



The *Queen Elizabeth*  
Centre

87th Annual Report

**2005**



## Mission, vision & values

Our mission is in helping young children and families get the best start. Our vision is to be the leading developer and provider of parenting services for the benefit of young children and families. Our values are:

- to be child-focused – children’s rights are paramount
- to foster family centredness – strengths based, non-directive facilitation
- to engender positive regard – respect, tolerance, non-judgmental listening
- to display community responsiveness – receptivity to needs, issues
- to offer equity of access – irrespective of means, cultural differences
- to be innovative – learning, exploring possibilities, creativity
- to promote and provide quality – safe, evidence-based practices
- to be accountable – transparency, review and evaluation

### **QEC’s objectives are to:**

develop parenting competence and confidence, enabling families to nurture and protect their children and to enhance family health and development;

enhance access to services by ensuring the availability of residential, day stay and home visiting services;

provide services that are individually and culturally sensitive to all families experiencing parenting difficulties including those with special needs such as a disability or chronic illness, maternal depression, a substance dependency, adolescent parents or family members who do not speak English;

enable families to function independently within their own communities by maintaining productive links with community-based services;

promote community and professional awareness and knowledge about the care and nurturing needs of young children;

respond to the changing needs of families by monitoring service effectiveness and quality, and by regular review and redevelopment.

## Introduction

QEC's core business is simple and vital in definition (while evidently much more complex in its execution). The central activity is the provision of specialised care, support and education to families from anywhere in Victoria who are experiencing difficulties with parenting children aged up to three years. These difficulties may arise from physical, psychological, intellectual, social or environmental causes. Modes of service delivery include residential stay, day-stay, home visiting and telephone information.

The primary campus is located at Noble Park in eastern outer suburban Melbourne. Regional outreach bases are located at Morwell, Reservoir, Wangaratta, Wodonga and Wonthaggi. The Queen Elizabeth Centre (QEC) is a registered public hospital and, in accordance with the Health Services Act 1988, is a body corporate with perpetual succession.

A board of management is responsible *"to oversee and manage the hospital and to ensure that the services provided by the hospital comply with the requirements of this Act and the objects of the hospital"* (Health Services Act 1988 s.33 (2)).

The Minister for Community Services, the Hon Sherryl Garbutt, MLA, has portfolio responsibility for QEC's activities and management. Government policy and funding related to the QEC are administered through the Community Care Division and the Southern Metropolitan Region of the Department of Human Services.



“Children have  
the right to a standard  
of living adequate  
for physical, mental,  
spiritual, moral and  
social development”

- United Nations, 1990, Convention  
on the Rights of the Child.

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*This report was released to the public on Wednesday 2 November 2005*

## President's report

QEC had another year of pleasing highlights in 2004-05 and the major high point, as always, was the continued high level of care provided to the mothers, infants and families who came to QEC for support and assistance. We are indeed fortunate to have such a caring, highly professional staff to provide QEC's range of services and, on behalf of the board, I offer our most grateful thanks and appreciation to them all.

Other highlights for the past year included:

- the third biennial QEC National Conference in October 2004;
- publication of the *Evaluation of QEC's Parenting Plus Program (Pilot) and Parenting Plus Phase Two: Evaluation Report*;
- winning new contracts to provide *Parenting Plus* for three years as a component of two DHS-funded Family Support Innovations Projects in the Rural City of Wodonga, Towong and Indigo Shires and in the City of Casey;
- successful implementation of the first of a three-year adaptation of the *Parenting Plus* program that responds specifically to the needs of Afghan and Sudanese families from the Dandenong area, and funded by the Federal Government Department of Family and Community Services (FaCS);
- introduction in QEC's residential program of the modified *Family Adaptation Model*, a parenting skills enhancement model researched in Alberta, Canada, and initially taught at QEC by Professor Jane Drummond, QEC's Visiting Scholar in 2003;

- the Chief Executive Officer's study tour in November 2004 that gave her the opportunity to look first hand at *Sure Start* parenting programs in the UK, and to study parenting programs in Washington and California in the US. The most relevant of these programs are now at various stages of introduction or implementation in QEC programs.

Each of these is addressed in more detail later in this annual report.

The board continually reviews the strategies required to ensure the long-term growth and sustainability of QEC. In last year's annual report I spoke of the work undertaken to implement the long-term financial strategy of QEC. This vital work continued in 2004-05 and resulted in the further strengthening of QEC's financial position as reported in the Financial Statement. This is a fundamental strategy and will continue to be vigorously pursued throughout 2005-06.

The board met in August 2004 for its annual review of QEC's strategic directions initially developed in 2003. Five strategic areas were covered: financial, relationships, research, marketing and services. We are committed to achieving agreed and well-defined medium and longer-term targets in each of these areas.

The board continually reviews with the CEO the progress being made in implementing these strategies, and met again in August 2005 for a detailed annual review of QEC's strategic direction. This particular review gave attention, among other matters, to the appropriate positioning of QEC in the State-wide delivery of early parenting services.

Research and development is a further critical QEC strategy and our focus on this activity has been especially rewarding during 2004-05. Excellent outcomes were reported in the second phase of the *Parenting Plus* program evaluation and the significant Action Research project that tracked the introduction of the modified *Family Adaptation Model* in the residential program. The board looks forward to receiving this report and that of phase two, the Residential Program Evaluation to be completed in 2005-2006. Collaboration in research design and methodology between early parenting centres in Victoria, NSW and Western Australia is particularly pleasing. The objective of this work is to provide operating benchmarks and scientifically based validation of the essential role of residential services in early parenting programs.

In October 2004, Ms Carolyn McClean was reappointed as a board member until 2007. A resignation was regrettably accepted from Ms Andi Diamond in May 2005 following her period of excellent contribution to the board and to QEC. I thank all of my fellow board members for their input and support during the past year and for their outstanding work on our six sub-committees.

On the board's behalf I would again extend my sincere congratulations and thanks to the staff and management team of QEC for the successes achieved during the year. Most importantly, we thank them both individually and collectively for their commitment to providing the highest possible level of services to the mothers, infants and families who seek our assistance, and for the enthusiasm and untiring diligence that they apply in providing these services.

I must particularly record the board's appreciation to Ms Georgina O'Keefe, former Manager, Administrative Services, who handled the board's secretarial functions and attended board meetings as Minute Secretary throughout her 25 years at QEC. Georgina retired in May 2005 and is now enjoying her well-earned retirement.

The QEC Foundation supported us again in 2004-05 with nearly \$25,000 and directly providing \$11,500. These funds enabled the acquisition of a motor vehicle in Gippsland and audio-visual equipment, as well as providing a \$15,000 subsidy towards the cost of presenting the 2004 Biennial Conference. The board is extremely grateful for the ongoing financial and moral support provided to QEC by the foundation.

The collective goal of QEC's board, management and staff is to ensure that mothers, infants and families who come to us for support and assistance consistently are provided with the "best start" – the most professional, caring and sensitive services we can provide. But QEC operates in a sector of the community in which public and private funding is always limited. As a result, the board, management and staff of QEC are constantly searching for strategies, programs and research opportunities that will allow us to maintain our operations and our standards at the high level for which QEC has become renowned in national and international circles.

We have been able – and will continue to be able – to achieve our goal because of the continued support of the people and organisations that comprise the "QEC Community". Thank you all.

## Board of management members, office bearers & senior staff

### Patron:

Mrs June Shaw

### President:

Mr Bruce Morley, B Com, ARMTC, FCPA, FCIS, FAICD,

### Vice President:

Ms Dale Fisher, RN, BBA, MBA, AFACHSE

Ms Carolyn McClean, BA, Grad Cert Bus, Grad Dip Career Dev't

### Chairman, Finance Committee:

Mr Keith Lambert, Grad Dip Bus Admin; FSIA FAIB, FACIB (UK)

### Committee Members:

Ms Gaye Britt, MBA, B App Sc

Ms Andi Diamond, BA Social Work (Hons), MBA, GAICD (to 31 May 2005)

Ms Heather Finlayson, B Ed, Dip Tchg (Early Childhood Education) M Ed

Ms Robyn Gillis, B Sc (Biol & Hlth Sci), Ass Dip Occ Hlth & Safety, GAICD

Ms Elizabeth Johnson, BA, LLB (Hons), LLM

Associate Professor Campbell Paul, MBBS, FRANZCP

Mr Timothy Staker, MBA, Grad Dip Bus (Tech Mgmt), Dip Eng (Biomed), Dip Eng (Electronic)

Dr Lakshmi Sumithran, MBBS, MHA, FRACMA, FCHSE

### Audit Committee:

Ms A Diamond (to 31 May 2005)

Mr Keith Lambert

Mr Tim Staker

### Chief Executive Officer & Director of Nursing:

Ms Pam Stilling, Grad Dip Hlth Svcs Mgmt, Dip App Sc, (CHN), RN, RM, AFCHSE, MRCNA

### Director of Medical Services:

Dr Gideon Saaroni, MBBS

### Commercial Manager:

Mr Peter Davis, B Bus (Acc), BHA, MBA, Cert Hlth Ec, FCPA, AFCHSE

### Manager, Administrative Services:

Ms Georgina O'Keefe, BA (Int'l Rel'ns) (to 6 May 2005)

Ms Janelle Crossett (from 18 April 2005)

### Manager, Education & Research:

Ms Alison Copley, IVCert, BN(Ed), M Sc, Dip App Sc (Nursing)

### Manager, Marketing and Services Development:

Ms Sue Couper, RN, RM, Dip App Sc (CHN)

### Manager, Residential Services:

Ms Kirsty Evans, RN, RM, MCHN, Grad Dip Hlth Sc (Hlth Ed & Hlth Prom), Cert Paeds

### Manager, Specialist Home-Based Services:

Ms Sue Gardiner, RN, RM, MCHN, B App Sc (Comm Health)

### Honorary Solicitors:

Mallesons Stephen Jaques

### Auditors:

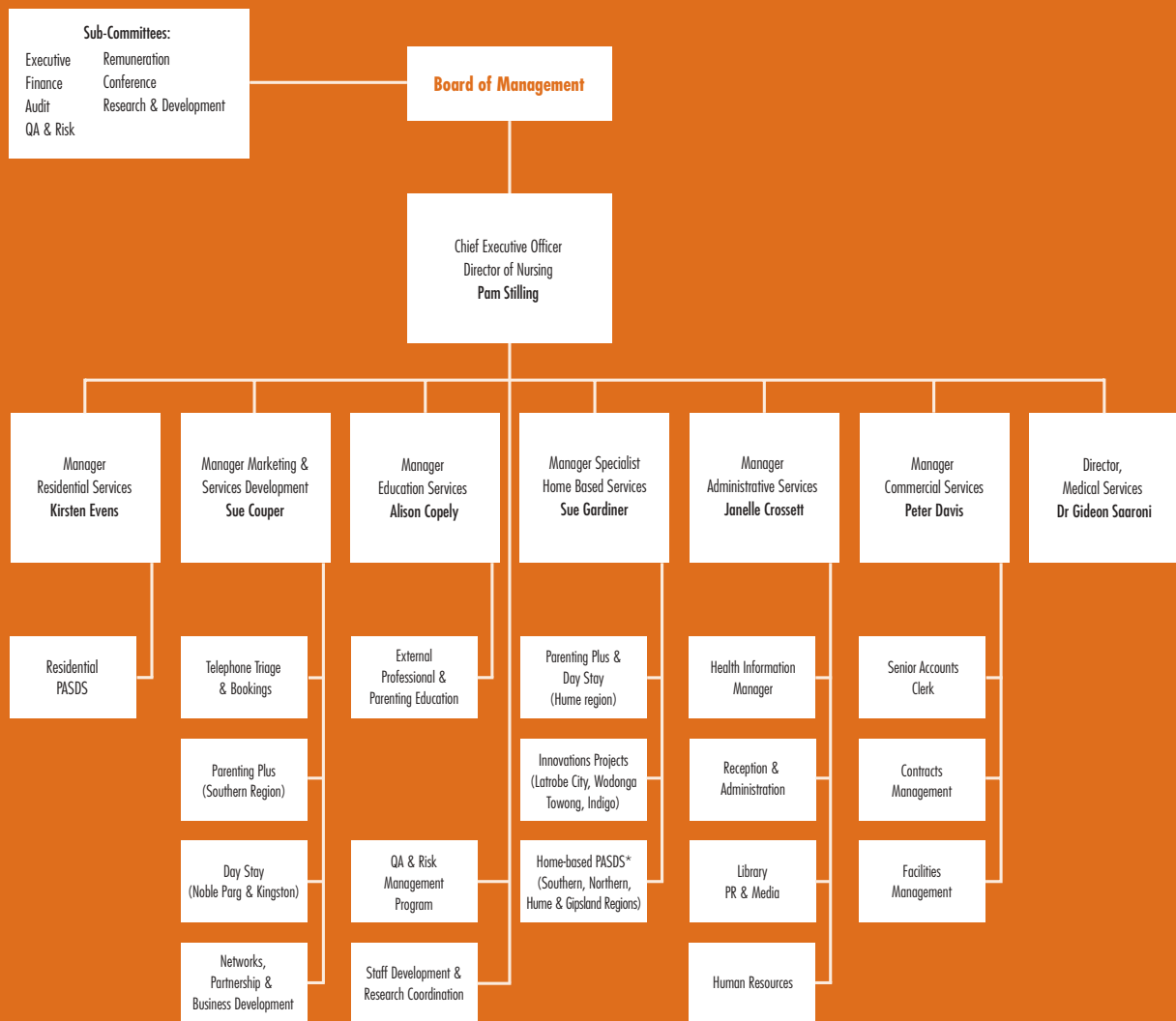
Auditor-General Victoria

### Bankers:

National Australia Bank Limited



# Organisation chart



## CEO's Review

### OUR CLIENTS

#### Throughput statistics

Table 1 provides the numbers of individual family members admitted to residential and single-day programs at QEC's Noble Park site as submitted to the VAED in FY 2003-05.

