

The Australian Centre for Grief and Bereavement

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 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.

Mission Statement

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.

Acknowledgements

The Centre would like to acknowledge the exceptional efforts and dedication of our committee of management, staff, practitioner associates, professional educators and many volunteers.

Committee of Management

President

Adele Hulse, BA, DipEd

Deputy President

Dr June Allan, PhD, BA,
DipSocSt, SpecCertBerCounsPrac

Secretary

Glynnis Hearn, AssocDipArts
(SocWelf), AdvDipFamTherapy,
SpecCertBerCouns,
CertIVWrkplcAssess&Trng,
CertClinSuperv,
AvCertCriticalIncidentStressMgmt
(to March 2011)

Dr Geoff White, PhD, MEdSt,
BAppSc, DipEd (from April 2011)

Treasurer

John Patton, BEc, ACA

General Members

Dr Geoff White, PhD, MEdSt,
BAppSc, DipEd (to April 2011)

Andrea Murphy, BA,
GradDipHealthCouns

Deirdra De George, BA, DipEd,
AdvCertBusAdmin, CertIVTAA

Kristine Trevaskis, BSW
(from March 2011)

Fay Gertner, BA/LLB
(from June 2011)

Patrons

Walter Mikac, BPharm
Professor David Pennington, AC,
MA, DM (Oxon), LLD (Hons),
BCh, FRCP, FRCAP, FRCAA

Wendy Wilmoth, BA, LLM

Staff

Director

Christopher Hall, MA,
GradDipAdol&ChildPsych, BEd,
CertIVTAE, MAPS, MACE, FAIM

Manager – Business Operations

Julie Frowe, BA (Hons) (BusSt)

Manager – Bereavement Counselling and Support Services

Anne Giljohann, BA, DipSocSt,
MSW, CertIVTAE, MAASW
(to February 2011)

Wayne Lynch, MHumServ,
GradDipCouns, BAppSc (Mgt),
BEd, DipGestaltTherapy,
CertIVAssess&WrkplcTrng, RN,
MANF (from March 2011)

Manager – Health Promotion and Education

Danielle Ricato, CertIVTAE,
CertIIIEdAdmin

Manager – Special Projects

Jim Luscombe, GradCertBusAdmin,
BBusHRM (to October 2010)

Office Administrator

Janelle Brennan, BPsych,
PostGradDipPsych

Administrator – Business Operations

Dirk Shenton,
AssocDipBus (Acctg),
MPNeuroLinguisticProgramming,
MPTIME-LineTherapy, MHypn,
CertEFT (Level 3) &
AlphaReprogramming

Education Program Administrator

Bronwyn Thurling

Librarian

Debbie Hedger, BSc,
GradDipInfoServ

Courses Coordinator

Maria Szucs, BA,
GradCertIVTAA, NAATI

Journal Production Editor

Natalie Coish, BA (Double Hons)
(English & CinSt), Dip (ProfWrtg
& Edit)

Senior Bereavement Counsellor – Supervision

Wendy Thurling, BEd (Arts),
GradDipCouns&HumServ,
ASIST, SpecCertBerCouns,
AdvCertGestaltTherapy

Maria Smart,
DipCommServ (WelfSt),
SpecCertBerCounsMethods,
SpecCertBerCounsPrac

Community Outreach Service Coordinator

Rae Silverstein, TPTC,
GradDipSpecEd,
GradDipMentalHealthforTeach
Profs, SpecCertBerCounsMethods,
SpecCertBerCounsPrac

Administrative Coordinator

Claire Ewart, BA (Hons)
Rae Silverstein, TPTC,
GradDipSpecEd,
GradDipMentalHealthforTeach-
Profs, SpecCertBerCounsMethods,
SpecCertBerCounsPrac

Senior Bereavement Counsellor & Support Groups Coordinator

Colin Charles, BSW,
DipFamTherapy,
SpecPostGradProgramBerCouns,
BerCounsPracCourse, CertIVTAE
(to April 2011)

Michal deWilloughby, BA
(Couns), MPsychotherapy&Couns
(from May 2011)

Assistant Support Groups Coordinator

Simon Djurdevic, BPharm, Dip
(TranspersonalCouns), CertIVTAE

Regional Specialist Bereavement Counsellor – Gippsland

Sally Cody,
AdvDipGestaltPsychotherapy,
SpecPostGradProgramBerCouns

Regional Specialist Bereavement Counsellor – Barwon South West

Greg Roberts, BSW (Hons),
CertIVTAE, MAASW

Regional Specialist Bereavement Counsellor – Grampians

Jennifer Wilson, BSW, MSW

Regional Specialist Bereavement Counsellor – Hume

Rosie Petschack,
MCouns&HumServ,
SpecCertBerCounsMethod,
TPTC, TSPTC (to November 2010)

Marie Hogarth, VocGradCertBer-
Couns&Intervention, DipCouns,
CertIVEarlyChildhood, MACA,
AIPC, ASSIST (from April 2011)

Regional Specialist Bereavement Counsellor – Loddon Mallee

Evelyn Chittleborough,
BA (HumServ), DipWelfSt,
DipCounsPsych,
DipSolutionOrientedHypn,
SpecCertBerCounsMethods,
ASOCHA

Bushfire Discussion and Support Groups Coordinator (Adults)

Colin Charles, BSW,
DipFamTherapy,
SpecPostGradProgramBerCouns,
BerCounsPracCourse, CertIVTAE
(to April 2011)

Michal deWilloughby, BA
(Couns), MPsychotherapy&Couns
(from May 2011)

KG2 Bushfire Bereavement Support Groups Coordinator (Children)

Simon Djurdjevic, BPharm, Dip
(TranspersonalCouns), CertIVTAE

Bushfire Specialist Bereavement Counsellor – Gippsland

Marg Bailey, GradDipAdvNursing
(CommHlth), SpecCertBerCouns,
GradDipChild&AdolGriefCouns,
CertIVTAA (to April 2011)

Sally Cody,
AdvDipGestaltPsychotherapy,
SpecPostGradProgramBerCouns
(from June 2011)

