Australia

COVID-19 may have exposed old or new emotional trauma. While some people recover, others may develop mental health problems and need help.

Phoenix Australia offers information and tools to support those affected by traumatic experiences, and for those who care for them. Resources include information on trauma and grief for older people, their families and carers. Fact sheets, webinars and training is also available for the aged care workforce and managers.

Need help? Seek it:

[phoenixaustralia.org/aged-care](https://phoenixaustralia.org/aged-care)



## Dementia behaviour support

### Dementia Support Australia

Aged care residents living with dementia may have changed behaviours because of COVID-19 restrictions.

Specialised engagement consultants, clinical support, plans and strategies, advice and information services are available 24 hours a day across Australia.

Need help managing changed behaviours? Call **1800 699 799** or visit [dementia.com.au](https://dementia.com.au)



## Advice and advocacy

### Older Persons Advocacy Network (OPAN)

OPAN is independent of the government and aged care providers. The network provides free and confidential aged care advocacy, COVID-19 advice and referral services.

Connect on **1800 700 600** or visit [opan.com.au](https://opan.com.au) for free and confidential advocacy and advice.

