



Australian Government

Department of Health

Grief and trauma support for those impacted by COVID-19 in the aged care sector

The Australian Government is funding services to provide grief, loss and trauma support for the Australian aged care sector. The services are available for residential aged care residents, home care recipients, their loved ones and aged care staff. You can use these services yourself, or let your loved ones and communities know about them.

They are free for everyone to use.

All of these organisations are respectful of people's culture, religion, identity and lifestyles. If you or a loved one require a translator, phone the Translating and Interpreting Service on **131 450**. Ask for your language and the service you want to connect to.

Grief and loss support

Phone counselling:

The Australian Centre for Grief and Bereavement helps aged care staff, aged care providers, religious and community groups to support their communities with grief and loss due to COVID-19. Phone **1800 222 200** for advice on how to help your community.

When you call, you can speak to them about what you need to support you or your loved ones. This could include group counselling or one-on-one counselling sessions with a practitioner via telehealth (by phone or via videoconference), or in person.

The Australian Centre for Grief and Bereavement has bi-lingual staff who work with clients in Arabic, Czech, Farsi, French, Italian, Japanese, Maltese, Sinhala, Tamil, Spanish and Yiddish. Ask for your language when you call. For other languages, call the Translating and Interpreting Service first on **131 450** and ask for the Australian Centre for Grief and Bereavement.

The Australian Centre for Grief and Bereavement also supports the use of Auslan for deaf and hearing-impaired people.

Dementia support:

Dementia Support Australia provides 24-hour help across Australia, 365 days a year. They provide advice and recommendations to people who care for someone with dementia. Phone them on **1800 699 799**. If you or a loved one require a translator, phone the Translating and Interpreting Service on **131 450** and ask for Dementia support Australia.

Advocacy:

The Older Persons Advocacy Network delivers aged care advocacy services across Australia. If you are having problems with the aged care services you are receiving, they can help. The Older Persons Advocacy Network provide free, confidential, independent advocacy, information and education to older people, their families and representatives. Phone them on **1800 700 600**. If you or a loved one

require a translator, phone the Translating and Interpreting Service on **131 450** and ask for Older Persons Advocacy Network.

More information about COVID-19

It is important to stay informed through official sources. Visit [health.gov.au](https://www.health.gov.au) or call the National Coronavirus Helpline on **1800 020 080**. For translating and interpreting services call **131 450** and ask for the National Coronavirus Helpline.