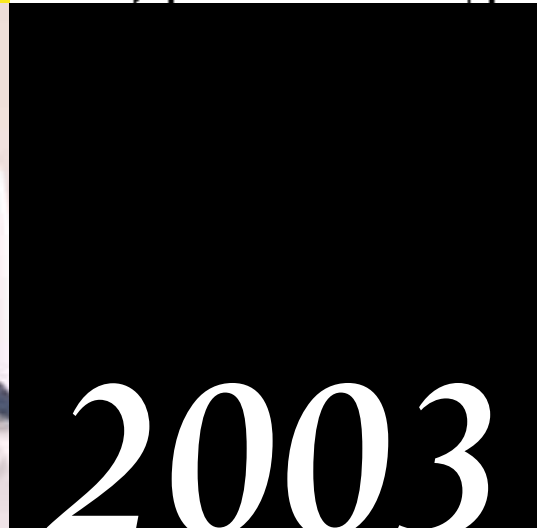
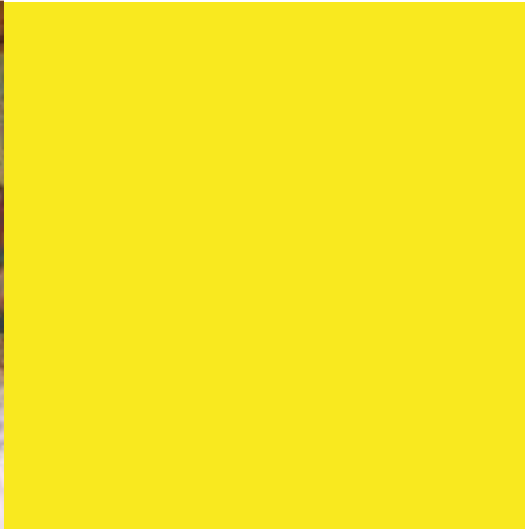
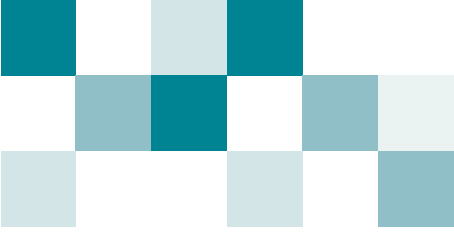


The Queen Elizabeth Centre



2003

85th annual report



The Queen Elizabeth Centre

53 Thomas Street Noble Park 3174.

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www.qec.org.au



history

The Queen Elizabeth Centre directly derives from the Victorian Baby Health Centres Association, which 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 like the Country Women's Association and local voluntary committees.

1917 the first Baby Health Centre opened in Richmond

1918 the Victorian Baby Health Centres Association and its graduate nurse training centre were formally established in South Melbourne

1928 the Victorian Baby Health Centres Association 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 Victorian Baby Health Centres Association was incorporated

1951 Victorian Baby Health Centres Association Inc, functions transferred to newly renovated premises on the site of the former Carlton Home bound by Keppel, Lytton and Cardigan Streets. Named 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 The Queen Elizabeth Centre

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

1996 establishment of three year Dandenong Day Stay Program

1997 Queen Elizabeth Day Nursery closed; establishment of two year Mill Park and Wangaratta Day Stay Programs and Wangaratta In Home Support Programs

1998 The Queen Elizabeth Centre moved to new premises at 53 Thomas Street, Noble Park; establishment of pilot residential Parenting Assessment and Skills Development Program with funding from the Victorian Government High Risk Infants Initiative; extension of Wangaratta Day Program to Myrtleford

1999 Carlton Creche & Day Nursery sold— proceeds established The Queen Elizabeth Centre Research & Development Fund; commenced Home Based Parenting Assessment and Skills Development Services (PASDS) Southern Metropolitan Region, Hume and Gippsland Regions

2000 commenced Home-Based PASDS Northern Metropolitan Region; inaugural Queen Elizabeth Centre National Conference; publication of *Save the Babies—The Victorian Baby Health Centres' Association and The Queen Elizabeth Centre, The First 83 Years*

2002 Parenting Plus program piloted in Southern, Northern and Hume Regions

2003 Inaugural Visiting Scholar program



Helping young children and families get the best start





report of operations

and financial statements for the year ended 30 June, 2003

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This report was released to the public on Wednesday 22 October, 2003



introduction

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 Honourable Sheryll Garbutt, MLA, has portfolio responsibility for the Queen Elizabeth Centre. Government policy and funding related to the Queen Elizabeth Centre are administered through the Community Care Division and the Southern Metropolitan Region of the Department of Human Services.

The core business of the Queen Elizabeth Centre is the provision of specialised care, support and education to families from anywhere in Victoria who are experiencing difficulties with parenting and whose children are in the age range, 0-3 years. These difficulties may arise from physical, psychological, intellectual or social causes. Modes of service delivery include residential stay, day stay, home visiting and telephone information. The main campus is located at Noble Park. Regional outreach bases are located at Morwell, Wangaratta, Warragul and Preston.

... *early parenting*

Our Mission

Helping young children and families get the best start.

Our Vision

QEC will be the leading developer and provider of parenting services for the benefit of young children and families.

Our Values

- Child focus – children’s rights paramount
- Family centredness – strengths based, non-directive facilitation
- Positive regard – respect, tolerance, non-judgmental listening
- Community responsiveness – receptivity to needs, issues
- Equity of access – irrespective of means, cultural differences
- Innovation – learning, exploring possibilities, creativity
- Quality – safe, evidence-based practices
- Accountability – transparency, review, evaluation





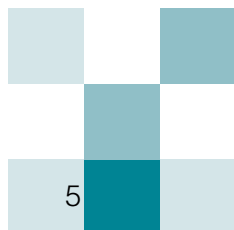
Underpinning Principles

- The family is the principal provider of care and nurture for children whether sick or well. QEC practices and procedures will be family-centred, with professionals working in partnership with families to articulate and achieve families' goals and objectives.
- Families with additional needs arising from age, substance dependence or poverty have equal opportunity to access QEC services and programs as the general population. Services and programs offered will be culturally relevant to all clients. All clients select their own care plans (mix of relevant services and programs) in partnership with staff and have a responsibility to participate in these services and programs.
- As a public health organisation, QEC endorses and participates in the achievement of national and state child health goals and targets, including:
 - increasing breast feeding and immunisation rates
 - preventing illness and injury (accidental and non-accidental)
 - promoting healthy nutrition, fitness and positive family functioning
 - identifying health and/or developmental problems early; and facilitating early intervention.
- *Children have the right to a standard of living adequate for physical, mental, spiritual, moral and social development, including free and compulsory education, the highest attainable standard of health and access to health care and freedom from abuse and exploitation* (United Nations, 1990, Conventions on the Rights of the Child). Where the continuing actions or behaviour of a family are believed to put a child at risk of significant harm, the child's interests are paramount and QEC's professional staff are legally required to notify children's protective services (*Children and Young Persons Act 1993*).

Objects

The Objects of The Queen Elizabeth Centre are:

- to develop parenting competence and confidence, enabling families to nurture and protect their children, and to enhance family health and development;
- to enhance access to services by ensuring the availability of residential, day- stay and home visiting services;
- to 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;
- to enable families to function independently within their own communities by maintaining productive linkages with community-based services;
- to promote community and professional awareness and knowledge about the care and nurturing needs of young children;
- to respond to the changing needs of families by monitoring service effectiveness and quality, and by regular review and redevelopment.

