

About 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.

ACGB is funded by the Department of Health and 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, 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.

The Carers Recognition Act 2012 (the Act) came into effect on 1 July 2012. The purpose of the Act is to recognise, promote and value the role of people in care relationships. It formally acknowledges the important contribution that people in care relationships make to our community and the unique knowledge that carers hold of the person in their care. The Centre takes all practical measures to comply with the care relationship principles in the Act and reflects them when developing and implementing support for people in care relationships. ACGB undertakes a range of activities, including staff training and policy development, in order to comply with the Act.

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 wellbeing following adverse life events.

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 ACGB 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| promote, develop and monitor competence in bereavement practice;
- i| collect and raise funds for the promotion of the preceding purposes and objects of the ACGB;
- j| do such things as may be incidental or conducive to the attainment of the purposes and objects set out in this constitution; and
- k| embrace other purposes and objects as may be decided by the Board from time to time.

Acknowledgements

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

Board of Directors

President

Neil Robinson, MBA, BA (Hons) (Politics), GAICD

Secretary

Stuart Rechner, BSc, LLB, GAICD

Directors

Prof. Michael Ashby, MD, MBBS, MRCP (UK), FRCP, FRACP, FChPM, FFPMANZCA

Mark Seeley, MAppSci, GradDipProfAcctg, BIndEng&Comp,

Partha Nag, MA, BBus (Mgt), DipBus, CPA, MAICD

Dr Lauren Breen, BSc(Hons), GradCertEd, PhD, MAPS, MCOMP

Vicki Kyrtisis, BA, BSW, GradDipPublicRelations, CertIVTAE

Catherine Whitehead, BSc Hons Social Policy & Administration TUH (UK), Postgrad Dip HR Management, MMU (UK)

Patrons

Walter Mikac, BPharm

Wendy Wilmoth, BA, LLM

Staff

Chief Executive Officer

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

Manager – Business Operations

Julie Frowe, BA (Hons) (BusSt) (until 5 May 2016)

Receptionist/Office Administrator

Tania Pearce, CertIVTAE, CertIIIBusAdmin

Michelle Schultz

Administrator

Renata Gralinski, AssocDipBus (Acctg), CertIVBusAdmin

Administrator – Business Operations

Dirk Shenton, Dip of Mental Health & AOD, AssocDipBus (Acctg), MP NLP, MPTIME-LineTherapy, MHypn, CertEFT (Level 3)

Marketing Coordinator

Erin Bevege, BA (English & History)

Manager – Health Promotion and Education

Danielle Ricato, CertIVTAE, CertIIIEdAdmin (until 24 June 2016)

Education Programs Administrator

Bronwyn Thurling, BHScHom (until 27 May 2016)

RTO Coordinator

Maria Szucs, GradCertTESOL, BA, NAATI (Level III), CertIVTAE

Courses Coordinator

Amanda Gentile, BA (History & Media Studies), Cert III Bus

Donna Cowieson, MA (Hons) (MgtSt)

(until 24 August 2015)

Journal Production Editor

Natalie Coish, BA (Double Hons) (English & CinSt), DipProfWrtg&Edit, CertIVTAE (until 28 June 2016)

Manager – Bereavement Counselling and Support Services

Wendy Howard, BBSc, AdvCertRes&ComCare

Acting Specialist Bereavement Counsellor

Intake Administrator

Janice Butera, MA (Couns), GradDipCouns, VocGradCert BerCouns&Intervention, BA (Psych & WomensSt) CBP

Specialist Bereavement Counsellor

Internship Program and Clinical Supervision

Jenny Field, MCouns, BA (Welf), AdvCertAODSt, SpecCertBerCounsMethods, MACA (Qualified) CBP

Specialist Bereavement Counsellor

Counselling Program and Clinical Supervision

Susan Meyerink, BSW, SpecCertBerCounsMethods, DipBusMgt&HR (until 31 July 2015)

Specialist Bereavement Counsellor

Support Groups, Clinical Supervision and Education

Michal deWilloughby, MPsychotherapy&Couns, SpecPostGradTrainMBCPTherapy, BA (Couns), CertIVTAE, VocGradCertBerCounselling & Intervention, CBP

Specialist Bereavement Counsellor

Support Groups Counselling Program and Clinical Supervision

Miguel Lopez, BSoSc, BPsych

Specialist Bereavement Counsellor

KG2 Children's and Support Group Programs

Jackie Tarabay, BCouns, GradCertBerCouns&Int, DipshamSt, NLP Masters Practitioner, CBP

Bereavement Counsellor

Partnership with HOPE Bereavement Care, Geelong

Christine Rawson, PostGradDipLoss&GriefCouns

Specialist Bereavement Counsellor

*Northern Suburbs**

Angela Scuderi, GradDipEd (TESOL), GradCertNarrativeTherapy, BSW (Hons), CertIVTAA, CBP

Regional Specialist Bereavement Counsellor

*Gippsland**

Sally Rose, AdvDipGestaltPsychotherapy, SpecPostGradProgramBerCouns, CBP

Regional Specialist Bereavement Counsellor

*Barwon South West**

Annette Hunter, BA (SocWk), DipSocWelf, IntCertBerCouns&Intervention

Regional Specialist Bereavement Counsellor

*Barwon South West**

Lise Pierce, BSW, IntCertBerCouns&Intervention, CBP

Regional Specialist Bereavement Counsellor Grampians*

Anita Hoare, BA, DipED, MCouns&HumServ,
VocGradCertBerCouns&Int, CBP

Regional Specialist Bereavement Counsellor Hume*

Marie Hogarth, VocGradCertBerCouns&Intervention, Dip
Couns, CertIVEarlyChildhood, IntMediationFDRP, ASIST,
MACA, MAIPC, CBP

Regional Specialist Bereavement Counsellor Loddon Mallee*

Evelyn Chittleborough, BA (HumServ),
SpecPostGradProgramBerCouns,
DipWelfSt, DipSolutionOrientedCounsPsych,
DipSolutionOrientedHypn, SpecCertBerCounsMethods,
CertIVTAE, MASOCHA

* The regional BCSS program ceased operation
on 30 June 2016

Practitioner Associates and Volunteers

Practitioner associates are bereavement counsellors who have completed their Internship 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 2015–2016 financial year.

