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| Assistance Dogs Australia | | | | | | | | | | | | | | | | | | | | | | | | | | | | ★
| Australian Centre for Grief & Bereavement | ★ | | | | | | | | | | | | | | | | | | | | | | | | | | | ★
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| Australian Organ Donor Register | | | | | | | | | | | | | | | | | | | | | | | | | | | | ★
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- Bereavement Info and Referral Service
- Better Health
- Camp Quality
- Cancer Council Australia
- Canteen
- Carers Australia/ Carers Associations
- CareSearch
- Centre for Genetics Education
- Centre for Palliative Care Research and Education
- Centrelink
- Cochrane Collaboration
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- Commonwealth Respite and Carelink Centres
- Compassionate Friends
- Consumers Health Forum of Australia
- DonateLife™
- Dougy Center
- Education departments
- Good Grief
- GriefLink
- healthdirect Australia
- HealthInsite
- Health Ombudsman
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INFORMATION, SUPPORT SERVICES AND RESOURCES

Aboriginal and Torres Strait Islander Access Line

t: 1800 556 955

See Medicare below for further information

Aboriginal Medical Service (AMS)

See National Aboriginal Community Controlled Health Organisation

Angel Flight Australia

A charity that co-ordinates non emergency flights for financially and medically needy people. All flights are free and may involve patients or compassionate carers travelling to or from medical facilities anywhere in Australia.

t: 1300 726 567 (toll free)
t: 07 3620 8300
f: 07 3852 6646
e: mail@angelflight.org.au
w: www.angelflight.org.au
p: PO Box 1201, Fortitude Valley QLD 4006

Assistance Dogs Australia

Provides information about assistance dogs and their availability in your area. Assistance Dogs aims to deliver freedom and independence to people with physical disabilities.

t: 1800 688 364 or 02 9548 3355
e: info@assistancedogs.org.au
w: www.assistancedogs.org.au
p: PO Box 455, Engadine NSW 2233

Australian Centre for Grief and Bereavement

Provides information on grief support for all ages and carries a number of publications in its library and bookshop.

t: 1800 642 066
t: 03 9265 2100
f: 03 9265 2150
e: info@grief.org.au
w: www.grief.org.au
p: McCulloch House, Monash Medical Centre, 246 Clayton Rd, Clayton VIC 3168

Australian Childhood Immunisation Register

A national register administered by Medicare Australia. It records details of vaccinations given to children under seven years of age who live in Australia. Its hotline provides information about your child’s immunisation status.

t: 1800 653 809
TTY*: 1800 552 152 (hearing impaired)
TIS: 131 450 (Translating and Interpreting Service)
e: acir@medicareaustralia.gov.au
w: http://doiop.com/acir

Download a copy of the ACIR information sheet [PDF, 137Kb]
http://doiop.com/acirsheet

For information about childhood immunisation visit the Department of Health and Ageing’s
w: www.immunise.health.gov.au or call the immunisation infoline: 1800 671 811

· What is a TTY?
A TTY is a special device, also known as a teletypewriter or a textphone, that lets people who are deaf, hearing impaired, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. For further information contact the National Relay Service.
Australian Community of Child Photographers
Dedicated to giving the gift of photographic memories to families who have children with serious and terminal illnesses. The ACOCP is a volunteer organisation of child photographers from all over Australia who have come together to provide this gift to families in a caring, compassionate and heartfelt manner. ACOCP understands time is crucial in some cases and is available to call 24 hours a day, 7 days a week.

e: admin@acocp.org.au
w: www.acocp.org.au

Australian Counselling Association
Provides an online directory of accredited counsellors and psychotherapists in Australia, including specialists in grief counselling.

t: 07 3356 4255
t: 1300 784 333
f: 07 3356 4709
e: aca@theaca.net.au
w: www.theaca.net.au
p: PO Box 88, Grange QLD 4051

Australian Funeral Directors Association
Can provide information on how to arrange a funeral and contact details for accredited funeral service providers. It also produces a booklet entitled: When a baby has died.

t: 1300 888 188 (advice line for enquiries)
t: 03 9859 9966
f: 03 9819 7390
e: info@afda.org.au
w: www.afda.org.au
p: PO Box 291, Kew East VIC 3102

Australian Organ Donor Register
Records patient consent details. It also contains a frequently asked questions section which briefly explains when organ and tissue donation can occur.

t: 1800 777 203
e: aodr@medicareaustralia.gov.au
w: http://doiop.com/aodr
For more information about any aspect of organ and tissue donation you can contact any of the following organisations:

KIDNEY HEALTH AUSTRALIA
t: 1800 682 531
e: vic@kidney.org.au
w: www.kidney.org.au

HEALTHINSITE
Reliable information about organ donation and other health topics. For contact details see HealthInsite.

ACT - DONATELIFE™
t: 02 6244 3071
f: 02 6244 2405
w: www.donatelife.gov.au
p: Canberra Hospital, Yamba Drive, Garran ACT 2605

NSW ORGAN & TISSUE DONATION SERVICE
t: 02 8566 1700
f: 02 8566 1755
w: www.donatelife.gov.au
p: PO Box 486, Kogarah NSW

NT - DONATELIFE™
t: 08 8922 8349
f: 08 8944 8096
w: www.donatelife.gov.au
p: Royal Darwin Hospital, 1st Floor Rocklands Drive, Tiwi NT 0810
QLD—DONATELIFE™

- t: 07 3240 2350
- f: 07 3240 2999
- w: www.donatelife.gov.au
- p: Princess Alexandra Hospital, Level 4, Ipswich Rd, Woolloongabba QLD 4102

SA—DONATELIFE™

- t: 08 8207 7117
- f: 08 8207 7102
- w: www.donatelife.gov.au
- p: Level 6, 45 Grenfell Street, Adelaide SA 5000

TAS—DONATELIFE™

- t: 03 6270 2209
- f: 03 6270 2223
- w: www.donatelife.gov.au
- p: GPO 1236, Hobart TAS 7001

VIC—DONATELIFE™

- t: 03 8317 7400
- f: 03 9349 2730
- w: www.donatelife.gov.au
- p: 538 Swanston Street, Carlton VIC 3053

WA—DONATELIFE™

- t: 08 9222 0222
- f: 08 9222 0220
- w: www.donatelife.gov.au
- p: 6th Floor, Albert Facey House, 469 Wellington Street, Perth WA 6000

See also Organ and Tissue Authority below

**Bear Cottage**

A hospice in New South Wales. It is a place where children with a terminal condition and their families can stay for respite care or end-of-life care in a home-like environment. Bear Cottage is located in Manly, Sydney, and takes referrals from throughout New South Wales.

- t: 02 9976 8300
- f: 02 9976 8303
- e: narellam@chw.edu.au
- w: www.bearcottage.chw.edu.au
- p: PO Box 2500, Manly NSW 1655

**Bereavement Care Centre**

The centre offers bereavement counselling and a range of resources and information for bereaved adults and children.

- t: 1300 654 556
- e: info@bereavementcare.com.au
- w: www.bereavementcare.com.au
- p: PO Box 835, Wyong NSW 2259

**Bereavement Information and Referral Service**

This service provides information and referral assistance to members of the general public who need information on bereavement services available within Victoria. The service can also provide information on bereavement related issues. The service is unable to provide telephone bereavement counselling to callers.

- t: 1300 664 786

**Better Health**

A website funded by the Victorian Government to provide the community with access to online health related information. It has a section on funerals with a summary of the issues to consider when planning a funeral. Its brochure *Funerals - some issues explained* is available through its website.

- t: 1800 126 637
- f: 03 9616 2845
- w: www.betterhealth.vic.gov.au
- p: GPO Box 4057, Melbourne VIC 3001

**Camp Quality**

A non-profit organisation committed to bringing hope and happiness to children living with cancer, their families and communities through recreational, educational and support programs.