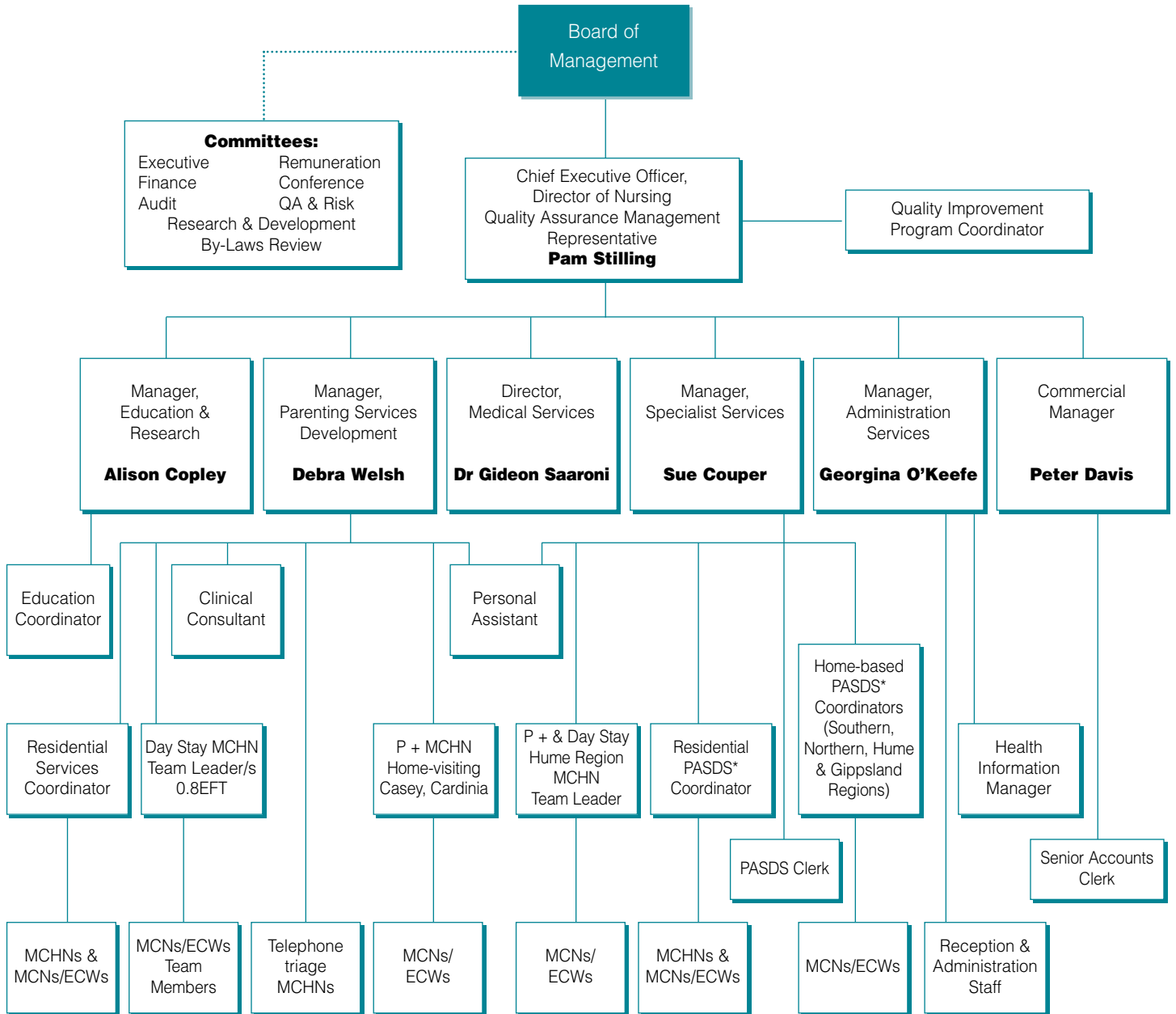




board of management members, office bearers and senior staff

Patron	Mrs June Shaw
President	Mr Paul Trowbridge, B Ec
Vice Presidents	Ms Pam Ford, Dip Welfare Studies, BA (Soc Science), MAICD, FAIM (elected Nov 2002) Mr Bruce Morley, B.Com, ARMTC, FCPA, FCIS, FAICD, AFAIM (elected Nov 2002) Ms Linda Martin, BA, DipEd, BSW, MSW (to November 2002)
Treasurer	Mr Bruce Morley, B.Com, ARMTC, FCPA, FCIS, FAICD, AFAIM
Committee Members	Ms Dale Fisher, RN, BBA, MBA, AFACHSE Ms Heather Finlayson, B Ed, Dip Teaching (Early Childhood Education) (from Nov 2002) Ms Elizabeth Johnson, BA, LLB (Hons) Ms Carolyn McClean, BA, Grad Cert Bus, Grad Dip Career Development Ms June McLoughlin, Dip EC, Dip ID, BEd, MEd Associate Professor Campbell Paul, MBBS, FRANZCP Mr Tim Staker, MBA, Grad Dip Business (Technology Management), Dip. Eng. (Biomedical), Dip. Eng.(Electronic) (from Nov 2002) Dr Lakshmi Sumithran,, MBBS, MHA, FRACMA, FCHSE (from Nov 2002)
Audit Committee	Mr Bruce Morley, Dr Lakshmi Sumithran, Ms Dale Fisher
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, BBus (Acc), BHA, MBA, Cert Hlth Ec, FCPA, AFCHSE
Manager, Specialist Services	Ms Sue Couper, RN, RM, Dip App Sc (CHN), (from Feb 2003) Ms Alison Nuske, RN, RM, Dip App Sc (MCH), B App Sci(CHN), MSc (Nsg) (to Dec 2002)
Manager, Parenting Services Development	Ms Debra Welsh, RN, RM, NPNC, MCHN, B App Sci (Adv Nsg – Ed)
Manager, Education & Research	Ms Alison Copley, RN, RM, IWCert, BN(Ed), MSc, FRCNA
Manager, Administrative Services	Ms Georgina O’Keefe, BA
Honorary Solicitors	Mallesons Stephen Jaques
Auditors	Auditor-General Victoria
Bankers	National Australia Bank Limited

organisation chart



- PASDS Parenting Assessment and Skills Development Services
- MCHN Maternal & Child Health Nurse
- MCN Mothercraft Nurse
- ECW Early Childhood Worker
- P+ Parenting Plus Home visiting in Southern Metro and Hume Regions
- EFTs are indicative only and may vary from month to month



president's report

The Queen Elizabeth Centre again achieved significant successes in 2002-03. Our second national conference and a well subscribed seminar series cemented our reputation as quality professional education providers. Over 1,000 professionals from a vast range of disciplines participated in a QEC education program in the year. Alison Copley and Pauline Sampson staffed the Education Services business unit. They have run the unit on a cost recovery basis, revenue entirely derived from fees and sponsorships. The Board congratulates Alison and Pauline for the quality and professionalism of their work.