Table 2 shows the occasions of service, that is, numbers of home visits in all regions and day-stay sessions in Wangaratta as submitted to DHS in AIMS S2 reports in FY 2005.

**Table 1: Admitted patients, FY 2003-05 – Parenting Intervention Services**

Separations <sup>1</sup>	2002-03	2003-04	2004-05
Same day <sup>2</sup>	1787 <sup>3</sup>	1522	1545
Multi day	1570	1527	1598
<b>Total separations</b>	<b>3357</b>	<b>3049</b>	<b>3143</b>
Total bed days	9415	6901	8512

1 Separations are individual family members exiting a service or program

2 Includes individuals who attended Day-stay programs plus those who participated in residential programs but did not stay overnight.

3 Day-stay services reduced from five to three days per week in August 2002

**Table 2: Occasions of service of non-admitted patients, FY 2005**

Non-Admitted Patients - Other Services Category – Parenting Intervention Services	FY 2005
Home visits – all regions	872
Day-stay sessions – Wangaratta	101
<b>Total occasions of service</b>	<b>973</b>

Table 3 shows the numbers of families who, in financial years 2003 to 2005, received early parenting services at QEC's Noble Park and Wangaratta centres and in their own homes in the southern and northern Metropolitan

Regions and in Gippsland and Hume rural regions. "Separations" refer to numbers counted on exit from a program or service.

**Table 3: Families by program and location, FY 2003-05**

Service type	Program and location	2002-03 Families	2003-04 Families	2004-05 Families
Residential	Early Parenting – Noble Park	550	547	562
	Parenting Assessment & Skill Development Services (PASDS) - Noble Park	110	95	97
Day-stay	Noble Park <sup>1</sup>	801	686	689
	Wangaratta	46	53	47
	City of Kingston <sup>2</sup>	135	143	149
Home visiting	From Noble Park <sup>3</sup>	4	-	-
	City of Casey <sup>4</sup>	128	36	-
	Shire of Cardinia <sup>5</sup>	36	-	-
Home-based Parenting Plus	Pilot Program in Southern, Northern & Hume Regions FaCS funded <sup>6</sup>	12	-	-
	Southern Metropolitan Region – FaCS funded Phase 2 <sup>7</sup>	30	12	-
	Southern Metropolitan Region – FaCS-funded phase three <sup>8</sup>	-	-	5
	Southern Metropolitan Region –DHS funded <sup>9</sup>	-	55	40
	Upper Hume Region <sup>10</sup>	5	13	10
	Family Matters Innovations Program Latrobe Valley Gippsland <sup>11</sup>	-	1	35
Home-based PASDS	Upper Hume Region	9	7	13
	Gippsland Region	34	32	30
	Northern Metropolitan Region	49	47	50
	Southern Metropolitan Region	62	48	59
Telephone advice only	From Noble Park triage <sup>12</sup>	1581	1500	1785
<b>Totals</b>		<b>3592</b>	<b>3275</b>	<b>3571</b>

Services operated for full years July 2002 to June 2005 with the following exceptions:

1. Noble Park Day-stay reduced from five to three days per week from October 2002
2. City of Kingston contracted Day-stay began August 2002
3. Noble Park home visiting replaced by *Parenting Plus* from October 2002
4. City of Casey contracted home visiting program November 2000 to September 2003
5. Shire of Cardinia contracted home visiting program October 2000 to December 2002
6. Pilot *Parenting Plus* Program in Northern, Southern & Hume Regions
7. Southern Region *Parenting Plus* phase two (FaCS-funded for period November 2003-04)
8. Southern Region *Parenting Plus* phase three (FaCS-funded from November 2004). Additional 51 playgroups conducted, attended by 452 families.
9. Southern Region *Parenting Plus* (DHS-funded) commenced October 2002
10. Upper Hume Region *Parenting Plus* commenced August 2002
11. *Parenting Plus* component of *Family Matters* Innovation Program Latrobe Valley, Gippsland, commenced April 2004
12. Telephone advice or information only (ie clients diverted from requiring admission to another QEC service)

## CEO's Review

### Throughput trends

The number of families accessing QEC's intensive home-based PASDS or *Parenting Plus* continues to increase. This reflects a focused strategy to increase QEC's role in assisting families with more complex needs.

Closure of the residential early parenting program every weekend since 2001 and closure of the residential PASDS program on alternate weekends since 2003, are outcomes of increased unit costs and have correspondingly reduced throughput numbers in QEC's residential services.

### Geographic catchment area

QEC offers residential services at Noble Park to families living anywhere in Victoria. Our Day-stay programs at

Noble Park and Wangaratta attract families who live within reasonable same-day travelling distance to and from those centres. Home-visiting services cover geographic areas specified in funding agreements, currently the whole of Southern and Northern Metropolitan, Gippsland and north-eastern Hume Regions.

Table 4 lists the distribution of families who were clients at our Noble Park site from July 2002 to June 2005 by the region where they live. Table 5 presents similar data for all clients of our combined Noble Park and regional services in the same three-year period.

Table 6 gives families in the PASDS program by referring Child Protection Services region.

**Table 4: Families admitted to residential and day services at Noble Park: percentage distribution by home location (DHS region), FY 2003-05**

DHS region	2002-03	2003-04	2004-05
	(n=1461) %	(n=1328) %	(n=1368) %
Eastern Metropolitan	24.44	27.11	23.47
Northern Metropolitan	7.60	7.23	6.94
Southern Metropolitan	57.63	56.85	59.79
Western Metropolitan	2.67	1.43	2.41
Barwon South West	0.27	0.98	0.22
Gippsland	3.76	0.23	3.36
Grampians	0.27	1.80	0.73
Hume	1.51	3.69	2.12
Loddon Mallee	1.57	0.45	0.59
Interstate/Other	0.27	0.23	0.37
<b>TOTAL</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

**Table 5: Families at combined QEC Noble Park and regional services (Residential, Day-stay and Home-based): percentage distribution by home location (DHS region)\*, FY 2003-05**

DHS region	2002-03	2003-04	2004-05
	(n=1990) %	(n=1462) %	(n=1801) %
Eastern Metropolitan	17.94	24.62	17.82
Northern Metropolitan	8.04	9.71	8.05
Southern Metropolitan	59.84	54.92	59.19
Western Metropolitan	1.96	1.30	1.83
Barwon South West	1.15	0.41	0.17
Gippsland	2.72	5.54	6.16
Grampians	2.77	0.21	0.56
Hume	5.18	2.19	5.50
Loddon Mallee	0.20	0.89	0.44
Interstate/other	0.20	0.21	0.28
<b>TOTAL</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

\* Excludes clients receiving only telephone advice or information

**Table 6: Separations of Families from PASDS by referring region, FY 2003-05**

Referring DHS region	Residential PASDS			Home-based PASDS		
	02-03	03-04	04-05	02-03	03-04	04-05
Eastern Metropolitan	4	-	-	-	-	-
Northern Metropolitan	25	26	27	49	47	50
Southern Metropolitan	56	50	50	62	48	59
Western Metropolitan	1	-	-	-	-	-
Barwon South West	-	-	-	-	-	-
Gippsland	6	7	7	34	32	30
Grampians	2	3	-	-	-	-
Hume	4	3	-	9	7	13
Loddon Mallee	12	6	13	-	-	-
<b>Totals</b>	<b>110</b>	<b>95</b>	<b>97</b>	<b>154</b>	<b>134</b>	<b>152</b>

## CEO's Review

### Age of clients

Infants under one year of age continue to account for more than 59% of the 0-three year old children receiving a QEC service. There has been a slight increase in the number of teenage parents, but they remain fewer than five per cent of

total parents. The 31-40 year olds continue to be the most represented parent age group, more than 54% in each of the past three years. Table 7 shows ages of clients in residential, day-stay and home-based programs in financial years 2002 to 2005.

**Table 7: Ages of QEC clients, FY 2003-05**

	2002-03 n=1637	2003-04 n=1508	2004-05 n=1918
<b>Children</b>			
	%	%	%
Under 11 months	64.57	63.20	59.96
12-18 months	15.76	16.18	15.22
Over 19 months	19.67	20.62	24.82
<b>Total</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>Adults</b>	n=1720	n=1541	n=1830
	%	%	%
Under 20 years	3.43	2.27	4.70
21-30 years	35.04	31.73	32.79
31- 40 years	56.01	59.70	54.97
Over 40 years	5.52	6.30	7.54
<b>Total</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

### Indicators of socio-economic status

The 1368 families admitted to Residential and Day-stay programs at the Noble Park facility during 2004-2005 reflected a broad range of socio-economic circumstances.

Of these, 636 families were employed and 732 were self-reported recipients of pensions or benefits as shown in Table 8.

**Table 8: Percentage of families admitted to Residential and Day-stay programs by self-reported pensions/benefits received, FY 2003-05**

	2002-03 n=1461	2003-04 n=1328	2004-05 n=1368
	%	%	%
Disability Support pension	3.22	3.39	3.80
Sole Parent pension	12.39	12.05	5.34
Newstart/Job Search allowance	2.26	2.49	1.75
Young Homeless allowance	0.21	0	0
Family allowance supplement	17.59	34.34	29.39
Carer pension	-	-	0.44
Other allowances	-	-	12.79

### Cultural and linguistic diversity

QEC caters for a range of cultures and their respective languages. Of the clients admitted during the past year to QEC's residential or day programs at Noble Park, 0.03% were Aborigines and 0.38% were Torres Strait Islanders. Of adult clients, 11.67% were born overseas in 48 different non-English-speaking countries, and 4.79% reported speaking at home one of 18 languages other than English. The most common languages reported are Vietnamese, Cantonese, Russian, Turkish and Arabic.

QEC's play and parenting education groups operate in the June Shaw Day-stay Wing on Thursday mornings for Afghan families and on Thursday afternoons for Sudanese families. The groups are provided in partnership with VICSEG and

the City of Greater Dandenong and are facilitated by community peer leaders, Ms Shokria Khalil and Ms Rose Tombe. The peer leaders provide essential guidance to QEC staff in ensuring that parenting education and support is culturally relevant, acts as a means of engaging with the community and provides interpreting support to the groups. During the year there were 51 groups held with 452 parents and 617 children attending, marking an average attendance at each group of nine parents and 12 children.

### Referral sources

Table 9 lists referral sources to QEC's Noble Park programs and shows maternal and child health nurses accounted for most referrals. Internal referrals from one QEC service to another accounted for 3.8% of referrals.

