



Annual Report 2020-2021

Working together
to support
bereaved children
and their families

nccg
NATIONAL CENTRE FOR
CHILDHOOD GRIEF





01

Introduction

- 05 Our Purpose, Vision, Values
- 06 Our Story, Focus, Programs
- 08 Chairperson's report
- 09 Clinical Director's report
- 10 Highlights 2020-21
- 11 Our Strategic Pillars

02

Operations

- 13 Our Bereavement
Counselling Services
- 21 Our Education
- 24 Our Supporters

03

Governance

- 31 Governance
- 32 Our People

04

Financials

- 35 Director's Report
- 38 Financial Report
- 48 Auditor's Report

01

Introduction





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



For over 25 years now, the National Centre for Childhood Grief (NCCG) has been dedicated to helping bereaved children and their families rebuild their lives following the death of a significant loved one. The Centre was established in 1994 by founders Mal and Dianne McKissock, holders of OAM's and internationally recognised experts in the field of child bereavement and grief counselling. Through their clinical practices, the McKissocks identified the profound impact bereavement has on a child's social, emotional, physical and cognitive development and the risk of potential lifelong detrimental effects if a child does not receive appropriate support either at home and in their community, or if needed in a professional capacity.

The NCCG exist to:

- a) provide a safe and nurturing space to support bereaved children and their families to learn to live with their grief, empowering them to live their best life possible and
- b) to educate as many as possible across Australia on what is best practice when working with bereaved people.

We operate from 'A Friend's Place', our dedicated bereavement care centre in Denistone East, Sydney. The Centre has an experienced team of specialist bereavement counsellors and trained volunteer support workers which is led by our Clinical Director, Dr Elizabeth Mann, ensuring the effective delivery of our services. The NCCG has developed an internationally recognised therapeutic model and applies this in ways that meet the needs of the individual. The McKissocks retired in 2015 and have remained active Patrons since this time.

1 in 20 Australian children will experience the death of a parent before the age of 18. Prior to reaching adulthood, many other children will face the loss of another significant loved one including a sibling, other close family member or friend. Childhood grief is a devastating and universal issue and yet is often misdiagnosed, misunderstood or managed incorrectly. We are one of few services that specialise in child bereavement counselling and we provide this as a free and unlimited service up until adulthood.

Our Programs

Through our programs, we provide a safe and nurturing space for bereaved children and their families to learn how to live with their grief, empowering them to live their best life possible.

Services include:

- Individual counselling (in person/online) for bereaved children 3 to 18 years (free and unlimited), adults and caregivers (fee-for-service basis).
- Group support (in person/online) and weekend programs for bereaved children, parents 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 (in person/online).
- Specialist consultation (in person/online).
- Publication and distribution of grief resources.
- National Outreach Support facilitated by Dianne McKissock OAM.

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 the NCCG has four important aspects:

1



We symbolically **HOLD** people in their grief to create connection and safety.

2



We come from a **HEART** space to build and renew relationships, and this is enhanced by belonging to a community of love, compassion and understanding.

3



We work within a **HEAD** framework to invite awareness of an individual's own experience of grief and integration of valuable life skills.

4



We embrace **HOPE** to enable bereaved children and their families to ultimately draw on their own resilience and be empowered to reengage in life and enhance their opportunity to live a full and meaningful life.

INTRODUCTION

Chairperson's Report



“Extraordinary” is an overused word to describe the two years of COVID pandemic that the world has experienced, but these have been astonishing times that have tested us all. For a small charity like ours, the pandemic has presented significant logistical and professional challenges for our wonderful counsellors, office staff and volunteers, as it has done for our clients. Online counselling has become a routine practice now, although we know that many clients prefer to meet in person. Our counsellors are anxious to return to our centre, ‘A Friend’s Place’, as soon as it is safe to do so, and we look forward to opening our doors once more.

Also extraordinary, has been the alarming rise in the number of bereaved children and families which the NCCG is helping each year. In the last five years, we have encountered an almost tripling of the number of families we support, and that trend looks to continue in 2022. At the same time, the financial pressures on the organisation have not diminished, which means that every dollar of support we receive from individual and corporate donors is crucial. At the end of each financial year, and again at Christmas time, we launch fundraising appeals. Dedicated supporters also organise fundraising activities such as fun runs,

which raise more money for our programs. The Board and staff of the NCCG would like to thank all of the individuals and families who generously choose to support ‘A Friend’s Place’ through their giving and their participation in working bees and social activities. We are always looking for new ways to raise funds, and we welcome suggestions from our supporters and friends.

Finally, I would like to acknowledge the tireless work of our co-founder Dianne McKissock OAM, who prodigiously shares her wisdom in a regular blog that appears on our website. In Di’s first post of 2022 she reminds us that learning to cope with the scars of the past gives us the resilience to face challenges ahead. As the resilient NCCG “family” emerges from what will hopefully be the last year of the pandemic, I feel that we are more than ready to face the many challenges in front of us.