Chantelle Angello

Julie Baird, *DipCouns*

Lynne Beaumont

Elizabeth Beyer, *BA (Psych), DipTranspCouns*

Karen Benotti, *AdvDipFamCouns*

Jo Bergin, *BA (SocWk), GradDip (Couns & HumServ),
MCouns&HumServ, CertGrief&Loss*

Anne Burr, *MEd*

Janice Butera, *MA (Couns), GradDipCouns, VocGradCertBerCouns&Intervention, BA (Psych & WomensSt)*

Anne Carr

Bernadette Crompron, *PhD, MSSC (Couns & HumServ),
MBA, VocGradCertBerCouns& Intervention, BBus (Mgt)*

Mark Dean

Mandy Doolan

Dorothy Dullege

Sharon Florentine

Kaye Griffin, *MPsych&Couns, GradDipAdvCouns,
DipClinicalHypn, AdvCertSupervision, CertIVHypn,
SpecCourseBerCouns, MACA, PACFA*

Dianne Griffith, *CertContemporarySomaticPsychotherapy,
VocGradCertBereavementCouns&Intervention*

Nick Grimsdale, *CertIVSBM, Certified Yoga Teacher*

Denise Howes, *DipEd, BA, MA (Experiential &
CreativeArtsTherapies)*

Leanne Hyndman, *BA (Couns)*

Max Kakouris

David Kennedy

Henning Kilbo

Gina Kostovski

Mustafa Kouklan, *BSW, DipWelfStud*

Bianca Lavorgna, *BBS, VocGradCertBereavement
Couns&Intervention*

Alex Liao, *MSW, BSc*

Judith Lillis, *MA (EdCouns), VocGradCertBerCouns&Interv
ention, BA (Psych), LPC*

Sev Logvinevko

Hayley Lowe

Heather Maxwell

Maree McClutcheon, *EdD, MEdSt, VocGradCertBer
Couns&Intervention, BSpecEd, CertPrim&SpecEd*

Meng Ng, *PHD, BSc (Hons), CertIVFLM, CertIVCBT*

Natalie Miller, *BA (Psych), PostGradDipPsych*

Connie Ogan, *BA (Arts), AdvDipCounsArtTherapy,
CertIIIVisArts*

John O'Shea, *GradCertBerCounsPrac, BBS, BSW*

Teresa Pace Gandolpho, *CertIVTCS, CertIVTAE,
DipComWelf, GradCertBerCouns&Intervention*

Peter Randall, *GradCertGrief&BereavementCouns, BSW,
DipBiblicalSt*

Carmel Richardson, *BSSc (PastoralCouns),
IntCertBerCouns&Intervention; ACA (Lev 2)*

Joanne Richardson

Dale Robinson

Mary-Anne Sanders

Ginette Shaw, *BA (Psych)*

Rae Silverstein, *GradDipSpecEd, GradDipMentalHlthforTeachProfs, SpecCertBerCouns, SpecCertBerCounsPrac, TPTC*

Maria Smart, *AdvCertComWelf, DipComServ (WelfSt) CertIVW'placeTrain, GradCertBerCounsMethods*

Gayle Stapleton, *PostGradDipSocScCouns, DipArtSocWelf, SpecCertBerCounsPrac, CertIVTAE, RNDiv2, PACFA*

Ros Tatarka, *BEd, MSocSc (Couns & HumServ)*

Kelly Ternouth

Doug Thompson, *BSW, VocGradCertBerCouns & Intervention*

Chris Tice

Debbie Tomac

Goldie Zyskind, *MAASW, BSW, Accredited Grief and Loss Counsellor*

RTO Academic and Industry Advisory Committee (AIAC)

The Australian Centre for Grief and Bereavement would like to acknowledge the following members of the Academic Board.

Christopher Hall
CEO

Australian Centre for Grief and Bereavement
AIAC role: Training Provider

Amanda Gentile
Courses Coordinator
Australian Centre for Grief and Bereavement
AIAC role: Training Coordinator

Keren Ludski
Course developer
Peace of Mind Counselling
AISC role: Industry Representative/Course Developer

Sam McCurdy
RTO Consultant
Dewhurst Consultancy Pty Ltd
AIAC role: Independent RTO Consultant

Karen Quinn
Program Coordinator
Centre for Palliative Care, Kew
AIAC role: Training Advisor

Greg Roberts
Assessor
Grief and Trauma Support
AIAC role: Trainer/Assessor

Hella Szilagyi
Manager
Arpad Aged Care Residential Facility
AIAC role: Industry Representative/Employer

Maria Szucs
RTO Coordinator (Quality & Compliance)
Australian Centre for Grief and Bereavement
AIAC role: RTO Quality & Compliance

Trainers at ACGB

The Australian Centre for Grief and Bereavement would like to acknowledge the following trainers who delivered education programs during 2015/2016:

Michal deWilloughby, *MPsychotherapy&Couns, SpecPostGradTrainMBCPTherapy, BA (Couns), CertIVTAE*

Jenny Field, *MCouns, BA (Welfare Studies), AdvCertAODSt, GradCertBerCouns & Int, MACA, CBP*

Michelle Grimshaw, *BSW, Masters Social Science (Counselling), DipWelfare, DipTeach, EN.*

Allen Jeffress, *DipAOD*

Keren Ludski, *BA (Psych), VocGradDipCounsSupervision, VocGradCertBerCouns&Int, DipProfCouns, CertIVTAE*

Greg Roberts, *PHD, BSW (Hons), CertIVTAE, MAASW*

Sponsorship and Major Contributions

Department of Health and Human Services, Victoria

Greater Metropolitan Cemeteries Trust

President's Report



In May 2016 we celebrated our 20th Anniversary as part of our Biannual Conference. This is a remarkable achievement for everyone associated with the ACGB.

It was a sign of the respect in which ACGB is held amongst the community of practice both nationally and internationally that so many friends of the ACGB were able to attend and Prof. Robert Neimeyer acknowledged the ACGB's uniqueness and contribution to global discussions and initiatives.

The aim of the Board, over the last 24 months, has been to ensure ACGB financial sustainability. This has required much, detailed, consideration and many difficult decisions. The financial accounts here presented indicate an improved position but this has not been achieved without pain. I would like to acknowledge the tireless work of our CEO, Christopher Hall, his staff team and Board colleagues Catherine, Lauren, Mark, Michael, Partha, Stuart and Vicky. The organisation is well served by Chris' leadership, drive and vision, by the commitment of our staff team and the scrutiny and diligence of its Board. We are well placed to face the future with increasing optimism and confidence in the service of our clients and stakeholders.

The adoption of technology to extend our service reach and to provide support to areas difficult to cover through a regional office network has been a key initiative over the last year. The support of the Minister for Health, the Hon. Jill Hennessy MP and Department of Health officials for this new service model, underpinned by a regional capacity building capability, provides a positive way forward for service access across the state of Victoria.

We are convinced that with technology comes the opportunity to open new possibilities and extend the reach of our services to increasingly diverse communities.

Our member-based services continue to evolve as we adopt the full range of opportunities technology affords for membership fulfillment. This will be a key focus in the year ahead – extending member benefits and access to resources.

The Board has adopted a new set of strategic goals that emphasise the opportunities our Education and Training activities provide. Aligning and supporting these initiatives will form a key element in facilitating the sustainability of the ACGB into the future and will be progressively rolled out in the year ahead.

In celebrating and recognising the past 20 years of service to the community, the Board recommit to building the future capability and capacity of the ACGB. In partnership with our CEO, and the staff team, we look forward with confidence to the next 20 years.

I commend this Annual Report to you.



Neil J. Robinson

*President
Australian Centre for Grief and Bereavement*

Chief Executive Officer's Report



2016 marked the 20th anniversary of the establishment of the Australian Centre for Grief and Bereavement.

Throughout these two decades ACGB has

remained steadfastly committed to providing high quality, evidence informed bereavement care and delivery training for health professionals and communities throughout Australia. This year brought with it substantial activity and change. The Board of Directors has maintained a sharp focus on issues of governance and how the organisation can continue to meet the broad range of needs of clients, service users and other key stakeholders whilst also been attentive to the ongoing challenges posed by significant and long-standing financial constraints.