**Table 9: Referral sources for families admitted to Residential and Day-stay programs at QEC Noble Park, FY 2003-05**

	2002-03	2003-04	2004-05
<b>Referral source</b>	%	%	%
Maternal and child health nurses	30.76	34.89	43.20
Self, family, friends	23.64	21.80	24.50
Child Protection Service	16.67	15.42	7.31
Medical practitioners	5.45	3.12	3.87
Other hospitals	2.88	2.80	1.97
Other health service providers	3.03	2.34	1.10
Internal QEC referrals	7.27	4.36	3.80
Other	10.30	15.27	14.25
<b>Total</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>

## CEO's Review

### Risk factors

Families present to QEC with an increasingly complex range of parenting and health needs, often compounded by social isolation and domestic disarray. Children in many of these families are vulnerable and at high risk of abuse or neglect. QEC's PASDS and *Parenting Plus* programs were specifically

designed to assist these families. Table 10 shows the range of risk factors presenting in 339 families who participated in residential or home-based PASDS or *Parenting Plus* in 2004-05. No single factor alone indicates risk. Many families presented with multiple risk factors.

**Table 10: Risk factors in families in PASDS and Parenting Plus programs (all regions), FY 2005 (N=339 families)**

Risk factor	Home-based PASDS 04-05	Residential PASDS 04-05	Parenting Plus 04-05	Total
Single parent	92	59	62	<b>213</b>
Domestic violence	81	47	35	<b>163</b>
Parental substance abuse	76	56	22	<b>154</b>
Parental mental illness	57	54	40	<b>151</b>
Child protection history	69	45	32	<b>146</b>
Mother <20 at birth of first child	57	42	34	<b>133</b>
Family isolated	41	23	61	<b>125</b>
Mother < 20 years	50	34	21	<b>105</b>
A previous child removed/deceased	39	31	33	<b>103</b>
Family chaotic	61	31	0	<b>92</b>
Parental history of abuse as child	32	18	32	<b>82</b>
Opiate dependency	27	21	0	<b>48</b>
Parental low cognitive functioning	23	12	12	<b>47</b>
Homelessness/frequent moves	17	24	2	<b>43</b>
Parental intellectual disability	22	13	3	<b>38</b>
Koori	12	5	1	<b>18</b>
<b>TOTAL</b>	<b>756</b>	<b>515</b>	<b>390</b>	<b>1661</b>



## QEC PROGRAMS and SERVICES

### Program range

The Victorian Government's Department of Human Services (DHS), through the Office for Children, funds the following QEC parenting intervention services under a Health Service Agreement:

- Consultation and Triage, Telephone (Location: Noble Park; Catchment: Victoria)
- Monday to Friday Residential (Location: Noble Park; Catchment: Victoria)
- Day-stay (Location: Noble Park, Catchment: Victoria (notional); Location: Wangaratta, Catchment: Upper Eastern Hume Region)
- *Parenting Plus*, Home-based (Catchments: Southern Metropolitan Region, City of Latrobe)
- Parenting Assessment and Skills Development Services (PASDS)
  - 10-day Residential PASDS (Base: Noble Park, Catchment: Victoria)
  - 10-week Home-based PASDS (Gippsland Region)
  - 12-week Home-based PASDS (Southern and Northern Metropolitan Regions, Upper Eastern Hume Region).

*Hospital and Community Initiatives* enable QEC to provide an additional innovative range of services with contractual or grant funding from Local and Federal Governments, other community service organisations or agencies, philanthropic trusts and/or client fees. QEC programs funded by these methods include:

- *Parenting Plus* (Dandenong, Wodonga, Towong, Indigo, Casey and Frankston)
- Day-stay (Parkdale)
- Education Services (delivered throughout Victoria)
  - Biennial National Conference
  - Professional Seminar Series
  - Professional Development Workshops
  - Parenting Education Programs

### QEC locations

Main base:

53 Thomas Street, Noble Park 3174

Regional bases:

c/- Preston Creative Living Centre,  
648 High Street, Reservoir 3073

c/- Family Matters, Anglicare,  
63 Church Street, Morwell 3840

c/- Noah's Ark,

Corner White and Bourke Streets, Wangaratta 3676

c/- SCOPE, 9 High Street, Wodonga 3689

c/- Bass Coast Community Health Service,  
108-110 Watt Street, Wonthaggi 3995

### Telephone consultation and triage

In FY2005, 3133 families received a QEC telephone consultation. Triage staff streamed 659 of these families into QEC's residential program, 689 into day-stay and provided telephone advice to an additional 1785, diverting them from needing a face-to-face service.

Actual waits for residential and day-stay service in 2004-05 are shown in [Table 11](#). Longest waits occur for families requiring two children's sleep rooms. QEC has capacity for only four of these at any one time. Extended waits for admission may also be due to family illness preventing admission on a planned earlier date or personal preference, for example to fit in with holidays or child-minding arrangements for older children.

## CEO's Review

**Table 11: Actual waiting times for residential and day-stay programs, FY 2005**

	<b>Residential program</b>	<b>Day-stay program</b>
	<b>n=1558</b>	<b>n=1537</b>
	<b>%</b>	<b>%</b>
0-3 days	11.04	13.73
4-7 days	11.42	11.97
1-2 weeks	17.01	23.94
2-3 weeks	9.37	24.14
3-4 weeks	5.78	16.79
1-2 months	21.76	8.72
2-3 months	14.18	0.59
>3 months	9.44	0.13
<b>TOTAL</b>	<b>100.00</b>	<b>100.00</b>

### Residential program (Noble Park)

The Residential Unit underwent significant change in 2004. While the aim of QEC parenting services still remains the strengthening of parents' confidence, competence and joy in their relationships with their children, the change will increase the efficiency, consistency and effectiveness with which we achieve it.

The main vehicle for change was the planned implementation of the *Family Adaptation Model*, a well-researched parenting and social skills building model, introduced to QEC by Professor Jane Drummond from the University of Alberta, Canada, QEC's Visiting Scholar in 2003. This year's residential program change has endeavoured to embed in staff a positive culture of inquiry, practice review and critical analysis of results for families. An action research program tracked the change process and is further discussed in the Research Program section of this report.

Management restructuring during July 2004 led to the integration of the previously separate Monday to Friday residential program for self-referred families and the 10-day PASDS program for families referred by Child Protection Services. Since August, Kirsty Evans has successfully

managed the integrated residential program and has overseen the change process.

Intensive professional development occurred in group workshop format and one-to-one coaching to equip all staff members to incorporate evidence-based techniques and methods into their daily work, thus enhancing the scope of their practice and adopting a collaborative, holistic approach in helping families work through the issues affecting their parenting.

A key feature of practice change is that staff members now use consistent language with parents in teaching, for example, about infant cues, states, behaviour and parent-child communication. Documentation associated with client care has also been significantly reviewed and updated to reflect practice changes.

Client exit and follow-up surveys continue to record the positive outcomes that families experience from their residential stays. Clients report on the caring, supported and collaborative approach utilised by staff to assist them in making any necessary changes to enhance their enjoyment of parenting, and to help their children get the "best start" in life.

### Parenting Assessment & Skills Development Services (PASDS)

QEC remained the single-largest provider of PASDS in Victoria in 2004-05, offering 10-day residential and 10-week and 12-week home-based PASDS.

In FY2005, Child Protection Services throughout Victoria referred 353 children (0-3 year olds) considered to be at high risk for child abuse and/or neglect to a QEC PASDS with their parents. [Table 6](#) details the numbers of these families by respective referring DHS region. QEC staff members assess parenting competencies and provide parents with intensive modelling and coaching to enhance or develop their parenting skills. Our reports help to clarify the areas in which the ongoing interventions should focus in order to develop and strengthen these families.

Assessments have followed a *QEC Parenting Assessment Framework* first developed in 1998 that had four subscales and 28 indicators. It was modified in 2002 and shortened to 12 indicators. Although the framework guides the assessor to comprehensively examine a care giver's capacity to meet a child's health and developmental needs for age, the framework is non-validated and requires practitioners with substantial experience of early parenting practices in the general population to make professional assessments of "adequate" parenting.

For more in-depth assessment of specific parenting competencies, QEC began a program in February 2005 to train staff in the validated NCAST PCI and Personal Environment Scales. QEC Unit Managers have all gained reliability in scoring the PCI Scales. Coordinators completed their training in June 2005.

### Day-stay (Noble Park)

In 2004-05, the day-stay program at Noble Park operated three days a week and was attended by 689 families (see [Table 3](#)). Eligibility criteria for day-stay continued to be single rather than complex, multi-dimensional issues as identified by triage nurses at the time of booking. Participants need to be able to absorb what they learn in the group format and be able to apply their learning at home to achieve the outcome(s) they seek.

The most common presenting problem in Day-stay is *Sleep and Settling Difficulty* and *Toddler Behaviour*. Teaching methods include group information, discussion and support, individual coaching and modelling. Topics include recognition and appropriate response to infant and toddler pre-verbal and verbal communication cues and positive behavioural modification strategies.

### Day-stay (Wangaratta)

With similar criteria for admission, 47 families attended the monthly day-stay program in Wangaratta funded by DHS through its Psychiatric Disability Support Services program as a preventative intervention for maternal depression. Numbers attending are shown in [Table 3](#).

### Day-stay (Kingston)

The City of Kingston continued to contract QEC to provide a one-day-stay program each week at Parkdale. In 2004-05, 149 families attended this program, as shown in [Table 3](#).

### Parenting Plus, home-based (Southern Metropolitan Region)

DHS funding provides *Parenting Plus*, a nine-week intensive home-based parenting skills development program, for 40 families within the Southern Metropolitan Region operated from the Noble Park site. During 2004-05, 40 families participated as shown in [Table 3](#).

## CEO's Review

The DHS funded cohort was included in a formal evaluation of *Parenting Plus* phase two funded by FaCS which demonstrated that participants gained positive, long-term outcomes.

QEC submitted to FaCS a successful proposal to conduct phase three of *Parenting Plus*, this time focusing on Afghan and Sudanese refugees and asylum seekers as well as the indigenous Australian population from the Dandenong area. The target communities have extremely high needs related to loss of identity and experiences of trauma and torture. The phase two evaluation highlighted the difficulty in using traditional methods of engaging families in early parenting services for the target group. As a strategy to increase access to QEC's programs, QEC began playgroups for Afghan and Sudanese families at our Noble Park site from July 2004. These play groups are provided in partnership with the City of Greater Dandenong and VICSEG. These groups have been highly successful and, as families' understanding of the parenting help QEC can provide increased, they began to refer themselves to the *Parenting Plus* program and other QEC early parenting services. Funding continues for another two years and includes an evaluation component.

### Family support innovations programs

#### Latrobe Valley

From QEC's Latrobe base in Morwell, the QEC-Gippsland team has provided home-based *Parenting Plus* services in the Latrobe Valley since April 2004, funded as a component of the *Family Matters* Innovations program. QEC works in formal partnership with lead agency, Anglicare Gippsland, and partners, Berry Street Victoria, Gippsland CASA (Centre Against Sexual Assault), Good Beginnings, Latrobe City Council, Quantum Support Services, Relationships Australia, Latrobe Community Health Service, Salvation Army

Gippsland, Relationships Australia and Wanjana Lidj. In FY2005, 34 families completed the *Parenting Plus* component of *Family Matters* against a target of 40.

#### Upper Eastern Hume

In partnership with a broad collection of agencies, the QEC-Hume team has secured Victorian State Government Family Support Innovations program funding to provide home-based *Parenting Plus* services to vulnerable families in Wodonga and the Shires of Indigo and Towong. *Parenting Plus* will be the early years component of what has been named the *Stronger Family Services* project. Upper Murray Family Care is the lead organisation and funds holder. Contracted fellow partners are Central Hume Support Service, Upper Hume Community Health Service, City of Wodonga, Indigo and Towong Shire Councils. The QEC-Hume team has established a second base in Wodonga co-located with SCOPE. It still maintains its original base in Wangaratta co-located with Noah's Ark.

It is anticipated the *Stronger Family Services* Innovations Project will enhance and build capacity in the existing service system. Referrals of vulnerable children, young people and their families are being made to a central intake and assessment team for allocation to case management if required and then the most appropriate support agency for the family, including QEC's *Parenting Plus*.

#### Casey

QEC has been subcontracted by Uniting Care Connections to provide *Parenting Plus* to six families a year in Casey as part of the Victorian State Government's Family Support Innovations Project in that municipality. The Casey Innovations program began in May 2005. QEC expects referrals to flow through in 2005-06.

