The Australian Centre for Grief and Bereavement has a mission to build the capacity of individuals, organisations and communities in order to enhance well-being following adverse life events.

The Australian Centre for Grief and Bereavement (ACGB) is an independent, not-for-profit organisation which was established in 1996 to provide a range of education, training, research and professional service options for those working in the area of grief and bereavement.

Opportunities are available for those working with grieving people and for members of the community to attend seminars, workshops and courses, to undertake clinical work placements and receive supervision. Customised training, consultation and advice are also available to organisations on issues of grief and bereavement.

The ACGB is funded by the Department of Human Services to provide a statewide specialist bereavement service for individuals, children and families who need assistance following the death of someone close to them. A range of specialist services and programs are provided including office based bereavement counselling, outreach counselling, regional specialist bereavement counsellors, a range of support groups, written resource material and newsletters, an annual ceremony of remembrance, a bereavement information and referral service for the general public and an advice and consultation service for workers in other settings. Volunteers are integral to the delivery of the wide range of services provided by the ACGB.

Statement of Purpose

The Australian Centre for Grief and Bereavement will:

a. Develop and provide a range of specialist interventions and innovative education services, informed by evidence-based practice, for those working with grieving people who are at risk of adverse outcomes.

b. Provide grief education and a range of consultancy services to develop and enhance the capacity of individuals, organisations and communities to deal effectively with loss.

c. Provide grief and bereavement counselling training and supervision through the placement of practitioners at the Australian Centre for Grief and Bereavement Counselling and Support Service and other settings as deemed appropriate.

d. Build the capacity of the universal health services to provide bereavement supports and responses.

e. Provide advocacy and representation on grief and bereavement issues in order to inform policy development, raise community awareness and support universal access to mainstream grief and bereavement services.

f. Undertake research, program evaluation, public policy development and the production of evidence-based publications and resources to enhance grief and bereavement knowledge and practice.

g. Maintain cooperative links with relevant state, national and international groups and organisations in relation to grief and bereavement.

h. Provide a national clearinghouse of grief and bereavement resources and literature to inform policy, practice and research into grief and bereavement and to enhance the activities of the Association, other practitioners, support agencies and self-help groups.

Annual Report 2009 | 2010
The Centre would like to acknowledge the exceptional efforts and dedication of our committee of management, staff, practitioner associates, professional educators and many volunteers.
Practitioner Associates and Volunteers

Practitioner associates are bereavement counsellors who have completed their placement and wish to continue to work voluntarily in different locations and roles. Volunteers are both professionals and non-professionals who have received training to work with bereaved people in a range of roles and capacities.

They play a vital role in the delivery of services. Without them we would not be able to provide the range of programs that are offered to bereaved children, adults and families. The following is a list of practitioner associates and volunteers for the 2009/2010 year.

Nancy Allet, BSocSc, Med
Sue Aspinall
Marg Bailey,
GradDipAdvNursing(CommHlth), SpecCertBerCouns, GradDipChild&AdolGriefCouns
Julie Baird
Julia Bay
Tricia Bertram
Elizabeth Beyer, DipTranspCouns
Shane Brabazon, DipHlthClinHypn, CertIVAssess&WrkplcTrng, SpecCertBerCounsMethods, SpecCertBerCounsPrac, MCCH
Nicole Brogden
Maree Burns, BSW, DipClinHypnTherapy, BA(Soc), DipYouthWork
Anne Burr, MEd
Yvette Cabral
Anne Carr
Yvette Carr
Adrienne Cavini, BA, BSW, GradDipBerCounsMethods, SpecCertBerCounsPractice
Sally Church, RN, RM, BA, BSW
Jenni Coldwell
Wendy Cook
Marie Craw
Mireille Davidson, BA, MSW
Tina DICicccio, Med, BECS, PostGradDipEarlyIntervention
Tess Dinale
Sue Earley, BA, DipEd, CertTactileTherapies, SpecCertBerCouns
Russell Edwards
Mimma Fedele
Kas Fergus
Raizel Fogel
Jana Fugaro, BSW
Deb Galavodas
Geraldine Garland
Vicky Gekas
Val Gibbs
Elwyn Gonsalvez
Kay Griffin, GradDipAdvCouns, MPsy&Hypn, CertIVHypn, SpecCourseBerCouns, DipClinicalHypn
Sharron Handley
Loni Holland
Lynne Irving, BSc, GradDipHumSc, SpecCertBerCounsMethods, SpecCertBerCounsPrac
Sandra Hatton,
AssocDipCreativeArts,
DipTranspArtTherapy,
DipTranspCouns,
PostGradCertAdolCouns, SpecCertBerCouns
Glynnis Hearn,
AssocDipArts(SocWelf), AdvDipFamTherapy,
GradDipBerCouns,
CertIVAssess&WrkplcTrng, CertClinSuperv,
AdvCertCriticalIncidentStressMgt
Wendy Holden, MACA, MAIPC, DipProfCounsAssoc
Irina Ishaq, BAppSoc(Couns), DipHealthSc(Couns), ACA
Juli Jose
Ivanka Juric
Despina Kavnoudias, BA(Hons) (Psych), GradDipChildDev, BSW, GradCertBerCouns
Sheryl Kim
Shirley Klebaner, DipKTC, TESL, GradDipSpecEd, BEd, MEd, GradDipBerCouns
Michelle Kornberg, BEd, GradDipSpecEd, HumServCouns, SpecCertBerCouns
Mustafa Kouklan, BSW, DipWelfStud
Di Krygger, DipCounsHlth, DipCouns&Comm
Evanna Lake, SRN, DistnctNursingCert, CertPersCouns, SpecCertBerCouns
Maria Lake
Lyn Lowe
Helen Lucas
Wayne Lynch, MHumServ, GradDipCouns, BAppSc, BEd, DipGestaltTherapy, EdD, RN, MANF
Heather Maxwell
Robyn McDonald
Sarah Meageen, DipProfCouns
Judy Michaelangeli, BEd, GradCertTrauma&Grief, CertTraumaCouns&Therapy, AdvCertTrauma&Therapy, AdvCertFamTherapy, IntCertBerIntervention
Bill Mitchell
Louise Monkhouse
Helen Moorfoot
Janet Nixon, BBus, BSW, Grad DipGrief&LossCouns, SpecCertBerCounsPrac
Annie Norrish, RN, BEd, GradDipCouns&HumServ, MCouple&FamTherapy, SpecCertBerCounsPrac, CM VAFT
Eddie Oakley
Irene O’Keefe
Derarca O’Mahony, BSc(Hons)(Psych)
John O’Shea, BBSc, BSW, GradCertBerCounsPrac
Maggie O’Shea, MA, BSW, MAASW
Geraldine Paine, GradDipClinFamTherapy
Connie Pannuzzo, CertArmTherapy, CertBodyworks
Laraine Philp, BA, BSW, GradDipLoss&Grief
Sundra Pichot, GradCertGrief&PallCareCouns, BSW, GradDip RehabilitationCouns, BA(Psych), BA(Comm), IntCertBerIntervention
Julie Poon
Kerry Purdie
Dianne Rees
Colleen Reilly
Lyn Richards, BA(SocSci), GradDipSocSci, GradDipGestaltTherapy, GradDipBerCounsMethods, SpecCertBerCouns
Carmel Richardson, BSocSc&PastoralCare
Lilian Richardson
Noela Rhodes, TPTC, DipEd, GradDipGraphicCommEd, DipArtTherapy, SpecCertBerCouns, SpecCertBerCounsPrac
Joanne Roberts
Bobbie Rooks
Marisha Rothman, GradCertLoss&GriefEd, GradDipLoss&GriefCouns, CertIIDrug&AlcDep
Routley BSW
Rosie Savage
Vicki Scott Murphy, GradDipLoss&GriefCouns&Ed
Chris Sheldon
Rae Silverstein, TPTC, GradDipSpecEd, GradDipMentalHlthforTeachProfs, SpecCertBerCouns, SpecCertBerCounsPrac
Pamela Smith
Sharon Smith
Jo-ann Stenton
Enna Szmulewicz, BA, ND, SpecCertBerCouns
Neville Taylor, BTh, GradDipEd, GradCertPastoralSt, SpecCertBerCouns
Annie Thomas
Ann Tregea
Tamsyn Van Rheenen
Dennis Walsh, MACE, BA, BSpEd., MEdST, DipCrim, DipTeach, GradDipChild&AdolGriefCouns, CertIVA assess&WrkplcTrng
Brian Warnock, AdvDipAppSc
Anne Watt
Jane Wilson, BA, GradDipIndRel, GradDipCareerEd&Devel, SpecCertBerCouns
Melanie Wood
Paris Yves
**Associate Educators**