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



What a year we have all had in 2021! To say it was a year full of grief and distress for many, would be an understatement. As we all know, the pandemic has thrown the whole world into disarray, and we really felt it in Sydney this year.

However, despite the challenges and changes, the NCCG has continued to provide a service of excellence to an ever-increasing number of bereaved children and their families. By offering both online and face to face services, we have been able to support families in Sydney, rural and regional NSW and all across Australia.

Our team has worked tirelessly to ensure there was no disruption to our service. I am both proud and humbled by their commitment and determination to think creatively and come up with new and innovative ways of working with bereaved children online.

Like many not-for-profit organisations, our fundraising efforts have proven challenging during the pandemic. However, thanks to our generous and faithful sponsors, our Development Manager, Annette, and our committed Board, we have managed to continue to offer our free and unlimited counselling

for children and young people. This has been shown to be more important than ever as many bereaved families have found that the isolation and uncertainty of the pandemic has caused an increased intensity to their grief and distress, as well as significant financial struggles. Our support has been absolutely crucial for many during this time.

We also adapted some of our teaching programs to offer online options. These have been well received and will continue to be part of our teaching programs in the future.

I thank everyone who has continued to support NCCG and the work that we do during this tough period. I look forward to emerging from the pandemic and being able to expand back to our full and exciting adjunctive programs, and continue to provide the much needed support for those families suffering the excruciating pain of grief.

A handwritten signature in black ink, appearing to read 'EM', followed by a long, sweeping horizontal line that extends to the right.

Dr Elizabeth Mann
Clinical Director

INTRODUCTION

Highlights 2020-21

**26% ↑**

Families Seen from 2019/20

**1,400+**

counselling sessions facilitated

**13% ↑**Children Seen from
2019/20**4,000+**

Volunteer Hours



The Annual Peter Coupland Family Camp Program

“Grief can be a very lonely experience, but our weekend together fostered a sense of community, and the forming of new friendships and connections.”

Belinda, Counsellor



NEW PROGRAM

Commenced rollout of new Outcome and Impact Measurement Program.

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.

