



Mission Statement

We support grieving Australians through advocacy, evidence-informed practice and education

Statement of Purpose

The Australian Centre for Grief and Bereavement will:

1. 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;
2. 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;
3. 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;
4. Build the capacity of the universal health services to provide bereavement supports and responses;
5. 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;
6. Undertake research, program evaluation, public policy development and the production of evidence-based publications and resources to enhance grief and bereavement knowledge and practice;
7. Maintain cooperative links with relevant state, national and international groups and organisations in relation to grief and bereavement;
8. Promote, develop and monitor competence in bereavement practice;
9. Collect and raise funds for the promotion of the preceding purposes and objects of the ACGB;
10. Do such things as may be incidental or conducive to the attainment of the purposes and objects set out in this constitution; and
11. Embrace other purposes and objects as may be decided by the Board from time to time.

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, undertake clinical work placements and receive supervision. Customised training, consultation and tailored solutions are also available to organisations on issues of grief, loss and bereavement.

ACGB is funded by the Department of Health and Human Services to provide a state-wide 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, 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 ACGB.

Since 2021 ACGB has also received funding from Department of Health (Commonwealth Government) to provide specialist bereavement services and support to those impacted by COVID-19 across the aged care sector.

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 vital 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.

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

Chairperson

Paraskevi (Vicki) Kyritsis,
GradDipPublicRelations, BA, BSW,
CertIVTAA

Director and Secretary

Robert Law, BA (Hons), MA, MDipl (Hons)

Directors

Michael Ashby, MD, BM, BSurgery,
MRCP(UK), FRCR, FRACP, FACHPM,
FFPMANZCA

Philip Bachelor, OAM, BAppSc, MBA, PhD,
FIML, FAICD.

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

Rajkumar Mathiravedu GAICD, MBA, MS

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

Ella MacDougall BA, BHSc, BLLP, MBA,
MAICD, FGIA

Mandy Pengilly GradCertCarCounsel,
MAICD

Jacqui Weatherill BA. Grad Dip (Sp Sci)
MBA GAICD

Patron

Walter Mikac AM

Staff

Chief Executive Officer

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

Executive Assistant

Kate Foreman

Manager – Corporate Services

Geoff Wakefield, BEc, CPA

Customer Service Coordinator

Alina Oberbichler

Corporate and Customer Support Officer

Simone Skinner (Until 17 September 2021)

Corporate Support Officer

Linda Jenkins (From 27 September 2021)

Accountant / Business Analyst

Lan Mai, BAcc, CA (Until 17 November 2021)

Finance Special Projects Officer

Helen Russo

Accounts Payable

Tristan Heffey, BBus (Marketing), MAcctg

Finance Officer

Nawal Jabbour (From 18 May 2022)

Manager – Education and Health Promotions

Bianca Lavorgna (BSc, GradCertBer,
Couns&Int, CBP, MA Couns & Psych
(From 7 March 2022)

Online Learning and Events Officer

Cassandra Leckie (Until 27 May 2022)

Marketing Officer

Sherly Gunawan, BAMark., AdvDip Bus
(Until 17 November 2021)

Clinical Educator

Rebecca Coombes, Bb AppSc, MA Couns,
BAppSc (Psychology)

Education Enrolment and Support Officer

Diana Florez, B.Soc.Comms., Dip.Mark.

Education Development Coordinator

Danielle Snoxell, AssDip Social Science,
ADip Children Services, BTeach (Early
Childhood), Cert IV TAE40110 (Until 17
November 2021)

Manager – Bereavement Counselling and Support Services

Jasminka Kosanovic, MSW, MIH,
PGCertAOD (Until 30 November 2021)

Susan Meyerink, BSocWelf,
GradCertBerCouns&Int, DipBusMgt&HR,
CBP (From 20 December 2021)

**Specialist Bereavement Counsellor,
Support Group Coordinator &
Resource Developer**

Jo Baker, BANurs; DipCoun, DipMid, RGN,
GradCertBerCouns&Int, CBP

**Team Leader - Intake
Specialist Bereavement Counsellor**

Sue Cameron, DipWelfare,
GradCertBerCouns&Int, CBP

**Specialist Bereavement Counsellor
Clinical Educator and Supervisor
Coordinator of the Internship and
Practitioner Associates Program**

Anita Hoare, MSW,
GradCertBerCouns&Int, M.Couns &
Human Service, DipEd, BA, CBP

**Team Leader -
Feedback Informed Treatment
Specialist Bereavement Counsellor**

Miguel Lopez, BSoSc, BPsych, CBP

**Specialist Bereavement Counsellor.
Intake Worker**

**KG2 Children's and Support
Group Programs**

Hayley Lowe, GradCertBerCouns&Int,
BCouns, DipChildServ, Cert111ChildSrv
(Maternity Leave from 2 May 2022)

Specialist Bereavement Counsellor

Mustafa Kouklan, GradCertBerCouns&Int,
Bachelor of Social Work, Associate
Diploma in Welfare Studies, Cert IV
Business (Frontline Management), Cert
IV Group Facilitation, Cert III Aged Care
(From 9 September 2021)

**Specialist Bereavement Counsellor.
Intake Worker**

Anne-Marie Holten, BscNutrDiet,
MaPublicSectorMgt, GradCertClinPastoral
Ed1,11&Adv, GradCertBerCouns&Int (From
11 October 2021)

Bereavement Counsellor. Intake Worker

Kelly Morrish, MProfPsych, BCrim/
BPsychSc(Hons), GradCertBerCouns&Int
DipPara, DipCommServ(Child Care). (From
19 April 2022)

**Specialist Bereavement Counsellor.
Intake Worker**

Susan Pascoe, BEd (Until 1 July 2021)

Administration and Support Officer

Cassandra Leckie (Until 27 May 2022)

**Manager – Aged Care Grief and
Bereavement Program**

Ric Ellis, MBA

**Team Leader – Counselling, Aged Care
Grief and Bereavement Service
Specialist Bereavement Counsellor,
Supervisor & Group Facilitator.**

