

# The Compassionate Friends - Victoria Inc.

*Patron: Rhonda Galbally, AO*



2008—2009 ANNUAL REPORT

## **The purposes of The Compassionate Friends Victoria**

*To offer friendship and understanding by reaching out to bereaved parents, to surviving siblings and other family members, to support them in the grief and trauma which follows the death of a child from any cause and at any age.*

*To promote the education of professional, medical, paramedical, police, clergy, teachers and the community at large of the special needs of bereaved parents and siblings and to join with or co-operate with other organisations or Government instrumentalities to further this education.*

## **History**

The Compassionate Friends was founded in the United Kingdom in January, 1969 and the first Australian group was started in Melbourne in May, 1978. The Compassionate Friends now operates in every State and Territory of Australia to form a strong network of bereaved parents, caring for each other, right across the country.

## Services Available in Victoria

- Bereaved Parent Centre -  
Central Office for Victoria  
Open 9.30 am to 4.30 pm, Monday to Friday.
- 24 hour Telephone Support
- Grief Support Literature
- Grief Support Groups including  
Metropolitan and Country  
Suicide Support Group  
Brothers and Sisters Support Groups
- Magazine - issued bi-monthly
- Brothers and Sisters Newsletter - issued bi-monthly
- Free Lending library
- Grief Related Seminars and Workshops
- Community Education Program
- Compassionate Employer Recognition Awards
- Research Project: "Beyond The Death of A child: Social Impact & Economic Costs following the Death of a Child"

## Board Of Management 2008— 2009

|                       |  |
|-----------------------|--|
| <b>President</b>      | John Hurley  |
| <b>Vice President</b> | Pat Burns (to October 2008)<br>Matthew Gildea (from October 2008)  |
| <b>Secretary</b>      | Mariette Buckle  |
| <b>Treasurer</b>      | Theresa Yeo  |
| <b>Members</b>        | Tony Gee<br>Sue Beale (from September 08)<br>John Bradley (from September 08)<br>Andrew McNess<br>Anita DelTesta (to October 2008) |

## Staff 2008- 2009

|   |  |
|---|--|
| CEO   | Anne Wicking (25 hours per week)   |
| Co-ordinator Community Education & Bereaved Parent/Sibling Services | Laraine Rasmussen (19 hrs per week) to 31 July 08)<br>Fiona Heylan (19 hrs per week) commenced 6 October 08<br>Josie Costanzo (15 hrs per week) commenced 6 January 09 |
| Co-ordinator Grief Awareness Program                                |  |
| Co-ordinator Volunteers (Centre & Telephone)                        | Sue Brown (22 hrs per week)  |
| Co-ordinator Volunteers (Groups, Magazine, Library, Phone Friends)  | Anne Edwards (19 hrs per week)   |
| Administration Accounts Officer                                     | Paul Gadsden (15 hours per week)   |

# Presidents Report

## The Compassionate Friends Victoria Inc – June 2009

The financial year of 2008/2009 has been a very exciting and rewarding year for TCF, during my fourth year as President of TCF Victoria. Yet whilst I write this I can't help but be taken back to February this year and the devastating "Black Saturday" the date of 7/2/09 will be etched in so many families minds. The families of the 173 people who died and the further 414 who were injured. This again is all the more reason for TCF Victoria to continue to provide and develop support for the many bereaved parents, siblings and grandparents impacted throughout Victoria. I am sad to say that we too have heard from some of the families—horrendous stories—of Black Saturday. Reflecting on this I also want to acknowledge the 211 bereaved parents and families for who we have had first contact with in the 2008/09 year. Each one of these families stories is heartbreaking—another beautiful son or daughter that has died before their time. The enormity of the grief—overwhelming. Our reason for existing is to ensure they are not alone—"We Need Not Walk Alone."

Strategically TCF has been afforded two significant opportunities to look at Capacity Building, which we envisage will support us to develop over the next 3 to 5 years.

The first was from Mental Health NGO Capacity Development Grants Program funded by Department of Health & Ageing and conducted through the Mental Health Council of Australia. For this we focused on two priorities the board were keen to address. Strategies for broadening of our community profile and looking at ways we could increase our revenues.

The second has come as a result of a Commemorative Grant which is part of the Myer Foundation, celebrating 50 years and the Sidney Myer Fund, celebrating 75 years. The Board's third key strategic area to address is in relation to Service Evaluation and Development. We are delighted to have been afforded such an opportunity as funds for capacity building are rare.

Events that stand out during 2008/2009 are the Compassionate Employer Awards, the Defence Lake Attack and the move to our new premises at 173 Canterbury Road, Canterbury.

The Compassionate Employer Recognition Awards were held at Leonda in Hawthorn and 15 employers received their award from our Martin Pakula, the Minister for Industry and Trade together with Max Findley, President of the Geelong Central Rotary Club. It is a wonderful recognition of the care and compassion these employers have shown to their staff, who have suffered the death of a loved one.

TCF is fortunate again this year to have the continued support of the Defence Lake Attack Charity Fundraising and in September 2008 received the largest amount ever of \$61,000. During our association with the Defence Lake Attack we have been overwhelmed by the amount of money donated to TCF, to assist bereaved parents and siblings. The TCF Board sincerely thanks all the members of the Defence Lake Attack Committee headed by Capt. Michael Meko, for their generous commitment to supporting the four charities involved.

TCF Victoria officially moved to new premises at 173 Canterbury Road, after being advised by the Motor Neurone Disease Association that they would require our premises when the lease expired in August 2009. After much searching, Anne Wicking found new premises, not far down Canterbury Road and after showing the board and staff members, we all agreed that we had found our new home. Paul Gadsden was appointed Project Co-ordinator and after a coat of paint, rewiring, new carpet and other alterations the move was made on the 10<sup>th</sup> June 2009. Everyone has agreed that the new home of TCF Victoria was much brighter, more spacious and from the first day felt like a new beginning for bereaved parents and siblings.

A special thanks to Rod Harris CEO and all at MND for being such wonderful and generous landlords over the last 10 years, also to Anne Wicking and Paul Gadsden for all the work in making the move so smooth.

Additionally, thanks to the TCF Board of Management for their dedication, commitment and passion over the last twelve months ensuring that the organization delivers the services required by the membership. Over the 2008/2009 period we welcomed 4 new board members, John Bradley, Sue Beale, Bette Phillips and Andrew McNess, joining Matthew Gildea, Theresa Yeo, Mariette Buckle, Tony Gee and John Hurley to complete the TCF Board for that period.

A special thanks to Anne Wicking the centre staff and volunteers for your commitment and dedication, making TCF the amazing organization that it is today.

Thank you everyone for such a successful TCF year, quote, unquote;

*"Grief is a natural response to loss. It is a universal experience. Each person's grief is their experience alone - unique and individual."*

(Quote from "A to Z Reflections on Loss and Grief", Linda Espie)



John Hurley  
President.



TCF New Home  
173 Canterbury Road



Our new Co-ordinator & Volunteer Area—  
Sue Quartermain and Jo Knoll

## CEO Report

In 2008/09 TCF Victoria was once again on the move in more than one way. As John reported after 10 years at 267 Canterbury Rd, we were on the move and settled into our premises on 10th June. Over and above the physical move, we experienced a year that was full of new projects, services, joint initiatives and responses to key directions in policy on state level while continuing to support the many bereaved parents throughout Victoria. I too want to note an external change that has impacted Victorians immeasurably, the Black Saturday Bushfires have impacted so many lives. The 173 Victorians who died on that day are being mourned by their loved ones—a long grief journey ahead for each and everyone impacted.

With Mental Health Council of Australia Capacity Building funds the Board moved forward with the two projects identified in the Strategic Plan Income Diversification and Broadening our Community Profile. The projects began in November 2008 with a Stakeholder Futures Workshop attended by 65 people representing bereaved parents, siblings, volunteers & staff. Externally we invited funding bodies, sponsors, supporters, peer organisations and recipients of the Compassionate Employer Awards. The day was of exceptional value in posing questions as to where TCF is today and where our stakeholders see us in the future. The information gathered from this day informed the development of both the Income Diversification and Broadening Profile strategy plans which are being finalized currently.