In order to meet demand for the Centre’s training services, the Centre works with a pool of highly experienced loss and grief educators who are contracted, as required, to deliver education programs throughout metropolitan Melbourne, regional areas of Victoria, and interstate. These educators are Associate Educators of the Australian Centre for Grief and Bereavement.

Associate Educators have become ambassadors of the Centre, and play a large part in maintaining and enhancing the Centre’s reputation in delivering quality training programs. We thank each of them for their commitment and look forward to continued relationships. The following is a list of Associate Educators of the Australian Centre for Grief and Bereavement during the period 2009/2010.

- Marg Bailey, GradDipAdvNursing(CommHlth), SpecCertBerCouns, GradDipChild&AdolGriefCouns, CertIVTrg&Assess
- Deli Baker, MA, MA(CounsPsych), BA, GradDipCounsPsych, CertIVAssess&WrkplcTrng
- Vivienne Bateman, BSW, MAASW, MH Accred.
- Madeleine Berry, GradDipHumServ(Couns), DipSW, BA(Hons)(ModernEuropeanSt), SpecCertBerCouns
- Rev. John Bottomley, MMInistry, BA(Hons), DipSoc
- Fr Hugh Brown, MA(Theol), DipSpiritualTheol, MACE
- Annie Cantwell-Bartl, MCouns&HumServ, GradDipCouns, BA, RN, MAPS

- Rosslyn Chandler, GradVAP, DipSocSt, MVAPP, MAASW
- Dr Margaret Donnelly, PhD
- Twanny Farrugia, AssocDipWelfStud, CertSmallBus, CertApplAspLoss&Grief, CertGrief&BerSt, CertIVAssess&WrkplcTrng
- Anne Giljohann, MSW, BA, DipSocSt
- Michelle Grimshaw, BSW, DipEd
- Christopher Hall, MA, GradDipAdol&ChildPsych, BEd, MAPS, MACE, FAIM
- Glynnis Hearn, AssocDipArts(SocWelf), AdvDipFamTherapy, SpecCertBerCouns, CertIVWrkplcAssess&Trng, CertClinSuperv, AdvCertCriticalIncidentStressMgmt
- Michelle Kornberg
- Wayne Lynch, MHumServ, GradDipCouns, BAppSc, BEd, DipGestaltTherapy, EdD(in progress), RN, MANF
- Annie Norrish, RN, BEd, GradDipCouns&HumServ, MCouples&FamTherapy, SpecCertBerCounsPrac, CMVAFT
- Greg Roberts, MAASW, BSW(Hons)
- Michelle Roberts, BEd, GDACP
- Martin Ryan, PhD, MSW, BBSc, BSW, SpecCertBerCounsPrac
- Carol Quayle, RN, RM, MSW, DipBus
- Ruth Schmidt Neven, PhD, MAPS, BA(Psych), DipSocWorkSt
- Paulina Sculli, BSW, AdvDipGestaltTherapy, MAASW

**RTO Steering Committee**

The Australian Centre for Grief and Bereavement embarked on a project to become a Registered Training Organisation and to have the Vocational Graduate Certificate in Bereavement Counselling and Intervention accredited with the Victorian Registrations and Qualifications Authority. Throughout the 2009/2010 financial year, a steering committee was established to guide the development of the curriculum of the course. The Australian Centre for Grief and Bereavement would like to acknowledge the following members of the RTO Project Steering Committee.

- Ros Chandler
- Dorothy Ford
- Anne Giljohann
- Dr Geoffrey Glassock
- Christopher Hall
- Joan Hamilton-Roberts
- Wayne Lynch
- Damien Nash
- Greg Roberts
- Martin Ryan
- Julie-Anne Sheppard
- Dr Jon Stebbins
- Maria Szucs

**Office Administration Volunteers**

The Centre wishes to acknowledge the support of the following volunteers, who have been invaluable in maintaining administrative duties in a timely and efficient manner.

- Eddie Oakley
- Juli Triana Jose

**Sponsorship and Major Contributions**

Department of Heath and Ageing, Canberra
Department of Human Services, Victoria
Microsoft Pty Ltd
Since its creation in 1996, the Australian Centre for Grief and Bereavement (formerly known as the Centre for Grief Education) has steadily established itself as the leading organisation supporting bereaved people in Australia. The Centre’s emphasis on evidence-based learning and practice has significantly changed the culture of providing support to those who seek our help and earned us recognition and respect throughout the country, and further.

On behalf of the Committee of Management, I would like to thank and congratulate the Director, Chris Hall, and his deeply committed staff for all they have achieved. I would also like to acknowledge the many volunteers who continue to offer their service.

With his appointment to the Victorian Coronial Council, the Director has been recognised as the leading figure in bereavement support in the state. Established under the Coroners Act 2008, the Council is the first of its kind in Australia. It will provide advice to the Attorney-General regarding matters of importance to the coronial jurisdiction, and is required to submit an annual report on its operations which is tabled in parliament.

It is anticipated the Coronial Council could provide advice on the identification of themes, trends and patterns that may be emerging, including regional issues, legislative issues, and proposed law reform activities. The State Coroner, the Director of the Victorian Institute of Forensic Medicine and the Chief Commissioner of Police are all members of the Council.

Chris has been a member of the International Work Group on Death, Dying and Bereavement (IWG) for several years and has held the membership portfolio on the board. Dr June Allan, is a senior lecturer in the School of Global Studies, Social Science and Planning at RMIT. Our Secretary, Glynnis Hearn, has wide experience in the field, and our Treasurer, John Patton, is a senior partner in the accounting firm, Ernst and Young. Dr Geoff White is a senior lecturer in the Faculty of Medicine, Nursing and Health Sciences at Monash University and Deirdra De George comes from a background in adult education and governance. Andrea Murphy is currently Executive Manager of Family Services at Very Special Kids. She is deeply involved in the field, attends a number of international conferences and workshops, and consistently offers wise counsel.

We have been extraordinarily lucky to enjoy great stability in the Committee of Management. Most members have now been with the Centre for a number of years. We know the history of the Centre and have considerable experience of its ups and downs, which are usually financial.