Janice Butera, BA (Psych & WomensSt),
GradDipCouns, MA(Couns),
GradCertBerCouns&Int, MSW, CBP

**Team Leader Education – Aged Care
Grief and Bereavement Service
Specialist Bereavement Counsellor
Support Group Programs, Clinical
Educator and Supervisor**

Jackie Tarabay, BCouns,
GradCertBerCouns&Int, CertIV TAE, CBP

Specialist Bereavement Counsellor

Sue Adams, GradCertBerCouns&Int,
GradDip Genetic Counselling
(From 18 November 2021)

Specialist Bereavement Counsellor

Dr Hellen Kemp, MPsych, BA (Psychology
and Humanities), Postgrad-DipPsych
(From 15 November 2021)

Specialist Bereavement Counsellor

Kim Aburazak, GradCertBerCoun&Int,
Masters in Social Work, Bachelor of
Human Services, AdvDipDisability,
Certificate IV Training and Education,
Level 3 (Professional) in Auslan, AssocDip
in Welfare Studies
(From 25 November 2021)

Specialist Bereavement Counsellor

Peter Comino B.A. (psych) Grad. Dip (Soc.
Wk) (From 11 April 2022)

Specialist Bereavement Counsellor

Patricia Hockley BSW,
GradCertBerCoun&Int (From 2 June 2022)

**Specialist Bereavement Counsellor
Support Group Coordinator**

Alexa Powell MSW, Grad Dip Conflict, BA
(Until 30 September 2021)

Peer Support Development

Carissa Kuswanto, DP, MA (Sc), B Sc,
(Until 27 July 2021)

Peer Support Program

Linda Shaw, BCouns,
GradCertBerCouns&Int, CertIV TAE,
(Until 17 June 2021)

Community Engagement/Admin Support

Jennifer Carnell (From 30 August 2021)

Interns, Practitioner Associates and Support Group Facilitators

The Australian Centre for Grief and Bereavement supports Interns, Practitioner Associates and Support Group Facilitators in their roles delivering bereavement support services to ACGB clients. Without our Volunteers so generously giving their time, effort and skills, ACGB would be unable to provide the level and range of counselling and support services offered to bereaved children, young people, adults, couples and families. Practitioner associates are specialist bereavement counsellors who have completed their internship placement and apply to continue working as a volunteer with ACGB. Our Support Group Facilitators are both professionals and non-professionals who have been trained to work with bereaved people in a range of roles and capacities. Some of our Practitioner Associates also co-facilitate support groups. Volunteers provided services to clients online and continued to develop their expertise. The co-ordinator of the Interns and Practitioner Associates has developed

a bimonthly community of practice where clinical topics are discussed and information is shared. ACGB volunteers are given free access to all relevant professional development provided by ACGB to ensure they remain up to date with the latest trends.

The following is a list of practitioner associates who generously have contributed their time to ACGB during the 2022-2023 financial year.

Kim Abdurazak
MSocialWork, GradCertBerCouns&Int,
CertIV TAE, AdvDip DisabilityWorkLevel3,
NAATI Auslan

Bruno Chene
BA, BSE, MSW, GradCertBerCouns&Int,
CBP

Faith Goircelaya
BCS,GradCertBerCouns&Int,
BachMusicTherapy, FamilyTherapy

Dianne Griffith
CertContempSomaticPsychotherapy,
GradCertBerCouns&Int

Nizra Haniffa
DipWelfPrac, BAComDevelop,
GradCertBerCouns&Int

Christina Havlin
BachDegreeCouns, CBP

Anne-Marie Holten
BscNutrDiet, MaPublicSectorMgt,
GradCertClinPastoralEd1,11&Adv,
GradCertBerCouns&Int

Mustafa Koukhan
BSW, DipWelfStud,
GradCertBerCouns&Int

Dr Maree McClutcheon
EdD, MEdSt, GradCertBerCouns&Int,
BSpecEd, CertPrim&SpecEd, ACA Level2,
CBP

Teresa Pace Gandolfo
CertIVTCS, CertIVTAE, DipComWelf,
GradCertBerCouns&Int, CBP

Liz Powell
RegNurse, AdCertCouns&Psychotherapy,
GradDipTraumaCouns,
GradCertBerCouns&Int, CertIVTelCouns

Carmel Richardson
BSSc (PastoralCouns),
GradCertBerCouns&Int

Rae Silverstein
GradDipSpecEd,
GradDipMentalHlthforTeachProfs,

SpecCertBerCouns,
SpecCertBerCounsPrac, TPTC

Ros Tatarka
BEd, MSocSc (Couns & HumServ)

Doug Thompson
BSW, GradCertBerCouns&Int, CBP

Ayumi Wantanabe-Roberts
BSW, GradCertBerCouns&Int

Julie Jensen
AdvCertTraumaCouns, AdvDipGroupFac,
BehavSc(Psych), GradCertBerCouns&Int,
CBP.

The following is a list of support group
facilitators who have generously
contributed to ACGB during the 2021-
2022 financial year.

Anton Anagnostou

Anne Carr

Bruno Chene
BA, BSE, MSW, GradCertBerCouns&Int,
CBP

Mark Dean

Pauline Shilkin
BSWGradDipAdultEd

Hayley Russell
MSocSc, GradCertBerCouns&Int

Antoinette Tataro
DipCounselling

Yimfong Voon
GradDipCounsMasters
Coupls&RelationshipCouns, Supervision
SystemicTherapy,CertBerevement Studies

The following is a list of interns who have
contributed to ACGB during the 2021-
2022 financial year.

Dr Hellen Kemp
BAPsych, PostGradPsych, MastersCouns

Sonya Taylor
BSW, PostGradCertSocialWorkforAdults,
GradCertBerCouns&Int

Sponsorship and Major Contributions

Department of Health and Human
Services, Victoria

Department of Health and Aged Care
Australian Government

Chairperson's Report

I continue to be impressed by the professionalism and commitment our dedicated ACGB staff and volunteers have shown in carrying out their work during the particularly trying circumstances of 2021–22.