We are delighted to inform that TCF was advised in November 2008 that we were to be one of 32 recipients of the 2009 Commemorative Grants as part of The Myer Foundation 50 years and Sidney Myer Fund 75 years celebrations and that this money was for Capacity Building. Along with the Grant TCF has been invited to participate in the Australian Centre for Philanthropy and Nonprofit studies at Queensland University of Technology research commissioned by The Sidney Myer Foundation. This is exciting research in the area of Capacity Building funds. Given the Board identified three key strategic development projects for 2008–2012—the third being to assess and evaluate our current services for quality and effectiveness and develop Service Planning and Implementation program over the next three years, we have been able to undertake this project over 2009 and 2010 with these funds.

We have again had the pleasure of being a charity recipient for the Defence Lake Attack. This fundraising activity by the Australian Defence Force provides an invaluable source of income to our organisation that helps ensure we can continue to operate each year. In addition to this the three events provide an opportunity for TCF to be known by the broader community.

“Beyond The Death of A Child” Research in August 2007, was presented at the International Conference on Grief and Bereavement in July 2008. The research identified a number of significant issues that need addressing within the community including the general lack of awareness of the impacts of grief. We are delighted to say that TCF secured a grant from the Lord Mayor’s Charitable Foundation to raise community awareness on the impacts of grief and bereavement.. With the support of the Australian Centre for Grief and Bereavement “How to Care What to Say” education program, TCF has embarked on delivering this program to corporate, community & public health organisations. We look forward to making a difference in the community with this program.

Our bereaved parents have been involved in a number of major initiatives including the development of the Victorian Pediatric Palliative Care Policy and Bereaved Parents input into Respite Care where TCF parents provided valuable input into it’s development. A number of TCF Bereaved Parents told their stories on video for the new website “Suicide Call Back Service”. Parents were also involved in the “A Hope for Life - Lifekeeper Memory Quilt Project.” which was launched at the the 2<sup>nd</sup> Australian Postvention Conference Exhibition held in Melbourne in May.

Jon Stebbins our Group Leader Trainer and bereaved father of Mathew was part of the Expert Reference Group for Lifeline Australia project which resulted in two publications “Standards and Guidelines for suicide Bereavement Support Groups” and Suicide Bereavement Support Group Facilitation”. We have joined with the Life Is..... Foundation & stART Community to run a creative arts program for bereaved parents and siblings to express their grief journey. In addition to this we have launched the new TCF Siblings Website in September 08 and did a complete revamp of the TCF parents website late in 08.

As CEO I have continued to represent the organisation on several Reference Groups and Taskforces including SANE’s Mental Illness Bereavement Support Project and the Australian Centre for Grief and Bereavement Operational Advisory Group and the Reference Group for OurConsumerPlace. I have continued as co-ordinator of the MSSH Network auspiced by VicServ. With the launch of “Because Mental Health Matters” 2009-2019 the network is engaging with the Mental Health Strategy Committee to ensure that the consumer voice for peer support is considered. I have continued to be active in the Victorian Bereavement Support Network and the development of the Executive.

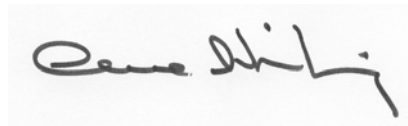
We were also delighted to receive a grant from DHS to go towards funding our move to 173 Canterbury Rd—this made a significant difference. We also acknowledge the ongoing support from the Department for enabling us to provide peer support services.

I want to acknowledge the Rhys Harmer Award recipient for 2008. Barb Summers has been integral in developing TCF to where it is today. She contributed so much to the organisation in the various roles she undertook, including centre volunteer, after hours phone volunteer, group leader, Board member and President.

I would like to thank our tireless Volunteers, in 08/09 140 Volunteers contributed more than 5,200 hours handling 7,000 phone calls and running over 200 support groups with over 1,500 attending those support group the wonderful volunteer team who produce our Magazine and Siblings Newsletter. I do not believe that it is recognized that our Volunteers contribute more than \$130,000 to this organisation just in their time alone. How can we thank them for without their support we simply could not function.

A sad farewell to Laraine Rasmussen who retired in July 08. Her contribution to TCF as the Co-ordinator Community Education and BPS Services was outstanding. We did however welcome Fiona Heylan to this position and delighted that Josie Costanzo joined us in January 09 to take up the role of Co-ordinator of the Grief Awareness Project funded by the Lord Mayor’s Charitable Foundation. To the staff, Sue, Annie, Paul, Josie and Fiona whose role it is to support our wonderful Volunteers and provide the much needed resources they have all done brilliantly. And finally to the Board of Management, again Volunteers who themselves are bereaved parents who guide the organisation every step of the way. John Hurley President, Mathew Gildea Vice President, Theresa Yeo Treasurer, Mariette Buckle Secretary, Tony Gee, Sue Beale and John Bradley thank you. To our outgoing Vice President Pat Burns and Secretary Anita DelTesta we thank you from the bottom of our hearts for your contribution.

Our organisation is privileged to be able to provide *peer support* to many families going through the intense grief journey—no one needs to walk alone and with the dedication of those who have travelled the road before ensures that no one does.



Anne Wicking  
CEO



Stakeholders Future Workshop Group Discussion  
November 2008



Stakeholders Future Workshop—Breakout Group  
Discussion

## Co-ordinators Volunteers (Centre & Telephone) Report

Once again, my sincere thanks go to our hardworking Volunteers, who so unselfishly donate, not only their time and physical energy, but also their emotional energy. This show of caring and support is given to each other as well as the many bereaved families who make contact with TCF. Some of these contacts can be on a regular basis until they feel they are able to manage, to a certain degree the tragedy that has befallen them. For these members, it is our caring Volunteers who play such a big role, with their continuing support, to help those on their grief journey. Including those Volunteers who work at the Centre and the After Hours Phone Listeners, sometimes on a weekly, fortnightly or monthly basis, there is a team of over 50 Centre & A/H Volunteers. We also have our dedicated Board of Management, Group Leaders and their support teams, the Magazine editor, the Magazine Mail-out team and the members of the Acorn Foundation (TCF's Fundraising arm). Many of our Volunteers are also guest speakers and presenters, on behalf of TCF. Whilst I do not directly co-ordinate the Volunteers in these areas, my colleagues & I work together as a wonderful team, assisting each other and the Volunteers, in each area as required. Many of our Volunteers serve in more than one of these teams. Without their amazing help and support, TCF would not be able to run as effectively or as efficiently as it does.

In recognition of Volunteer Week, and to show appreciation to our Volunteers, a 'Movie Luncheon' was organised. Approximately 40 Volunteers attended, meeting before the movie to enjoy a coffee and chat, then following the movie we enjoyed a light lunch. Overall this is a very enjoyable day for the Volunteers and staff, who are able to attend. It is a lovely opportunity to see each other in a social capacity, allowing all to mingle, catch up and chat with they know whilst meeting new Volunteers they may not know.

To list just some of the tasks performed by our Volunteers at the Centre whilst they vary, include general office duties, receiving phone calls from fellow bereaved parents and others seeking support from the newly bereaved. Others seeking support may include professional, students, hospitals etc; requiring information on TCF. Other duties include database, receipting payments, anniversary cards and thank you letters as well as projects given to Volunteers that may include updating and maintaining manuals, collating statistics, (which are vital for the organisation) and corresponding with other organisations.

I would also like to thank our wonderful Volunteers who take the After Hours phone, ensuring that TCF continues to offer a 24hrs phone service. Every month on a rotating roster, an A/H trained supervisor is assigned, should the Volunteer need to de-brief, due to upsetting or difficult call. Contact is made the following morning after their shift, to collect any new member's details and to monitor amount of calls. All calls are logged for statistics, but no personal and confidential details are recorded for the statistics.

