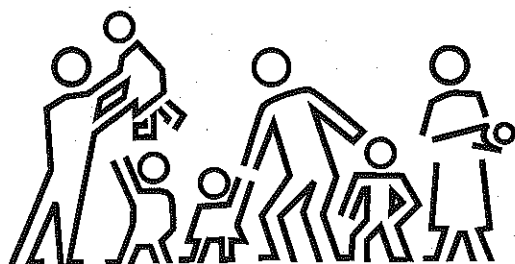

79th Annual Report 1997



The Queen Elizabeth Centre

53 Lytton Street

Carlton Victoria 3053



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 Victorian Baby Health Centres Association was formed and the first Infant Welfare Centre opened in Richmond
- 1928 the Victorian Baby Health Centres Association Training School was established next door to the Women's Hospital in Carlton, becoming the first residential centre for training Infant Welfare Nurses and, later, undergraduate medical students studying infant health and welfare
- 1934 the Queen Elizabeth Hospital for Mothers and Babies was registered under the Hospitals and Charities Act
- 1950 Victorian Baby Health Centres Association was incorporated under Section 46 of the Hospitals and Charities Act
- 1951 Victorian Baby Health Centres Association transferred the Queen Elizabeth Hospital for Mothers and Babies together with its training school to newly renovated premises in Carlton. The site bounded by Keppel, Lytton and Cardigan Streets was that of the former Carlton Refuge. Training of Infant Welfare Sisters and Mothercraft Nurses continued at this site until 1979 when it was transferred to the tertiary education sector
- 1969 new hospital Building Appeal was launched by Lady Curtis, President Committee of Management
- 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 to better reflect the broader range of services
- 1989 Carlton Creche and Day Nursery amalgamated with the Queen Elizabeth Centre
- 1993 Community Outreach Nurse Service commenced funded by private donations
- 1993 June Shaw Wing opened
- 1994 Day Stay services commenced
- 1995 conversion of former Children's Unit to family accommodation
- 1996 establishment of Dandenong Day Stay Program with grant from the Community Support Fund
- 1997 Queen Elizabeth Day Nursery closed
- 1997 establishment of Mill Park and Wangaratta Day Stay Programs and Wangaratta In Home Support Program with grants from the Community Support Fund
- 1997 building of new Queen Elizabeth Centre commenced at Thomas Street, Noble Park



ANNUAL REPORT

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This report was released to the public on Wednesday, 29th October, 1997

The Queen Elizabeth Centre
53 Lytton Street, Carlton, Victoria 3053
Telephone: 9347-2777 Fax: 9347-2779



INTRODUCTION

The Queen Elizabeth Centre (QEC) is a registered Schedule I Public Hospital, and by operation of the Health Services Act, 1988, is a body corporate with perpetual succession.

The functions of the Board of Management are to oversee and manage the Centre and to ensure that the services provided by the Centre comply with the requirements of the Health Services Act 1988 and the objects of the Centre. - Health Services Act 1988

During 1996-7, portfolio responsibility for The Queen Elizabeth Centre transferred from the Hon Rob Knowles MP, Minister for Health, to the Hon Denis Napthine MP, Minister for Youth and Community Services.

The core business of the Queen Elizabeth Centre is the provision of care, support and education to families from anywhere in Victoria who are experiencing difficulties with parenting their children from birth to three years of age. These difficulties may have medical, psychological or social origins. The modes of service offered to families include residential stay, day stay, home visiting and telephone advice. Service bases are located at Carlton, Dandenong, Mill Park and Wangaratta.

As an additional initiative, the Queen Elizabeth Centre provides long day child care at the 48-place Carlton Creche and Day Nursery located at 111 Neill Street, Carlton. Until its closure on 2 May 1997, it also operated the 30-place Queen Elizabeth Day Nursery in Cardigan Street, Carlton. These child care centres were subsidized by the Commonwealth Department of Health and Family Services under Part Three of the Child Care Act 1972. They were regulated under the Victorian State Government Children's Services Centres Regulations 1988. In 1996, they each received the maximum three year accreditation by the National Childcare Accreditation Council.

The following Mission Statement and Principles were developed by the Board of Management and staff of the Centre in 1996-7:

MISSION STATEMENT

The Queen Elizabeth Centre is committed to offering specialised support, care and educational services to Victorian families who have children up to five years of age, with the aim of enhancing the health and development of the family.

Our role is to work in partnership with families, acknowledging that they are the principal providers of care and nurture of children.

OBJECTS

The Objects of The Queen Elizabeth Centre are:

1. to develop parenting competence and confidence, enabling families to nurture and protect their children and to enhance family health and development;
2. to enhance access to services by ensuring the availability of residential, day stay and home visiting services;
3. 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;



4. to enable families to function independently within their own communities by maintaining productive linkages with community-based services;
5. to promote community and professional awareness and knowledge about the care and nurturing needs of young children;
6. to respond to the changing needs of families by monitoring service effectiveness and quality, and by regular review and redevelopment.

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.



BOARD OF MANAGEMENT MEMBERS, OFFICE BEARERS & SENIOR STAFF

Patron:

Mrs June Shaw

President:

Chief Inspector Vicki Fraser, APM

Vice Presidents:

Dr John Spensley, MBBS, FRACP

Mr Paul Trowbridge, B Ec

Honorary Treasurer:

Mrs. Patricia Summers, B Comm, CA (SA), ACA

Committee Members:

Mr Peter Barnett, CPA

Ms Andrea Coote, BA (Melb), ALIA, TTTC

Ms Paula Gerber, LLB (Qld), M Sc (Hons) (London)

Mr Anthony Larkin, B Sc (Hons), M Ed, MACE (to April 1997)

Ms Linda Martin, BA, Dip Ed, BSW, MSW

Dr Campbell Paul, MBBS, FRANZCP

Mr Fred Verschuren, BBus, MBA, ASCPA, FTIA, FCIS, FNIA

Mr Robert White, Dip Nat College UK (London) (to July 1996)

Mr Steven Wintle, FAIB, AIArba, FAHI (from November 1996)

Chief Executive Officer/Director of Nursing Services:

Ms Pam Stilling, RN, RM, Grad Dip HSM, Dip App.Sc, CHN, AFCHSE

Director of Medical Services:

Dr Greta Danielson, MBBS

Finance Officer:

Mr Keith Lumley, CPA, AHSFMA (to June 1997)

Honorary Solicitors:

Maliesons Stephen Jaques

Auditors:

Auditor-General Victoria

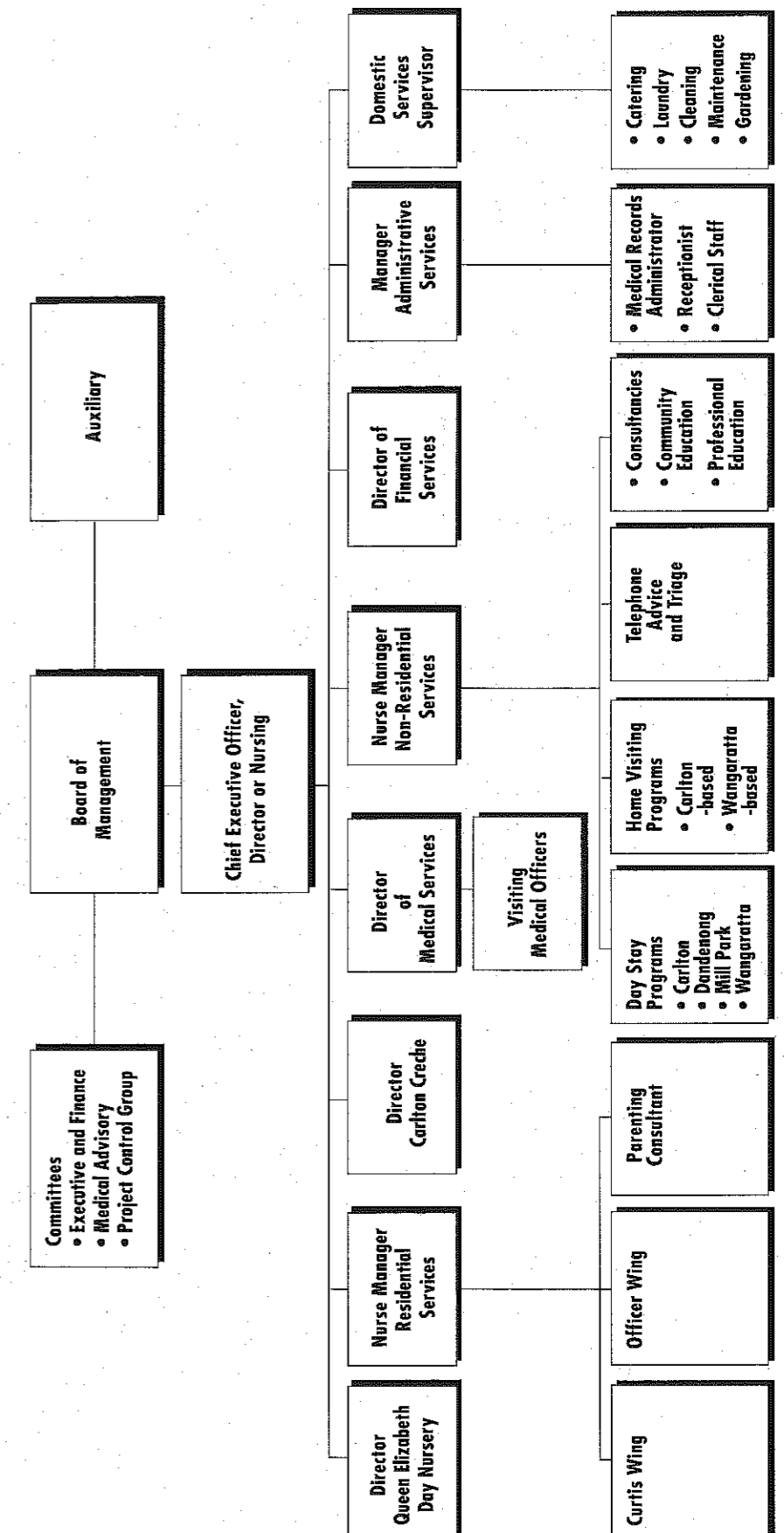
Ms Margaret Crossley of Day Neilson (Contractor)

Bankers:

National Australia Bank Limited



ORGANISATION CHART AS AT 30 JUNE 1997





PRESIDENT'S REPORT

Board of Management

During the last year we have seen the resignation of two Board members, Mr Tony Larkin and Mr Bob White, and welcomed the arrival of Mr Steven Wintle.