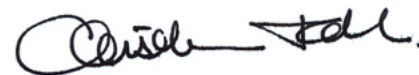
This year the decision was made to change the way that we provide bereavement care to those in regional Victoria. This saw a move from centralised regional offices to the delivery of a new bereavement service that uses telephone and web technologies to provide bereavement support irrespective of where the person lives in Victoria. Along with this new service model ACGB also launched a new outreach service, focussed on building the capacity of the services and those providing bereavement counselling and support. I want to acknowledge the dedication and skilful work of our Regional Specialist Bereavement Counsellors, Angela Scuderi; Sally Rose; Annette Hunter; Lise Pierce; Jo Niedra; Anita Hoare; Marie Hogarth, Jacqueline Dobie and Evelyn Chittleborough. I thank them for their service to ACGB over many years.

This work can only be achieved through the diligent hard work of the staff and volunteers of the organisation in partnership with government and other funding bodies and I thank them all for their ongoing support of ACGB. I want to acknowledge the continuing support of the Department of Health. The Centre continues to benefit from a positive and collaborative relationship with the Department as we both work towards a clear vision of bereavement support for Victorians. I would like to express my gratitude to the Board of Directors for their thoughtful and diligent contribution to ACGB over the past year. I wish to express my personal thanks to Neil Robinson, who has again fulfilled the role of President with great energy and dedication. Neil continues to bring his considerable skill and experience to this role and the organisation benefits greatly from his contribution. I would also like to formally thank Prof. Michael Ashby, Dr Lauren Breen, Vicki Kyritsis, Partha Nag, Stuart Rechner, Mark Seeley and Catherine Whitehead for their contribution to ACGB as Board Members. I also wish to thank ACGB staff and the many volunteers who always bring great passion, enthusiasm and creativity to their work. ACGB continues to be very well served by staff who make up a diverse, dedicated and skilled team who bring great energy and commitment to their work.

I want to acknowledge a number of staff who have concluded their employment with the Australian Centre for Grief and Bereavement ACGB during the past year. Each has made a profound contribution to the work of ACGB. These include Erin Bevege, Donna Cowieson, Natalie Coish, Julie Frowe, Danielle Ricato and Bronwyn Thurling.

Of course the many volunteers, interns and practitioner associates continue to be at the core of the organisation and I want to thank them all for their support and encouragement of the work of ACGB. The organisation has many strengths – a proud record of meeting the needs of the bereaved, strong governance and management, and a skilled group of staff and volunteers. There is much cause for optimism as we move into an exciting future.

Christopher Hall



*Chief Executive Officer
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 Program offers professional development sessions throughout metropolitan Melbourne and interstate in Sydney, Brisbane, Adelaide and Perth. It includes workshops, seminars, nationally accredited courses, customised training and webinars.

2015-2016 was another exciting year of educational opportunities. Alongside an extensive training calendar, the Centre presented its first series of webinars and its highly regarded biannual conference, with this year's focus on Bereavement in the Modern World: Global and Individual Perspectives.

Overall the Centre delivered 419 hours of educational content to a total of 1,786 participants nation-wide.

Workshops

During 2015-2016, the Centre provided 232 hours of workshops to 489 participants nationally.

Within metropolitan Melbourne, 120 hours of educational workshops were offered across 16 sessions and were delivered to 236 participants.

As in previous years, workshops featured within the education program 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 for 2015/2016 featuring 'When Two Become One: Supporting those whose Partner or Spouse has Died', 'Living into Loss: Anticipatory Grief', 'Grief and Loss Therapy in Action: Experience Different Approaches to Working with the Grieving' and 'Providing Effective Bereavement Support'. Feedback for the new workshops has been positive.

The Centre also continues to offer a range of training workshops interstate as part of the Education Training Calendar. These workshops continue to be successful, with 112 hours of training delivered to 253 participants. With the majority of sessions reflecting strong attendance, this continues to indicate a market need for training outside Victoria, and a subsequent continued opportunity for ACGB in the future.

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.

During the 2015-2016 financial year, the Centre delivered 131 hours of customised training to 710 participants at 20 customised training sessions throughout metropolitan Melbourne, regional Victoria and interstate.

Organisations that ACGB worked with during this time included: Coffs Harbour Health Campus, Defence Community Organisation, Know Social & Community Health, LaTrobe Community Health Service, Mallee Family Care, School Psychologists Association of Western Australia, Tasmanian Association for Hospice and Palliative Care, Bethel Funerals, Greater Metropolitan Cemeteries Trust, Monash Health, Nevil Training Cluster, Olivia Newton-John Cancer Wellness Centre – Austin Health and Peninsular Private Hospital.

In addition to the training listed above, ACGB also provided a number of pro bono training sessions, delivered by training staff and members of the clinical team on a variety of subjects.

Webinars

A new education initiative was undertaken by the ACGB during the 2015-2016 year with a new offer added to the suite of education products. The first series of our new webinar program commenced in March 2016. To date four webinars have delivered a total of six hours of training to 145 participants. This new initiative has shown real promise for the organisation, with positive feedback from participants, particularly those residing outside of metropolitan Melbourne and more broadly beyond Australia.

ACGB Annual Grief Lecture

The ACGB annual Grief Lecture "Remembering Sophie" was held at the Victorian State Library on a cold winter's evening in July. Detailing the deeply personal story of Justine and Brendon Schulz's 18 month-old daughter Sophie's death and their subsequent journey. 65 attendees viewed a documentary and participated in a Q&A session with the family.

The Australian Grief and Bereavement Conference 2016

2015/2016 featured our bi-annual conference, this time focusing on “Bereavement in a Modern World: Global and Individual Perspectives”. The event was held in May 2016 at the Bayview Eden in Melbourne and featured keynote speakers from the UK, USA and Canada.

The following outlines the key topics delivered by our international guests during the meeting.



Dr Colin Murray Parkes, UK

St Christopher’s Hospice and Cruse, Bereavement Care

The Price of Love: Reflections on a lifetime with love and loss



Dr Robert A. Neimeyer, USA

University of Memphis

Intervening in Meaning: New direction in grief therapy



Dr Edward K. Rynearson, USA

Violent Death Bereavement Society

Traumatic Grief After Violent Dying



Dr Mary L.S. Vachon, Canada

University of Toronto

Empathy and Compassion in the Care of the Bereaved: The lived experience



Dr Sandra Bertman, USA

Good Shepherd Community Care Hospice & Institute

The Awe and Mystery of Our Work: Art, spirit and soul

The conference also included two pre-conference workshops, *A Masterclass in Grief Therapy* delivered by Dr Neimeyer and a presentation on *Traumatic Grief Treatment* by Dr Rynearson. A total of 98 participants attended this part of the conference program, enjoying 16 hours of education delivery.

The conference program spanned three days and had a total of 181 participants.

ACGB and its RTO status

In November 2015 the ACGB successfully applied for RTO registration and based on ASQA's risk assessment was awarded a seven-year extension without an audit.

The accreditations of the 22264VIC Graduate Certificate in Bereavement Counselling and Intervention as well as the 22271VIC Certificate IV in Bereavement Support have also been extended to 2022.