Dear colleagues, friends and supporters,

On behalf of the board, it is my great pleasure to present the Australian Centre for Grief and Bereavement's (ACGB) 2021/2022 Annual Report.

The report does provide an excellent overview of our many achievements in what has been one of the most challenging times for our organisation.

I would particularly draw attention to our work in setting our new 2023–25 Strategic Plan. The development of this new strategic direction was overseen and approved by the Board and built on the achievements of our previous strategic directions. The new Strategic Plan articulates our goals and initiatives for the next three years and reaffirms our values, which guide all aspects of our work. In addition, the Plan sets out our key strategic initiatives:

- prioritising people;
- developing innovative new ways of providing grief support;
- building our capacity for research and evaluation;
- strengthening certification in bereavement practice;
- deeper partnerships with service users and other providers;

- a focus on meeting the needs of our diverse communities;
- leveraging data; and,
- strengthening our training programs through new courses and enhanced flexibility.

Implementation of the Plan will result in a deeper integration of our clinical, educational and research activities. I am confident that ACGB will achieve these goals.

I continue to be impressed by the professionalism and commitment our dedicated ACGB staff and volunteers have shown in carrying out their work during the particularly trying circumstances of 2021–22.

It would be remiss of me not to specifically acknowledge and thank Christopher Hall, our Chief Executive Officer. He is an exemplary leader who leads with integrity, respect, passion and commitment. This is reflected in the way he has created such a strong team of staff and volunteers at ACGB. In addition, his dedication to ACGB has seen him expand our reaches even beyond Australia, with services in other countries keen to learn from our achievements.

I would also like to thank Robert, our

company secretary who, over the last 12 months, has been a source of wise counsel to other Board members and me as Chair. Finally, to my fellow Directors – Ella, Jacquie, Lauren, Mandy, Michael, Partha, Philip and Raj, thank you all for your hard work, dedication and invaluable contributions to the work of ACGB. The voluntary contribution of your undoubted expertise is most appreciated.

Having been a Board Member for over 11 years, the time is coming for me to take a break from ACGB both as a Board Member and as Chair. It has been an absolute pleasure and an honour to have worked alongside you on our common journey in support of the ACGB and its mission.

Finally, I commend this Annual Report to you all and, with confidence, offer my best wishes to all at ACGB for the year ahead.

A handwritten signature in black ink, appearing to read 'Vicki Kyritsis'.

Vicki Kyritsis
Chairperson
Board of Directors
Australian Centre for Grief
and Bereavement



CEO'S Report

As Australia's leading voice on grief, and a global leader in providing evidence-informed grief counselling and education services, ACGB remains steadfastly committed to delivering high-quality, evidence-informed bereavement care and training for health professionals and communities throughout Australia.



The Board of Directors has maintained a sharp focus on governance issues and how the organisation can continue to meet the broad range of needs of clients, service users and other key stakeholders. Following extensive consultation, the Board approved our 2023-25 strategic plan, which sets out an ambitious and exciting vision for the organisation. This work is guided by our commitment to supporting those who grieve by providing services grounded in respect, best evidence, responsiveness, collaboration, integrity and by building expertise and improving well-being.

Our strategic plan articulates our goals and initiatives for the next three years and reaffirms our values, which guide all aspects of our work. The strategic initiatives include – prioritising people, developing innovative new ways of providing grief support, building our capacity for research and evaluation, strengthening certification in bereavement practice, deeper partnerships with service users and other providers, a focus on meeting the needs of our diverse communities, leveraging data and by strengthening our training programs through new

courses and enhanced flexibility. This plan also sees a deeper integration of our clinical, educational and research activities. The plan weaves together three overarching themes – Internal Capability to drive our core mission by developing our people and our business processes, deep Community Engagement with the communities that we serve and Organisational Growth which addresses strategies to meet current and emerging needs. We look forward to delivering on these goals.

In the past year, ACGB, in partnership with Taylor & Grace, completed a brand and marketing review. This work will result in some exciting and far-reaching organisational changes, more of which will be said in early 2023.

Three large pieces of work have continued throughout the reporting period. These have included work on (i) achieving compliance with the National Safety and Quality Primary Healthcare Standards, (ii) development of our Reconciliation Action Plan, which will allow ACGB to sustainably and strategically take meaningful action to advance reconciliation and (iii) Rainbow

Tick accreditation, which will see ACGB become more responsive to the needs of the LGBTIQ community.

I wish to note the vital contribution of the management team. In late 2021, Susan Meyerink agreed to take up the role of Manager of our Bereavement Counselling and Support Service for 12 months, and I am indebted to Susan for the skills and care she has brought to this role. Geoff Wakefield our Manager of Corporate Services has continued to provide skilled leadership in finance and business planning. Ric Ellis has capably led our Aged Care Grief and Bereavement Program which has seen a comprehensive program of grief and bereavement support rolled out to aged care facilities throughout Australia. Finally, this year Bianca Lavorgna moved into the role of Manager of our Education and Health Promotion program. She has done so with vision and energy, and I thank her for the important contribution she has made. I would also like to thank my Executive Assistant Kate Foreman for her support over the past 12 months.

I want to acknowledge the dedication and commitment of the Board of

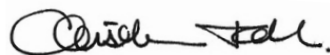
Directors, staff and volunteers of ACGB. I wish to thank Vicki Kyritsis, who has fulfilled the role of President with great skill and dedication. ACGB has benefitted greatly from her leadership. I would also like to thank Dr Michael Ashby, Dr Philip Bachelor, Dr Lauren Breen, Robert Law, Ella McDougall, Rajkumar Mathiravedu, Partha Nag, Mandy Pengilly and Jacqui Weatherill for their ongoing support and contribution to ACGB as Directors. I want to acknowledge Vicki Kyritsis and Dr Michael Ashby as they leave the ACGB board. Michael has had a long-standing connection with ACGB both as an inaugural member of the then committee of management in 1996 and in providing an opportunity for the then Centre for Grief Education to have a home alongside his Palliative Care service at Monash Medical Centre. Vicki was first elected to the board in 2011 and has been a steadfast supporter of the organisation. I thank them both for their long service to ACGB.

