

# Supporting Young People Through Grief and Loss

a resource for  
school staff



LEARNING THROUGH LOSS



**Grief is a natural response to loss and an experience that everyone will go through. Grief doesn't only occur when you lose someone you care about, you can grieve a relationship, home, pet, job, or imagined future.**

**Starting a conversation with a young person about grief and loss can be intimidating. This resource captures a range of services, resources, tips, and strategies that will support you in starting the conversation and supporting a young person to build resilience in the face of grief and loss. Young people are often navigating grief for the first time, and they need safe people and safe places to explore their grief in order to heal and grow.**

**As an educator or general school staff member, you are not expected to act as a mental health professional. However, educators and school staff play an important role in supporting young people to navigate grief and loss.**

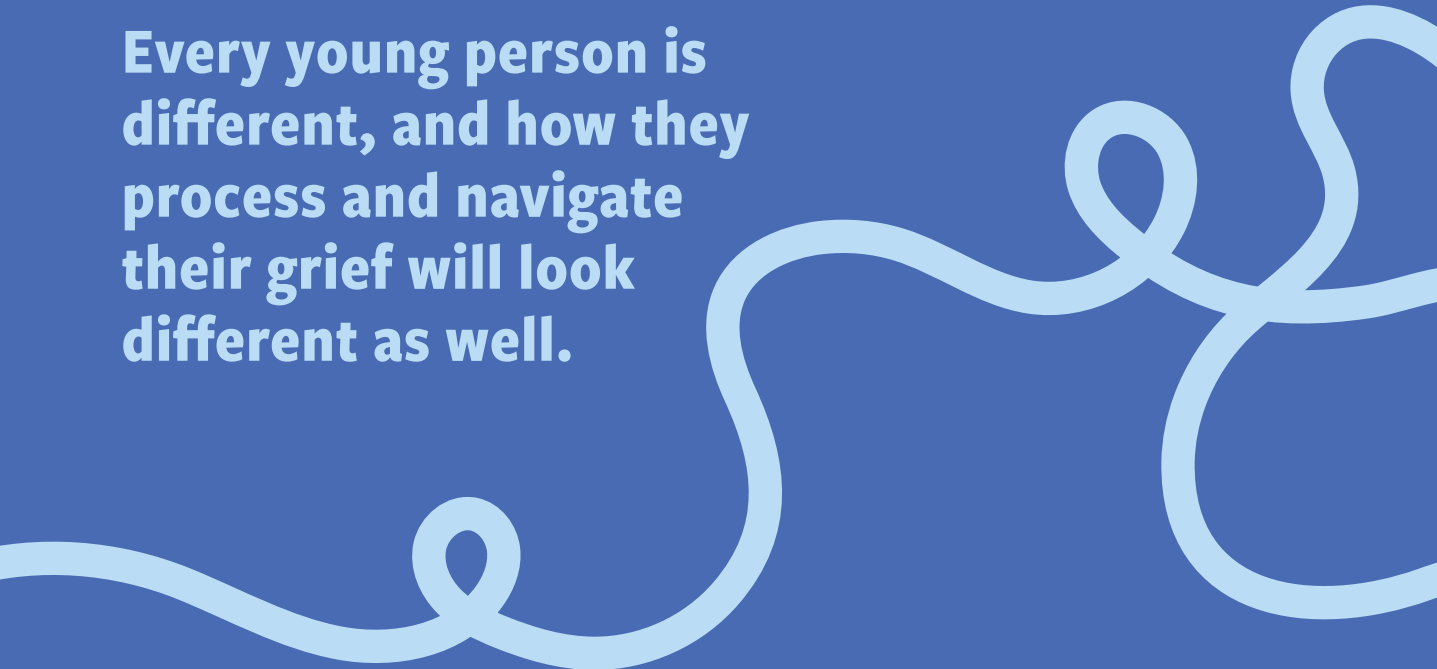
**AS AN EDUCATOR, YOU CAN SUPPORT A YOUNG PERSON NAVIGATING GRIEF AND LOSS BY:**

- Identifying the challenges experienced by a young person.
- Actively listening.
- Providing positive coping strategies.
- Checking in and monitoring a young person's behaviour and presentation.
- Referring to the school wellbeing team or wellbeing leader for clinical intervention and support.