In 2016 March ASQA extended an invitation to ACGB to enter into a delegation agreement provided for high-performing RTOs with the ability to manage their own scope of registration. This means that ACGB is now in a position to add new training products to its scope of registration including full qualifications from existing training packages, accredited courses and single units, without applying to ASQA and paying an application fee. As a result, ACGB can market its RTO status as an "Approved delegate of the Australian Skills Quality Authority".

Graduate Certificate in Bereavement Counselling and Intervention (22264VIC)

The Graduate Certificate in Bereavement Counselling and Intervention (GCBCI) course leads to a nationally recognised, post-graduate VET qualification (AQF level 8). Designed for generalist counsellors wanting to specialise in bereavement counselling and intervention, ACGB offers the only post-graduate program in Australia solely dedicated to the vocational training of bereavement counsellors.

The July 2015 intake for the course commenced with 20 students and a total of 17 individuals have since completed the course. The February 2016 intake is currently under way with 11 students.

Due to overwhelming demand for this course interstate, the course content is currently being redeveloped to enable delivery of a blended model, which includes a combination of LMS (learning management system) individual learning activities and face-to-face tutor guided delivery.

The Centre is preparing for delivery of the revised content in Brisbane, Sydney and Melbourne during 2017. Subsequently the July 2016 intake was postponed to allow the team to focus on the development of new course material and contents.

Certificate IV in Bereavement Support (22271VIC)

The Certificate IV in Bereavement Support is a nationally recognised VET qualification. This course is designed for those who have a role in providing bereavement and loss support. The skills and knowledge

provided by the course designed for specific bereavement support job roles or to complement other job roles, such as those of nurses, aged care workers, counsellors or social workers.

The course consists of 11 core units of competency: 5 units developed by ACGB and 6 units imported from existing training packages.

The marketing of the February 2016 intake, resulted in 18 students enrolled in the course, 12 Students enrolled in the April 2016 intake, and with the implementation of a new installment payment method, the June enrolment for the July 2016 intake saw the student numbers increase to 25. Overall 55 students participated in the course during the 2015/2016 financial year.

ACGB's collaboration with University of Notre Dame, Sydney

The Centre has begun an academic collaboration with the University of Notre Dame based in Sydney, the Catholic Cemeteries and Crematoria Association (CCCA), the Australasia Cemeteries and Crematoria Association (ACCA) and InvoCare.

The project focuses on developing and delivering two grief and bereavement units to be incorporated into a proposed Graduate Certificate in Business (Cemetery & Crematorium Management) and a Graduate Diploma in Business (Cemetery & Crematorium Management) program.

The ACGB's involvement thus far includes a consultancy component (learning and development) curriculum and training design, content and resource development, delivery and assessment and tutor support via LMS.

This is an exciting development for the ACGB, which recognises its expertise and increasing capacity as a registered training organisation.

Bereavement Counselling & Support Service

The ACGB's Bereavement Counselling and Support Service (BCSS) operates a statewide specialist service responsive to the varying needs of bereaved individuals, children and families across Victoria.

The service offers a range of services and programs that recognise people are unique and different interventions and practices help different people. The service is means-tested, inexpensive and to ensure that services are accessible, there is opportunity to waive fees for those who are struggling financially. The BCSS provides counselling and support in a range of locations across Victoria, including telephone or online counselling for people unable to readily access face-to-face services.

In addition to direct client support, bereavement advice and secondary consultation is available for professionals and non-professionals by phone. BCSS also receives many requests for information, advice and support via the ACGB website.

The BCSS receives many enquiries from employers for professional help following bereavement in workplace settings. During 2015-16, nine support sessions were delivered in work environments.

The ACGB also supports those wishing to work in the area of bereavement, by providing training and clinical experience through our internship and volunteer training program.

Who Provides the Services?

At 30 June 2016, BCSS had 14 paid staff (10.0 EFT) including regional specialist bereavement counsellors, 15 intern bereavement counsellors (experienced counsellors undertaking advanced training in bereavement counselling), 16 practitioner associates (qualified bereavement counsellors seeing clients voluntarily), and 35 support group facilitator volunteers.

Bereavement Support

During 2015–2016, BCSS received a steady rate of requests for counselling and group support from individuals across Victoria. Almost 1,000 clients participated in a total of 5,421 bereavement support and care sessions. As at 30 June 2016, the service had a waiting list ranging from one to four weeks. Clients were given additional support by being given access to grief specific literature such as The Rosemary Branch newsletter.

Specialist Bereavement Counselling

During 2015–2016, the BCSS received 447 new clients via intake and provided counselling to 625 clients across Victoria. This figure includes 350 clients located in metropolitan Melbourne, and 275 throughout regional Victoria.

A total of 4,421 sessions were conducted. These included face-to-face, telephone or online counselling and family therapy sessions

Regional Specialist Bereavement Counselling Service

This service covers six regions, with counsellors based in Gippsland, Hume, Barwon South-West, the Grampians, Loddon Mallee and North Fitzroy.

While much of their time is dedicated to direct counselling and group facilitation, regional counsellors are also regularly engaged in networking, capacity building and attending forums that meet the needs of other service providers including education, discussion groups, secondary consultation and general advice.

At 30 June 2016, the BCSS employed 8 regional specialist bereavement counsellors at 5.0 EFT. This includes a 0.3 EFT counsellor located at Barwon South-West through a partnership with HOPE Bereavement Services, Geelong.

Bereavement Support Groups

In the 2015–2016 financial year, there have been 19 different types of bereavement support groups, including children's groups, specialised therapeutic groups, and support groups held in regional areas. A total of 320 clients attended an overall 1,000 group sessions.

The BCSS support group coordinating team is comprised of one full-time and one part-time specialist bereavement counsellor. The part-time position manages two Kids Grieve Too (KG2) programs. The team coordinates 35 enthusiastic group facilitators who volunteer their time to meet the demand for a broad range of bereavement support groups. Regularly run open groups included: bereaved partners, the death of a parent, coffee and chat, companion animal loss and men's only groups. Specialist closed groups run during 2015-2016 included: death of a parent, a yoga and mindfulness support group, life after suicide groups, creative mandala groups and a non-live in retreat for bereaved adults.

Fundraising & Grants

Support for Paid and Unpaid Staff

All counsellors, practitioner associates, interns and volunteers receive some form of supervision and/or debriefing and support. Supervision is provided to counsellors by experienced supervisors on site, by phone or off-site (for all bereavement groups facilitated at various forums) and through group supervision with qualified, paid specialist supervisors. Keren Ludski, CBP is currently contracted to provide clinical supervision to the BCSS team of counsellors.

As part of the internship program, interns participate in a total of 80 hours in both specialist bereavement counselling and support group programs.

Professional Development

Professional development and case presentation opportunities (often delivered by interns) are provided to all paid staff, interns, practitioner associates and volunteers on a regular basis. Professional development activities support participants in integrating contemporary loss, grief and bereavement research and theory into their practice and provide a forum to meet with others to discuss and critique their work.

Fundraising

The Australian Centre for Grief and Bereavement is a registered fundraising organisation (Registration #12241). This enables the Centre to conduct fundraising initiatives and appeals in accordance with the *Fundraising Act 1998*.