I wish to thank the staff employed by ACGB who have brought great passion, enthusiasm and creativity to their work. I also want to acknowledge the financial support of the Victorian Department

of Health and Human Services, the Australian Government Department of Health and Primary Health Networks, who enables ACGB to offer the range of programs and services that it does.

The organisation continues to build upon its strengths – a proud record of meeting the needs of the bereaved, strong governance and management, and a skilled group of staff and volunteers – and in doing so, continues to find new ways of providing sustainable, high-quality education, bereavement care and research programs for all Australians.

I look forward to working with governments, the board, staff, volunteers and members in working collaboratively towards creating an Australia where grieving people are understood, respected, and supported.



Christopher Hall
Chief Executive Officer
Australian Centre for Grief and Bereavement

The organisation continues to build upon its strengths – a proud record of meeting the needs of the bereaved, strong governance and management, and a skilled group of staff and volunteers – and in doing so, continues to find new ways of providing sustainable, high-quality education, bereavement care and research programs for all Australians.

Education

The new COVID environment has continued to impact our education program. It has also allowed for a recognised need for course review and development for all education material and content.

Self-paced short courses have been less in demand for 2022, with individual interest declining. However, we have seen an emergence of interest from organisations bulk purchasing on behalf of their staff. We have continued to run our monthly webinars with strong interest from practitioners throughout Australia.

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We have developed a range of online customised training packages that have been tailored to the needs of organisations. This year, we have seen a substantial increase in requests and interest for these tailored support programs.

In response to the decline in Customised Training delivery during the onset of COVID-19, we have developed a range of online customised training packages that can be tailored to the needs of organisations. This year, we have seen a substantial increase in requests and interest, with a financial income of \$118,231.00.

775NAT Graduate Certificate in Bereavement Counselling and Intervention

As a result of ACGB reviewing our material and content, we only held one Graduate Certificate program during this financial year. We also recognised that many in the health sector could not commit to the demands of the 12-month course given the current COVID-related workloads and that a short course may be a more appropriate option in these covid times. The course has been placed on hold and is currently under review. In addition, work was also placed on hold for the Cert IV course, with the previous course being completed 2020.

Table 1 – Education training activity

Event Type	2019 – 20			2020 – 21			2021 – 22		
	Number of Events	Training Hours	Total Students	Number of Events	Training Hours	Total Students	Number of Events	Training Hours	Total Students
Workshops	22	154	202						
Short Courses				39	273	763	34	170	461
Customised Training	11	46	223	20	102	766	18	58	440
Webinars	11	17	1,500	17	26	2,249	9	13.5	674
Graduate Certificate		2,640	64		3,960	82		54	9
Cert IV		500	45		3,960	82			
Totals	44	1,377	2,034	76	4,361	3,860	61	295.5	1584

Tenders Granted

ACGB has applied and received two tenders, the ***Paediatric Palliative Care Consultancy Project and the Grief Informed School Care (GISC) program***. The financial return will be seen in next year's report.

Informed School Care (GISC) Program

In response to Recommendation 17 of the Royal Commission into Victoria's Mental Health System, the Department of Education and Training (Organisation) is establishing the full Schools Mental Health Menu (the Menu), which will give schools confidence in purchasing evidence-based programs and interventions.

The GISC program is a whole-school approach designed to increase knowledge, awareness, and responsiveness to bereaved students, families, teachers, staff and the wider schooling community. Given the importance of social support in a healthy adaption to a loss, the school community have the opportunity to provide students with appropriate social and emotional support and a safe learning environment to discuss and share their grieving experiences openly. For schools to provide this, they need to be prepared, adequately trained, informed and supported on how to manage bereaved students and understand the impact on themselves. This program includes online pre-recorded training for teachers and school staff, a Grief Response Kit designed to assist schools with a bereaved student or when death impacts the school, and resources for families and students.

Paediatric Palliative Care Consultancy Project

Palliative Care Australia (PCA) is the national peak for palliative care in Australia. In collaboration with Paediatric Palliative Care Australia and New Zealand (PaPCANZ), PCA has been funded by the Commonwealth Department of Health to deliver the Paediatric Palliative Care – National Action Plan project.

One of the activities in the National Action Plan is to provide resources for medical and support staff to build resilience and enhance self-care.

This project has enlisted the consultancy service of ACGB to identify issues influencing the sustainability of the paediatric palliative care workforce and offer resources that will help build resilience and enhance self-care.



Grief and Bereavement Counselling and Support Service

The Australian Centre for Grief and Bereavement operates a national specialist grief bereavement service funded across several programs on behalf of the Commonwealth and State departments and agencies. In Victoria specialist bereavement counsellors provide support to bereaved individuals, families and children following the death of someone close to them.

The Grief and Bereavement Counselling Support Service provides the following services:

- Counselling by a team of specialist bereavement counsellors, including practitioner associates and interns. Counselling is provided face-to-face, by telephone or online via telehealth.
- Specialised counselling support for clients identifying with symptoms of complex or prolonged grief disorder.
- A range of open and closed bereavement support groups including bereaved partners, younger bereaved partners, death of a parent, children's groups, men's groups, companion animal loss and grief talks.
- Clinical supervision, secondary consultation and debriefing support to external practitioners on a fee for service basis.
- Response to enquiries and requests for information from a range of organisations, employers, community groups, schools and private practitioners seeking professional advice to effectively provide support for bereavement, grief and loss.
- Provision of resources relating to grief and bereavement for professionals and the bereaved, including publications, fact sheets and books.

- Advanced training, professional development and clinical supervision to Practitioner Associates.
- Internship Program that provides training and clinical supervision.
- Coordination of the Certified Bereavement Practitioner Program.
- Editorial, preparation and dissemination of the Bereavement Practice Newsletter for practitioners and the Rosemary Branch Newsletter which is prepared specifically for clients.