Tony Larkin very ably represented parents of children attending our child care centres - having had children of his own at the Queen Elizabeth Day Nursery. He resigned towards the end of the financial year owing to an increasingly busy professional role which prevented him participating as much in Board affairs as he wished.

Bob White's knowledge of the building industry and dedicated input were critical to the development of the Queen Elizabeth Centre's Masterplan in 1995-96, the selection of our new site at Noble Park, and in preparing a feasibility study and functional brief for the new building. After moving to Metung from Melbourne in 1996, Bob found it increasingly difficult to continue the same level of involvement in Board matters he had previously undertaken.

The Board acknowledges the valuable contributions of Tony and Bob and we wish them every success in their future endeavours.

We welcomed Mr Steven Wintle to the Board in November 1996. Steve brings skills and extensive experience in the construction industry and has arrived at a critical time, having already provided invaluable assistance with the relocation project working group and allied tasks.

I wish to acknowledge the input of each and every Board member, giving as they do so generously of their time and knowledge. I am exceptionally proud of the calibre of Board Members, each of whom brings a unique professional and life experience to the Board table. The synergy wrought by this broad mix

of individuals has created a dynamic and business-like approach to the challenging job of steering the Queen Elizabeth Centre at a time of fast-moving change.

I would particularly like to acknowledge the dedicated work and tireless input of our Treasurer, Mrs Patricia Summers. In the last year, changes to the business of our centre and to the executive positions responsible for financial matters have put increasing pressure on the Treasurer's role.

Patricia has devoted many, many hours to overseeing the Centre's financial matters and providing advice to senior staff and Board members. With an extremely busy business of her own, Patricia has still made time to provide such support and advice. On behalf of the Board I wish to acknowledge the exceptional work Patricia has generously and selflessly undertaken for the Centre.

Services provided by the Centre

Demand for all services offered by this Centre continued to increase during the past year. Strategies implemented to respond to this demand include the establishment of a telephone information and advice line to provide immediate support to families of young children and increased day stay and home visiting programs.

Outreach services expanded across the State, with new centres in Mill Park and Wangaratta made possible by Government grants through the Community Support Fund. These Centres offer families experiencing difficulties with very young children the opportunity to discuss their problems with our highly trained staff, learn about a range of strategies they may use and meet with others in similar circumstances. The need for these Centres is evidenced by the distances some families will travel to take part in such a program.



Staff and Management

The past year saw the appointment of CEO/DON Ms Pam Stilling formalised. Pam has redefined and strengthened management structures through the appointment of Unit Managers, Jan O'Connell and Jeni Wallace. Pam continued the organisation restructuring that had begun the previous year and she has greatly increased families' access to the Centre by developing the new on and off-site services.

With the organisational change and QEC's forthcoming relocation, 1996-7 saw a large number of staff leave, most having successfully applied for voluntary departure packages. The culture of the Centre will inevitably change with, for example, the outsourcing of domestic services. Many new staff joined the Centre during the year and took up positions in all programs.

One departure of note was that of Dr Greta Danielson, Director of Medical Services and an important part of our Centre since 1973. Greta has provided the staff and clients of Queen Elizabeth Centre with an excellence and dedication of service far beyond that any job description could encompass. As a member of the Executive team, Greta has enabled Board meetings to focus on the people we serve through the presentation of case reports that demonstrate the complexities of dealing with families in crisis. In presenting these cases, Greta has also allowed us to appreciate the breadth of challenges she has faced on a daily basis. Greta will be sadly missed. We wish her every happiness in her life after QEC.

Notwithstanding such changes in personnel, we are fortunate to have members of the nursing and administrative staff with many years service, who not only bring continuity and stability, but a sense of history we are dedicated to preserve. Newer staff have brought enthusiasm and a variety of experience that has served to enrich and broaden our client services.

The Board acknowledges the work of our staff and recognises their excellent efforts in managing change, in service delivery and in developing the reputation for quality care enjoyed by Queen Elizabeth Centre.

Financial supporters

In a climate of change, one thing has remained constant - the support and dedication of the Queen Elizabeth Auxiliary. Through the leadership of Mrs Caroline Stubbs, the members of the auxiliary continue to provide valuable support to our Centre. The Board acknowledges and thanks each member for this assistance and their dedication to the families we serve.

We thank also those other altruistic members of the community whose financial support continues to allow our Centre to expand and create new ways to help Victoria's families. I wish to acknowledge here the continuing support of the Queen Elizabeth Foundation, and especially the dedicated service and worthy endeavours of their Secretary, Mr Frank Slutzkin.

Future Directions

We look forward to the coming year with mixed emotions. Leaving Carlton will not be without sadness. For most of this century our campus here has served the families of Victoria well. We look forward with optimism to our new, purpose-built, 'state of the art' home and to an exciting future in broadening existing services and creating new ones. We remain committed to a vision for Queen Elizabeth Centre as being an internationally recognised hospital providing excellence and innovation in early parenting services.

Vicki Fraser

President, Board of Management.



MEDICAL ADVISORY COMMITTEE REPORT

Change and development are constant companions here at the Queen Elizabeth Centre. Over the last year there has been plenty of each. Dr Greta Danielson retires after a more than twenty year association with the Queen Elizabeth Centre. Anne Buist, now Associate Professor of the University of Melbourne has also moved on to increased commitments with the Baby Unit at the Austin Hospital Repatriation Campus. For the nearly ten years that Anne has been associated with the Queen Elizabeth Centre, her contribution has been clearly evident. Anne has always been ready and willing to help with individual mothers and has been a very active and forceful member of the Medical Advisory Committee in looking at its role and future directions. It is reassuring to know that the Queen Elizabeth Centre will have such an influential friend within the broader Mental Health System.

We have benefited very much, however, from the close and dedicated involvement of Dr Sandra Radovini and Dr Alex Cockram who have been very busily involved as the two new psychiatrists to the Centre. They have been exceptionally willing to visit and assess many mothers and families at the Centre as have our visiting paediatricians.

Dr Danielson's contribution to the development of the Queen Elizabeth Centre was of course extremely important. In her close collaborative work with the dedicated nursing staff, the QEC has been able to provide critical support and intervention for even the most ill and troubled infants and their parents. Her thoughtful, quiet listening, and active support and encouragement of all staff at this Centre has been universally appreciated. Pam Stilling and the Medical Advisory Committee are very keen to see that the role Greta developed is continued and expanded by her successor.

Other changes in the services available to mothers, infants and fathers across the state will continue to impact upon the service

provided by the Queen Elizabeth Centre. There remains uncertainty regarding the Mother Baby Unit at the Mercy Maternity Hospital and there is potential for a loss of services for those women who have a mild to moderate depressive illness in the postnatal period. It has, however, been very encouraging to see that as well as expanding day program services across Melbourne and into the country, the Centre has been able to continue to provide an excellent service for those families in greatest need. The biggest change for the Centre is the move to Noble Park next year. Inevitably this will see a significant change in staff including those on the Medical Advisory Committee who for practical reasons won't be able to be involved in the working of the Noble Park Centre. Already the task of making the Centre well known in the Southern Region and encouraging contributions from other professionals has begun.

In the face of all this change there remains a high level of optimism and encouragement whilst at the same time, recognition of the real risks and problems that lie ahead.

Dr Campbell Paul
President, Medical Advisory Committee

MEDICAL ADVISORY COMMITTEE

President

Dr Campbell Paul, MBBS, FRANZCP

Secretary

Dr Greta Danielson, MBBS

Members

Dr Alex Cockram, MBBS, M Med (Psych),
FRANZCP

Dr David Downing, MBBS, FRACP

Dr Merylyn Murnane, MBBS, FRACP,
DCH, DDU

Dr Nick Paoletti, MBBS, DPM (Melb),
FRANZCP

Dr Sandra Radovini, MBBS, DPM,
FRANZCP

Dr Gideon Saaroni, MBBS

Dr John Spensley, MBBS, FRACP

Ms Frances Thomson-Salo, LLB, MACP,
Consultant Child Psychotherapist



DR GRETA DANIELSON

Dr Greta Danielson had contact with the Queen Elizabeth Centre from 1973, when she was secretary to the Medical Committee. The President at that time was Dr Elizabeth Turner and the Vice President was Dr Ruth Walker.

I first met Greta when she was teaching the mothercraft trainees in the Queen Elizabeth Centre and was struck by her pleasant personality, her caring attitude towards the patients and her understanding of the mother/baby interaction.

Greta was then appointed Director of Medical Services in September 1987 when the hospital decided to have a half-time Director.

Greta has given an enormous amount to the hospital. She has given a lot of her time outside the hours of her appointment. She has been particularly good in her relationship with the staff, encouraging them when stressed and difficult patients have been admitted to the hospital.

Her resignation on 1st October 1997 was received with a certain sadness as Greta has been associated with the hospital for such a long period.

The medical staff wish Dr Danielson best wishes for her retirement and hope that she will continue to have contact with the hospital, such as attending Annual General Meetings.

We all wish her the best for the future.

Dr Merylyn Murnane
Medical Advisory Committee



Dr Greta Danielson



MEDICAL SERVICES REPORT

The hospital has once again had a busy year. The Officer Wing offers a wide range of programs for sleep and behavioural disorders presenting in the toddler age group. The Curtis Wing continues to take families with younger babies who are having parenting difficulties, either maternal or paediatric. We have had a wide cultural mix among our clients.