- t: 02 9876 0500
- t: 1300 662 267 (for your nearest office)
- f: 02 9869 0688
- e: reception@campquality.org.au
- w: www.campquality.org.au
- p: Suite 6, 44–46 Oxford Street, Epping, NSW 2121
Cancer Council Australia

A national non-government organisation which works to prevent cancer and reduce illness, disability and death caused by cancer. The council can provide information on cancer, links to patient support organisations and specialists, and the Cancer Council Helpline (see below). The council has member organisations in each state and territory. To find your local office visit its website.

t: 02 8063 4100
f: 02 8063 4101
e: info@cancer.org.au
w: www.cancer.org.au
p: GPO Box 4708, Sydney NSW 2001

Cancer Council Helpline

A free, confidential telephone information and support service run by Cancer Councils in each state and territory. Specially trained staff are available to answer your questions about cancer and offer emotional or practical support. The helpline can provide callers with links to cancer support groups and other community resources.

t: 13 11 20 (8.30 am – 6 pm Monday - Friday)

The Cancer Council Helpline is available in languages other than English through the Multilingual Cancer Information Line. Callers can listen to cancer information recorded in their own language. They can also connect to a cancer nurse, assisted by an interpreter. Languages and numbers are listed below:

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<thead>
<tr>
<th>Language</th>
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<tbody>
<tr>
<td>Arabic</td>
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<td>Cantonese</td>
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<td>Russian</td>
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<td>Vietnamese</td>
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<td>Other languages</td>
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Canteen

A national support organisation for young people aged 12–24 years living with cancer, and their families.

t: 1800 226 833 (for your nearest office)
f: 02 9299 6322
e: admin@canteen.org.au
w: www.canteen.org.au
p: PO Box 3821, Sydney NSW 2001

Carers Australia/Carers Associations

Carers Australia is a not-for-profit national organisation which provides carers with information and education resources. Several of its resources are available in different languages. For family carer support and counselling contact your state or territory Carers Association.

t: 1800 242 636 (to access your local Association)
t: 02 6122 9900
f: 02 6122 9999
e: caa@carersaustralia.com.au
w: www.carersaustralia.com.au
p: Unit 1, 16 Napier Close, Deakin ACT 2600

See also Commonwealth Carer Resource Centres

CareSearch

An online resource providing access to evidence-based palliative care information and resources. The CareSearch website also provides information and resources about palliative care for Indigenous Australians and information on state and national organisations involved in Aboriginal health.

w: www.caresearch.com.au

Centre for Genetics Education

Information on specialist services, genetic counselling and prenatal diagnosis. The centre hosts a directory to help you find the closest genetic counselling unit.

t: 02 9926 7324
f: 02 9906 7529
e: contact@genetics.com.au
w: www.genetics.com.au
p: PO Box 317, St Leonards NSW 1590
Centre for Palliative Care Research and Education

The centre offers information on palliative care, including definitions and/or words used in palliative care. It also has a frequently asked questions section and information on who can help.

t: 07 3636 1449
f: 07 3636 7942
e: cpcre@health.qld.gov.au
w: http://doiop.com/cpcre
p: Royal Brisbane and Women’s Hospital, Post Office, Herston QLD 4029

Centrelink

Provides information on how best to access a range of Australian Government programs for financial support. As a carer you may be eligible for a number of payments and services.

w: www.centrelink.gov.au

Enquiries about carer payment and carer allowance

t: 13 27 17
w: http://doiop.com/caring

Services for people with additional needs
TTY: 1800 552 152 (hearing and speech impaired)

Translating and Interpreting Service
TIS: 131 450 (local call rate)

Foreign language support and brochures are available at www.medicare.gov.au

Centrelink Indigenous Call Centre

Indigenous Australians living in regional and remote areas can talk about Centrelink payments and services.

t: 13 63 80

Centrelink’s Indigenous Australians section of its website has information on the Indigenous Call Centre and Indigenous specialist officers and on Indigenous publications and programs.

w: http://doiop.com/indigenous

Centrelink Multicultural Services can help if you need information in your own language, including free interpreter services for interviews and free translation of documents relating to Centrelink business. Centrelink Multilingual Call also allows you to speak to Centrelink in your own language. This is not an interpreter service. You can call this service to have your questions answered directly by Centrelink employees in your own language. Service in some languages is available by returning your call.

t: 13 12 02
w: www.centrelink.gov.au

Cochrane Collaboration

An international not-for-profit organisation which offers up-to-date information about the effects of healthcare through evidence-based healthcare databases. However the information is highly technical in clinical detail and advice from a care team member may be required.

w: www.cochrane.org

Commonwealth Carer Resource Centres

Operated by Carers Associations in each state and territory of Australia. They provide professional counselling, specialist advice and information.

t: 1800 242 636
w: www.carersaustralia.com.au
(for contact details of Carer Associations in each state and territory)

A free Carer Support Kit is available in English and 13 other languages. It provides practical information to support carers. An Aboriginal and Torres Strait Islanders Carers Kit is also available. Kits can be obtained by:

1. Phoning the Aged Care Information Line on 1800 500 853
2. Phoning National Mailing and Marketing on (02) 6269 1080
3. Visiting the Aged Care Publications website at http://doiop.com/ccrcorder

An Order form for the Packs in all listed languages is also available (pages 3 & 4 of the order form) at http://doiop.com/freepubs

See also Carers Australia
Commonwealth Respite and Carelink Centres

Provide a single point of contact for carers seeking information and advice about centres for respite services and support. These centres are run by a wide variety of community organisations across Australia.

t: 1800 052 222 (during business hours)
t: 1800 059 059 (for emergency respite support outside standard business hours)
TTY: 1800 555 677 and ask for 1800 052 222
Speech-to-speech relay: 1800 555 727 and ask for 1800 052 222
Translating and Interpreting Service: 13 14 50
e: commCarelink@health.gov.au
w: www.carersaustralia.com.au
(for contact details of the Network of Carer Associations in each state and territory)

Compassionate Friends

Offers self-help support to families after the death of a child. They also offer advice and information to relatives, friends and professionals who are helping the family. Their website provides links to other organisations that may be able to help.

Compassionate Friends of Western Australia Inc
t: 1800 628 118
t: 08 9486 8711
f: 08 9486 1299
e: tcf.wa@efeltel.net.au
w: www.compassionatefriendswa.org.au
p: City West Lotteries House, 2 Delhi Street, West Perth WA 6005

Consumers Health Forum of Australia

Can provide information and tips for consumers about how to test information for its accuracy and credibility and about consumer rights and responsibilities in health care.

t: 02 6273 5444
f: 02 6273 5888
e: info@chf.org.au
w: www.chf.org.au
w: www.chf.org.au/information-papers.php
(for information papers)
p: PO Box 3099, Manuka ACT 2603

DonateLife™

A national network of organ and tissue donation agencies. For contact details see under Australian Organ Donor Register.

Dougy Center for Grieving Children and Families

Based in the USA, the centre produces a number of publications on grieving. It also provides a check list for teachers and schools on helping grieving children.

w: www.dougy.org

The centre’s online support community connects teens, young adults and their families who are grieving a death for support and inspiration.

w: www.inspire.com/groups/the-dougy-center

Education departments

Home and distance education programs and resources are available to support families that choose to educate their child at home. Advice is available through the education department in each state and territory (contact details are available in the White Pages® under the Business & Government Listings pages).

An example of the education resources available can be found at: www.education.qld.gov.au/library/resource

Other websites:

w: www.curriculum.edu.au
w: www.home-ed.vic.edu.au

Hospitals may offer specialised hospital school programs to assist your child in their education. Contact your care team or social worker for information and advice.

