



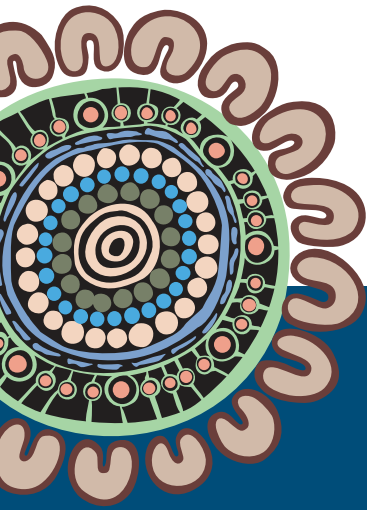
THIRRILI



THIRRILI MODEL OF CARE

Supporting families and communities after the loss of loved ones to suicide and other traumatic incidents.

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ABOUT THIRRILI

Thirrili is the National Aboriginal and Torres Strait Islander-specific postvention support service, providing culturally led support to individuals, families and communities impacted by losing loved ones to suicide and other traumatic incidents.

Our work is grounded in Aboriginal and Torres Strait Islander ways of knowing, being, and doing, and is shaped by the Social and Emotional Wellbeing (SEWB) framework¹.

This Model of Care outlines why Thirrili exists, what we provide, and what we are committed to achieving. It is intended for the individuals, families, and communities who engage with our service, as well as partners and sector stakeholders as a clear statement of purpose, commitments, and impact.

Acknowledgment

Thirrili acknowledges the Traditional Custodians of the lands and waters on which we live, work, and visit, and pay our respects to Elders past and present.

Thirrili honour the strength and leadership of those with lived and living experience of grief and loss and acknowledge their healing journeys.

Thirrili acknowledges the ongoing care and protection for Country by Traditional Custodians, Community members and Rangers, and ask that this document is printed only if necessary.

Our Vision

Aboriginal and Torres Strait Islander families and communities are thriving and flourishing, and future generations are free from the ongoing traumatic impacts of suicide.



Our shared humanity demands we meet people where they are and provide care and guidance that demonstrates compassion for those with lived experience.

Our Purpose

Our purpose is to provide crucial and timely support to Aboriginal and Torres Strait Islander Peoples, acknowledging shared, collective, continuous ancestral connections by drawing on cultural ways of knowing, being, and doing.

¹Gee, G., Dudgeon, P., Schultz, C., Hart, A., & Kelly, K. (2014). Aboriginal and Torres Strait Islander social and emotional wellbeing. In Working Together: Aboriginal and Torres Strait Islander Mental Health and Wellbeing Principles and Practice



WHAT WE DO

Thirrili's work sits across three connected responsibilities:

- 1. Postvention Response:** culturally safe, coordinated support that respects grief, Sorry Business, and local protocols.
- 2. Community Capacity Building:** strengthening community authority, leadership, and decision-making for prevention and healing.
- 3. Systems Change:** contributing to evidence informed policy and service improvement, so systems better reflect cultural integrity and self-determination.

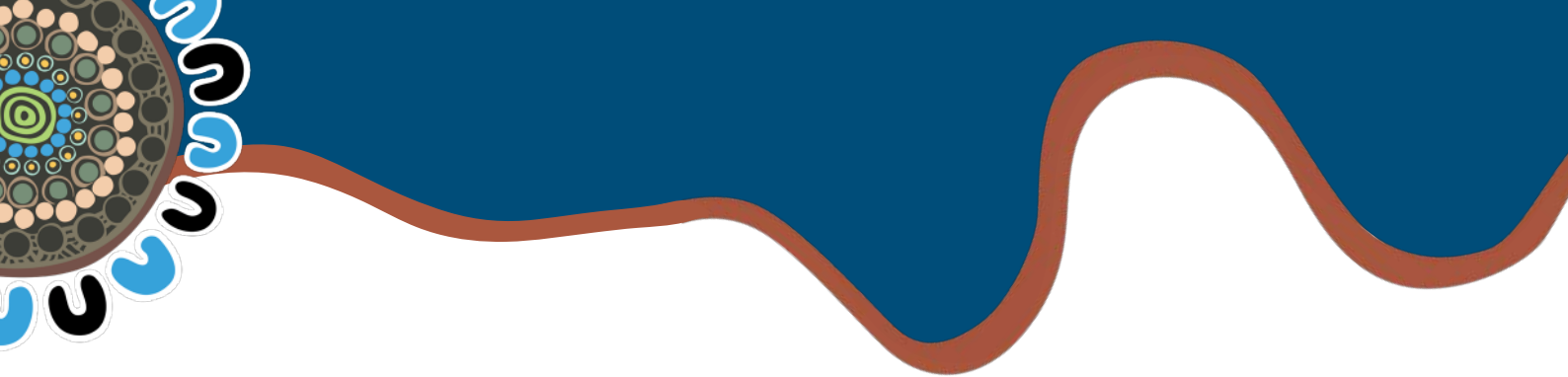
Thirrili's work recognises that postvention is prevention, because culturally grounded healing, connection, and support is known to greatly reduce risk and strengthen community wellbeing over time.