A number of babies have been referred to us from the Royal Children's Hospital. Their mothers have required assistance with feeding and in general gaining confidence in the handling of their infants prior to returning home. Many of these babies have had cardiac surgery and required special attention to feeding. Some babies had naso-gastric tubes in situ and we instituted oral feeding after removal of the tube.

Our three Consultant Psychiatrists have been kept busy treating the mothers who present with depression. I thank them for their time and professional expertise. Due to their efforts our patients receive very good treatment and appropriate referral to community supports on discharge.

Dr Campbell Paul from the RCH Department of Child and Family Psychiatry has continued to offer me his support both in a professional sense and in his capacity as President of the Medical Advisory Committee.

The expansion of our outreach and day stay services have proved to be of great value in reducing both the demand for residential admissions and the length of stay in the hospital.

Finally I wish to announce my retirement from the Queen Elizabeth Centre staff. This was a decision not taken lightly as I have had an association with QEC going back to 1973. For the past ten years I have held the position of

Director of Medical Services. Working in this capacity has been a most enjoyable and rewarding experience.

I wish QEC well in the move to the Southern Region and with the further expansion of our residential services. My successor will find QEC alive and well and continuing to provide a vital community service.

Dr Greta Danielson
Director of Medical Services



CLIENT SERVICES REPORT

EARLY PARENTING SERVICES

The Queen Elizabeth Centre (QEC) significantly expanded its range of parenting services during 1996-7. We opened new day stay programs at Mill Park and Wangaratta and doubled the capacity of existing ones at Dandenong and Carlton. In September, we commenced a telephone advice and triage service which has been outstandingly successful and was expanded in April to try to keep up with demand. We strengthened our role in north-eastern Victoria with an in-home support program which has operated out of Wangaratta since May. The home visiting service which operates from our base in Carlton and covers the Melbourne metropolitan area was also expanded with a nurse making follow-up visits to families who still need short term support after they leave our residential program.

QEC is assisting more families than ever, and we are doing it well. Letters we receive from parents weeks and months after coming to a program and results of formal client surveys are evidence of high client satisfaction.

In 1996-7, QEC provided services to a total of 5461 clients. Of these, 4326 clients accessed residential or day stay services, 1796 (71%) more than in the previous year. Residential clients accounted for 1776 and day stay program clients 2550 of these. An additional 276 families received home visits and 859 families received telephone advice on parenting and did not require an admission. Excluding the telephone advice calls, 4602 clients received face to face services in 1996-7.

The nature of QEC's work with families continues to be specialised support and care,

parenting education and health promotion. The families continue to be those who are experiencing difficulties with parenting for a broad range of physical, intellectual, social or psychological reasons. They have children in the birth to three year age range, although we also welcome siblings up to five years of age.

QEC's modes of service are what have changed. These have expanded from predominantly residential programs to now include the day stay, home visiting and telephone advice and triage¹ services discussed above. This reflects an intention to make access to QEC services easier by outreaching to where young families are concentrated. This is often in areas of rapid housing development where the provision of services lags behind and where mothers can be very isolated; their family cars needed to transport their partners to work.

The telephone triage service has been very successful in unclogging the waiting list for residential programs by filtering bookings and matching as well as possible the type of service with the complexity of the problem that presents. The non-residential services are achieving excellent outcomes by offering parents short intensive teaching and support for the more straightforward cases. As a consequence, the residential program staff are working increasingly with families with more complex, multi-faceted parenting issues, in many cases compounded by illness, disability, social and/or economic difficulties. Some of these families are assisted when they go home by the short-term follow-up home visiting service.

¹ triage refers to process of assessing a presenting problem and referring the caller to the most appropriate services, e.g. day stay, residential or home visiting



All QECs early parenting services are designed to help parents increase their:

- practical skills in self care and/or child care,
- knowledge about their own and their children's health and developmental needs,
- confidence in parenting, and
- enjoyment of parenting.

If our programs can achieve these things, then, by our early intervention when problems are beginning to disturb families, QEC may be successfully contributing to the longer term good health, well-being and stability of families and their children.

All QEC's services have the following elements:

- provision of information and advice,
- development of parenting competencies,
- development of personal skills necessary for parenting,
- parenting counselling, and
- mutual support and self-help.

Parents attending residential programs are also able to benefit from massage sessions available one evening a week and relaxation classes conducted by the Gita Institute three times a week.

Table 1 presents comparative statistics over three years on admitted patients at Carlton.

TABLE 1: QEC EARLY PARENTING SERVICES: ADMITTED PATIENTS (CARLTON), 1994-7

	1994-5	1995-6	1996-7
RESIDENTIAL SERVICES			
Separations* excluding same day:			
Public	1014	1383	1658
Private	199	197	97
Total	1213	1580	1755
Bed days excluding same day:			
Public	6859	7504	8376
Private	1406	1186	470
Total	8265	8690	8846
Average length of stay	6.8 days	5.5 days	5.0 days
SAME DAY SERVICES			
Separations (includes clients who attended residential or day stay programs at Carlton):			
Public	623	691	787
Total	629	691	787
TOTAL			
Separations including same day	1842	2271	2542
Bed days including same day	8894	9381	8846
Average length of stay	4.8 days	4.1 days	3.5 days
Cost per admitted client per day	\$216.62	\$253.75	\$240.00

*Separations are discharged clients



Table 2 provides information on the distribution of patients admitted to Carlton by their home locations. It is noteworthy that 718 (32.24%) clients travelled from the Southern Region to be admitted to Carlton, forming the largest group from any region. An additional 1654 clients from the Cities of Greater Dandenong and Casey attended the day stay program in Dandenong. Thus, of the total 4602 clients who received QEC face to face services, 2372 (51.5%) lived in the Southern Region.

These figures reflect the population explosion of young families in the Berwick-Pakenham growth corridor, the high needs of families on the Mornington Peninsula and the extreme shortage of services in both areas. It also indicates the increase in demand the Queen Elizabeth Centre is likely to experience when it relocates to the Southern Region in 1998 and will be situated at the apex of the two geographic corridors.

TABLE 2: QEC ADMITTED PATIENTS CARLTON: DISTRIBUTION BY HOME LOCATION (DHS REGION), 1996-7*

	Clients	Percentage
Northern	496	22.27
Southern	718	32.24
Eastern	523	23.48
Western	287	12.89
Loddon Mallee	46	2.07
Hume	41	1.84
Gippsland	61	2.74
Grampians	24	1.08
Barwon South West	23	1.03
Interstate	8	0.36
TOTAL	2227	100.00

*Early Parenting Centres Client Information System (EPCCIS) data. Database became operational during 1996-7 and includes 2227 (87.6%) of 2542 patients admitted at Carlton in that year.

RESIDENTIAL PROGRAMS

Officer Wing

In Officer Wing, the Monday to Friday program accommodates six families with children in the eight months to three years age group. Older siblings up to age five are also admitted where relevant. The families come in together on Monday mornings and stay until Friday afternoons. During that time they participate in group and one-to-one learning about topics such as the following examples: child development, behaviour, parenting techniques, parental health, well-being, communication, problem solving, anger

management, injury prevention. Teaching programs are tailored to meet what individuals and the group of families say they want to learn. Parents from Curtis and Officer Wings can also participate in relaxation or massage programs.

During the period since the Monday to Friday programs have operated, staff noted that families appeared to gain significant benefit from the mutual support shared by each group of parents admitted as a cluster group in Officer Wing. Commencing on the same day, progressing together through the program and having a finite length of stay appeared to increase parents' commitment to learning and



trying different ways of managing their children. It also seemed to focus them more on achieving a good outcome from their stay. This encouraged staff to trial a similar arrangement in Curtis Wing.

Curtis Wing

Curtis Wing offers a residential program to families 24 hours a day, seven days a week. It caters for eight families at a time with children from birth to eight months of age. The unit can admit parent couples with their children in all eight rooms.

The model of cluster admissions that seemed so successful in Officer Wing was trialled in Curtis Wing in the last two months of the year and continues into 1997-8. Groups of six families are admitted together for four-day or five-day lengths of stay. The remaining two rooms in the Wing cater for ad hoc admissions and longer or shorter lengths of stay. This trial will be evaluated in 1997-8.

Parenting Consultant

A Parenting Consultant, Mrs Vivienne Seidner, was employed in May 1997 to help parents gain further benefit from the group dynamic that is so positive with cluster admissions. The consultant is an experienced psychologist who specialises in and has broad experience in parenting education. She is responsible for an in-house staff development program wherein QEC nurses can acquire specialised skills in parenting education, both as one-to-one counsellors and facilitators of parent groups.

Program management

Mrs Jeni Wallace, Grad Dip Child, Family & Comm Health, BA Soc Sc, RM, RN, was appointed to the position of Nurse Unit Manager, Residential Programs, in September 1996.

NON-RESIDENTIAL PROGRAMS

Program development

Ms Jan O'Connell, Grad Dip Business, Dip App Sc (CHN), RM, RN was appointed Nurse Unit Manager, Non-Residential Programs, in September 1996. Jan continued the expansion of the Carlton and Dandenong-based programs and outreached new services to new areas. She also manages consulting services to other agencies as well as community and professional education on a fee-for-service basis. A number of local government-managed maternal and child health services contracted QEC educational services in the past year.

Carlton based programs are:

- Carlton Day Stay Program (3 days per week),
- Telephone Advice and Triage (5 days per week),
- Home Visiting Program (Melbourne Metropolitan Area) (5 days per week).

Off-site programs are:

- Dandenong Day Stay Program (5 days per week),
- Mill Park Day Stay Program (2 days per week),
- Wangaratta Day Stay Program (1 day per week),
- Wangaratta, Indigo and Alpine Shires Home Visiting Program (4 days per week).

Funding

The Queen Elizabeth Centre's non-residential programs are funded from three main sources, namely the State Government's ordinary Hospital Operating Grant, the Community Support Fund and grants and private donations from the corporate sector and philanthropic trusts coordinated by and including the Queen Elizabeth Centre Foundation.



