

A photograph of a man carrying a young boy on his shoulders in a field at sunset. The boy is holding a colorful kite with yellow, orange, and blue sections. The man is wearing a light blue jacket and the boy is wearing a dark shirt. The background shows a field of tall grass and trees under a warm, orange sky.

Annual Report

2019- 2020

Working together
to support
bereaved children
and their families

nccg
NATIONAL CENTRE FOR
CHILDHOOD GRIEF





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Introduction

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Our Vision

is a community which accepts there is no right or wrong way for children to grieve, and that grief is a normal and ongoing process which, with compassionate support, children can accommodate into their lives as they become adults.



Our Purpose

is to provide the best possible care for grieving children, their families and support networks, to enhance their opportunity to live a full and meaningful life.



Our Values

Resilience
Quality - Accessibility
Trust - Love - Compassion

INTRODUCTION

Our Story

The National Centre for Childhood Grief (NCCG) is dedicated to helping bereaved children and their families rebuild their lives following the death of a special person. By providing a safe and nurturing space, bereaved children and their families learn to live with their grief, empowering them to live their best life possible.



The Centre was established in 1994 by founders Mal McKissock OAM and Dianne McKissock OAM, internationally recognised experts in the field of child bereavement and grief counselling. Through their clinical practices, the McKissock's identified the profound impact bereavement has on a child's social, emotional, physical and cognitive development and the potential lifelong detrimental effects if a child does not receive appropriate support.

We are Australia's only provider of free and unlimited grief counselling for bereaved children aged 3 -18 years. The McKissock therapeutic model, developed and used at the Centre, represents best practice when working with bereaved people.

We operate from 'A Friend's Place', our dedicated bereavement care centre in Denistone East, Sydney. We offer a range of programs nationally both in person and online, supporting children, families, adults and those who work with bereaved people. We have an experienced team of specialist bereavement counsellors and trained volunteer support workers, led by our Clinical Director, Dr Elizabeth Mann, ensuring the effective delivery of our services.

One in 20 Australian children experience the death of one or both parents. We know this has a profound and lifelong impact on children. We know that our services contribute greatly to providing a child with the opportunity and resources to go on and live a full and meaningful life.

INTRODUCTION

Our Focus

Bereaved children often feel different and alone in their grief, leading to social withdrawal and isolation. They may have difficulty staying socially and academically engaged. It is also common for bereaved children to experience anxiety due to the dramatically changed circumstances at home.

Bereavement counselling at our Centre has three important aspects:

1

We **support** children to learn that the grief response they are experiencing is a normal reaction to death and that there are valuable life skills and techniques they can develop through this process to improve their wellbeing.

2

We **teach** children to learn to manage intense feelings, build resilience and strengthen their confidence, as they integrate grief into their daily life.

3

We **provide** a safe, nurturing environment and community where bereaved children and families feel they belong, which supports them to not feel alone and different.

Our Programs

Through our programs, we provide a safe and nurturing space for bereaved children and their families to share their experiences, which in turn helps them to integrate grief into their everyday lives.

Our care is delivered through the provision of the following programs:

- Individual counselling for bereaved children (free and unlimited), adults and caregivers (fee-for-service basis).
- Group support for bereaved children, bereaved parents and young adults.
- Weekend programs and workshops for bereaved children and families.
- Phone and email support for bereaved people and caregivers i.e. schools, hospitals and other healthcare professions.
- Delivery of accredited professional development training programs and specialist training in bereavement counselling.
- Publication and distribution of grief resources.
- National Outreach Support Service coordinated by Dianne McKissock OAM.

INTRODUCTION

Chairperson's Report



In last year's Annual Report, I was pleased to acknowledge and celebrate the NCCG's 25 years of continuous assistance to bereaved children and their families. Those successful 25 years were made possible by the hard work, love and dedication of our founders, Dianne McKissock OAM and Mal McKissock OAM, our Clinical Director, Dr. Elizabeth Mann, as well as too many other people to name, including our counsellors, volunteer support workers, our tireless office team, and Board members.

I reflect on our first 25 years in order to make the point that, in this extraordinary year of the COVID-19 pandemic, the NCCG has operated as it always has - with innovation, imagination, and an unbreakable passion for working with the children and families who we encounter every day. When our services had to be delivered online due to lock-down, our clinical team and office staff adapted quickly and effectively to ensure there was minimal disruption for staff and clients. As a result, we are now able to

provide online counselling as a core service capability, which is allowing us to assist bereaved children and their families across Australia, including in regional and remote communities.

None of this would be possible without the generosity of our sponsors and financial supporters who have stuck with us throughout this challenging year. With no government funding of our programs the NCCG relies on donors, both large and small, and we are endlessly grateful for your help in allowing us to continue to support bereaved families.

A stylized, handwritten signature in black ink, consisting of a large, flowing 'R' followed by a series of loops and a final horizontal stroke.

Robert McRobbie
Chair

INTRODUCTION

Clinical Director's Report



2020 was a year like no other any of us have ever known. Globally, it created uncertainty, distress, anxiety and grief. Most people were affected in some way, and some families had their lives, their loved ones or their livelihood taken from them. At the NCCG, we were very aware that bereaved families were particularly impacted. Understandably, for people who are grieving the death of someone close to them, the added distress of the pandemic, resulted in their grief feeling very raw and close to the surface. Many felt that others didn't have the time or capacity to help them in their grief and so felt very alone.

We knew the NCCG was going to be a vital service for so many during this time. I am proud of the way our organisation and our wonderful team and Board managed to cope with the changes and uncertainty of 2020 and COVID-19. Despite many challenges, we managed to continue to provide ongoing support for hundreds of bereaved families. We were determined that no bereaved child should miss out on the help and support that they need. We knew how important it was that we remained the anchor and safe haven for our bereaved families. In light of this, we quickly transferred our counselling services online, and all our counsellors needed to learn new skills and ways of working with children and young people online. I must say that counselling bereaved 3 year olds on ZOOM is both a challenge and a joy!

Our group program was also transferred online. Unfortunately, our camp program and our face-to-face teaching had to be put on hold. The transition to online means we are now seeing bereaved clients all across Australia and the plan is to continue this online service into the future, as

well as providing our outreach phone and email service.