I would like to acknowledge the work of Jim Luscombe, who was employed as Business Manager while Julie Frowe took maternity leave. Jim not only covered all the bases but also made a significant contribution to the work of the organisation in his own right.

Finally, I would like to acknowledge the dedicated and fine work of the other members of the Centre’s management team, Anne Giljohann and Danielle Ricato. I would also like to mention the two youngest members of staff, Janelle Brennan and Bronwyn Thurling. It is most heartening that the Centre has consistently attracted wonderful staff, all of whom are always ready to take that extra step to support our clients.

Adele Hulse
President
Committee of Management
Australian Centre for Grief and Bereavement
This Annual Report details the activities and achievements of the Australian Centre for Grief and Bereavement over the 2009/2010 year, and describes an organisation that continues to be responsive to new and emerging grief and bereavement needs throughout Victoria and beyond.

A significant body of work undertaken by the organisation in this reporting period has been heavily influenced by the central role the Centre has played in providing bereavement support to those affected by the devastating bushfires of February 2009. Working closely with the Department of Health and the Victorian Bushfire Recovery and Reconstruction Authority, the Centre has established a range of support activities for affected children, adults and communities throughout Victoria.

The Centre has, over the past year, increased its engagement with a broad array of groups and organisations that provide grief and bereavement support and education throughout Victoria. On the basis of the Centre’s reputation, our work continues to take us beyond the borders of Victoria to other Australian states and territories.

Our regular e-newsletter the *Grief Brief*, which is distributed to over 6,000 subscribers, provides local, national and international subscribers with the latest information on the work of the Centre and broader issues of interest in the field of grief and bereavement. Our journal, *Grief Matters: The Australian Journal of Grief and Bereavement*, is now distributed to members of the US Association for Death Education and Counseling under a reciprocal agreement that further disseminates the work of Australian researchers and clinicians to an international audience. These are but two examples of our wide-ranging impact on the bereavement field beyond our national borders.

I would like to note in particular the work of my management team colleagues, Julie Frowe (Manager – Business Operations), Danielle Ricato (Manager – Health Promotion and Education) and Anne Giljohann (Manager – Bereavement Counselling and Support Services). With the increasing activity and complexity of their responsibilities, each has made a vital contribution to the work of the organisation over the past 12 months. I would also like to acknowledge the significant contribution of Jim Luscombe, who over the past 12 months has ably undertaken the role of Manager – Business Operations during the absence of Julie Frowe.

In the ongoing pursuit of providing training of the highest standards and relevance, the Centre is in the final months of the process to be recognised as a Registered Training Organisation. This will see the Centre delivering the Vocational Graduate Certificate in Bereavement Counselling and Intervention in 2011 as a nationally recognised qualification.

I would like to acknowledge the considerable contribution of over 200 volunteers who work with the Centre in providing a wide range of support and services. They work in roles as diverse as bereavement support group facilitation, bereavement counselling and administrative support. The Centre would neither be able to function, nor achieve as much as it does, without the dedicated support of our many volunteers.

I would like to express my profound appreciation for the work of the Committee of Management who have again brought great skill and energy to their work. The members of the committee bring diverse skills and experience to their work. A great strength of the organisation for many years has been the stable and effective governance, which has been provided by this important group of volunteers. Adele Hulse has once again fulfilled the role of President with great energy and enthusiasm.

I would like to acknowledge the financial support of the Department of Health, and in particular the invaluable support and encouragement in particular of Ellen Sheridan and Jackie Kearney (Cancer Services and Palliative Care). The Centre has developed a strong collaborative relationship with the Department as we both work towards achieving improved outcomes for bereaved Victorians.

I had the great honour in 2010 to be appointed chair of the International Work Group in Death, Dying and Bereavement (IWG). The IWG is an invitational international organisation that seeks to advance and nurture the development of the field and provides leadership and support to those involved in death education, caring for and supporting the terminally ill and bereaved, and in promoting research, evaluation, application, and policy development in these areas.

This year I was also appointed to the Coronial Council of Victoria by the Governor in Council on recommendation by the Attorney-General. The Council, which was established under the *Coroners Act 2008*, acts as a ministerial advisory council and provides advice and recommendations to the Attorney-General in respect of issues of importance to the coronial system in Victoria; matters relating to the preventative role played by the Coroners Court; the way in which the coronial system engages with families and respects the cultural diversity of families; and any other matters relating to the coronial system that are referred to the Council by the Attorney-General.
These two responsibilities, at both the local and international level, speak to the engagement of the Australian Centre for Grief and Bereavement in a range of activities, which seeks to improve the care provided to those experiencing grief, loss and bereavement.

Our achievements in the areas of education and training, health promotion, bereavement counselling and support programs, consultancy, resource development and research publication are the result of the considerable effort expended by a highly skilled group of people. The 26 staff employed by the Centre bring diverse and complementary skills to their work. Their enthusiasm, energy and commitment to enhancing support for grieving people is unwavering.

I look forward to continuing to work with government, volunteers, staff and members of the Centre, as we work together in strengthening individuals and communities in the wake of bereavement and other adverse life events.

Some significant challenges confront the organisation. These include the need to strengthen our capacity to support the bereaved in rural Victoria; to maintain service levels within the limitations of government funding and, as the demand for services increases, to provide adequate accommodation for staff. It is hoped that ongoing dialogue with the Minister for Health will see some alleviation of these difficulties.

Christopher Hall
Director
Australian Centre for Grief and Bereavement

As the largest national provider of grief and bereavement education, the Australian Centre for Grief and Bereavement offers a broad range of programs for professionals and the wider community.

The Education calendar offers professional development sessions throughout metropolitan Melbourne, regional Victoria and interstate in Sydney, Brisbane, Adelaide, Hobart and in 2010 have extended that to include Perth. Education and training programs are offered as workshops, seminars, short and long courses and customised training.

Education Program

During 2009/2010, the Centre provided 749 hours of education and training to 3,488 participants nationally.

Within metropolitan Melbourne, 105 hours of education were offered across 15 sessions, and were delivered to 274 participants. As in 2008/2009 financial year, strategy-based workshops featured within the program, and continued to be well attended. This year saw the return of some of the Centre’s most popular workshops and the introduction of some new topics to the training calendar. New programs include ‘The Victorian Bushfire: Supporting Those Experiencing Trauma and Grief in the Wake of the Fires’, ‘The Body and Grief’, and ‘Communities Living with Sudden and Unexpected Death’. Feedback for these new sessions has been positive.

Programs within regional Victoria were delivered in various locations. In the 2009/2010 year, 42 hours of education were attended by 72 participants within the five key regions.

As a part of our metropolitan Melbourne training program, the Centre is developing partnerships with several other caring organisations. Initial sessions for 2010 have been run with the Road Trauma Support Service and Jesuit Social Services. We look forward to creating new partnerships with other organisations and further broadening our specialised subject base.

The Centre continues to offer a range of training interstate as part of the Education calendar. These workshops continue to be successful with 98 hours of training being delivered to 325 participants. With the majority of sessions filled to capacity, this indicates the necessity to further increase sessions being offered outside Victoria. We are pleased
to offer a limited number of sessions in Perth during 2010. The response has been extremely favourable with requests for further sessions. It is hoped that we can increase the training offered on the west coast over the coming years.