Good Grief

Has a Seasons for growth program for children, young people or adults who have experienced significant change or loss. It delivers a range of services, including activities for primary and high school students, as well as adults. This program is available in a number of areas. Information can be
obtained by contacting the Seasons for Growth office or referring to the website.

| t: 02 8912 2700 |
| f: 02 9923 1655 |
| e: info@goodgrief.org.au |
| w: www.goodgrief.org.au |
| p: PO Box 1023, North Sydney NSW 2059 |

**GriefLink**

A resource on death-related grief for all ages. It provides information on resources (including books and videos), bereavement services, educational activities and courses, and information on other grief-related organisations.

| e: grieflink@adelaide.edu.au |
| w: www.grieflink.asn.au |

**Healthdirect Australia**

A free 24-hour telephone health advice line staffed by registered nurses to provide expert health advice. It is currently available to residents of the Australian Capital Territory, New South Wales, the Northern Territory, Tasmania, South Australia and Western Australia and is scheduled to be a fully national service by 2011.

| t: 1800 022 222 |
| w: www.healthdirect.org.au |

**HealthInsitne**

Offers easy access to up-to-date and quality information about all health subjects including access to information on complementary or alternative therapies and medicines. HealthInsitne is an Australian Government initiative funded by the Department of Health and Ageing. It cannot provide advice about individual medical cases.

| w: www.healthinsitne.gov.au |

For advice about individual medical cases contact your health professional or the healthdirect Australia telephone health advice line on 1800 022 222.

See healthdirect Australia

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**Health Ombudsman**

The Health Ombudsman in each state and territory can provide information about how to make a complaint about a health service or health care provider.

**AUSTRALIAN CAPITAL TERRITORY**

**ACT COMMUNITY AND HEALTH SERVICES COMPLAINTS COMMISSIONER**

| t: 02 6205 2222 |
| TTY: 02 6205 1666 |
| Translating and Interpreting Service: 131 450 |
| e: human.rights@act.gov.au |
| w: www.hrc.act.gov.au |

**NEW SOUTH WALES**

**HEALTH CARE COMPLAINTS COMMISSION**

| t: 1800 043 159 |
| TTY: 02 9219 7555 (for the hearing impaired) |
| e: hccc@hccc.nsw.gov.au |
| w: www.hccc.nsw.gov.au |

**NORTHERN TERRITORY**

**COMMISSIONER FOR HEALTH AND COMMUNITY SERVICES COMPLAINTS COMMISSION**

| t: 1800 806 380 |
| e: hcscc.omb@nt.gov.au |
| w: www.hcscc.nt.gov.au |

**QUEENSLAND**

**HEALTH QUALITY AND COMPLAINTS COMMISSION**

| t: 1800 077 308 (toll free outside Brisbane) |
| TTY: 07 3120 5997 |
| e: info@hqcc.qld.gov.au |
| w: www.hqcc.qld.gov.au |

**SOUTH AUSTRALIA**

**THE SA OMBUDSMAN**

| t: 1800 182 150 |
| e: ombudsman@ombudsman.sa.gov.au |
| w: www.ombudsman.sa.gov.au |

**TASMANIA**

**HEALTH COMPLAINTS COMMISSIONER**

| t: 1800 001 170 (Free call) |
| e: health.complaints@ombudsman.tas.gov.au |
| w: www.healthcomplaints.tas.gov.au |
Home and Community Care (HACC) Program

A joint Australian, state and territory government initiative. The Program provides services such as domestic assistance, personal care as well as professional allied health care and nursing services, to support older Australians, younger people with a disability and their carers to be more independent at home and in the community and to reduce the potential or inappropriate need for admission to residential care.

t: 02 6289 8464
e: hacc@health.gov.au

Immunisation Register

See Australian Childhood Immunisation Register
Independent Living Centres (ILC)

Provide access to information and advice on medical equipment and consumables (searchable database of products and equipment) through the ILC network. Local centres are able to advise on programs for funding support.

ILC Infoline

t: 1300 885 886 (You will be connected to your local state/territory ILC for the cost of a local phone call. NT callers are automatically directed to ILC at SA)
w: www.ilcaustralia.org.au

AUSTRALIAN CAPITAL TERRITORY

t: 02 6205 1900
f: 02 6205 1906
e: ilcact@act.gov.au

NEW SOUTH WALES

t: 1300 885 886
t: 02 9890 0940
f: 02 9890 0966
e: welcome@ilcnsw.asn.au
w: www.ilcnsw.asn.au

QUEENSLAND

LIFETECH QUEENSLAND

t: 07 3552 9000
t: 1300 885 886
f: 07 3552 9088
e: mail@lifetec.org.au
w: www.lifetech.org.au

SOUTH AUSTRALIA

t: 1300 885 886
f: 08 8266 5260
f: 08 8266 5263
e: ilcsa@dfc.sa.gov.au
w: www.disability.sa.gov.au

TASMANIA

t: 03 6334 5899
f: 03 6334 0045
e: ilc@ilctas.asn.au
w: www.ilctas.asn.au

VICTORIA

t: 1300 885 886 (service not available to mobile phone users)
t: 03 9362 6111
TTY: 03 9314 9001
f: 03 9314 9825
e: ilc@yooralla.com.au
w: www.yooralla.com.au

WESTERN AUSTRALIA

INDEPENDENT LIVING CENTRE OF WESTERN AUSTRALIA

t: 1300 885 886 (service not available to mobile phone users)
t: 08 9381 0600
f: 08 9381 0611
e: enquiries@ilc.com.au
w: www.ilc.com.au

Information on Disability & Education Awareness Services Inc (IDEAS)

A not-for-profit organisation that offers information services and products for people with a disability, their families and carers. It has resources and fact sheets on disability and a database of information on disability services, equipment suppliers and accessible travel.

t: 1800 029 904
t: 02 6947 3377
TTY: 02 6947 3377
f: 02 6947 3723
e: info@ideas.org.au (Information Officer)
w: www.ideas.org.au
p: PO Box 786, Tumut, NSW 2720

If you need an interpreter please call the Translating and Interpreting Service (TIS) on 131 450 and ask them contact IDEAS on 1800 029 904 between 9:00 am and 5:00 pm.

See also National Relay Service

t: 133 677

Interpreting Service

Provides 24-hour access to interpreter services.

t: 131 450

See Translating and Interpreting Service (TIS)
Just Better Care
A network of locally owned agencies offering a range of services including palliative care, nursing, medication and wound care, domestic assistance, transportation, and meal preparation. They also offer respite care. Staff include community care workers, enrolled nurses and registered nurses. They operate in the Sydney metropolitan area, regional New South Wales, Queensland and Australian Capital Territory.

t: 1300 587 823
w: www.justbettercare.com.au

Kids Helpline
Provides anonymous, confidential telephone, email and web counselling for young people aged from 5 to 18 years, 24 hours a day, seven days a week.

t: 1800 55 1800 (counselling line)
t: 07 3369 1588
e: admin@boystown.com.au
w: www.kidshelp.com.au
p: PO Box 2000, Milton QLD 4064

Leukaemia Foundation
A national not-for-profit organisation dedicated to the care and cure of patients and families living with leukaemia, lymphomas, myeloma and related blood disorders. The foundation provides practical care and support to patients as well as undertaking research.

t: 1800 620 420 (for your nearest Foundation office)
t: 07 3866 4000
f: 07 3866 4011
e: info@leukaemia.org.au
w: www.leukaemia.org.au
p: GPO Box 9954 in your capital city

Life Catchers
Provides ideas on electronically storing photographs in a variety of formats, such as PowerPoint slides and on DVDs.

t: 02 6554 1960
e: info@lifecatchers.com.au
w: www.lifecatchers.com.au
p: 3736 Wallanbah Rd, Nabiac NSW 2312

The Life Catchers website is just one example of the services available in this area. You can contact your local supplier through the Yellow Pages® telephone directory under photographic storage or a similar term.