The most difficult challenge for the NCCG in 2020 was our funding. Annette, our Development Manager, and our Board worked hard to ensure we had enough funding to survive. We very much appreciated our generous sponsors who allowed us to repurpose funding for our camp programs into setting up our online service. We were also touched by numerous generous donations from people in the community.

Our hope moving forward into 2021 is that we can all start to enjoy some semblance of normality, and with it a lessening of the added distress and uncertainty that has been making our world feel so unstable. Whatever happens, we will be working hard to continue to provide the much needed support for bereaved children and their families across Australia

A handwritten signature in black ink, appearing to be 'EM' followed by a stylized flourish.

Dr Elizabeth Mann
Clinical Director

INTRODUCTION

Highlights 2019-20

**1,000+**Children's Counselling
Sessions**35% ↑**Counselling Sessions
from 2018/19**220+**Families accessed
our services**29% ↑**Children Seen from
2018/19**27% ↑**Email and Phone support
from 2018/19**NEW PROGRAM**Individual Counselling
Sessions are now
accessible online

INTRODUCTION

Our Strategic Pillars

1



To continue to deliver **quality counselling programs** in a loving, safe environment to grieving children (and their families and carers) in a way that is client centred and accessible to all.

2



To attract and retain **quality people**, right across the organisation, from clinical staff to non-executive directors to enable us to deliver on our purpose.

3



To ensure ongoing **financial sustainability** through attracting funding from a diverse range of sources.

4



To develop our **national outreach** program that is creative and effective in the way it supports our purpose.

5



To follow industry standard **good governance** practices to recognise and manage risk, which will underpin our success and sustainability.

—
02

Operations



OPERATIONS

Our Bereavement Counselling Services

Individual Counselling

The NCCG has been providing individual counselling to bereaved children and adults since 1994. To date our services have helped many thousands of bereaved children and their families.

In 2019-2020, there was a 35% increase in the number of counselling sessions provided from the previous year. In the last two years we have seen the number of families accessing our services double.

Testimonials

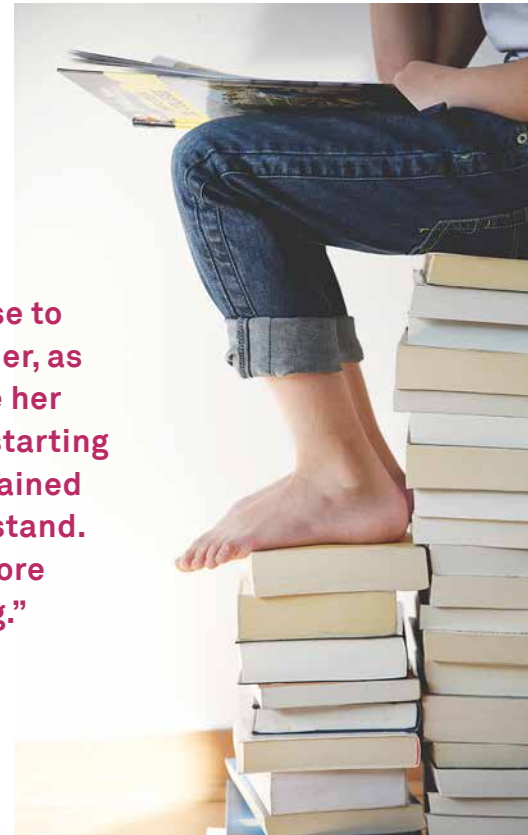
[Names Withheld]

“[My child] has enjoyed every session with Betsy, he has opened up to me about missing his mother and understands the value of talking through his feelings – it has been an interesting emotional journey and we could not have got this far without the help of Betsy and her meaningful counselling sessions.”

“Able to understand his reactions to things more fully – able to have tools to remember the friend he lost and how to cope better.”

“It has given her someone else to talk to about losing her brother, as her friends are unable to give her this sort of support. Before starting counselling, she often complained that her friends didn’t understand. She has settled down a lot more since she started counselling.”

[Name Withheld]



NEW PROGRAM

Online Counselling



“Grief does not stop for pandemics and can be further enhanced by the isolation and lack of things to do, so it’s great to have continued help.”

[Name Withheld]

In response to COVID-19, in March 2020, we transitioned our individual counselling services to also being available online. As an essential service we needed to remain accessible to our bereaved families to ensure their wellbeing. While the NCCG has always had an outreach program, this was the first time we were delivering our individual and group counselling services in a digital capacity. In doing so, we continued to provide an almost uninterrupted service. The initial feedback has been incredibly positive. 87% of those who have used our online service have found it to be supportive, many noting they are thankful this is now an available option. The remaining 13% finding it somewhat supportive, noting that while the preference is for in person, they appreciate they can still access the service.

Testimonials

[Names Withheld]

“With us being in very challenging times, I think it is important that our children do not feel alone and isolated. ...”

“It was reassuring for us to know that Lil was still there for us if we needed her.”

“It can’t compare to face-to-face counselling at ‘A Friend’s Place’, but we have still found it very helpful.”

Email and Phone Support

All our counsellors are available to provide additional phone and email support to clients in between sessions if required. We also collaborate with multidisciplinary teams when necessary for transparency and alignment, to support children and families who are engaged in other systems of care. As part of our National Outreach Service, Dianne McKissock OAM, Cofounder and Patron of the NCCG, provides email support for dying and bereaved people (all ages) and anyone involved in their care.

During the 2019-2020 period, we provided support and advice to more than 1900 bereaved families and practitioners including hospital social workers, school counsellors and other health professionals, a 27% increase from the previous year. While COVID-19 has been a massive adjustment for everyone, for our bereaved families who are already vulnerable, the pandemic has created further instability and exacerbated their grief responses. This has resulted in the need for increased care and consultation.

Kids Group

In addition to our individual counselling, we provide a Kids Group program. As bereaved children often feel different and alone in their grief, some may benefit from processing their grief experience within a group environment, to know there are others who are in a similar situation.

During the 2019-2020 period, 100% of parents indicated that it had been beneficial for their child to come to Kids Group. 88% of the children thoroughly enjoyed coming to Kids Group. The other 12% enjoyed it a moderate amount. For some children they are still settling in and we anticipate their experience will change with more time in the group. Due to COVID-19, we also transitioned our Kids Group to be accessible online for Term 2, 2020. 100% of parents noted that being able to continue to facilitate Kids Group online during this time of the COVID-19 Pandemic had been supportive.