Last year I reported that new funding from the Commonwealth Department of Family and Community Services' Child Abuse Prevention Program enabled us to pilot *Parenting Plus*, an intensive home-based parenting skills-building program for vulnerable families. The evaluation of *Parenting Plus* was completed in early 2003 and was so promising that the same Department granted QEC another \$200,000 to increase the number of families receiving the program and extend the evaluation. Our major funding body, the Victorian Department of Human Services, was also impressed with *Parenting Plus* and encouraged us to offer it to families in the Southern Metropolitan Region and North-Eastern Hume Region over the next three years.

The QEC Foundation supported us again in 2002-03, being the major sponsor of the 2002 national conference and channelling to the Centre philanthropic donations worth \$54,054. The Hon Walter Jona AM, Chairman of Trustees since the Foundation began its work in 1989, announced a short time ago that he would relinquish the chairmanship. Mr John Crutch succeeded Walter as chairman. I must take this opportunity to express to Walter the Board's and QEC's heartfelt thanks for his loyalty, his commitment and his unflagging support and belief in the Centre's work and ideals. Over 34,000 families have received a QEC parenting service in the fourteen years of the Foundation's existence.

Among the Centre's achievements in 2002-2003 is the re-certification of all QEC sites' compliance with the new International Standards Organisation Australia New Zealand Standard 9004:2000 Quality Systems.

The Board of Management welcomed three new members in November 2002. They were Ms Heather Finlayson, Mr Tim Staker and Dr Lakshmi Sumithran. During the financial year we farewelled Ms Linda Martin who had been a hard working Board Member for six years. It was Linda who urged the Centre to develop and seek formal certification for its quality improvement system and encouraged the Board to develop a sound governance framework and document its governance policies. On behalf of my fellow Board Members I extend our thanks to Linda for her contribution to QEC and our warm thanks to new members Heather, Lakshmi and Tim for their valued contributions in their first year.

On a final note, this is my last year both as the President and as a Board member for eight years. Organisations such as QEC contribute a great deal to the social fabric both of the immediate local community and the wider area it serves – much of it without fanfare, and sometimes, sadly, without recognition. At the Centre we deal with a wide range of issues, many of which reflect the pressures and problems of the world around us. It is a great tribute to our staff – both past and present – that we continue to enhance an already excellent reputation.

Congratulations once again to the staff and management team of The Queen Elizabeth Centre for the successes of the year and for the hard work that made these achievements possible. A special thank you to Pam Stilling, Peter Davis and Georgina O'Keefe for their support over the years.

I am particularly appreciative of the work of the Board sub committees and would again like to personally thank my fellow members of the Board for their contributions.

Paul Trowbridge

President

our clients

Throughput Statistics

In 2002-2003, 3592 families received a Queen Elizabeth Centre early parenting service, 1461 of them at Noble Park. Table 1 shows total numbers of families who, in financial years 2000 to 2003, received early parenting services at our Noble Park and Wangaratta centres, and in their own homes in the Southern and Northern Metropolitan Regions and in Gippsland and Hume rural regions. Table 2 presents numbers of individual clients who were formally admitted as defined hospital patients to the Noble Park residential and

day stay programs in the same three years. The reduction over the three-year period in numbers of families receiving a residential service at Noble Park results from closure of two-day weekend services and the greater lengths of stay required for families in the residential Parenting Assessment and Skills Development Services (PASDS) program. At any time one quarter of residents is participating in a PASDS program.

Table 1 Family Separations by Program and Location, 2000-2003

Service Mode	Program and Location	2000-2001 Families	2001-2002 Families	2002-2003 Families
Residential	Early Parenting – Noble Park	697	586	550
	Parenting Assessment & Skill Development Services (PASDS) - Noble Park	100	104	110
Day Stay	Noble Park	718	914	801
	Wangaratta	54	35	46
	City of Kingston ¹			135
	City of Casey ²	135	-	0
Home Visiting	From Noble Park ³	64	58	4
	Upper Hume Region ⁴	137	96	0
	City of Casey ⁵	14	109	128
	Shire of Cardinia ⁶	16	22	36
Home-Based Parenting Plus	Southern Metropolitan Region ⁷	-	-	30
	Upper Hume Region ⁸	-	-	5
	Pilot Program in Southern, Northern & Hume Regions ⁹	-	7	12
Home-Based PASDS	Upper Hume Region	11	10	9
	Gippsland Region	28	32	34
	Northern Metropolitan Region	33	35	49
	Southern Metropolitan Region	44	52	62
Telephone advice only	From Noble Park Triage ¹⁰	1,775	1,543	1,581
Totals		3,826	3,603	3,592

All services operated for full years July 2000 to June 2003 with the following exceptions:

1. City of Kingston commenced August 2002
2. City of Casey Day Stay program November 2000 to June 2001
3. Noble Park Home Visiting replaced by Parenting Plus from October 2002
4. Upper Hume Region Home Visiting replaced by Parenting Plus from October 2002
5. City of Casey home visiting program commenced November 2000
6. Shire of Cardinia home visiting program October 2000 to December 2002
7. Southern Region Parenting Plus commenced February 2002
8. Hume Region Parenting Plus commenced August 2002
9. Pilot Parenting Plus Program in Northern, Southern & Hume Regions: February to August 2002
10. Telephone advice or information only (clients diverted from requiring admission to other QEC service)

Table 2 Admitted Patients (QEC Noble Park) 2000-2003 – Parenting Intervention Services (as per Agency Information Management Set (AIMS – S1 reports).

Separations: ¹	2000-2001	2001-2002	2002-2003
Same Day ²	1,571	2,089	1,787 ³
Multi Day	2,025	1,671 ⁴	1,570
Total Separations	3,596	3,760	3,357
Separations per Available bed	81.72	85.45	76.30
Total Bed Days	9,489	9,760	9,415

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 5 to 3 days per week in August 2002.

4 Drop in number of separations from previous year is due to a policy whereby individual family members who attend for only part of their partner's residential program are not admitted as hospital patients and also to closure of residential program at weekends.

Geographic Catchment Area

Queen Elizabeth Centre offers residential services at Noble Park to families living anywhere in Victoria. While some families travel from as far away as the Mallee and the Western District, their numbers are relatively small. Our day stay programs at Noble Park and Wangaratta attract families who live within reasonable same-day travelling distance to and from those centres. Our home-visiting services are restricted to defined geographic areas related to funding agreements.

Table 3 gives the distribution of families who were clients at our Noble Park site from 2000-2003 by the region where they live. Table 4 presents similar data for all clients of our combined Noble Park and regional-based services in the same three-year period. Table 5 shows the age distribution of clients admitted to Noble Park programs. It reveals an increase of 4.93% in 31-40 year olds since 2000 – a corresponding decrease of 5.83% in 21-30 year old parents.