Since I started in this position more than 2years ago, I have managed to maintain a user-friendly office and filing system, making it easier for all concerned. I have continued the ongoing training of the Volunteers, so that the majority are now able to approach their tasks with confidence and a sense of achievement. I have managed to have both the Centre and A/Hours rosters filled even at times where many members were absent, either due to travelling or illness. We have had many new Volunteers commence this year, including four telephoned trained Volunteers. There are now, at least six Centre Coordinator-trained Volunteers, who are able to 'fill in' should there be an emergency or to cover sick and annual leave or if either Sally or I are on a training day.

### Bulletin:

A Volunteers Bulletin is sent out bi-monthly to all our 130 Volunteers, so that they may be informed of what's happening not only in the Centre and with the organisation, but keep informed of any upcoming events, workshops or seminars, that may be of interest to them. The bulletin also is a way of being updated with other Volunteers and what they are doing. This may include personal interest stories of holidays, family events or any news they wish to share with each other on a larger scale.

### Training:

Training is offered on several different levels.

On-the job training for Centre Volunteers in office procedures, including data base entering, working with computers and the relevant programs and other Centre operations. This training is mostly carried out by the Coordinator whilst also utilising the "buddy" system, where a more experienced volunteer passes on their knowledge and assists the new volunteer.

Barbara Dickson is the facilitator for the Telephone and Listening Skills Training Course for Volunteers who will then go on to answer the grief call both in the Centre and after hours. We had four Volunteers attending this year's course, and they have been added to the list of Volunteers who take the phones both at the Centre and for the very important after hour's service.

We also offered a brief overview of 'Working with Computers' run by Annie Edwards. We had 6 attend the first of these training days

### Seminars and Workshops:

Over the last 12months we offered our Volunteers the opportunity of attending various Self Development workshops, which included

- Art Experience, 'Expression with watercolour'....9 participants
- Creative Writing, 'Writing Your Story'.....5 Participants
- Cardmaking, 'For any Occasion'....9 Participants

These days were well attended, as this is also an opportunity for Volunteers to mix and learn together in a friendly, fun and relaxed atmosphere.

### Centre Workload:

During 2008- 2009, 211 bereaved families made contact for the first time with TCF Victoria, sadly 25% of these deaths were due to suicide. Each new member received a package of information with a personal letter and was then, permission given, entered onto our database. This is to enable them to continue to receive our magazines, anniversary cards and any other information on what is happening at the Centre. The majority of these families made their first contact by phoning the Centre, and spoke with one of the Volunteers for at least half an hour, but often much longer, due to the nature of the call. Of these new families and individuals;

- 24% were referred by professionals
- 17% were referred by TCF members
- 21% were referred by family and friends
- 11% via Internet and media coverage

During 2008-2009 approximately 1150 families received the bi-monthly issue of the TCF Victoria magazine. A very large commitment also by the Volunteers is in the writing and mailing of the very important anniversary cards. Just over 2000 anniversary cards have been sent this financial year.

### Membership Only:

We continue with our initiative for members who no longer wish to continue receiving the TCF magazine on a regular basis. When we receive this advice, an exit questionnaire is sent to them and they are invited to pay a nominal fee of \$5.50 to be on the membership only list. This fee enables them to continue receiving the anniversary card and a twice-yearly bulletin notifying them of any events, seminars or workshops, in the near future, which may be of interest to them. Currently there are approximately 140 members on this list.

I feel very privileged to be working in this organisation, especially with the friendship and support from my work colleagues, Board of Management and of course the Volunteers.

### Sue Brown

Co-ordinator Volunteers (Centre & After Hours Telephone)



2008 Volunteer Training Session

## Co-ordinators Volunteers (Groups, Magazine, Library, Phone Friends)

It has been a busy and exciting year for Group leaders and the other volunteers supported by this area of TCF employment. I have continued to explore with those volunteers ways in which they can be better supported and helped. I must say a very heartfelt thank you to all the people who give their time and expertise to help other bereaved parent and siblings. I am constantly touched by the responses of parents as they discover our existence and come through our door for help and support.

Eighteen formal support groups and six social support groups continued to provide support for bereaved parents and sibling across Melbourne and regional Victoria and Hobart, Tasmania. We saw the value of formal training for informal or social support groups as well as for formal groups and will, in future, recommend that all Group Leaders take part in the training course which runs over three full days on two weekends. The importance of equipping our leaders with the structure and resources to uphold and protect them cannot be too highly stressed and the benefit has certainly been shown in the operation of the Healesville Group by Mary Bariola.

Healesville Social Support Group has been particularly vital as that area endured bushfires and devastation over the summer period resulting, as we know, in tragic loss of life.

We welcomed new group leaders to the Geelong group following the training in April 2008. Kim Dando and Rhonda McElligott will share the leadership and coordinate the very supportive team in Geelong. Jan McNess, having retired from leadership of the Geelong group, has agreed to join the sub-committee, a group of experienced former group leaders who provide help and expertise to the Coordinator and liaise regularly with the group leaders. This new group was formed partly because of the difficulty achieving an adequate and useful debriefing regimen for group leaders, though we are finding that their expertise in all areas of group leadership, operation and training is helping enormously. This group, in conjunction with the Coordinator will arrange two Group Leaders' retreats later in the year, one to be held in Geelong and one in Melbourne.

Chris and Jeff Calvert have been facilitating the Western suburbs group since the retirement from that position of Dennis Long. They have benefited from Dennis' guidance and are comfortably settling in to their new roles.

Maxine Barry, who helped to facilitate the Canterbury evening group, has moved to Hobart and we are very pleased with the support she is able to offer to bereaved parents in her area. We thank all the Phone Friends for their part in the telephone support network.

The Parents' Magazine editorship has been taken over by two volunteers, Deb Gates and Jo Tolsher. Deb and Jo, both accomplished writers and editors are bringing to the role their own unique value and we thank them very much for their part in the production of a high quality magazine which brings comfort to our members every two months. The number of contributors to the magazine continues to rise and all bereaved parents are invited to submit writings, thus providing benefit to the contributor and the reader. Jo and Deb are keen to produce an anthology of pieces from the Parents' magazine over the years and will develop this idea over the next twelve months.

The Siblings' Newsletter has also provided a high quality communication for the bereaved siblings in our membership. Andrew McNess, a past contributor and author of a research paper on sibling grief, has taken over the role of editor. Andrew is joined in this by Lexi Gee. The production of this eight page glossy A5 publication is now assisted by the layout skills of Deb Gates. We are very grateful to the volunteers who work in this capacity for TCF. Thank you very much.

The Siblings' website, [siblingsgrief.org.au](http://siblingsgrief.org.au), while still in the developmental stages, continues to broaden the support TCF offers to bereaved siblings and complements the Siblings' Newsletter.

The Library has continued to be administered by Bev Fraser who is supported by Bea Rigg and Jo Knoll. The lending of books by mail order has worked well over the year. The library holds over 1400 books, audio and video tapes providing resources and information for bereaved parents all over Victoria.

Some of the plans we had for 2008/9 have been put on hold due to some other happenings at the time. I had an unfortunate accident with my neck and was forced to spend three months away from work. I would like to thank everyone who wished me well, did my work, kept in touch and generally helped me through that time. The TCF team is very special indeed. Thank you also to the volunteers and staff for all the good work and good times, for the support given freely to each other. I will be moving on to the next stage of my life, leaving this position but certainly not the organisation. I would like to welcome Sally Kerr as the new Volunteers' coordinator for groups, library, phone friends and magazine and wish her the best of good times as she gets to know the wonderful people who make up the membership and volunteer body of this organisation.

Annie Edwards

Co-ordinator of Volunteers (Groups, Magazine, Library, Phone Friends)



2008 Group Leader Training

# Community Education & Bereaved Parent & Sibling Services Report

## Community Education

Since commencing in the role of coordinator in October 2008 last year I have been specifically devising ways of opening up new markets for our community education programs. To that end a Community Education Brochure was produced which outlines the mission of our Organisation as well as the training that we can offer.

In terms of health, apart from the public and private hospital system, I have been endeavouring to disseminate our message to the Melbourne metropolitan general practitioner population. An effective way of doing this has been targeting the individual divisions of general practice such as Melbourne Division, Eastern Division, South City Division, and Bayside Division. Success in breaking into these regions is exemplified by: inclusion in Division Newsletter mail outs, weekly fax outs to Surgeries, an article written for the South City General Practice Network Newsletter which generated a number of community education bookings, plus presentations of both the General TCF presentation as well as How to Care What to Say.