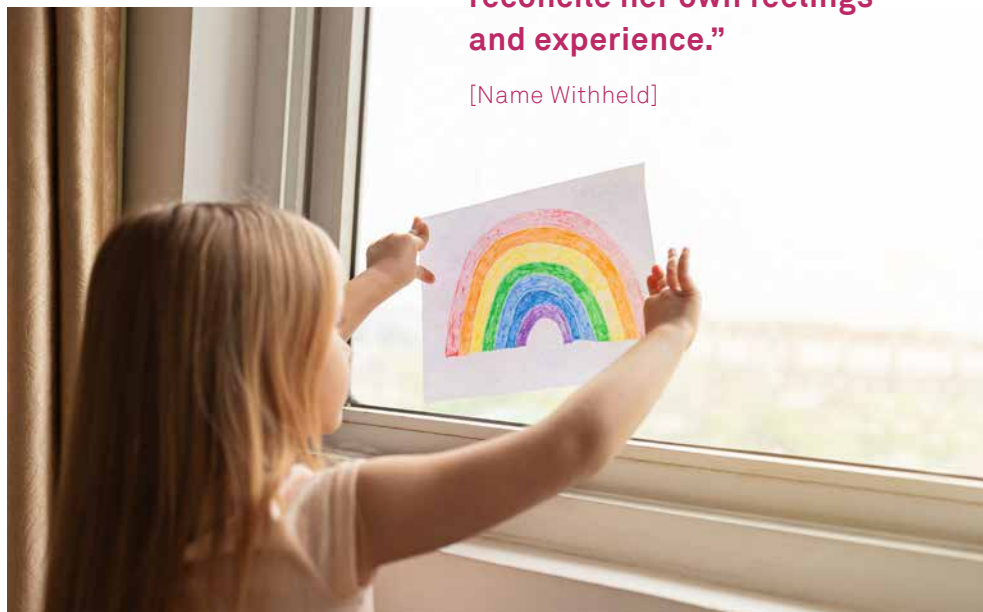
“My son is able to talk about dad more without getting too upset. Also has learnt skills to deal with school peers around times that are hard. Like Father’s Day. Kids have bullied him for not having a dad.”

“She has an understanding that everyone’s grief is different and knows that she is not the only one in this situation.”

“Group has provided the opportunity for my daughter to talk with other children that have experienced similar loss and to express feelings that may have otherwise been suppressed.”

“My son is able to be himself knowing that the other kids are in the same position as him. Also loves seeing all his mates.”

[Names Withheld]



“Being part of the group has helped to normalise the experience of being a bereaved child for my daughter (as well as for me as a parent). Making friends with others in the same place in life and knowing they can also have fun whilst talking about all the heavy stuff has really helped my daughter reconcile her own feelings and experience.”

[Name Withheld]

KIDS GROUP

Kids Share: COVID-19

We asked our Kids Group children to share their experiences of COVID-19 and what it was like for them during the lockdown period. These are some of the drawings and pictures that the children did to express how they were feeling about their lives and loved ones and the impact the lockdown had on them.

“The thing I worry about most is tomorrow because everything changes”.

Ivy, 10



“The best thing has been being able to spend time with my mum and learning to appreciate the little things in life”.

Holly, 14



MADDIE

All We Need is



HOPE AND
LOVE

“If dad were still alive in the pandemic, I think he would have liked spending more time with me.”

Sophie, 8



“... The grief impacts me a great deal still; I’d go as far as to say even more than when I was a child as I am now coming to fully understand the long-term implications and effects of having lost a parent so young.”

[Name Withheld - Young Adult Group]

Parents’ Support Group

The parent support group runs simultaneously alongside the kid’s group. It is an opportunity for parents to connect and share with others who are experiencing similar challenges that inevitably come with grieving their own loss, while also parenting and managing the adjustment to the family system.

During this period, all parents found it very supportive to participate in this group. They were equally appreciative that we were able to continue to provide this service online when COVID-19 restrictions began. Particularly, as they had limited access to other support structures for some weeks i.e., extended family, school, work and other community organisations they are engaged with.

In continuing Kids and Parent Group it provided both parents and children some welcome reprieve and connection to a community that could provide the support they needed.

Young Adult Group

In 2017, we introduced the monthly support group for young adults. This group is for young people aged 18 – 25 years, who were bereaved as children through the death of a parent/s and came to ‘A Friend’s Place’ when they were children. This program identifies and explores the impact of childhood grief on early adult life, providing an opportunity for participants to learn a variety of strategies to navigate adulthood without the support and care of a parent/s.

Completion of the second year, brought into awareness for the participants, the continued impact their childhood bereavement has on them as adults. Participants now recognise that how they are engaging in life now is strongly influenced by their childhood bereavement experience. Deeper reflections included personal insights into how some of their behaviours may be limiting and causing conflict and disharmony in adulthood. In becoming aware of this, participants are learning to integrate new ways to support them differently in their daily lives. All participants have indicated their profound appreciation for the support they are receiving through this group during this developmental life stage.



Peter Coupland Adventure Programs for Bereaved Boys and Girls

The annual adventure weekend program was established by and is named in memory of Peter Coupland, a valued and long-time counsellor at the Centre. These weekends are an important and special adjunct to our regular individual counselling programs. Currently, we run a girls and a boys adventure weekend each year. It is an opportunity for bereaved children to come together with others who understand the grieving process. Through a combination of different adventure experiences, clinical group activities and discussion, having fun

and relaxing together, the children find these weekends help them to feel less alone and different. Other benefits for children include increased levels of confidence and resilience and a greater capacity to talk about their experiences and feelings with family.

During this period, the girls weekend was held, however, the boys weekend needed to be cancelled due to COVID-19. The girls thoroughly enjoyed all aspects of the camp from the horse riding and pool time, to the grief focused clinical activities woven throughout. We also had a few of the young adults group participants join to help support the younger girls, particularly those attending for the first time.

Following the weekend, many parents indicated that children felt less

different and alone in their grief. Strong themes of feeling more confident, secure and the learning of new ways to manage grief were also found.

Testimonials

[Names Withheld]

“She is more confident now and has developed new positive coping methods.”