### Frankston

QEC has been subcontracted by the Frankston Innovative Family Services Program to annually provide *Parenting Plus* to four families in the municipality of Frankston.

Anglicare is the lead agency in a consortium of agencies including Connections, Oz Child, Peninsular Youth and Family Services and the City of Frankston that deliver the Innovations project to the Frankston community.

### Research & development program

Three research projects occurred in various stages during 2004-05. The first, completed to final report stage in March 2005, was the Evaluation of *Parenting Plus* phase two, undertaken by the Centre for Community Child Health with Principal Investigator, Melissa Coutts. It demonstrated that parenting confidence, competence and enjoyment in parenting had significantly increased immediately post-service and was sustained 18 months later. This report is accessible on QEC's website, [www.qec.org.au](http://www.qec.org.au).

The second project was the Action Research that accompanied the introduction and implementation of Professor Jane Drummond's *Family Adaptation Model* into QEC's residential early parenting program. Principal and Co-Investigators, Colleen Turner, Dr Jenny Sharples and Catherine D'Arcy from the Wellness Promotion Unit, Department of Psychology, Victoria University, and Beverley Allen, Research Program Coordinator, QEC, are documenting research findings in a final report due for completion early in 2005-06. The purpose of tracking the process of organisational change was to document what did and did not work and to involve the staff in decision making, thereby achieving greater ownership and commitment to the new model than could have been expected from staff members without it.

The *Family Adaptation Model* incorporates three practice elements: client-staff partnered decision making; positive parent-child interaction; and building community life skills through solution-focused, problem-solving techniques. The action research and staff training further developed each of these elements, incorporating learning from Professor Hilton Davis's *Parent Advisor Model* and from the NCAST Keys to Caregiving, Parent Child Interaction Personal Environment Scales and Promoting First Relationships program. Based on assessed learning needs, elements of the resultant *Modified Family Adaptation Model* (FAM) are now being implemented in the QEC residential program. The *Modified Family Adaptation Model* is commonly referred to as the "new QEC parenting practice framework".

Researcher, Jan Matthews, from the Victorian Parenting Centre, has been contracted as principal investigator to evaluate the QEC residential program in 2005-06 given that the new model will then be in place. This is the second phase of research accompanying the introduction of the modified FAM and is the third research project of 2004-05. By the end of the financial year, research questions had been identified and a methodology drafted. We expect the research to be completed by December 2005 and the evaluation report to be finalised by March 2006.

Interest in evaluating residential early parenting programs is increasing as governments critically assess what appear to be high costs. Each organisation is planning similar evaluations, resulting from discussions between CEOs and senior staff of residential early parenting centres in NSW, Queensland and Western Australia, using common methodology and research tools. Although each State organisation has discrete governance and funding arrangements, the sharing of results will enable national benchmarking and comparison of inputs, processes and outcomes.

## CEO's Review

### Education services

Queen Elizabeth Centre Education Services is a self-funded business unit of QEC that provides education and training for industry professionals and parents.

Throughout the year, the *Professional Education Seminar Series* was delivered to a broad range of professionals working in the early childhood and early parenting fields. Twenty-three seminars were conducted during the past year with 626 professionals taking part in seminars ranging from one to five days. In order to increase the professional education support to workers throughout Victoria, the seminars were conducted not only at the QEC conference centre, but also in a variety of metropolitan and regional venues. Four of the full-day workshops were video-conferenced offsite to Ballarat, Mildura, Brisbane and Perth.

Education Services staff also provided specially commissioned professional education sessions in metropolitan and rural Victoria. In total, 192 professionals including child-protection workers, family support workers, speech therapists, disability workers, foster carers, psychologists and maternal child health nurses attended 10 workshops. Additionally, staff provided clinical preceptorships in QEC PASDS, residential and day-stay services at Noble Park, ranging in length from three days to three weeks. Local government authorities also commissioned three parent education sessions that attracted a total of 47 parents. DHS inter-country adoption services commissioned two workshops for 62 expectant parents.

The Greater Shepparton *Best Start* demonstration project team commissioned QEC Education Services during the year to develop a five-day *Train the Trainer* package entitled *Family Centred Practice*.

The partnership between QEC and Chisholm Institute of Technical & Further Education (TAFE) Frankston Campus continued in 2003-2004. The partnership jointly provided a module in the Advanced Diploma of Community Welfare (Children's Services) Certificate in Infant, Toddler Care and Family Support. Twelve early childhood workers completed a 10-day placement in addition to two workshops provided at QEC.

### Third national conference

Queen Elizabeth Centre hosted its third national biennial conference at the Copland Theatre at The University of Melbourne on 1-2 October, 2004, attracting 470 delegates to the titled *The Critical Early Childhood Years: Rethinking Current Interventions & Strategies*. Highly acclaimed international keynote speakers Professor Hilton Davis from the UK and Professor Lynne Murray from the UK, presented cutting-edge research and policy ideas, while invited Australian speakers included Professor Ross Homel, Professor Sandra Lancaster, Professor Julie Quinlivan and John Zika.

A highly successful one-day pre-conference workshop on Family Partnership Training was conducted by Professor Hilton Davis, and an additional 81 papers and workshops were presented by delegates from Australia, New Zealand and the US. The increasing number of self-funded delegates prepared to travel from overseas to attend the conference indicates the high standard and increasing reputation of this cornerstone QEC event and augurs well for the next conference scheduled for November 2006.

“This program should  
be compulsory for  
every parent.

The information,  
knowledge and advice  
were priceless”

## CEO's Review

### OUR STAFF

The QEC workforce was expanded during 2004-05 in response to the growth in our services and programs. Recruitment of maternal and child health nurses continues to be highly challenging. QEC was nonetheless successful in attracting applications from high-quality, enthusiastic and experienced people from which to choose the right candidates to bolster its staffing needs. Additionally,

a qualified social worker joined the organisation, continuing the strategy of broadening the staff skill base and the range of interventions available to client families. A psychologist has also joined the Education Services team and is developing and providing external parenting education programs.

**Table 12: QEC staff establishment at 30 June 2003, 2004 and 2005**

PROGRAM	FTE* 30/6/03	FTE* 30/6/04	FTE* 30/6/05	CATEGORY
Residential services	9.55	10.36	10.02	Maternal & child health nurses
	0	0.64	2.00	Social worker
	16.59	12.14	16.69	Mothercraft nurses/early childhood workers
Day-stay and home visiting programs	6.71	7.57	7.60	Maternal & child health nurses
	9.85	11.27	12.27	Mothercraft nurses/early childhood workers
Telephone triage & bookings service	1.47	1.47	1.65	Maternal & child health nurses
Education, research, quality & risk	2.00	2.40	2.37	Maternal & child health nurses
			0.63	Psychologist
Management and administration	1.00	1.00	1.00	Chief Executive/Nursing Director
	0.53	0.53	0.53	Director, Medical Services
	2.00	2.00	2.80	Managers, Parenting Programs
	1.00	1.00	1.00	Commercial Manager
	1.00	1.00	1.15	Manager, Administrative Services
	0.16	0.16	0.22	Health Information Manager
	5.00	5.00	5.00	Clerical/reception
	1.00	1.00	1.00	Senior Accounts Clerk
<b>Totals</b>	<b>57.86</b>	<b>57.54</b>	<b>66.93</b>	

\*Full-time equivalent



**Staff establishment and progress**

As at 30 June 2005, QEC had 77 female and three male staff members. Of this total, there were 38 full-time and 42 part-time as at that balance date. [Table 12](#) shows equivalent full-time staff numbers by both program and staff category.

**New senior appointments**

The management team was restructured in August 2004 to increase QEC's response to locally based initiatives throughout Victoria. Sue Gardiner was appointed to the 0.8 EFT position of Manager, Specialist Home-Based Services,

Kirsten Evans took up the full-time position of Residential Services Manager, and Sue Couper moved to the full-time position of Manager, Marketing and Services Development.

Claire Powell was appointed to the position of Coordinator, Southern Region Home-Based PASDS program (0.8 EFT) vacated by Sue Gardiner, and Jenny Ellis joined QEC as a full-time coordinator in the residential PASDS program in the position vacated by Kirsten Evans. Janelle Crossett was appointed to the role of Manager, Administration Services following Georgina O'Keefe's retirement after 25 years of dedicated service to the organisation.

## General Reports

### **BUILDING ACT 1993**

QEC fully complies with the building and maintenance provisions of The Building Act 1993.

### **CONSULTANCIES**

There were no consultancies during FY2005.

### **ENVIRONMENTAL PERFORMANCE**

In compliance with governmental environmental policy, QEC has installed power factor correction equipment to reduce energy consumption.

### **FREEDOM OF INFORMATION**

For the year ended 30 June 2005, no requests were received under the Freedom of Information Act 1982.

### **MERIT AND EQUITY PRINCIPLES**

QEC applies merit and equity principles in accordance with the *Public Sector Management and Employment Act 1998*. It reported on the application of the principles to the Office of Public Employment in Organisation Self Assessment during 2004.

All QEC staff members are made aware of and are expected to fully comply with the Public Sector Code of Conduct. We are pleased to report that there were no known non-compliances during the year.

### **MINISTERIAL DIRECTIONS**

The information listed in the Directions of the Minister for Finance, Financial Reporting Directions (FRD 22) is available on request.

### **NATIONAL COMPETITION POLICY**

QEC complies with National Competition Policy guidelines when tendering. The centre has successfully outsourced all non-core services.

### **OCCUPATIONAL HEALTH & SAFETY, RISK MANAGEMENT, QUALITY MANAGEMENT SYSTEMS**

QEC is certified compliant with ISO 9004:2000 Quality Systems standards. It has in place a strong risk-management system, overseen by a Board of Management Quality Assurance and Risk Committee. An active Occupational Health and Safety Committee is currently working on obtaining certification for compliance with ISO 4804:2001 Occupational Health and Safety.

QEC has established an Occupational Health and Safety Management System to monitor safety incidents and accidents.

### **REVENUE INDICATORS**

During FY2005, QEC had nil collection days in private, Transport Accident Commission (TAC), Victorian WorkCover Authority (VWA), other compensable, psychiatric or nursing home categories.

### **WHISTLEBLOWERS PROTECTION ACT**

There were no disclosures under the *Whistleblowers Protection Act 2001*.

### **WORKFORCE REPORTS**

QEC submitted reports on executive remuneration to the Government Sector Executive Remuneration Panel (GSERP) and on monthly workforce data to the Department of Human Services (DHS) in accordance with the DHS Minimum Dataset.

## Donations & Financial Results

### Donations & financial results

QEC is extremely grateful for the continued support of its donors and, in particular, the QEC Foundation that has always encouraged and supported our work with families in need of support and guidance. Donations during 2004-05 totalled \$71,679. Table 13 shows donations for FY 2005.

Table 14 presents the Summary of Financial Results, FY 2000-05

**Table 13: Donations, FY 2005**

Donor	\$
Collier Charitable Fund	7000
Dame Elisabeth Murdoch	3000
Estate of Sir Walter Leitch	1092
Joe White bequest	2000
Other	125
Sandhurst Trustees: Estate of E. G. Batchelder	562
The QEC Foundation	57,900
<b>TOTAL</b>	<b>\$71,679.61</b>

**Table 14: Summary of Financial Results, FY 2000-05**

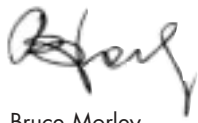
	2005	2004	2003	2002	2001	2000
	\$	\$	\$	\$	\$	\$
Total Expenses	6,180,455	4,996,095	5,221,177	5,742,492	4,580,878	3,910,117
Total Revenue	6,192,394	5,375,768	5,182,308	5,053,483	4,538,986	3,951,852
<b>Operating Surplus/(Deficit)</b>	<b>11,939</b>	<b>379,673</b>	<b>(38,869)</b>	<b>(689,009)</b>	<b>(41,892)</b>	<b>41,735</b>
<b>Retained Surplus/(Accumulated Deficit)</b>	<b>(340,045)</b>	<b>(351,985)</b>	<b>(731,657)</b>	<b>(689,009)</b>	<b>1,281,966</b>	<b>1,323,858</b>
Total Assets	8,620,389	7,660,466	7,046,303	6,960,949	6,962,667	6,937,698
Total Liabilities	1,103,175	967,333	871,492	769,992	607,701	540,840
<b>Net Assets</b>	<b>7,517,214</b>	<b>6,693,133</b>	<b>6,174,811</b>	<b>6,190,957</b>	<b>6,354,966</b>	<b>6,396,858</b>
<b>Total Equity</b>	<b>7,517,214</b>	<b>6,693,133</b>	<b>6,174,811</b>	<b>6,190,957</b>	<b>6,354,966</b>	<b>6,396,858</b>

## Accountable officer's, chief finance & accounting officer's and member of responsible body's declaration


We certify that the attached financial statements for The Queen Elizabeth Centre have been prepared in accordance with Part 4.2 of the *Standing Directions of the Minister for Finance under the Financial Management Act 1994*, applicable *Financial reporting Directions*, Australian Accounting Standards and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the statement of financial performance, statement of financial position, statement of cash flows and notes to and forming part of the financial statements, presents fairly the financial transactions during the year ending 30 June 2005 and financial position of the Centre as at 30 June 2005.