Donations

ACGB relies on the generosity of donors to help us to continue providing support services to the bereaved and those who support them. The Centre would like to thank each and every donor for their generous contribution in the 2015–2016 financial year. ACGB puts 100% of donations towards improving the Centre's bereavement counselling, support and education services.

Shopnate

In 2015 ACGB joined the Shopnate platform (www.shopnate.com.au). Shopnate is a free service that allows the public to donate to charity simply by shopping online.

Shopnate works with hundreds of big-name Australian and international online retailers who have all agreed to donate a commission on every online sale to the charity of the shopper's choice. This commission is already included in the price of the item. This means that shoppers can support their chosen charity at no extra cost.

Media & Communications

The Australian Centre for Grief and Bereavement produces several print and online publications for the bereaved and for practitioners. The Centre also maintains an online presence with the website, and social media profiles on Facebook and Twitter.

Newsletters

Bereavement PRACTICE NOTES

This e-newsletter publication 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 work areas. Distributed three times per year, subscription to this publication continues to grow at a steady rate, with a readership of 1,500 bereavement practitioners at close of financial year.

Bereavement Practice *in Palliative Care*

This publication is designed to deliver up-to-date grief and bereavement information, research and resources to professionals working in the Victorian palliative care sector. It is distributed twice per year via e-newsletter to over 900 subscribers.

The Rosemary Branch

This publication aims to connect with past, present, and potential clients of the service. Each edition contains a feature article relating to grief and bereavement, alongside narrative contributions from bereaved individuals and information relating to support services and resources offered by the Centre. It is distributed twice per year in hardcopy to nearly 1,500 people and via e-newsletter to over 500 subscribers.

the GRIEF brief

This publication is the Centre's monthly e-newsletter. It provides regular updates on services, programs and resources offered by the Centre, alongside information relating to local and international bereavement-related initiatives, resources and events. The Grief Brief goes out to over 5,000 national and international subscribers on a monthly basis.

Content Partnerships

In 2015–2016, the Centre continued to maintain content partnerships with the Better Health Channel and Healthshare health information websites.

Better Health Channel

The Australian Centre for Grief and Bereavement is a content partner with the Better Health Channel (www.betterhealth.vic.gov.au). Better Health Channel is a Victorian Government initiative providing health and medical information that is quality assured, reliable, up to date, easy to understand, regularly reviewed and locally relevant.

Healthshare

Healthshare is a national health initiative designed to provide better access to health expertise and improve the quality of health information online. ACGB is a content provider within Healthshare's online bereavement community (www.healthshare.com.au), responding to questions posted by users.

Website

The website for the Australian Centre for Grief and Bereavement (www.grief.org.au) continues to attract both local and international interest and serves as an important point of contact for grieving people and those who care for them.

Social Media

During the 2015-2016 financial year, the Centre continued to build a presence on two social medium platforms: Facebook and Twitter. These platforms allow the Centre to connect with the both the public and health professionals, locally, nationally and internationally.

For the 2015-2016 period the ACGB registered 1,302 likes on its corporate facebook page, an increase of 30 % from last year's record. The data indicates that 87% of our followers are female, and the most significantly represented age groups include 35-44 and 45-54 year olds, both at 26%.

92% of people who reached the ACGB facebook page were women – of whom 12,738 live in Australia, followed by 6,791 who live in the USA. Nationally facebook visits are most significantly represented by a Melbourne audience, followed by Brisbane and Sydney.

The ACGB's highest performing posts focus on articles. 16/7/15 Article by Hanna Richell via Harpers Bazaar: Good Grief - 440 clicks and 11/11/15 Article by John Pavlovitz The Day I Finally Stop Grieving-319 clicks.

These figures above combine reach and engagement statistics. Our audience reads the information but it also shares content, indicating that is engages with our information.

Our Twitter followers at the end of the 2015-2016 financial year are represented by 799 individuals, an increase of 14% on the previous year. 70% of our followers are female. 60% of our followers are based in Australia, with the next largest group at 19% based in the USA.



www.facebook.com/griefaustralia



www.twitter.com/tweet_acgb

Expert comment

During this financial year, a range of media agencies and publications across the country approached the Centre for expert comment, including ABC Radio, commercial radio, magazines and newspapers.

Research

The Australian Centre for Grief and Bereavement aims to facilitate the advancement of research into grief and bereavement practice through contribution to, and publication of academic research and discourse.

The Centre provides consultation to graduate research students around bereavement research proposals and ethical considerations in conducting research with bereaved populations. The Centre also undertakes thesis assessment tasks for advanced degrees on an ad hoc basis.

The development of a new clinical data set enables ACGB to develop a more accurate picture of a number of important research constructs as they relate to our clients. It is hoped that this data will enable the undertaking of a number of studies, which demonstrate the efficacy of a range of clinical interventions.

Our journal, *Grief Matters: The Australian Journal of Grief and Bereavement*, continues to be a vital forum for the publication of national and international bereavement research. The Centre's CEO, Christopher Hall is also the Associate Editor of the international journal *Death Studies*, his editorial responsibilities focus on the implementation of bereavement research findings to real world clinical settings.

Grief Matters: The Australian Journal of Grief and Bereavement

Grief Matters 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. The issues of 2015–2016 focused on the following:

- ways organ donation can influence a bereavement journey
- ways social workers can impact hospital patients and staff, and a
- conference special edition featuring a selection of papers from key note speakers focusing on grief of the individual and the reciprocal impact of broader social and cultural contexts.

Contributors included: Colin Murray Parkes; Robert A. Neimeyer; E.K Rynerson; Joah L. Williams; Alyssa A. Rheingold; Mary L.S. Vachon; Sandra L. Bertman; Vivienne L. Bateman; Helen Stewart; Robyn Clark; Marnie Sather; Eva Mehakovic; Amanda Bell; Diane Murphy and Michelle A. Post

Individuals and organisations outside 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. This has become a very popular practice for those people wishing to purchase copies focusing on particular themes.

In 2009, RMIT's academic database Informit started hosting full-text access of all issues of *Grief Matters*. The journal continues to be extremely well read on Informit. These documents continue to be from a wide variety of content – articles, editorials, book reviews and abstracts, from both old and recent publications, from a diverse range of themes and from high profile authors and unknowns. Access to this data changes the way ACGB considers our readership and the reach of *Grief Matters*. It also opens up all kinds of opportunities and new ways of thinking about what we publish, when we publish and how we publish.

Memberships & Journal Subscriptions

The Australian Centre for Grief and Bereavement offers memberships and subscriptions to individuals and organisations on both national and international basis.

The 2015–2016 financial year was an exciting time for memberships, seeing the commencement of a number of improvements to the member experience. Following a survey of members a new range of membership types and services were introduced. Members now enjoy the ability of accessing a wide range of full text journals as well as the entire back catalogue of Grief Matters articles.

New member benefits

ACGB member benefits include:

- printed copies of Grief Matters: The Australian Journal of Grief and Bereavement (three times per year);
- access to the Member Only section of the ACGB website;
- access to back copies of Grief Matters online in PDF format;
- access to EBSCO, a repository of full text academic articles, including the major grief and bereavement journals (e.g. Death Studies; Journal of Loss & Trauma; and Omega: Journal of Death and Dying);
- member discounts on books and resources;
- member discounts to education and training events;
- complimentary admission to the Grief Lecture;
- discounted application fee for the Bereavement Practitioner Certification Program;
- inclusion in the ACGB Membership Directory;
- the right to vote at the annual general meeting, in elections and to hold office.