“... Friendships are important to build with people who understand what you’re feeling and this has been important for my daughter. She’s been keeping in touch with some of the girls she met at camp.”

“She has a greater sense of normalisation of her experience in life, and that you can have a really fun time with people who have also been through some tough stuff.”



“Remembering is key to loving in absence and everything the girls shared highlighted the deep love they have for their parent and the resilient way in which the girls are sustaining a meaningful connection with their parent, while moving forward in life.”

[Belinda, Counsellor]

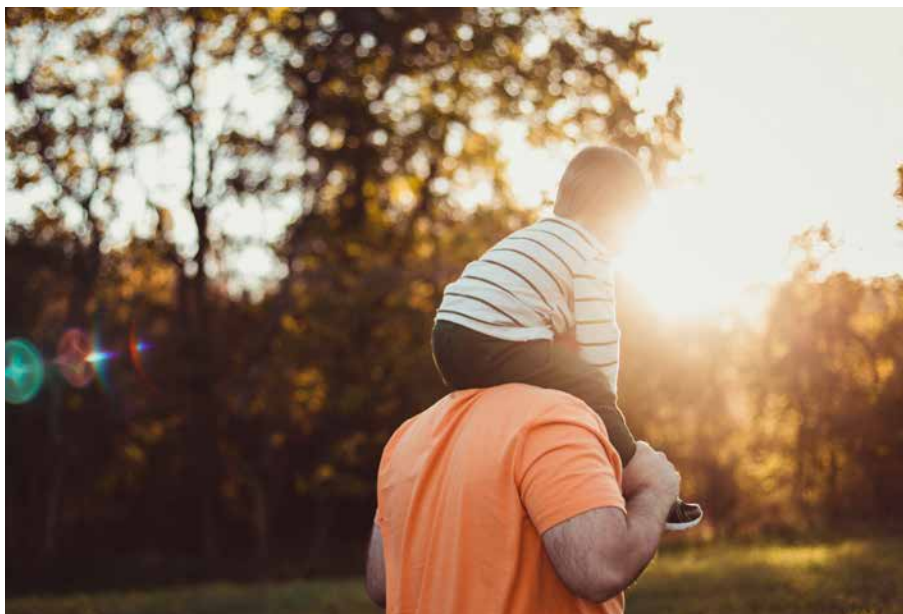
Peter Coupland Family Camp

While our counselling programs are designed to work with bereaved children, as a child's reaction to death is also dependent on the way that grief is demonstrated by caregivers and other adults, our support extends to include the parent/guardian and or caregivers. The Peter Coupland Family Camp, where bereaved families come together in a group setting to work through the pain of their grief, was unfortunately also cancelled this year due to COVID-19. We anticipate the program will recommence in 2021.

Clinical Supervision

Given the population we work with, the wellbeing of our staff is high priority. All our counsellors must participate in both individual and group supervision each month. Extra supervision is always available for those who request it. Supervision is provided by Dianne McKissock OAM and Dr Elizabeth Mann, Clinical Director, both specialist bereavement counsellors and qualified clinical supervisors.

The impact of COVID-19 personally and professionally on faculty has meant that supervision has increased during this period above the mandatory requirements. All staff have appreciated the level of extra support provided to them by the NCCG during these uncertain and ever changeable times.



In-service Training

To ensure our counsellors meet their professional counselling bodies' annual requirements, we conduct internal professional development training workshops for our counsellors. We seek to continue to diversify our in-service training with new topics and revisiting of significant areas to further instil these learnings.

During the 2019 - 2020 period, the team participated in training from Aspect - Autism Spectrum Australia, who have been providing services to children, young people and adults on the autism spectrum for over 50 years.

Our team members noted that it was personable, practical, and tailored to our specific enquiry in working with bereaved children. Emma, one of the co-presenters, communicated with us her lived experience of neurodiversity and how this can influence the grieving process. As we see bereaved children who are on the autism spectrum it was important for us to understand further what other complexities need to be considered. This workshop was incredibly helpful for the entire team, with one of our counsellors noting he was able to use what he learned the very next day.

As we transitioned our individual counselling services online, all our counsellors needed to upskill in working with children and adults in this capacity. In-service training on useful online clinical activities and child protection as advised by PACFA (Psychotherapists and Counsellors Federation of Australia) was provided.

Evaluation

We have many testimonials and feedback from our programs that indicate our services are valuable and helping bereaved people integrate grief into their daily lives.

While we continue to follow a feedback schedule for all our programs, our evaluation program is currently under revision and will be further developed over the next year.

2020 – 2021 Plans for Bereavement Counselling Services

Our second Peter Coupland family camp program which was cancelled in May 2020 is rescheduled to run in May 2021. The current Young Adult group will graduate at the end of 2020. Several members of this group will

undertake training in 2021 to become volunteer support workers for the Kids Group. Plans to start the next Young Adult group are also being considered.

In terms of program evaluation and impact measurement, we will commence the development and implementation of measuring the social impact of our services through a software program Socialsuite, Socialsuite is known for its capacity to evaluate services that are typically difficult to measure, such as, grief.



“Going to ‘A Friend’s Place’ as a child helped me remember my parents, and keep their memory alive, however, going to group as an adult has helped me understand how to cope with my grief in adulthood, as well as understand that it is normal for it to still significantly impact my whole life.”

[Name Withheld - Young Adult Group]

OPERATIONS

Our Education

The McKissock's are internationally renowned authorities on childhood bereavement with each having over 50 years clinical experience. During this time, the McKissock's have provided their specialised and accredited training programs throughout Australia and internationally. Mal and Dianne have acted as grief and bereavement consultants to a number of government departments and community organisations, including The Human Rights and Equal Opportunities Commission. In addition, Mal and Dianne have authored many books and articles for professional journals on grief, death, dying and bereavement. Through our programs we provide the opportunity for those working with bereaved people to upskill and gain competence and confidence in what is best practice. In doing so, we indirectly support many bereaved children and their families.

Professional Development Workshops

Currently we facilitate 3 accredited professional development training workshops in bereavement counselling at 'A Friend's Place'. Our Core Course in Bereavement Counselling, Working with Bereaved Children, and Working with Bereaved Adults workshops, attract a diverse range of national and international participants, particularly those who are needing to upskill within this specialist area to further support their work (e.g. school

counsellors, teachers, psychologists, chaplains, police, social workers, funeral consultants and other health professionals).