BCSS delivers a variety of accessible clinical supports and interventions tailored to meet the specific needs of individuals and families experiencing grief and bereavement. These include intake and assessment, counselling and therapeutic support groups. We use evidence informed practices such as Feedback Informed Treatment to demonstrate therapeutic changes for individuals and families accessing our services.

Specialist Clinical Services

The COVID-19 pandemic impacted upon how we delivered our counselling and support group services, with services being provided via online counselling and telephone. Counsellors and clients adapted well to this new way of working including learning new technology. Being able to provide services via Telehealth has meant the BCSS can now provide services Australia wide.

The Intake and Assessment team have continued to facilitate client entry into our program using comprehensive screening and assessment tools to ascertain suitable care which considers clients' needs and preferences. Referrals are received by telephone, email and webform. Like many other specialist health services BCSS has experienced a longer waiting list and clients on the waiting list have been provided with psychoeducation and bridging support. Clients with more complex needs such as Prolonged Grief Disorder are prioritised and provided with specialist care.

The service currently operates a wide range of bereavement support groups for adults and children experiencing bereavement. These support groups

provide a forum for emotional, practical and moral support. The range of support groups that operated this year were for bereaved partners, younger bereaved partners, death of a parent, companion animal loss, men's groups and grief talks. BCSS also runs Kids Grieve Too (KG2) which is a closed support group program for bereaved children aged 6-12 years. KG2 is a caring and supportive group that assists these children to explore and express their grief in creative ways with an emphasis on encouraging them develop the skills and strengths to help them adapt to their loss.

Clinical Supervision

BCSS has a team of specialist clinical supervisors that provide both internal and external supervision. Interns, Practitioner Associates and Support Group Facilitators are provided with regular internal supervision. External supervision is provided to external practitioners who work in a variety of settings. All specialist bereavement counsellors receive external supervision from clinical supervisors.

Professional Development

The Specialist Bereavement Counselling team has continued to

offer evidence-informed counselling intervention with counsellors updating and enhancing their counselling skills and practice on an ongoing basis. Counsellors also provide professional development for Interns, Practitioner Associates and Support Group Facilitators.

Capacity Building

ACGB offers a range of resources and books available through our website to share expertise and to build capacity. ACGB also provides secondary consultations to other health professionals such as psychologists, case managers and school well-being officers, across Australia.

Research and Evaluation

ACGB remains up to date with contemporary and innovative research that informs therapeutic service delivery and outcomes. Since 2018 we have incorporated Feedback Informed Treatment (FIT), a theoretical approach that is evidence, with the aim of evaluating and improving the effectiveness of our services. The incorporation of FIT has directly benefited our clients on receiving individualised care resulting in improved clinical outcomes.

Certified Bereavement Practitioner Program

The Certified Bereavement Practitioner (CBP) Program ensures that bereavement practitioners who have undertaken specialised training are given due recognition. Staff, practitioner associates and external practitioners who meet the criteria are eligible to apply for the status of CBP. All CBP practitioners are listed on the ACGB website. As of 30 June 2022, there was a total of 41 CBP's listed nationally.

Grief and Bereavement Counselling Support Service Data

During 2021–2022 the ACGB provided counselling to 796 clients with a total of 5,332 counselling sessions conducted.

The number of people accessing the Aged Care program has steadily increased over the year with counselling sessions and group activity up by 119% in the last quarter of 2021–2022 when compared to the first quarter.

Professional Development

Professional development, case discussions and training opportunities are provided on a regular basis to all specialist bereavement counsellors, interns, practitioner associates and support group facilitators. Professional development activities support the integration of contemporary grief and bereavement research and theory into practice and opportunities to meet with others to discuss and critically reflect upon work challenges.

Aged Care

ACGB have created a peer-led support pack, including resources and a training program to support the delivery of peer-led support sessions within aged care facilities and communities. ACGB are providing consultancy and advice to other community groups to help build the capacity of their leadership when working with grief. This support is primarily targeted at communities of people (e.g. Culturally and Linguistically Diverse (CALD)) who may be unlikely to contact a

stranger for advice and are more likely to engage with their religious, spiritual and community leaders

Following a slow build-up in the first six months of 2021, there has been steady build-up of people and organisations becoming aware of and accessing of our Aged Care services. To develop closer engagement with the sector ACGB have recruited Community Engagement officers. These roles have been developed to represent ACGB and its services to the Aged Care community and to develop strong relationships with sector leaders. They also provide information on emerging issues enabling us to develop measured responses and resources.



Aged Care COVID-19 Grief and Bereavement Program

COVID-19 continues to have a significant impact across the Aged Care sector with a reported 4000+ deaths due to the pandemic. The Australian Government through the Department of Health has invested in a Grief and Trauma Support Program to help those impacted by COVID-19 across the aged care sector. This project is available to people receiving an Aged Care Package, as well as their loved ones, and the staff providing care and support.

ACGB are providing a range of clinical and educational supports for people in the sector who are or have experienced grief and loss due to COVID and supporting capacity building with community groups and other organisations across the sector. The initial project was intended for a 12-month period however, due to the slow uptake the Department of Health have granted an extension to the timeline allowing ACGB to continue to provide support.

The Australian Centre for Grief and Bereavement's has:

- established the National Telephone Support Service 1800 22200.
- developed and distributed printed resources in plain English and translated into five major languages; Arabic, Chinese simplified, Chinese Traditional, Vietnamese and Greek.
- established an aged care specific website www.aged.grief.com.au
- delivered a series of webinars.
- developed a peer support session pack.

Clinical support is being provided by team leaders and counsellors from ACGB all of whom are specialist bereavement practitioners and experienced clinicians focused on supporting those in the aged care sector.

The primary reason for accessing our clinical support must be related to COVID-19. However, the grief being experienced may relate to other losses as well as a bereavement from death including the loss of lifestyle.