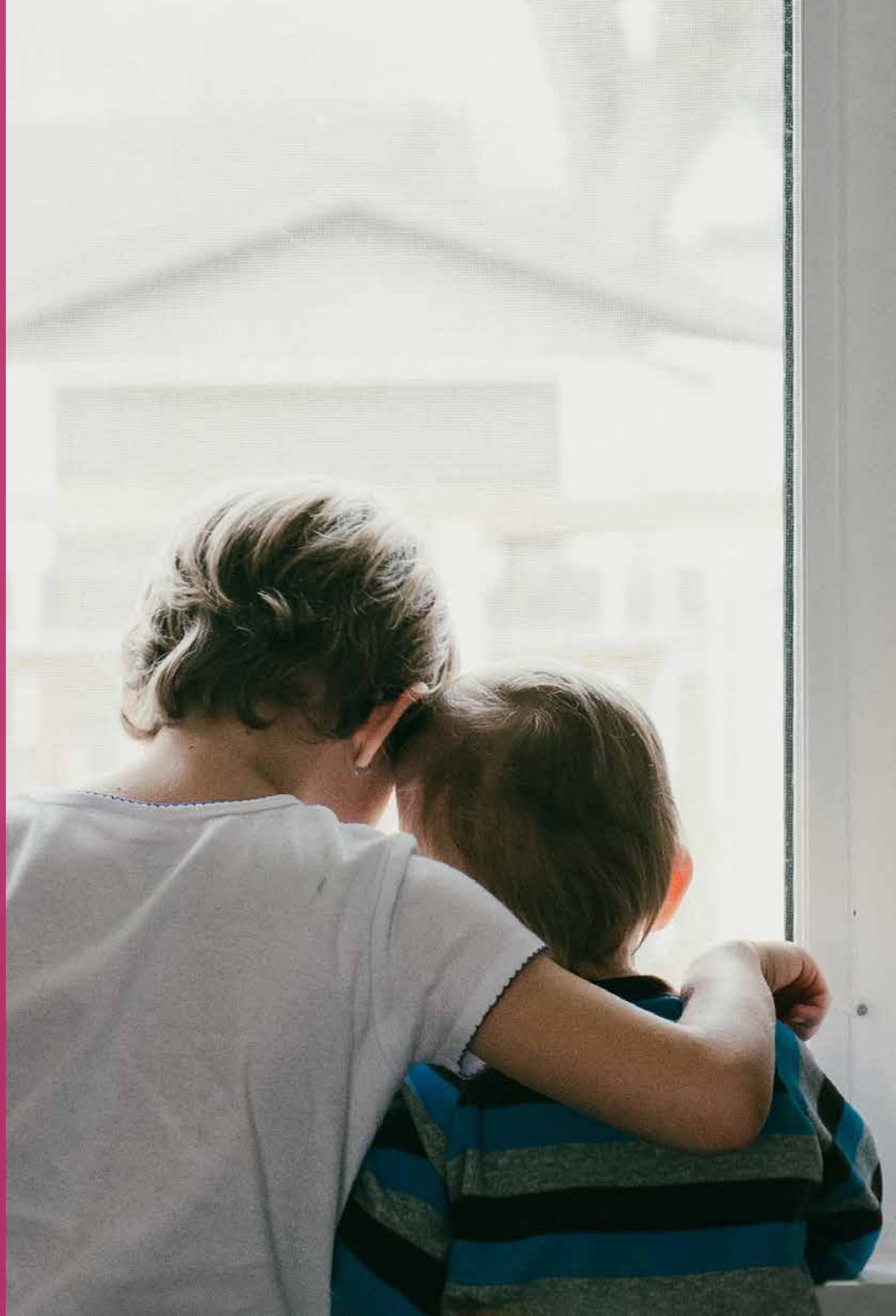
5



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 response to COVID-19, in March 2020, we transitioned our individual counselling services to also being available online.

In 2020-2021, there was an 8% increase in the number of counselling sessions provided from the previous year. In the past 3 years we have seen the number of families accessing our services more than double.

Testimonials

[Names Withheld]

“He is always calmer after seeing his counsellor. He has lots of different strategies to assist with his fears & anxieties like stress balls and recently worry dolls for him to place under his pillow.”

“The Counsellor matched with my child is a perfect match! Whenever, something comes up in his life that I know he is struggling with, I always tell him to discuss it with his counsellor at their next session, and after each session, I notice a lightness to him, like he has unburdened himself.”

“She loves coming to the sessions and I find that she feels better afterwards - calmer and more confident.”

“I can talk to my child about the situations she has trouble with, I suggest solutions, but in the end she feels far more comfortable with seeing her counsellor. After her session I feel she is more confident and resilient to the situations she finds herself in.”

“She is always happy to miss school to go to counselling, and although she was against it at first, she really likes her counsellor.”





— CHLOE, 13

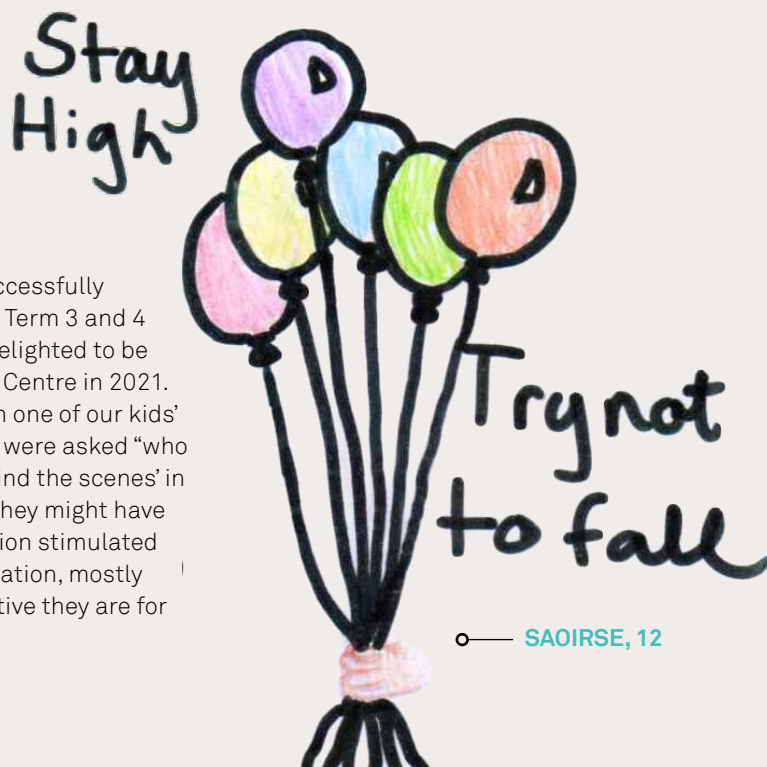
the love shown by their surviving parent and the countless things they do for them. They also expressed gratitude for caring nurses, doctors, friends, teachers, grandparents, siblings, relatives and of course their counsellors at the NCCG. Several children also mentioned that not everything that happens behind the scenes is helpful. Sadly, many have encountered other children who actually make their grief worse, bullies who use their grief as a way to hurt them even more.

PROGRAM

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 and to learn from others how they are coping with their grief.

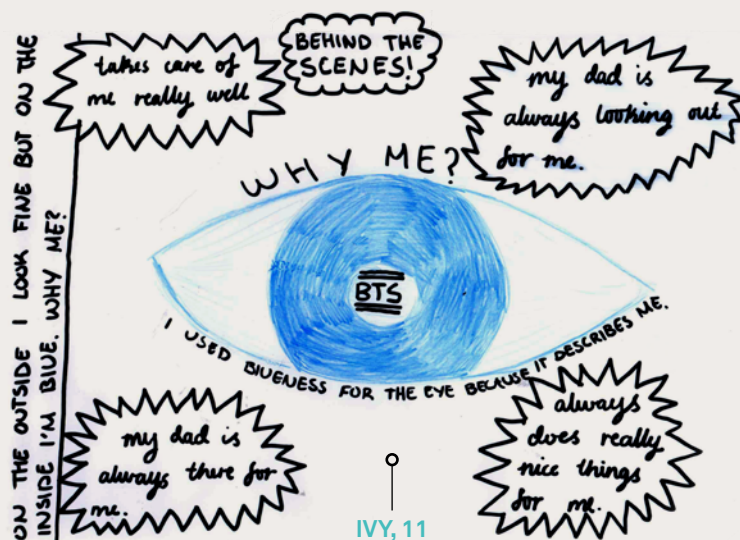
While kids group successfully continued online for Term 3 and 4 of 2020, they were delighted to be able to return to the Centre in 2021. During this period, in one of our kids' groups, the children were asked "who has helped you 'behind the scenes' in your grief, and how they might have done so?" The question stimulated a wonderful conversation, mostly about how appreciative they are for