We are not aware of any circumstances which would render any particulars including in the statements to be misleading or inaccurate.



Bruce Morley  
President



Pam Stilling  
Chief Executive Officer



Peter N Davis FCPA  
Commercial Manager

Noble Park  
20 August 2005

Noble Park  
20 August 2005

Noble Park  
20 August 2005



AUDITOR GENERAL  
VICTORIA

INDEPENDENT AUDIT REPORT

The Queen Elizabeth Centre

To the Members of the Parliament of Victoria, responsible Ministers and Members of the Board of The Queen Elizabeth Centre

**Scope**

*The Financial Report*

The accompanying financial report for the year ended 30 June 2005 of The Queen Elizabeth Centre consists of the statement of financial performance, statement of financial position, statement of cash flows, notes to and forming part of the financial report, and the supporting declaration.

*Members' Responsibility*

The Members of the Board of The Queen Elizabeth Centre are responsible for:

- the preparation and presentation of the financial report and the information it contains, including accounting policies and accounting estimates
- the maintenance of adequate accounting records and internal controls that are designed to record its transactions and affairs, and prevent and detect fraud and errors.

*Audit Approach*

As required by the *Audit Act 1994*, an independent audit has been carried out in order to express an opinion on the financial report. The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement.

The audit procedures included:

- examining information on a test basis to provide evidence supporting the amounts and disclosures in the financial report
- assessing the appropriateness of the accounting policies and disclosures used, and the reasonableness of significant accounting estimates made by the members
- obtaining written confirmation regarding the material representations made in conjunction with the audit
- reviewing the overall presentation of information in the financial report.

These procedures have been undertaken to form an opinion as to whether the financial report is presented in all material respects fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, and the financial reporting requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of the Centre's financial position, and its financial performance and cash flows.

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



AUDITOR GENERAL  
VICTORIA

**Independent Audit Report (continued)**

**Independence**

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers are to be exercised. The Auditor-General and his staff and delegates comply with all applicable independence requirements of the Australian accounting profession.

**Qualification**

The Queen Elizabeth Centre ("the Centre") did not include the assets, liabilities, revenues and expenses of the Queen Elizabeth Centre Foundation ("the Foundation") in its financial report for the year ended 30 June 2005 and in the comparative figures in that report. While the Foundation operates independently under the authority of a Trust Deed, the Foundation should have been consolidated within the Centre's financial report in accordance with Australian Accounting Standard AAS 24 Consolidated Financial Reports, as the Centre enjoys the majority of the benefits provided by the Foundation, and is ultimately exposed to the majority of the risks of the Foundation. I am unable to quantify the effect of this departure on the Centre's financial report as I have not acted as auditor of the Foundation and its financial report was not available at the date of preparation of this report

**Qualified Audit Opinion**

In my opinion, except for the effect on the financial report of the matter referred to above, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and the financial reporting requirements of the *Financial Management Act 1994*, the financial position of The Queen Elizabeth Centre as at 30 June 2005 and its financial performance and cash flows for the year then ended.

MELBOURNE

20 August 2005



JW CAMERON  
Auditor-General

# QEC Financial Statements

## Statement Financial Performance For the Year Ending 30th June 2005

	Notes	Total 2005 \$	Total 2004 \$
<b>REVENUE FROM ORDINARY ACTIVITIES</b>	2, 2a	6,192,394	5,375,768
<b>EXPENSES FROM ORDINARY ACTIVITIES</b>			
Employee Benefits	2b	4,281,282	3,610,300
Supplies & Consumables	2b	143,819	90,545
Depreciation	3a	268,297	214,645
Other Expenses from Ordinary Activities	2b	1,487,058	1,080,605
	2b	6,180,455	4,996,095
<b>NET RESULT FROM ORDINARY ACTIVITIES</b>	11c	<b>11,939</b>	<b>379,673</b>
Net Increase/(Decrease) in Asset Revaluation Reserves	11a	812,142	138,649
Cumulative effect of change in accounting policy for annual leave			
<b>TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY</b>		<b>812,142</b>	<b>138,649</b>
<b>TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM CHANGES IN CONTRIBUTED CAPITAL</b>		<b>824,081</b>	<b>518,322</b>

*This Statement should be read in conjunction with the accompanying notes*



## Statement of Financial Position as at 30th June 2005

	Notes	Total 2005 \$	Total 2004 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash Assets	4,13	217,551	145,765
Receivables	5,13	92,634	63,314
Other Financial Assets	6,13	1,218,836	498,727
Prepayments		7,054	24,297
<b>Total Current Assets</b>		<b>1,536,075</b>	<b>732,103</b>
<b>Non-Current Assets</b>			
Receivables	5,13	99,314	46,819
Other Financial Assets	6,13	2,371,249	2,822,510
Property, Plant & Equipment	7	4,613,751	4,059,034
Total Non-Current Assets		7,084,314	6,928,363
<b>TOTAL ASSETS</b>		<b>8,620,389</b>	<b>7,660,466</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	8,13	251,324	236,370
Employee Benefits	9a	509,979	529,354
<b>Total Current Liabilities</b>		<b>761,303</b>	<b>765,724</b>
<b>Non- Current Liabilities</b>			
Employee Benefits	9a	341,872	201,609
<b>Total Non Current Liabilities</b>		<b>341,872</b>	<b>201,609</b>
<b>TOTAL LIABILITIES</b>		<b>1,103,175</b>	<b>967,333</b>
<b>NET ASSETS</b>		<b>7,517,214</b>	<b>6,693,133</b>
<b>EQUITY</b>			
Asset Revaluation Reserve	11a	2,085,293	1,273,151
Specific Purpose Reserve	11a	990,000	990,000
Contributed Capital	11b	4,781,966	4,781,966
Accumulated Surpluses/(Deficits)	11c	(340,045)	(351,984)
<b>TOTAL EQUITY</b>		<b>7,517,214</b>	<b>6,693,133</b>

*This Statement should be read in conjunction with the accompanying notes*

## Statement of Cash Flows For the Year Ending 30th June 2005

	Notes	Total 2005 \$	Total 2004 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Government Grants		5,733,364	5,289,483
Donations & Bequests		71,680	76,510
Other:			
Interest Received		163,681	156,707
Other		535,875	225,718
<b>Payments</b>			
Employee Benefits		(4,169,036)	(3,547,636)
Supplies and Consumables		(1,294,471)	(966,559)
GST paid to ATO		(573,033)	(541,115)
Other		(123,019)	(1,596)
<b>NET CASH FLOWS FROM/(USED IN) OPERATING ACTIVITIES</b>	12	<b>345,041</b>	<b>691,512</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of Properties, Plant and Equipment		(287,789)	(385,418)
Proceeds from Sale of Properties, Plant and Equipment		96,995	129,798
Purchase of Investments		(1,202,736)	(997,087)
Proceeds from Sale of Investments		1,120,275	551,213
<b>NET CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES</b>		<b>(273,255)</b>	<b>(701,494)</b>
<b>NET INCREASE/(DECREASE) IN CASH HELD</b>		<b>71,786</b>	<b>(9,982)</b>
<b>CASH AT 1 JULY 2004</b>		<b>145,765</b>	<b>155,747</b>
<b>CASH AT 30 JUNE 2005</b>	4	<b>217,551</b>	<b>145,765</b>

*This Statement should be read in conjunction with the accompanying notes.*

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

### Note 1: Statement of Accounting Policies

The general-purpose financial report has been prepared on an accrual basis in accordance with the *Financial Management Act 1994*, Australian accounting standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group Consensus Views.

It is prepared in accordance with the historical cost convention, except for certain assets and liabilities which, as noted, are at valuation. The accounting policies adopted, and the classification and presentation of items, are consistent with those of the previous year, except where a change is required to comply with an Australian accounting standard or Urgent Issues Group Consensus View, or an alternative accounting policy permitted by an Australian accounting standard is adopted to improve the relevance and reliability of the financial report. Where practicable, comparative amounts are presented and classified on a basis consistent with the current year.

#### (a) Rounding Off

All amounts shown in the Financial Statements are expressed to the nearest dollar.

#### (b) Adoption of International Financial Reporting Standards (IFRS)

For reporting periods beginning on or after 1 January 2005, all Australian reporting entities are required to adopt the financial reporting requirements of the Australian equivalents to International Financial Reporting Standards (IFRS).

The Centre has nominated an officer to manage the transition to AIFRS, including training of staff and system and internal control changes necessary to gather all the required financial information.

The Centre's nominated officer has analysed all of the AIFRS and AIFRS Financial Reporting Directions to identify the accounting policy changes that will be required

The known or reliably estimable impacts on the financial report for the year ended 30 June 2005 have been prepared using AIFRS as set out in Note 18.

#### (c) Receivables

Trade debtors are carried at nominal amounts due and are due for settlement within 30 days from the date of recognition. Collectability of debts is reviewed on an ongoing basis, and debts which are known to be uncollectible are written off. A provision for doubtful debts is raised where doubt as to collection exists.

#### (d) Other Financial Assets

Other financial assets are reported at fair value being market value. Increments in their value are made to the Revaluation Reserve. Financial assets are classified between current and non-current assets based on the Centre Board of Management's intention at balance date with respect to the timing of disposal of each asset. Interest revenue from other financial investments is brought to account when it is earned.

#### (e) Revaluations of Non-Current Assets

Subsequent to the initial recognition as assets, non-current physical assets, other than plant and equipment, are measured at fair value. Plant and equipment are measured at cost. Revaluations are made with sufficient regularity to ensure that the carrying amount of each asset does not differ materially from its fair value at the reporting date. Revaluations are assessed annually and supplemented by independent assessments, at least every three years. Revaluations are conducted in accordance with the Victorian Government Policy Paper *Revaluation of Non-Current Physical Assets*.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

Revaluation increments are credited directly to the Asset Revaluation Reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised at an expense in net result, the increment is recognised immediately as revenue in net result.

Revaluation decrements are recognised immediately as expenses in the net result, except that, to the extent that a credit balance exists in the Asset Revaluation Reserve in respect of the same class of assets, they are debited directly to the Asset Revaluation Reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets.

Cultural assets are disclosed at their fair value and are not depreciated.

**(f) Depreciation**

Assets with a cost in excess of \$1,000 are capitalised and depreciation has been provided on depreciable assets so as to allocate their cost - or valuation - over their estimated useful lives using the straight-line method. Estimates of the remaining useful lives for all assets are reviewed at least annually. This depreciation charge is not funded by the Department of Human Services.

The following table indicates the expected useful lives of non-current assets on which the depreciation charges are based:

	2005	2004
Buildings	Up to 50 years	Up to 50 years
Plant & Equipment	Up to 10 years	Up to 10 years
Furniture & Fittings	Up to 10 years	Up to 10 years
Motor Vehicles	Up to 4 years	Up to 4 years
Communication	Up to 6 years	Up to 6 years

**(g) Payables**

These amounts represent liabilities for goods and services provided prior to the end of the financial year and which are unpaid. The normal credit terms are usually Nett 30 days.

**(h) Goods and Services Tax**

Revenues, expenses and assets are recognised net of GST except for receivables and payables which are stated with the amount of GST included and except where the amount of GST incurred is not recoverable, in which case it is recognised as part of the cost of acquisition of an asset or part of an item of expense or revenue. GST receivable from and payable to the Australian Taxation Office (ATO) is included in the statement of financial position. The GST component of a receipt or payment is recognised on a gross basis in the statement of cash flows in accordance with Accounting Standard AAS 28.