Information on storing and preserving photographs is also available from the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS)


Lifeline
Provides free telephone counselling and support services to people of all ages, 24 hours a day, seven days a week. The counselling line is staffed by trained volunteer telephone counsellors.

t: 13 11 14 (counselling line)
t: 02 6215 9400
w: www.lifeline.org.au
p: PO Box 173, Deakin ACT 2600

Make-A-Wish Foundation of Australia
A wish granting organisation which works to grant the wishes of children with a terminal condition.

t: 1800 032 260 (for your nearest office)
t: 03 9426 0777
f: 03 9426 0799
e: wishes@makeawish.org.au
w: www.makeawish.org.au
**Medicare Australia**
Provides access to subsidised health care programs for Australians. It provides access to general practice, specialists, radiology, pathology and optometrists services. If your family needs a lot of medicines in a year, its Safety Net helps you with the cost of medicines. Medicare also has a range of multilingual information sheets.

**Medicare Public Enquiries Line**
t: 132 011 (available during business hours)
e: medicare@medicareaustralia.gov.au
w: www.medicare.gov.au

**Aboriginal and Torres Strait Islander Access Line**
Talk with your Indigenous health care worker to be certain you and your family are fully registered and ready to receive any benefits.
t: 1800 556 955

Medicare customers in Northern Australia can access Medicare Australia information and support via the Centrelink Indigenous Call Centre.
t: 13 63 80

See also **Pharmaceutical Benefits Scheme**

**Medicines Line**
Provides consumers with access to independent, accurate and up-to-date information about prescription, over-the-counter and complementary medicines. The information is provided by experienced medicines information specialists and clinical pharmacists.
t: 1300 633 424
(Monday to Friday 9am-5pm, AEST)
w: http://doiop.com/medicines

You can also ask your pharmacist for information about medicines.

**MedlinePlus**
Directs you to information to help answer health questions. MedlinePlus brings together authoritative information and has extensive information about medicines.
w: www.nlm.nih.gov/medlineplus

**MensLine Australia**
The national telephone support, information and referral service for men with family and relationship concerns. The service is staffed by paid professional counsellors, experienced in men’s issues. It also offers resources and a database of men’s services throughout Australia.
t: 1300 78 99 78 (24 hour support line)
e: talkitover@menslineaus.org.au
w: www.menslineaus.org.au

**Multicultural Development Association**
Promotes multiculturalism and provides services in the areas of settlement support, community development and advocacy.
t: 07 3337 5400
e: mailbox@mdabne.org.au
w: www.mdainc.org.au
p: 512 Stanley St, South Brisbane QLD

**Muscular Dystrophy Australia**
Offers information and support to sufferers of muscular dystrophy and their families.
t: 1800 656 632
t: 03 9320 9555
f: 03 9320 9595
e: info@mda.org.au
w: www.mda.org.au
p: 111 Boundary Road, North Melbourne VIC 3051

**myDr**
An Australian health care website providing health information, articles and items of interest about a wide variety of diseases and conditions, tests and treatments, health and fitness issues, and medications. It also has listings of health support groups and allows you to search for a health professional in your area using several criteria, including specialty and gender.
w: www.mydr.com.au
National Aboriginal Community Controlled Health Organisation (NACCHO)
The national peak Aboriginal health body representing Aboriginal Community Controlled Health Services throughout Australia. An Aboriginal Medical Service (AMS) is a primary health care service initiated and operated by local Aboriginal community to deliver holistic, comprehensive and culturally appropriate health care to the community which controls it. To find an Indigenous health worker through an AMS contact NACCHO.

t: 02 6248 0644
f: 02 6248 0744
e: irene@naccho.org.au or elaine@naccho.org.au
(for further information on NACCHO)
w: www.naccho.org.au
p: PO Box 5120, Braddon ACT 2612

National Association for Loss and Grief
Runs a national telephone information and referral service for people of all ages. The association also accredits loss and grief counsellors.

NATIONAL ASSOCIATION FOR LOSS AND GRIEF (VIC)
t: 03 9650 3000
f: 03 9650 5777
e: info@nalagvic.org.au
w: www.nalagvic.org.au
p: Suite 4, Level 1, 182 Victoria Parade, East Melbourne VIC 3002

National Carer Counselling Program
The Program is delivered by Carers Associations in every state and territory and is managed by Carers Australia. Carers are able to obtain counselling from qualified counsellors on issues that are specific to the carer’s needs such as depression, stress-related issues, grief and loss and coping skills.

t: 1800 242 636
w: http://doiop.com/nccp
See also Carers Australia

National Centre for Childhood Grief
Offers support in a safe place where children grieving a death can share their experience as they learn to live with its impact on their lives. The centre also offers education and training for individuals, schools and other organisations handling the grief of children and young people.

t: 1300 654 556
e: afriendsplace@me.com
w: www.childhoodgrief.org.au
p: PO Box 327, Epping NSW 1710

National Center for Complementary and Alternative Medicines
The centre is a US-Government agency which provides information about complementary and alternative treatments particularly in regard to the evidence that supports their use for specific health purposes. Information on this site is not intended to substitute the medical expertise and advice of your care team. The site can be searched by medical condition and name of treatment.

e: info@nccam.nih.gov
w: www.nccam.nih.gov

National Palliative Care Service Directory
Contains information about specialist palliative care services, primary care services and other community support services. Searches can be conducted by postcode or type of service.

w: www.palliativecare.org.au
See page 22 for a list of dedicated paediatric palliative care services.
**National Prescribing Service (NPS)**

Offers information on medicines, including online access to all consumer medicines information and fact sheets which include the use, instructions, actions and side effects of every prescription and many non-prescription medicines.

- **t:** 02 8217 8700
- **f:** 02 9211 7578
- **e:** info@nps.org.au
- **w:** www.nps.org.au
- **p:** PO Box 1147, Strawberry Hills NSW 2012

**TRANSLATED HEALTH INFORMATION ABOUT MEDICINES**

The National Prescribing Service works with the Federation of Ethnic Communities’ Councils of Australia (FECCA) and other partners to provide translated health information about medicines.

- **w:** http://doiop.com/translatedhealthinfo

**Online medicines search**

- **w:** www.nps.org.au/search_by_medicine_name

See also **Medicines Line**

**National Relay Service**

A Commonwealth Government initiative which provides an Australia-wide telephone access service for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wishes to contact a person with a hearing or speech impairment.

TTY/Voice: 13 36 77
Speech-to-speech relay: 1800 555 677

The National Relay Service has a Helpdesk to assist people in using the relay service.

- **t:** 1800 555 660
- **TTY:** 1800 555 630
- **SMS:** 0416 001 350
- **e:** helpdesk@relayservice.com.au
- **w:** www.relayservice.com.au

For general information, advice or training requests relating to the National Relay Service

**Voice:** 1800 555 660
(Monday to Friday 9am to 5pm, Sydney time)

**TTY:** 1800 555 630

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**National Tay-Sachs and Allied Diseases Association**

A US-based organisation dedicated to the treatment and prevention of Tay-Sachs, Canavan, and related genetic diseases and works to provide information and support services to individuals and families affected by these diseases.

- **w:** www.ntsad.org

**NSW Multicultural Health Communication Service**

Produces brochures on palliative care in 20 languages.

- **t:** 02 9816 0347
- **f:** 02 9816 0302
- **e:** mhcs@sesiahs.health.nsw.gov.au
- **w:** www.mhcs.health.nsw.gov.au
- **p:** Locked Mail Bag No 5003, Gladesville NSW 2111

**Office of Complementary Medicines**

See **Therapeutic Goods Administration**

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**Organ and Tissue Authority**

(The Authority) is an independent statutory authority within the Australian Government Health and Ageing portfolio. It works to establish a nationally coordinated approach to organ and tissue donation for transplantation. It offers information on organ and tissue donation.