— SAOIRSE, 12

The children were asked to use artwork to illustrate the kind of 'behind the scenes' support they have received as they grieved. Among the many things we love about children is their honesty and creativity. In this instance demonstrated by some children drawing themselves holding on to helium balloons, all representing supportive people who buoyed their spirits and prevented them from 'collapsing in a heap on the ground'. Others talked about how it is often emotions that are expressed behind the scenes, known only by themselves and a very few special, trusted people. All the

children agreed that having a safe place like the NCCG where they could talk about all those feelings that they keep behind the scenes is incredibly helpful. Another child drew a big eye, saying that a lot of what happens behind the scenes is invisible, not known to others, but if we look carefully and deeply, we can see into the heart of the person and understand what is really happening. It was another reminder that we all need people who will take the time to look behind the obvious and see what is really happening in our hearts.



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 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 2000 bereaved families and practitioners including hospital social workers, school counsellors and other health professionals. COVID-19 has continued to create further instability and exacerbate grief responses for our bereaved families. This has resulted in the need for increased care and consultation.



Parents' Support Group

The parent support group runs simultaneously alongside the kids 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, parents again appreciated the ongoing connection online and were also delighted to return to the Centre in 2021 and meet in person.

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.

This was the final year for this young adult group with all participants graduating in December 2020. Completion of the third year, supported

“Overall, I think one of the best things I got from group was a feeling like I was normal and different at the same time.”

[Name Withheld]

participants to understand more fully the re emerging nature of childhood grief and the ongoing impact.

Following graduation, five of the young adults commenced training in 2021 to become Volunteer Support Workers in the kids group programs.

Testimonials

[Name Withheld]

“I’m sure I’ve said it before, but it will never end in surprising me. I mean I feel like I will never know when grief and the pains of trauma will be triggered and I feel like I will always need to find new ways to overcome and deal with them.”

Most participants indicated that the main value they drew from group this year was “not being alone”. It is a common experience for bereaved children to feel different and alone in their grief and this can be carried throughout life. However, connecting in with others who have had similar experiences can be a helpful reminder that they are not alone and that it’s normal to feel different.

Testimonials

[Names Withheld]

“... a sense of not being alone is a big one for me. However, this past year of 2020 has been all over the shop and it’s been a shame we haven’t been able to meet in person, but the fact that we were even able to zoom is something to be grateful for. So, I think this year just knowing that group was still on was a great help.”

“I feel the foundation built from attending group and knowing you’re not alone, can be a huge relief especially during difficult times.”

“... It gave me a safe place where I knew the people were open to understanding and did understand more than anyone else.”

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,

group activities and discussion, having fun and relaxing together, these weekends include a good balance of clinical and non clinical activities to ensure children have the opportunity to connect in with other bereaved children through their stories of grief but also experiences of fun. 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, both weekends were not held due to COVID-19. We anticipate these programs to resume in 2022.





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 family camp is an opportunity for parents to come together to discuss parenting challenges, for children to spend time

with other bereaved children and for families to share with each other what is often too difficult to talk about when they are at home. It is a very bonding and special experience for all the families.

During this period, family camp was held in May. The following outcomes were achieved.

Safety and Connection: All attendees participated in the clinical activities with willingness. This level of engagement made for a safe environment that enabled families to connect with each other well.

"The greatest gift that we received throughout the course of this magical weekend was that of connection. Connection with each and every one of the NCCG staff ... they made my children and I feel valued, seen and heard throughout each of their interactions with us. We also experienced a strong connection with the other families in a way we had probably never experienced before in our grief journey ..."

[AnnMaree, Parent]



"It was so helpful to see and understand that everybody has a unique grief experience and expression, and this is totally normal and okay. Also, to see that everybody has different ways and timeframes to move through grief."

[Skye, Parent]



“... irrespective of the nature of a loved one’s death, the knock-on effects and feelings of those affected are similar. This brought us all together even more.”

[Adam, Parent]

Awareness of individual grief reactions within families and by other families: All parents and children were able to understand that everyone has individual grief responses and there is no right or wrong way to grieve. They learnt there are many factors that will influence how someone will grieve and the importance of normalising individual experiences and not comparing their experiences against others.

