

*Supporting NSW communities,  
families and individuals  
experiencing loss and grief.*

www.nalag.org.au



**NALAG**  
National Association for  
Loss and Grief (NSW) Inc

## Helping yourself while you grieve

### **Talk about it**

It helps to talk about what has happened to you and what you are going through. Be sure to choose a person who is a good listener, who you trust and who will acknowledge the difficult experience you are going through. No one can fix your grief but inviting someone who wants to be there with you to hear your story and share your journey is a great support.

### **Crying...**

Allowing yourself to cry, whether alone or with a caring person, helps the release of emotions which helps with your healing.

### **Allow support in...**

We often find it difficult to accept help, especially if we are not used to it. People want to support you and offer their assistance in whatever way you may need. However they need to know from you how they can best support you. It may be practical help like shopping or mowing lawns. It may be emotional support through listening. Or you may just need to go for a walk with a friend. Grief is about adapting to change in life, thoughts, hopes, beliefs, your identity, roles you play and the future. Allowing yourself to be supported through these changes creates healthy grieving.

For more information  
& referral, please contact:

02 6882 9222

info@nalag.org.au

www.nalag.org.au

PO Box 379  
DUBBO NSW 2830

**NALAG BRANCHES:**

**MUDGEES**

**BELLINGEN/NAMBUCCA**

**HUNTER**

**GRIEF SUPPORT**

**GREATER SYDNEY**

**Client Rights,  
Responsibilities,  
Workplace Health  
& Safety (WHS)  
and Complaints**

**www.nalag.org.au**

## Client Rights

As a client of the National Association for Loss & Grief (NSW) Inc (NALAG) and its associated Centres and Branches, you have a right to:

### Prompt Service

Your appointment today is the first step in the Grief Support process. Your NALAG Grief Support Volunteer will ask you questions about the nature of your loss and your personal history. You may continue to work with the same Grief Support Volunteer that you see today or you may be referred to another Grief Support Volunteer who may be better suited to supporting you. You can also request to be assigned to another Grief Support Volunteer if you so wish. If it is determined that your needs are beyond the scope of services provided by NALAG (NSW) Inc, we will discuss referrals to other sources of assistance with you. Our goal is to provide the best possible support.

### Respect

NALAG (NSW) Inc Grief Support Volunteers are committed to treating all clients with respect, regardless of race, age, gender, sexual orientation, or religion. NALAG (NSW) Inc Grief Support Volunteers demonstrate this respect by keeping appointments, by making every effort to notify you if a change in time is necessary, and by giving you their complete attention and avoiding interruptions during support sessions.

### Confidentiality

Grief Support involves the disclosure of sensitive personal and private information by clients. Your NALAG Branch or Centre Coordinator will complete a NALAG Registration Form with you on the telephone or during your first session. This form will contain your personal contact details and other sensitive information. A copy of your initial registration form will be sent to NALAG (NSW) Inc Head Office for record keeping

purposes. Professional ethics and several laws protect the confidentiality of information shared in grief support sessions. Therefore, no acknowledgment that you have been seen by a NALAG (NSW) Inc Grief Support Volunteer will be made, nor will information about your actual support session be released to any outside agency or individual without your written permission, except as noted below:

- Grief Support Volunteer Consultation and Supervision
- Abuse of Children
- Harm to Self
- Harm to Others
- When Required by a Court of Law

Clients can access information obtained by NALAG from them. The request is to be in writing and submitted to the NALAG CEO.

## Client Responsibilities

Your active participation and willingness in the grief support process is essential. Fulfilling the responsibilities listed below is important in helping us to assist the many clients who seek our services.

### Promptness

Grief Support sessions are generally 60 minutes long. If you know that you will be late for an appointment, or you are unable to make an appointment please notify us.

### Attendance

Most NALAG Grief Support Volunteers that provide support to you are unpaid volunteers who donate their personal time to help others. It is your responsibility to keep scheduled appointments for grief support. If you need to cancel an appointment, please call as soon as possible. If you decide to discontinue grief support, please inform your NALAG Grief Support Volunteer or call the NALAG office. We ask that you do not attend grief support sessions under the influence of drugs or alcohol. If you do attend in an unfit state your

Grief Support Volunteer will be unable to see you on this occasion and another appointment will need to be made. A referral to drug and alcohol services may be recommended prior to re-commencement of any grief support.

### No-Show Policy

If you miss a regular appointment, you must contact the NALAG Head Office on 02 6882 9222 to schedule another appointment with the same Grief Support Volunteer.

### Workplace Health & Safety

All visitors & clients of NALAG are required to follow the instructions of staff or volunteers in the event of an emergency. Emergency evacuation point maps are located in each room at NALAG. Your Grief Support worker can provide more information about where to assemble in case of an emergency.

### Complaints

As a NALAG (NSW) Inc client you have the right to make a complaint about the services you are receiving without fear or retribution. NALAG welcomes information and feedback about our services which will enable us to improve the quality of our services. Clients have a right to make a complaint to the NALAG Centre or Branch Co-ordinator or to the NALAG State Board of Management. NALAG (NSW) Inc respects the right of Clients to make a complaint and will ensure that any complaints are dealt with in a timely, confidential and respectful manner.

If you have any questions or concerns about your rights and responsibilities, the possible effects of grief support, or any services you are receiving, you are encouraged to discuss them with your Grief Support Volunteer or your NALAG Centre or Branch Co-ordinator. Alternatively you can contact the NALAG (NSW) Inc Board of Management in writing to PO Box 379, Dubbo NSW 2830.