During this period, we were able to facilitate some of our workshops but not all due to COVID-19. We anticipate these to recommence in 2021. The feedback from the workshops we were able to hold has been positive with high emphasis on the value and necessity of these skills to further enhance the participants' professions.





Post-Graduate Training

We also offer Post-Graduate Diplomas in working with bereaved adults and bereaved children for those wishing to become bereavement counsellors. As this is a specialist area, enrolment is by invitation only.

Due to COVID-19, the enrolment of an additional student was put on hold. Our two counsellors who commenced training in 2017 successfully graduated in December 2019. Our counsellor who commenced training in 2018 is well on track to graduate in December 2020.

National Outreach Program Training

As part of the Centre's Outreach Program we provide tailored presentations and workshops to various organisations requesting resources and training.

During 2019 - 2020, we presented to Inner Wheel and Randwick Children's Hospital. Feedback from these sessions has been consistently positive with many participants expressing how valuable the information delivered was. Several other presentations were cancelled due to COVID-19.

“Thank you for providing us with a set of resources to help meet the needs of our community.”

[School Counsellor]

Also, during this financial period, we were funded by the City of Ryde to distribute 'Grief Resource Packs' to the primary and high schools in this area. We were also funded to facilitate a one-day intensive workshop on Children's Grief for these schools.

We received consistent positive feedback from the schools for both the packs and the workshop. Many schools indicated to us that they have not been adequately resourced to manage children and adult's grief in the school setting. All participants noted they had a new knowledge and skillset they could confidently apply in their school environments.

Our Clinical Director, Dr Elizabeth Mann, and one of our Bereavement Counsellors, Scott Andrews, undertook a six session pilot program to provide bereavement education to health professionals within several Indigenous communities in North Queensland via Zoom technology. There has been a high rate of multiple deaths in these remote towns, in particular, via suicide. This training was very helpful to all those who participated. They all acknowledged the lack of access to services such as ours in this area and appreciated being able to undertake training to upskill.

As part of our National Outreach Services program, we were invited to consult with the ABC producers on a new Playschool episode called 'Beginnings and Endings'. This was the first time in 54 years that Playschool had broached the subject of death in this way and we felt this was a

really significant step for them to take. We know that as a society, we still do not like to talk about death and grief, and any way we can encourage people to start to talk about it, will be of benefit to those children and families who are sadly living through the devastation of having a special person die.

2020 - 2021 Education Calendar

All the education programs offered by the NCCG are set to run again next year. We have scheduled additional 'Core Courses in Bereavement Counselling' to meet participant demand. In doing so, this also provides for an increase in education revenue to further support our financial sustainability. We expect to commence training of another children's counsellor to ensure future capacity to effectively and ethically deliver our programs.



Resources

The McKissock's have to date written and published 15 grief resources, accessible to both children and adults. Their book 'Coping with Grief' (currently in its fifth edition) has been an invaluable resource for many bereaved people since it was first published in 1988. Acknowledged by the ABC as the best selling book they have ever produced, it still remains after all this time our most popular purchase. During this period, over 2000 NCCG resources were purchased.



2,000+

NCCG resources purchased
(2019–2020)

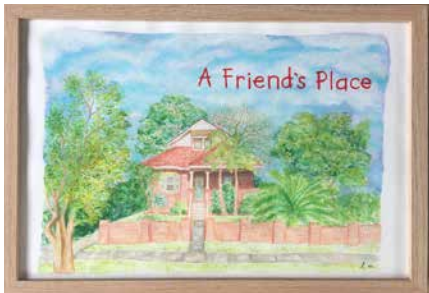
OPERATIONS

Our Supporters

Thank you to all those who are working with us in varying capacities to support bereaved children and their families. The donations given to the Centre make a real difference in achieving positive outcomes for the kids that we care for. Like many organisations, COVID-19 has certainly had a financial impact. The sudden shift to online counselling and the loss of revenue in significant income generating areas was very unexpected. We would therefore like to share a heartfelt thank you to all the individuals and organisations who have made contributions. You have helped us continue this important service we provide, at a time of great uncertainty for all and we really cannot thank you enough. Your generosity is deeply felt, and we sit in much gratitude to you all for your contributions and continued support.



Staff Engagement



OUR SUPPORTERS

Blackmore's Sydney Running Festival 2019



We had a great turn out for those supporting the NCCG this year at the BSRF 2019 event. As well as our very own Team NCCG, some families from 'A Friend's Place' joined in the fun, and our corporate partner, Merck. There were also many individuals who we don't know personally but who were drawn to choose our charity this year. One of those was William Young, who shared his story as to why he chose to fundraise for the NCCG this year.

The enthusiasm of all those supporting the NCCG meant that we doubled our initial fundraising target of \$7.5k, with a final amount of \$15.6k. The funds generated from this event made a significant contribution to our bereavement counselling programs, in particular to our individual children's sessions, and for that we are incredibly grateful.

"When I decided on running the Sydney Marathon, I wanted to raise money for a charity that had meaning to me and this is why I chose the NCCG. In 2009, I lost my big brother in a motorcycle racing accident, which was back home in Northern Ireland. I was 14 years of age at the time and nothing could have affected me as much as losing him – he was my idol. I know first hand how important it is that children get the correct help and support, as grief has such a massive influence in the rest of their lives. Long may the NCCG continue to do the much needed work that they do."

[William Young]

Your Angel: Magic Day

We were very fortunate to have Peter Kazacos OAM, founder of the Southern Highlands based charity, Your Angel, generously donate his time and magic skills. We were first introduced to Peter in early 2019 through a presentation of his NAO Robotics for Kids Program, which is designed to help children living with Autism, developmental, social, emotional and behavioural challenges. During this extraordinary demonstration where we met NAO, one of the interactive humanoid robots used in the program, we also learnt that Your Angel supported many other

youth orientated programs, one of those being Kaz Magic. Specially designed to teach key life skills for young people aged 8 to 12 years through the process of learning to perform magic, it seemed like the perfect adjunct to our bereavement counselling programs, where we also seek to build confidence and resilience through creativity and play. We would like to acknowledge Peter for his passionate investment and dedication to those vulnerable in the community and to extend a heartfelt thank you for sharing some of his care and support to our hurting and vulnerable families.