- **t:** 02 6198 9800
- **f:** 02 6198 9801
- **w:** www.donatelife.gov.au/The-Authority/About-us
- **p:** PO Box 295, Civic Square ACT 2608

**Family Discussion Kit**

The kit will help your family to have an informed conversation about each other’s donation wishes.

- **w:** http://doiop.com/family-discussionkit

See also **Australian Organ Donor Register** for details of the DonateLife™ Network.
Palliative Care Australia (PCA)
Is able to provide information on palliative care and palliative care services across Australia. Its website contains various publications and resource guides including a brochure on patient rights and responsibilities.

Phone: 02 6232 4433
Fax: 02 6232 4434
Email: pcainc@palliativecare.org.au
Website: www.palliativecare.org.au
Address: PO Box 24, Deakin West ACT 2600

Information and resources on palliative care and treatment options in different languages can also be obtained from the state or territory palliative care organisations listed below under Palliative Care Australia member organisations.

Palliative Care Australia member organisations

ACT PALLIATIVE CARE SOCIETY
Phone: 02 6273 9606
Fax: 02 6273 9590
Email: office@pallcareact.org.au
Website: www.pallcareact.org.au

PALLIATIVE CARE NT
Phone: 08 8922 6769
Email: pcnt@palliativecare.org.au
Website: www.nt.palliativecare.org.au

PALLIATIVE CARE NEW SOUTH WALES
Phone: 02 9206 2094 / 0403 669 491
Fax: 02 9206 2094
Email: info@palliativecarenewsw.org.au
Website: www.palliativecarenewsw.org.au

PALLIATIVE CARE QUEENSLAND
Phone: 07 3633 0096
Fax: 07 3633 0086
Email: enquiries@palliativecareqld.org.au
Website: www.palliativecareqld.org.au

PALLIATIVE CARE COUNCIL OF SOUTH AUSTRALIA
Phone: 08 8291 4137
Fax: 08 8291 4122
Email: pallcare@pallcare.asn.au
Website: www.pallcare.asn.au

TASMANIAN ASSOCIATION FOR HOSPICE AND PALLIATIVE CARE
Phone: 03 6285 2514
Fax: 03 6239 6030
Email: tahpc@intrepidonline.com.au
Website: www.tas.palliativecare.org.au

PALLIATIVE CARE VICTORIA
Phone: 03 9662 9644
Fax: 03 9662 9722
Email: info@pallcarevic.asn.au
Website: www.pallcarevic.asn.au

PALLIATIVE CARE WA
Phone: 08 9382 9367
Fax: 08 1300 551 704
Email: pcwainc@palliativecarewa.asn.au
Website: www.palliativecarewa.asn.au

Paediatric palliative care services

NEW SOUTH WALES
Department of Pain Medicine and Palliative Care
The Children’s Hospital at Westmead
Cnr Hawkesbury Road and Hainsworth Street
Westmead NSW 2145
Phone: 02 9845 0000
Fax: 02 9845 2111
Email: judithf@chw.edu.au or SarahP4@chw.edu.au
Contact: Judy Frost or Sarah Potter

Bear Cottage
2 Fairybower Road, Manly 2095
Phone: 02 9976 8300
Fax: 02 9976 8303
Email: NarelleM@chw.edu.au
Website: www.bearcottage.chw.edu.au
Contact: Narelle Martin
Sydney Children’s Hospital Pain and Palliative Care Service
High Street, Randwick NSW 2031

t: 02 9382 2095  
f: 02 9382 7946  
e: cncpalliativecaresch@sesiahs.health.nsw.gov.au  
Contact: Clinical Nurse Consultant – Palliative Care Services: multidisciplinary, consultative service

Paediatric Pain and Palliative Care Service
John Hunter Children’s Hospital
Lookout Road, New Lambton NSW 2305

t: 02 4921 3387  
f: 02 4921 3599  
e: paedpallcare@hnehealth.nsw.gov.au  
w: http://doiop.com/johnhunterchildrenshospital  
Contact: Dr Sharon Ryan  
Services: this service is Newcastle-based. It serves the Hunter New England and Northern New South Wales regions. Please note that in order for the service to be involved in the care of a child, a referral from the child’s treating doctor is required.

QUEENSLAND

Paediatric Palliative Care Service
Children’s Health Services District
1st Floor, South Tower  
Royal Children’s Hospital  
Herston Rd, Herston, QLD 4029

t: 07 3636 9480  
f: 07 3636 9432  
e: PPCS@health.qld.gov.au  
Contact: Lee-Anne Pedersen or Anthony Herbert  
Services: consultative service for children with cancer and non-cancer life-limiting or life threatening conditions

SOUTH AUSTRALIA

Paediatric Palliative Care Service
Childrens Youth Womens Health Service
72 King William Rd, North Adelaide, SA 5006

t: 08 81617994

VICTORIA

Very Special Kids
321 Glenferrie Road, Malvern, Vic 3144  
t: 03 9804 6222  
f: 03 9822 1252  
e: amurphy@vsk.org.au  
w: www.vsk.org.au

Victorian Paediatric Palliative Care Program
Royal Children’s Hospital
Parkville Vic 3052

t: 03 934 55374  
f: 03 934 55585  
w: www.rch.org.au/rch_palliative  
Contact: Jenny Hynson or Melissa Heywood  
Services: state-wide consultation-liaison team

WESTERN AUSTRALIA

WA Statewide Paediatric Palliative Care Programs
Princess Margaret Hospital for Children
Roberts Road, Perth, WA 6006

t: 08 9340 8222  
f: 08 9340 8384  
e: marianne.phillips@health.wa.gov.au  
Contact: Dr Marianne Phillips  
Services: oncology/hematology and non-oncological life-limiting illnesses programs and services

Palliative Care Information Service (QLD)
A free community information based telephone support service for Queenslanders. It provides up-to-date information on services available in metropolitan, regional and remote areas of Queensland, information and links for people with a terminal condition and their carers.

t: 1800 772 273  
t: 07 3632 8333  
e: info@pcis.org.au  
w: www.pcis.org.au  
p: PO Box 2020, Windsor QLD 4030
Parenting SA
Supports parents in South Australia with help through its Parent Helpline which offers information, counselling and support. Parenting SA also has a range of resources, many of which are in different languages.

**Parent Helpline**
t: 1300 364 100 (24 hours a day, seven days a week, every day of the year)

**Parenting SA**
t: 08 8303 1660
w: www.parenting.sa.gov.au
p: 295 South Terrace, Adelaide SA 5000

**Patient Assisted Travel Schemes (PATS)**
Enable patients living in rural areas to access specialist medical services not available at local level by providing financial help for the cost of travel and accommodation access treatment. Every state and territory health department has a scheme. The eligibility requirements for the schemes vary.

**AUSTRALIAN CAPITAL TERRITORY**
INTERSTATE PATIENT ASSISTANCE TRAVEL SCHEME
t: 02 6205 3299
w: http://doiop.com/iptasact

**NEW SOUTH WALES**
ISOLATED PATIENTS’ TRAVEL AND ACCOMMODATION ASSISTANCE SCHEME
t: 02 6058 4511
w: http://doiop.com/iptaasnsw

**NORTHERN TERRITORY**
PATIENT ASSISTED TRAVEL SCHEME
t: 1800 186 026
w: http://doiop.com/patsnt

**QUEENSLAND**
PATIENT TRAVEL SUBSIDY SCHEME
t: 07 3236 4833
http://doiop.com/patienttravelscheme

**SOUTH AUSTRALIA**
PATIENT ASSISTANCE TRANSPORT SCHEME
t: 1800 188 115

**TASMANIA**
PATIENT TRAVEL ASSISTANCE SCHEME
t: 03 6222 8225 – Royal Hobart Hospital
t: 03 6348 7249 – Launceston General Hospital
t: 03 6430 3673 – North West Regional Hospital
w: http://doiop.com/ptas

**VICTORIA**
VICTORIAN PATIENT TRANSPORT ASSISTANCE SCHEME
t: 03 9616 7777

**WESTERN AUSTRALIA**
PATIENT TRANSPORT SCHEME (WA)
t: 1300 135 030
w: http://doiop.com/wachs

**Pharmaceutical Benefits Scheme (PBS)**
Through the PBS the Australian Government subsidises the cost of a wide range of prescription medicines. Medicare administers the PBS.

t: 132 290 (enquiries and support call)
e: pbs@medicareaustralia.gov.au

See also Medicare Australia.