Our Guiding Principles

To achieve our vision, Thirrili embeds cultural values that guide our work.

Collective decision-making	Supporting community-led authority and governance
Respect	Working under local protocols, and at community direction.
Reciprocity	Honouring trust and giving back through accountable practice.
Long-term relationships	Recognising healing extends beyond one incident and requires continuity.
Diversity	Remaining inclusive and accessible, reflecting the complexity of communities across Australia.





Who We Support and How

Thirrili's work is grounded in trauma-informed practice and a Social and Emotional Wellbeing (SEWB) approach that centres culture, community, and healing.

Individuals & Families

- Immediate bereavement care for individuals and families
- Care Coordination, helping individuals and families access needed supports
- Connection to culturally safe & trauma informed services
- Support for families navigating the coronial process
- Gentle psychoeducation on grief, loss and healing
- 1800 Referral Pathway Phone Line

Communities

- Community postvention support
- Support with developing community suicide response plans
- Engagement in interagency meetings
- Guidance on escalation pathways
- Supporting communities to build and strengthen capacity in suicide prevention and postvention
- Supporting safe spaces to yarn about suicide
- Support gatherings and workshops
- Presence and support at community events

Sector

- Development and sharing of knowledge resources
- Facilitating and supporting communities of practice
- Contributing to federal submissions and inquiries
- Strengthening national and international understandings of suicide postvention
- Leadership in culturally safe suicide postvention support

Workforce*

- Workforce learning sessions and workshops on suicide postvention
- Guidance on supervision models
- Workforce Supervision
- Postvention support in Organisations

* Enquire to find out more about our workplace offerings.



HOW PEOPLE CONNECT WITH THIRRILI

Self-referral



Family / Community

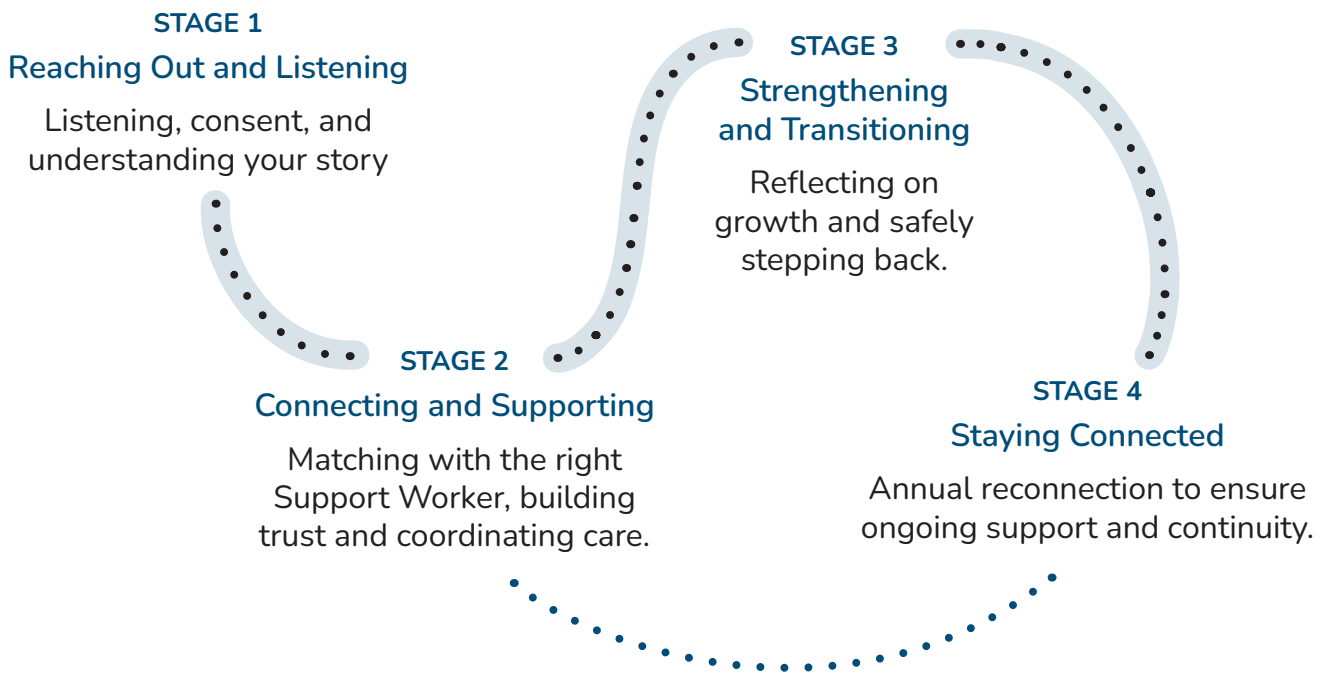


Service referral



The Thirrili Care Journey

Grief has no timeline. Thirrili's support is shaped around a person, family or community's needs - there is no one-size-fits-all approach.