Integration of knowledge and skills: By the end of the weekend attendees had another layer of understanding of grief that was helpful to their situation.

Sense of Belonging and Community: Feedback has indicated again that this was one of the most significant aspects of the camp.

“The types of conversations you have with people in the same situation are sometimes crazy. There is nowhere else that you can talk about the things that we have experienced and had to deal with other than with people who have shared a similar journey. Death and grief are weird, and no one (unaffected) wants to talk about it.”

[Tania, Parent]

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 ongoing impact of COVID-19 personally and professionally on faculty has meant that supervision has continued to remain above the mandatory requirements during this period. All staff have again appreciated the level of extra support provided to them by the NCCG, including the Board, during this time.





In-service Training

To ensure our counsellors meet their professional counselling body's annual requirements, we conduct internal professional development training workshops. 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 2020 - 2021 period, the counselling team attended 3 in-service training sessions around the impact that trauma can have on a person's life. They learnt about current treatment methods and the physiology and neurobiology of trauma (the effects of trauma on the body and brain).

“Trauma is often very present in the grief of our clients and the training equipped us to work effectively with clients who need support in managing traumatic responses.”

[Scott, Counsellor]

Additionally, it provided a safe opportunity for personal reflection. The counsellors each gained great value from this training and it has deepened their understanding of trauma and work practice.

“I developed a much better understanding of the possible effects of trauma and learnt many new ideas and practical strategies to try with my clients to help them to manage their trauma reactions.”

[Carolyn, Counsellor]

NEW PROGRAM

Outcome and Impact Measurement

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.

During this period, we commenced an overhaul of our outcome and impact measurement framework to define the intended outcomes and measure the impact of the client's engagement with the NCCG services. We designed a program logic model for our children's counselling service. Through this process the core outcome themes of Hold, Heart, Head and Hope were developed. Statements to how each of these interrelate with the NCCG's service delivery and interventions have also been defined. We implemented surveys for our children, parents and counsellors to complete and we invested in the online software, Socialsuite, to track our impact. Not only do these surveys provide impact data, they also are used as a valuable clinical tool in counselling sessions.

2021 – 2022 Plans for Bereavement Counselling Services

Our Peter Coupland Adventure Weekend for Bereaved Girls program is due to recommence mid 2022. Our next Peter Coupland family camp program is scheduled to run in July 2022. Kids Group will continue and is set to return to the Centre in 2022, after being facilitated online

for Terms 3 & 4 of 2021 due to the Sydney lockdown.

In terms of outcome and impact measurement, we will conduct evaluation reviews on our children's counselling program. We have also scheduled to commence designing program logic models and developing outcome frameworks for our group and weekend programs.



OPERATIONS

Our Education

The McKissocks are internationally renowned authorities on childhood bereavement with each having over 50 years clinical experience. During their tenure, the McKissocks have provided their specialised and accredited training programs throughout Australia and internationally. The McKissocks 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, the McKissocks 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. 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 only one of our 'Core Courses in Bereavement Counselling' due to the pandemic safety restrictions. We anticipate in person courses to recommence in 2022, however, we are also seeking to develop online options. The feedback from the workshop we were able to hold was very positive with all participants indicating their understanding of grief had greatly expanded and their skills had increased in how to manage grief appropriately.



Comments about what skills had improved:

“Confidence in holding space for people and taking the pressure off myself to provide meaning – people will process in their own time and way”.
[RN Palliative Care]

“Being present with the client and using the model and techniques in the conversation with the client”.
[Youth Pastor]

“Confidence to talk and sit with grief, and having a guiding framework.”
[Social Worker]

“Having a framework and thinking about what I already do... and teaching me a deeper understanding of the process.”
[Art Therapist]

“Practicing face-to-face counselling and watching other people do face-to-face was very helpful.”
[School Counsellor]

Advanced Clinical Training

We also offer Advanced Clinical Training 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.

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 2020 - 2021, we presented to various Sydney based schools and hospitals, Beyond Blue and Lifeline. Feedback from these sessions has been consistently positive with many participants expressing how helpful the knowledge and skills were for their work. Many also expressed how well presented all the programs were by our facilitators.

“The facilitators were very insightful and detailed in narratives and application of the model and techniques.”

- Pastor

“It felt very professional, inclusive and safe.”

- Clinical Nurse Consultant

“Beautifully paced. Co facilitators complement each other well.”

- Social Worker

“Excellent facilitators and good showing of lived experience of grief and counselling.”

- School Counsellor

2020 - 2021 Education Calendar

All the education programs offered by the NCCG are set to run again next year. Online training options are also being developed. In doing so, this mitigates the risk to our education revenue.



Resources

The McKissocks 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.

2,000+

NCCG resources
purchased
(2020-2021)

OPERATIONS

Our Supporters

A HEARTFELT thank you to all our supporters. It has been such an incredibly unusual time for all, and we are deeply appreciative for all those who continue to give to our cause. For our bereaved children and families who are having to navigate daily life in such vulnerability, your support is hugely significant to ensuring their wellbeing. Again, we admire you for all your ongoing commitment and investment in the children and families that come to the NCCG.