In addition to the training listed above, pro bono training sessions were hosted by counsellors and Centre training staff on a variety of subjects. Given the informal nature of these sessions, it is difficult to give an accurate figure, but best estimates place the number of training hours at approximately 30.

**Bushfire Training**

In response to the devastating Victoria bushfires of February 2009, the Australian Centre for Grief and Bereavement developed a training program aimed at helping Victorian bushfire case managers understand complex issues of grief and bereavement to support people affected by the fires. Funded by the Department of Human Services, the program was offered in 15 sessions across 5 regions (Loddon Mallee, North and West, Gippsland, Eastern Metropolitan and Hume) and was attended by 355 professionals. This equated to 105 training hours, or 2,485 participant training hours. The program was well received with participants expressing improvement of understanding, gaining of confidence and development of new skills and techniques.

**Customised Training**

The Centre offers a customised training service, providing high quality, specialised professional development sessions to organisations and groups. As in previous years, this service continues to play an important role within the Centre’s education program.

In the 2009/2010 financial year, the Centre delivered 67 hours to 962 participants at 19 customised training sessions throughout metropolitan Melbourne, regional Victoria and interstate. We have seen a slight decrease in the demand for this service, highlighting the need to increase marketing of this service. Some of the organisations that we have worked with this year include: The Transport Accident Commission, Kildonan UnitingCare and The Department of Education.

**International Educator Tour 2009**

In July–August 2009, the Centre was delighted to present Dr John R. Jordan from the USA, who conducted a two-day program in Melbourne, Sydney, Brisbane, Canberra, and Adelaide. The days had disparate topics; Day 1: ‘21st Century Approaches to Grief Counselling and Therapy’, and Day 2: ‘Traumatic Loss: Bereavement After Sudden, Unexpected and Violent Death’.

This tour attracted a phenomenal 1,056 participants across the 10 sessions. The Centre received extremely positive feedback on both sessions, with participants commenting that they had enhanced their skills to both identify and treat complicated bereavement.

**Courses**

At present the ACGB offers three bereavement education courses:

1. **Foundations in Bereavement Support (FBS)** – An introductory level course for people with little or no experience in counselling who, in their line of duty, may have to work with bereaved people such as police, nurses, and funeral directors.

2. **Vocational Graduate Certificate in Bereavement Counselling and Intervention (VGCBCI)** – An initial vocational qualification for practicing counsellors wanting to specialise in bereavement counselling and intervention. The course, in its current form, leads to a Victorian qualification and is accredited by VRQA. Plans are underway to register ACGB as an RTO to offer this course as a VET program leading to a nationally recognised qualification.

3. **Intensive Certificate in Bereavement Counselling and Intervention (ICBCI)** – An advanced level course for practicing counsellors who already work in the bereavement field but need to upgrade their skills and knowledge to better respond to the challenges of their workplace.

In Semester 2 2009 there were 16 enrolments in the ICBCI course and 6 enrolments in the FBS course. The VGCBI course was not run in 2009. In 2010, 13 students were enrolled in the VGCBCI course with one withdrawal mid-year. In Semester 1 2010, 8 students were enrolled in the ICBCI course. The FBS course has been cancelled due to lack of numbers.

Currently, all three courses are collectively and regularly marketed through the ACGB website, the *Grief Brief*, and inserts in *Grief Matters: The Australian Journal of Grief and Bereavement*. While this marketing strategy has had limited efficiency, it has caused an increase in enquiries for the 2011 academic year. The launch of the new website has had some impact on enrolments, given that this is the most common mode of first contact for seekers of course information. It is anticipated that a comprehensive marketing campaign will be launched as soon as we learn the outcome of the October RTO audit.

We look forward to the planned group graduation ceremony planned for August 2010.
The Australian Centre for Grief and Bereavement’s Bereavement Counselling and Support Service operates a statewide specialist bereavement service for Victoria. The service aims to be responsive to the varying needs of bereaved individuals, children and families who need assistance following the death of someone close to them; offering a range of services and programs and recognising that different things help different people. We aim to ensure that services are accessible by offering free or low-cost services, by having flexibility in the delivery of the services and by having services in a range of locations, as well as an outreach service visiting house-bound people in their homes.

In addition, bereavement advice and consultation is available for professionals and non-professionals. Opportunities are provided for professionals and volunteers to receive training and to gain experience in the field of bereavement.

Who Provides the Statewide Service?

At the end of June 2010 the BCSS has 18 paid staff (12.2 EFT), 6 intern bereavement counsellors (experienced counsellors undertaking advanced training in bereavement counselling), 41 practitioner associates (qualified bereavement counsellors working voluntarily), and 96 other active volunteers – including a voluntary volunteer coordinator, support group facilitators, administrative assistants, newsletter and other committee members, speakers, bereavement support companions, and a massage therapist. Wherever possible, past clients are encouraged to become involved in the planning and delivery of services, which keeps the programs fresh and responsive.

Bereavement Counselling and Support Programs

During 2009/2010, 551 people across Victoria requested bereavement counselling, compared with 525 in 2008/2009. Bereavement counselling is provided at 17 different locations throughout Victoria. Many of these people also received other services, including: literature about grief, The Rosemary Branch newsletter, attended the Ceremony of Remembrance, received massage, contributed to art and poetry collections, attended information evenings, and meditation groups. We are also reaching more people who are marginalised and disadvantaged.

Bereavement Support Groups

There are 35 bereavement support groups run by ACGB staff and volunteers throughout Victoria, often in partnership with other agencies (compared with 22 in 2008/2009). During 2009/2010, 660 people registered for bereavement support groups, compared with 534 in 2008/2009. There are groups for bereaved partners, bereaved children, adults whose parent has died, pet bereavement, a walking group, a group for men, and bushfire bereavement groups.

Artwork by KG2 group members
Regional Specialist Bereavement Service

Five regional specialist bereavement counsellors are employed half-time and are located at Geelong, Bendigo, Ballarat, Mooroopna and Moe. Sixty-five per cent of their time is allocated for direct service (counselling, support groups, etc.), 25% for capacity building (providing advice and consultation to workers in regional specialist and mainstream services, and developing or supporting local networks of practitioners), and 10% for administration (as they have no local administrative support). Each worker has an Advisory Group comprised of key local professionals, which provides support and guidance in the development of regional services. As time allows, the regional workers establish bereavement support groups and study groups where needed. Working in rural areas brings special challenges, which are exacerbated by many years of drought, climate change, economic constraints and scarce services and resources.

Since this program began three and a half years ago, demand for services has been steadily increasing and it is clear that there is an urgent need for more resources for this work in country Victoria.

The five Department of Human Services rural regions – Barwon South West, Grampians, Loddon Mallee, Hume and Gippsland and location of Statewide Specialist Service Bereavement Counsellors.

Number of clients at each location 2009/2010
Total = 551
Community Outreach Service

This service complements the office-based counselling by offering bereavement counselling and the more informal support of a Bereavement Support Companion to people who are housebound and/or isolated because of physical, mental or emotional disability. When we are unable to provide a counsellor for an outreach visit, telephone counselling by practitioner associates provides an important role and links people into the service. As the population ages this service will continue to grow. Feedback received for this service continues to be positive.

Toll-Free Telephone Services

Two toll-free telephone services are answered by BCSS staff on weekdays during office hours:

1. Bereavement Information and Referral Service: available to the general public and health professionals seeking information about bereavement services across Victoria.
2. Practitioner Consultancy Service: available to health practitioners for advice and consultation regarding complex bereavement situations.