“The smiles on the children’s faces as the young magicians greeted their parents showed us all that magic can still happen even in the midst of life altering grief.”

[Betsy, Counsellor]



Better Homes and Gardens: Garden Makeover

The Better Homes and Gardens’ team revisited the NCCG again this year to undertake a garden makeover for their Christmas special. Despite the unrelenting rainy conditions earlier in the week, the BHG team persisted and managed to transform the garden into an enchanting space for the children. The garden is one of the children’s favourite clinical spaces and with the added features of a fairy garden and cubby house, it has definitely become an even more special place for the children. Our deepest thanks to the Better Homes and Gardens’ team for bringing some fairy goodness to our backyard



03

Governance

GOVERNANCE

Governance

Organisation Management

The NCCG is managed by our Clinical Director and Board Member, Dr Elizabeth Mann. Dr Mann is a qualified General Practitioner and specialist bereavement counsellor. Our Board is comprised of corporate business, legal, accounting, research and clinical professionals, who meet eight times each year. A finance subcommittee meets at regular intervals between Board meetings to refine, implement and evaluate the outcomes of our fundraising strategy.

Bereavement Counselling Faculty

The NCCG's current case load is managed by a team of specially trained bereavement counsellors. To specialise in this area and to work at the NCCG, all counsellors must have:

- A tertiary qualification in social work, counselling or psychology.
- Attended the NCCG's accredited training courses, including the 'Core Course in Bereavement Counselling', the 'Working with Bereaved Children' and/or 'Working with Bereaved Adults' programs.
- Graduated with an NCCG Post Graduate Diploma in Counselling Bereaved Children and/or Adults.
- Maintain a current 'Working with Children' check.
- Hold a current first aid certificate.
- Participate in monthly clinical supervision (individual and group) facilitated by Dianne McKissock OAM and Dr Elizabeth Mann.
- Participate in a minimum of 20 hours of professional development training annually.
- Undertaken child protection training – Child Protection training was provided to staff to include online requirements.



GOVERNANCE

Our People

Board Members



Robert McRobbie
CHAIR

Division Director of Legal, Commodities and Global Markets Group
Macquarie Group
LLB (UNSW), BA(Pol&EnLit) (UQ),
MSocSci (PolSci) (UQ).



Andrew Marchant
NON-EXECUTIVE DIRECTOR

Chief Investment Officer
Minchin Moore Private Wealth Advisers
BComm(AccFin) (UON), GradDipAppFin
(SIA) GradDipFinPl (SIA), Portfolio Mgt
(SIA).



Dr Elizabeth Mann
EXECUTIVE DIRECTOR

Clinical Director
National Centre for Childhood Grief
MBBS (USyd),
PostGradDipCoun (InstCoun),
PostGradDipBereaveCouns(Adults/
Children) (BCC); PACFA.



Dr Heidi Coupland
NON-EXECUTIVE DIRECTOR

Public Health Researcher in Drug
Health Services
Royal Prince Alfred Hospital
BAppSc(OT) (USyd), MPH (UNSW) and
PhD (UNSW).



Mark Steinberg
NON-EXECUTIVE DIRECTOR

Chief Executive Officer
First Sentier Investors
Chartered Accountant; BComm
(HonsAcc) (University Witwatersrand)
and Fellow of the Institute of Chartered
Accountants (ANZ), Member of FINSIA.



Emmanuelle Delannoy
NON-EXECUTIVE DIRECTOR

Division Director
Macquarie Group
BA in Mathematics and German
Studies (Cornell University), MBA and
MA (International Studies) (Lauder
Institute at University of Pennsylvania).



Patrons

Dianne McKissock OAM,
Mal McKissock OAM

Clinical Director

Dr Elizabeth Mann

Bereavement Counsellors & Support Workers

Scott Andrews, Mary Ashton,
Nick Backo, Belinda Dunn,
Wendy Grant, Kerri Hamer,
Elizabeth (Betsy) Hill, Carolyn Johns,
Emmanuel (Manny) Kassiotis,
Johanna (Joke) Klein-Van Exel,
Lillian (Lil) Markovic, Ada Stanton

Operations Staff

Annette Gurr, Natalie Hartley,
Valda Tucker

04

Financials



FINANCIALS

Directors' Report

Your directors present their report on the company for the financial year ended 30th June 2020.

Directors

The names of directors in office at the date of this report and during the financial year are as follows:

E. Mann
A. Marchant
R. McRobbie
M. Steinberg
H. Coupland
E. Delannoy

Principal Activity

To develop and maintain a centre of Clinical Excellence to ensure that all bereaved children in NSW and eventually Australia, have access to appropriate support as they grieve, and to provide training and support for those who care for them.

No significant change in the nature of these activities occurred during the year.

Operation Results

The net profit after providing for income tax amounted to \$28,971 (2019 \$32,346).

Dividends Paid or Recommended

The directors are prohibited from payment of dividends pursuant to the company's Constitution.

Review of Operations

Financial Year 2020 was a successful year for the NCCG despite interruptions to many of our usual activities and programs as a result of the COVID_19 pandemic in the second half of the financial year. Our regular counselling services were conducted online during the pandemic which impacted some clients who were unwilling or unable to receive counselling online. However, the switch to online counselling also provided an opportunity for inter-state and regional NSW clients to attend counselling sessions. As a result, the NCCG will continue to incorporate online counselling as part of our service. The Kids Group, Parent Group and Young Adult Group were also able to be facilitated online. While attending 'A Friend's Place' is the preference, the families and young adults were incredibly appreciative that the service could continue in some capacity. Online groups enabled them

to remain connected to our community and this was particularly important for all participants during this time of uncertainty. We continued the successful Peter Coupland Adventure program for girls during this period. However, the boys' weekend and Peter Coupland Family Camp were cancelled due to COVID_19.

The NCCG was unable to host its counselling courses during the pandemic lock-down period which had a negative impact on revenue. This was mitigated somewhat by government support initiatives for small businesses and charitable organisations.