**Program of Appliances for Disabled People (PADP)**
Each state and territory provides assistance for families who require access to a range of equipment to help them care for their child at home. In some states the programs are called Program of Appliances for Disabled People. Access is criteria-based and may vary from state to state. These programs will also be able to advise on services including home and care modifications and access to a specialist child occupational therapist. Ask your care team (specifically your social worker) for information on how best to access these schemes.
Psychotherapy and Counselling Federation of Australia has an online Find a therapist list of accredited counsellors and psychotherapists. You can search by name, suburb, state or postcode.

t: 03 9486 3077
f: 03 9486 3933
e: info@pacfa.org.au
w: www.pacfa.org.au
p: 290 Park Street, Fitzroy North VIC 3068

Redkite
An Australian charity that supports children and their families through cancer by providing emotional guidance, financial relief and educational services. It offers professional counselling support for bereaved parents and other family members through telephone and email Support. Redkite operates in New South Wales, Queensland, Victoria and Western Australia.

For information

t: 1800 334 771
e: info@redkite.org.au
w: www.redkite.org.au

For support

t: 1300 722 644
(Monday to Friday between 9am to 5pm AEST)
e: support@redkite.org.au

National and NSW office

t: 02 9219 4000
f: 02 9280 1518
e: national@redkite.org.au
p: PO Box 3220, Redfern NSW 2016

Queensland office

t: 07 3832 8853
f: 07 3832 8871
e: qld@redkite.org.au
p: PO Box 1889, Toowong QLD 4066

Victorian office

t: 03 9857 4155
f: 03 9857 4166
e: vic@redkite.org.au
p: PO Box 1220 G, North Balwyn VIC 3104

Western Australia office

t: 08 9382 3321
f: 08 9380 4533
e: wa@redkite.org.au
p: 34 Coghlan Road, Subiaco WA 6008

Relationships Australia
Provides resources to couples, individuals and families to help enhance and support relationships. Its website includes a list of the locations where it operates.

t: 1300 364 277
w: www.relationships.com.au

Remembering Site
This is a USA-based not-for-profit initiative where you can upload your memories. It contains ideas on making memories of all kinds through story writing, photograph collections and recording.

e: support@therememberingsite.org
w: www.therememberingsite.org

A number of other websites provide ideas on scrapbooking - a way to store, record and share photographs and memories.

w: www.scrapbooking.com
w: www.scrapjazz.com
w: www.scrapbooking.about.com
w: www.creativememories.com.au

Local craft and art shops can also generally provide information and can be contacted via the Yellow Pages® telephone directory under art and craft.

Ronald McDonald House Charities
Work to improve the health and wellbeing of seriously ill children. Their work includes the Ronald McDonald Houses which are attached to major women’s or children’s hospitals and provide a ‘home-away-from-home’ for seriously ill children and their families. Access criteria apply.

t: 02 9875 6666
f: 02 9875 6588
e: rmhc@rmhc.org.au
w: www.rmhc.org.au
p: PO Box 392, Pennant Hills NSW 1715
Siblings Australia Inc
Develops and co-ordinates services for families, and in particular, brothers and sisters of children with special needs such as disability or chronic illness.

t: 08 8357 1214 08 8357 1216
e: info@siblingsaustralia.org.au
w: www.siblingsaustralia.org.au
p: 23A King William Road, Unley SA 5061

Although Siblings Australia provides some services to siblings and their families, they are not a crisis support service. If you would like to talk to someone urgently about a concern, they recommend you contact:
Kids Helpline – 1800 55 1800
Lifeline – 13 11 14
beyondblue info line – 1300 22 4636

Stillbirth and Neonatal Death Support (SANDS) Australia
Provide details of local services for parents and families following the death of a baby. SANDS has local offices throughout Australia.

t: 03 9899 0217 (SANDS VIC)
e: info@sands.org.au
w: www.sands.org.au

SANDS (QLD) INC

SANDS SOUTH AUSTRALIA

SANDS VICTORIA

Teddy Love Club (TLC)
An Australia wide pregnancy and infant loss support program. The club supports parents and families who have experienced a neo-natal death.

t: 1800 824 240
w: www.teddyloveclub.org.au
e: contactus@teddyloveclub.org.au

Other websites which include information on purchasing a star are:

w: www.starlight.org
w: www.starregistry.com

SIDS and Kids
Provide access to information and support networks for all ages across Australia. SIDS and Kids also has a wide range of booklets for bereaved families. Hard copies are available through your local SIDS and Kids office.

t: 03 9819 4595
f: 03 9818 4596
e: national@sidsandkids.org
w: www.sidsandkids.org
p: Suite 1, 98 Morang Road, Hawthorn VIC 3122

For advice or bereavement support

t: 1300 308 307 (to contact your local SIDS and Kids member organisation)

Starlight Children’s Foundation Australia
The foundation runs various programs for seriously ill children and their families. Its programs include Starlight Express Rooms and Fun Centres in various hospitals, as well as Starlight Escapes and the Starlight Wish Granting Program. It can also provide information on how to purchase the right to name a star in your child’s name.

t: 1300 727 827 (for your nearest office)
f: 02 9437 4634
e: starlight@starlight.org.au
w: www.starlight.org.au
Therapeutic Goods Administration (TGA)

The TGA carries out a range of assessment and monitoring activities to ensure therapeutic goods available in Australia are of an acceptable standard with the aim of ensuring that the Australian community has access to therapeutic advances. All approved goods appear on the Australian Register of Therapeutic Goods (ARTG).

t: 1800 020 653 (for publications or general enquiries)
t: 02 6232 8610 (for publications enquiries)
t: 02 6232 8444 (switchboard)
TTY: 1800 555 677 then ask for 1800 020 653
Speech-to-speech relay: phone 1800 555 727 then ask for 1800 020 653
f: 02 6203 1605
e: info@tga.gov.au
w: www.tga.gov.au
p: PO Box 100, Woden ACT 2606

Australian Register of Therapeutic Goods
w: http://doiop.com/artg

Complementary medicines fact sheets and enquiries
The Office of Complementary Medicines regulates and provides information on complementary medicines for Australians.

Enquiries about complementary medicines

t: 1800 020 653 (freecall within Australia)
t: 02 6232 8634
TTY: 1800 555 677 then ask for 1800 020 653
Speech-to-speech relay: phone 1800 555 727 then ask for 1800 020 653
f: 02 6203 1657 (preferred) or 02 6232 8577
e: ocm@tga.gov.au
w: www.tga.gov.au/cm/cm.htm
p: Office of Complementary Medicines, TGA, PO Box 100, Woden ACT 2606

Enquiries about access to unapproved medicines (includes Special Access Scheme, clinical trials, authorised prescribers, personal importation)

t: 1800 020 653
t: 02 6232 8111
TTY: 1800 555 677 then ask for 1800 020 653
Speech-to-speech relay: phone 1800 555 727 then ask for 1800 020 653
f: 02 6232 8112
e: eds@health.gov.au
p: Office of Prescription Medicines, TGA, PO Box 100, Woden ACT 2606

TLC for kids

A registered children’s charity which provides support services for sick children in hospitals, medical centres, organisations working with sick children and children receiving home care. TLC for kids only takes referrals from healthcare professionals and does not take solicitations from parents.

t: 1300 361 461
f: 03 9372 2061
e: info@tlcforkids.org.au
w: www.tlcforkids.org.au
p: 15B Ascot Vale Road, Flemington, VIC 3031

Translating and Interpreting Service (TIS)

Can help you if you need assistance with a language other than English. It is a national service providing 24 hour a day access to interpreter services.

t: 13 14 50
w: http://doiop.com/translating

Transport Authority

State transport authorities may provide special parking permits to make it easy to park close to medical centres and hospitals, or in wheelchair parking. To obtain a permit, contact your local transport authority. You will require your doctor’s signature on the form. Check under transport in the Business & Government Listings of your local White Pages®.