The general practice community, in particular practice managers are recognising the value of our message and the support we can offer in terms of awareness raising training. Essentially through both the presentations we offer, we are interested in not only spreading the word about the services of The Compassionate Friends Victoria, but in providing effective training within the parameters of contemporary grief theory to assist those who are supporting a bereaved person who has lost a unique relationship.

We have presented at Werribee Mercy Hospital, Maroondah Hospital, Royal Children's Hospital, Calvary Health, Melbourne East GP Network, Greater Monash GP Network, Bayside GP Network, and also South City. We have also delivered our presentations to St Vincent's Health – Human Resources Division and the Pastoral Care Unit. We presented to the Neo Natal Unit at the Royal Women's as well as Deakin University to name a few. We now have also had individual practices requesting our training, which is a major step forward.

In essence, in the last 11 months I have been continually approaching organisations such as funeral directors, schools, universities and private enterprise, advising them of the services that we can offer them in terms of training and bereavement support.

Of course the promotion of the Compassionate Employer Recognition Awards is a pivotal way of bringing the whole issue of the impact of grief on the individual into the wider community and the workplace. Earlier in 2009 ABC Life Matters featured one of the 2009 nominators of the Awards as a way of discussing how employers can be more supportive of their bereaved employees.

## Bereaved Parent Services

Services in the form of events, seminars and workshops to bereaved parents and siblings in the last year, have included Masks of Grief Workshop, Philosophy, Tai Chi, Breath Water Sound, and Would Counselling Support Help Me? and Men's Space. Masks of Grief was particularly popular, and it is worth noting some of the highlights from it.

The one-day workshop was conducted by Bette Phillips on Friday December 5. The workshop was an overwhelming success with participants feeding back comments such as:

"I would definitely be interested in more sessions!", "Mask making was deeply moving and therapeutic", "I felt safe and comforted by the facilitator Bette, a beautiful and genuine person.", "I found the sharing, mask making and meditation were all invaluable" are representative selections of the general feedback.

Participants created masks in an atmosphere of silence, which allowed them to become fully involved in the process in a relaxed and meditative manner. One participant said this gave her the space to think of her loved one.

Participants were asked to comment at the end of the Workshop on the mask that they had made, and what it meant to them. This was a very useful part of the process as it enabled people to reflect on the day and how the process of mask making helped them to come to deeper and/or different ways of thinking about their own journeys.

Though the Masks represent pain, they also are very beautiful and at times colourful – which as one participant said, this beauty is the essence of the loved one who has died. Many of the participants placed the initial of their loved one on the mask, many commented that it was through the dreadful pain, that they felt they grew spiritually and emotionally. One half of the mask was to typify what image they felt they presented to the world, while that other half was the image that they wanted to present to the world. Butterflies, hearts, and lots of colour often symbolised feeling free to express self, whereas darker colours symbolised feeling gagged.

The Workshop ended with a meditation, which completed a nurturing, compassionate and creative day for all concerned.

TCF would like to heartily thank those volunteers who have facilitated these workshops.

**Fiona Heylan**  
Co-ordinator

# Grief Awareness Project Funded by Lord Mayors Charitable Fund

TCF has introduced the position of Co-ordinator Grief Awareness Program into its structure in January 09. This has been as a direct result of the our research *"Beyond The Death of A Child: Social Impacts and Economic Costs"* which identified a gap in the supporting people to understand the impacts of grief. Since its inception I have undertaken this role with passion, vision, enthusiasm, confidence and drive to implement the program and lead its development into the future organically within the framework of TCF. I am delighted with the progress of the program and with the response and positivity it has received in the wider community thus far. I sincerely thank Lord Mayor's Charitable Foundation for funding this position, TCF for incorporating this program into its scope, and Australian Centre for Grief and Bereavement for developing "How to Care What to Say" package.

"How to Care What to Say" provides participants with information about grief and what people experience during the grief process, including the diverse way in which bereaved parents & siblings respond to death. In addition the program provides practical tools to support their family, friends, employers and colleagues who are experiencing the trauma of grief following the death of a child.

The education, awareness and training program delivers essential information to professionals involved in the care and support of bereaved people and the general community, including employers, co-workers, families and friends. This program is delivered in the form of a seminar that educates and explains:

- how we can more effectively sensitively and compassionately respond to bereaved people.
- incorporates practical and theoretical information to equip participants to gain an understanding of normal grief responses and
- provides effective support strategies on how to assist the bereaved.

The outcomes of this program benefit the bereaved providing a caring environment within the settings of their everyday life.

I have successfully marketed and delivered the "How to Care What to Say:" program in its first 6 months to the community, which includes the Health, Welfare, Education and Corporate sectors.

Since the commencement of this program in January 09, the following has been achieved.

- 21 TCF volunteers have been trained and equipped to deliver the program in public forums.
- Delivery of 6 sessions to 121 participants to date.
- Program enhancement based on the evaluated feedback
- Extensive community networks have been developed
- Development and trial of 'take away' information such as Business Card size "10 Ways to Help Bereaved People".

The effectiveness of the program is measured by a specifically designed feedback mechanism in the form of a participant feedback survey of which 121 responses have been received to date. Overwhelmingly the respondents felt that the program was informative, helpful and useful with all rating the presentation and content positively. The learning's from the surveys have been utilised to fine tune the program and to implement recommended changes as required. The most significant of these was to enhance the content with real live examples and provide more relevant and significant case studies as examples of theory put into practice, and to simplify some of the more technical and theoretical aspects of the program for ease of understanding.

As an example, listed below are two comments from participants of the program:

*"It gave me coping strategies for people I am involved with who are grieving"* –

*Palliative Care Practitioner*

*"It encourages 'GP' to ask the questions, Make the time and not to be afraid"* – GP

As a direct result of my work within the last 6 months I have seen a necessary place for bereavement education within the wider community. I have a vision of TCF as an organisation and its services being better known across all sectors of the community with the continuation of this program. I am committed to reaching out to all across the board to better understand and support the bereaved.

The distribution of *How to Care What to Say* literature (including printed Business Cards with 10 Ways to Support Bereaved People & DL Flyer) needs to reach health services state wide. Continuing the development of business relationships within the Corporate Sector is of importance as well as targeting educational training institutions, police academy, universities, emergency services, chaplain training, schools and hospitals.

Re-education and training for Banks, Medicare, Centrelink, Taxation Department in general business and privacy dealing with bereaved families. Experiences and feedback from bereaved families have identified a desperate need for these organisations to adopt different principles when dealing with the affairs of bereaved clients and families.

**Josie Costanzo**  
Co-ordinator

## Parents Magazine Report

**Editors:** Deb Gates & Jo Tolsher  
**Assistant editor:** Mariette Buckle  
**Team members:** Barb Beames, Judy Dowling, Maria Jones, Helen Murphy  
**Layout & Graphics:** Peter Holloway  
**Proofreaders:** Jenny Scott Annie Edwards Sally Kerr  
**Printers:** Eastern Press

### Shared Role as Editor

Jo Tolsher and I have over the past 12 months been collaborating on each edition rather than working separately on single editions. This has proven a successful formula—we find this suits us, time and personality wise.

### Departing Editors

We would like to thank Barb and Mariette for the wonderful start they gave us and for continuing to make contributions to the magazine as writers and in Barb's case, helper.

### Team Members

Maria Jones, Helen Murphy, Barb Beames, & Judy Dowling are the other team members and though we don't meet regularly face to face we keep in contact via email and phone. A meeting has been planned for late September 2009.

### Team meetings

Team meetings occur periodically. The meetings have provided an opportunity for excellent input are and also a great support to the Editors. Jo and I have not had the opportunity to meet yet but continue to grow a close relationship online and over the phone. The same good relationship exists between Peter, Jo and myself.

### Changes

We have made a few changes to the latest magazine, the main one being the addition of four pages to be used for 'help' articles by professional people such as doctors who can often give good advice and insight during bereavement and the grief journey. These pages can also be used by the centre if needed to cut down on the amount of paper used as 'add ins' in each edition. We have also changed the format somewhat with input from Peter. We have asked the readers to offer feedback on the new look magazine which we will forward on to Anne Wicking in due course.