**IT'S TIME TO REFER TO YOUR WELLBEING OR LEADERSHIP TEAM WHEN:**

- You are worried about the safety, wellbeing or mental health of a young person.
- You feel out of your depth and unable to meet the young person's needs.

**Every young person is different, and how they process and navigate their grief will look different as well.**



**IF A YOUNG PERSON IS STRUGGLING WITH THEIR GRIEF THEY MAY:**

- Isolate themselves from friends and family.
- Cry and express deep sadness.
- Have heightened emotional responses to situations such as, excessive anger, anxiety and apathy.
- Engage in risk-taking behaviour.
- Change their personality such as becoming more or less social.
- Become confused, disillusioned, or overwhelmed.
- Have trouble sleeping.

- Regress.
- Become very tired and distracted.
- Experience aches and pains or stomach aches.
- Worry about the future, their family, and friends.

**GRIEF AND LOSS AFFECT A YOUNG PERSON'S ABILITY TO:**

- Attend class or school.
- Hold concentration.
- Engage with their friends.
- Do their homework.
- Regulate their emotions.
- Sit still.

# HOW TO SUPPORT A YOUNG PERSON NAVIGATING GRIEF AND LOSS:

1

## RECOGNISE THEIR GRIEF BY SAYING:

- *'I'm so sorry for your loss.'*
- *'How are you doing today?'*
- *'Is it okay if I keep checking in on you and offering a space to talk?'*
- *'It's so great to have you back at school.'*
- *'I've been thinking of you.'*
- *'Words feel insignificant but I want you to know how sorry I am.'*

2

## ACTIVELY LISTEN & VALIDATE THEIR EMOTIONS.

- Make sure the young person feels safe.
- Don't try to fix it (you cannot).
- Be calm, confident, and compassionate (don't make them feel like they have to manage your emotions or anxiety).

## Phrases to show you are listening and that you understand:

*'It sounds like you are feeling \_\_\_\_\_.'*

*'You're going through a lot right now.'*

*'You're feeling overwhelmed and misunderstood, is that right?'*

## Phrases to validate emotions & normalise grief:

*'Big feelings are really normal in situations like these.'*

*'Whatever you are feeling is okay.'*

*'It's okay to have fun, and to smile, joy is a part of the grief process too.'*

*'Grief comes in waves and big feelings might come out of nowhere – if you need to take time out I'll help you to do so.'*

*'Grief looks different for everyone – there is no such thing as 'normal grief.'*

### 3

## UNDERSTAND THEIR INDIVIDUAL NEEDS.

Questions to ask yourself:

- What does their support network look like at home?
- What do they need from their school and their teachers?
- What is their capacity right now? What do they feel they can do?
- What are their strengths? Can I work with their strengths to keep them encouraged and engaged?

### APPROACHES TO USE:

- **PERSON-CENTRED** – appreciate that every young person is different and that their needs and circumstances will differ too. Where possible give young people a voice and options to choose from.
- **STRENGTHS-BASED** – focus on what a young person can do instead of what they cannot. Look for opportunities to complement and support their existing strengths and capacities.

### 4

## LOOK BEYOND THEIR BEHAVIOUR.

The way in which a young person experiences and expresses grief will vary greatly. For some young people, their grief may take the form of anger, aggression, and other disruptive behaviours.

When a young person is acting in a way that is challenging, it's important to try and separate them from their behaviour and show compassion. This approach is called Unconditional Positive Regard (UPR) and you can learn more about it by reading the article listed on page 7 of our resources.

### 5

## CONNECT THEM TO SUPPORT SERVICES AND RESOURCES.

- Follow your school's referral pathways for mental health and grief support.
- Provide young people with options and don't pressure them into any one kind of support.
- Set realistic expectations with a young person regarding outcomes and wait times.
- Provide adolescents with a copy of the 'Navigating Through Grief and Loss' resource.

## SERVICES FOR YOUNG PEOPLE

Young people should be referred in accordance with your school's policies and procedures.