**(i) Employee Benefits**

Employee benefit liabilities are based on pay rates expected to apply when the obligation is settled. On-costs such as WorkCover and superannuation are included in the calculation of leave provisions.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

### Long Service Leave

The provision of long service leave is determined in accordance with AASB 1028. The liability for long service leave expected to be settled within 12 months of the reporting date is recognised in the provision for employee benefits as a current liability. The liability for long service leave expected to be settled more than 12 months from the reporting date is recognised in the provision for employee benefits as a non-current liability and measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of services. Expected future payments are discounted using interest rates on national Government guaranteed securities with terms to maturity that match, as closely as possible, the estimated future cash outflows.

### Wages and Salaries, Annual Leave and Accrued Days Off

Liabilities for wages and salaries, annual leave and accrued days off expected to be settled within 12 months of the reporting date are recognised as a current liability, and are measured as the amount unpaid at the reporting date in respect of employees' services up to the reporting date and are measured as the amounts expected to be paid when the liabilities are settled.

### Sick Leave

Liabilities for sick leave are recognised when the leave is taken and measured at rates paid or payable.

### Superannuation

The amount charged to the statement of financial performance in respect of superannuation represents the contributions made by The Queen Elizabeth Centre to superannuation funds

### Employee Benefit On-Costs

Employee benefit on-costs are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities

### (j) Revenue Recognition

Revenue is recognised in accordance with AAS 15. Income is recognised as revenue to the extent they are earned. Unearned income at reporting date is reported as income in advance.

### Government Grants

Grants are recognised as revenue when the Centre gains control of the underlying assets. Where grants are reciprocal, revenue is recognised as performance occurs under the grant. Non-reciprocal grants are recognised as revenue when the grant is received or receivable. Conditional grants may be reciprocal or non-reciprocal depending on the terms of the grant.

### Indirect Contributions

- Insurance is recognised as revenue following advice from the Department of Human Services.
- Long Service Leave (LSL) -Revenue is recognised upon finalisation of movements in LSL liability in line with the arrangements set out in the Acute Health Division Hospital Circular 16/2004.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

**Donations**

Donations are recognised as revenue when the cash is received. If donations are for a special purpose, they may be appropriated to a reserve, such as specific restricted purpose reserve.

**(k) Fund Accounting**

The Centre operates on a fund accounting basis and maintains three funds: Operating, Specific Purpose and Capital Funds. The Centre's Capital and Specific Purpose Funds include unspent capital donations and receipts from fund-raising activities conducted solely in respect of these funds.

**(l) Services Supported By Health Services Agreement And Services Supported By Hospital And Community Initiatives**

Activities classified as *Services Supported By Health Services Agreement* (HSA) are substantially funded by the Department of Human Services while *Services Supported By Hospital And Community Initiatives* (Non HSA) are funded by the Centre's own activities or local initiatives.

**(m) Comparative Information**

Where necessary the previous year's figures have been reclassified to facilitate comparisons.

**(n) Specific Restricted Purpose Reserve**

A specific restricted purpose reserve is established where the Centre has possession or title to the funds but has no discretion to amend or vary the restriction and/or condition underlying the funds received.

**(o) Contributed Capital**

Consistent with UIG Abstract 38 "*Contributions by Owners Made to Wholly-Owned Public Sector Entities*" and FRD2 '*Contributed Capital*', transfers that are in the nature of contributions or distributions, have been designated as Contributed Capital.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Health Services Agreement 2005 \$</b>	<b>Health Services Agreement 2004 \$</b>	<b>Non-Health Services Agreement 2005 \$</b>	<b>Non-Health Services Agreement 2004 \$</b>	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 2: Revenue</b>						
<b>Revenue from Operating Activities</b>						
<i>Recurrent</i>						
Government Contributions:						
- Department of Human Services	5,044,629	4,642,038			5,044,629	4,642,038
- Commonwealth Government			127,327	95,500	127,327	95,500
Indirect Contributions by Human Services:						
- Insurance	35,582	34,680			35,582	34,680
- Long Service Leave	52,495	(39,680)			52,495	(39,680)
Donations		0	15,000	11,336	15,000	11,336
Other Revenue	177,455	78,356	403,403	167,445	580,858	245,801
<i>Capital Purpose Income</i>						
State Government Capital Grants		31,611				31,611
Donations			56,680	65,174	56,680	65,174
Other Revenues				1,000		1,000
<b>Sub-Total Revenue from Operating Activities</b>	<b>5,310,161</b>	<b>4,747,005</b>	<b>602,410</b>	<b>340,455</b>	<b>5,912,571</b>	<b>5,087,460</b>
<b>Revenue from Non-Operating Activities</b>						
Interest on Investments	72,126	64,116	101,111	79,601	173,237	143,717
Proceeds from Sale of Non-Current Assets (refer Note 2c)			96,995	129,798	96,995	129,798
Capital Purpose Income:						
Interest on Investments			9,591	14,793	9,591	14,793
<b>Sub-Total Revenue from Non-Operating Activities</b>	<b>72,126</b>	<b>64,116</b>	<b>207,697</b>	<b>224,192</b>	<b>279,823</b>	<b>288,308</b>
<b>Total Revenue from Ordinary Activities (refer Note 2a)</b>	<b>5,382,287</b>	<b>4,811,121</b>	<b>810,107</b>	<b>564,647</b>	<b>6,192,394</b>	<b>5,375,768</b>

Indirect contributions by Human services:

Department of Human Services makes insurance payments on behalf of the Centre. These amounts have been brought to account in determining the operating result for the year by recording them as revenue and expenses.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 2a: Analysis of Revenue by Source</b>		
<b>Revenue from Sources Supported by Health Services Agreement</b>		
Government Grants:		
- Department of Human Services	5,044,629	4,673,649
Indirect Contributions by Human Services:		
- Insurance	35,582	34,680
- Long Service Leave	52,495	(39,680)
Interest and Investments	72,126	64,116
Other Revenue	177,455	78,356
<b>Sub-Total Revenue from Services Supported by Health Services Agreement</b>	<b>5,382,287</b>	<b>4,811,121</b>
<b>Revenue from Services Supported by Hospital and Community Initiatives</b>		
Research & Development	55,903	95,970
Education Services	172,821	120,543
Conference	206,465	0
Parenting Plus Programs	165,885	95,500
Capital Purpose Income (refer Note 2)	66,271	66,200
Proceeds from Sale of Non-Current Assets (refer Note 2c)	96,995	129,798
Interest on Investments	53,611	34,613
Others	(7,844)	22,023
<b>Sub-Total Revenue from Services Supported by Hospital &amp; Community Initiatives</b>	<b>810,107</b>	<b>564,647</b>
<b>Total Revenue from all Sources</b>	<b>6,192,394</b>	<b>5,375,768</b>



## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	Notes	Total 2005 \$	Total 2004 \$
<b>Note 2b: Analysis of Expenses by Source</b>			
<b>Services Supported by Health Services Agreement</b>			
Employee Entitlements:			
Salaries		3,581,672	3,169,295
WorkCover		24,847	27,645
Long Service Leave		68,702	(19,062)
Superannuation (Refer Note 14)		335,340	305,514
Supplies & Consumables			
Medical & Pharmacy Supplies & Services		9,495	7,783
Food & Kitchen Supplies		91,014	75,719
Cleaning & Toilet Materials		5,036	4,932
Bedding & Linen		20,648	20,367
Other Expenses:			
Domestic Service Contracts		254,698	228,800
Administrative Expenses		226,230	176,523
Insurances		35,582	34,739
Repairs & Maintenance		92,668	77,106
Consultants & Contracted Services		28,477	31,337
Computer Services		42,651	39,349
Staff Development		55,581	39,266
Security Services		10,888	10,368
Minor Furniture & Equipment		11,557	20,006
Motor Vehicle and Travel		85,571	81,631
Light, Power & Fuel		49,445	50,458
Waste Removal		13,126	16,204
Inter-Agency Costs		14,615	27,692
Other		162,241	18,335
<b>Sub-Total Expenses from Services Supported by Health Services Agreement</b>		<b>5,220,084</b>	<b>4,444,007</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 2b: Analysis of Expenses by Source - Continued</b>		
<b>Services Supported by Hospital &amp; Community Initiatives</b>		
Employee Entitlements:		
Salaries	242,547	111,569
WorkCover	1,713	1,390
Long Service Leave	8,677	5,362
Superannuation	17,784	8,587
Supplies & Consumables:		
Food Supplies	38,274	2,111
Other Expenses		
Administrative Expenses	69,027	16,833
Consultants & Contracted Services	166,535	36,992
Repairs & Maintenance	1,369	0
Minor Furniture & Equipment	1,660	0
Motor Vehicle & Travel	15,276	5,831
Staff Development	9,652	0
Other	8,984	16,016
<b>Sub-Total Expenses from Services Supported by Hospital &amp; Community Initiatives</b>	<b>581,498</b>	<b>204,691</b>
Depreciation (refer Note 3a)	268,297	214,645
Audit Fees - Auditor General	5,400	3,910
Audit Fees - Internal Audit	14,646	0
Written Down Value of Assets Sold (refer Note 2c)	90,531	128,842
<b>Total Expenses from Ordinary Activities</b>	<b>6,180,455</b>	<b>4,996,095</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 2c: Sale of Non-Current Assets</b>		
Proceeds from Disposal of Assets:		
Motor Vehicles	96,840	128,397
Other Equipment	155	1,401
Less Written Down Value of Assets Sold:		
Motor Vehicles	90,531	127,429
Other Equipment		1,413
<b>Net Surplus/(Deficit) on Disposal</b>	<b>6,464</b>	<b>956</b>
	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 3a: Depreciation</b>		
Buildings	93,899	60,529
Plant & Equipment:		
-Transport	94,569	78,694
- Computers & Communication	49,889	43,676
-Other Equipment	23,586	26,280
Furniture & Fittings	6,354	5,465
	<b>268,297</b>	<b>214,644</b>
Allocation of Depreciation:		
Services Supported by Health Services Agreement	262,416	209,879
Services Supported by Hospital and Community Initiatives	5,881	4,765
	<b>268,297</b>	<b>214,644</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 4: Reconciliation of Cash</b>		
For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and financial institution deposits and investments (at call or highly liquid and readily convertible to cash within 24 hours) which the Centre uses in its cash management function on a daily basis.		
Cash on Hand	620	570
Short Term Deposits	216,931	145,195
<b>TOTAL</b>	<b>217,551</b>	<b>145,765</b>
<b>Note 5: Receivables</b>		
<b>Current</b>		
Accrued Investment Income	20,129	1,562
Accrued Revenue:		
- Department of Human Services		26,600
- Other	72,505	35,152
	92,634	63,314
<b>Non Current</b>		
Accrued Revenue:		
- Department of Human Services	99,314	46,819
	99,314	46,819
<b>Total</b>	<b>191,948</b>	<b>110,133</b>
<b>Less Provision for Doubtful Debts</b>		
<b>Net Debtors and Accrued Revenue</b>	<b>191,948</b>	<b>110,133</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	Operating Fund	Specific Purpose Fund	Capital Fund	Total 2005	Total 2004
	\$	\$	\$	\$	\$
<b>Note 6: Other Financial Assets</b>					
<b>Current</b>					
Term Deposits	396,855	764,608	57,373	1,218,836	498,727
<b>Non Current</b>					
Managed Funds	892,175	1,342,158	136,916	2,371,249	2,822,510
<b>TOTAL</b>	<b>1,289,030</b>	<b>2,106,766</b>	<b>194,289</b>	<b>3,590,085</b>	<b>3,321,237</b>

<b>Total 2005</b>	<b>Total 2004</b>
<b>\$</b>	<b>\$</b>

**Note 7: Property, Plant & Equipment**

<b>AT COST</b>					
Building Improvements					52,329
Less Accumulated depreciation					1,543
<b>Total Buildings at Cost</b>					<b>50,786</b>
Plant and Equipment					
- Transport				432,505	402,922
Less Accumulated depreciation				101,179	64,001
				331,326	338,921
- Computers and Communication				272,443	257,697
Less Accumulated depreciation				197,043	184,702
				75,400	72,995
- Other Equipment				249,377	212,021
Less Accumulated depreciation				180,682	166,239
				68,695	45,782
<b>Total Plant &amp; Equipment</b>				<b>475,421</b>	<b>457,698</b>
Furniture and Fittings				88,737	77,241
Less Accumulated depreciation				46,406	40,050
<b>Total Furniture &amp; Fittings</b>				<b>42,330</b>	<b>37,191</b>
<b>TOTAL</b>				<b>517,751</b>	<b>545,675</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 7: Property, Plant &amp; Equipment - Continued</b>		
<b>AT VALUATION</b>		
Crown Land (i)	1,209,000	1,100,000
<b>Total Land</b>	<b>1,209,000</b>	<b>1,100,000</b>
Buildings	2,667,000	2,425,000
Building Improvements	216,000	100,000
Less Accumulated depreciation		115,641
<b>Total Buildings</b>	<b>2,883,000</b>	<b>2,409,359</b>
Cultural Assets (ii)	4,000	4,000
<b>Total Cultural Assets</b>	<b>4,000</b>	<b>4,000</b>
<b>TOTAL</b>	<b>4,096,000</b>	<b>3,513,359</b>
<b>Total Property, Plant and Equipment</b>	<b>4,613,751</b>	<b>4,059,034</b>

**Land and Buildings at Valuation:**

(i) The Noble Park property including land, buildings and improvements, being crown land, was revalued at its fair value by independent valuer John Welch, AAPI, Certified Practising Valuer dated 23 June 2005.