Staff Engagement





Family Camp



From 30 April – 2 May, some of the NCCG team were joined by six of our bereaved families at our second Family Camp. Having been unable to run the camp last year due to COVID restrictions, we were pleased to be able to do so this year.

The camp was held at Quest for Life, a beautiful property in Bundanoon in the Southern Highlands. It is an environment which elicits a

**“If there ever comes
a day when we can’t
be together, keep me
in your heart, I’ll stay
there forever.”**

[Winnie the Pooh]

sense of calm and relaxation, a welcome contrast to the busyness of ordinary life. The autumn weather was at its best, there was an earthy aroma in the air and the many surrounding trees were awash with vibrant golden and red foliage. The property’s staff welcomed us warmly and kept us nourished throughout the weekend with delicious home cooked meals. The porridge and the pumpkin soup were a highlight, and everyone enjoyed trying the wide array of herbal teas on offer.

After settling into our rooms, some fun warm up activities saw any initial feelings of trepidation dissipate. A game designed to help us get to know each other, meant it was not long before we had learnt who has a pet, who plays an instrument, who



“ It’s quite something, to meet strangers and yet feel a deep connection because of the lived experience you’ve all shared. We didn’t leave feeling like strangers - it’s a very powerful thing, to find a herd that you belong to. It was a privilege to be allowed into the hidden private spaces of other people’s lives.”

[Skye, Parent]

shares a birthday month, and who does not like chocolate (there was one!). Other activities throughout the weekend, such as a whole group drumming session, games, cards, ball sports and Finska, produced much talking and laughing, and a healthy dose of competitiveness! A particular hit was a visit by ‘Feature Creatures’ on Saturday morning. Frogs, spiders, stick insects, lizards, turtles, snakes and even a baby crocodile joined our group. Much fun was had as together we faced our fears and were entertained by Jacki in a humorous and interactive animal encounter.

In addition to the many ‘light’ moments the weekend contained, the children and the parents also had opportunities to spend time together or in separate groups, engaging in activities and conversations that allowed them to share their experience of loss and grief, of resilience and hope. The children decorated beautiful paper hearts, created a symbolic bush installation from natural items foraged from the property’s grounds, and made a family mosaic. The children shared these activities with each other and with their parent.

A moving candle ceremony around a campfire on Saturday night provided further opportunity for the children and parents, along with the team to honour their loved one who has died. There were both tears and smiles as we witnessed and reflected each other’s love and loss. Hot chocolate and flame toasted marshmallows capped off a very special evening.

Grief can be a very lonely experience, but our weekend together fostered a sense of community, and the forming of new friendships and connections. This was reflected in our final session together with the sharing of comments such as: “It has been special to be with other people who understand”, “it has been wonderful to see my children connect with other children in a similar circumstance”, “I am grateful to see my children open up and share”. We headed back home a little weary but with full hearts!



Bianca's Garden

We were delighted to open 'Bianca's Garden', our new potting shed activity recently. Children can now pot a plant or create a mini zen garden to take home and care for. Embellished with trinkets, colours and words that symbolise memories of loved ones who have died, this is definitely a favourite activity at the moment for both our children and our counsellors. Not only does it strengthen memories with loved ones, it also reminds children of the safe and loving community they are part of here. A heartfelt thank you to our generous benefactor, Rev. Eric Stevenson, daughter Jessica and Bianca's parents, Christine and Ken, for being part of such a wonderful project. Ken, Bianca's father, shares some words on the significance of this garden.

"Following the sudden passing of her mother, Bianca, in November, 2009, nine-year-old Jessica attended 'A Friend's Place' to help her deal with the grief she was experiencing following



such a major change in her life.

At the time last year of the tenth anniversary of that difficult period, Rev. Eric Stevenson, a friend of the family who had actually officiated at Bianca's funeral, stated he wanted to support something, somewhere, as a memorial to Bianca.

A subsequent approach to the NCCG found that they had been looking for an opportunity to utilise an existing structure which was no longer used for its original purpose. Discussions ensued as to how something of value



within the programs the Centre runs could be created whilst acting as its own memorial to Jess's Mum. In this way Bianca's Garden came into being.

Jessica, Bianca's parents, Christine and myself, together with Eric (who actually worked with Di McKissock in the past) feel privileged, and are delighted, to have been part of this project."

NEW PROGRAM

Impact and Outcome Measurement

A key part of what happens behind the scenes at the NCCG is thinking about our impact. After 25 years of helping bereaved children and their families, the NCCG has witnessed its positive effects on individuals and communities many times. Through its counselling sessions, group-based activities, and the Peter Coupland Adventure camps, the NCCG has provided children with the means to live with their grief and carry the memory of their deceased loved ones through all stages of their lives. Knowledge of its impact has always motivated the NCCG's staff and supporters to keep helping vulnerable children at no cost and for as long as they need it.