Bushfire Specialist Bereavement Counsellor – Eltham

Gill Moseley, RN, GradDipBerCouns,
AdvTrain&SysTheory, VAFT

Bushfire Specialist Bereavement Counsellor – Metropolitan

Nerida Melsmith, BA (SocWork),
DipTech (SocWork),
IntCertBerCouns&Intervention

Bushfire Specialist Bereavement Counsellor – Broadford

Angela Wallis, RN, RM, MCHN,
CertFamTherapy, VocGradCertBer-
Couns&Intervention
(to August 2010)

Bushfire Specialist Bereavement Counsellor – Murrindindi & Yarra Ranges

Rosie Petschack, MCouns&HumServ,
SpecCertBerCounsMethod, TPTC,
TSpTC (from November 2010 to
April 2011)

Bushfire Specialist Bereavement Counsellor – Marysville and Kinglake

Vera Gill, MCouns,
GradDipCouns&HumanServ,
GradCertBerCounsPrac, NALAG
Accred. (from June 2011)

Manager – Bushfire Services

Annie Norrish, RN, BEd,
GradDipCouns&HumServ,
MCouples&FamTherapy,
SpecCertBerCounsPrac, CertIVTAE,
CMVAFT (to April 2011)

Acting Manager – Bushfire Services

Wayne Lynch, MHumServ,
GradDipCouns, BAppSci (Mgt),
BEd, DipGestaltTherapy,
CertIV Assess&WrkplcTrng, RN,
MANF (from April 2011)

Bushfire Bereavement Services Project Officer

Erin Bevege, BA (English &
History) (from April 2011)

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 2010/2011 year.

Sue Aspinall

Julie Baird

Tricia Bertram

Elizabeth Beyer, DipTranspCouns

Nicole Brogden

Maree Burns, BSW,
DipClinHypnTherapy, BA (Soc),
DipYouthWork

Anne Burr, MED

Anne Carr

Yvette Carr

Helen Castel

Adrienne Cavini, BA, BSW,
GradDipBerCounsMethods,
SpecCertBerCounsPractice

Ken Chapman

Sally Church, RN, RM, BA, BSW

Stephen Conner

Marie Craw

Mireille Davidson, BA, MSW

Tina Diccio, Med, BECS,
PostGradDipEarlyIntervention

Tess Dinale

Sue Earley, BA, DipEd,
CertTactileTherapies,
SpecCertBerCouns

Mimma Fedele

Jenny Field

Jana Fugaro, BSW

Deb Galavodas

Kaye Griffin, GradDipAdvCouns,
MPsych&Couns, CertIVHypn,
SpecCourseBerCouns,
DipClinicalHypn

Wendy Holden, MACA, MAIPC,
DipProfCounsAssoc

Loni Holland

Soncha Iacono

Lynne Irving, BSc,
GradDipHumSc,
SpecCertBerCounsMethods,
SpecCertBerCounsPrac

Irina Ishaq, BAppSoc (Couns),
DipHealthSc (Couns), ACA

Juli Jose

Lindy Judge

Ivanka Juric

Practitioner Associates & Volunteers cont.

Despina Kavnoudias, BA (Hons) (Psych), GradDipChildDev, BSW, GradCertBerCouns	Judy Michaelangeli, BEd, GradCertTrauma&Grief, CertTraumaCouns&Therapy, AdvCertTrauma&Therapy, AdvCertFamTherapy, IntCertBerIntervention	Julie Poon	Sharon Smith
David Kennedy	Bill Mitchell	Kerry Purdie	Gayle Stapleton, RNDiv2, DipArtSocWelf, PostGradDipSocSciCouns, SpecCertBerCounsPrac, PACFA
Shirley Klebaner, DipKTC, TESL, GradDipSpecEd, BEd, MEd, GradDipBerCouns	Louise Monkhouse	Christine Rawson	Jo-ann Stenton
Michelle Kornberg, BEd, GradDipSocSc (HumServCouns), SpecCertBerCouns	John Moran	Dianne Rees	Melissa Stephenson
Mustafa Kouklan, BSW, DipWelfStud	Janet Nixon, BBus, BSW, GradDipGrief&LossCouns, SpecCertBerCounsPrac	Lyn Richards, BA (SocSci), GradDipSocSci, GradDipGestaltTherapy, GradDipBerCounsMethods, SpecCertBerCouns	Enna Szmulewicz, BA, ND, SpecCertBerCouns
Di Krygger, DipCounsHlth, DipCouns&Comm	Eddie Oakley	Carmel Richardson, BSocSc&PastoralCare	Neville Taylor, BTh, GradDipEd, GradCertPastoralSt, SpecCertBerCouns
Evanna Lake, SRN, DistrictNursingCert, CertPersCouns, SpecCertBerCouns	Irene O'Keefe	Noela Rhodes, TPTC, DipEd, GradDipGraphicCommEd, DipArtTherapy, SpecCertBerCouns, SpecCertBerCounsPrac	Annie Thomas
Maria Lake	Derarca O'Mahony, BSc (Hons) (Psych)	Catherine Robb	Christiane Tomyn
Helen Lucas	Christine Oosthuizen	Bobbie Rooks	Tamsyn Van Rheenen
Wayne Lynch, MHumServ, GradDipCouns, BAppSc, BEd, DipGestaltTherapy, EdD, RN, MANF	John O'Shea, BBSc, BSW, GradCertBerCounsPrac	Marisha Rothman, GradCertLoss&GriefEd, GradDipLoss&GriefCouns, CertIIDrug&Alc	Angela Wallis
Cynthia Malec	Maggie O'Shea, BA, MA (History), BSW, MAASW	Deb Routley BSW	Brian Warnock, AdvDipAppSc
Lionel Martin	Connie Pannuzzo, CertArmTherapy, CertBodyworks	Vicki Scott Murphy, GradDipLoss&GriefCouns&Ed	Anne Watt
Heather Maxwell	Louise Pearson	Rae Silverstein, TPTC, GradDipSpecEd, GradDipMentalHlthforTeachProfs, SpecCertBerCouns, SpecCertBerCounsPrac	Jane Wilson, BA, GradDipIndRel, GradDipCareerEd&Devel, SpecCertBerCouns
Robyn McDonald	Laraine Philp, BA, BSW, GradDipLoss&Grief	Pamela Smith	Melanie Wood
Rachelle McIntosh	Sundra Pichot, GradCertGrief&PallCareCouns, BSW, GradDip RehabilitationCouns, BA (Psych), BA (Comm), IntCertBerIntervention		Paris Yves
Sarah Meageen, DipProfCouns			Goldie Zyskind

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 2010/2011.