Clinical support provided under the Package includes:

- a national toll-free telephone service, using a dedicated 1800 number, to immediately link aged care recipients and their loved ones who have been impacted by COVID-19 with counsellors
- telehealth support from counsellors
- Face to face counselling in residential aged care facilities (RACFs) . This counselling includes group and individual support.
- SMS service to access information and referral to counselling and support
- support and advice via the MyGrief app.

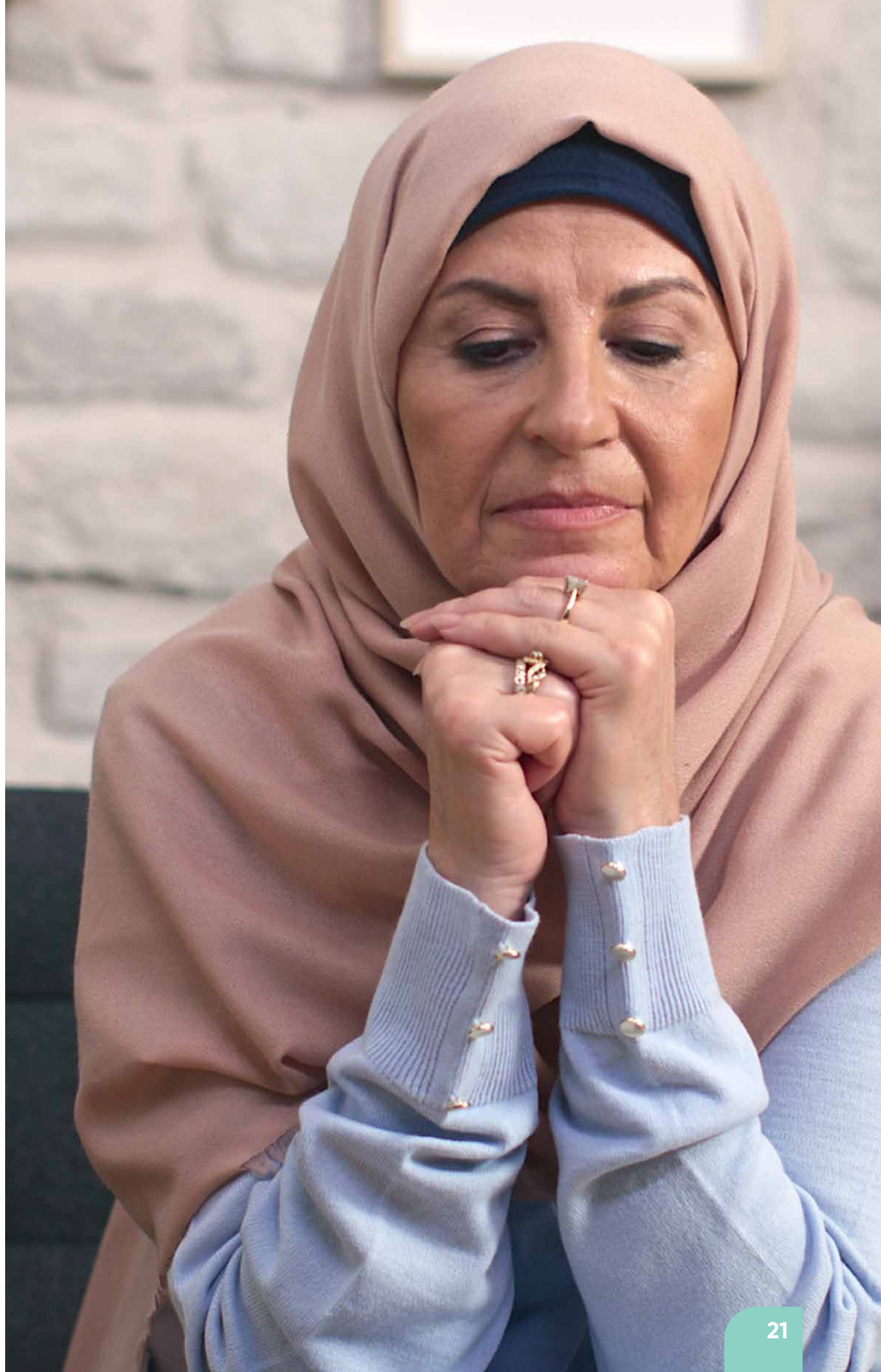
Aged Care Website

Educational resources are housed on a dedicated aged care support website: <https://aged.grief.org.au>. ACGB is providing self-care resources including a series of webinars and factsheets for families, loved ones and aged care staff.

Fact sheets developed include:

- Grieving when others do not acknowledge your loss (Disenfranchised Grief).
- Strategies for Managing Grief and COVID-19 Related Anxiety
- COVID-19, Aged Care Restrictions, End of Life Care and Grief & Loss
- Support for Healthcare Workers Dealing With COVID-19 Related Distress, Death and Bereavements
- Living in Uncertain Times
- Social Support and Bereavement during the Coronavirus (COVID-19) Outbreak
- Funeral Support and Physical Distancing
- Working with Aboriginal or Torres Strait Islander Grief and Bereavement – A Resource for Workers
- Uncertainty and Aged Care
- The Loss and Grief of Residential Aged Care Staff in the Wake of COVID-19.

Staff have also developed a series of six short wellbeing videos, aimed at Aged Care recipients.



Aged Care Marketing

The Commonwealth Department of Health (DoH) is responsible for the promotion of the project with information being sent to all Aged Care Providers and

Home Care Package recipients. ACGB is promoting the project through social media channels, websites and printed materials. Where possible ACGB staff

have engaged with Aged Care Providers and Community Groups to promote our services face to face.

NSW Hunter New England and Central Coast Aged Care Project



This pilot program provides face-to-face interventions by a Bereavement Practitioner and telephone triage support operated by the Australian Centre for Grief and Bereavement (ACGB). The service is available to residents living in residential aged care, their families and carers who may access the triage line on 1800 642 066 (toll-free). The toll-free line redirects families and carers to access the mental health services available under the national COVID-19 Age Care Grief and Trauma package. This service is targeted to people with mild to moderate symptoms of common mental illness. Residents with severe mental illness are directed to the state-based Specialised Mental Health Service for Older People.

support as well as a significant increase in organisations seeking support for staff and families. ACGB staff have provided information sessions to Aged Care and Home Care providers.