BCSS Fund

This small discretionary fund has been established for the exclusive use of clients of the BCSS who are experiencing financial hardship as a direct result of bereavement. It provides one-off payments of up to $500. BCSS runs fundraising activities from time to time to maintain the fund.

Bushfire Services

The bushfire services developed by the Australian Centre for Grief and Bereavement following the Victorian bushfires in February 2009 have been developed in response to requests from bereaved people, agencies and government. The flexible model of services provides choices of office-based, outreach and telephone counselling for individuals, couples and families, and a range of support groups for bereaved adults and children. ACGB counsellors have been involved with bereaved people in planning and arranging anniversary events, bereaved community forums, and an advisory group comprised of bereaved people. In addition, ACGB counsellors have provided forums about traumatic grief, community information sessions, supervision and support of workers in other agencies, support for families at the Royal Commission, and training of bushfire case managers.

We have worked closely with the Victorian Bushfire Reconstruction and Recovery Authority, the Victorian Departments of Human Services and Health, and many other local agencies. Funding was made available from the Victorian Bushfire Appeal Fund to establish and run specific programs for bereaved people.

Bushfire Discussion and Support Groups for Adults

People recovering from major losses and disasters often find it helpful and comforting to meet together in groups with others who share similar losses and experiences. In partnership with local agencies, 11 groups for adults bereaved through the bushfires have been established where people have requested them, in bushfire-affected and metropolitan locations.

Bushfire Groups for Bereaved Children

Following the completion of a scoping study, funding was received to establish Kids Grieve Too (KG2) groups for children bereaved through the bushfires. To date, groups have been established in Kinglake with Kildonan UnitingCare, and in Hurstbridge. Others are planned.

Bushfire Specialist Bereavement Counselling Team

From July 1 2009, funding was made available for 12 months for a team of five half-time Bushfire Specialist Bereavement Counsellors to be located in bushfire-affected areas including Eltham, Kyneton, Seymour and Traralgon. Office-based, telephone, and outreach counselling has been provided for people who have been seriously affected and have lost someone close to them, in their homes or places where they are staying and at other suitable locations.

Outreach Bushfire Counsellor and client.
Outreach counselling has been important because many traumatically bereaved people are unable or unwilling to travel to office/counselling locations because of the distress caused by their traumatic experiences and by the dislocation and complications in their lives. Many also had multiple bereavements and many had unstable and changing accommodation following the loss of their homes and community in the fires.

We have been advised that the Victorian Bushfire Appeal Fund will provide funding to the Australian Centre for Grief and Bereavement to extend these services for three years for people bereaved through the bushfires.

Publications, Resources and Other Services

Bereavement Practice Notes E-Newsletter

This e-newsletter complements the Practitioner Consultancy Service, and brings up-to-date information and resource material to practitioners who are working with bereaved people, particularly those in agencies where loss, grief and bereavement is only one of a range of areas of work.

The Rosemary Branch Newsletter

A working group comprised of staff, volunteers and past clients produces this newsletter for our clients four times a year. Many contributions are received for the newsletter, and feedback indicates it is a valuable service. In early 2010 the newsletter received a new design.

Rememberings Volume 2

A second volume of poetry and prose entitled Rememberings was compiled with 70 entries from bereaved people and was launched in May. Volume 1, published in July 2008, has proved to be very popular.

Resource Materials

A collection of literature is available for bereaved people, as well as a collection of articles of interest for bereavement counsellors. These can now be emailed upon request.

Lending Library

A generous donation from some past clients has enabled us to establish a small library of books that can be loaned to clients. People will be able to donate books in memory of a loved one who has died. A small committee of staff and past clients oversees this program.

Volunteer Appreciation Evening

During National Volunteer Week in May, the inaugural ACGB Volunteer Appreciation Evening was held. This provided the opportunity to thank the 137 active volunteers who provide their services. Without them we would be unable to provide an effective statewide specialist bereavement service. On this occasion we were privileged to have noted author Dr Doris Brett to launch Volume 2 of Rememberings.

President Adele Hulse presents a certificate of appreciation to an ACGB Volunteer.

‘A Time to Remember’ Ceremony of Remembrance

This is an annual non-religious, non-denominational ceremony of remembrance for all those involved with the BCSS programs. A committee of staff, volunteers and past clients plan and run the ceremony.

Massage Therapy

A qualified massage therapist volunteers her services half-a-day each week for bereaved people, volunteers and staff.

Support for Counsellors

All paid and volunteer staff receive support and supervision relevant to the tasks they undertake. Counsellors’ supervision involves regular individual sessions, case presentations and professional development opportunities. Supervision supports counsellors to integrate loss and grief theory into their practice.

An experienced practitioner associate facilitates a small informal discussion group for practitioner associates to provide support and encouragement for the potentially emotionally demanding and isolating nature of the work.
Membership, Information & Resources

Memberships & Journal Subscriptions

The Australian Centre for Grief and Bereavement offers memberships and subscriptions to individuals and organisations on both national and international levels. For the 2010 year, the Australian Centre for Grief and Bereavement was delighted to introduce an exciting new range of membership options. Alongside our current membership program, an enhanced level of membership was launched featuring reciprocal membership with the largest interdisciplinary organisation in the field of death, dying, and bereavement, the Association for Death Education and Counseling (ADEC).

The variety of benefits for membership with the Australian Centre for Grief and Bereavement includes:

- receipt of *Grief Matters: The Australian Journal of Grief and Bereavement* three times per year
- discounted member rates for seminars and workshops offered by the Centre
- discounts on most books purchased at Open Leaves bookshop
- access to the Australian Centre for Grief and Bereavement Reference Library
- voting rights at the Annual General Meeting
- free attendance at the Annual Grief Lecture.

Joint membership holders will receive the full benefits of a membership to the Australian Centre for Grief and Bereavement, plus the additional benefits of an ADEC membership, which include:

- online subscription to *Death Studies* and *Omega: Journal of Death and Dying*, including access to back issues
- discounted journal subscriptions to *Journal of Loss and Trauma, Mortality, and Living With Loss*
- discount of professional certification for fees associated with Certified in Thanatology and Fellow in Thanatology certifications
- bi-monthly *Connects* e-newsletter
- members-only publication *The Forum* regarding news, current events and developments in the field
- annual conference discounts and exclusive workshops and courses
- exclusive use of the ‘Member Directory’ and ‘Members Only’ sections of the ADEC website.

The Australian Centre for Grief and Bereavement offers a discounted rate for students and concession cardholders in both membership programs. In 2009/2010 the Centre has been pleased to provide membership services to approximately 291 members, while an additional 70 members elected to upgrade to reciprocal membership, rendering this new option a remarkable success.

Individuals or organisations based interstate or overseas may elect to subscribe only to the journal *Grief Matters: The Australian Journal of Grief and Bereavement*, rather than taking out full membership. There were 79 subscribers from locations including the United Kingdom, Germany, New Zealand, Canada, and across Australia.

Due to the introduction and success of the reciprocal membership to the Australian Centre for Grief and Bereavement and ADEC, the Journal Table of Contents Update Service is no longer offered by the Centre.

Resources Guide

The Australian Centre for Grief and Bereavement now has an extensive number of resources available pertaining to grief, loss and bereavement. These resources are available for purchase by professionals working in the field of grief and loss, and members of the public who are bereaved or offering support to others. The publication of our comprehensive Resource Guide enables clients to review the resources available, assess their suitability, and purchase as required.