Marg Bailey, GradDipAdvNursing (CommHlth), SpecCertBerCouns, GradDipChild&AdolGriefCouns, CertIVTAA

Vivienne Bateman, BSW, MAASW, MH Accred.

Fr Hugh Brown, MA (Theol), DipSpiritualTheol, MACE

Rosslyn Chandler, GradVAP, DipSocSt, MVAPP, CertIVTAE, MAASW

Christopher Hall, MA, GradDipAdol&ChildPsych, BEd, CertIVTAE, MAPS, MACE, FAIM

Lew Hess, BEc, BSW, BEd

Wayne Lynch, MHumServ, GradDipCouns, BAppSc (Mgt), BEd, DipGestaltTherapy, CertIVAssess&WrkplcTrng, RN, MANF

Garrett O'Dowd, BSW, BSc, SpecCertBerCouns, SpecCertBerCounsPrac

Maggie O'Shea, BA, MA (History), BSW, MAASW

Greg Roberts, BSW (Hons), CertIVTAE, MAASW

Michelle Roberts, BEd, GDACP

Martin Ryan, PhD, MSW, BBSoc, BSW, SpecCertBerCounsPrac

Ruth Schmidt Neven, BA (Psych), DipSocWorkSt

RTO Steering Committee

The Australian Centre for Grief and Bereavement embarked on a project to become a Registered Training Organisation and to have a Vocational Graduate Certificate in Bereavement Counselling and Intervention accredited with the Victorian Registrations and Qualifications Authority. Throughout the 2010/2011 financial year, a steering committee guided 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.

Maria Szucs

Damien Nash

Ros Chandler

Anne Giljohann

Christopher Hall

Wayne Lynch

Greg Roberts

Martin Ryan

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

Jesse Butay

Sponsorship and Major Contributions

Department of Health, Victoria

Microsoft Pty Ltd

President's Report



The Australian Centre for Grief and Bereavement helps people cope with difficult changes in their lives. All living creatures experience change as a fundamental fact of existence and as

organisations are only humans working together, they too undergo continual change. ACGB has changed enormously since it was created in 1996 and there have been many joyous, as well as some testing, times. Over those years many thousands of people have directly benefited from our education programs and clinical services. We have developed a mature relationship with the Victorian State Government's Department of Health and are grateful for the vital support and trust they have given us so consistently.

Much of our stability is due to the fact that we have been fortunate enough to have had only two Directors in that time, with Christopher Hall holding the position since 1997. He has become a leading world figure in the field of grief and bereavement, as evidenced by his chairmanship of the International Work Group on Death, Dying and Bereavement and, locally, his membership of the Victorian Coronial Council, the first such body in Australia. He was recently awarded the Ira Nerken International Award from the Association for Death Education and Counseling (ADEC), one of the oldest interdisciplinary organisations in the field; Christopher presented the Ira Nerken International Plenary Address at the 9th International Conference on Grief and Bereavement in Contemporary Society and the 33rd ADEC conference in Miami, Florida. He was also invited to chair and present a symposium on catastrophic loss, and presented the paper 'After the firestorm: Meeting the needs of the bereaved following the 2009 Victorian bushfires', which will be published in the UK journal, *Bereavement Care*.

Christopher has overseen the creation of a dedicated team of professionals, support staff and over 150 volunteers. This was done so well he was able to go on long-service leave in June 2011.

We have also been fortunate to retain a stable and enduring volunteer Committee of Management with a lot of shared experience and professionalism. I would like to acknowledge the steady support shown to ACGB by the Deputy President, Dr June Allan, Senior Lecturer at the School of Global Studies, Social Science and Planning, RMIT University; the Treasurer, John Patton, Senior Partner in the accounting firm, Ernst & Young; Secretary, Glynnis Hearn (to March 2011), and from April 2011, Dr Geoff White, Senior Lecturer in the Faculty of Medicine, Nursing and Health Sciences at Monash University. Heartfelt thanks also to Committee Members Andrea Murphy, Executive Manager of Family Services at Very Special Kids, and Deirdra De George, Executive Officer, Governance and Committee Services, Deakin University. This year we welcomed Kristine Trevaskis, Senior Coronial Counsellor, Office of the State Coroner, Perth, to the committee. We also welcome our newest member, Fay Gertner, Director of the Monash Oakleigh Legal Service, to the Committee. We were sorry to say goodbye to Glynnis Hearn, a member of the Committee of Management since March 2006, and wish her well in her many endeavours.

In August 2006 ACGB was successful in its tender for the provision of a statewide specialist bereavement service in Victoria, following which the organisation entered into a contract with the Department of Health. We have now completed the three-year contract period, plus the two-year further option period. The final report for year five was submitted to the Department on 30 June 2011. On behalf of

the Committee of Management, the Director and all our staff and volunteers, I am proud to advise that we have achieved all the set goals and more. From this point on we will revert to a Service Agreement.

At this time we still await confirmation from the Department of Health on additional funding and also a response to the Business Case submitted to the Premier (Hon. Ted Baillieu) the Minister for Bushfire Response (Hon. Peter Ryan), the Attorney-General (Hon. Robert Clark) and the Minister for Health (Hon. David Davies). We remain optimistic about the outcomes of both of these as the Centre has consistently provided exemplary service to Victorians across the state. We are the media's first port of call when the public needs assurance in the face of prevailing adverse conditions and have continued to expand services in other states.

Our experience following the Victorian bushfires of 2009 led to us becoming a valuable resource for those affected by the Queensland floods of 2011. Unfortunately, there will always be critical events across our country and while we cannot prevent many of them, thanks to ACGB those affected can expect more effective support than they would otherwise have received had the expertise not been gathered within one strong organisation. Our plan is to become a national clearing house for resources to help manage future responses.

All this is due to the hard work of all the people who make up this wonderful organisation and the Committee of Management would like to offer them our deep appreciation, warm regard and heartfelt thanks.