During 1996-7, the Queen Elizabeth Centre won four government tenders for two-year seeding funding to expand the provision of off-site Day Stay and Home Visiting Programs. The funding was made available from the state's Community Support Fund and the location of new services was prescribed.

The Queen Elizabeth Centre has attracted a total of \$628,246 over three years from the Community Support Fund (CSF). All of these grants are for seeding projects only. Funding for part of the Dandenong program will cease in May 1998 whilst funding for the other two locations is not recurrent after 1999. The Centre will need to find alternative sources of funding if these new programs prove successful and are to be continued at their current level.



Day Stay Program Models

Each of the Queen Elizabeth Centre Day Stay Programs is staffed by a maternal and child health nurse and a mothercraft nurse. Most of the Day Stay Programs follow a similar model whereby four families each day are offered intensive experiential learning programs

during a seven hour stay. They come in with their babies and are taught and practise strategies during the day that will help them resolve their individual problems when they continue them at home. Day Stay program statistics are presented in Table 3.

The service models offered at the CSF-funded Day Stay programs and the In-Home Support program are being evaluated by external researchers. The research findings should become available in 1997-8 and will enable us to modify or adapt our programs if necessary to obtain the best outcomes.

The Toddler Program at Carlton is a new initiative that is not known to be available elsewhere in Victoria. Parents of toddlers attend with their children one day and participate in an intensive experiential learning program relevant to their identified difficulty and to their children's age. They go home to practise what they have learnt and return for a second day a week later to compare notes and enhance, modify or reinforce their learning as required. Anecdotal feedback from parents indicates this program is very successful. Results from a formal evaluation will be available in 1997-8.

TABLE 3: QEC EARLY PARENTING SERVICES: DAY STAY PROGRAMS: 1995-7

	Carlton		Dandenong		Mill Park (From May 97)	Wangaratta (From May 97)
	1996-7	1995-6	1996-7	1995-6	1996-7	1996-7
Families	341	n/a#	788	n/a#	46	15
Individuals	766	691	1654	259	100	30
Days of operation per week	3*	1	5**	3	2	1
Average families per session	3.7	4	4	4	3	2
Families referred to residential services after attending day stay program	12	n/a#	40	n/a#	1	0

* Increased to 2 in July, to 3 in April
 ** Increased to 5 in October
 # Figures not available



Telephone Advice and Triage Program

This program derived from the trial of a dedicated telephone Bookings/Admissions Service in 1995-6. That service confirmed the public's high demand for information, advice and requests for admission. The service was also extremely efficient as it freed up charge nurses in the residential units who had previously handled all these enquiries. The enquiries were becoming increasingly complex, and an experienced maternal and child health nurse was recruited to the full-time position in September, 1996. A second nurse was appointed for an additional two days per week from July 1997.

The service provides effective up-to-date information and advice on parenting to

parents or professionals who ring in. It books families into the most relevant residential or non-residential program in cases where telephone advice is insufficient to address the presenting problem.

A follow-up survey conducted in March, showed that eight weeks after ringing QEC, 80% of parents who received parenting advice without requiring an admission had used the advice and found it useful in resolving their problem. Of these, 93% were still applying the advice or strategies they had been given.

The triage nurses responded to an average of 140 enquiries each week in May and June 1997. Statistics for 1996-7 are presented in Table 4.

TABLE 4: QEC EARLY PARENTING SERVICES: TELEPHONE ADVICE AND TRIAGE PROGRAM: OCTOBER 1996-JUNE 1997

Calls for advice only	859
Calls for bookings	1938
Total calls	2797
Average calls per day Oct - Apr*	14
Average calls per day May-Jun**	18

* Service commenced October 1996

** 1.0 staff position increased to 1.4 equivalent full time (eft) in May 1997.

Home Visiting Programs

The Carlton-based Home Visiting Program (formerly the Outreach Program) began as an initiative to provide immediate support for families who faced a long wait for admission. It was initially fully funded by donations. The program proved valuable in its own right and a number of families did not need an admission after having received home visits. In 1996-7, this program was expanded to provide follow-up visits by a mothercraft nurse for families who have had a residential stay but who need minimal ongoing support when they

go home until they adjust and can confidently manage by themselves or until local community agency support is in place. This new position is for one day a week and supplements the four days each worked by two maternal and child health nurses.

The Wangaratta-based Home Visiting Program commenced in April 1997 and is provided by a maternal and child health nurse and a mothercraft nurse.

Statistics for the Carlton and Wangaratta-based Home Visiting Programs in 1996-7 are shown in Table 5.



TABLE 5: QEC EARLY PARENTING SERVICES: HOME VISITING PROGRAMS 1995-7

	Melbourne Metropolitan Area		Rural City of Wangaratta, Indigo and Alpine Shires
	1995-6	1996-7	From May 1997
Families visited	n/a#	259	17
Number of visits	548	722	23

Figures not available

CHILD CARE SERVICES

Carlton Creche and Day Nursery

The Carlton Creche and Day Nursery at 111 Neill Street, Carlton, is registered to provide 48 long day care places for children up to five years old. This registration was increased from 45 places following a successful application from The Queen Elizabeth Centre and related to the additional space created from extensions completed several years ago. The Centre achieved the maximum three year accreditation from the National Child Care Accreditation Council Inc. early in 1996-7.

There are two kindergarten teachers on staff and a formal kindergarten program is offered to four to five year-olds. The Director, Mrs Sue Brown, ensures the highest standards of care are maintained and supports staff to plan and deliver effective developmental programs for the children. Staff participate in regular

professional development and information programs.

The Creche operated a combined program for thirty children from Queen Elizabeth Day Nursery and Carlton Creche for two weeks over the Christmas-New Year holiday period. This service responded to parents' needs for child care during the normal holiday period.

Changes to the means-tested Child Care Assistance fee subsidies from 1st April 1997 impacted significantly on Carlton Creche families and some reduced from full- to part-time care. Another operational subsidy granted to Carlton Creche through the Commonwealth Department Health and Family Services will be discontinued in 1997-8.

CentreCalc, a computerised child care centre management system, was installed in early 1997 and has streamlined the Centre's

TABLE 6: QEC CHILD CARE CENTRES: 1995-97

	Queen Elizabeth Day Nursery		Carlton Creche & Day Nursery	
	1995-6	1996-7	1995-6	1996-7
Registered places	30	30	45	48
Average daily filled places	26	23	45	40
Children enrolled during year	66	n/a#	69	74
Children enrolled at 30 June	41	*	45	41
Children on waiting list at 30 June	50	*	27	20

* QEDN closed on 2 May 1997.

Figures not available



administration. Physical facilities at Carlton Creche were further upgraded during the year and included complete electrical rewiring and installation of a fire alarm system linked to the Metropolitan Fire Brigade. Contract cleaning was introduced early in the year and has proved successful and cost effective.

The Queen Elizabeth Day Nursery

The Queen Elizabeth Day Nursery (QEDN) was established in 1979 and registered as a 30-place long day care centre for children from three months of age to five years.

During 1996-7, QEDN's future was limited by QEC's planned relocation and the forthcoming sale of the Carlton property. It became increasingly difficult to attract new families who preferred to enrol in centres which could offer continuity of care until their children started school. In 1997, a private child care centre operator offered places at discounted rates to Queen Elizabeth Day Nursery parents and offered employment to the staff. It was decided to accept the opportunity and bring forward the centre's closure.

QEDN parents' committees provided many of the toys and new equipment in recent years as well as some very happy outings and seasonal parties for the children. Their contribution to QEDN is very highly valued by QEC's Board of Management and staff.

A party was held on the closing day, 2nd May 1997, thanks to the wonderful organisational efforts of staff and parents. Many past families and staff attended and the children were captivated by the attending magician's performance.

Pam Stilling

Chief Executive and Director of Nursing

PERSONNEL CHANGES

The staff are QEC's most valuable resource. They interact with the public day by day. Their professionalism, knowledge and skills are what clients remember and they form the foundation for QEC's reputation and standing in the community.

As in every other year, there have been a number of personnel movements. The combined Chief Executive Officer and Director of Nursing position became effective on 1 July 1997. Two new executive positions were created, the Nurse Unit Managers of Residential and Non-Residential Programs. With considerable expansion of the non-residential programs, 10 new nursing staff members were employed in 3.62 equivalent full-time positions (EFTs). A new position of parenting consultant was filled in May.

Dr Greta Danielson announced her retirement to be effective on 1st October 1997. Greta's devotion and care for QEC clients and her support to staff are irreplaceable. The culture and practices at Carlton will bear Greta's personal stamp for a long time to come. The staff of QEC wish her great happiness in her retirement and thank her for the teaching and personal support she gave us.

Two charge nurses who had made significant contributions to The Queen Elizabeth Centre resigned their positions during the year. Madge Tuxworth retired to enjoy being the grandmother of new twins. Jenny Johnstone went on parental leave and planned to return to part-time rather than full-time work.

A round of Voluntary Departure Packages was offered towards the end of the financial year following requests from domestic services and maintenance staff who did not plan to move with the relocation to Noble Park. As a result 12 staff members (9EFT) applied for and accepted voluntary departure packages on 30 June 1997. The Department of Human Services funded the packages and required that they be taken up in the 1996-7 financial year. The



positions had to be made redundant and contractors sought.

A tender process was conducted for the engagement of contractors for laundry, catering, cleaning and maintenance services. Princes Laundry Service won the contract for laundry, P&O Health Services for catering and cleaning and NJM Building Contractors for maintenance. These contracts cover the remaining period at Carlton from 1 July 1997 until the Centre moves to Noble Park.

The Queen Elizabeth Centre's staff establishment by program, EFT and staff category at 30 June, 1996 and 1997 is at Table 7. A merit and equity report was submitted to the Office of the Public Service Commissioner as required. Statistics as at the week beginning 2 June 1997 showed that there were 83 female and three male staff members. There were 33 permanent full time, 37 permanent part time and 16 casual staff in that week.