### Deb Gates

Parents Co-Editor



## Siblings Magazine Report

**Editor:** Melanie Yong (to May 2009)  
 Andrew McNess (from June 2009)  
**Assistant Editor:** Andrew McNess (from Aug 2008)  
**Layout & Graphics:** Corrina Ramsey (to May 2009)  
 Deb Gates (from June 2009)

In 2009, the Brothers & Sisters magazine has touched upon and examined issues such as coping with multiple losses, the different ways of grieving, and reflecting on the grief journey more than a decade later. A number of tributes to greatly missed siblings have also been featured, while the most recent issues of the magazine have included interviews with bereaved siblings and reviews of grief-themed films such as 'My Sister's Keeper' and 'The Bridge'.

In 2009, we have seen a change in the team who produce the magazine. The April/May 2009 issue marked the final magazine to be produced by the editorial team of Melanie Yong and Karina Rasmussen. It is a testament to Melanie and Karina's work over the past four years that the principal goal of the new team is to 'simply' uphold the standards which they have set.

The new team consists of Andrew McNess, as editor, Alexandra Gee, as assistant editor, and Deborah Gates, as layout designer. Prior to his role as editor, Andrew assisted Melanie with editing duties in the latter half of 2008. Deborah meanwhile has extended her layout duties from the parents' magazine to include the siblings' magazine, and has impressed with her sensitive and colourful designs.

The October/November 2009 edition of the magazine will mark the introduction of Alexandra Gee to the magazine team. Alexandra and Andrew will alternate editing duties for each bi-monthly publication. Her first magazine includes an interview with a young woman, who was bereaved a much-loved brother not more than three years ago. It is pleasure to have Alexandra join us.

The overarching objective of the magazine is to provide literature that speaks to, and provides some consolation for the newly bereaved, without glossing over the severity of their bereavement experiences. At the same time, the magazine will also provide literature that is relevant to bereaved siblings who are further 'down the track.' Six bi-monthly publications will continue to be produced each year.

### Andrew McNess

Sibling Editor



## TCF New Home—173 Canterbury Road

Welcome to 173 Canterbury Rd. On June 10 2009 TCF moved to our new premises on the Cnr of Canterbury and Balwyn Rds Canterbury. In searching for our new space it was important that we found a space that was welcoming, warm and safe for bereaved parents, siblings, grandparents, visitors, and that also reflects the a high level of professionalism of the organisation. We wanted excellent natural light, and access to an outdoor sanctuary. The pictures below give you a small visual look at our wonderful new home. I believe we have what we set out to find.



TCF Entrance Foyer



Canterbury Gardens—the view from TCF and access is outside the front door and across the road.



Our New Library

## ACORN FOUNDATION INC. Report



The Acorn committee has had another enjoyable year with all functions held raising money for The Compassionate Friends together with the money from the Building Fund with the Buy A Brick Appeal.

The memorial wall with the plaque in remembrance of your child/children is now situated in a very prominent place in the new building and really looks fantastic, so if you haven't purchased a brick yet and would like to, this can be done by filling in the form in the TCF Magazine, and making payment of \$110.00 for each brick.

The functions held were all very well attended and everyone had a great time. The Malvern Theatre night is our biggest money raiser and with the next play being held on Thursday 5<sup>th</sup> Nov 2009 and will be all clear profit from ticket sales and we are hoping it will be even bigger than previous years.

The functions held over the past year -

- Malvern Theater night,
- Pancake Day Luncheon,
- Car Rally,
- Blue Illusion Fashion Parade.
- Raffle for the beautiful donated quilt.

The Acorn committee is very unique and is very much a social committee but at the same time is raising money for TCF Building Fund. I would like to take this opportunity to thank all the committee for their help and friendship over the year. We hope to have more members join with new ideas and suggestions for bigger fund raising events.

Acorn is another place where wonderful friendships are made, honouring our children and siblings who are no longer with us.

**Margaret Guegan**  
President.

## Defence Lake Attack 2008



*Welcome to the 2008 Defence Lake Attack Charity Dinner, held in the historic Victoria Barracks Officers' Mess. The Defence Lake Attack has become a regular feature on the Defence Calendar and provides an excellent opportunity for Defence to contribute to the wider community through raising funds for worthwhile charities. This year's Defence Lake Attack schedule has incorporated a very successful Lake Attack Launch luncheon, the traditional Fun Run/Walk around Albert Park Lake, and of course the Charity Dinner.*

*I am pleased to recognise Kidsafe Victoria, Melbourne Legacy, Redkite Victoria & The Compassionate Friends Victoria Inc as the beneficiaries of the fundraising in 2008."*

Major General Grant Cavenagh, AM,  
Commander Joint Logistics

This was the opening address by Major General Cavenagh at the culminating event, the 2008 Defence Lake Attack Charity Dinner on Saturday 13th September 2008.

This year marked the 26th year of the Australian Defence Force Lake Attack TCF Victoria is again extremely proud and grateful to be one of four charities who are the recipients of the funds raised in this year.

The three major events are hosted by Joint Logistics Group, commanded by Major General Grant Cavenagh, AM, located at Victoria Barracks. The management and coordination is the responsibility of a dedicated team of Defence Personnel, headed by Captain Mike Miko.

The team commenced in 2007 to engage high calibre sponsors. In 2008 a staggering 53 sponsors all came on board to support the Defence Fundraising efforts for the 2008 Lake Attack events.

The three events kicked off with the Defence Lake Attack Lunch & Launch on 9th April with over 250 guests, the buffet lunch and entertainment was a resounding success. DHL, the principle sponsor for 2008 presented the sponsorship cheque. The second major event with the Lake Attack at Albert Park on Sunday 24th August.

This year 2,360 people participated. The many families and friends who stepped out on this unusually cold Melbourne morning to join in the run/walk and events on the day.

I would like to express our sincere thanks to the many Volunteers who came along and supported the day by manning drink stations around the course, helping participants to register and handing out of the show bags and event T-Shirts. There were over 30 TCF Volunteers on the day—a huge thank you to all.

The final event was the formal Dinner & Charity auction held at Victoria Barracks on 15th September.

This year we were privilege to have Air Chief Angus Houston, AO, AFC, Chief of the Defence Force as the Guest Speaker.

TCF Vice President, Pat Burns was presented a cheque for **\$61,000** from Major General Cavenagh

In total these events raised \$244,000 this result amazed us all and not least the four charities who are privileged to receive this money.

DHL, was again the principle sponsor. Not only did they provide financial support they hosted a sponsor dinner in July over 300 staff and management of DHL embody the ethos of being part of a community, it is reflected in their commitment to us all. The major sponsor were Thales Australia.

Associate Sponsors: TenixToll Defence Logistics Pty Ltd, 3AW 693/Magic1278, KPMG, The Mind Gallery, Yarra Trams, Herald Sun, Seven Seas Shipchangers, Toshiba (Australia) Pty Limited, PDLTOLL, Theiss, Defence Reserves Support & Parks Victoria.

Key Sponsors included: Communications Design and Management Pty Ltd, Datacard Group, Toyota Fleet, Transfield Services, DMM & Australia Post.

Sponsors: Defence Health Ltd, Slim Secrets Pty Ltd, Optimum Recruitment Group Pty Ltd, Victoria Racing Club Ltd, Stride Sports Management, Harvey Norman, Biggin and Scott, Four Points by Sheraton Geelong, Jacquie Christie Design, Printco. LeasePlan, Hatz Diesel, Australian Defence Credit Union, The Naval & Military Club, Coates Lane Health Club, Radum, Crowne Plaze, Myer Creek Cascades, Kraft, Pacific Brands, Bev Marks, Season, Marriott, Torquay Water, ArchiCentre, Crown Promenade & Quest Apartments.