Adele Hulse

President

Committee of Management

Australian Centre for Grief and Bereavement

Director's Report



This annual report details another busy and productive year for the Australian Centre for Grief and Bereavement (ACGB) and the activities and achievements within

are a testament to the hard work of the many staff, volunteers and members of our Committee of Management. Our successful partnerships with the Victorian Government, the former Victorian Bushfire Reconstruction and Recovery Authority and other agencies in the bereavement field, both nationally and internationally, continue to be key features of this success.

For the past five years the Centre has provided services to the Victorian Department of Health in its role as the Statewide Specialist Bereavement Service, after successful tendering for this new service in August 2006. We, and the Department of Health, are delighted with the delivery of these objectives of this service and look forward to continuing to provide these services under a funded service agreement.

This year also saw the endorsement of ACGB's 2011–14 strategic plan. Through the examination and analysis of information gathered through an extensive research and planning process, five main areas of focus were determined:

1. Maintaining a culture of continuous quality improvement
2. Targeted research and evaluation
3. Service development
4. Affirmation and promotion of partnerships
5. Organisational sustainability.

The detailed plan provides an exciting and clear blueprint for the development of the

organisation over the next four years. This will see a greater integrations between our clinical and educational programs; a review of our counselling and support programs to ensure that these programs reflect the best available clinical evidence; a greater commitment to undertaking research – both independently and in collaboration with others – and an affirmation and an expansion of our partnerships with other providers of bereavement services in the palliative and broader health sectors.

I would like to note in particular the work of my management team colleagues, Julie Frowe (Manager – Business Operations), Danielle Ricato (Manager – Education and Health Promotion) and Wayne Lynch (Manager – Bereavement Counselling and Support Services [BCSS]). I feel particularly fortunate to lead this team of highly skilled and motivated managers. Although Wayne Lynch is reasonably new to the role of Manager of the BCSS, he brings over a decade of involvement with ACGB as a clinician and educator and a much longer history as an effective clinician and manager of counselling and support programs. All three managers have worked tirelessly over the past 12 months and have dealt with the many challenges of their roles with enormous creativity, skill and professionalism, and for this I thank them.

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 work of the many staff employed by ACGB. They each bring diverse yet complementary skills to their work, yet are common in their energy and commitment to the work of supporting the bereaved. The past year has seen a number of staff conclude their employment with ACGB and I would like to acknowledge their service to the organisations. Each in their own way have made significant

contributions to the organisation. I would also like to welcome a number of new staff who have commenced with ACGB as new programs arise and others develop in new directions. We are fortunate indeed that we are able to attract staff of such a high calibre, a number of whom first came into contact with ACGB as students in advanced training programs. These staffing changes are detailed within this report.

I would like to acknowledge the skilled work of the Committee of Management who have once again brought energy, creativity and skilled guidance to the work of the organisation. ACGB is enriched by their careful deliberation, prudent judgement and focus on the long-term viability of the organisation. Membership of the committee is a substantial commitment of time and energy. I am heartened by the sustained commitment of many members and our capacity to attract new members who bring particular skills to this work. Adele Hulse has once again fulfilled the role of President with great skill, energy and enthusiasm and has contributed an enormous amount of time to this role, more than many will ever know.

I also want to acknowledge the continuing support of the Department of Health, and in particular the work of Ellen Sheridan, Amanda Bolleter and Jackie Kearney. The Centre has developed a strong collaborative partnership with the Department as we both work towards a clear vision of bereavement support for Victorians.

I, along with the team at ACGB, look forward to working towards achieving the goals established in our strategic plan and realising the goal of building the capacity of individuals, organisations and communities in order to enhance wellbeing following bereavement and other adverse life events.

Christopher Hall

Director

Australian Centre for Grief and Bereavement

Education

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 Perth. Education and training programs are offered as workshops, seminars, short and long courses and customised training.

Education Program

During 2010/2011, the Centre provided 683 hours of education and training to 2,019 participants nationally.

Within metropolitan Melbourne, 91 hours of education were offered across 13 sessions, and were delivered to 207 participants. As in previous years, 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 'Engaging in Effective Brief Contact or Single-Session Grief and Bereavement Support', 'Providing Support Following Violent or Traumatic Deaths including Homicide', and 'Her Grief, His Grief: The Influence of Gender on Grief and Bereavement'. Feedback for these new sessions has been positive.

As a part of our metropolitan Melbourne training program, the Centre continues to develop partnerships with other caring organisations. Sessions for 2010/2011 have been run in association with the Scope, Sane Australia and Gamblers Help and The Salvation Army Hope for Life. We look forward to increasing our 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 133 hours of training being delivered to 437 participants. The majority of sessions are filled to capacity, and often with a waiting list of potential attendees. This indicates the necessity to further increase sessions being offered outside Victoria. It is hoped that in the future the Centre will be able to develop training partnerships with other organisations interstate, as is currently done within Victoria.

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 26.

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 2010/2011 financial year, the Centre delivered 94 hours to 611 participants at 16 customised training sessions throughout metropolitan Melbourne, regional Victoria and interstate. The demand for these sessions has increased with a notable preference for full-day workshops as opposed to 3 or 4 hour sessions as in the past. Some of the organisations that we have worked with this year include: Department of Education and Training, ACT; Caraniche; Anglicare, WA; and the Department of Human Services, TAS.



International Educator Tour 2010

The 2010 International Educator Tour was presented by Dr Leslie Balmer and Dr Stephen Fleming. During July–August, Doctors Balmer and Fleming visited Brisbane, Canberra, Melbourne, Adelaide, Perth and Sydney, each presenting a full-day workshop.

Dr Balmer, a registered psychologist in private practice, specialises in working with trauma victims who have suffered a death of a loved one through accident, suicide or murder. Her presentation 'The Private World of the Bereaved Children and Adolescents' focused on practical techniques and assessment tools for assisting children making sense of their world after the death of a loved one.

Dr Fleming is a professor in the Department of Psychology, teaching in the graduate and undergraduate courses on the Psychology of Death at York University in Toronto, Canada. His presentation 'Individual and Family Responses to Loss: Clinical Approaches to Traumatic Grief' focused on exploring the differences between trauma and grief and the family responses to loss.

This tour attracted 667 participants across 12 sessions. The Centre received extremely positive feedback on both sessions.