Anecdotal awareness of its impact is essential for the NCCG but is not enough. Financial supporters increasingly require charities to provide evidence of their impact on individuals and society, and our counsellors would benefit from receiving an analysis of the effectiveness of our programs. Most importantly, ongoing impact measurement helps the NCCG to keep

developing innovative ways to help bereaved children and their families. With the assistance of long-time supporters, Turks, the NCCG now have the means to gather, analyse and present the type of impact assessment crucial for our future.

Using an online platform called Socialsuite and through consultation

with Development Impact, the NCCG have commenced inviting clients to respond to age-specific questions anonymously, at intervals throughout their time with the NCCG. Considerable effort has been made to design and implement an outcome measurement framework tailored to the NCCG's Vision, Purpose and Values, based on the core themes of Hold, Heart, Head and Hope. As with everything we do, sensitivity and compassion have been at the forefront of this project. We are thankful to Turks for their considerable generosity and interest in making this possible. This initiative will be a significant milestone in the history of the NCCG.



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 a BCC/NCCG Advanced Clinical Training in Bereavement Counselling (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.



GOVERNANCE

Our People

Board Members



Robert McRobbie
CHAIR

Executive 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
BComm(AccFin) (UON), GradDipAppFin
(SIA) GradDipFinPl (SIA),
GradDipFinPl (SIA).



Dr Elizabeth Mann
EXECUTIVE DIRECTOR

Clinical Director
National Centre for Childhood Grief
MBBS (USyd),
PostGradDipCoun (InstCoun),
AdvClinBereaveCouns (Children/
Adults) (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

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

Operations Staff

Annette Gurr, Natalie Hartley,
Valda Tucker

Volunteer Support Workers

Mary Ashton, Nick Backo,
Brianna Clarke, Jessica Daunt,
Katarina Gusavac, Milana Gusavac,
Sinead Rooney, Ada Stanton

04

Financials



FINANCIALS

Directors' Report

Your directors present their report on the company for the financial year ended 30th June 2021.

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 (resigned 30 November 2021)
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 \$76,966 (2020 \$28,971).

Dividends Paid or Recommended

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

Review of Operations

Financial Year 2021 was a challenging but successful year for the NCCG due to the disruptions to many of our usual activities and programs as a result of the ongoing COVID-19 pandemic. As with the previous year, our regular counselling services were conducted online during the 2021 lockdown in NSW, impacting clients who preferred in-person sessions or were unwilling or unable to receive digital delivery of our services. However, continuing to provide online counselling services that began in 2020 has provided an opportunity for the NCCG to help more bereaved families outside metropolitan Sydney. The demand for counselling has increased materially over recent years, with 266 families

supported in the 2021 Financial Year, 51% more than the 176 families supported in the 2019 Financial Year.

While we were unable to host our Peter Coupland Adventure programs for boys and girls due to COVID-19, we managed to host a family weekend which was welcomed by the bereaved families who attended. Counsellor, Belinda Dunn wrote in our newsletter, "Grief can be a very lonely experience, but our weekend together fostered a sense of community, and the forming of new friendships and connections."

Similar to the previous year, the NCCG was unable to host its counselling courses during the pandemic lockdown which had a negative impact on revenue. Again, 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, Turks, Thyne Reid Foundation, St George Foundation, Macquarie Group Foundation, Merck, First Foundation, CommBank

Foundation, Sisters of Charity Foundation, The Golden Stave, Intersource, The Growth Project, Rotary 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 support of Turks which is sponsoring a multi-year impact analysis program which will help the NCCG to better understand and report on the positive impact of our services on children and their families who are living with grief. As the NCCG provides unlimited counselling for children we will now be able to track progress over the long-term using tailored and consistent metrics.

With another difficult year behind us, the Board is immensely grateful to our dedicated and resilient staff for the good humour and professionalism they maintained throughout the 2021 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 2021.

Likely Development

While we hope for a gradual lessening of the impact of the COVID-19 pandemic on our operations and financial state of affairs, we expect that the emergence of new COVID-19 variants will continue for periods in the coming year while our counselling services will continue to be in high demand. As with the previous year the consequential demand on our finances are expected to be draining.

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
Robert McRobbie	7	7
Elizabeth Mann	7	7
Andrew Marchant	7	7
Mark Steinberg	7	7
Emmanuelle Delannoy	7	7
Heidi Coupland	6	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: 
R McRobbie

Date: 11 February 2022

FINANCIALS

Auditor's Independence Declaration

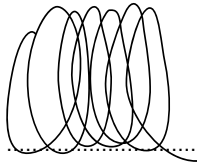
Under Section 307C of the Corporations Act 2001

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 2021, 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: 14 February 2022

Income Statement

For the year ended 30 June 2021

	2021 (\$)	2020 (\$)
Income		
Donations Received	163,667	134,114
Counselling Revenue	59,444	59,061
Grants Received	330,812	389,255
Interest Received	1,293	1,372
Training Course Sales	21,877	16,259
Merchandise Sales	16,383	19,401
Jobkeeper and Other Government Covid Support Payments	239,700	110,585
	833,176	730,047
Expenditure		
Auditors Remuneration	10,997	11,232
Depreciation expense	5,212	1,692
Employee benefits expenses	547,445	486,862
Other expenses	192,556	201,290
	756,210	701,076
Profit for the year	76,966	28,971
Retained Earnings at the beginning of the financial year	-	-
Transfer to Gift Fund	(76,966)	(28,971)
Retained earnings the end of the year	-	-

The accompanying notes form part of these financial statements.