Table 3 Families Admitted to Noble Park Residential and Day Services: Distribution by Home Location (DHS Region) 2000-2003

DHS Region	2000-2001 (n=1515)	2001-2002 (n=1604)	2002-2003 (n=1461)
Eastern Metropolitan	22.67	27.25	24.44
Northern Metropolitan	5.79	8.38	7.60
Southern Metropolitan	62.17	55.04	57.63
Western Metropolitan	0.90	2.23	2.67
Loddon Mallee	1.16	0.54	1.57
Hume	1.99	1.49	1.51
Gippsland	3.88	3.31	3.76
Grampians	0.70	0.68	0.27
Barwon South West	0.24	0.54	0.27
Interstate/Other	0.50	0.54	0.27
Total	100.00	100.00	100.00

Table 4 Families at Combined QEC Noble Park and Regional Services 2000-2003
(Residential, Day Stay and Home-Based): Distribution by Home Location (DHS Region)*

DHS Region	2000-2001 (n=2049)	2001-2002 (n=2053)	2002-2003 (n=2010)
Eastern Metropolitan	16.02	18.70	17.76
Northern Metropolitan	6.02	8.45	8.06
Southern Metropolitan	53.62	58.04	61.79
Western Metropolitan	0.82	1.41	1.94
Barwon South West	0.19	0.39	0.20
Gippsland	4.31	3.55	4.43
Grampians	0.55	0.48	0.20
Hume	11.42	8.24	4.28
Loddon Mallee	0.95	0.37	1.14
Interstate/Other	6.10	0.37	0.20
Total	100.00	100.00	100.00

* Excludes clients receiving telephone advice or information only.

Table 5 Ages of Clients Admitted to Residential and Day Stay Programs at QEC Noble Park

Noble Park	2000-2001 %	2001-2002 %	2002-2003 %
Children	(n=2049)	(n=2053)	(n=1990)
Under 11 months	65.60	65.86	64.57
12-18 months	14.90	13.86	15.76
Over 19 months	19.50	20.28	19.67
Total	100.00	100.00	100.00
Adults	(n=1744)	(n=1950)	(n=1720)
Under 20 years	3.02	2.51	3.43
21-30 years	40.87	36.97	35.04
31- 40 years	51.08	54.62	56.01
Over 40 years	5.03	5.90	5.52
Total	100.00	100.00	100.00

Socio-Demographic Profile of Clients

The 1,461 families admitted to Residential and Day Stay Programs at the Noble Park facility during 2002-2003 reflected a broad range of socio-economic circumstances.

Of these families, 544 were recipients of pensions or benefits (37.23%) including 257 parents who received

Family Allowance Supplement (17.59%), 181 who received Sole Parent Pensions (12.39%) and 47 who received Disability Support Pensions (3.22%). 33 families were receiving a Newstart or Job Search Allowance (2.26%) and 3 families a Young Homeless Allowance (0.21%).

Table 6 Percentage of Families Admitted to Residential and Day Stay Services by Self-Reported Pensions/Benefits Received 2000-2003

Pension / Benefit Received	2000-2001 (n=1641)	2001-2002 (n=1604)	2002-2003 (n=1461)
	%	%	%
Disability Support Pension	1.89	2.99	3.22
Sole Parent Pension	9.14	11.35	12.39
Newstart/Job Search Allowance	2.56	2.06	2.26
Young Homeless Allowance	0.06	0.06	0.21
Family allowance Supplement	19.5	15.34	17.59

Of clients admitted to residential or day programs at Noble Park, ten were Aborigines or Torres Strait Islanders (0.3%). Of adult clients, 22.4% were born overseas in 58 different non-English-speaking countries and 4.2% reported speaking one of 140 languages other than English at home.

Maternal and child health nurses were the main source of referrals to the Queen Elizabeth Centre in 2002-2003 -

30.8% of admitted families, followed by self, family or friends -23.6%, Department of Human Services Child Protection Services -16.7%, other hospitals including early parenting centres -2.9%, general practitioners and medical specialists -5.5% and other health service providers -3%. Internal referrals from one Queen Elizabeth Centre service to another accounted for 7.3% of referrals.

Table 7 Percentage of Families Admitted to Residential and Day Stay Programs at QEC Noble Park: Referral sources 2000-2003

Referral Source	2000-2001	2001-2002	2002-2003
	%	%	%
Maternal and Child Health Nurses	40.61	37.10	30.76
Self, Family, Friends	24.34	18.99	23.64
Child Protection Service	11.85	14.78	16.67
Medical Practitioners	3.78	5.65	5.45
Other hospitals	4.54	3.19	2.88
Other health service providers	1.64	1.74	3.03
Internal QEC referrals	1.51	5.65	7.27
Other	11.73	12.90	10.30
Total	100.00	100.00	100.00



our services and programs

The Queen Elizabeth Centre's outstanding achievements in 2002-2003 include:

- delivering the second Queen Elizabeth Centre national conference attended by 450 delegates;
- having Professor Jane Drummond from the University of Alberta, Canada, as the Queen Elizabeth Centre 2003 Visiting Scholar for three months, April to June 2003;
- winning a three-year contract to provide home-based Parenting Assessment and Skill Development Services (PASDS) in the Southern Metropolitan Region;
- increasing services for high risk families by providing home-based *Parenting Plus* in two regions with State Government funding; and
- attracting funding from the Commonwealth Department of Family and Community Services to extend the evaluation of the *Parenting Plus program*;
- completing two significant research studies, *Parents' Perceptions of QEC's Home-Based Parenting Assessment and Skill Development Services (PASDS)* and *Evaluation of the Parenting Plus Pilot Program*.

Queen Elizabeth Centre operated for the full year, with reduced services for two weeks in December-January and one week in April.

Core Early Parenting Services – Triage, Residential, Day Stay and Home-Visiting Services, Noble Park

Core services are early parenting care, education and support services funded through a recurrent block grant from the Victorian Department of Human Services (DHS). Expert assessment and triaging during an initial telephone consultation with potential clients ensure Queen Elizabeth Centre's residential and home visiting services are able to respond to complex early parenting and early childhood needs. Triage nurses provide immediate telephone advice but refer less complex, everyday parenting difficulties to service providers in the primary or universal service system.

In 2002-2003, triage staff diverted 1,581 families (one-half of all enquiries for bookings) from requiring a face to face service by providing telephone advice and referring families with less complex needs to the primary or universal sector.

In all, during the year, triage nurses responded to 4,749 calls: 3,046 families with a new concern, 1,473 repeat calls from families with an existing concern and 230 calls from professionals seeking advice about their clients. To support primary sector service providers during the year, Queen Elizabeth Centre staff provided secondary consultancy (professional to professional), professional supervision, education seminars, workshops and preceptored placements (workplace coaching).

In addition to telephone consultations, service delivery modes include residential, day stay and home visiting. Each week, twelve families participate in the Monday to Friday residential program at Noble Park. The complexity of presenting problems in residential programs regularly requires specialised therapeutic interventions in addition to parenting skills enhancement.

Six families attend each Day Stay program. Single day programs are suitable for families with a single issue such as a settling or feeding difficulty requiring education and coaching. In 2002-2003, day stay services at Noble Park reduced from five to three days per week and the former local area home visiting program ceased. With DHS approval, funding that had provided the discontinued services was transferred to provide *Parenting Plus* three days a week in the Southern Metropolitan Region with a target of 48 families per annum. Similarly in the Upper Hume Region, former funds for a lower intensity home visiting program were redirected into providing *Parenting Plus* for six families a year in Wangaratta, Indigo and Alpine rural municipalities. *Parenting Plus* commenced in these two regions in October 2002.

