



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

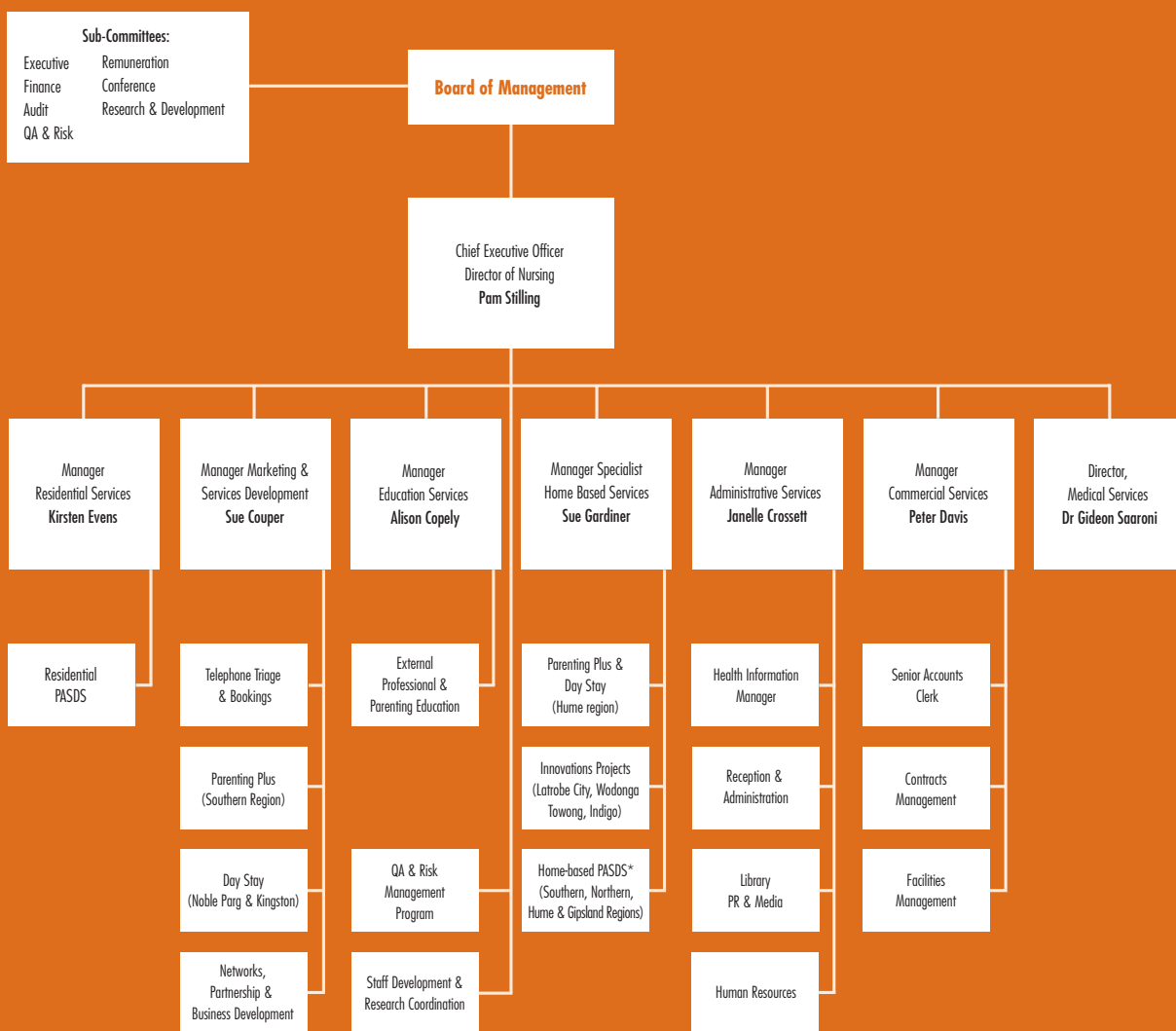
Auditors:

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 ¹ | 2002-03 | 2003-04 | 2004-05 |
|--------------------------|-------------------|-------------|-------------|
| Same day ² | 1787 ³ | 1522 | 1545 |
| Multi day | 1570 | 1527 | 1598 |
| Total separations | 3357 | 3049 | 3143 |
| 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 |
| Total occasions of service | 973 |

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 ¹ | 801 | 686 | 689 |
| | Wangaratta | 46 | 53 | 47 |
| | City of Kingston ² | 135 | 143 | 149 |
| Home visiting | From Noble Park ³ | 4 | - | - |
| | City of Casey ⁴ | 128 | 36 | - |
| | Shire of Cardinia ⁵ | 36 | - | - |
| Home-based Parenting Plus | Pilot Program in Southern, Northern & Hume Regions FaCS funded ⁶ | 12 | - | - |
| | Southern Metropolitan Region – FaCS funded Phase 2 ⁷ | 30 | 12 | - |
| | Southern Metropolitan Region – FaCS-funded phase three ⁸ | - | - | 5 |
| | Southern Metropolitan Region –DHS funded ⁹ | - | 55 | 40 |
| | Upper Hume Region ¹⁰ | 5 | 13 | 10 |
| | Family Matters Innovations Program Latrobe Valley Gippsland ¹¹ | - | 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 ¹² | 1581 | 1500 | 1785 |
| Totals | | 3592 | 3275 | 3571 |

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 |
| TOTAL | 100.00 | 100.00 | 100.00 |

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 |
| TOTAL | 100.00 | 100.00 | 100.00 |

* 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 | - | - | - |
| Totals | 110 | 95 | 97 | 154 | 134 | 152 |

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 |
|-----------------|--------------------------|--------------------------|--------------------------|
| Children | | | |
| | % | % | % |
| 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 |
| Total | 100.00 | 100.00 | 100.00 |
| Adults | 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 |
| Total | 100.00 | 100.00 | 100.00 |

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 |
|----------------------------------|---------------|---------------|---------------|
| Referral source | % | % | % |
| 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 |
| Total | 100.00 | 100.00 | 100.00 |

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

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

| | Residential program | Day-stay program |
|--------------|----------------------------|-------------------------|
| | n=1558 | n=1537 |
| | % | % |
| 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 |
| TOTAL | 100.00 | 100.00 |

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.

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 |
| Totals | 57.86 | 57.54 | 66.93 | |

*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 |
| TOTAL | \$71,679.61 |

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 |
| Operating Surplus/(Deficit) | 11,939 | 379,673 | (38,869) | (689,009) | (41,892) | 41,735 |
| Retained Surplus/(Accumulated Deficit) | (340,045) | (351,985) | (731,657) | (689,009) | 1,281,966 | 1,323,858 |
| 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 |
| Net Assets | 7,517,214 | 6,693,133 | 6,174,811 | 6,190,957 | 6,354,966 | 6,396,858 |
| Total Equity | 7,517,214 | 6,693,133 | 6,174,811 | 6,190,957 | 6,354,966 | 6,396,858 |

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

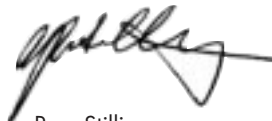
We certify that the attached financial statements for The Queen Elizabeth Centre have been prepared in accordance with Part 4.2 of the *Standing Directions of the Minister for Finance under the Financial Management Act 1994*, applicable *Financial reporting Directions*, Australian Accounting Standards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

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

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



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