Thank you to all our donors this year including Third Link Investment Managers, St George Foundation, Turks Legal, Macquarie Group Foundation, Thyne Reid Foundation, Merck, John T Reid Charitable Trusts, CommBank Foundation, The Golden Stave, First Foundation, MACPAC, Rotary Club of Eastwood-Gladesville, Rotary Club of Epping, The Growth Project, Better Homes and Gardens, Intersource, City of Ryde, Sisters of Charity, Your Angel and a

number of private individuals who made donations. We receive very little government funding and your support is integral to the viability of the charity.

We are particularly grateful for the understanding shown by many of our program supporters as the COVID_19 pandemic forced us to cancel some of our sponsored programs. We are looking forward to reinstating those programs as soon as possible.

We continue to provide a much needed and highly valued counselling service and this is mainly due to our skilled counsellors and support staff. The Board would particularly like to thank our staff for their dedication and professionalism throughout the pandemic lock-down period.

Significant Changes in State of Affairs

The COVID_19 pandemic had an impact on the operations and financial state of affairs of the organisation during the financial year as detailed in this report.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations or the state of affairs of the company in financial years subsequent to the financial year ended 30th June 2020.

Likely Development

We expect that the impact of the COVID_19 pandemic on our operations and financial state of affairs will continue for most of the coming year while our counselling services will continue to be in high demand. The consequential demand on our finances is expected to be draining. As a charity that relies on donations, we will continue our fundraising activities with increased focus.

Indemnifying Officers or Auditors

The company has not, during or since the financial year, in respect of any person who is or has been an officer or auditor of the company or of a related body corporate:

indemnified or made any relevant agreement for indemnifying against liability, including costs and expenses in successfully defending legal proceedings; or

paid or agreed to pay a premium in respect of a contract insuring against a liability for the costs or expenses to defend legal proceedings.

Directors' Meetings

The number of directors' meetings held, and directors' attendance at those meetings during the financial year is recorded as follows:

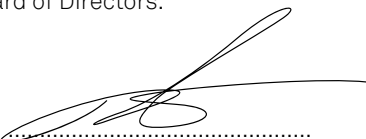
	Attended	No. of Meetings
Mark Steinberg	6	7
Andrew Marchant	7	7
Robert McRobbie	7	7
Elizabeth Mann	7	7
Emmanuelle Delannoy	6	7
Heidi Coupland	7	7

Environmental Issues

The company's operations are not subject to environmental regulation under the law of the Commonwealth and State.

Signed in accordance with a resolution of the Board of Directors made pursuant to s298(2) of the Corporations Act 2001.

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

Director: 
Robert McRobbie

Date: 1 March 2021

FINANCIALS

Auditor's Independence Declaration

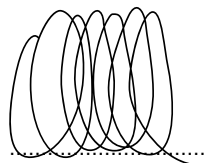
Under Section 307C of the Corporations Act 2001

To the directors of National Centre for Childhood Grief Australia Limited.

In relation to our audit of the financial report of National Centre for Childhood Grief Australia Limited for the year ended 30 June 2020, to the best of my knowledge and belief, there have been:

- (a) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit: and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

MOSER BLAND & CO

A handwritten signature in black ink, consisting of several overlapping loops, positioned above a horizontal dotted line.

C. S. Moser
Partner
Chartered Accountant

Date: 2 March 2021

Income Statement

For the year ended 30 June 2020

	2020 (\$)	2019 (\$)
Income		
Counselling Revenue	59,061	93,488
Donations Received	134,114	367,268
Grants Received	389,255	198,146
Interest Received	1,372	3,388
Merchandise Sales	19,401	40,952
Sundry Income	110,585	-
Training Course Sales	16,259	41,009
	730,047	744,251
Expenses		
Auditor's Remuneration	11,232	10,205
Bank Charges	4,229	495
Bookkeeping fees & subscriptions	360	-
Cleaning & Gardening	5,348	5,241
Clinical Programs & Events	11,465	25,347
Counselling Materials	2,502	3,677
Counselling Services (BCC)	33,200	28,800
Counsellors' Fees	200	6,000
Depreciation	1,692	2,859
Employment Expenses	7,519	2,560
Fundraising Expenses	25,193	36,011
General Expenses	2,705	897

The accompanying notes form part of these financial statements.

	2020 (\$)	2019 (\$)
Expenses (continued)		
Insurance	11,049	11,374
Interest Paid	47	69
Internet & Website Expenses	2,985	391
Light, Power & Rates	3,850	3,368
Meeting Costs	2,810	5,952
Postage & Freight	1,386	2,477
Printing & Stationery	16,867	27,239
Professional Development	-	1,500
Purchases - Merchandise	9,987	20,471
Recruitment Expenses	-	-
Rent	37,543	37,542
Repairs & Maintenance	1,123	2,763
Salaries & Wages	446,054	422,490
Staff Amenities	1,102	546
Subscriptions	4,694	3,188
Superannuation Contributions	40,808	40,137
Telephone & Teleconferences	4,806	4,322
Training Costs	10,320	5,985
	701,076	711,905
Net profit / (loss)	28,971	32,346
Retained earnings at the beginning of the year	-	-
Transfer from Reserves	(28,971)	(32,346)
Retained earnings the end of the year	-	-

The accompanying notes form part of these financial statements.

Balance Sheet

As at 30 June 2020

	Note	2020 (\$)	2019 (\$)
Current assets			
Cash and cash equivalents	3	508,016	499,358
Trade and other receivables	4	2,070	13,627
Total current assets		510,086	512,985
Non-current assets			
Property, plant and equipment	5	3,949	5,641
Total non-current assets		3,949	5,641
Total assets		514,035	518,626
Current liabilities			
Trade and other payables	6	37,880	71,442
Total current liabilities		37,880	71,442
Total liabilities		37,880	71,442
NET ASSETS		476,155	447,184
Equity			
Gift Fund		476,155	447,184
TOTAL EQUITY		476,155	447,184

The accompanying notes form part of these financial statements.

Statement of Cash Flows

As at 30 June 2020

	Note	2018 (\$)	2017(\$)
Cash Flows from Operating Activities:			
Receipts from operating activities:			
Donations Received		134,114	367,268
Counselling Revenue		59,061	93,488
Grants Received		389,255	198,146
Interest received		1,372	3,388
Training Course Sales		16,259	41,009
Merchandise Sales		19,401	40,952
Sundry income		110,585	-
Payments for operating activities		(721,389)	(689,685)
Net Cash Used in Operating Activities	1	8,658	54,566
Cash Flows from Investing Activities:			
Payments for property, plant and equipment		-	(6,993)
Net Increase (Decrease) in Cash Held		8,658	47,573
Cash at the beginning of the financial year		499,358	451,785
Cash at the End of the Financial Year	2	508,016	499,358

The accompanying notes form part of these financial statements.