Staff have built strong relationships with the wider community with a particular focus on minority groups such as CALD, ATSI and LGBTIQ+ communities. ACGB have a grief counsellor based on the Central Coast NSW who work with the Community Engagement staff to expand the service.

After a slow uptake we have seen a steady increase in the number of people accessing the service for individual



Media & Communications

MyGrief App

The MyGrief mobile application was launched in November 2019 and was developed with the financial assistance of Gandel Philanthropy and the Jack Brockoff Foundation. MyGrief provides support and strategies for bereaved individuals and the tools and strategies for those supporting a bereaved person. It provides a portal for grieving individuals, families and friends to access support, resources, tools and strategies to understand and work through an individual grief journey. The app was launched in Australia, the United States and the United Kingdom as a free downloadable app for Android and Apple platforms.

It has been downloaded 13,337 times since its launch in November 2019, with a total of 3,767 downloads taking place during the 2021-2022 financial year. 2,945 of these to iOS devices and 822 to Android devices. The app continues to be positively reviewed in both application stores.

Websites

The website for ACGB, www.grief.org.au, continues to attract local and international interest and serves as an important point of contact for grieving people and those seeking grief and bereavement training.

During the 2021-2022 financial year, there were 117,074 visits to the ACGB website.

The Aged Care Grief and Bereavement Support website, www.aged.grief.org.au, was launched in June 2021 as a resource for older people, family, friends and carers impacted by the COVID-19 pandemic. This new website has attracted interest nationally and provides information on the support packages and services available from ACGB. During the reporting period, over 11,000 people have accessed information and resources on the site.

Social Media

During the 2021-2022 financial year, the Centre continued to build its digital footprint using LinkedIn, Facebook, Twitter, Instagram and YouTube. These platforms allow the Centre to connect and communicate with the public, health professionals and other organisations locally and globally.

In the 2021-2022 period, ACGB registered 7,280 followers on its corporate Facebook page, an increase of 20.4% from the last financial year. Data indicates that 90% of our followers are female, and 10% male. The largest age group are those aged between 45-54-years of age. In addition, 84% of followers are from Australia, followed by the USA. Nationally, Facebook visits are most typically represented by a Victorian audience, followed by New South Wales, Queensland, Western Australia and South Australian visitors.

ACGB also experienced growth in both the Twitter and LinkedIn social media platforms. Twitter followers increased to 1,047, and LinkedIn followers increased to 623.

Online and Radio

ACGB continues to respond to regular media requests. This year staff have provided expert comments to organisations such as ABC state and national radio, 6PR Perth, and The Age on various issues such as the impact of COVID-19, Prolonged Grief Disorder, mourning and clothing, the MyGrief app, as well as a range of other grief and bereavement related subjects.

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 important research constructs as they

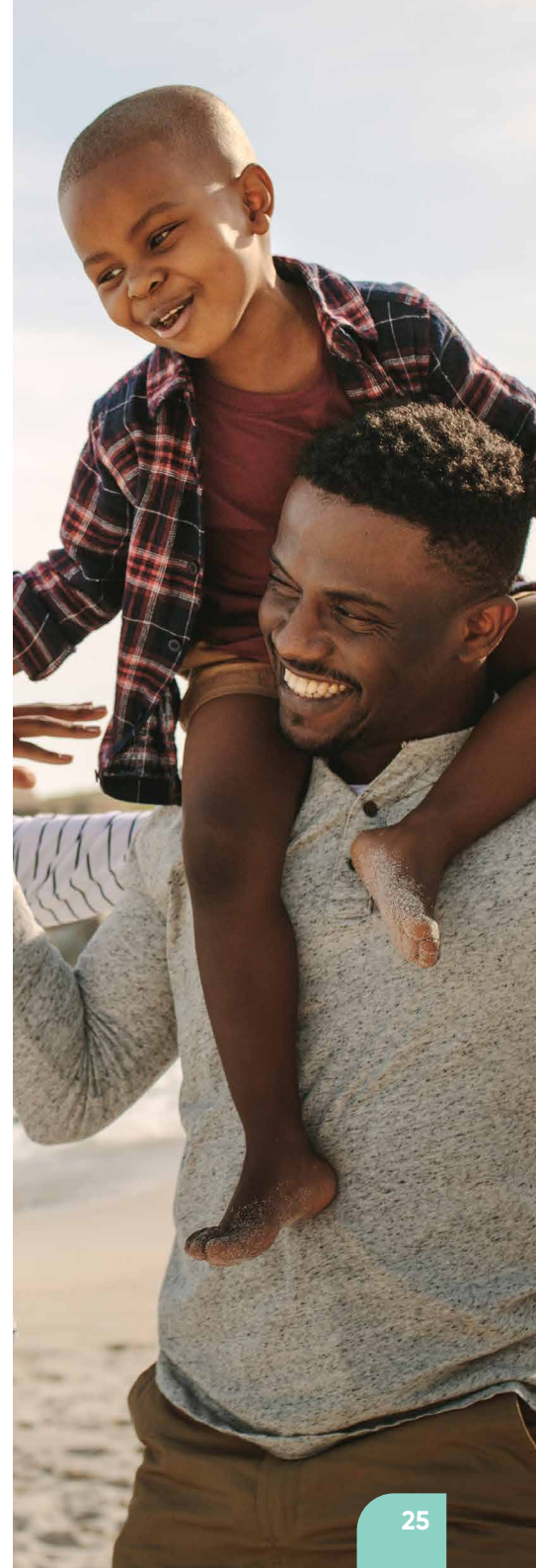
relate to our clients. It is hoped that this data will enable the undertaking of a number of studies, which demonstrate the efficacy of a range of clinical interventions.