Membership and Subscriptions

The Australian Centre for Grief and Bereavement continues to offer discounted rates for students and for those members eligible for concessional rates due to retirement or low income. It also offers an international member package.

The 2015–2016 financial year saw the continued development of the Centre's brand new administrative database (iMIS), which is integral to the introduction of the new member services.

As part of the transition, 2015 memberships were extended to 30 June 2016 to enable the changeover in systems.

Resource Guide

The Australian Centre for Grief and Bereavement 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 along with members of the public who are bereaved or offering support to others.

The Centre has maintained relationships with several well-known international authors and organisations, including Robert A. Neimeyer, Tom Golden, John R. Jordan, The Dougy Center for Grieving Children and Families in the USA, and the Skylight Foundation in New Zealand. These relationships allow us to provide a wide variety of resources.

This financial year as in previous years the ACGB has added new resources to its already extensive list.

These include resources for health professionals and students by the keynote speakers at the ACGB Conference 2016. Most notably two books by Robert A. Neimeyer: *Techniques of Grief Therapy Assessment and Intervention* and *Grief and The Expressive Arts for Creating Meaning* with co-author Barbara E. Thompson.

Other books by renown authors include *Compassion: The Essence of Palliative Care* by Phillip Larkin, *The Price of Love* by Colin Parkes, *Grief and the Healing Arts* by Sandra Bertram, *Handbook of Social Justice* by D. Harris and T.C. Bordere and *Violent Death: Resilience and Intervention Beyond the Crisis* by Edward Rynearson.

We have also redesigned the Sympathy Pin in consultation with Karen Taylor who created the Sympathy Pin in 1996. The distinctive, non-cause specific and non-denominational pin is designed to appeal to a wide audience.

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, audiocassettes, CDs and DVDs.

The Centre is very grateful for all volunteer support provided by Rhonda King and Joan Sheppard, who regularly donate their time on Monday afternoons to organise and maintain the library's presentation as well as update electronically catalogued information.

Board of Directors' Report

Australian Centre for Grief and Bereavement ACN 159 297 444

Your directors present this report, together with the financial statements, on the company for the financial year ended 30 June 2016.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Ms Adele Hulse – from June 1996,
retired 15 December 2015

Ms Vicki Kyritsis – from 2 July 2012,
re-elected 15 December 2015

Prof. Michael Ashby – from 29 October 2013,
re-elected 15 December 2015

Mr George Farley – from 29 October 2013,
retired 15 December 2015

Mr Mark Seeley – from 29 October 2013

Mr Neil Robinson – from 27 May 2014

Mr Partha Nag – from 27 May 2014

Mr Stuart Rechner – from 27 May 2014

Dr Lauren Breen – from 16 December 2014

Ms Catherine Whitehead – from 22 September 2015,
elected 15 December 2015

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of the company during the financial year were to provide services for bereaved persons and a range of education and training programs.

The Company's short-term objectives are to:

- 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;
- 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;
- provide grief and bereavement counselling training and supervision through the placement of practitioners at the ACGB Counselling and Support Service and other settings as deemed appropriate;
- build the capacity of the universal health services to provide bereavement supports and responses;
- 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;
- undertake research, program evaluation, public policy development and the production of evidence based publications and resources to enhance grief and bereavement knowledge and practice;
- maintain cooperative links with relevant state, national and international groups and organisations in relation to grief and bereavement;
- promote, develop and monitor competence in bereavement practice; and
- collect and raise funds for the promotion of the preceding purposes and objects of the ACGB.

To achieve these objectives, the Company has adopted the following strategies:

- ACGB strives to attract and retain quality staff and volunteers who are committed to working with bereaved persons;
- staff and volunteers work in partnership with a range of community stakeholders who continue to support ACGB's projects and initiatives;
- staff and volunteers are committed to creating new programs while maintaining existing programs in support of the bereaved;
- ACGB's staff and volunteers strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders. This is evidenced by the revision of policies at all levels and the performance of staff and volunteers being assessed, based on these accountabilities.

Information on Directors

Ms Adele Hulse

President (retired 15 December 2015)

Qualifications

Bachelor of Arts, Diploma of Education

Experience

Chair of Committee of Management since 2002, Director since 1996

Ms Vicki Kyritsis

Director

Qualifications

Bachelor of Arts, Bachelor of Social Work, Graduate Diploma in Public Relations, Certificate IV in Training and Assessment

Experience

Director since 2012

| | |
|----------------------------|---|
| Prof. Michael Ashby | Director |
| Qualifications | Bachelor of Medicine, Bachelor of Surgery (London) Doctor of Medicine (Adelaide), Member of the Royal College of Physicians (UK), Fellow of the Royal College of Radiologists, Fellow of the Royal Australian College of Physicians, Fellow of the Australian Chapter of Palliative Medicine, Fellow of the Faculty of Pain Medicine, Australian and New Zealand College of Anaesthetists |
| Experience | Director since 2013 |
| Mr George Farley | Director (retired 15 December 2015) |
| Qualifications | Member of the Australian Computer Society, Senior |
| Experience | Director since 2013 |
| Mr Mark Seeley | Director |
| Qualifications | Bachelor of Industrial Engineering and Computing, Master of Applied Science, Graduate Diploma of Professional Accounting |
| Experience | Director since 2013 |
| Mr Neil Robinson | Director and Chairperson |
| Qualifications | Bachelor of Arts (Hons) (Politics), Master of Business Administration, Graduate Australian Institute of Company Directors |
| Experience | Director since 2014 |
| Mr Partha Nag | Director |
| Qualifications | Bachelor of Business (Management), Diploma of Business, Master of Accounting, CPA, Member of Australian Institute of Company Directors (MAICD) Certificate of Training in Management Systems Auditing |
| Experience | Director since 2014 |
| Mr Stuart Rechner | Director and Company Secretary |
| Qualifications | Bachelor of Science (Geology), Bachelor of Laws, Graduate Australian Institute of Company Directors |
| Experience | Director since 2014 |
| Dr Lauren Breen | Director |
| Qualifications | Bachelor of Science (Honours), Graduate Certificate of Education, Doctor of Philosophy |
| Experience | Director since 2014 |

| | |
|-------------------------------|--|
| Ms Catherine Whitehead | Director |
| Qualifications | BSc Hons Social Policy & Administration, The University of Hull, UK, Post Graduate Diploma Human Resource Management, Manchester Metropolitan University |
| Experience | Director since 2015 |

Meetings of Directors

During the financial year, 11 meetings of directors were held. Attendances by each director were as follows:

| Director | Directors' Meetings | |
|------------------------|---------------------------|-----------------|
| | Number Eligible to Attend | Number Attended |
| Ms Adele Hulse | 6 | 6 |
| Ms Vicky Kyritsis | 11 | 10 |
| Prof. Michael Ashby | 11 | 11 |
| Mr George Farley | 6 | 4 |
| Mr Mark Seeley | 11 | 8 |
| Mr Neil Robinson | 11 | 9 |
| Mr Partha Nag | 11 | 5 |
| Mr Stuart Rechner | 11 | 10 |
| Dr Lauren Breen | 11 | 9 |
| Ms Catherine Whitehead | 8 | 5 |

Membership

The Company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2016 has been received and can be found on page 30 of the financial report.