Pam Stilling

Chief Executive and Director of Nursing

TABLE 7: QEC STAFF ESTABLISHMENT AT 30 JUNE, 1996 & 1997

PROGRAM	EFT* 1995-6	EFT 1996-7	Category
Residential services	9.60 12.90	7.62 10.27	Maternal & Child Health Nurses Mothercraft Nurses
Day Stay Programs			
- Carlton	1.03	2.54	Maternal & Child Health Nurses
- Dandenong	0.63	3.22	Mothercraft Nurses
- Mill Park			
- Wangaratta			
Home Visiting Programs			
- Carlton-based	1.60	2.11	Maternal & Child Health Nurses
- Wangaratta-based	-	0.83	Mothercraft Nurses
Telephone Advice & Triage (formerly Bookings/Admissions)	- 1.00	1.40 -	Maternal & Child Health Nurses Mothercraft Nurses
Carlton Creche & Day Nursery	1.00 4.00 3.00 0.63 0.53	1.00 4.00 3.92 0.63 -	Director Trained Child Care Worker Untrained Child Care Worker Cook Cleaner
Queen Elizabeth Day Nursery	1.00 3.21 2.40 0.26	- - - -	Director Trained Child Care Worker Untrained Child Care Worker Cleaner
Domestic Services	1.00 1.60 2.57 1.00 1.20	1.00 1.60 2.57 1.00 1.20	Supervisor Cook Cleaner Laundry operator Maintenance/garden
Administration	1.00 0.53 1.00 - 1.00 1.00 - 0.10 1.00 -	1.00 0.53 - 2.00 1.00 1.00 0.42 0.10 1.00 1.00	Chief Executive/ Nursing Director Director of Medical Services Director of Nursing Nurse Unit Managers Manager - Financial services Manager - Administrative services Parenting Consultant Medical Records Administrator Secretary/Receptionist Clerical Officer
Totals	55.79	52.54	

* Equivalent Full Time



QEC Staff, November 1997

RELOCATION PROJECT

Despite the delays in the design development and contract documentation stages, work commenced on the new Queen Elizabeth Centre at Thomas Street, Noble Park in June. Kane Constructions (Vic) Pty Ltd won the tender to construct the new Centre. It is expected that it will be completed late in April 1988 and that we will be able to move there in early May.

Minister for Youth and Community Services, the Hon. Denis Naphine, MP, turned the first sod at a ground breaking ceremony at the new site on 4th June 1997. The Vice President, Dr John Spensley, welcomed the Minister and guests who included The Hon Walter Jona AM JP, Chairman of The Queen Elizabeth Centre Foundation, Mr Brian Joyce, Regional Director, Southern Metropolitan Region, Department of Human Services, other QEC



Minister Naphine and Laura Johnstone excavating the Thomas Street Site

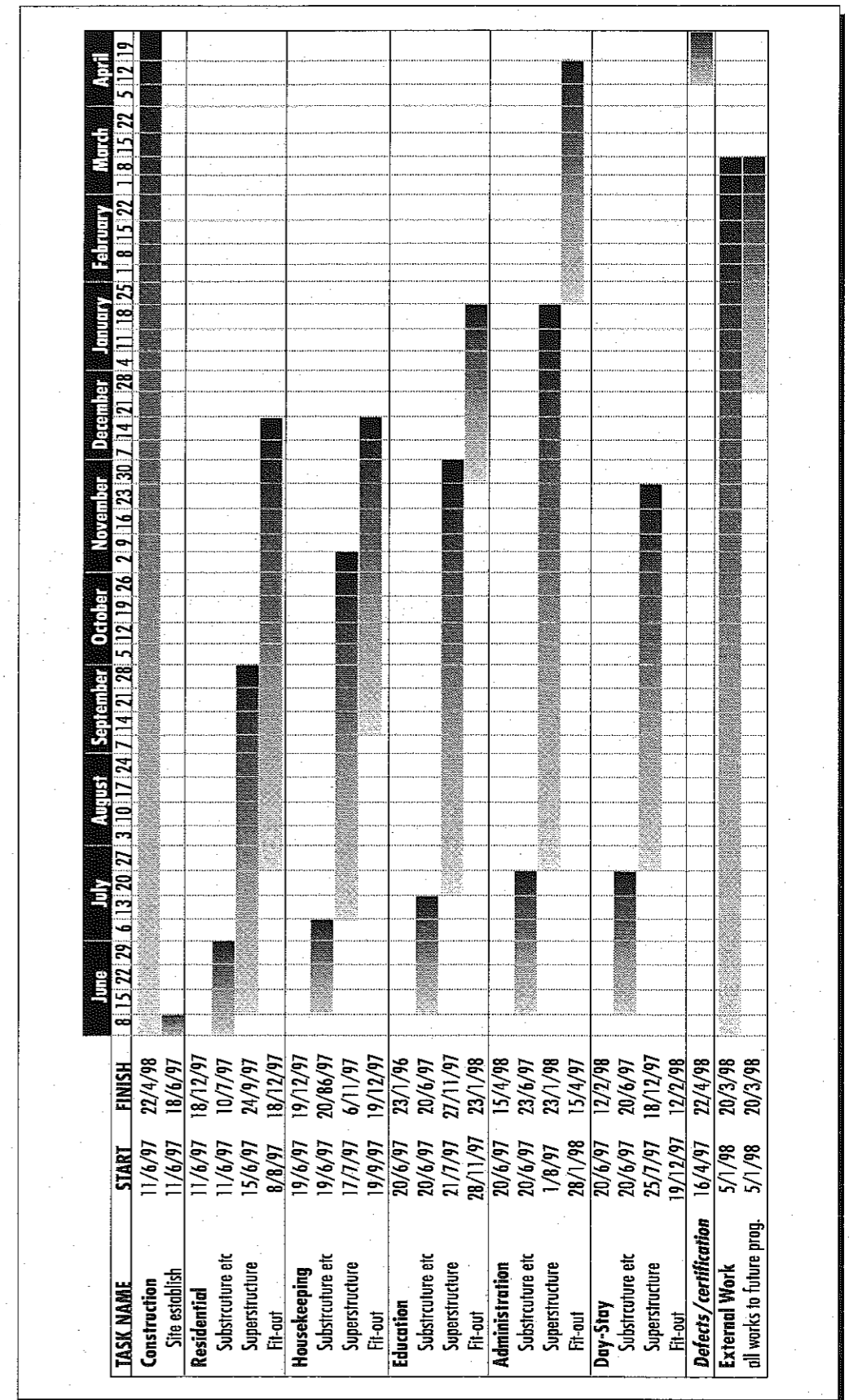
Board of Management, Auxiliary and staff members, architects, builders and Department of Human Services officers.

The Queen Elizabeth Centre's financial results indicate a surplus for the year 1996-7. However, it should be noted that this includes \$189,000 received for capital grants expended in the new building and not reflected in operating expenditure.

A Project Control Group (PCG) meets monthly to oversee the relocation project. Board of



TABLE 8: QEC NOBLE PARK CONSTRUCTION PROGRAM





Management members have contributed significantly. Ms Andrea Coote chaired it from April 1996 until Ms Paula Gerber took over the position in April 1997. Mr Steven Wintle is a member of the Group and also attends fortnightly site meetings together with the Chief Executive Officer. Other PCG members include the Chief Executive Officer and Administrative Services Manager from QEC, the architects, Mr Peter Sanders and Mr Peter McDonald from Sanders McDonald Pty Ltd, and Department of Human Services officers.

FREEDOM OF INFORMATION

For the period ended 30 June 1997, two requests were received under the Freedom of Information Act 1982.

REPORTS, SUBMISSIONS, ACADEMIC PAPERS

Professional papers accepted for publication:

- Paul, Campbell and Thomson-Salo, Frances. Melbourne, Australia: (1997) 'Infant-led innovations in a mother-baby therapy group'. *Journal of Child Psychotherapy*, 23 (2).

The following studies and reports were completed pertaining to the QEC relocation:

- The Queen Elizabeth Centre Relocation to Noble Park. Masterplan and Feasibility Study. June 1996
- The Queen Elizabeth Centre Noble Park. Schematic Design Report. August 1996.
- The Queen Elizabeth Centre Noble Park. Design Development Report. November 1996.

Tenders were prepared and submitted to the Community Support Fund for the following:

- Family Support Early Identification, Intervention and Prevention Programs, In-Home Support, Hume Region. October 1996
- Family Support Early Identification,

Intervention and Prevention Programs, Day Stay Program, Hume Region. October 1996

- Family Support Early Identification, Intervention and Prevention Programs, In-Home Support, Northern Region. September 1996
- Family Support Early Identification, Intervention and Prevention Programs, Day Stay Program, Northern Region. September 1996
- Tender for the Provision of a Day Stay Early Parenting Program, Hume City Council. March 1997

QEC was engaged as consultants to prepare the following report:

- Reaching Out Program, Proposed Service Model for the Bass Coast Shire. May 1997.

MINISTERIAL DIRECTIONS

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



AUXILIARY REPORT

The past year has been a hectic time for us all. The Centre now has positive plans about the move from Carlton to Noble Park and the Auxiliary has decided to work towards a special target.

During this year there have been six functions.

Early in October we held a very successful race day in the Champagne Bar at Flemington - a first for the Victorian Racing Club. Ina Sampieri was responsible for organising this most enjoyable event and we raised \$2,311.

Courtesy of Elly Papasavas we held a Christmas cocktail party at "Parkside" on St Kilda Road. We had not attempted anything like this before and were delighted that about 60 people came, enabling us to raise \$3,400. Special thanks to Elly and the children of Auxiliary members who assisted.

In February we all enjoyed a walk in the sunshine followed by a lovely lunch at the Mariner's Club, St Kilda Marina. Janet Spooner was our hostess and we added another \$1,120 to our coffers.

Our next very interesting and unique fund raiser was held in the conference room of Swiss Banking Corporation -Warburg. Fifty people attended and Potter Warburg provided a delicious lunch. \$2,675 was raised and everyone agreed that this was an informative and educational way to spend a day. Special thanks to Ross Greenwood of 'Healthy, Wealthy and Wise' and Melissa Attard from the Stock Exchange.