Balance Sheet

As at 30 June 2021

	Note	2021 (\$)	2020 (\$)
Current assets			
Cash and cash equivalents	3	585,379	508,016
Trade and other receivables	4	9,820	2,070
Total current assets		595,199	510,086
Non-current assets			
Property, plant and equipment	5	18,017	3,949
Total non-current assets		18,017	3,949
Total assets		613,216	514,035
Current liabilities			
Trade and other payables	6	60,095	37,880
Total current liabilities		60,095	37,880
Total liabilities		60,095	37,880
NET ASSETS		553,121	476,155
Equity			
Gift Fund		553,121	476,155
TOTAL EQUITY		553,121	476,155

The accompanying notes form part of these financial statements.

Statement of Cash Flows

As at 30 June 2020

	Note	2021 (\$)	2020(\$)
Cash Flows from Operating Activities:			
Receipts from operating activities:			
Donations Received		163,667	134,114
Counselling Revenue		59,444	59,061
Grants Received		330,812	389,255
Interest received		1,293	1,372
Training Course Sales		21,877	16,259
Merchandise Sales		16,383	19,401
Jobkeeper and Other Government Covid Support Payments		239,700	110,585
Payments for operating activities		(736,533)	(721,389)
Net Cash Used in Operating Activities	1	96,643	8,658
Cash Flows from Investing Activities:			
Payments for property, plant and equipment		(19,280)	-
Net Increase (Decrease) in Cash Held		77,363	8,658
Cash at the beginning of the financial year		508,016	499,358
Cash at the End of the Financial Year	2	585,379	508,016

The accompanying notes form part of these financial statements.

Statement of Cash Flows

As at 30 June 2021

	2021 (\$)	2020 (\$)
Notes to the Statement of Cash Flows		
NOTE 1.		
Reconciliation of Net Cash provided by Operating Activities to Operating profit/(loss) after income tax	76,966	28,971
Non Cash Flows in Operating Profit:		
Depreciation and Amortisation of Property, Plant & Equipment	5,212	1,692
Changes in Assets & Liabilities:		
Decrease (Increase) in receivables	(7,750)	11,557
Increase (Decrease) in creditors	22,215	(33,562)
Net Cash Provided By (Used In) Operating Activities	96,643	8,658
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	585,379	508,016

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the year ended 30 June 2021

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 2021

	2021 (\$)	2020 (\$)
3. Cash and cash equivalents		
Cash on Hand	351	882
Moser Bland & Co Trust Account	24,097	105,272
Westpac Banking Corporation - Cheque Account	365,696	212,931
Westpac Banking Corporation - Project Account	398	398
ING - Business Optimiser	186,295	186,007
Paypal Account	8,434	2,406
IMB Grant - Young Adults	108	120
	585,379	508,016
4. Trade and other receivables		
Current		
Trade Debtors	9,820	2,070
	9,820	2,070
5. Property, plant and equipment		
Plant and equipment		
Furniture & Fittings, at Cost	39,761	20,480
Less: Accumulated Depreciation	(21,744)	(16,531)
	18,017	3,949
	18,017	3,949
6. Trade and other payables		
Current		
Other Creditors & Accruals	60,095	37,880
	60,095	37,880

Notes to the Financial Statements

For the year ended 30 June 2021

	2021 (\$)	2020 (\$)
7. Reserves		
Gift Fund		
Balance at the beginning of the financial year	476,155	447,184
Transfer to (from) Gift Fund	76,966	28,971
	553,121	476,155
8. Retained Earnings		
Net profit (loss) attributable to members of the company	76,966	28,971
Transfer from/(to) Reserves	(76,966)	(28,971)
Retained Earnings at the end of the financial year	-	-

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 (resigned 30 November 2021), 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 training and support for those who care for them. and eventually Australia, have access to appropriate support as they grieve, and to provide. 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 2021 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: 11 February 2022

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 2021, 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 2021 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

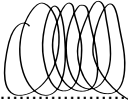
The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in note 1 to the financial report is appropriate to meet the requirements of the Corporations Act 2001 and is appropriate 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 5.04 Level 5 31 Market Street Sydney NSW 2000

Date: 14 February 2022

Highlights 2020-21



26% ↑

Families Seen from 2019/20



1,400+

counselling sessions facilitated



13% ↑

Children Seen from
2019/20



4,000+

Volunteer Hours



The Annual Peter Coupland Family Camp Program

“Grief can be a very lonely
experience, but our weekend
together fostered a sense of
community, and the forming of
new friendships and connections.”

Belinda, Counsellor



NEW PROGRAM

Commenced rollout
of new Outcome and
Impact Measurement
Program.