**Cultural Assets at Valuation:**

(ii) Cultural Assets were revalued by Leonard Joel Aust. - 2 April 2003

Reconciliations of the carrying amounts of each class of land, buildings, plant & equipment and communication at the beginning and end of the current and previous financial year are set out below:

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Crown Land</b>	<b>Buildings</b>	<b>Plant &amp; Equipment</b>	<b>Furniture &amp; Fittings</b>	<b>Cultural Assets</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>

**Note 7: Property, Plant & Equipment - Continued****2005**

Carrying amount at start of year	1,100,000	2,460,145	457,698	37,191	4,000	4,059,034
Additions			276,296	11,493		287,789
Disposals			(90,530)			(90,530)
Revaluation increments/decrements	109,000	516,754				625,754
Depreciation (note 3)		(93,899)	(168,044)	(6,354)		(268,297)
<b>Carrying amount at end of year</b>	<b>1,209,000</b>	<b>2,883,000</b>	<b>475,421</b>	<b>42,330</b>	<b>4,000</b>	<b>4,613,751</b>

**Note 8: Payables****CURRENT**

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
Trade Creditors	138,658	106,858
Accrued Expenses	13,553	11,090
Revenue in Advance	360	18,550
GST Payable	98,753	99,872
<b>TOTAL</b>	<b>251,324</b>	<b>236,370</b>

**Note 9: Provisions****CURRENT**

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
Employee Benefits (refer Note 9a)	509,979	529,354
<b>TOTAL</b>	<b>509,979</b>	<b>529,354</b>

**NON CURRENT**

Employee Benefits (refer Note 9a)	341,872	201,609
<b>TOTAL</b>	<b>341,872</b>	<b>201,609</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 9a: Employee Benefits</b>		
<b>CURRENT</b>		
Accrued Salaries & Wages	191,615	162,026
Accrued Annual leave	276,098	332,773
Accrued Days Off	14,615	12,154
Long service leave	27,651	22,401
<b>TOTAL</b>	<b>509,979</b>	<b>529,354</b>
<b>NON CURRENT</b>		
Annual Leave	93,018	0
Long service leave	248,854	201,609
<b>TOTAL</b>	<b>341,872</b>	<b>201,609</b>
<b>Movements in Long Service Leave:</b>		
Balance 1 July	224,010	263,690
Provision made during the year	80,707	(9,603)
Settlement made during the year	(28,212)	(30,077)
<b>Balance 30 June</b>	<b>276,505</b>	<b>224,010</b>

\*The following assumptions were adopted in measuring present value:

In measuring present value a probability factor which varies in accordance with the number of years of service has been used in determining the retention rate for employees with a particular number of years of service. A wage inflation rate of 4.5% has been Applied. The bond discount rate and wage inflation rate have been supplied by the Department of Treasury and Finance



## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 10: Commitments</b>		
Aggregate expenditure contracted for at balance date.		
<b>Painting Contract</b>		
<i>Cancellable</i>		
Not later than one year	11,000	9,908
Later than one year and not later than 5 years	36,000	43,059
	<b>47,000</b>	<b>52,967</b>
	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 11: Equity &amp; Reserves</b>		
<b>(a) Reserves</b>		
<b>Asset Revaluation Reserve</b>		
Balance at the beginning of the reporting period	1,273,151	1,134,502
Revaluation Increment/(Decrements):		
- Crown Land	109,000	
- Buildings	516,754	
- Non-Current Financial Assets	186,388	138,649
<b>Balance at the end of the reporting period</b>	<b>2,085,293</b>	<b>1,273,151</b>
Represented by:		
- Land	1,209,000	1,100,000
- Buildings	516,754	
- Cultural Assets	4,000	4,000
- Non-Current Financial Assets	355,539	169,151
	<b>2,085,293</b>	<b>1,273,151</b>
<b>Specific Purpose Reserve</b>		
Balance at the beginning of the reporting period	990,000	990,000
<b>Balance at the end of the reporting period</b>	<b>990,000</b>	<b>990,000</b>
<b>Total Reserves</b>	<b>3,075,293</b>	<b>2,263,151</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 11: Equity &amp; Reserves - Continued</b>		
<b>(b) Contributed Capital</b>		
Balance at the beginning of the reporting period	4,781,966	4,781,966
<b>Balance at the end of the reporting period</b>	<b>4,781,966</b>	<b>4,781,966</b>
<b>(c) Accumulated Surpluses/(Deficits)</b>		
Balance at the beginning of the reporting period	(351,984)	(731,657)
Net Result for the year	11,939	379,673
<b>Balance at the end of the reporting period</b>	<b>(340,045)</b>	<b>(351,984)</b>
<b>(d) Equity</b>		
Total Equity at the Beginning of the reporting period	6,693,133	6,174,811
Total changes in Equity Recognised in the Statement of Financial Performance	11,939	379,673
Total changes in Asset Revaluation Reserve	812,142	138,649
	<b>7,517,214</b>	<b>6,693,133</b>
	<b>Total 2005 \$</b>	<b>Total 2004 \$</b>
<b>Note 12: Reconciliation Of Net Cash Flows from Operating Activities To Operating Result</b>		
<b>Net Result for the Year</b>	11,939	379,673
Depreciation	268,297	214,645
(Increase)/Decrease in Receivables	(81,815)	16,467
(Increase)/Decrease in Prepayments	17,243	(14,159)
Increase/(Decrease) in Payables	14,954	93,959
Increase/(Decrease) in Employee Benefits	120,888	1,883
(Profit)/Loss From Sale Of Property, Plant And Equipment	(6,464)	(956)
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>345,041</b>	<b>691,512</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

Fixed interest rate maturing		
1 year or less \$	None Interest Bearing \$	Total 2005 \$

**Note 13: Financial Instruments****(a) Interest Rate Exposure**

The Queen Elizabeth Centre's exposure to interest rate risk and effective weighted average interest rate by maturity periods is set out in the following timetable. Exposure arises predominantly from assets and liabilities bearing variable interest rates.

**Interest rate exposure as at 30/06/05****Financial Assets**

Cash assets	217,551		217,551
Trade Debtors		171,819	171,819
Other receivables	20,129		20,129
Deposits	1,218,836		1,218,836
Other financial assets		2,371,249	2,371,249
<b>Total Financial Assets</b>	<b>1,456,516</b>	<b>2,543,068</b>	<b>3,999,584</b>

**Financial Liabilities**

Trade creditors and accruals		251,324	251,324
<b>Total Financial Liabilities</b>	<b>0</b>	<b>251,324</b>	<b>251,324</b>
<b>Net Financial Assets/Liabilities</b>	<b>1,456,516</b>	<b>2,291,744</b>	<b>3,748,260</b>

Weighted Average Interest Rate of Total Financial Assets

5.2%

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>Fixed interest rate maturing</b>		
	<b>1 year or less \$</b>	<b>None Interest Bearing \$</b>	<b>Total 2004 \$</b>
<b>Note 13: Financial Instruments - Continued</b>			
<b>Interest rate exposure as at 30/6/2004</b>			
<b>Financial Assets</b>			
Cash	145,765		145,765
Trade Debtors		108,571	108,571
Other Receivables		1,562	1,562
Deposits	498,727		498,727
Other Financial Assets		2,822,510	2,822,510
<b>Total Financial Assets</b>	<b>644,492</b>	<b>2,932,643</b>	<b>3,577,135</b>
<b>Financial Liabilities</b>			
Trade creditors & accruals	0	236,370	236,370
<b>Total Financial Liabilities</b>	<b>0</b>	<b>236,370</b>	<b>236,370</b>
<b>Net Financial Assets/Liabilities</b>	<b>644,492</b>	<b>2,696,273</b>	<b>3,340,765</b>

Weighted Average Interest Rate of Total Financial Assets 4.5%

**(b) Credit Risk Exposure**

Credit risk represents the loss that would be recognised if counterparties fail to meet their obligations under the respective contracts at maturity. The credit risk on financial assets of the entity have been recognised on the Statement of Financial Position, as the carrying amount, net of any provisions for doubtful debts.

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	2005		2004	
	Book Value	Net Fair Value	Book Value	Net Fair Value
	\$	\$	\$	\$
<b>Note 13: Financial Instruments - Continued</b>				
<b>Net Fair Value</b>				
<b>Financial Assets</b>				
Cash	217,551	217,551	145,765	145,765
Trade Debtors	171,819	171,819	108,571	108,571
Other Receivables	20,129	20,129	1,562	1,562
Deposits	1,218,836	1,218,836	498,727	498,727
Other Financial Assets	2,371,249	2,371,249	2,822,510	2,822,510
<b>Total Financial Assets</b>	<b>3,999,584</b>	<b>3,999,584</b>	<b>3,577,135</b>	<b>3,577,135</b>
<b>Financial Liabilities</b>				
Trade creditors & accruals	251,324	251,324	236,370	236,370
<b>Total Financial Liabilities</b>	<b>251,324</b>	<b>251,324</b>	<b>236,370</b>	<b>236,370</b>

Cash, deposit investments, cash equivalents and non-interest bearing financial assets and liabilities (trade debtors, other receivables, trade creditors and advances) are valued at cost which approximates net fair value.

**Note 14: Superannuation**

Superannuation contributions for the reporting period are included as part of salaries and associated costs in the Statement of Financial Performance of the Centre.

The name and details of the major employee superannuation funds and contributions made by the Centre are as follows:

**Contributions for the Year**

FUND	2005	2004
	\$	\$
Health Super	329,445	299,710
HESTA	23,678	11,685
<b>TOTAL</b>	<b>353,123</b>	<b>311,395</b>

There were no superannuation contributions outstanding at 30 June 2005.

The basis for contributions are determined by the various schemes.

The unfunded superannuation liability in respect of members of the Health Super Scheme is not recognised in the Statement of Financial Position. The Queen Elizabeth Centre's total unfunded superannuation liability in relation to this fund has been assumed by and is reflected in the financial statements of the Department of Treasury and Finance.

The above amounts were measured as at 30 June of each year, or in the case of employer contributions they relate to the years ended 30 June.

Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

2005 2004

**Note 15: Responsible Person Related Disclosures**

**(a) Responsible Persons**

**Responsible Minister** - Hon. Sherryl Garbutt

**Board Members:**

The names of persons who were board members at any time during the financial year are:

Mr. Bruce Morley - President

Ms. Dale Fisher - Vice President

Ms Carolyn McClean - Vice President

Mr K Lambert

Ms. Heather Finlayson

Ms. Elizabeth Johnson

Assoc. Prof. Campbell Paul

Mr. Timothy Staker

Dr. Lakshmi Sumithran

Ms G Britt

Ms A Diamond (to 31 May 2005)

Ms R Gillis

**Accountable Officer** - Ms. Pam Stilling - Chief Executive Officer

The remuneration of the Accountable Officer is reported under "Executive Officer Remuneration"

**(b) Remuneration of Responsible persons:**

Total remuneration received or due or receivable by Responsible Persons

Nil

Nil

The remuneration of the Accountable Officer who is not a member of the Board is reported under "Executive Officer Remuneration".