Maxine Glennan organised a joint raffle between the Bulleen/Templestowe Basketball Club and our Auxiliary. Maxine is to be congratulated on bringing the idea to our committee and then taking responsibility for following up all the ticket books. This effort brought another \$1,310 into our account.

In June we had a luncheon at Maxims in South Yarra convened by Paige Fitzroy. This was a wonderfully relaxed day and we raised \$3,206

- a credit to Paige who left the lunch early as she was off to Italy to get married!!

We raised a total of \$14,022 during this last financial year. As a committee we have decided on two major annual events - The Race Day and the Cocktail Party - and we're hoping to improve on them each year. Our objective is to raise \$100,000 which will furnish a specific area of the new Centre.

We have welcomed some new members to our Auxiliary: Michelle Brereton, Paige Fitzroy and Jacqueline Thompson. We trust that they will be very happy working with 'the team'.

I appreciate the opportunity of publicly thanking each of my committee ladies. They are a dedicated and focused group who take time from their very busy lives to financially assist the Queen Elizabeth Centre and we look forward to a successful year.

Carolyn Stubbs
President

AUXILIARY MEMBERS

President Carolyn Stubbs	Treasurer Helen Warren
Vice President Ina Sampieri	Secretary Maxine Glennan/ Paige Fitzroy
Committee	
Lurlene Bone	
Michelle Brereton	
Nan Harrison	
Tina Madhok	
Jenny McKendry	
Cherie Mitchell	
Elly Papasavas	
Lee Rimes	
Lorraine Smith	
Janet Spooner	
Christine Tarascio	
Beryl Taylor	
Jacqueline Thompson	
Liz Van Den Munckhof	
Judy Watson	
Toni Zagame	



DONATIONS YEAR ENDED 30 JUNE 1997

	\$	\$
Estate E G Batchelder	233.18	
Collier Charitable Fund	20,000.00	
A & A Flintoff	20.00	
Estate Sir Walter Leitch	930.00	
The Lord Mayor's Fund for Metropolitan Hospitals and Charities	3,700.00	
Hospitals and Charities Sunday Committee	300.00	
Dame Elisabeth Murdoch AC, DBE	1,000.00	
Pethard Tarax Charitable Trust	500.00	
Mrs W M K Stephens	150.00	
Walter & Eliza Hall Trust	500.00	
Joe White Bequest	<u>2,000.00</u>	29,583.18
QUEEN ELIZABETH DAY NURSERY		
A W Y & C Y C Wong		100.00
CARLTON CRECHE & DAY NURSERY		
William & Mary Ievers Bequest	3,535.10	
Estate of the late Robert Reynolds	<u>215.73</u>	3,750.83
OUTREACH NURSE/CARLTON DAY STAY		
The Queen Elizabeth Centre Foundation		<u>111,399.19</u>
		<u>\$144,583.20</u>

**Financial Statements of
The Queen Elizabeth Centre
for the year ended 30th June, 1997**

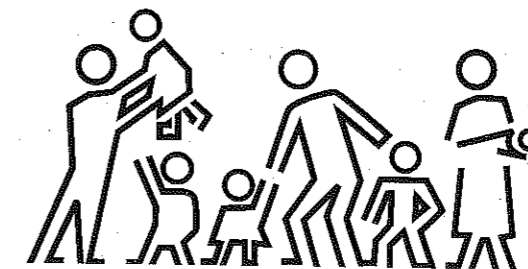


TABLE 9: SUMMARY OF FINANCIAL RESULTS 1993 - 1997

	1977	1996	1995	1994	1993
	\$	\$	\$	\$	\$
Total Expenditure	3,208,835	3,044,239	2,750,151	2,727,306	2,716,812
Total Income	3,424,482	3,235,078	2,742,288	2,726,008	2,846,651
Operating Surplus (Deficit)	215,647*	190,839	(7,863)	(1,298)	129,839
Retained earnings (Accumulated losses)	2,412,876	2,197,229	1,994,974	(380,577)	(305,439)
Total Assets	7,495,559	5,306,625	5,152,081	5,100,215	5,088,633
Total Liabilities	748,348	625,061	661,356	601,627	588,747
Net Assets	6,747,211	4,681,564	4,490,725	4,498,588	4,499,886

* The surplus for the year 1996 - 97 includes \$189,000 received for capital grants expended for the new hospital building and not reflected in operating expenditure



REVENUE AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 1997

	Notes	Total 1997 \$	Total 1996 \$
OPERATING REVENUE			
Grants from Other Governments	2	182,497	282,836
Interest	3	97,395	80,685
Sale of Goods and Services	4	2,947,745	2,675,615
Net Revenue from Disposal of Physical Assets	5	11,250	11,617
Other	6	185,595	184,325
TOTAL REVENUE		3,424,482	3,235,078
LESS OPERATING EXPENSES			
Employee Entitlements		2,412,761	2,284,471
Superannuation		150,099	145,775
Supplies and consumables		528,432	511,516
Depreciation	7	114,729	102,477
Interest And Other Finance Costs	8	2,814	-
TOTAL EXPENSES	9	3,208,835	3,044,239
Operating Surplus for the Year	4	215,647	190,839
Retained surplus at 1 July 1996		2,197,229	1,994,974
Amount available for appropriation		2,412,876	2,185,813
Aggregate of amounts transferred to reserves	10	-	(16,599)
Aggregate of amounts transferred from reserves	10	-	28,015
Retained surplus at 30 June 1997		2,412,876	2,197,229

This statement should be read in conjunction with the accompanying notes



BALANCE SHEET AS AT 30 JUNE 1997

	Notes	Total 1997 \$	Total 1996 \$
EQUITY			
Special Purpose Reserve	11	60,335	60,335
Asset Revaluation Reserve	29	4,274,000	2,424,000
Retained Earnings		2,412,876	2,197,229
TOTAL EQUITY		6,747,211	4,681,564
LIABILITIES			
Current Liabilities			
Payables	12	135,726	70,557
Provision for Employee Entitlements	13	342,632	313,257
Other	14	55,264	4,168
Total Current Liabilities		533,622	387,982
Non Current Liabilities			
Employee Entitlements	13	168,980	237,079
Borrowings	15	45,746	-
Total Non Current Liabilities		214,726	237,079
TOTAL LIABILITIES		748,348	625,061
TOTAL EQUITY AND LIABILITIES		7,495,559	5,306,625
ASSETS			
Current Assets			
Cash at Bank and on Hand	20	711,914	703,543
Inventory	16	26,450	34,148
Receivables	17	79,104	144,176
Unexpired Term Charges		5,072	-
Prepayments		450	870
Investments	18	866,320	726,220
Total Current Assets		1,689,310	1,608,957
Non-Current Assets			
Land at Valuation	19	4,000,000	-
Land at Valuation	19	250,000	2,400,000
Buildings at Valuation	19	783,125	805,000
Buildings at cost	19	410,880	181,500
Plant, Equipment, Furniture and Motor Vehicles	19	335,989	287,168
Investments	18	24,000	24,000
Unexpired Term charges		2,255	-
Total Non-Current Assets		5,806,249	3,697,668
TOTAL ASSETS		7,495,559	5,306,625

This statement should be read in conjunction with the accompanying notes



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 1997

	Notes	1997 \$ Inflows (Outflows)	1996 \$ Inflows (Outflows)
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Grants from Other Governments		200,719	276,471
Sale of Goods and Services		2,976,529	2,634,027
Interest received		87,820	82,840
Other		185,595	175,226
Total Receipts		3,450,663	3,168,564
Payments			
Employee Entitlements		2,451,487	2,182,419
Superannuation		145,470	145,775
Supplies and Consumables		436,299	582,752
Interest and Other Finance Costs		2,814	-
Total Payments		3,036,070	2,910,946
NET CASH FLOWS PROVIDED BY OPERATING ACTIVITIES	21	414,593	257,618
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of Properties, Plant and Equipment		(371,055)	(117,247)
Proceeds from Sale of Properties, Plant & Equipment		11,250	11,617
Purchase of Investments		(140,100)	(109,922)
Other Creditors	14	55,264	-
NET CASH USED IN INVESTING ACTIVITIES		(444,641)	(215,552)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from Borrowings		38,419	-
NET CASH FLOWS FROM FINANCING ACTIVITIES		38,419	-
NET INCREASE IN CASH HELD			
Cash at 1 July		8,371	42,066
		703,543	661,477
Cash at 30 June	19	711,914	703,543

This statement should be read in conjunction with the accompanying notes



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1997

Note 1: Statement Of Accounting Policies

The general purpose Financial Statements of the Hospital have been prepared in accordance with the provisions of the Financial Management Act 1994. These requirements incorporate relevant accounting standards issued jointly by the Institute of Chartered Accountants in Australia and the Australian Society of Certified Practising Accountants.

(a) Accrual Basis

Except where otherwise stated, these Financial Statements have been prepared on the accrual basis whereby revenues and expenses are recognised when they are earned or incurred, and are brought to account in the period to which they relate.

(b) Historical Cost Basis

The Financial Statements have been prepared on the historical cost basis whereby assets are recorded at purchase price plus costs incidental to their acquisition and do not take into account changing money values nor the current cost of non-current assets (unless specifically stated)

(c) Rounding Off

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

(d) Investments

Investments (other than works of art and fine furniture) are valued at cost and are classified between current and non-current assets based on the Hospital Board of Management's intention at balance date with respect to the timing of disposal of each investment. Interest revenue from investments is brought to account when it is earned. Works of art and fine furniture are at valuation assessed by registered valuers.

(e) Depreciation

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

(f) Inventories

Inventories are valued at the lower of cost and net realisable value. Cost is determined principally by the first-in, first-out method

(g) Employee Entitlements

Based on pay rates current at balance date. On-costs such as WorkCover and superannuation are included in the calculation of leave provisions.