Below is a list of additional resources a young person can access:

### Support lines

#### KIDS HELPLINE

Phone support  
1800 55 1800

Online support  
[www.kidshelpline.com.au/get-help/webchat-counselling](http://www.kidshelpline.com.au/get-help/webchat-counselling)

#### BEYOND BLUE

Phone support  
1300 22 4636

Online support  
[www.beyondblue.org.au/support-service/chat](http://www.beyondblue.org.au/support-service/chat)

### Counselling & psychology

#### HEADSPACE

AVAILABLE STATE-WIDE

Phone support  
1800 650 890

Online support  
[www.headspace.org.au/online-and-phone-support/](http://www.headspace.org.au/online-and-phone-support/)

Find a centre near you  
[www.headspace.org.au/headspace-centres](http://www.headspace.org.au/headspace-centres)

#### CHILDREN'S COUNSELLING & GROUPS (Catholic Care)

AVAILABLE STATE-WIDE

1800 819 447 | [www.catholiccaretas.org.au](http://www.catholiccaretas.org.au)

Supportive therapeutic counselling for children and young people (ages 5-18) who may have experienced trauma, bullying, family conflict, anxiety, grief and loss, family separation or other

issues that may be impacting on their wellbeing and behaviour.

#### CANTEEN (Cancer Support)

AVAILABLE STATE-WIDE

1800 835 932 | [tas@canteen.org.au](mailto:tas@canteen.org.au)  
[www.canteen.org.au](http://www.canteen.org.au)

If a young person has cancer, or has a loved one who has cancer or has died from cancer they are able to access all of Canteen's resources and supports:

- Free and confidential counselling services are available 6 days a week.
- Access to grief programs where young people can learn about grief and how to cope with it as well as talk about their experiences with other young people who understand.
- Access to Canteen Connect which is a 24/7 online community where a young person can connect with other young people who understand what grief is like.

### Early Intervention – mental health & wellbeing support

#### CHILD & YOUTH MENTAL HEALTH SERVICE (Anglicare)

NORTH WEST & SOUTH OF TASMANIA

1800 243 232 | [ConnectSupport@anglicare-tas.org.au](mailto:ConnectSupport@anglicare-tas.org.au)

The Child and Youth Mental Health Service (CYMHS) provides support for vulnerable families with children and young people who are showing early signs of or at risk of developing mental illness.

#### FAMILY MENTAL HEALTH SUPPORT SERVICE (Catholic Care)

LAUNCESTON

1800 819 447 or (03) 6332 0600

FMHSS offers support sessions to enhance children's well-being and

their ability to manage emotions. This can help improve things at school and in the family, especially during times of change or stress.

#### CANCER COUNCIL TASMANIA

AVAILABLE STATE-WIDE

1300 65 65 85 | [under25program@cancertas.org.au](mailto:under25program@cancertas.org.au) | [www.cancer.org.au/support-and-services/children-adolescents-young-adults/tas](http://www.cancer.org.au/support-and-services/children-adolescents-young-adults/tas)

Cancer Council Tasmania offers support for children, adolescents and young adults impacted by cancer.

There is a range of support and information available for families when a young person is diagnosed with cancer during and after treatment.

The Under 25s program can assist with:

- Financial support
- Links to relevant community services
- Information and resources for young people and their families
- Emotional support

#### YOUTH MENTAL HEALTH PROGRAM (Royal Flying Doctor Service)

RURAL AND REMOTE TASMANIA

03 6391 0509 | [ph@rfdstas.org.au](mailto:ph@rfdstas.org.au)

The Youth Mental Health Program supports children and young people aged 8 to 16 years from rural and remote communities who are experiencing mild to moderate mental health issues.

## SUPPORT FOR YOUNG CARERS

#### YOUNG CARERS NETWORK

[www.youngcarersnetwork.com.au](http://www.youngcarersnetwork.com.au)

The Young Carers Network is a place for young carers across Australia to learn about support services, access resources and share their story and opinions.