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

	<b>2005</b> \$	<b>2004</b> \$
<b>Note 15: Responsible Person Related Disclosures - Continued</b>		
<b>(c) Retirement Benefits of Responsible Persons:</b>		
Retirement benefits paid in connection with the retirement of Responsible Persons of the reporting entity amount to:	Nil	Nil
<b>(d) Other Transactions of Responsible Persons and their Related Parties:</b>		
Related party transactions	Nil	Nil
<b>(e) Other Receivables from and Payables to Responsible Persons and their related Parties:</b>		
Aggregate amounts payable at balance date	Nil	Nil
<b>(f) Amount Attributable to Other Transactions With Responsible Persons and their Related Parties:</b>		
Transactions with Responsible Persons and their related parties	Nil	Nil
<b>(g) Executive Officer Remuneration:</b>		

The number of Executive Officers other than Ministers and Accountable Officers, whose remuneration (including bonuses, LSL payments, redundancy payments and retirement benefits) for the year falls within each successive \$10,000 band, commencing at \$100,000.

	<b>2005</b> <b>No.</b>	<b>2004</b> <b>No.</b>
\$120,000 - \$129,999	1	1
Total remuneration for the reporting period for Executive Officers included above amounted to:	123,775	120,040

	<b>2005</b> <b>No.</b>	<b>2004</b> <b>No.</b>
<b>Note 16: Remuneration of Auditors</b>		
Audit fees paid or payable to the Victorian Auditor-General's Office for audit of the Centre's Current financial report:		
Paid as at 30 June	0	0
Payable as at 30 June	5,400	3,910
<b>Total Paid and Payable</b>	<b>5,400</b>	<b>3,910</b>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

### Note 17: Segment Reporting

The Centre's singular business segment is the delivery of early parenting services and training

The Centre operates predominantly in Noble Park, Victoria. More than 90% of revenue, net surplus from ordinary activities and segment assets relate to operations in Noble Park, Victoria.

### Note 18: Impacts of adopting AASB equivalents to IASB standards

Following the adoption of Australian equivalents to International Financial Reporting Standards (A-IFRS), the Agency will report for the first time in compliance with A-IFRS when results for the financial year ended 30 June 2006 are released.

It should be noted that under A-IFRS, there are requirements that apply specifically to not-for-profit entities that are not consistent with IFRS requirements. The Agency is established to achieve the objectives of government in providing services free of charge or at prices significantly below their cost of production for the collective consumption by the community, which is incompatible with generating profit as a principal objective. Consequently, where appropriate, the Agency applies those paragraphs in accounting standards applicable to not-for-profit entities.

An A-IFRS compliant financial report will comprise a new statement of changes in equity in addition to the three existing financial statements, which will all be renamed. The Statement of Financial Performance will be renamed as the Operating Statement, the Statement of Financial Position will revert to its previous title as the Balance sheet and the Statement of Cash Flows will be simplified as the Cash flow Statement. However, for the purpose of disclosing the impact of adopting A-IFRS in the 2004-2005 financial report, which is prepared under existing accounting standards, existing titles and terminologies will be retained.

With certain exceptions, entities that have adopted A-IFRS must record transactions that are reported in the financial report as though A-IFRS had always applied. This requirement also extends to any comparative information included within the financial report. Most accounting policy adjustments to apply A-IFRS retrospectively will be made against accumulated surplus/(deficit) at the 1 July 2004 opening balance sheet date for the comparative period. The exceptions include deferral until 1 July 2005 of the application and adjustments for:

- AASB 132 Financial Instruments: Disclosure and Presentation;
- AASB 139 Financial Instruments: Recognition and Measurement;
- AASB 4 Insurance Contracts;
- AASB 1023 General Insurance Contracts (revised July 2004); and
- AASB 1038 Life Insurance Contracts (revised July 2004).



## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

**Note 18: Impacts of adopting AASB equivalents to IASB standards - Continued**

The Agency has taken the following steps in managing the transition to A-IFRS and has achieved the following scheduled milestones:

- established a steering committee to oversee the transition to and implementation of the A-IFRS;
- established an A-IFRS project team to review the new accounting standards to identify key issues and the likely impacts resulting from the adoption of A-IFRS and any relevant Financial Reporting Directions as issued by the Minister for Finance;
- participated in an education and training process [for stakeholders] to raise awareness of the changes in reporting requirements and the processes to be undertaken.; and
- initiated reconfiguration and testing of user systems and processes to meet new requirements.

This financial report has been prepared in accordance with Australian accounting standards and other financial reporting requirements (Australian GAAP). A number of differences between Australian GAAP and A-IFRS have been identified as potentially having material impact on the Agency's financial position and financial performance following the adoption of A-IFRS. The following tables outline the estimated significant impacts on the financial position of the Agency as at 30 June 2005 and the likely impact on the current year result had the financial statements been prepared using A-IFRS.

The estimates disclosed below are the Agency's best estimates of the significant quantitative impact of the changes as at the date of preparing the 30 June 2005 financial report. The actual effects of transition to A-IFRS may differ from the estimates disclosed due to:

- a) change in facts and circumstances
- b) ongoing work being undertaken by the A-IFRS project team;
- c) potential amendments to A-IFRS and Interpretations; and
- d) emerging accepted practice in the interpretation and application of A-IFRS and UIG Interpretations.

**Table 1: Reconciliation of net result as presented under Australian GAAP and that under A-IFRS**

	<b>Year ended 30 June 2005</b>
	\$
<b>Net result as reported under Australian GAAP</b>	<u>11,939</u>
Estimated A-IFRS impact on revenue	
Estimated A-IFRS impact on expenses:	
Employee benefits	
<b>Net Result under A-IFRS</b>	<u>11,939</u>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

**Table 2: Reconciliation of total assets and total liabilities as presented under Australian GAAP and that under A-IFRS**

	<b>Year ended 30 June 2005 \$</b>
<b>Total Assets under Australian GAAP</b>	<u>8,620,389</u>
Estimated A-IFRS impacts on assets:	
Financial assets	_____
Total estimated A-IFRS impact on assets	_____
<b>Total Assets under A-IFRS</b>	<u>8,620,389</u>
<b>Total liabilities under Australian GAAP</b>	<u>1,103,175</u>
Estimated A-IFRS impacts on liabilities:	
Provisions	_____
Total estimated A-IFRS impact on liabilities	_____
<b>Total Liabilities under A-IFRS</b>	<u>1,103,175</u>

## Notes to and Forming Part of the Financial Statements for the Year Ended 30 June 2005

**Table 3: Reconciliation of equity as presented under Australian GAAP and that under A-IFRS**

	<b>Year ended 30 June 2005 \$</b>
<b>Total Equity under Australian GAAP</b>	<u>7,517,214</u>
Estimated A-IFRS impacts on equity:	
Accumulated Surplus/(Deficit)	<u>                    </u>
Total estimated A-IFRS impact on equity	
<b>Total Equity under A-IFRS</b>	<u><b>7,517,214</b></u>

**1. Financial instruments.** The Agency has elected to apply the first-time adoption exemption available under AASB 1 First-time adoption of Australian Equivalent to International Financial Reporting Standard to defer the date of transition of AASB 139 Financial Instruments: Recognition and Measurement until 1 July 2005. Accordingly, there will be no quantitative impacts on the financial positions as at 1 July 2004 and 30 June 2005 and the financial performance for the year ended 30 June 2005.

With the exception of receivables and payables, the majority of financial assets and liabilities held by the Agency are valued on the Statement of Financial Position at market value with changes in value taken to the Statement of Financial Performance. The Agency has also entered into derivative contracts for investment and risk management purposes. Assets and liabilities arising from these contracts are also recognised and are valued on the Statement of Financial Position at market value with changes in value taken to the Statement of Financial Performance. On adoption of A-IFRS, it is anticipated that there will be no significant changes in recognition of these assets and liabilities. However, the new standards require market value to be measured at 'bid' or 'offer' rates as appropriate, compared to the present practise of using mid-market rates, which may lead to some changes in value.

## Compliance Index

### COMPLIANCE INDEX

Compliance Index disclosure requirements

The Annual Report of the entity is prepared in accordance with the Financial Management Act 1994 and the Directions of the Minister for Finance. This index has been prepared to facilitate identification of compliance with statutory disclosure and other requirements.

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## Acronyms

AIMS	- Agency Information Management System
CASA	- Centre Against Sexual Assault
CPS	- Child Protection Services
DHS	- Victorian Government Department of Human Services
FaCS	- Australian Government Department of Family and Community Services
FAM	- Family Adaptation Model
GSERP	- Government Sector Executive Remuneration Panel
NCAST	- Nursing Child Assessment Satellite Training, University of Washington, USA
PASDS	- Parenting Assessment and Skills Development Services
PCI	- Parent Child Interaction
QEC	- Queen Elizabeth Centre
REACH	- Responding Early Assisting Children
VAED	- Victorian Admitted Episodes Dataset
VBHCA	- Victorian Baby Health Centres Association
VICSEG	- Victorian Co-operative on Children's Services for Ethnic Groups

# History

The Queen Elizabeth Centre (QEC) directly derives from the Victorian Baby Health Centres Association (VBHCA) that was formed in Victoria in 1917. The Baby Health Centres movement was conceived by the late Dr I. Younger Ross, the late Mrs J Hemphill and the late Mrs W Ramsay. It spearheaded the establishment of baby health centres throughout Victoria, coordinating the efforts of local municipalities, organisations such as the Country Women's Association and local voluntary committees.

- 1917** the first Baby Health Centre opened in Richmond
- 1918** the VBHCA and its graduate nurse training centre were formally established in South Melbourne
- 1928** the VBHCA Training School moved to new premises at 730 Swanston Street, Carlton, becoming the first residential centre for nurses and doctors studying infant health and welfare
- 1934** the residential training school registered as a public hospital under the *Hospitals and Charities Act*
- 1937** Travelling Baby Health Centre commenced the Mallee Circuit
- 1949** Baby Health Centre of the Air broadcast on radio station 3UZ until 1953
- 1950** VBHCA was incorporated
- 1951** VBHCA Inc, functions transferred to newly renovated premises on the site of the former Carlton Home bound by Keppel, Lytton and Cardigan Streets. Named The Queen Elizabeth Hospital for Mothers and Babies after Her Majesty, Queen Elizabeth, the Queen Mother, it comprised a nursing mothers' wing, infants' hospital section and baby health centre; nurse-training functions continued until 1979
- 1973** new hospital building opened with frontage to Lytton Street
- 1979** Queen Elizabeth Day Nursery opened
- 1983** Queen Elizabeth Auxiliary established
- 1986** name changed to The Queen Elizabeth Centre
- 1989** Carlton Creche and Day Nursery amalgamated with QEC
- 1993** Community Outreach Nurse Service (home visiting) commenced; June Shaw Wing opened
- 1994** Day-stay services commenced
- 1995** conversion of former Children's Unit to family accommodation; admission of unaccompanied children ceased
- 1996** establishment of three-year Dandenong Day-stay program
- 1997** Queen Elizabeth Day Nursery closed; establishment of Mill Park and Wangaratta Day-stay programs and Wangaratta In-Home Support program
- 1998** QEC moved to new premises at 53 Thomas Street, Noble Park; commenced residential Parenting Assessment and Skills Development Program (PASDS) with funding from the Victorian State Government High Risk Infants Initiative; extension of Wangaratta Day-stay program to Myrtleford
- 1999** Carlton Creche and Day Nursery sold – proceeds established the QEC Research and Development Fund; commenced Home-based PASDS Southern Metropolitan Region, Hume and Gippsland Regions; established Education Services program
- 2000** commenced Home-based PASDS Northern Metropolitan Region; inaugural QEC National Conference; publication of *Save the Babies – The Victorian Baby Health Centres' Association and The Queen Elizabeth Centre, The First 83 Years*
- 2000** First biennial QEC National Conference
- 2002** commenced pilot *Parenting Plus* program in Southern, Northern and Hume Regions
- 2003** Inaugural Visiting Scholar program
- 2004** commenced City of Latrobe Innovations Program Partnership



## The Queen Elizabeth Centre

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