Long Service Leave

The provision of long service leave is determined in accordance with Accounting Standard AAS30. Generally, the entitlement under various awards becomes payable upon completion of ten years' service. The proportion of long service leave estimated to be payable within the next financial

This statement should be read in conjunction with the accompanying notes



year is a current liability. The balance of the provision is classified as a non-current liability measured at the present value of the estimated future cash outflow arising from employee's services to date.

Wages And Salaries, Annual Leave And Accrued Days Off

Liabilities for wages and salaries, annual leave and accrued days off are recognised, and are measured as the amount unpaid at the reporting date of employee's services up to that date.

(h) Intersegment Transactions

Transactions between segments within the Hospital have been eliminated to reflect the extent of the Hospital's operations as a group.

(i) Donations

Donations are recognised as revenue when the cash is received. Donations received for restricted purposes have been transferred to funds held for restricted purposes until expended.

(j) Fund Accounting

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

(k) Services Supported By Health Services Agreement And Services Supported By Hospital And Community Initiatives

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



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	1997 \$	1996 \$
Note 2: Grants From Other Governments		
Grants received from the Commonwealth Government		
Operational Grant	34,678	75,999
Childcare Assistance	147,819	206,837
SUB-TOTAL	182,497	282,836
Note 3: Investment Income		
Interest	97,395	80,685
Note 4: Sale Of Goods and Services		
Department of Human Services Operating grants	2,027,200	1,758,175
Department of Human Services Other grants:		
Minor Works Grant	14,010	50,000
Community Support Fund Operating Grant	185,467	79,668
Community Support Fund Minor Works Grant	1,700	7,135
Long Service Leave Grant	43,696	57,990
Voluntary Departure Package Grants	149,267	153,979
V. I. M. D. Grant	-	500
Computer Training Grant	-	5,340
Advertising Grant	-	3,668
	2,421,340	2,116,455
Capital Grants-		
Community Support Fund	-	18,295
Computer Equipment	-	10,666
Construction Grant - New Buildings	189,856	-
SUB TOTAL	2,611,196	2,145,416
Indirect contributions from Department of Human Services (insurance)	28,257	26,742
Patient fees:		
Inpatients	89,368	234,692
Day Nurseries	218,924	268,765
	336,549	530,199
TOTAL	2,947,745	2,675,615
Grants include \$30,896 from the Community Support Fund towards the Dandenong Day Stay program which have not been expended in this financial year, but will be expended in the 1997/98 year. Capital grants of \$189,856 brought to account as revenue, have been expended and capitalised with buildings at cost.		
Note 5: Net Revenues From Disposal Of Physical Assets		
Proceeds	11,250	11,617
Less written down value	-	5,686
	11,250	5,931
Note 6: Other Operating Revenue		
<i>Supported By Health Services Agreement</i>		
Staff meals	1,874	2,557
<i>Supported By Hospital and Community Initiatives</i>		
Property rental income	33,975	31,579
Donations	144,583	144,190
Sundry	5,163	5,999
Sub-Total	183,721	181,768
TOTAL	185,595	184,325



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	1997 \$	1996 \$		
Note 7: Depreciation Expenses				
Buildings	27,092	26,481		
Plant, Equipment, Furniture & Motor Vehicles	87,637	75,996		
TOTAL	114,729	102,477		
Note 8: Interest And Other Finance Costs				
Term charges - Hire Purchase	2,814	-		
Note 9: Operating Expenses				
Services supported by:				
	Health Services Agreement INPATIENTS \$	Hospital & Community Initiatives OTHER \$	TOTAL \$	TOTAL \$
Salaries	1,754,212	458,762	2,212,974	2,094,616
Staff Development	15,050	1,564	16,614	-
WorkCover	21,467	12,440	33,907	35,868
Superannuation	149,728	371	150,099	145,775
Departure Packages	149,267	-	149,267	153,987
Medical Support services	8,443	-	8,443	6,953
Medical & Surgical Supplies	15,294	180	15,474	12,063
Administrative Expenses	149,069	16,906	165,975	122,457
Repairs & Maintenance	93,381	8,705	102,086	137,224
Food Supplies	54,603	21,708	76,311	82,846
Domestic Services	34,422	19,828	54,250	53,295
Corporate Costs Funded by Department of Human Services	28,257	-	28,257	26,742
Audit fees	7,530	-	7,530	4,100
Total Expenses Requiring Fund Outflows	2,480,723	540,464	3,021,187	2,875,926
Add Operating Expenses Not Requiring Fund Outflows:				
Depreciation	106,667	8,062	114,729	102,477
Doubtful Debts	24,476	-	24,476	-
Long Service Leave	43,395	5,048	48,443	60,150
Written down value of Fixed Assets Sold	-	-	-	5,686
SUB-TOTAL	174,538	13,110	187,648	168,313
Total Expenses	2,665,261	553,574	3,208,835	3,044,239
Note 10: Transfers To/From Reserves				
Transfers to reserves:				
(a) Transfer of interest earned on Restricted Purposes funds invested to Funds Held for Restricted Purposes			-	4,099
Transfer of donations received for Restricted Purposes to Funds held for Restricted Purposes			-	12,500
			-	16,599
(b) Transfer from Funds Held for Restricted Purposes to Retained Surplus - Assets purchased from funds held for Restricted Purposes			-	28,015
Note 11: Special Purpose Reserve				
Funds Held For Restricted Purposes:				
Capital Replacement	8,123	8,123		
Education	7,402	7,402		
Medical Records Equipment	4,181	4,181		
Emergency Care	455	455		
Linen	5,249	5,249		
Rebuilding Funds	6,400	6,400		
Children's Unit Refurbishing	9,749	9,749		
Equipment Funds	18,776	18,776		
	60,335	60,335		

This statement should be read in conjunction with the accompanying notes



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	1997 \$	1996 \$			
Note 12: Payables					
	Less than 1 year	1 to 2 Years	Total 1997	Total 1996	
Trade Creditors	131,826	-	131,826	66,457	
Audit Fee	3,900	-	3,900	4,100	
Total Payables	135,726	-	135,726	70,557	
Note 13: Employee Entitlements					
Current					
Long service leave			69,315	24,123	
Accrued wages & salaries			110,434	83,738	
Annual leave			158,403	197,129	
Accrued days off			4,480	8,267	
			342,632	313,257	
Non-Current					
Long service leave			168,980	237,079	
TOTAL			511,612	550,336	
Note 14: Other Liabilities					
Current					
Other Grants belonging to other Hospitals			55,264	1,000	
Prepaid income - Parent Fees			-	3,168	
			55,264	4,168	
Note 15: Borrowings					
Hire Purchase - Motor Vehicles			45,746	-	
Payments due:			-	-	
Not later than 1 year			-	-	
Later than 1 year but not later than 2 years			45,746	-	
			45,746	-	
Note 16: Inventory					
Pharmaceuticals			3,512	9,657	
Catering Supplies			3,925	5,875	
Housekeeping Supplies			15,770	17,049	
Administration Stores			3,243	1,567	
			26,450	34,148	
Note 17: Receivables					
	Less than 1 year	Greater than 1 year, less than 2 years	Greater than 2 years, less than 5 years		
	\$	\$	\$		
Trade Debtors: Inpatients	21,086	13,498	1,316	35,900	63,960
Day Nurseries	33,026	-	-	33,026	13,643
Accrued investment income	20,168	-	-	20,168	10,590
Accrued Revenue:					
- Department of Human Services	-	-	-	-	23,475
- Other	14,486	-	-	14,486	32,508
TOTAL	88,766	13,498	1,316	103,580	144,176
Less Provision for Doubtful Debts	24,476	-	-	24,476	-
Net Debtors and Accrued Revenue	64,290	13,498	1,316	79,104	144,176
Bad Debts written off					2,920

This statement should be read in conjunction with the accompanying notes



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 18: Investments

	Operating Fund \$	Capital Fund \$	Specific Purpose Fund \$	Day Nurseries \$	1997 \$	1996 \$
Current						
Debentures	300,000	170,000	(25,000)	195,000	640,000	465,000
Term Deposits	64,387	161,933	-	-	226,320	261,220
	364,387	331,933	(25,000)	195,000	866,320	726,220
Non-current						
Works of Art	-	24,000	-	-	24,000	24,000
	364,387	355,933	(25,000)	195,000	890,320	750,220
INVESTMENT INCOME						
Interest						
Operating funds					52,861	24,807
Capital funds					32,647	27,295
Specific purposes funds					-	4,099
Q. E. Day Nursery capital					5,866	5,760
Carlton Creche operating funds					6,021	18,724
					97,395	80,685

Note 19: Non Current Assets

	Gross Cost/ Valuation 1997	Accum. Depreciation 1997	Written Down Value 1997	Written Down Value 1996	Additions 1997	Disposals 1997
At Cost						
Buildings	208,640	15,983	192,657	181,500	16,374	-
W.I.P. Buildings*	218,223	-	218,223	-	218,223	-
Plant and Equipment, Furniture and Motor Vehicles	874,547	538,559	335,989	287,168	136,458	18,939
	1,301,411	554,542	746,869	468,668	371,055	18,939
At Valuation						
Crown Land at 15.05.96	4,000,000	-	4,000,000	-	-	-
Land at 30.06.92	250,000	-	250,000	2,400,000	-	-
Buildings at 30.06.92	875,000	91,875	783,125	805,000	-	-
	5,125,000	91,875	5,033,125	3,205,000	-	-
	6,426,411	646,417	5,779,994	3,673,668	371,055	18,939

Land and buildings at valuation: Land and buildings have been valued by an independent valuer (Gerard Browne, Valuer) as of 15 May 1996.

The 1992 valuation includes all buildings and land at Carlton Creche and was performed by G L Thompson & Co Pty Ltd

* These buildings are being constructed on Crown Land situated at Noble Park. The land has not been valued, as it has not yet been transferred to the Department of Human Services.

Note 20: Reconciliation of Cash

Cash is defined as petty cash, bank or financial institution deposits and investments (at call or highly liquid and readily convertible to cash within 24 hours) which the Centre uses in its cash management function on a day to day basis.