The Centre has maintained relationships with several well-known international authors and organisations including Prof. Robert Neimeyer, Tom Golden, our International Specialist Educator for 2009, Dr John R. Jordan, Cruse Bereavement Care UK, The Dougy Center for Grieving Children and Families in the USA, and the Skylight Foundation in New Zealand, in order to provide a wide variety of resources.

In addition to this, a June 2010 revision of the Resource Guide included the introduction of several new resources relating to pet loss, pre-natal diagnosis, and self-care for workers in helping professions. We are also looking forward to including a book co-authored by our International Educator for 2010, Dr Stephen Fleming, upon its Australian release in September 2010.

Resources can be purchased from the Centre by completing a resource order form, or by contacting the Centre directly.

Grief Matters: The Australian Journal of Grief and Bereavement

*Grief Matters: The Australian Journal of Grief and Bereavement* is produced three times annually, and informs health professionals and those working with bereaved people of current research and practice in loss and grief.

Each issue of *Grief Matters* focuses on a particular theme. During 2009–2010, the issues published had the following themes: ‘Bereavement and the Internet’, ‘Workplace Grief: Death in the Workplace/Job Loss’, and ‘Road Trauma’.

Contributors included: Kathleen R. Gilbert, Kimberly D. Hieftje, Maresa Murray, Annette Street, Kate Wakelin and Birgit Wagner;
John Bottomley, John H. McWilliams, Fiona Heylan and Anne Wicking; Janice Harris Lord, John Downes, Vivienne Bateman, Jennifer Clark and Toni Tidswell.

Individuals and organisations outside of Victoria can subscribe to the journal. In addition, people can also purchase individual copies of back issues at full price, or at discounted prices for bulk orders of older editions, or the complete set of back issues. This has become a very popular practice for those people wishing to purchase copies focusing on particular themes.

A Grief Matters’ special of three issues for $30.00 that was offered in The Grief Brief in June 2009 received such a phenomenal response from members and subscribers that was extended three times into late August, and resulted in two editions being sold out.


Reference Library

The Library at the Centre provides a valuable reference service to staff, counsellors, educators, members, students and the general public. Although not a lending library, members and interested parties can visit and photocopy required material. The library offers a range of books, journals, newsletters, videos, audio, CDs and DVDs.

The collection has expanded during the 2009/2010 year. This includes a donation of resources from Twanny Farrugia. Twanny, a long-standing educator of the Centre, has recently retired and kindly donated some of his collection to the Centre’s Library. This was greatly appreciated and received with much thanks. The project of converting the card catalogue to a computerised version is ongoing.

Table of Contents Update Service

First offered to members in 2002, this service, available to members of the Australian Centre for Grief and Bereavement. Subscribers to this service received the tables of contents of journals kept by the Library three times per year. This service was phased out at the beginning of 2010. Members of the Centre have been encouraged instead to take up the new offer of reciprocal membership with ADEC to take advantage of the full text online journals available on their website.

Sympathy Pin

Introduced in 2001, the Sympathy Pin continues to be a strong symbolic representation of the experience of loss. Members of the general public, as well as organisations and agencies dealing with grieving people, can purchase the pin for themselves, to give to a loved one, or to present to clients. The Sympathy Pin is distributed through the Australian Centre for Grief and Bereavement and all proceeds go towards enhancing services and programs offered by the Centre.

Website

The Centre’s website, http://www.grief.org.au, continues to attract both local and international interest, and serves as an important point of contact for both grieving people and those who care for them. In the past year, the site was redesigned and now provides a wider range of material that can be more readily and frequently updated.

The site receives on average 1,315 visits per week with 63.95% of those coming from new visitors. Visitors to the site come from 42 countries/territories. The six nations most represented in visitor numbers were Australia, the United States, New Zealand, Canada, the United Kingdom and Norway.

Grief and Bereavement Journal Club

The Centre offers a Grief and Bereavement Journal Club, which meets three times per year. The journal club provides an opportunity for the informal and relaxed discussion of recent research findings in the grief and bereavement field. Upon registering to attend a journal club meeting, participants are then emailed a copy of the article that will be discussed at that particular meeting.

The Grief Brief

The Grief Brief is the monthly e-newsletter of the Centre. The publication provides details of new initiatives, resources and local, national and international information in the field of loss, grief and bereavement. This is an extremely popular service, and is received each month by over 6,000 subscribers.
Statement by the Committee of Australian Centre for Grief and Bereavement Inc. for the Financial Year Ended 30 June 2010

In the opinion of the members of the Committee the financial report as set out on pages 16 to 22:

a| presents fairly the financial position of the Australian Centre for Grief and Bereavement Inc. as at 30 June 2010 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board

b| at the date of this statement there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President
A. Hulse

Treasurer
J. Patton

Clayton, 20 September, 2010

The accompanying notes form part of these financial statements.
## Balance Sheet as at 30 June 2010

<table>
<thead>
<tr>
<th>Note</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>4</td>
<td>750,397</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>29,509</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td></td>
<td>779,906</td>
</tr>
<tr>
<td><strong>NON-CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, Plant and Equipment</td>
<td>6</td>
<td>65,018</td>
</tr>
<tr>
<td><strong>Total Non-Current Assets</strong></td>
<td></td>
<td>65,018</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td></td>
<td>844,924</td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>7</td>
<td>263,201</td>
</tr>
<tr>
<td>Provisions</td>
<td>8</td>
<td>160,652</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td></td>
<td>423,853</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td></td>
<td>423,853</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td>421,071</td>
</tr>
<tr>
<td><strong>EQUITY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained Profits</td>
<td>9</td>
<td>421,071</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td></td>
<td>421,071</td>
</tr>
</tbody>
</table>

## Cash Flow Statement for the Year Ended 30 June 2010

<table>
<thead>
<tr>
<th>Note</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Government Grants</td>
<td></td>
<td>750,000</td>
</tr>
<tr>
<td>- Subscriptions (Memberships &amp; Journals)</td>
<td></td>
<td>66,220</td>
</tr>
<tr>
<td>- Seminars, Workshops, Courses &amp; Other Income</td>
<td></td>
<td>1,201,867</td>
</tr>
<tr>
<td>Interest Received</td>
<td></td>
<td>296</td>
</tr>
<tr>
<td>Payments to suppliers and employees</td>
<td></td>
<td>(1,647,084)</td>
</tr>
<tr>
<td><strong>Net cash used by operating activities</strong></td>
<td>13b</td>
<td>371,299</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM INVESTING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds of Sale of Assets</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>Fixed Asset Purchases</td>
<td></td>
<td>(24,965)</td>
</tr>
<tr>
<td><strong>Net Cash used by investing activities</strong></td>
<td></td>
<td>(24,965)</td>
</tr>
<tr>
<td><strong>NET INCREASE/(DECREASE) IN CASH HELD</strong></td>
<td></td>
<td>346,334</td>
</tr>
<tr>
<td>Cash at the beginning of the financial year</td>
<td></td>
<td>404,063</td>
</tr>
<tr>
<td><strong>Cash at the end of the financial year</strong></td>
<td>13a</td>
<td>750,397</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these financial statements.
Notes to the Financial Statements for the Year Ended 30 June 2010

Note 1: Statement of Significant Accounting Policies
This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, other authoritative pronouncements of the Accounting Standards Board and the requirements of the Association Incorporations Act Victoria.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, Current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the Centre in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

**a| Depreciation**
The depreciable amounts of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to the Centre commencing from the time the asset is held ready for use.