## THE YOUNG CARER BURSARY PROGRAM

[www.youngcarersnetwork.com.au/young-carer-bursary](http://www.youngcarersnetwork.com.au/young-carer-bursary)

This program supports young carers to continue with their education. The program offers a limited number of bursaries of up to \$3,768 each year. Young carers across Australia can apply from late July until early September.

## SUPPORT FOR EDUCATORS

It's not easy supporting a young person through grief and loss. Whilst you are a professional, you are also a person with your own mental health needs. You also bring your own experiences of grief and loss that might be triggered during the process of providing support. It is important that you know your boundaries, practise self-care and reach out for support. This is how you will sustainably be able to support others.

### Support services:

Your GP can provide you with a mental-health care plan that allows you to receive 10 sessions with a mental health professional at a reduced rate each year.

The following support lines are free to access.

### GRIEFLINE

**Phone support**  
1300 845 745 | 8am to 8pm:  
Mon-Fri (AEDT)

**Support groups**  
[griefline.org.au/get-help/support-groups](http://griefline.org.au/get-help/support-groups)

### BEYOND BLUE

**Phone support**  
1300 22 4636 | 24/7

**web chat**  
[www.beyondblue.org.au/support-service/chat](http://www.beyondblue.org.au/support-service/chat)

## A TASMANIAN LIFELINE – SOCIAL AND EMOTIONAL SUPPORT

**Phone support**  
1800 98 44 34 | 8am to 8pm  
365 days a year

### LIFELINE – CRISIS SERVICE

**Phone support**  
13 11 14 | 24/7

**Web chat**  
[www.lifeline.org.au/crisis-chat/](http://www.lifeline.org.au/crisis-chat/)

### WORKING IT OUT (WIO)

WIO provides advocacy and support appointments for LGBTIQ+ Tasmanians. If you or a young person need support for issues related to gender identity, sexuality and/or intersex status, contact WIO at 62311200 or visit their website [www.workingitout.org.au](http://www.workingitout.org.au)

### Community:

#### SUPPORTING YOUNG PEOPLE THROUGH GRIEF AND LOSS — PALLIHUB COMMUNITY

[www.pallihub.org.au](http://www.pallihub.org.au)

This is a free community where you can connect with other professionals who are supporting young people through grief and loss. You can share strategies, ask questions, and access new resources. Sign up to PalliHub to join the Supporting Young People Through Grief and Loss community.

## RESOURCES FOR ADDITIONAL LEARNING

### Videos:

- Brene Brown on Empathy
- Dr Lucy Hone's Ted Talk – 3 secrets of resilient people

### Articles & reports:

- Linking Unconditional

Positive Regard and Teacher Wellbeing, an article by Berry Street

- Being there: young people supporting their friends through tough times a report by Batyr
- Beyond Self-care: an Educator Wellbeing Guide by Headspace & Beyond Blue

### Books:

- *35 Ways to Help a Grieving Child*, by The Dougy Centre
- *Resilient Grieving*, by Dr Lucy Hone
- *Grief in Children, A Handbook for Adults*, by Alte Dyregrov, by Bill Yule
- *A Parent's Guide to Raising Grieving Children*, by Silverman and Kelly
- *I Just Want to be Me: Building Resilience in Young People* by Timothy Bowden Postgrad Dip Psych

### Websites:

- Be You – Free resources and professional learning to support you in growing a mentally healthy generation. [www.beyou.edu.au/](http://www.beyou.edu.au/)
- What's Your Grief [www.whatsyourgrief.com](http://www.whatsyourgrief.com)
- Palliative Care Tasmania [www.pallicaretas.org.au](http://www.pallicaretas.org.au)
- Bereavement Care Network Tasmania [www.bcntasmania.org.au](http://www.bcntasmania.org.au)
- Grief Australia [www.grief.org.au](http://www.grief.org.au)

### App:

- My Grief



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**PalliativeCare**  
TASMANIA



**LEARNING  
THROUGH  
LOSS**



Learning Through Loss is delivered by Palliative Care Tasmania and funded by the Tasmanian State Government. The program was co-designed in collaboration with key stakeholders in the youth, education, and mental health sectors and young people with lived experience.

[www.learningthroughloss.org.au](http://www.learningthroughloss.org.au)

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