Signed in accordance with a resolution of the Board of Directors.

Neil Robinson (President)
Dated this 28th day of October 2016

Financial Report

Statement by Directors of Australian Centre for Grief and Bereavement for the Financial Year Ended 30 June 2016

In the opinion of the Directors, the financial report as set out on pages 21-28

- a |** Presents fairly the financial position of the Australian Centre for Grief and Bereavement as at 30 June 2016 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, and the Australian Charities and Not-for-profits Commission Act 2012.
- 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.

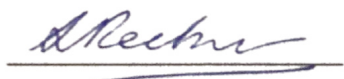
This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

PRESIDENT



N. Robinson

SECRETARY



S. Rechner

Passed by a circular resolution on 28th October of 2016

Statement Of Comprehensive Income For The Year Ended 30 June 2016

| | Note | 2016 \$ | 2015 \$ |
|---|------|-------------|-------------|
| Revenues from ordinary activities | 2 | 2,860,781 | 2,304,091 |
| Employee expenses | | (1,591,687) | (1,509,452) |
| Depreciation and amortisation expenses | | (114,686) | (92,472) |
| Other expenses from ordinary activities | 3 | (938,542) | (857,677) |
| Surplus/(Loss) from ordinary activities before income tax expense | 3 | 215,866 | (155,510) |
| Other comprehensive income | | - | - |
| | | - | - |
| Total comprehensive income/(loss) for the year | | 215,866 | (155,510) |

Statement of Changes In Equity for the Year Ended 30 June 2016

| | Note | 2016 \$ | 2015 \$ |
|---------------------------------|------|------------|------------|
| Opening Balance of Equity | | 419,985 | 575,495 |
| Net Surplus/(Loss) for the year | | 215,866 | (155,510) |
| Closing Balance of Equity | 10 | 635,851 | 419,985 |

The accompanying notes form part of these financial statements.

Statement of Financial Position as at 30 June 2016

| | Note | 2016 \$ | 2015 \$ |
|--------------------------------------|------|----------------|----------------|
| CURRENT ASSETS | | | |
| Cash & Cash Equivalents | 4 | 536,057 | 339,986 |
| Other | 5 | 8,699 | 7,407 |
| Total Current Assets | | 544,756 | 347,393 |
| NON-CURRENT ASSETS | | | |
| Plant and Equipment | 6 | 278,044 | 338,765 |
| Intangibles | 7 | 100,733 | 67,266 |
| Total Non-Current Assets | | 378,777 | 406,031 |
| Total Assets | | 923,533 | 753,424 |
| CURRENT LIABILITIES | | | |
| Payables and income in advance | 8 | 166,956 | 115,102 |
| Provisions | 9 | 102,526 | 197,623 |
| Total Current Liabilities | | 269,482 | 312,725 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 9 | 18,200 | 20,714 |
| Total Non-Current Liabilities | | 18,200 | 20,714 |
| Total Liabilities | | 287,682 | 333,439 |
| NET ASSETS | | 635,851 | 419,985 |
| EQUITY | | | |
| Retained Profits | 10 | 635,851 | 419,985 |
| Total Equity | | 635,851 | 419,985 |

Cash Flow Statement for the Year Ended 30 June 2016

| | Note | 2016 \$ | 2015 \$ |
|---|------|-----------------|-----------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Receipts from: | | | |
| - Government Grants | | 2,152,379 | 1,819,277 |
| - Subscriptions (Memberships & Journals) | | 60,158 | 54,032 |
| - Seminars, Workshops, Courses & Other Income | | 807,185 | 599,100 |
| Interest Received | | 4,084 | 4,622 |
| Payments to suppliers and employees | | (2,737,903) | (2,484,502) |
| Net cash used by operating activities | 12b | 285,903 | (7,471) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Fixed asset purchases | | (19,516) | (6,632) |
| Intangible assets purchased | | (70,316) | (27,861) |
| Net Cash used by investing activities | | (89,832) | (34,493) |
| NET INCREASE/(DECREASE) IN CASH HELD | | | |
| Cash at the beginning of the financial year | | 339,986 | 381,950 |
| Cash at the end of the financial year | 12a | 536,057 | 339,986 |

The accompanying notes form part of these financial statements.

Australian Centre for Grief and Bereavement Notes to the Financial Statements for the Year Ended 30 June 2016

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, Australian Accounting Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

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% |
| Leasehold Improvements | 14.3% |

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 (2015: 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).

h | 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.

| Note 2: Revenue from Ordinary Activities | 2016 | 2015 |
|---|------------------|------------------|
| | \$ | \$ |
| Operating Activities | | |
| - Subscriptions (Memberships & Journals) | 55,755 | 50,082 |
| - Seminars, Workshops & Certificate Courses | 693,259 | 426,741 |
| - Consulting & Projects | 38,151 | 61,797 |
| - Government Grants – Operating | 1,994,843 | 1,686,289 |
| - Other | 74,689 | 74,560 |
| - Interest received | 4,084 | 4,622 |
| Total Revenue from Operating Activities | 2,860,781 | 2,304,091 |

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 plant and equipment and amortisation of intangible assets | 114,686 | 92,472 |
| Provision for Doubtful Debts | 60,000 | - |
| Remuneration of auditor: | | |
| - Audit or review services | 9,623 | 11,150 |
| Total Remuneration | 9,623 | 11,150 |

| | 2016 | 2015 |
|---|-----------|-----------|
| | \$ | \$ |
| b) Other Significant Expenses | | |
| The following expense items are relevant in explaining the financial performance. | | |
| - Staffing Related | 1,591,687 | 1,509,452 |
| - Counselling Clinic & Support Group Expenses | 39,058 | 47,476 |
| - Publications & Promotions | 16,256 | 7,787 |
| - Education Program | 331,802 | 274,286 |
| - Administration, Governance & Communications | 261,768 | 272,487 |
| - Rent | 186,683 | 180,299 |
| - Funded Projects | 33,351 | 64,194 |

Note 4: Cash & Cash Equivalents

| | | |
|--------------|----------------|----------------|
| Cash on hand | 400 | 200 |
| Cash at bank | 535,657 | 339,786 |
| | 536,057 | 339,986 |

Note 5: Other Assets

| | | |
|-----------------------------------|--------------|--------------|
| Sundry Debtors | 67,281 | 500 |
| Less Provision for Doubtful Debts | (60,000) | - |
| Prepayments | 1,418 | 6,907 |
| | 8,699 | 7,407 |

The accompanying notes form part of these financial statements.