Courses

At present the ACGB offers one accredited vocational training program and two professional development programs in the area of bereavement counselling and intervention.

1. **Vocational Graduate Certificate in Bereavement Counselling and Intervention (21889VIC)** – In November 2010 the Australian Centre for Grief and Bereavement became a Registered Training Organisation (RTO) and as a result the VGCBCI course now leads to a nationally recognised, post-graduate VET qualification (AQF Level 8). The training is designed for generalist counsellors wanting to specialise in bereavement counselling and intervention.
2. **Foundations in Bereavement Support** – FBS is an introductory level course for people with little or no experience in counselling who, in their line of duty, may have to support bereaved people.
3. **Intensive Certificate in Bereavement Counselling and Intervention** – ICBCI is 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.

2010/2011 saw an increased interest in the VGCBCI with 11 enrolled students and 5 deferments for 2011 and a definite decline in applicants for ICBCI, which resulted in course cancellation for both semesters. ACGB has received various requests from interstate to run the VGCBCI course off-site in Adelaide and Brisbane and countless enquiries about external options of all that is currently on offer as face-to-face training.

This financial year also saw the installation of the VETtrak software, a government compliant student management system, as well as an upgraded version of the Moodle Learning Management System. The Centre is also about to become Victorian Student Registration (VSR) compliant.

Parallel to preparations for the 12-month RTO audit conducted by the Victorian Registration and Qualifications Authority, a marketing review is underway for all courses. This includes a revision of ACGB's website to ensure higher profile for the VGCBCI; seeking alternative direct marketing strategies as well as looking into the possibility of VET FEE-HELP to increase student numbers. It is also anticipated that the review of the ICBCI course may lead to an easier differentiation of the two courses and therefore a more effective marketing plan may be developed.

Two-Day International Conference: *Grief and Bereavement – International Perspectives*

The 2010/2011 year saw much planning and organisation for the two-day international conference: *Grief and Bereavement – International Perspectives*.

In October 2011, ACGB will host the International Work Group on Death Dying and Bereavement's (IWG) 26th annual meeting in Melbourne. ACGB Director Christopher Hall has been Chair of the IWG since May 2010.

To coincide with this meeting, ACGB is presenting a two-day conference program held in both Sydney and Melbourne in the week prior. All speakers presenting at the conference are members of the IWG: Colin Murray Parkes, Irwin Sandler, Carol Wogrin, Cecilia L. W. Chan, Simon Shimshon Rubin, Ruth Malkinson, Kenneth J. Doka and Therese Rando.

The breadth of knowledge, experience and expertise encompassed by the conference speakers ensures the conference will be of interest to bereavement counsellors, nurses, pastoral care workers, physicians, psychologists, school counsellors, social workers, teachers, and all who have an interest in the care of the dying, the bereaved, and in death education.

Interest in the conference so far has been encouraging, with a large number of Early Bird registrations already received. All sessions are anticipated to be well attended.



Bereavement Counselling & Support Service

The Australian Centre for Grief and Bereavement's Bereavement Counselling and Support Service operates a statewide specialist bereavement service for Victoria.

The service continues to be responsive to the varying needs of bereaved individuals, children and families who need assistance following the death of someone close to them. We offer a range of services and programs and recognise that people are unique and that different interventions and practices help different people. We aim to ensure that services are accessible by offering free or low cost services. We aim to be flexible in the delivery of our services and provide counselling and support in a range of locations, as well as an outreach service visiting household people in their homes. We also, as required, 'check in' by telephone, when, due to circumstances, a client is unable to attend their appointment and when unable to provide a counsellor to undertake an outreach visit, telephone counselling by Centre staff and Practitioner Associates provides an important role and links people into the service. Feedback received for the entire service continues to be positive.

In addition, bereavement advice and consultation is available for professionals and non-professionals by phone, and opportunities to work in the field of bereavement are provided by training and gaining experience, through our internship and volunteer training program.

Who Provides the Service?

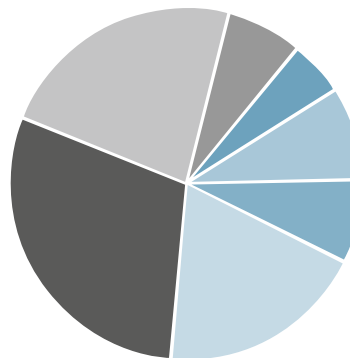
At the end of June 2011 the BCSS (including Regional Specialist Bereavement and Bushfire Specialist Bereavement Counsellors) has 16 paid staff (12.3 EFT), 10 intern bereavement counsellors (experienced counsellors undertaking advanced training in bereavement counselling), 21 Practitioner Associates (qualified bereavement counsellors working voluntarily), and 120 volunteers, some of whom have chosen to take some well earned 'time out'. Included in our EFT is a Groups Coordinator and an Assistant Group Coordinator who, like all staff and volunteers, work tirelessly to meet the ever increasing need to facilitate and/or coordinate both unique bereavement groups (including pet loss support groups) and bushfire bereavement groups. The 'Kids Grieve Too' program, in which there are three groups operating and more in planning stages, has seen an unprecedented rise in the number of groups for bereaved children, many with parents in attendance.

Bereavement Counselling

During 2010/2011 the BCSS received consistently high rates of requests from people across Victoria. Currently, we have a waiting list of up to three weeks. 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, Meditation Groups, and bereavement support groups. Please see the following chart and that on the next page for statistics regarding BCSS counselling clients.

Bereavement Support Groups

Currently, there are 35 bereavement groups, including children's and bushfire bereavement groups, and it is noteworthy that a number of people are now coming forward long after the tragic Black Saturday bushfires and seeking to be a part of a bereavement group. Heretofore, some of these individuals did not feel that they qualified to be a part of a bereavement group because they had not lost a loved one.