Twinkle Toes – Baby hands and feet sculptures

Provides a service for making a sculpture of your child’s hands and feet.

t: 1300 78 11 55
w: www.twinkletoes.com.au
**Very Special Kids (VSK)**

Provides counselling and support services to families caring for a child diagnosed with a terminal illness. The organisation also offers a sibling program and bereavement support. The Very Special Kids House is a hospice for children, providing respite and end-of-life care.

**t:** 1800 888 875  
**t:** 03 9804 6222  
**f:** 03 9822 1252  
**e:** mail@vsk.org.au  
**w:** www.vsk.org.au  
**p:** 321 Glenferrie Road, Malvern, VIC 3144

**OTHER SOURCES OF INFORMATION AND SUPPORT**

**Children’s hospital.** Contact your closest children’s hospital to see what resources they may have available.

**Community libraries** and toy libraries provides access to books and toys to loan.

**Community support organisations.** There are many community groups that provide support for patients and families with specific medical conditions. These groups are a good source of information about treatment options and networking with families experiencing similar journeys.

To find a support group relevant to your child’s illness:

- talk with your care team members
- contact the Commonwealth Carer Resource Centre
- look in your local Telstra phone directory or in the White Pages® online: www.whitepages.com.au
- check the Yellow Pages® directory under community service organisations or community health centres and services.

**Holiday accommodation.** Access to holiday homes in several destinations across Australia is provided by many generous families and organisations. Some are free of charge, while others charge only a minimal payment. Each has its own requirements, conditions and availability with the majority being wheelchair-friendly. To learn more about these holiday places talk with your care team member.

**Private health insurance.** If you have private health insurance, the fund may provide reimbursement for certain health care costs, depending on the level and type of private health insurance cover you have. Contact your private health fund directly to be fully aware of the services you are entitled to claim.

**Workplaces.** A number of workplaces have dedicated employee assistance programs to support staff members, and sometimes their family members. Contact the human resource team at your workplace for information and advice.

**JOURNEYS - BOOKS**

All of the books listed in this resource are readily available.

- **Library/bookshop** - the listing includes the full title, author and ISBN. This is all the information the library or bookshop will need to find this book for you.

- **Hospital/healthcare centre** - check with your care team. There are many collections of books and reading materials available for loan.

- **Internet purchasing** - each of these books is currently available for online purchasing at any major online bookstore.

Where a book or resource is available from another source, supplier contact details are included.
## Resource List

### FOR PARENTS AND CARERS

<table>
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<tr>
<th>Title</th>
<th>ISBN</th>
<th>Author/Publisher/Date</th>
<th>Contact</th>
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<tbody>
<tr>
<td>35 ways to help a grieving child</td>
<td>1-890534-03-x</td>
<td>Dougry Center for Grieving Children - Dougy Center, (1999)</td>
<td>w: <a href="http://www.dougy.org">www.dougy.org</a></td>
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<tr>
<td>(available in English and 13 other languages. An Aboriginal and Torres Strait Islander Carer Kit is also available)</td>
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<td>Children mourning, mourning children</td>
<td>1560324473</td>
<td>Doka, K. - Hospice Foundation of America (1995)</td>
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<td>Title</td>
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<td>Listen - my child has a lot of living to do: The partnership between parents and professionals in caring for children with life-threatening conditions</td>
<td>0192619616</td>
<td>Baum, J.D. &amp; Dominica, F. Woodward, R. - Oxford University Press (1990)</td>
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<tr>
<td>When bad things happen to good people</td>
<td>9780330490559</td>
<td>Kushner, H.S. - Pan Macmillan (2002)</td>
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<td>When someone has a very serious illness: Children can learn to cope with loss and change</td>
<td>0962050245</td>
<td>Heegaard, M. - Woodland Press. (1992)</td>
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### FOR MEN

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### Talking to children about dying and death

#### 2 - 5 YEARS

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<tr>
<td>Lifetimes: The beautiful way to explain death to children</td>
<td>0553344021</td>
<td>Mellonie, B. - Bantam (1983)</td>
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<td>Remember the secret</td>
<td>1883672791</td>
<td>Kubler-Ross, E. - Celestial Arts (2004)</td>
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<tr>
<td>Title</td>
<td>ISBN</td>
<td>Author/Publisher/Date</td>
<td>Contact</td>
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<tr>
<td>Aarvy Aardvark finds hope: A read aloud story for people of all ages about loving and losing, friendship and hope</td>
<td>1878321250</td>
<td>O’Toole, D. - Compassion Books (1988)</td>
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<tr>
<td>Charlotte's web</td>
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<td>White, E.B.</td>
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<td>Daddy's chair</td>
<td>0970248210</td>
<td>Lanton, S. - Lanton Haas Press (2001)</td>
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<td>I had a friend named Peter. Talking to children about the death of a friend</td>
<td>0688066852</td>
<td>Cohn, J. - William Morrow &amp; Co (1987)</td>
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<td>I'll always love you</td>
<td>0517572656</td>
<td>Wilhelm, H. - Dragonfly Books (1988)</td>
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<td>Just in case you ever wonder</td>
<td>0849909783</td>
<td>Lucado, M. - Tommy Nelson (1992)</td>
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<td>My many coloured days</td>
<td>0099266598</td>
<td>Seuss, Dr. - Gardners Books. (2001)</td>
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<td>Old Pig</td>
<td>9781741757064</td>
<td>Wild, M. - Allen &amp; Unwin (2009)</td>
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<td>Title</td>
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</table>
| Remembering: Helping young children cope with death and loss (Book 1 - age 5-8) |                    | Star Bear Foundation                      | Loss and Grief Centre  
t: 08 8301 4208  
e: starbear@anglicare-sa.org.au  
w: http://doiop.com/starbear |
| Sadako and the thousand paper cranes                                  | 0698118022         | Coerr, E. - Puffin Books (1999)             |                                                                |
| Sad isn’t bad: A good-grief guidebook for kids dealing with loss      | 0870293214         | Mundy, M. - Abbey Press (1998)              |                                                                |
| Two weeks with the Queen                                             | 006440482X         | Gleitzman, M. - Trophy Press (1993)         |                                                                |
### 10 - 15 YEARS