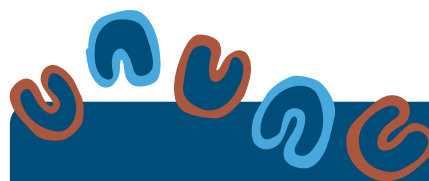
HOW TO REACH OUT

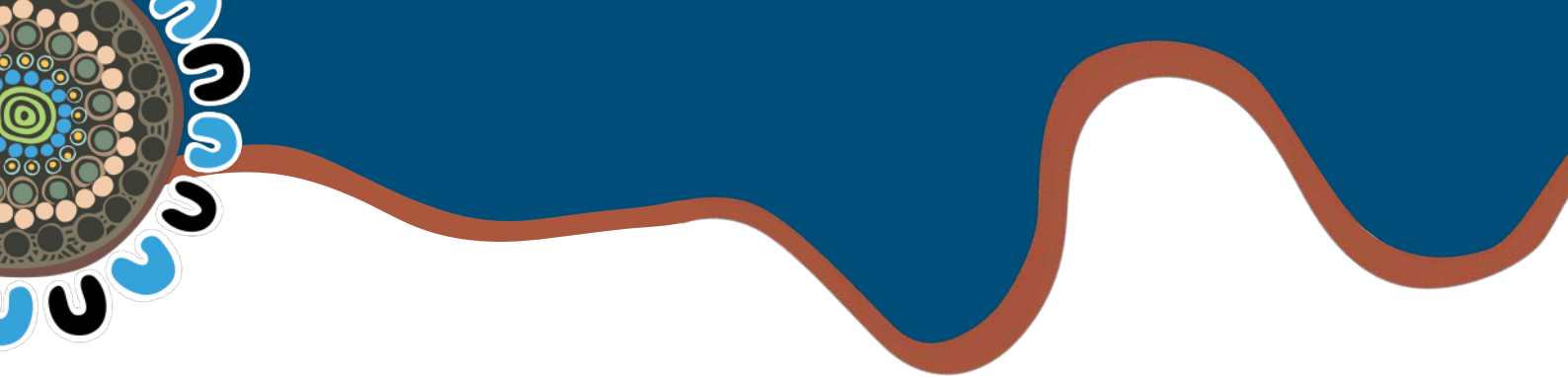
Enquire or make a referral by:

Website
thirrili.com.au/referrals

Email
intake@thirrili.com.au

24/7 Phone Referral Line
1800 805 801





Our Domains of Care

Thirrili's Model of Care is underpinned by four interconnected Domains of Care, which describe the essential conditions that must always be present for care to be culturally safe, effective, and accountable.

Across all domains is a commitment to self-determination, community control, and systems change.

Domain 1: Best Practice and Review

Ensures care is reflective, accountable, and continuously improving.

Domain 2: Postvention Support

Ensures culturally safe, timely, and coordinated responses following loss.

Domain 3: Healing and Connection

Ensures healing is supported as a collective, cultural, and ongoing journey.

Domain 4: Community-Led Prevention

Ensures communities lead prevention through cultural authority and local knowledge.

Our Commitment

This Model of Care affirms Thirrili's commitment to culturally grounded, community-led suicide postvention and prevention. It sets a clear foundation for how we respond to loss, support healing, and strengthen long-term social and emotional wellbeing for and with Aboriginal and Torres Strait Islander Peoples.

Guided by culture and accountable to community, Thirrili will continue to deliver postvention support with integrity, compassion, and respect, while working alongside communities to build capacity, strengthen systems, and prevent further loss.





Key Terms

A note on terminology:

In this document the term 'Aboriginal and Torres Strait Islander' is used to identify the Indigenous Peoples of Australia, which comprise many nations and cultures. Use of the term 'Aboriginal and Torres Strait Islander' to describe the communities, families and individuals targeted by the programs discussed in this Model of Care is not intended to generalise findings to all Aboriginal and Torres Strait Islander People, as each community has distinct needs and ways of healing.

Healing

Healing is holistic and can include cultural, spiritual, physical, emotional, and practical dimensions. Aboriginal and Torres Strait Islander healing centres strengths and connection to Country, family, community, culture, and history. Healing supports empowerment, resilience, and a sense of control.

Trauma

Trauma is understood as a psychological wound arising from a person's experience of stressful events, which can include loss, violence, racism, disadvantage, and disruption. Trauma can be acute (single event) or complex (chronic and cumulative). This underlines the importance of culturally safe and trauma-informed support.

Trauma-informed practice

Trauma-informed practice promotes safety, trust, choice, collaboration, empowerment, cultural competence, integrated care, strong relationships, and strengths-based recovery to ensure service responses do not re-traumatise people.

Social and Emotional Wellbeing (SEWB)

SEWB is a holistic Aboriginal and Torres Strait Islander framework that recognises wellbeing as shaped by social, cultural, historical, and political determinants, and supported by connections to Country, community, culture, kinship, spirit, and identity.





THIRRILI



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<https://thirrili.com.au/model-of-care>

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