Parenting plus

A pilot initiative in 2001-2002 funded by the Australian Government Department of Family and Community Services (F&CS), *Parenting Plus* has become one of the most promising of the Centre's core programs. In 2002-04, it is being largely funded by the Victorian State Government although F&CS is funding services for an additional 12 families as well as the evaluation of outcomes for 54 families. *Parenting Plus* is a practical program that fills a service gap between regular parenting support and the statutory services for families whose children are at high risk of abuse and/or neglect. It is a home-based intervention of 62 hours over nine weeks, offering intensive



Parenting Plus Reference Group

Mary Anne Biro, Project Coordinator Women's Health Program, Southern Health

Vicki Cowling, Mental Health Promotion Officer, Maroondah Hospital

Phil Dalling, Regional Manager, Planning DHS Dandenong

Judith Gibbs, Lecturer, La Trobe University

Ann Hindell, MCHN Coordinator, Hume City Council

June McLoughlin, Director Early Childhood Unit, Centre for Community Child Health, Royal Children's Hospital

Rachel Robinson, Project Officer, Dept of Family & Community Services, Melbourne

Sepi Weerasinghi, Program Manager, Victorian Aboriginal Child Care Agency

one-to-one parenting and personal skills development for high risk families not currently involved with Child Protection Services. Participating families have high needs due to factors such as mental illness, intellectual disability, substance abuse, or have had previous involvement with child protection services. The client group includes indigenous families and families from other culturally and linguistically diverse backgrounds. Referrals have come from maternity hospitals, Maternal and Child Health Nurses' Enhanced Home Visiting programs and QEC's own triage service.

Short term service objectives are to:

1. increase parenting competence,
2. increase parenting confidence and
3. increase parents' enjoyment of parenting.

Medium and longer term objectives are to:

1. enhance child and family resilience,
2. attain children's developmental milestones, and
3. prevent Child Protection Services involvement.

Evaluation of the pilot by the Principal Investigator, Ms Kerry Haynes, Centre for Community Child Health, Royal Children's Hospital, found that six months after program completion most clients were able to describe how they were still using some of the skills they had learnt during the program. These skills included implementation of sleeping and eating routines, behaviour management strategies, improved communication skills with children and improved

safety in the home. All of the parents who were interviewed reported that they felt more confident as parents following their participation in Parenting Plus. Compared to satisfaction at commencement, client satisfaction with parenting was significantly higher at program completion and also six months after program completion.

The Commonwealth Department of Family and Community Services, Child Abuse Prevention Program, is funding an extension of the evaluation in 2003-2004 from the initial 19 to 54 families. The Reference Group that was so helpful in the pilot program's implementation and evaluation phases will be invited to reconvene for the extension period.

Medical Services

The Director of Medical Services, Dr Gideon Saaroni, continued to meet the medical needs of clients at Noble Park in 2002-2003. Throughout the academic year, Dr Saaroni facilitated practical experience at Queen Elizabeth Centre for medical students from Southern Health during their fifth year paediatric rotation at Dandenong Hospital. Dr Meredith Rawson provided relieving medical services when Dr Saaroni was on leave and the Chandler Road Clinic continued to provide emergency after-hours services when needed.

The Advanced Paediatric Community Child Health training program delivered from the Noble Park site increased to two sessions a week in 2002-2003. The Paediatric Fellows saw infants and children with developmental or behavioural concerns. Some children were concurrently receiving residential or home-based services; others were referred as outpatients by health professionals from throughout the Southern Metropolitan Region. We are grateful to Dr Michele Hua (July-December 2002) and Dr Sally Munday (February-June 2003) who provided these sessions and to their auspice organizations, Monash Medical Centre and the Royal Children's Hospital.

Specialist Medical Consultants

Dr Peter Forrest, MBBS, FRACP, MRCP


Dr Des Guppy, MBBS, FRACP

Dr Barry Kras, MBBS (Hons), FRACP

Dr Michael Maloney, MBBS, MRCPsych, FRANZCP

Dr Cathy McAdam, MBBS, FRACP

Associate Prof. Campbell Paul, MBBS, FRANZCP



Dr John King, MBBS, DPM, SRARZCP, Director, Mother-Baby Unit, Southern Health, and Dr Tom Levine MBCLB, MPM, Psychiatric Registrar, provided a weekly session at Queen Elizabeth Centre from February 2003 under contract between Queen Elizabeth Centre and Southern Health. This regular arrangement reflects the high number of Centre

clients who have a mental illness. Twenty-six (26) clients attended these sessions from February to June 2003. Dr King also provided an education session for nursing staff. In turn, our staff provided education programs for staff of the Southern Health Mother-Baby Unit.

Table 8 Separations of Families from Parenting Assessment and Skills Development Services (PASDS) by Referring DHS Regional Child Protection Service, 1999-2003

Referring DHS Region	Residential PASDS				Home-Based PASDS				Total
	99-00	00-01	01-02	02-03	99-00	00-01	01-02	02-03	
Eastern Metropolitan	1	3	3	4	-	-	-	-	11
Northern Metropolitan	24	21	24	25	13	33	35	49	224
Southern Metropolitan	48	42	53	56	29	44	52	62	386
Western Metropolitan	4	2	-	1	-	-	-	-	7
Barwon South West	1	-	-	-	-	-	-	-	1
Gippsland	5	6	7	6	37	28	32	34	155
Grampians	5	9	8	2	-	-	-	-	24
Hume	7	9	3	4	7	11	10	9	60
Loddon Mallee	5	8	6	12	-	-	-	-	31
Totals	100	100	104	110	86	116	129	154	899

Parenting Assessment and Skills Development Services (PASDS)

Queen Elizabeth Centre remained the largest provider of PASDS in Victoria in 2002-2003, offering 10-12-day residential and 10- and 12-week home-based PASDS. Table 8 gives numbers of participating families in each by DHS region.

All children (0-3 year-olds) and their families who participated in PASDS were referred from Child Protection Services throughout Victoria. All were considered to be at high risk of abuse and/or neglect. Queen Elizabeth Centre staff assessed the adequacy of parenting competencies and provided parents with intensive teaching, modelling and coaching to enhance or develop parenting skills in weak areas.

Queen Elizabeth Centre staff members use the *Parenting Competencies Assessment Framework* to assess the capacity of parents to adequately safeguard their infants

and toddlers from preventable illness, preventable injury and preventable developmental delay. They provide formal reports to the referring Child Protection Service about parents' knowledge, skills and attitudes related to their children's day-to-day care and nurture. These reports contribute to Child Protection Services' assessment of risk. In some cases, our staff find that the parents have an adequate level of knowledge and skills related to child rearing, but discover that other factors are interfering with their capacity to adequately protect their children from harm. These other factors may include domestic violence, mental illness, intellectual disability or drug or alcohol dependence. Our reports help to clarify the areas in which interventions should focus in order to develop and strengthen these families.

The Centre's PASDS teams include maternal and child health nurses and early childhood workers or mothercraft nurses.



Regional Queen Elizabeth Centre Services

Regional teams of maternal and child health nurses and mothercraft nurses or early childhood workers provided home based PASDS throughout Gippsland (10 week programs), Upper Hume (12 week programs), Southern and Northern Metropolitan Regions (12 week programs).