**b| Revenue**
Subscription and membership income is recognised on a pro-rata basis over the term of the membership. Income from seminars and workshops is recognised on delivery of the service.

**c| Income Tax**
The Centre is exempt from income tax.

**d| Property Plant & Equipment**
Each class of property, plant & equipment are carried at cost less, where applicable, any accumulated depreciation. The carrying amount of office furniture & equipment and vehicles is reviewed annually by the Board to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flow which will be received from the assets’ employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

The depreciable amount of all fixed assets are depreciated on a straight line basis over the useful lives of the assets to the centre commencing from the time of the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

<table>
<thead>
<tr>
<th>Class of Fixed Asset</th>
<th>Depreciation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Furniture &amp; Equipment</td>
<td>5–20%</td>
</tr>
<tr>
<td>Motor Vehicles</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

**e| Employee Entitlements**
Provision is made for the Centre’s liability for employee entitlements arising from services rendered by employees at balance date. Employee entitlements to annual leave have been measured at their nominal amount. Provision has been made for Long Service Leave for employees with service in excess of seven years on the basis of the probability of reaching legal entitlement. That part of the liability that represents entitlements of employees who have unconditional right to access their entitlement is classified as a Current liability.

Contributions are made by the Centre to an employee superannuation fund and are charged as expenses when incurred.

**f| Cash**
For the purpose of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

**g| Revenue**
Interest receivable is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).
h) International Financial Reporting Standards

Following the adoption of Australian equivalents to International Financial Reporting Standards (AIFRS), the Centre has prepared and presented its financial report and other accountability statements in compliance with AIFRS framework for the financial year ended 30 June 2010.

Under AIFRS, there are requirements that apply specifically to not-for-profit entities that are not consistent with IFRS requirements. The Centre has analysed its purpose, objectives, and operating philosophy and determined that it does not have profit generation as a prime objective. Consequently, where appropriate, the Centre has elected to apply options and exemptions within the AIFRS that are applicable to not-for-profit entities.

i) Accounting Standards Not Yet Operative

The Board has reviewed Australian Standards issued and not yet operative and determined that, whilst a number will apply to the Centre in subsequent years, none will have a material effect on the reported results of the Centre.

<table>
<thead>
<tr>
<th>Note 2: Revenue from Ordinary Activities</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Subscriptions (Memberships &amp; Journals)</td>
<td>66,220</td>
<td>43,336</td>
</tr>
<tr>
<td>- Seminars, Workshops &amp; Certificate Courses</td>
<td>223,201</td>
<td>149,921</td>
</tr>
<tr>
<td>- Consulting &amp; Projects</td>
<td>773,057</td>
<td>39,662</td>
</tr>
<tr>
<td>- Government Grants</td>
<td>750,000</td>
<td>798,160</td>
</tr>
<tr>
<td>- International Tour</td>
<td>234,111</td>
<td>520,284</td>
</tr>
<tr>
<td>- Other</td>
<td>36,881</td>
<td>49,211</td>
</tr>
<tr>
<td>- Interest received</td>
<td>296</td>
<td>6,596</td>
</tr>
<tr>
<td><strong>Total Revenue from Operating Activities</strong></td>
<td>2,083,766</td>
<td>1,607,170</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note 3: Loss from Ordinary Activities</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss from ordinary activities before income tax expense has been determined after deduction of all appropriate expenses including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>a) Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation of property, plant and equipment</td>
<td>22,714</td>
<td>19,822</td>
</tr>
<tr>
<td>Remuneration of auditor:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Audit or review services</td>
<td>5,070</td>
<td>5,420</td>
</tr>
<tr>
<td>- Other Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Remuneration</strong></td>
<td>5,070</td>
<td>5,420</td>
</tr>
<tr>
<td><strong>b) Other Significant Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The following expense items are relevant in explaining the financial performance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counselling Clinic &amp; Support Group Expenses</td>
<td>54,421</td>
<td>39,958</td>
</tr>
<tr>
<td>Publications &amp; Promotions</td>
<td>51,776</td>
<td>27,601</td>
</tr>
<tr>
<td>Accreditation</td>
<td>17,005</td>
<td>6,664</td>
</tr>
<tr>
<td>Education Program</td>
<td>55,477</td>
<td>108,787</td>
</tr>
<tr>
<td>International Tour Costs</td>
<td>94,214</td>
<td>425,695</td>
</tr>
<tr>
<td>Staffing Related</td>
<td>1,189,327</td>
<td>921,822</td>
</tr>
<tr>
<td>Administration</td>
<td>89,271</td>
<td>85,414</td>
</tr>
<tr>
<td>Rent</td>
<td>30,101</td>
<td>32,964</td>
</tr>
<tr>
<td>Funded Projects</td>
<td>121,696</td>
<td>198,803</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note 4: Cash &amp; Cash Equivalents</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on hand</td>
<td>200</td>
<td>150</td>
</tr>
<tr>
<td>Cash at bank</td>
<td>750,197</td>
<td>403,913</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>750,397</td>
<td>404,063</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Note 5: Other Assets</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sundry Debtors</td>
<td>1,572</td>
<td>13,520</td>
</tr>
<tr>
<td>Less Provision for Doubtful Debts</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Prepayments</td>
<td>27,937</td>
<td>23,772</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>29,509</td>
<td>37,292</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these financial statements.
Note 6: Property, Plant & Equipment

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Property, Plant &amp; Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Furniture &amp; Equipment – at cost</td>
<td>286,396</td>
<td>261,431</td>
</tr>
<tr>
<td>Less accumulated depreciation</td>
<td>232,732</td>
<td>213,856</td>
</tr>
<tr>
<td></td>
<td>53,664</td>
<td>47,575</td>
</tr>
<tr>
<td>Motor Vehicle – at cost</td>
<td>30,702</td>
<td>30,702</td>
</tr>
<tr>
<td>Less accumulated depreciation</td>
<td>19,348</td>
<td>15,510</td>
</tr>
<tr>
<td></td>
<td>11,354</td>
<td>15,192</td>
</tr>
<tr>
<td>b) Movements in Carrying Amounts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Office Furniture & Equipment

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the beginning of the year</td>
<td>47,575</td>
<td>60,640</td>
</tr>
<tr>
<td>Additions</td>
<td>24,965</td>
<td>2,919</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>(18,876)</td>
<td>(15,984)</td>
</tr>
<tr>
<td>Carrying amount at the end of the year</td>
<td>53,664</td>
<td>47,575</td>
</tr>
</tbody>
</table>

Motor Vehicle

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the beginning of the year</td>
<td>15,192</td>
<td>19,030</td>
</tr>
<tr>
<td>Additions</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>(3,838)</td>
<td>(3,838)</td>
</tr>
<tr>
<td>Carrying amount at the end of the year</td>
<td>11,354</td>
<td>15,192</td>
</tr>
</tbody>
</table>

Note 7: Payables

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors &amp; Accrued Expenses</td>
<td>131,282</td>
<td>39,369</td>
</tr>
<tr>
<td>Other Income in Advance</td>
<td>131,919</td>
<td>209,250</td>
</tr>
<tr>
<td></td>
<td>263,201</td>
<td>248,619</td>
</tr>
</tbody>
</table>