The Charity Events also drew sponsorship from TCF supporters. We would personally like to thank the following companies for their ongoing support. Optimum Recruitment, ImageQuest, Mirror Mirror, Myers Creek Cascade, Alberto Culver, Four Points Sheraton Geelong, Ponds Wellness Centre, Harvey Norman & Quest Apartments, . Supporting for the first time we also thank , Budget Rent A Car, Pacific Brands, PZ Cussons, & Palmers,

The unwavering community spirit in which Defence and sponsors display makes this event so successful. Our heartfelt thanks to you all.



The "Runners" starting Albert Park Lake 24th August



From Left to Right: Air Chief Marshal Angus Houston, AO AFC, Chief of the Defence Force, Major General Grant Cavenagh, AM, Commander Joint Logistics, Mrs. Pat Burns, Vice President The Compassionate Friends Victoria Inc.

## 2009 Compassionate Employer Recognition Awards

Fifteen Victorian employers have been honoured for showing extraordinary compassion in the workplace after an employee at each of the work places experienced the death of a loved one.

The Compassionate Employer Recognition Award ceremony was held on Tuesday, 24 March at Leonda by the Yarra.

Minister for Industry & Trade, Mr Martin Pakula spoke at the awards on the day. Many of the staff, volunteers and audience members have spoken of Minister Pakula's address and the fact that he was so connected with the issues confronting families impacted by the death of a loved one. The Minister's commitment to strongly support productive family friendly workplaces and to promote cooperative workplaces is an incredibly constructive initiative.

The awards program was developed by the Compassionate Friends (TCF) Victoria to publicly recognise employers who had gone above and beyond standard bereavement practices and hoped to encourage similar support from all employers.

Many of the nominators had stories of great inspiration about how their employer helped them in their bereavement. For example Lisa McLaughlin lost her five year old son in a tragic accident in 2008. Lisa's employer provided ongoing and compassionate support. She was told to only return to work, when she felt it was the right thing for her. They told her from the outset that they could easily let her have a year of paid leave if this was required. Lisa felt that knowing she had this time, enabled her to do what was right on any given day. Lisa loves her work, and some days, she found it a great support to go in: "I took nearly three months then decided to return to work, thinking I might feel better if I was busy", other days she just wanted to lie in bed and think of Zane: "I phone my boss and she encourages me to do whatever I want to do." Her employer worked with her through all this and was totally accepting of her doing exactly what was required for her to travel her grief journey with as few external stresses as possible. Lisa says of her employer: "...they make me feel loved, valued and respected."

Patience and understanding is essential in today's workplace. "It is hoped that as more employers are recognised for being aware of their employees special needs, compassion in the workplace will become standard practice," said Dr Rhonda Galbally, AO, Patron of TCF. "I commend these employers for their ongoing support of their employees and hope to see many more examples throughout the business community," Galbally said.

TCF would like to thank the ongoing support of the Rotary Club of Geelong, Optimum Recruitment, Eastern Press, The Age and Holografix



From Left:

Mr Martin Stow, Mr Max Finlay, President Rotary Club of Geelong Central The Hon. Martin Pakula, Minister for Industry & Trade, Dr. Rhonda Galbally, AO Patron TCF Victoria Mr John Hurley, President TCF Victoria, Ms Jan Kavanagh Managing Director, Optimum Recruitment.

## 2009 Compassionate Employer Award Recipients

- Apotex Pty Ltd,
- Australian Clearinghouse for Youth Studies,
- B&F Neilson Builders,
- Bendigo and Adelaide Bank,
- Benetas,
- Blake Dawson Lawyers
- Bruce Miller Plumbing Pty Ltd,
- Burson Automotive,
- Centacare,
- Harwood Andrews Lawyers,
- Kenyons Lawyers,
- Landfill Reductions,
- Mackillop Catholic Regional College,
- PACCAR Australia Pty Ltd,
- The Courier



2009 Compassionate Employer Recognition Award Nominator and Recipients



**EASTERNPRESS**



## Statistics for 2008-09

|                              |        |
|------------------------------|--------|
| Telephone Contacts           | 7,131  |
| Volunteer Hours              | 5,231  |
| Attendance at TCF Activities |        |
| Support Groups               | 1,531  |
| Other activities             |        |
| Volunteer Training;          |        |
| Magazine                     |        |
| Visitors to the Centre       |        |
| Community Education          | 2,549  |
| Mail Volume                  |        |
| In                           | 2,111  |
| Out                          | 8,120  |
| Newsletters Printed          | 21,000 |

### Number of Bereaved Families Making Contact for the First Time.

| 94/95 | 95/96 | 96/97 | 97/98 | 98/99 | 99/00 | 00/01 | 01/02 | 02/03 |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 343   | 355   | 386   | 421   | 441   | 368   | 319   | 276   | 322   |
| 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 |       |       |       |
| 299   | 301   | 263   | 279   | 222   | 211   |       |       |       |

### Manner of Death

| Accident | Drowning | Drug Overdose | Illness | Murder/ Manslaughter |
|----------|----------|---------------|---------|----------------------|
| 27       | 1        | 8             | 65      | 2                    |

| SANDS | SIDS | Suicide | Transport | Unknown |
|-------|------|---------|-----------|---------|
| 7     | 4    | 53      | 26        | 18      |

### Referrals of new members were received from the following sources during 2008/09

| TCF Member | Professional | Coroner's Office | Friend/Family member |
|------------|--------------|------------------|----------------------|
| 34         | 51           | 13               | 45                   |

| Media | Website | Unknown | Other |
|-------|---------|---------|-------|
| 13    | 18      | 33      | 4     |

## Sponsors & Supporters

The Compassionate Friends Victoria Inc. Would like to acknowledge the following Sponsors and Supporters:

|                                  |  |
|----------------------------------|--|
| 3AW 693/MAGIC 1278               | Mirror Mirror                              |
| Alberto Culver                   | Myers Creek Cascade Cottages               |
| All Souls                        | Optimum Recruitment                        |
| Australian Defence Credit Union  | Pacific Brands                             |
| Australia Post                   | Palmers                                    |
| Bev Marks                        | Parks Victoria                             |
| Biggin & Scott                   | Patrick Defence Logistics                  |
| Bill Grainger                    | PDL Toll                                   |
| Budget Rent A Car                | Pond Massage Water Wellness                |
| Communications Design Management | Printco                                    |
| Corrina Ramsay Design            | PZ Cussons                                 |
| Coates Lane Health Club          | Quest Apartments Mont Albert               |
| Crowne Plaza                     | Rotary Club of Geelong Cental              |
| Datacard Group                   | Seven Seas Shipchandlers                   |
| Department of Defence            | Slimsecrets                                |
| Department of Human Services     | Stride Sports Management                   |
| Defence Health Ltd               | Sidney Myer Foundation                     |
| Defence Reserves Support         | Tennix Toll Defence Logistics              |
| DHL                              | Thales Australia                           |
| DMM                              | The Age                                    |
| Dr. Craig Hassad                 | The Mind Gallery                           |
| Eastern Press                    | The Naval & Military Club Melbourne        |
| Four Points Sheraton Geelong     | The Myer Foundation                        |
| Harvey Norman                    | Thiess Services Pty Ltd                    |
| Hatz Diesel Australia Pty Ltd    | Toshiba (Australia) Pty Ltd                |
| Herald & Weekly Times            | Transfield Services                        |
| Holografix                       | Toyota Motor Corporation Australia Ltd     |
| Holmsglen TAFE                   | Victoria Racing Club Ltd                   |
| ImageQuest                       | William Angliss (Victoria) Charitable Fund |
| Jacque Christie Design           | Yarra Trams                                |
| KPMG                             |  |
| Leaseplan Australia              |  |
| Le Pine Funeral Services         |  |
| Leonda Receptions                |  |

**INDEPENDENT AUDIT REPORT  
TO THE MEMBERS OF  
THE COMPASSIONATE FRIENDS – VICTORIA INC  
ABN 51 374 578 204**

**Scope**

We have audited the financial report, being a special purpose financial report of the COMPASSIONATE FRIENDS – VICTORIA INC for the year ended 30<sup>th</sup> June 2009. The Board is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the needs of the Association's Incorporation Act (Vic) 1981 and the needs of the members. We have conducted an independent audit of this financial report in order to express an opinion on it to the members. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Association's Incorporation Act (Vic) 1981. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements.