From *QEC-Hume's* base in Wangaratta, our Upper Hume staff team also provided home-based *Parenting Plus* and a fortnightly day stay program funded through Hume Region as a mental illness prevention and early intervention program. Table 1 gives numbers of families in these programs.

The *QEC-Northern team* moved to new office premises in April 2003 within the Preston Creative Living Centre, a Uniting Care facility at 648 High Street, Reservoir. We acknowledge the valuable support provided by our former landlords, the City of Banyule, from March 2000 to April 2003, and look forward to a productive relationship with the multidisciplinary team of service providers at Reservoir.

Reference Group Members – QEC-Hume Programs

Jenny Ahern, Post Natal Support Worker, Community Psychiatry, Wangaratta

Sue Couper, Manager, Specialist Programs, Queen Elizabeth Centre (from January 2002)

Jenny Gilmartin, Maternal & Child Health Nurse, Wangaratta

Glenys Jackson, President, Noah's Ark Toy Library, Wangaratta

Nancy Mason, Family Support Worker, Upper Murray Family Care

Alison Nuske, Manager, Specialist Programs, Queen Elizabeth Centre (to December 2002)

Shirley Pilkington, Coordinator, QEC-Hume

Paul Quinnell, High Risk Infant Program Manager, Department of Human Services, Hume Region

Linda Shiels, Program Manager, Department of Human Services, Hume Region

Pam Stilling, Chief Executive Officer, Queen Elizabeth Centre

Dr Terry Stubberfield, Paediatrician, Wangaratta

SPECIFIC PURPOSE PROGRAMS

Queen Elizabeth Centre's Specific Purpose Programs are those Business Units that are funded from sources other than State government grants.

Parenting Plus

Both Commonwealth and State Governments provided funding for Parenting Plus in 2002-2003. The program is fully described under the Core Programs section of this Report. The Commonwealth-funded portion is reported financially as a Specific Purpose Program.

City of Casey

Queen Elizabeth Centre continued to provide home visiting services one day a week to City of Casey families as requested by and under the supervision of a City of Casey maternal and child health nurse. This collaboration resulted from the City of Casey's maternal and child health service *New Initiatives and Enhanced Home Visiting* programs. Queen Elizabeth Centre staff assisted 128 families in this program in 2002-2003.


City of Kingston


Queen Elizabeth Centre staff provide a weekly Day Stay program at the former Parkdale Maternal and Child Health Centre for Kingston residents referred by the municipality's maternal and child health nurses. In 2002-2003, 135 families attended the program for advice and assistance with infant and childcare concerns.

Education Services

Queen Elizabeth Centre Education Services continued to provide the Professional Education Seminar Series to a broad range of professionals working in early childhood and early parenting fields. Twenty-five seminars were conducted at the QEC conference centre through the year, with an attendance by 716 professionals.

Education Services staff provided specially commissioned professional education sessions in metropolitan and rural Victoria. Two hundred and twenty three (223) professionals including foster-carers, child protection workers and maternal child health nurses attended nine workshops. In addition to these workshops, staff provided clinical preceptorships in QEC PASDS, Residential and Day Stay services at Noble Park. Preceptorships ranged in





length from three days to three weeks. Local Government Authorities also commissioned seven parent education sessions that attracted a total of 242 parents.

The demand for both professional and parent education sessions increased throughout the year. Whilst this is indicative of the high standard of teaching provided, it is unfortunate that QEC Education Services has not been able to expand its resource base sufficiently to meet all requests within desired timeframes.

The partnership between Queen Elizabeth Centre and Chisholm Institute of Technical and Further Education (TAFE) (Frankston Campus) continued in 2002-2003. The partnership jointly provided a module in the Advanced Diploma of Community Welfare (Children's Services) Certificate in Infant, Toddler Care and Family Support. Eighteen early childhood workers completed 10-day placements and two workshops provided at QEC.

A highlight of the year for Education Services was the hosting of visiting scholar Professor Jane Drummond from the University of Alberta (Canada) for 12 weeks in April, May and June. Sponsorship provided by The Forest Hill Early Childhood Foundation and The Ian Potter Foundation supported her visit. Professor Drummond delivered a number of workshops and offered expert mentorship with Best Practice in Home Visiting, *Promoting Family Resilience* and *Working in Teams*, not only to staff at QEC, but also to many other professionals throughout Victoria. As a result of Professor Drummond's visit, the University of Alberta and QEC now have established collaborative education and research links. QEC provided an eight-week international clinical placement for a fourth-year nursing student from the University of Alberta in February and March 2003. Furthermore, initial planning for the implementation and evaluation of the *Family Assessment Model* in all QEC services commenced.

Second National Conference

Queen Elizabeth Centre hosted its second national conference at the Copland Theatre, The University of Melbourne, on 8 and 9 November 2002. The conference entitled *The Critical Early Childhood Years: Rethinking Current Interventions and Strategies* attracted 480 delegates. Highly acclaimed international keynote speakers Dr Kathryn Barnard from the USA and Dr Gillian Pugh from the UK, presented cutting edge research and policy ideas. Invited Australian speakers included Professor Fiona

Stanley, Associate Professor Campbell Paul, Professor Glenn Bowes and Professor Alan Hayes.

An additional 75 papers and workshops were presented by delegates from Australia, New Zealand, the UK and the USA. QEC staff presented three of these papers. The increasing number of delegates prepared to travel from overseas to attend the conference indicates the high standard and increasing reputation of the conference.

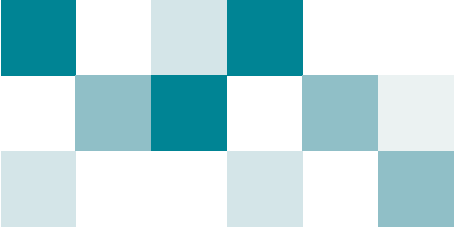
Research Program

The QEC funded research project, *The Evaluation of the QEC Day Stay Program* conducted by Jan Matthews of the Victorian Parenting Centre, continued. Preliminary findings of this project were presented at QEC's second national conference. Final results will be available in September 2003.

The partnership between QEC, the University of Newcastle (NSW), Royal Canberra Hospital (ACT) and the Centre for Community Child Health (VIC) in the multi-centre Random Controlled *Trial of Home Visiting for Opiate Dependent Mothers* continued. Phase 1, the feasibility study, was completed during the year and Phase 2, which involves the planning and implementation of the home visiting program, commenced.

Principal Investigator, Ms Kerry Haynes, Centre for Community Child Health, Royal Children's Hospital, completed an evaluation of the Parenting Plus Pilot Program in April 2003. The Australian Government Department of Family and Community Services (F&CS) funded the pilot study and its extension which will be undertaken in 2003-04. Findings are outlined in the *Parenting Plus* section of this report above.

QEC commissioned Monash University Department of Medical Psychology to study *Parents' Perceptions of QEC's Home-Based Parenting Assessment and Skills Development Services* (PASDS). Associate Professor Sandra Lancaster and Ms Heather Siddons completed their report in 2002. The study is not an evaluation of the PASDS, but sought to obtain feedback from parents who had been under some pressure to participate, all having been referred to the program by a Child Protection Service. We wanted information about what helped and what did not help and how participants thought provision of PASDS could be improved. The Minister for Community Services will launch the report in September 2003.