| Note 6: Plant & Equipment | 2016 | 2015 | 2016 | 2015 |
|---|-------------|-------------|-------------|-------------|
| | \$ | \$ | \$ | \$ |
| a) Plant & Equipment | | | | |
| Office Furniture & Equipment – at cost | 33,945 | 36,345 | | |
| Less accumulated depreciation | (33,739) | (30,606) | | |
| | 206 | 5,739 | | |
| Leasehold Office – Fit-out & Fixtures | 507,797 | 488,281 | | |
| Less accumulated depreciation | (246,801) | (176,491) | | |
| | 260,996 | 311,790 | | |
| Motor Vehicle – at cost | 35,150 | 35,150 | | |
| Less accumulated depreciation | (18,308) | (13,914) | | |
| | 16,842 | 21,236 | | |
| | 278,044 | 338,765 | | |
| 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. | | | | |
| Leasehold Office Fit-out & Fixtures | | | | |
| Balance at the beginning of the year | 311,790 | 372,180 | | |
| Additions | 19,516 | 6,632 | | |
| Disposals | - | - | | |
| Depreciation expense | (70,310) | (67,022) | | |
| Carrying amount at the end of the year | 260,996 | 311,790 | | |
| Office Furniture & Equipment | | | | |
| Balance at the beginning of the year | 5,739 | 16,376 | | |
| Additions | - | - | | |
| Disposals | (2,400) | - | | |
| Depreciation expense | (3,133) | (10,637) | | |
| Carrying amount at the end of the year | 206 | 5,739 | | |
| Motor Vehicle | | | | |
| Balance at the beginning of the year | | | 21,236 | 25,630 |
| Additions | | | - | - |
| Disposals | | | - | - |
| Depreciation expense | | | (4,394) | (4,394) |
| Carrying amount at the end of the year | | | 16,842 | 21,236 |
| Note 7: Intangibles | | | | |
| Software under development | | | 158,880 | 88,564 |
| Less Accumulated Amortisation | | | (58,147) | (21,298) |
| | | | 100,733 | 67,266 |
| Note 8: Payables | | | | |
| Creditors & Accrued Expenses | | | 141,702 | 91,660 |
| Other Income in Advance | | | 24,670 | 23,442 |
| | | | 166,372 | 115,102 |
| Note 9: Provisions | | | | |
| Current | | | | |
| Provisions for Employee Entitlements: | | | | |
| - Long Service Leave (Note 1[e]) | | | 15,456 | 43,753 |
| - Annual Leave and Time In Lieu | | | 87,070 | 153,870 |
| | | | 102,526 | 197,623 |
| Non-Current | | | | |
| Provision for Employee Entitlements: | | | | |
| - Long Service Leave | | | 18,200 | 20,714 |
| Total Provisions | | | 120,726 | 218,337 |

The accompanying notes form part of these financial statements.

| | 2016 | 2015 |
|---|---------|-----------|
| Note 10: Retained Profits | \$ | \$ |
| Retained profits at the beginning of the financial year | 419,985 | 575,495 |
| Net Surplus/(Loss) attributable to the Centre | 215,866 | (155,510) |
| Retained profits at the end of the financial year | 635,851 | 419,985 |

Note 11:

The Australian Centre for Grief and Bereavement is a public company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2016, the total amount that members of the company are liable to contribute if the company is wound up is \$3,120. (2015: \$2,720).

Note 12: Cash Flow Information

a) Reconciliation of Cash

| | | |
|--------------|---------|---------|
| Cash on hand | 400 | 200 |
| Cash at bank | 535,657 | 339,786 |
| | 536,057 | 339,986 |

b) Reconciliation of Net Cash Provided

| | | |
|--|----------|-----------|
| Surplus/(Loss) from ordinary activities after income tax | 215,866 | (155,510) |
| Non-cash flows in profit from ordinary activities | | |
| Depreciation | 114,686 | 92,472 |
| Profit/(Loss) on Disposal of fixed asset | 2,400 | - |
| Provision for Doubtful Debts | 60,000 | - |
| Changes in assets and liabilities | | |
| (Increase)/Decrease in Debtors | (66,781) | 16,416 |
| (Increase)/Decrease in Prepayments | 5,489 | (2,997) |
| Increase/(Decrease) in Creditors & Accrued Expenses | 50,626 | 32,168 |
| Increase/(Decrease) in Income in Advance | 1,228 | (24,822) |
| Increase/(Decrease) in Provisions | (97,611) | 34,802 |
| Net cash provided/(used) by operating activities | 285,903 | (7,471) |

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

Note 13: Commitments for Expenditure

The Centre had commitments under operating leases and other agreements for future expenditure. The following amounts are the estimated future obligations under these agreements not otherwise recognised in these financial statements as expenditure or liabilities:

| | 2016 | Due within 1 year | Due 2–5 years | Total |
|-----------------------------------|------|-------------------|---------------|---------|
| i) Operating leases for premises | | 149,123 | 479,421 | 628,544 |
| ii) Operating lease for equipment | | 17,760 | 53,280 | 71,040 |
| iii) Other expenditure | | 17,424 | 21,780 | 39,204 |
| | | 184,307 | 554,481 | 738,788 |
| | 2015 | Due within 1 year | Due 2–5 years | Total |
| i) Operating leases for premises | | 165,698 | 463,210 | 628,908 |
| ii) Operating lease for equipment | | 17,760 | 53,280 | 71,040 |
| iii) Other expenditure | | 121,132 | 39,204 | 160,336 |
| | | 304,590 | 555,694 | 860,284 |

Note 14: 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 statement of financial position as at 30 June 2016.

(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.

The accompanying notes form part of these financial statements.

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

2016

| | Interest Free | Floating Interest Rate | Fixed Interest | Settlement within one year |
|------------------------------|---------------|------------------------|----------------|----------------------------|
| <i>Financial Assets</i> | | | | |
| Cash & Cash equivalents | 400 | 561,471 | - | 561,871 |
| Receivables | 7,281 | - | - | 7,281 |
| <i>Financial Liabilities</i> | | | | |
| Payables | 141,702 | - | - | 141,702 |

2015

| | Interest Free | Floating Interest Rate | Fixed Interest | Settlement within one year |
|------------------------------|---------------|------------------------|----------------|----------------------------|
| <i>Financial Assets</i> | | | | |
| Cash & Cash equivalents | 200 | 339,786 | - | 339,986 |
| Receivables | 500 | - | - | 500 |
| <i>Financial Liabilities</i> | | | | |
| Payables | 91,600 | - | - | 91,660 |

Note 15: Related Party Transactions

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

Neil Robinson

Adele Hulse

Vicki Kyritsis

Prof. Michael Ashby

David Zerman

George Farley

Mark Seeley

Partha Nag

Stuart Rechner

Dr Lauren Breen

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

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

| | 2016 | 2015 |
|--|---------|---------|
| | \$ | \$ |
| a) Short-term employee benefits | 399,301 | 336,592 |
| b) Other Long-term benefits (long service leave accrued) | 2,271 | 4,808 |

There are no other Related Party Transactions for the financial year ended 30 June 2016.

The accompanying notes form part of these financial statements.

Note 16: Subsequent Events

There are no subsequent events which would have a material impact on the financial accounts.

Note 17: Segment Reporting

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

Note 18: Service Details

The registered office and principal place of business of the Centre is:

253 Wellington Road
Mulgrave Victoria 3170



Australian Centre for Grief and Bereavement Inc

253 Wellington Road, Mulgrave, Victoria 3170

Telephone +613 9265 2100

Freecall 1800 642 066

Facsimile 03 9265 2150

Email info@grief.org.au **Website** www.grief.org.au



The Australian Centre for Grief and Bereavement
acknowledges the support of the Victorian Government.