



**Grief
Centre**

support + education



23/24

ANNUAL REPORT

for the financial year ended 31 March 2024
0800 331 333 | www.griefcentre.org.nz

Our Vision

Tautoko mō ngā tāngata katoa e noho ana i te ngaromanga:

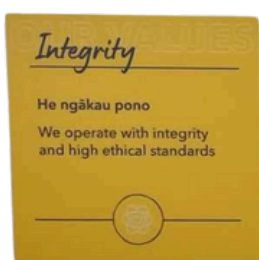
Supporting all people living through loss

Our Mission

Our mission is to support every person through their individual loss and grief journey by providing quality counselling, resources, and support groups; sourcing necessary funding; delivering appropriate training, education and research opportunities; partnering with aligned organisations; and effectively engaging with our communities.

Our Kaupapa is to support every person, regardless of financial circumstance.

Our Values



Chair's Report



Dear friends and supporters,

I congratulate the Grief Centre team for releasing the Annual Report for 2023-24 fiscal year. This is my first report as the Chair of the Board of Trustees.

As I reflect on the 2023-24 fiscal year, I am filled with immense gratitude for the unwavering support and dedication of our community. The Grief Centre has continued to be a beacon of hope and solace for those navigating the challenging journey of loss and grief.

This year, we moved to our new home at 97 Birkenhead Avenue. We have expanded our services to reach more individuals and families in need. Our dedicated team of counsellors, bereavement support team, Grief Centre staff and volunteers across both New Zealand and Australia, have worked tirelessly to provide compassionate support, ensuring that no one must face their grief alone.

Our community's generosity has been instrumental in enabling us to offer these vital services. Your donations have allowed us to provide free and low-cost counselling, support groups, and educational workshops. We are deeply grateful for your trust and commitment to our mission.

Looking ahead, we are excited to continue growing and evolving to meet the needs of our Trans-Tasman community. We are committed to fostering a supportive environment where everyone can find the help and healing they need. Together, we can make a difference in the lives of those who are grieving.

Thank you for being a part of the Grief Centre family. Your support means the world to us and to those we serve.

With heartfelt gratitude,

Sumita Paul
Chair, Board of Trustees.



Impact Statistics

In the 2023/24 financial year, the team at the Grief Centre supported thousands of people on their grief journey while also working hard to raise funds that make support more accessible, partnering with new organisations to reach even more people, and offering a wider range of training topics and opportunities for professionals working in loss and grief.

Service	23/24	22/23	Difference
ACC Counselling Sessions	8916	7679	16%
General Counselling Sessions	2331	3134	-26%
Training Sessions	40	29	38%
Training Participants	1006	1008	0%
Bereavement Support Clients	11588	11277	3%
Support Groups	5	5	0%
Support Group Participants	45	43	5%

What our clients say about the impact of our:

Counselling: “Thank you again from the bottom of my heart for your support. My mum died last year and my dad is now very unwell heading towards the end of his dementia journey. Things have been so hard for so long and I do not think I would have kept on my feet without the ability to spend time with my counsellor that you have given me.”

Resources: “After losing Mum, the resources received enabled conversations with my Dad that couldn't have been started without it.”

Support groups: (it was a) “Powerful and invaluable experience to share grief with others, grateful for the peace and tools to move forward. Grateful for the wise words and empathy as well as all the participants, forever grateful for all the healing.”

Training: “I would like to give this webinar a 12/10. In every respect, exceptional. Interesting, relevant, powerful content.”



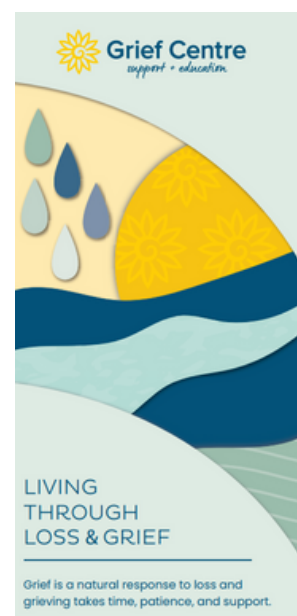
Financial Results



	2024	2023
Operating Revenue		
Donations, fundraising and other similar revenue	\$ 235,382.00	\$ 220,696.00
Revenue from providing goods or services	\$ 2,135,587.00	\$ 1,760,171.00
Interest, dividends and other investment revenue	\$ 11,053.00	\$ 5,543.00
Total Operating Revenue	\$ 2,382,023.00	\$ 1,986,411.00
Operating Expenses		
Volunteer and employee related costs	\$ 458,995.00	\$ 360,891.00
Costs related to providing goods or service	\$ 1,783,165.00	\$ 1,368,264.00
Other expenses	\$ 176,621.00	\$ 78,463.00
Impairment charges*	\$ 48,317.00	-
Total Operating Expenses	\$ 2,467,097.00	\$ 1,807,617.00
Surplus/(Deficit) for the Year	-\$ 85,074.00	\$ 178,793.00

The organisation saw good growth in operating revenues and a corresponding increase in operating expenses in the financial year. Significant investment was made in marketing, people, CRM development and revision of the Trust Deed which contributed to the operating deficit.

**The Impairment charge of \$48,317 relates to the Write-off of Capitalised Project Costs for the development of an old database CRM development and had accumulated since August 2017. As this was an old project, identified as being discontinued with no ongoing benefit to the organisation and due to be replaced entirely in April of 2024, it was agreed to be written-off in the 2023-24 accounts.*



Thank you



We are so grateful for the support of many individuals and organisations across Aotearoa. Together, we are making a positive difference to New Zealanders living through loss and grief.



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