

## OUR BONDS



Absent Companion And Adversity Wellbeing Services has expanded to include support for human-related grief and trauma. We understand that their contribution to your life has been immeasurable and so they will be sorely missed. Sometimes these feelings are overwhelming and a counsellor needs to help navigate the difficult path you have ahead.

We provide non-judgmental, non-discriminatory, professionally qualified counselling, that works with your concerns and future, focusing on your experience of grief. We offer complimentary counselling to all clients who are dealing with their own or a family member's:

- death
- terminal illness
- family member who has gone missing, in whatever circumstances
- traumatic event or circumstances

Missing someone you love never stops because their contribution to your life cannot be erased. We will always feel they are a part of us.

## HOW ACAWS COUNSELLING CAN HELP

Absent Companion and Adversity Wellbeing Services are a free phone and/or Skype service to assist clients through their difficulties via free counselling options. We are a confidential service, who honour Australian industry standards of treatment and interaction, our staff registered with the Australian Counselling Association.

Our **grief counselling** aims to help clients understand the context of their loss, accept the loss, find a new place in their heart for their loved one, and find ways to express their pain that honours the pet they lost. We help the client navigate through this difficult time. Counsellors offer reassurance and guidance, assisting in any problem-solving or decision-making.

**Families with terminally or very ill members** are given support and tools to help cope. We understand that sometimes making final decisions on your pet's health can make you stop in your tracks. While helping build strength and resilience, we will help prepare the client for the big decisions that will inevitably come. We will offer coping tips, emotional support, help with the planning process, and speak about the changes that have occurred in life since the pet has become ill, looking at which factors support the situation, and which are causing issues.

Our **trauma care** works with people who have witnessed or been involved in an accident or traumatic situation. Clients who have gone through such unfortunate experiences are given support while counsellors assist in helping clients express themselves wholly, reach acceptance, address nightmares, flashbacks or visions, assess for PTSD, review coping mechanisms, and focus on any key issues the client has.

**Families with recently missing members** are also invited to call, as counsellors are able to assist you with dealing with the hopefully temporary loss, assist in ideas on how to find the pet, and work through the frustrations of waiting for news. A missing family member is a painful situation; our counsellors hope to help offer some relief.

ACAWS also provides follow-up care, ensuring our clients remain on a positive path. Our primary focus is on our clients and their best interests.

## REFERRALS

Sometimes clients need further care, such as if they suffer grief with complications, or have a history of difficult adaption. In these cases, we provide the best care possible and may offer extended services. If a client requires more specialised care, we will refer to services more equipped to provide in-depth treatment. We are connected to a network of qualified, caring professionals.

## MEMORY ROAD

Memory Road is a special place for our clients. To honour their lost ones, we will add their photo and a description that gives the final thoughts of the family. We leave the messages up indefinitely, as that's how long their spirit will be remembered. Due to the confidential nature of our services, we do not publish client's names, private details, or contact details.

To submit, email us at [info@acaws.info](mailto:info@acaws.info) with the subject line, Memory Road. Write the message you'd like added to the photo, such as:

Robert was a member of our family for 9 years. His favourite toy was his collection of stamps that he collected while travelling with his Uncle. We are sad to not celebrate his 10<sup>th</sup> birthday, but will always remember him. Robert "Robbie" Anders 2005 - January 5, 2014

Images must be less than 500x500 pixels, as we only host small images. Please note: we do not accept attachments in email, so photos you want to use for the submission must be hosted elsewhere. If you have pictures of your animals on Twitter or Facebook, include the link of a photo. Alternatively, upload your image to [tinypic.com](http://tinypic.com), a free image host that is easy to use, and doesn't require you make an account.

Additionally, we offer a special area your family can add extra information about your loved one. Want to write their life story? Go ahead. Want to share more images? You're welcome. Ask about the special page in email and send us the writing and photo links (photos have to be hosted elsewhere)

and we'll construct the page for you. This service is free of charge and you can share the page with family, or share it with friends on social networking sites.

Bless you on your journey, and we look forward to assisting you. May you heal from your losses.

ABSENT COMPANION AND ADVERSITY WELLBEING SERVICES

Email: [info@acaws.info](mailto:info@acaws.info)

Phone: (08) 8121 5775

Call-back service for rural and interstate clients.

[acaws.info](http://acaws.info)

Hours of operation: 9:30am to 9:30pm AEST, Sat-Thursday.

CLOSED FRIDAYS.