QEC piloted a dance therapy program for clients of the Southern Region home-Based PASDS in 2002 in partnership with Austin-Repatriation General Hospital Department of Psychology. Psychologist/dance therapist, Elizabeth Loughlin, and Michelle Royal, dance therapist, conducted the program at QEC together with QEC staff member, Louise Melenhorst. Their report was completed in March 2003.

Marketing

The reputation of the Centre continued to grow among professionals nationally and internationally in large part due to Queen Elizabeth Centre's Education Services that included the biennial national conference, the professional seminar series, the Visiting Scholar program, research publications and the QEC website, www.qec.org.au.

In 2002-2003, the web site received 93,134 visits. Most were from Australia (90%). Next were USA (4%) China (2%), Indonesia (1%), New Zealand, Uruguay and others (1% each). Most visited pages on the site were Professional Education Seminars Programs, Professional Education & Training, Employment, and QEC Conference Program.

Direct marketing to parents in the first weeks, months and years of parenting is undoubtedly effective but is a double-edged sword. Higher demand increases the waiting times for publicly funded services like those of Queen Elizabeth Centre. Advertisements appear regularly in widely distributed parenting newsletters and journals, and in pamphlets and flyers circulated in all maternal and child health centres, child care centres and maternity hospitals.

Client Services Outlook

Despite expert triaging and diversion of requests to the universal service system wherever possible, demand for our early parenting services remains strong. At 30 June 2003, the wait for residential services was one to twelve weeks (the lower figure dependent on ability to fill cancellations), for day stay services one to five weeks (depending on children's ages) and for home-based *Parenting Plus* the wait was six weeks. Despite this level of demand, the Centre at Noble Park continues to operate under capacity, limited by funding availability.

New funding in recent years has come, not from extension of our grant for core early parenting services, but in specialised funding from Child Protection Services for

Noble Park and regional services for high-risk infants and their families. As reported last year, for future service growth and development we continue to look to the Department of Human Services' initiatives for secondary and tertiary services for high-risk families, to the family strengthening initiatives of the Commonwealth government, and to the fee-for-service business products and services of our own Education and Research programs.

The new program, *Parenting Plus*, presents great possibilities as a way to assist families at high risk in the most practical way and at an early stage where preventative interventions have greatest chance of achieving success. We have high hopes of this program being a model that can be a prototype for preventative family services well into the future.

Partnerships

Queen Elizabeth Centre is involved in two Vulnerable Families Innovations Projects in the local government areas of Bairnsdale and Frankston. We are not lead agencies in these projects because of our focus on "early" rather than "whole of" childhood. They are family and community development projects aiming to reduce child abuse notifications and re-notifications. We have hopes of being more closely involved in direct service provision in LaTrobe and Darebin projects that will come on stream in 2003-2004.

Queen Elizabeth Centre is a partner in the Best Start project in the City of Casey. Funded by the Victorian Department of Community Services, the City of Casey is coordinating the project, a family strengthening, community development project targeting 0-7 year-olds and their families. It pools the knowledge and expertise of a wide range of service providers who have contact with the target population to focus on a number of interventions which will address recognised vulnerabilities.

We share accommodation with City of Kingston at Parkdale, Noah's Ark Services for Children with Developmental Delay at Wangaratta, Anglicare at Morwell and the Grace Berglund Centre at Warragul.

These and our contracted partnerships with the Cities of Casey and Kingston and the Shire of Cardinia herald a way for the future.

Pam Stilling

Chief Executive Officer, Director of Nursing



human resources

Despite improved pay and conditions, recruitment of maternal and child health nurses continued to be problematic in 2002-2003. Inability and reluctance to do shift work, weekend work and to work with the very high risk families are cited as reasons for choosing not to work for Queen Elizabeth Centre. Experienced nurses who are seeking more challenging roles are finding opportunities in the reasonably new Local Government Enhanced Home Visiting Programs. However, more maternal and child health nurses are availing themselves of educational opportunities provided by this Centre and students are undertaking field placements in our high intensity programs; PASDS and Parenting Plus. Hopefully, this exposure will increase the confidence and competence of maternal and child health

nurses who may regard the Centre as a preferred employer. A reduction from the previous year in DHS grants required the termination of a dedicated Parent-Infant Play Program Coordinator and of facilitation by specialist providers of Dance Therapy and Fathers Groups. A significant strategy to manage the funding reduction will take effect in 2003-2004 and involves closing the residential PASDS program on alternate weekends.

Staff Establishment

At 30 June 2003 there were 61 female and 3 male staff members. Of the 64 staff members, there were 38 full time and 26 part-time in that week. Table 9 gives equivalent full-time staff numbers by program and staff category.

Table 9 QEC Staff Establishment at 30 June 2001, 2002 and 2003.

Program	FTE* 30/06/01	FTE* 30/06/02	FTE* 30/06/03	Category
Residential Services	13.04 20.03	10.30 15.85	9.55 16.59	Maternal & Child Health Nurses M'craft Nurses/Early Childhood Workers
Day Stay and Home Visiting Programs	3.90 6.30	5.89 8.70	6.71 9.85	Maternal & Child Health Nurses M'craft Nurses/Early Childhood Workers
Phone Triage & Bookings Service	1.40	1.40	1.47	Maternal & Child Health Nurses
Education	0.60	1.60	2.00	Maternal & Child Health Nurses
Management and Administration	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	Chief Executive/Nursing Director Director Medical Services Managers, Nursing Programs Commercial Manager Manager Administrative Services Health Information Manager Clerical/Reception Senior Accounts Clerk
Totals	55.96	55.43	57.86	

* Full Time Equivalent



New appointments

Sue Couper joined the senior management team as Manager, Specialist Services, in February 2003, following Alison Nuske's resignation in December 2002. Sue was formerly a coordinator of the home-based PASDS program in Southern Metropolitan Region.

In February 2003 Clare McKenna took up a coordinator position in the residential PASDS program following Annemarie Dempster's resignation and acceptance of a coordinating position in the City of Casey. Debbie Brewis has been the acting second coordinator in the residential PASDS program from May 2003 when Lorraine Gillies accepted a coordinating position in the City of Frankston. As reported last year, the aim of having two coordinating positions was to reduce report-writing work for each and to increase capacity for each coordinator to work more closely with clients, and to teach, guide, supervise and support direct care staff. At 30 June 2003, we have nine PASDS coordinators based in four regions (5.95 FTE).

In February 2003, Kirsty Evans returned to the QEC workforce as a coordinator in the home-based PASDS program in Southern Metropolitan Region.

In response to the increasing complexity of families' needs, we appointed a social worker to the position of Clinical Family Counsellor in June 2003. She will take up her position at the Noble Park site in August 2003.

In July 2002, Pauline Sampson joined the Education and Research Program as Coordinator Education Services.

There were several temporary appointments to reception staff during the year following Michelle Alleaume's resignation in August 2002. A new appointment was made in July 2003.

Early Childhood Worker, Alison Johns, joined the Northern Metropolitan Region program in 2002-2003.

Merit and Equity Principles

The Queen Elizabeth Centre applies merit and equity principles in accordance with the Public Sector Management and Employment Act 1998. We reported on the application of the principles to the Office of Public Employment in Organisation Self Assessment 2003 and on Executive Remuneration to monthly workforce data to the Department of Human Services (DHS) in accordance with the DHS Minimum Dataset as well as monthly nursing workforce data to the Nursing Unit of the same Department.

