

Red Nose Grief & Loss Services

A Guide for Health Care workers



Our FREE, nationwide services support anyone affected by the loss of a baby or child.

We offer individualised, client-led care because everyone grieves differently.

Support is available for parents, grandparents, siblings, extended family, and frontline workers, whether the loss was recent or many years ago.

How to Use this Brochure

Experiencing the loss of a pregnancy, baby, or child can leave families feeling overwhelmed and unable to absorb information. As a Health Care Professional, your compassionate support can make a meaningful difference.

Supporting diverse families?

If you're caring for someone from a First Nations community, rural or remote area, culturally linguistically diverse community, migrant or refugee background, or a young mum, explore our FREE video series for helpful guidance.

Please take a moment to sit with the family in a quiet space and gently walk them through the support options available.



How to Explain Our Services

Hospital to Home

Families who have experienced a stillbirth (including TFMR), neonatal death, or SUDI can be connected with a lived experience worker. Their worker is typically someone who has been through a similar loss.

They offer free practical and emotional support, like helping with forms, talking to loved ones, and advice on coping in the early days.

This service is for families who've had a pregnancy loss from 16 weeks' gestation up to 12 months of age, within the first three months of loss.

Grief and Loss Counselling

We offer free counselling for individuals, couples, and families available in person, by phone, or video.

Our experienced counsellors support grieving families whenever they're ready. There's no limit on the number of sessions, and families can reach out at any time after their loss. We always try to offer a person's first choice and we are client led but this may not always be possible.

Families can refer themselves, but it's often easier if you help. Explain that Red Nose will call them to talk about support options, and they can choose to accept, delay, or decline.



Download resources for you to share with families

Immediate Support for Families

24/7 Support Line – 1300 308 307

Free, around-the-clock support for anyone who has experienced the loss of a pregnancy, baby, or child.

Calls are answered by trained volunteers with lived experience. The support line is also available to healthcare workers needing support.

Live Chat

Chat on line with real people. Our webchat is managed by trained lived experience volunteers, not AI.

Google translate can be used to support non-English speakers.

Online Support Library

Free information and resources written by counsellors and families who've experienced loss.

Visit: rednosegriefandloss.org.au

Lived Experience & Family Support Groups

Join others in a safe, caring space to talk and share. Groups are online or in person, led by Red Nose staff or trained volunteers.

Treasured Babies Program

We provide beautifully made burial clothes and caskets for babies—from early gestation to full term.

These items can help ease the stress of planning a funeral.

Order by emailing: treasuredbabies@rednose.org.au

Summary of our services & supports



24/7 Peer Support

Our lived experience volunteers are available 24/7 for immediate help. If you are a Dad and prefer to speak to a Dad who has gone through something similar, ask for a call back via the 1300 line.



Live chat in real time

Live chat is available via our website at selected times (managed by a real person, not AI.)



In-person & Online support groups

Each group is facilitated by our volunteer parent supporters or staff members who understand grief. They are dedicated to providing compassionate, non-judgmental support. We even have a dads' and partner's only Support Group.



Facebook lived experience support groups

Monitored lived experience groups to talk to others who have experienced a similar loss.



Counselling

Professional Counselling is free. It may take several weeks to access it. Families can access our other services and will receive check-in calls from one of our team members



Hospital to Home

Often immediate support provided by our lived experience workers that can be accessed within 3 months of loss.

Red Nose offers free interpreter services. If a family needs this support, please note it in your referral and include their preferred language. Interpreter services are available for families who speak English as a second language or where extra support would be helpful.

About Us

Red Nose is a national charity offering free grief and loss support to families after the death of a baby or child due to miscarriage, termination for medical reasons, stillbirth, SIDS, or other sudden and unexpected causes in early childhood.

Families can contact Red Nose directly, but we encourage health professionals to sit with them, explain the benefits of support, and assist with referrals. This helps reassure families and ensures they access timely, effective bereavement care.

How we help families

Our **FREE**, nationwide services support anyone affected by the loss of a pregnancy, stillbirth, death of a baby or child.

We offer individualised, client-led care, because everyone grieves differently.

Support is available for parents, grandparents, siblings, extended family, and frontline workers. It does not matter if the loss was today or fifty years ago.



Download resources for
you to share with families



Red Nose Bereavement Support Services

We support anyone affected by the loss of a pregnancy, stillbirth or the death of a baby or child.

24/7 Support Line 1300 308 307

support@rednose.org.au

Support Library rednosegriefandloss.org.au

Red Nose acknowledges the Traditional Owners of the lands in which we work, live and visit.

2025 Red Nose Limited: All rights reserved.

For copyright enquiries contact: info@rednose.org.au

**red
nose**
grief and loss