The audit opinion expressed in this report has been formed on the above basis.


**Independence**

In conducting our audit, we followed applicable independence requirements of Australian Professional Ethical Pronouncements.

**Audit Opinion**

In our opinion, the financial report of The Compassionate Friends – Victoria Inc presents a true and fair view of the financial position of The Compassionate Friends – Victoria Inc as at 30<sup>th</sup> June 2009 and the results of its operations and its cash flows for the year then ended in accordance with the accounting policies as detailed in Note 1 to the financial statements.

**McBain McCartin & Co**



**Leo McCartin**  
Partner

BALWYN  
Dated this 10th day of September 2009.

**THE COMPASSIONATE FRIENDS – VICTORIA INC**

**ABN: 51 374 578 204**

**STATEMENT BY BOARD**

**The Board have determined that the Association is not a reporting entity.**

**The Board have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.**

**In the opinion of the Board, the financial report:**

1. Presents a true and fair view of the Balance Sheet of The Compassionate Friends – Victoria Inc as at 30<sup>th</sup> June 2009 and its performance for the year ended on that date in accordance with Australian Policies as detailed in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that The Compassionate Friends – Victoria Inc will be able to pay its debts as and when they fall due.

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



**President – John Hurley**



**Treasurer – Theresa Yeo**

**SIGNED this 10th day of September 2009.**

**THE COMPASSIONATE FRIENDS – VICTORIA INC**  
**ABN: 51 374 578 204**

**STATEMENT BY TREASURER**

In my opinion the accompanying financial report:

1. Presents fairly the financial position of The Compassionate Friends – Victoria Inc as at 30<sup>th</sup> June 2009 and the performance of the Association for the period ended on that date in accordance with accounting policies as detailed in Note 1 to the financial statements.
2. At the date of this statement, there are reasonable grounds to believe that The Compassionate Friends – Victoria Inc will be able to pay its debts as and when they fall due.



**Treasurer – Theresa Yeo**

SIGNED this 10th day of September 2009

THE COMPASSIONATE FRIENDS – VICTORIA INC

ABN: 51 374 578 204

STATEMENT OF CHANGES IN EQUITY  
FOR PERIOD ENDING 30<sup>th</sup> JUNE 2009

|  | Retained<br>Earnings<br>\$ | Building<br>Reserve<br>\$ | Total<br>\$    |
|--|----------------------------|---------------------------|----------------|
| Balance 1 <sup>st</sup> July 2007          | 183,265                    | 166,134                   | 349,399        |
| Income (Loss) attributable to company 2008 | 65,939                     | -                         | 65,939         |
| Transfer to Building Fund Reserve          | (3,106)                    | 3,106                     | -              |
|  | <u>246,098</u>             | <u>169,240</u>            | <u>415,338</u> |
| Balance 30 <sup>th</sup> June 2008         | 246,098                    | 169,240                   | 415,338        |
| Income attributable to Company 2009        | 150,746                    | -                         | 150,746        |
| Transfer to Building Fund Reserve          | (10,842)                   | 10,842                    | -              |
|  | <u>386,002</u>             | <u>180,082</u>            | <u>566,084</u> |
| Balance 30 June 2009                       | 386,002                    | 180,082                   | 566,084        |

THE COMPASSIONATE FRINEDS – VICTORIA INC

ABN: 51 374 578 204

INCOME STATEMENT  
YEAR ENDED 30<sup>TH</sup> JUNE 2009

|  | Note | 2009<br>\$     | 2008<br>\$    |
|--|------|----------------|---------------|
| Revenues   |      | 546,408        | 402,128       |
| Employee Benefits & Leave Provisions             |      | (162,941)      | (167,691)     |
| Depreciation Expense                             |      | (9,055)        | (9,006)       |
| Centre & Volunteer Costs                         |      | (74,613)       | (105,299)     |
| Magazine Costs                                   |      | (28,732)       | (26,630)      |
| Events and Services                              |      | (14,282)       | (11,177)      |
| Research Overrun                                 |      | -              | (13,529)      |
| Relocation Costs                                 |      | (72,307)       | -             |
| Capacity Building                                |      | (31,437)       | -             |
| Loss on Sale of Fixed assets                     |      | (952)          | -             |
| Other  |      | (1,343)        | (2,857)       |
| <b>NET PROFIT (LOSS) ATTRIBUTABLE TO MEMBERS</b> |      | <u>150,746</u> | <u>65,939</u> |

The accompanying notes form part of these financial statements.

THE COMPASSIONATE FRIENDS – VICTORIA INC

ABN: 51 374 578 204

BALANCE SHEET  
AS AT 30<sup>th</sup> JUNE 2009

|                                | Note | 2009<br>\$     | 2008<br>\$     |
|--------------------------------|------|----------------|----------------|
| <b>Current Assets</b>          |      |                |                |
| Cash and Cash Equivalents      | 4    | 728,055        | 468,687        |
| Other Receivables              |      | 3,300          | 323            |
| Prepayments                    |      | 1,818          | -              |
| TOTAL CURRENT ASSETS           |      | <u>733,173</u> | <u>469,010</u> |
| <b>Non Current Assets</b>      |      |                |                |
| Furniture Equipment & Vehicle  | 5    | 33,481         | 41,533         |
| Refundable Deposit             |      | 3,333          | -              |
| TOTAL NON CURRENT ASSETS       |      | <u>36,814</u>  | <u>41,533</u>  |
| TOTAL ASSETS                   |      | <u>769,987</u> | <u>510,543</u> |
| <b>Current Liabilities</b>     |      |                |                |
| Trade Payables                 |      | 66,000         | 13,433         |
| Income In Advance              | 8    | 72,722         | 21,336         |
| Other Creditors                | 6    | 8,976          | 6,845          |
| Provisions                     | 7    | 56,205         | 53,591         |
| TOTAL CURRENT LIABILITIES      |      | <u>203,903</u> | <u>95,205</u>  |
| <b>Non Current Liabilities</b> |      |                |                |
| Provisions                     |      | -              | -              |
| TOTAL NON CURRENT LIABILITIES  |      | <u>-</u>       | <u>-</u>       |
| TOTAL LIABILITIES              |      | <u>203,903</u> | <u>95,205</u>  |
| NET ASSETS                     |      | <u>566,084</u> | <u>415,338</u> |
| <b>Equity</b>                  |      |                |                |
| Retained Earnings              |      | 386,002        | 246,098        |
| Building Fund Reserve          | 9    | 180,082        | 169,240        |
| TOTAL EQUITY                   |      | <u>566,084</u> | <u>415,338</u> |

The accompanying notes form part of these financial statements.

FINANCIAL 2008-2009

**THE COMPASSIONATE FRIENDS – VICTORIA INC**

**ABN: 51 374 578 204**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE PERIOD ENDED 30<sup>th</sup> JUNE 2009**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Association's Incorporation Act (Vic) 1981. The Board has determined that the Association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards.

|            |  |
|------------|--|
| AASB 101:  | Presentation of Financial Statements;                            |
| AASB 107:  | Cash Flow Statements;  |
| AASB 108:  | Accounting Policies, Changes in Accounting Estimates and Errors; |
| AASB 110:  | Events after the Balance Sheet Date;                             |
| AASB 117:  | Leases;  |
| AASB 1031: | Materiality;   |
| AASB 1048: | Interpretation and Application of Standards.                     |

No other Australian Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**Principal Activities**

The principal activity of the Compassionate Friends – Victoria Inc is to deliver much needed services to bereaved parents siblings and grandparents across Victoria.

**b. Equipment, Furniture & Motor Vehicles**

Equipment, Furniture & Motor Vehicles are included in the accounts at cost, less accumulated depreciation, as specified. All fixed assets are depreciated over their estimated useful lives commencing from the time the asset is held ready for use. Any gain or loss on disposal of fixed assets is determined as the difference between the carrying amount of the asset at the time of disposal and the proceeds of disposal, and is included in determining the financial results of the entity in the year of disposal.

**c. Taxation**

The Association is a tax exempt body under the Income Tax Act 1997 and therefore does not account for income tax.