Relationship to Deceased 2010/2011
Total = 639

Child (Adult)	8%
Child (Young)	6%
Friend	8%
Parent	32%
Sibling	9%
Spouse/Partner	24%
Other	19%

Regional Specialist Bereavement Service

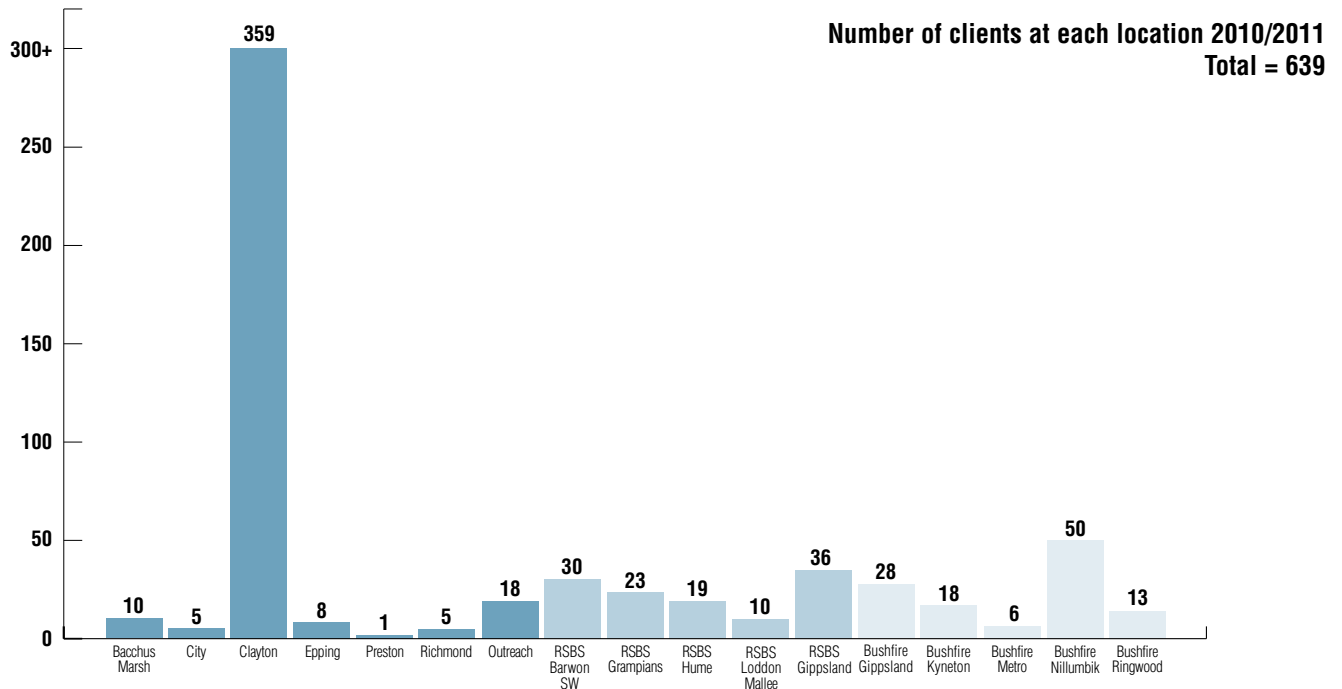
Five regional specialist bereavement counsellors are employed part-time and are located at Geelong, Bendigo, Ballarat, Morewell and Mansfield. While much of their time is dedicated to direct counselling and group facilitation, they are also heavily engaged in networking, capacity building, and forums that meet the needs of other services, including, but not limited, to education, consultation and advice.

In addition to this, other agencies are engaging the BCSS to form regional bereavement counselling partnerships, both for consultation and referral pathways, as well as co-facilitation arrangements. The BCSS responds to frequent requests to present seminars, participate in media interviews and provide clinical education. Regional specialist bereavement counsellors also incorporate supervision of local-based interns and Practitioner Associates where possible. At present, the public profile of this service has had to be limited in some regions as the need in those areas cannot be met.

Bushfire Bereavement Services Project Officer

The ACGB is funded to provide the Bushfire Bereavement Service Project Officer (BBSPO) position, as part of the Bushfire Bereavement Service. The BBSPO is a new role that commenced in April 2011.

The position encompasses a wide variety of roles, including identifying the current and emerging needs of the bushfire-bereaved community, attending community meetings and events, networking with local councils and service providers, producing the *Staying in Touch* Newsletter, maintaining the ACGB webpage for the bushfire bereaved, working with the Bereaved Community Advisory Group, running forum and anniversary events, developing a service transition plan, and exploring opportunities to encourage community development and engagement.



Bushfire Response

We are now into the third year, following the tragic Victorian Black Saturday bushfires. While time has passed, our four (0.5 EFT) Bushfire Specialist Bereavement Counsellors and Volunteers are working to capacity to meet the needs of those bereaved and affected, through individual counselling, group work and discussion groups. The themes may have changed and the pain lives on. Currently there are 11 bushfire bereavement groups, facilitated by highly trained facilitators, including paid and unpaid staff.

Support for Paid and Unpaid Staff

All counsellors, Practitioner Associates, interns and volunteers receive some form of supervision and/or support. In the most part, supervision is provided to counsellors by experienced supervisors onsite and, often, by phone to regional counsellors. Paid and Volunteer group facilitators receive support and debriefing from the Group Coordinators, with many having the opportunity to attend larger forums where they receive supervision and support from individuals who have expertise in the field of bereavement and trauma.

Professional development

Case presentation (often by interns) and professional development opportunities are provided to all paid staff, interns, Practitioner Associates and volunteers on a regular basis. Professional development supports everyone in attendance to integrate loss and grief theory into their practice and provides an opportunity to meet others to discuss and critique their work.

A discussion group for counsellors

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.

BCSS Fund

This small discretionary fund has been established for the exclusive use of clients of the ACGB, BCSS service who are experiencing financial hardship as a direct result of bereavement. It can provide one-off payments of up to \$500.

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.

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.



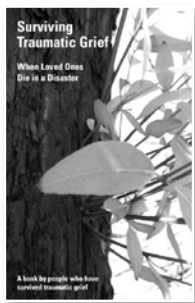
Bereavement Practice News **e-Newsletter**

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

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



Surviving Traumatic Grief: When Loved Ones Die in a Disaster

This publication was a joint project of ACGB, the Australian Red Cross and the Sue Evans Fund for Families. The book addresses the specific experience of grief through a disaster, including the impact of the media, multiple losses, and dealing with government agencies. It features stories of people bereaved through the bushfires intertwined with information from professionals specialising in traumatic grief.

Every copy sold enables four copies to be distributed to the bereaved community.