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.

Grief Matters: The Australian Journal of Grief and Bereavement

Grief Matters continues to provide information relating to current research and practices in loss and grief to health professionals and those working with bereaved people. This resource is a very popular and highly valued benefit for our members, and two further editions have been published over the past twelve months.

The journal is also available to other individuals and organisations by subscription. People can also purchase individual copies of back issues at full price or at discounted prices for bulk orders of older editions. These older editions date back over 20 years and



cover a wide range of themes proving an invaluable resource for academics and health professionals alike. Each edition focuses on a different theme.

Since 2009 full-text access of all issues of *Grief Matters* has been hosted on RMIT's academic database, Informit. The journal continues to be extremely well-read on this platform.

Memberships & Journal Subscriptions

The Australian Centre for Grief and Bereavement offers memberships and subscriptions to individuals and organisations both nationally and internationally.

All members have access to a wide range of exclusive benefits, including professional development programs, resources, support and networking opportunities and discounts on our many education programs and webinars.

During the 2021–2022 financial year membership grew slightly mainly due to an increase in organisational memberships.

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

Reference Library

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





Board of Directors' Report

Australian Centre for Grief and Bereavement
ACN 159 297 444 Directors' Report

Your directors present this report, together with the financial statements, on the company for the financial year ended 30 June 2022.

Directors

Prof. Michael Ashby

From 29 October 2013
Re-elected 20 November 2018

Dr Philip Bachelor

From 18 December 2018

Prof. Lauren Breen

From 16 December 2014
Re-elected 21 November 2017

Ms Paraskevi (Vicki) Kyritsis BA, BSW, GradDipPublicRelations, CertIVTAA

From 2 July 2012
Re-elected 20 November 2018

Mr Robert N Law BA (Hons), MA,MDY (Hons)

From 17 November 2020

Mr Rajkumar Mathiravedu GAICD, MBA, MS

From 30 November 2021

Ms Ella MacDougall BA, BHSc, BLLP, MBA, MAICD, FGIA

From 30 November 2021

Mr Partha Nag MAICD, CPA

From 27 May 2014
Re-elected 21 November 2017

Mr Stuart Rechner BSci, LLB, GAICD

From 27 May 2014
Re-elected 21 November 2017
Resigned 7 July 2021

Ms Mandy Pengilly GradCertCarCounsel, MAICD

From 30 November 2021

Ms Jacqui Weatherill BA. Grad Dip (Sp Sci) MBA GAICD

From 30 November 2021

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 and long-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;
- To 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;
- To provide grief and bereavement counselling training and supervision through the placement of practitioners at the ACGB Counselling and Support Services and other settings as deemed appropriate;
- To build the capacity of the universal health services to provide bereavement supports and responses;
- To 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;

- To undertake research, program evaluation, public policy development and the production of evidence-based publications and resources to enhance grief and bereavement knowledge and practice;
- To maintain cooperative links with relevant state, national and international groups and organisations in relation to grief and bereavement;
- To promote, develop and monitor competence in bereavement practice; and
- To collect and raise funds for the promotion of the preceding purposes and objectives 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

Mr Stuart Rechner: Director, Chairperson and Company Secretary

Qualifications: Bachelor of Science (Geology), Bachelor of Laws, Graduate Australian Institute of Company Directors
Experience: Director since 2014, Secretary since 2015, Chair since December 2018
Resigned July 2021

Ms Paraskevi (Vicki) Kyritsis: Director and Chairperson

Qualifications: Bachelor of Arts, Bachelor of Social Work, Graduate Diploma in Public Relations, Certificate IV in Training and Assessment
Experience: Director since 2012, Chair since July 2021

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

Meetings of Directors

Dr Philip Bachelor OAM: Director

Qualifications: OAM, Bachelor of Applied Science, Masters of Business Administration, PhD, FIML, Fellow of Australian Institute of Company Directors
Experience: Director since December 2018

Prof. Lauren Breen: Director

Qualifications: Bachelor of Science (Hons), Graduate Certificate of Education, Doctor of Philosophy
Experience: Director since 2014

Mr Rajkumar Mathiravedu: Director

Qualifications: Graduate of the Australian Institute of Company Directors (GAICD), Master of Business Administration, Master of Science
Experience: Director since 2021

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 Robert Law: Director and Company Secretary

Qualifications: Bachelor of Arts (Honours), Master of Arts (Strategic Studies), Master of Diplomacy (Honours)
Experience: Director since 2020

Ms Ella McDougall: Director

Qualifications: Bachelor of Arts,, Bachelor of Health Sciences, Bachelor of Law and Legal Practice, Master of Business Admin, Member of the Australian Institute of Company Directors, Fellow of the Governance Institute of Australia
Experience: Director since 2021

Mrs Mandy Pengilly: Director

Qualifications: Graduate Certificate in Counselling, Member of the Australian Institute of Company Directors
Experience: Director since 2021

Ms Jacqui Weatherill: Director

Qualifications: Master of Business Administration, Graduate Diploma in Sports Science, Bachelor of Arts, Graduate of the Australian Institute of Company Directors
Experience: Director since 2021

Table 2 - Director attendance

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

Director	Director's Meetings	
	Number eligible to attend	Number attended
Prof. Michael Ashby	7	2
Dr Philip Bachelor	7	7
Ass. Prof. Lauren Breen	7	5
Ms Paraskevi (Vicki) Kyritsis	7	6
Mr Robert Law	7	7
Mr Rajkumar Mathiravedu	3	2
Mr Partha Nag	7	5
Ms. Ella McDougall	3	1
Mrs. Mandy Pengilly	3	2
Ms Jacqui Weatherill	3	2

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. At 30 June 2022, the total amount that members of the company are liable to contribute if the company is wound up is 463.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2022 has been received.

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



Ms Paraskevi (Vicki) Kyritsis
(Chairperson)

Dated this 11 November 2022



Australian Centre for Grief and Bereavement

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ACN: 159 297 444

RTO: 22004



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