**d. Leave Liabilities**

Leave liabilities are stated at nominal values with no allowance for on cost or indexation to net present value as the difference would not be material.

THE COMPASSIONATE FRIENDS – VICTORIA INC

ABN: 51 374 578 204

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE PERIOD ENDED 30<sup>th</sup> JUNE 2009

|  | 2009<br>\$     | 2008<br>\$     |
|--|----------------|----------------|
| <b>2. REVENUE</b>  |                |                |
| <u>Operating Activities</u>  |                |                |
| Government Grants  | 259,867        | 278,723        |
| Government Grants- relocation  | 75,000         | -              |
| Interest   | 34,244         | 22,018         |
| Sponsorship fund raising & member fees                               | 114,952        | 91,387         |
| Capacity Building Grants   | 40,609         | -              |
| Profit on Sale of Fixed Assets                                       | -              | 10,000         |
| Other Income   | 21,736         | -              |
|  | <u>546,408</u> | <u>402,128</u> |
| <b>PROFIT FROM ORDINARY ACTIVITIES</b>                               |                |                |
| <u>Profit from Ordinary Activities</u><br>has been Determined after: |                |                |
| Expenses:  |                |                |
| Depreciation   | 9,055          | 9,006          |
| Auditors Remuneration – Audit  | 4,650          | 4,273          |
| - The auditors do not receive any other benefit                      |                |                |
| Increase in Leave Provisions   | 2,613          | 14,947         |
| Profit/(Loss) on Sale of Fixed Assets                                | (952)          | 10,000         |
| <b>4. CASH</b>   |                |                |
| Cash on hand   | 250            | 250            |
| CBA Cheque Account   | 252,771        | 26,002         |
| CBA Building Fund Account  | 11,026         | 8,449          |
| CBA Building Term Deposits   | 169,056        | 160,791        |
| CBA TCF Term Deposit   | 247,908        | 229,011        |
| CBA Cash Management  | 45,451         | 43,156         |
| Bendigo Visa Account   | 1,593          | 1,028          |
|  | <u>728,055</u> | <u>468,687</u> |
| <b>5. FURNITURE EQUIPMENT &amp; VEHICLE</b>                          |                |                |
| Furniture and Equipment at cost                                      | 33,901         | 36,938         |
| Less: Accumulated Depreciation                                       | 19,354         | 20,879         |
|  | <u>14,547</u>  | <u>16,059</u>  |
| Library Materials at Cost  | 15,484         | 15,461         |
| Less Accumulated Depreciation  | 9,270          | 6,947          |
|  | <u>6,214</u>   | <u>8,514</u>   |
| Motor Vehicles at Cost   | 21,200         | 21,200         |
| Less: Accumulated Amortisation                                       | 8,480          | 4,240          |
|  | <u>12,720</u>  | <u>16,960</u>  |
| Total Plant & Equipment  | <u>33,481</u>  | <u>41,533</u>  |

FINANCIAL 2008-2009

**THE COMPASSIONATE FRIENDS – VICTORIA INC**  
**ABN: 51 374 578 204**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE PERIOD ENDED 30<sup>th</sup> JUNE 2009**

|  | 2009    | 2008     |
|--|---------|----------|
|  | \$      | \$       |
| <b>6. OTHER CREDITORS</b>                        |         |          |
| Payroll Deduction                                | 1,232   | 958      |
| GST & ABN  | 4,532   | 3,818    |
| Superannuation Payable                           | 3,212   | 2,069    |
|  | -----   | -----    |
|  | 8,976   | 6,845    |
|  | -----   | -----    |
| <b>7. PROVISIONS</b>                             |         |          |
| <u>Provisions - Current</u>                      |         |          |
| Provision for Annual Leave                       | 22,041  | 22,917   |
| Provision for Long Service Leave                 | 9,429   | 8,350    |
| Provision for Sick Leave                         | 24,735  | 22,324   |
|  | -----   | -----    |
|  | 56,205  | 53,591   |
|  | -----   | -----    |
| <b>8. INCOME IN ADVANCE</b>                      | 72,722  | 21,336   |
| <b>This amount represents unexpended</b>         | -----   | -----    |
| <b>          tied grants at balance date.</b>    |         |          |
| <b>9. GENERAL RESERVES</b>                       |         |          |
| Building Fund Reserves                           | 180,082 | 169,240  |
|  | -----   | -----    |
|  | 180,082 | 169,240  |
|  | -----   | -----    |
| <b>10. CASH FLOW INFORMATION</b>                 |         |          |
| a) <u>Reconciliation of Cash</u>                 |         |          |
| Cash on hand at bank                             | 728,055 | 468,687  |
|  | -----   | -----    |
| b) <u>Reconciliation of Net Cash Provided by</u> |         |          |
| <u>Operating Activities to Operating Loss</u>    |         |          |
| Operating Profit/-Loss                           | 150,746 | 65,939   |
| <u>Non Cash Flow in Operating Loss/Profit</u>    |         |          |
| Depreciation                                     | 9055    | 9,006    |
| -Profit/Loss on disposal of Assets               | 952     | (10,000) |
| <u>Changes in Assets and Liabilities</u>         |         |          |
| -Increase/Decrease in Receivables                | (2,977) | 1,975    |
| -Increase/Decrease in Prepayments                | (1,818) | 79       |
| -Increase/Decrease in Refundable Deposits        | (3,333) | -        |
| -Increase/-Decrease in Provisions                | 2,614   | 14,947   |
| -Decrease/Increase in Creditors                  | 54,698  | (15,860) |
| -Decrease/Increase in Income In advance          | 51,386  | (33,268) |
|  | -----   | -----    |
| <b>NET CASH PROVIDED IN OPERATING</b>            | 261,323 | 32,818   |
| <b>ACTIVITIES</b>                                | =====   | =====    |

THE COMPASSIONATE FRIENDS – VICTORIA INC

ABN: 51 374 578 204

STATEMENT OF CASH FLOWS  
FOR THE PERIOD ENDED 30<sup>th</sup> JUNE 2009

|  | Note | 2009<br>\$     | 2008<br>\$     |
|--|------|----------------|----------------|
| <b>Cash Flows from Operating Activities</b>  |      |                |                |
| Operating Receipts                           |      | 571,314        | 349,481        |
| Interest                                     |      | 34,244         | 22,018         |
| Payments to suppliers - employees            |      | (344,235)      | (338,681)      |
|  |      | -----          | -----          |
| NET CASH PROVIDED BY<br>OPERATING ACTIVITIES | 10b) | 261,323        | 32,818         |
|  |      | -----          | -----          |
| <b>Cash Flows from Investing Activities</b>  |      |                |                |
| Proceeds on disposal of fixed assets         |      | 800            | 10,000         |
| Fixed assets acquisition                     |      | (2,755)        | (26,090)       |
|  |      | -----          | -----          |
| NET CASH USED BY INVESTING ACTIVITIES        |      | (1,955)        | (16,090)       |
|  |      | -----          | -----          |
| NET INCREASE/-DECREASE IN CASH HELD          |      | 259,368        | 16,728         |
| <b>CASH AT BEGINNING OF YEAR</b>             |      | <b>468,687</b> | <b>451,959</b> |
|  |      | -----          | -----          |
| <b>CASH AT END OF PERIOD</b>                 | 10a) | <b>728,055</b> | <b>468,687</b> |
|  |      | =====          | =====          |

The accompanying notes form part of these financial statements

# 2008—2009 ANNUAL REPORT



The Compassionate Friends - Victoria Inc.  
ABN 51 374 578 204 Incorporated Association A0013535H

*Patron: Rhonda Galbally, AO*

173 Canterbury Rd, (PO Box 171) Canterbury Vic 3126 Australia  
Ph: 61 3 9888 4944 Fax 61 3 9888 4900  
Administration Ph: 61 3 9888 4034  
Toll Free 1800 641 091

Email: [support@compassionatefriendsvictoria.org.au](mailto:support@compassionatefriendsvictoria.org.au) [www.compassionatefriendsvictoria.org.au](http://www.compassionatefriendsvictoria.org.au)