Rememberings

The first volume of *Rememberings*, a book of poetry and prose that was published in 2008 has since sold out. Copies of *Rememberings: Volume 2*, published in May 2010, are still available for purchase.

Other Important Events

The BCSS holds information evenings for the general public and planning is well underway for the upcoming Ceremony of Remembrance, Volunteer Appreciation Evening and Volunteer training. These are important events and are well publicised. It is noteworthy that the BCSS is receiving significant request for media interviews, live and recorded, regarding topics concerning a wide range of unique bereavement issues as well as opportunities to form partnerships with other organisations, such as Road Trauma Support Services and HOPE Bereavement Geelong, to name just a few.

Other Services

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.

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

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. Members are offered a variety of benefits and exclusive access to some resources and information, as well as the option of applying for the enhanced 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 the last financial year, the Centre has been pleased to provide membership services to approximately 291 members, with 71 of these members electing to upgrade to reciprocal membership.

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 68 subscribers from locations including the United Kingdom, Germany, New Zealand, Canada, Ireland and all over Australia.

Resource 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, Dr John R. Jordan, Cruse Bereavement Care UK, The Dougy Center for Grieving Children and Families in the USA, the Skylight Foundation in New Zealand and, most recently, the Sue Evans Fund for Families. These relationships allow us to provide a wide variety of resources.

We have been delighted to introduce several new resources to the Resource Guide, including activity books for children following bereavement through suicide or murder, and adult books relating to traumatic grief following a disaster, parenting after the loss of a child, and sudden and unexpected loss of a partner.

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 2010/2011, the issues published had the following themes: 'Disasters: Victorian bushfires 2009', 'Social and cultural aspects of grief', and 'Grief in schools'.

Contributors included: Brigid Clarke, Lothar Wahl, Genelle Ryan, Vivienne Bateman, J. F. Richardson, Anne Giljohann, Annie Norrish, Marg Bailey, Colin Charles, Simon Djurdjevic, Gill Moseley, Nerida Melsmith, Maria Smart and Angela Wallis; June Allan, Louise Harms, Linda Espie, Annie Cantwell-Bartl, Lew Hess and Christine Valentine; and Louise Rowling, Michelle Roberts, Christina Saad, Stephen E. Brock, Quinn Ballard, Lisa C. Yocum, Christy Byrne Yates, Amy Y. Wu, Chi How Seah and Anne Wilson.

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 on editions published in 1998–2006 of three issues for \$15.00 was offered to members from April 2011 in order to clear back issue stock and free archive space. This special has resulted in the sale of around 200 copies, and continues to sell.

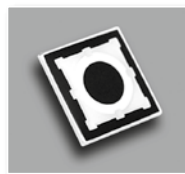


Grief Matters: The Australian Journal of Grief and Bereavement, 2010/2011 editions

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.

New additions to the collection were made during the 2010/2011 year. The computerised library catalogue was also upgraded. The project of converting the card catalogue is ongoing. To date, approximately 80% of the book collection is now catalogued on the computerised system.



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. The redesign of the site undertaken in the previous financial year has improved the site's usability both for visitors to the site and for staff.

The site receives on average 1,252 visits per week with new visitors making up 62.41% of these. Visitors to the site come from 135 countries/territories (a significant increase on last years' figure of 42). The six nations most represented in visitor numbers were Australia, the United States, Canada, the United Kingdom, New Zealand and Ireland.

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 Journal Club was not as well attended in 2010/2011 as hoped, highlighting the need for future promotional work for further development of such a valuable professional tool.

The Grief Brief

The *Grief Brief* is the Centre's monthly e-newsletter. 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 6,300 subscribers.

Financial Report

Statement by the Committee of Australian Centre for Grief and Bereavement Inc. for the Financial Year Ended 30 June 2011

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 2011 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, 19th September, 2011

Statement of Comprehensive Income for the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
Revenues from ordinary activities	2	2,197,772	2,083,766
Employee expenses		(1,233,281)	(1,189,327)
Depreciation and amortisation expenses		(24,250)	(22,714)
Other expenses from ordinary activities		(744,696)	(588,177)
Surplus/(Loss) from ordinary activities before income tax expense	3	195,545	283,548
Other comprehensive income		-	-
Total comprehensive income for the year		195,545	283,548

The accompanying notes form part of these financial statements.

Balance Sheet as at 30 June 2011

	Note	2011 \$	2010 \$
CURRENT ASSETS			
Cash & Cash Equivalents	4	789,562	750,397
Other	5	190,882	29,509
Total Current Assets		980,444	779,906
NON-CURRENT ASSETS			
Property, Plant and Equipment	6	58,760	65,018
Total Non-Current Assets		58,760	65,018
Total Assets		1,039,204	844,924
CURRENT LIABILITIES			
Payables	7	260,508	263,201
Provisions	8	152,988	160,652
Total Current Liabilities		413,496	423,853
NON CURRENT LIABILITIES			
Provisions		9,091	-
Total Non Current Liabilities		9,091	-
Total Liabilities		422,587	423,853
NET ASSETS		616,617	421,071
EQUITY			
Retained Profits	9	616,617	421,071
Total Equity		616,617	421,071

Statement of Recognised Income and Expense for the Year Ended 30 June 2011

Net Surplus/(Loss) for the year	195,545	283,548
Other items taken directly to equity in accordance with Australian Accounting Standards	-	-
Total recognised income and expense for the year	195,545	283,548

Cash Flow Statement for the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from:			
- Government Grants		820,506	750,000
- Subscriptions (Memberships & Journals)		55,613	66,220
- Seminars, Workshops, Courses & Other Income		1,428,332	1,201,867
Interest Received		1,689	296
Payments to suppliers and employees		(2,248,983)	(1,647,084)
Net cash from operating activities	13b	57,157	371,299
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds of Sale of Assets		-	-
Fixed Asset Purchases		(17,992)	(24,965)
Net Cash used by investing activities		(17,992)	(24,965)
NET INCREASE/(DECREASE) IN CASH HELD		39,165	346,334
Cash at the beginning of the financial year		750,397	404,063
Cash at the end of the financial year	13a	789,562	750,397

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the Year Ended 30 June 2011

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:

<i>Class of Fixed Asset</i>	<i>Depreciation Rate</i>
Office Furniture & Equipment	5–20%
Motor Vehicles	12.5%

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 five 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).