Statement of Cash Flows

As at 30 June 2020

	2019 (\$)	2018 (\$)
Notes to the Statement of Cash Flows		
NOTE 1. Reconciliation of Net Cash provided by Operating Activities to Operating profit/(loss) after income tax	28,971	32,346
Non Cash Flows in Operating Profit:		
Depreciation and Amortisation of Property, Plant & Equipment	1,692	2,859
Changes in Assets & Liabilities:		
Decrease (Increase) in receivables	11,557	(65)
Increase (Decrease) in creditors	(33,562)	19,425
Net Cash Provided By (Used In) Operating Activities	8,658	54,566
 NOTE 2. Reconciliation Of Cash For the purposes of the statement of cash flows, cash includes cash and at call deposits with banks, and investments in money market instruments, net of bank overdrafts. Cash at the end of financial year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:		
Cash at bank and on hand	508,016	499,358

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the year ended 30 June 2020

The financial statements cover the business of National Centre for Childhood Grief Australia Limited and have been prepared to meet the needs of stakeholders and to assist in the preparation of the tax return.

Comparatives are consistent with prior years, unless otherwise stated.

1. Basis of preparation

The company is non-reporting since there are unlikely to be any users who would rely on the general purpose financial statements.

The special purpose financial statements have been prepared in accordance with the significant accounting policies described below and do not comply with any Australian Accounting Standards unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2. Summary of significant accounting policies

Revenue and other income

Revenue is recognised when the business is entitled to it.

Interest revenue

Interest is recognised using the effective interest method.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably measured then revenue is recognised to the extent of expenses recognised that are recoverable.

Other

Other income is recognised on an accruals basis when the company is entitled to it.

Notes to the Financial Statements

For the year ended 30 June 2020

	2020 (\$)	2019 (\$)
3. Cash and cash equivalents		
Cash on Hand	882	151
Moser Bland & Co Trust Account	105,272	37,251
Westpac Banking Corporation - Cheque Account	212,931	269,318
Westpac Banking Corporation - Project Account	398	408
ING - Business Optimiser	186,007	184,736
Paypal Account	2,406	7,374
IMB Grant - Young Adults	120	120
	508,016	499,358
4. Trade and other receivables		
Current		
Trade Debtors	2,070	13,627
	2,070	13,627
5. Property, plant and equipment		
Plant and equipment		
Furniture & Fittings, at Cost	20,480	20,480
Less: Accumulated Depreciation	(16,531)	(14,839)
	3,949	5,641
	3,949	5,641

Notes to the Financial Statements

For the year ended 30 June 2019

	2020 (\$)	2019 (\$)
6. Trade and other payables		
Current		
Other Creditors & Accruals	37,880	71,442
	37,880	71,442
7. Reserves		
Gift Fund		
Balance at the beginning of the financial year	447,184	414,838
Transfer to (from) Gift Fund	28,971	32,346
	476,155	447,184
8. Retained Earnings		
Net profit (loss) attributable to members of the company	28,971	32,346
Transfer from/(to) Reserves	(28,971)	(32,346)
Retained Earnings at the end of the financial year	-	-

Notes to the Financial Statements

For the year ended 30 June 2020

9. Related Party Transactions

Directors:

The names of directors who have held office during the financial year are:
R. McRobbie, M. Steinberg, E. Mann, A. Marchant, H. Coupland, E. Delannoy

No directors were entitled to receive any remuneration during the financial year.

10. Segment Reporting

The company operates predominantly in one industry. The principal activity of the company is to develop and maintain a centre of Clinical Excellence to ensure that all bereaved children in NSW and eventually Australia, have access to appropriate support as they grieve, and to provide training and support for those who care for them.

The company operates predominantly in one geographical area, being NSW, Australia.

11. Financial Instruments

The company has no exposure to interest rate risk.

12. Company Details

The registered office of the company is:

Moser Bland & Co.
Level 10, 31 Market Street
Sydney NSW 2000

The principal place of business is:
14 Hollis Avenue
Eastwood NSW 2212

FINANCIALS

Director's Declaration

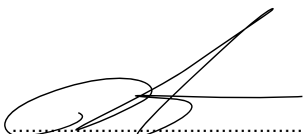
The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 2 to the financial statements.

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 1 to 6, present fairly the Company's financial position as at 30 June 2020 and its performance for the year ended on that date in accordance with the accounting policies described in Note 2 to the financial statements; and
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the board of directors.

Director:



.....

Robert McRobbie

Date:

1 March 2021

FINANCIALS

Independent Auditor's Report

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of NATIONAL CENTRE FOR CHILDHOOD GRIEF AUSTRALIA LIMITED (A Company Limited by Guarantee), (the company) which comprises the balance sheet as at 30 June 2020, the income statement and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the director's declaration.

In our opinion, the accompanying financial report of the company is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2020 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards and the Corporations Regulations 2001.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the code.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the director of the company, would be in the same terms if given to the director as at the time of this auditors' report.

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

Emphasis of Matter – Basis of Accounting

We draw attention to note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the director’s financial reporting responsibilities under the Corporations Act 2001. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect to this matter.

Responsibilities of Director’s for the Financial Report

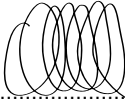
The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in note 1 to the financial report is appropriate to meet the requirements of the Corporations Act 2001 and is appropriate to meet the needs of users. The directors’ responsibility also includes such internal control as the directors determine necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditors’ Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditors’ report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Name of Firm: Moser Bland & Co
Chartered Accountants

Name of Partner: 
.....
Christopher Shedden Moser

Address: Suite 1001 Level 10 31 Market Street Sydney NSW 2000

Date: 2 March 2021



Highlights 2019-20



1,000+

Children's Counselling
Sessions



35% ↑

Counselling Sessions
from 2018/19



220+

Families accessed
our services



29% ↑

Children Seen from
2018/19



27% ↑

Email and Phone support
from 2018/19



NEW PROGRAM

Individual Counselling
Sessions are now
accessible online