Note 8: Provisions

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisions for Employee Entitlements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Long Service Leave (Note 1[e])</td>
<td>48,707</td>
<td>34,115</td>
</tr>
<tr>
<td>- Annual Leave</td>
<td>108,945</td>
<td>83,865</td>
</tr>
<tr>
<td></td>
<td>157,652</td>
<td>117,980</td>
</tr>
</tbody>
</table>

Note 9: Retained Profits

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained profits at the beginning of the financial year</td>
<td>137,523</td>
<td>255,894</td>
</tr>
<tr>
<td>Net Surplus/(Loss) attributable to the Centre</td>
<td>283,548</td>
<td>(118,371)</td>
</tr>
<tr>
<td>Retained profits at the end of the financial year</td>
<td>421,071</td>
<td>137,523</td>
</tr>
</tbody>
</table>

Note 10: Financial Instruments

(i) Terms, Conditions and Accounting Policies

The Centre’s terms, conditions and accounting policies of financial instruments (cash at bank, debtors and creditors) are those adopted by businesses in Australia generally. All financial assets and liabilities are carried at cost or amortised cost.

(ii) Net Fair Values

The net fair values of the Centre’s financial assets and liabilities are not expected to be significantly different from each class of asset and liability as recognised in the balance sheet as at 30th June, 2009.

(iii) Risks and Mitigation

The risks associated with our main financial instruments and the Centre’s policies for minimising these risks is detailed below.

The accompanying notes form part of these financial statements.
**Interest rate risk**
Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from interest bearing financial assets that we use. Interest bearing assets are all short term liquid assets. Interest rate risk is managed by retaining all liquid funds in a cash account earning interest at Current rates that are varied daily in accordance with market fluctuations.

**Market risk**
Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Centre’s exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk. Components of market risk to which we are exposed are discussed below.

**Credit risk**
Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on all financial assets included in our balance sheet. To help manage this risk the Centre maintains most of its financial assets in a recognised Australian Bank and otherwise contracts with a large number of patrons in relatively small amounts.

**Liquidity risk**
Liquidity risk includes the risk that, as a result of our operational liquidity requirements: the Centre will not have sufficient funds to settle a transaction on the date; the Centre will be forced to sell financial assets at a value which is less than what they are worth; or the Centre may be unable to settle or recover a financial asset at all. To manage these risks the Centre maintains all of its operating funds in at call bank accounts and monitors its cash flow requirements closely.

**(iv) Interest Rate Sensitivity**
The Centre is not exposed to material interest rate sensitivity.

**(v) Composition and Maturity Analysis**

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash &amp; Cash equivalents</td>
<td>200</td>
<td>750,197</td>
<td>750,397</td>
</tr>
<tr>
<td>Receivables</td>
<td>1,572</td>
<td>1,572</td>
<td></td>
</tr>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>131,828</td>
<td>131,282</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash &amp; Cash equivalents</td>
<td>150</td>
<td>403,913</td>
<td>404,063</td>
</tr>
<tr>
<td>Receivables</td>
<td>13,520</td>
<td>13,520</td>
<td></td>
</tr>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>39,369</td>
<td>39,369</td>
<td></td>
</tr>
</tbody>
</table>

**Note 11: Segment Reporting**
The Centre operates in the specialised educational sector providing training to professionals and non-professionals in the field of grief management. The Centre provides these services primarily in Victoria but conducts significant activities in most other states also.

**Note 12: Service Details**
The principal place of business of the Centre is:
- McCulloch House
- Monash Medical Centre
- 246 Clayton Road
- Clayton, Victoria, 3168

The accompanying notes form part of these financial statements.
Note 13: Cash Flow

a) Reconciliation of Cash

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on hand</td>
<td>200</td>
<td>150</td>
</tr>
<tr>
<td>Cash at bank</td>
<td>750,197</td>
<td>403,913</td>
</tr>
<tr>
<td></td>
<td>750,397</td>
<td>404,063</td>
</tr>
</tbody>
</table>

b) Reconciliation of net cash provided

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Loss)/Profit from ordinary activities after income tax</td>
<td>283,548</td>
<td>(118,371)</td>
</tr>
<tr>
<td>Non-cash flows in profit from ordinary activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>22,714</td>
<td>19,822</td>
</tr>
<tr>
<td>Changes in assets and liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Increase)/Decrease in Debtors</td>
<td>11,949</td>
<td>10,715</td>
</tr>
<tr>
<td>(Increase)/Decrease in Prepayments</td>
<td>(4,166)</td>
<td>191,367</td>
</tr>
<tr>
<td>Increase/(Decrease) in Creditors &amp; Accrued Expenses</td>
<td>91,913</td>
<td>(38,617)</td>
</tr>
<tr>
<td>Increase/(Decrease) in Income in Advance</td>
<td>(77,331)</td>
<td>(247,140)</td>
</tr>
<tr>
<td>Increase/(Decrease) in Provisions</td>
<td>42,672</td>
<td>15,395</td>
</tr>
<tr>
<td>Net cash used in operating activities</td>
<td>371,299</td>
<td>(166,829)</td>
</tr>
</tbody>
</table>

c) The Centre has no credit standby or financing facilities in place.

Note 14: Related Party Transactions

During the year the following members were Members of the Committee:

- Adele Hulse
- Dr June Allan
- Glynnis Hearn
- John Patton
- Dr Geoff White
- Andrea Murphy
- Deirdra De George
- Twanny Farrugia (to February 2010)
- Russell Edwards (to February 2010)

The key management personnel, as defined by Accounting Standard AASB 124, held during the year were: Director, Manager – Business Operations, Manager – Health Promotion and Education, Manager – Bereavement Counselling and Support Service.

The aggregate compensation for key management personnel for the year were:

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>a) Short-term employee benefits</td>
<td>321,809</td>
<td>347,012</td>
</tr>
<tr>
<td>b) Post-employment benefits</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>c) Other Long-term benefits</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>d) Termination benefits</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>e) Share-based payment</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

There are no other Related Party Transactions for the financial year ended 30 June 2010.
Independent Audit Report to the Members of Australian Centre for Grief and Bereavement Inc

We have audited the accompanying financial report of the Australian Centre for Grief and Bereavement Inc. (the Centre) which comprises the Balance Sheet as at 30 June 2009 and the Income Statement, Statement of Recognised Income and Expense and Cash Flow Statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Statement by Members of the Board of Management.

Committee’s Responsibility for the Financial Report
The Committee of the Centre is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (Vic) 1981. This responsibility includes establishing and maintaining internal control relevant to the entity’s preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor’s Responsibility
Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

The accompanying notes form part of these financial statements.
Independent Audit Report to the Members of Australian Centre for Grief and Bereavement Inc.

Independence
In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor’s Opinion
In our opinion:
The financial report of the Australian Centre for Grief and Bereavement Inc. is in accordance with Section 30(3A) of the Associations Incorporation Act (Vic) 1981, including:

a| giving a true and fair view of the Centre’s financial position as at 30 June 2010 and of their performance for the year ended on that date; and

b| complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (Vic) 1981.

UHY Haines Norton
Chartered Accountants

Richard J. Lindner, Melbourne
Dated this 20th day of September 2010

Liability limited under a scheme approved under Professional Standards Legislation

The accompanying notes form part of these financial statements.