All staff members are made aware of and are expected to comply with the Public Sector Code of Conduct. There were no known non-compliances in the year.





general reports

Freedom of Information

For the year ended 30 June 2003, nine requests were received under the Freedom of Information Act 1982.

Whistleblowers Protection Act

There were no disclosures under the Whistleblowers Protection Act 2001.

Legislative Changes

As a public hospital, QEC does not administer any Acts directly. The Health Services Act 1988 is the vehicle by which the hospital is incorporated and prescribes the manner in which it is regulated. Acts passed during 2002-2003 financial year are listed as follows:

Acts

- Audit (Amendment) Act 2003
- Business Licensing Legislation (Amendment) Act 2003
- Drugs, Poisons and Controlled Substances (Volatile Substances) Act 2003
- Environment Protection (Resource Efficiency) Act 2002
- Health Legislation (Research Involving Human Embryos and Prohibition of Human Cloning) Act 2003
- Pay-roll Tax (Maternity and Adoption Leave Exemption) Act 2003
- Public Holidays and Shop Trading Reform Acts (Amendment) Act 2003
- Residential Tenancies (Amendment) Act 2002
- Road Safety (Heavy Vehicle Safety) Act 2003
- Wrongs and Limitation of Actions Acts (Insurance Reform) Act 2003
- Wrongs and Other Acts (Public Liability Insurance Reform) Act 2002

Regulations

- Building (Amendment) Regulations 2003
- Building (Legionella Risk Management) (Amendment) Regulations 2002
- Cancer (BreastScreen Victoria Registry) Regulations 2003
- Drugs, Poisons and Controlled Substances (Fees) Regulations 2002

- Drugs, Poisons and Controlled Substances (Fees) Regulations 2003
- Electricity Safety (Bushfire Mitigation) Regulations 2003
- Emergency Management Regulations 2003
- Environment Protection (Vehicle Emissions) Regulations 2003
- Fundraising Appeals (Amendment) Regulations 2002
- Health (Consultative Council on Obstetric and Paediatric Mortality and Morbidity) Regulations 2002
- Health (Infectious Diseases) (SARS) Regulations 2003
- Health (Radiation Safety) (Fees) Regulations 2003
- Health Services (Supported Residential Services) (Fees) Regulations 2003
- Occupational Health and Safety (Asbestos) Regulations 2003
- Pathology Services (Exempted Tests) (Amendment) Regulations 2003
- Subordinate Legislation (Freedom of Information (Access Charges) Regulations 1993 – Extension of Operation) Regulations 2003
- Subordinate Legislation (Occupational Health and Safety (Noise) Regulations 1992 – Extension of Operation) Regulations 2003
- Tobacco (Amendment) Regulations 2003
- Transport Accident (Amendment) Regulations 2003
- Whistleblowers Protection (Amendment) Regulations 2002

Ministerial Directions

The information listed in the Directions of the Minister for Finance Part 9.1.3. (iv) is available on request.

Building Act 1993

The Queen Elizabeth Centre fully complies with the building and maintenance provisions of the Building Act 1993.

National Competition Policy

The Queen Elizabeth Centre complies with National Competition Policy guidelines when tendering.

The Centre has outsourced all non-core services.

donations & financial results

The Centre is very grateful for the continued support of donors during 2002-2003. Donations totalling \$90,346 supported QEC's National Conference in November, and accommodation costs for Visiting Scholar, Professor Jane Drummond. They enabled us to purchase a vehicle for home visiting staff in East Gippsland and two mini digital movie cameras for rural QEC sites. These are powerfully effective tools staff use to teach and improve the quality of parent-child interactions.

It is with sadness that the Board and Managers learnt of the death of Mrs WMK Stephens in July 2003. Mrs Stephens was an honorary administrator of the Centre in the nineteen-sixties. She maintained a strong personal interest in the Centre throughout her life and has been a regular donor each year. Our sympathies are with her daughter, Ms Jacqueline Stephens.

Table 10 Donations Year Ended 30 June 2003

Donor	\$
The QEC Foundation	54,054
Collier Charitable Fund	15,000
The Ian Potter Foundation	10,000
The Lord Mayor's Charitable Fund & Hospitals and Charities Sunday Appeal	6,422
Joe White Bequest	2,000
Estate Sir Walter Leitch	917
Forest Hill Early Childhood Foundation	909
St George's Hospital	500
Sandhurst Trustees: Estate E G Batchelder	394
Mrs W M K Stephens	100
Mr Les Johnston	50
TOTAL	90,346

Table 11 Summary of Financial Results 1998-2003

	2002-03 \$	2001-02 \$	2000-01 \$	1999-00 \$	1998-99 \$
Total Expenses	5,221,177	5,742,492	4,580,878	3,910,117	3,329,989
Total Revenue	5,182,308	5,053,483	4,538,986	3,951,852	4,038,529
Operating Surplus/(Deficit)	(38,869)	(689,009)	(41,892)	41,735	708,540
Retained Surplus/(Accumulated Deficit)	(731,657)	(689,009)	1,281,966	1,323,858	1,285,123
Total Assets	7,046,303	6,960,949	6,962,667	6,937,698	6,748,143
Total Liabilities	871,492	769,992	607,701	540,840	393,020
Net Assets	6,174,811	6,190,957	6,354,966	6,396,858	6,355,123
Total Equity	6,174,811	6,190,957	6,354,966	6,396,858	6,355,123

Table 12 Financial Analysis of Operating Revenues and Expenses

	Total 2002/03 \$	Total 2001/02 \$
REVENUES		
Services Supported by Health Service Agreement		
Government Grants	4,477,888	4,619,979
Indirect Contributions by Human Services	106,740	19,466
Donations	6,422	-
Interest	35,254	42,574
Other Revenue	42,564	39,467
	<u>4,668,868</u>	<u>4,721,486</u>
Services Supported by Hospital & Community Initiatives		
Research and Program Grants	51,000	81,600
Donations	39,964	9,091
Interest	46,477	3,211
Other Revenue	255,297	75,817
	<u>392,738</u>	<u>169,719</u>
	5,061,606	4,891,205
EXPENSES		
Services Supported by Health Service Agreement		
Employee Benefits	3,641,759	3,385,567
Fee for Service Medical Officers	-	-
Supplies and Consumables	92,065	96,545
Other Expenditure	899,576	953,752
	<u>4,633,400</u>	<u>4,435,864</u>
Services Supported by Hospital & Community Initiatives		
Employee Benefits	138,764	98,922
Supplies and Consumables	20,840	229
Other Expenditure	166,404	79,787
	<u>326,008</u>	<u>178,938</u>
Surplus/(Deficit) for the Year before Capital Purpose Income, Depreciation, Amortisation and Specific Revenues and Expenses		
	102,198	276,403
Capital Purpose Income	49,316	56,646
Proceeds from Sale of Non-Current Assets	71,386	105,632
Written Down Value of Assets Sold	(80,541)	(109,586)
Written Down Carrying Value of Buildings	0	(849,758)
Depreciation	(181,228)	(168,346)
Net Surplus / (Deficit)	(38,869)	(689,009)



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