The accompanying notes form part of these financial statements.

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 2011.

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.

	2011	2010
Note 2: Revenue from Ordinary Activities	\$	\$
Operating Activities		
- Subscriptions (Memberships & Journals)	53,141	66,220
- Seminars, Workshops & Certificate Courses	227,648	223,201
- Consulting & Projects	899,451	773,057
- Government Grants	841,369	750,000
- International Tour	146,581	234,111
- Other	27,893	36,881
- Interest received	1,689	296
Total Revenue from Operating Activities	2,197,772	2,083,766

	2011	2010
Note 3: Surplus from Ordinary Activities	\$	\$
Surplus from ordinary activities before income tax expense has been determined after deduction of all appropriate expenses including:		
a) Expenses		
Depreciation of property, plant and equipment	24,250	22,714
Remuneration of auditor:		
- Audit or review services	3,975	5,070
- Other Services	-	-
Total Remuneration	3,975	5,070
b) Other Significant Expenses		
The following expense items are relevant in explaining the financial performance.		
Counselling Clinic & Support Group Expenses	58,391	54,421
Publications & Promotions	44,773	51,776
Accreditation	6,030	17,005
Education Program	89,860	55,477
International Tour Costs	98,627	94,214
Staffing Related	1,233,281	1,189,327
Administration	129,816	119,166
Rent	30,217	30,101
Funded Projects	223,536	121,696
Note 4: Cash & Cash Equivalents		
Cash on hand	200	200
Cash at bank	789,362	750,197
	789,562	750,397
Note 5: Other Assets		
Sundry Debtors	122,520	1,572
Less Provision for Doubtful Debts	-	-
Prepayments	68,361	27,937
	190,881	29,509

The accompanying notes form part of these financial statements.

	2011	2010
Note 6: Property, Plant & Equipment	\$	\$
a) Property, Plant & Equipment		
Office Furniture & Equipment – at cost	148,499	286,396
Less accumulated depreciation	97,255	232,732
	51,244	53,664
Motor Vehicle – at cost	30,702	30,702
Less accumulated depreciation	23,186	19,348
	7,516	11,354
	58,760	65,018
b) Movements in Carrying Amounts		
Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.		
Office Furniture & Equipment		
Balance at the beginning of the year	53,664	47,575
Additions	17,992	24,965
Depreciation expense	(20,412)	(18,876)
Carrying amount at the end of the year	51,244	53,664
Motor Vehicle		
Balance at the beginning of the year	11,354	15,192
Additions	-	-
Depreciation expense	(3,838)	(3,838)
Carrying amount at the end of the year	7,516	11,354

	2011	2010
Note 7: Payables	\$	\$
Creditors & Accrued Expenses	136,709	131,282
Other Income in Advance	123,799	131,919
	260,508	263,201
Note 8: Provisions		
<i>Current</i>		
Provisions for Employee Entitlements		
- Long Service Leave (Note 1[e])	54,925	48,707
- Annual Leave & Time in lieu	98,063	111,945
	152,988	160,652
<i>Non-Current</i>		
Provisions for Employee Entitlements		
- Long Service Leave	9,091	-
	162,079	160,652
Note 9: Retained Profits		
Retained profits at the beginning of the financial year	421,071	137,523
Net Surplus/(Loss) attributable to the Centre	195,545	283,548
Retained profits at the end of the financial year	616,616	421,071

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, 2011.

The accompanying notes form part of these financial statements.

(iii) Risks and Mitigation

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

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

2011

	Interest Free	Floating Interest Rate	Settlement within one year
<i>Financial Assets</i>			
Cash & Cash equivalents	200	789,362	789,562
Receivables	122,520	-	122,520
<i>Financial Liabilities</i>			
Payables	136,709	-	136,709

2010

	Interest Free	Floating Interest Rate	Settlement within one year
<i>Financial Assets</i>			
Cash & Cash equivalents	200	750,197	750,397
Receivables	1,572	-	1,572
<i>Financial Liabilities</i>			
Payables	131,282	-	131,282

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.

	2011	2010
	\$	\$
Note 13: Cash Flow		
a) Reconciliation of Cash		
Cash on hand	200	200
Cash at bank	789,362	750,197
	789,562	750,397
b) Reconciliation of net cash provided		
(Loss)/Profit from ordinary activities after income tax	195,545	283,548
Non-cash flows in profit from ordinary activities		
Depreciation	24,250	22,714
Changes in assets and liabilities		
(Increase)/Decrease in Debtors	(120,948)	11,949
(Increase)/Decrease in Prepayments	(40,424)	(4,166)
Increase/(Decrease) in Creditors & Accrued Expenses	5,427	91,913
Increase/(Decrease) in Income in Advance	(8,120)	(77,331)
Increase/(Decrease) in Provisions	1,427	42,672
Net cash from operating activities	57,157	371,299
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 – from 1 July 2010 to 21 March 2011
- John Patton
- Dr Geoff White
- Andrea Murphy
- Deirdra De George
- Kristine Trevaskis – from 15 November 2010 to 30 June 2011
- Fay Gertner – from 20 June 2011 to 30 June 2011

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

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

	2011	2010
	\$	\$
a) Short-term employee benefits	330,598	343,501
b) Post-employment benefits	-	-
c) Other Long-term benefits	-	-
d) Termination benefits	43,916	-
e) Share-based payment	-	-

There are no other Related Party Transactions for the financial year ended 30 June 2011.

The accompanying notes form part of these financial statements.

Independent Audit Report to the Members of Australian Centre for Grief and Bereavement Inc

Report on the Financial Report

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 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory notes and the Statement by the Committee.

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 such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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.

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.

Opinion

In our opinion:

- a| 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:
 - i| giving a true and fair view of the Centre's financial position as at 30 June 2011 and of their performance for the year ended on that date; and
 - ii| complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Associations Incorporation Act (Vic) 1981*.
- b| The financial report also complies with *International Financial Standards* as disclosed in Note 1.

UHY Haines Norton
Chartered Accountants

Richard J. Lindner, Melbourne

Dated this 19th day of September 2011

Liability limited under a scheme approved under Professional Standards Legislation

The accompanying notes form part of these financial statements.