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<td>Sadako and the thousand paper cranes</td>
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<tr>
<td>Remembering: Helping young children cope with death and loss (Book 2 - age 9-12)</td>
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<td>Star Bear Foundation</td>
<td>Loss and Grief Centre t: (08) 8301 4208 e: <a href="mailto:starbear@anglicare-sa.org.au">starbear@anglicare-sa.org.au</a> w: <a href="http://doiop.com/starbear">http://doiop.com/starbear</a></td>
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<tr>
<td>Tear soup</td>
<td>0961519762</td>
<td>Schweibert, P. and DeKlyen, C. - Grief Watch (2001)</td>
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<td>Two weeks with the Queen</td>
<td>06440482X</td>
<td>Gleitzman, M. - Trophy Press (1993)</td>
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<td>When someone has a very serious illness: Children can learn to cope with loss and change</td>
<td>0962050245</td>
<td>Heegaard, M. - Woodland Press (1992)</td>
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<td>When someone very special dies: Children can learn to cope with grief</td>
<td>0962050202</td>
<td>Heegaard, M. - Woodland Press (1988)</td>
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<td>Fire in my heart, ice in my veins: A journal for teenagers experiencing a loss</td>
<td>1561230561</td>
<td>Traisman, E. S. - Centering Corporation (1992)</td>
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<td>Healing your grieving heart for teens: 100 practical ideas</td>
<td>1879651238</td>
<td>Wolfelt, A. - Companion Press (2001)</td>
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<td>Helping teens cope with death</td>
<td>1890534021</td>
<td>Dougy Center for Grieving Children - Dougy Center (1999)</td>
<td>w: <a href="http://www.dougy.org/">www.dougy.org/</a></td>
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<tr>
<td>I’ll always love you</td>
<td>0517572656</td>
<td>Wilhelm, H. - Dragonfly Books (1998)</td>
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<td>Part of me died too: Stories of creative survival among bereaved children and teenagers</td>
<td>0525450688</td>
<td>Lynn Fry, V. - Dutton Children’s Books (1995)</td>
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<tr>
<td>Remembering: Helping young children cope with death and loss (Book 3 - age 13-16)</td>
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<td>Star Bear Foundation</td>
<td>Loss and Grief Centre t: (08) 8301 4208 e: <a href="mailto:starbear@anglicare-sa.org.au">starbear@anglicare-sa.org.au</a> w: <a href="http://doiop.com/starbear">http://doiop.com/starbear</a></td>
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<td>Remember the secret</td>
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<td>Kubler-Ross, E. - Tricycle Press (1998)</td>
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<td>Straight talk about death for teenagers: How to cope with losing someone you love</td>
<td>0807025011</td>
<td>Grollman, E. - Beacon Press (1993)</td>
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<td>The sibling slam book: What it’s really like to have a brother or sister with special needs</td>
<td>1890627526</td>
<td>Gallagher, D. - Woodbine House (2005)</td>
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<td>Views from our shoes: Growing up with a brother or sister with special needs</td>
<td>0613776739</td>
<td>Myer, D. - Tandem Library (1997)</td>
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### For grandparents

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<td>For bereaved grandparents</td>
<td>9781561230020</td>
<td>Gerner, M.H. - Centering Corporation (1990)</td>
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<td>Grandparent to grandparent</td>
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<td>SIDS and Kids</td>
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### For friends and family

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<td>I don’t know what to say: How to help and support someone who is dying</td>
<td>0679732020</td>
<td>Buckman, R. - Vintage Books (1992)</td>
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<td>Stuck for words: What to say to someone who is grieving</td>
<td>0855722371</td>
<td>Zagdanski, D. - Michelle Anderson Publishing (1994)</td>
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## For teachers

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<tr>
<td>Helping the grieving student: A guide for teachers</td>
<td>1890534013</td>
<td>Dougry Center for Grieving Children - Dougry Center (1998)</td>
<td>w: <a href="http://www.dougy.org/">www.dougy.org/</a></td>
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<tr>
<td>Teaching children with life-limiting illnesses: A manual for schools</td>
<td></td>
<td>The Children's Hospital at Westmead</td>
<td>Cost $15&lt;br&gt;Sarah Potter, Department of Pain Medicine and Palliative Care&lt;br&gt;Locked Bag 4001, Westmead NSW 2145&lt;br&gt;t: 02 98452275&lt;br&gt;e: <a href="mailto:Sarahp4@chw.edu.au">Sarahp4@chw.edu.au</a></td>
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<td>When death impacts your school</td>
<td>1890534056</td>
<td>Dougry Center for Grieving Children - Dougry Center (1999)</td>
<td>The Dougry Centre for Grieving Children and Families&lt;br&gt;w: <a href="http://www.grievingchild.org">www.grievingchild.org</a>&lt;br&gt;w: <a href="http://www.dougy.org">www.dougy.org</a></td>
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<td>A baby has died</td>
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<td>SANDS (WA) Inc (1999)</td>
<td>w: <a href="http://www.doiop.com/ababyhasdied">www.doiop.com/ababyhasdied</a></td>
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<td>A grief observed</td>
<td>0060652381</td>
<td>Lewis, C.S. - Harper San Francisco (2001)</td>
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<td>Beyond endurance: When a child dies</td>
<td>1418472220</td>
<td>Knapp, R. - AuthorHouse (2005)</td>
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<td>Beyond sympathy: What to say or do for someone suffering an injury, illness or loss</td>
<td>0934793212</td>
<td>Lord, J. - Pathfinder Publishing of California (1989)</td>
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<td>Coping with grief</td>
<td>9780733304385</td>
<td>McKissock, M &amp; McKissock, D. - ABC Books (2001)</td>
<td>ABC Shop w: <a href="http://www.shop.abc.net.au">www.shop.abc.net.au</a></td>
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<td>Don’t forget I hurt too</td>
<td>0646049712</td>
<td>Peddey, E. - Winning in Life Presentations (1991)</td>
<td>Bereavement Recovery &amp; Educational Consultants PO Box 286, Port Adelaide, DC 5015 t: 08 8248 6539 or 0429 674 598</td>
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<td>Loss and grief: Helping Aboriginal people cope, where to go for help</td>
<td></td>
<td>Central Australian Aboriginal Congress – Social Emotional Wellbeing Branch</td>
<td>PO Box 1604 Alice Springs NT 0870 t: 08 8951 4457 f: 08 8958 4515 w: <a href="http://www.caac.org.au/social">www.caac.org.au/social</a></td>
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<td>No time for goodbyes: Coping with sorrow, anger and injustice after a tragic death</td>
<td>0934793689</td>
<td>Harris Lord, J. - Pathfinder Publishing (2000)</td>
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<td>Tears of joy</td>
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<td>Canteen</td>
<td>Canteen t: 1800 226 833 e: <a href="mailto:admin@canteen.org.au">admin@canteen.org.au</a></td>
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<td>The bereaved parent</td>
<td>0140050434</td>
<td>Sarnoff Schiff, H. - Penguin (1978)</td>
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<td>The courage to grieve: Creative living, recovery and growth through grief</td>
<td>0749309369</td>
<td>Tatelbaum, J. - William Heinemann Ltd (1993)</td>
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<td>The time in between: Motherhood grief</td>
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<td>Hill, P. - Inland Womensource, (1994)</td>
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<td>What to do when one of ‘our mob’ passes away</td>
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### Deciding on another child

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<td>Another baby: The decision is yours</td>
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<td>National SIDS Council of Australia</td>
<td>SIDS and Kids</td>
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<td>w: <a href="http://doiop.com/anotherbaby">http://doiop.com/anotherbaby</a></td>
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### Funeral planning

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<td>Choices in arranging your child's funeral</td>
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<td>SIDS Australia</td>
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<td>w: <a href="http://www.sidsandkids.org/publications">www.sidsandkids.org/publications</a></td>
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<tr>
<td>Funerals: Some issues explained</td>
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<td>w: <a href="http://doiop.com/funeralsexplained">http://doiop.com/funeralsexplained</a></td>
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<td>What about the kids? Understanding their needs in funeral planning and services</td>
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<td>Dougy Center for Grieving Children - Dougy Center (1999)</td>
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## Helping yourself

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<td>Peace of mind: How you can learn to meditate and use the power of your mind</td>
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<td>The wealth within</td>
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<td>Meares, A. - Ashgrove (1989)</td>
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## Symptom management

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<td>Paediatric palliative care: Caring for your child at home</td>
<td>better arrangement</td>
<td>Drew, D. - Sydney Children’s Hospital (2005)</td>
<td>Palliative Care Centre – Children’s Cancer Blood Disorders Sydney Children’s Hospital (02) 9382 1739</td>
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<td>Palliative care for children with cancer – A guide for parents</td>
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<td>Queensland Children’s Cancer Centre (2002)</td>
<td>Royal Children’s Hospital, Brisbane (07) 3636 1357</td>
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Journeys: Palliative care for children and teenagers is available in hard copy free of charge.

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