Operating Fund:		
Cash at bank and on hand	163,260	112,895
At call deposits	363,262	407,088
Capital Account:		
Cash at bank	17,142	9,695
At call deposits	24,732	63,741
Specific Purposes Account:		
Cash at bank	14,847	7,097
At call deposits	56,245	54,098
Petty cash	1,550	100
Queen Elizabeth Day Nursery:		
Cash at bank and on hand	-	3,596
Capital Account At Call Deposit	35,991	34,068
Carlton Creche:		
Cash at bank/(overdraft) and cash on hand	(18,115)	11,165
At call deposits	53,000	-
	711,914	703,543

This statement should be read in conjunction with the accompanying notes



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	1997 \$	1996 \$
Note 21: Reconciliation Of Net Cash Used In Operating Activities To Operating Result		
Operating Surplus for the year	215,647	190,838
Non-Cash Movement		
Depreciation	114,729	102,477
Provision for doubtful debts	24,476	-
Increase/(Decrease) in payables	65,169	24,872
Increase/(Decrease) in other employee entitlements	(15,816)	22,090
Increase/(Decrease) in Provision For Long Service Leave	48,443	60,150
Long Service Leave paid	(71,350)	(109,893)
Increase/(Decrease) in prepaid income	(3,168)	(33,514)
Net Revenue From Sale Of Plant And Equipment	(11,250)	(5,931)
(Increase)/Decrease in Inventory	7,697	(880)
(Increase)/Decrease in Receivables	40,596	8,279
(Increase)/Decrease in prepayments	420	(870)
(Increase)/Decrease in other liabilities	(1,000)	-
Net cash used in operating activities	414,593	257,618

Note 22: Patient Fees (refer to notes 4 and 23)

	Patient Fees Raised		Patient Fees Receivable	
	1996-97 \$	1995-96 \$	1997 \$	1996 \$
Inpatients	89,368	234,692	35,900	63,960
Day Nurseries	218,924	268,765	33,026	13,643
	308,292	503,457	68,926	77,603
Less Provision for Doubtful Debts			24,476	-
Net Patient Fees Receivable			44,450	77,603
Bad and Doubtful Debts			-	-
Inpatients			-	2,920

Note 23: Net Increment on Revaluation of Assets

Revaluation of land at 53 Lytton Street, Carlton

1,850,000

Note 24: Capital Commitments

The Centre is committed to the contribution of \$266,000 toward the construction of a new facility to which operations will be transferred in June 1998. Total cost of the new building is \$3.766m which will be met by the State Government

Note 25: Contingent Liabilities

Following a compliance assessment, an amount of approximately \$20,000 may be repayable to the Commonwealth Department of Health and Family Services. This matter is currently under negotiation with the Department.

20,000

This statement should be read in conjunction with the accompanying notes



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	1997 \$	1996 \$
Note 26: Superannuation		
HOSPITAL		
The Queen Elizabeth Centre is a participating institution in the Hospitals Superannuation Fund.		
The Centre's total contributions during the year were	145,470	145,775
Contributions outstanding in respect of the financial year were	4,629	-
Contributions are calculated in accordance with Section 29(2)(a) of the Hospitals Superannuation Act 1988, participating employer contributions are calculated as a percentage of the employee's salary. Separate contributions are determined for Basic Benefit/HOSfund and optional Contributory Benefits in accordance with Section 29(3) and 40(c).		
The rates for 1996-97 for all participating employers were:		
	Employee	Employer
Basic Benefit/HOSfund	3%	6%
Contributory:	4%	3%
	6%	7%

Note 27: Segment Reporting

Segment	Segment Revenue \$	Segment Expenditure \$	Surplus /Deficit \$	Segment Assets \$	Segment Liabilities \$	Segment Equity \$
Hospital	2,990,824	2,655,261	335,563	6,614,846	696,739	5,870,926
Day Nurseries	433,658	553,574	(119,916)	880,713	51,609	876,285
Total	3,424,482	3,208,835	215,647	7,495,559	748,348	6,747,211

Note 28: Responsible Person Related Disclosures

	1997 \$	1996 \$
(a) Responsible Minister - Hon. Denis Napthine		
(b) Board Members		
The names of persons who were board members at any time during the financial year are:		
Chief Inspector Vicki Fraser (President)		
Dr. John Spensley (Vice President)		
Mr. Peter Barnett (Board member)		
Ms. Andrea Coote (Board member)		
Ms. Paula Gerber (Board Member)		
Mr. Anthony Larkin (Board member to May 1997)		
Ms. Linda Martin (Board member)		
Dr. Campbell Paul (Board member)		
Mrs. Patricia Summers (Board member)		
Mr. Paul Trowbridge (Vice President)		
Mr. Fred Verschuren (Board member)		
Mr. Robert White (Board member)		
Mr. Steven Wintle (Board member)		
(c) Accountable Officer - Ms. Pam Stilling (Chief Executive Officer)		
The remuneration of the Accountable Officer is reported under "Executive Officer Remuneration"		
(d) Remuneration of Responsible persons		
Total remuneration received or due or receivable by Responsible Persons	Nil	Nil
(e) Retirement Benefits of Responsible Persons		
Retirement benefits paid in connection with the retirement of a Responsible person were:	Nil	Nil
(f) Other transactions of Responsible Persons and their Related Parties		
Related party transactions	Nil	Nil
(g) Other Receivables from and Payables to Responsible Persons and their related Parties		
Aggregate amounts payable at balance date	Nil	Nil
(h) Amount attributable to Other Transactions With Responsible Persons and their related parties		
Transactions with Responsible Persons and their related parties	Nil	Nil
(i) Executive Officer Remuneration		

This statement should be read in conjunction with the accompanying notes



There were no executive officers with remuneration in excess of \$100,000

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 29: Reconciliation Of Changes In Equity

	Total		Retained Earnings		Asset Revaluation Reserve		Other Reserves	
	1997	1996	1997	1996	1997	1996	1997	1996
Balance at Beginning of Reporting Period	4,681,564	4,490,725	2,197,229	1,994,974	2,424,000	2,424,000	60,335	71,751
Operating Surplus for the year	215,647	190,839	215,647	190,839	-	-	-	-
Transfers to Reserves	-	-	-	(16,599)	-	-	-	16,599
Transfers from Reserves	-	-	-	28,015	-	-	-	(28,015)
Revaluation (note 18)	1,850,000	-	-	-	1,850,000	-	-	-
Balance at End of Reporting Period	6,747,211	4,681,564	2,412,876	2,197,229	4,274,000	2,424,000	60,335	60,335

This statement should be read in conjunction with the accompanying notes



COMPARATIVE FINANCIAL STATEMENT

	1997	1996	1995	1994	1993
	\$	\$	\$	\$	\$
INCOME					
Meals and Accommodation	1,874	2,557	3,363	3,417	5,389
Donations	144,583	155,190	147,664	104,109	157,325
Day Nursery Fees	218,924	268,765	298,797	313,735	1,527,896
State Government Grants - Day Nursery	11,311	-	-	-	37,216
State Government Grants - Hospital	2,027,200	2,058,613	1,668,550	1,509,085	1,527,896
State Government Grants - VDP	192,962	-	-	-	-
State Government Grants - Construction New Building	189,856	-	-	-	-
Community Support Fund Operating Grant	174,156	79,668	-	-	-
Community Support Fund Minor Works Grant	15,710	7,135	-	-	-
Commonwealth Government Grants - Day Nursery Fee Relief	147,819	206,837	157,498	172,049	152,031
Commonwealth Government Grants - Day Nursery Operating	34,678	75,999	74,066	73,216	27,999
Patient's Fees	89,368	234,692	259,431	409,596	485,834
Rental Properties - Nett Income	33,975	31,579	36,150	39,074	41,121
Cost Recoveries	5,164	5,999	6,511	11,135	8,354
Interest Received	97,395	80,685	65,874	66,616	68,647
Proceeds from Disposal of Assets	11,250	11,617	1,077	-	-
Indirect Contribution by Department of Human Services	28,257	26,742	23,307	23,976	24,844
	<u>3,424,482</u>	<u>3,235,078</u>	<u>2,742,288</u>	<u>2,726,008</u>	<u>2,846,651</u>
EXPENDITURE					
Salaries and Wages	2,212,974	2,094,616	1,980,367	1,992,950	2,009,377
Staff Development	16,614	-	-	-	-
Departure Packages	149,267	153,987	-	-	-
Visiting Medical Officers	8,443	6,953	16,125	11,457	14,261
Superannuation	150,099	145,775	150,913	161,788	146,176
Consultants' Fees	2,461	-	-	-	-
Food Supplies	76,311	82,846	68,024	68,153	72,333
Medical and Surgical	15,474	12,088	9,528	6,711	9,134
Fuel, Light and Power	48,802	51,263	56,629	49,294	50,716
Domestic Charges	54,250	53,295	31,765	67,776	57,707
Maintenance	102,086	85,962	170,187	88,595	58,582
Administrative	179,793	182,972	124,999	136,698	151,363
Depreciation	114,729	102,477	85,816	72,674	64,252
Doubtful Debts	24,476	-	-	-	-
Provision for Long Service Leave	48,443	60,150	44,135	54,368	75,729
Teaching Services	4,613	6,169	11,663	16,842	7,182
Disposal of Assets	-	5,686	-	-	-
	<u>3,208,835</u>	<u>3,044,239</u>	<u>2,750,151</u>	<u>2,727,306</u>	<u>2,716,812</u>
Net Surplus (Deficit transferred to Retained Surplus - Accumulated Deficit)	<u>215,647</u>	<u>190,839</u>	<u>(7,863)</u>	<u>(1,298)</u>	<u>129,839</u>
Retained earnings (Accumulated Losses)	2,412,876	2,197,229	(437,193)	(380,577)	(305,439)
Plus transfer from contributed capital at July 1994	-	-	2,432,167	-	-
Retained earnings (Accumulated Losses)	<u>2,412,876</u>	<u>2,197,229</u>	<u>1,994,974</u>	<u>(380,577)</u>	<u>(305,439)</u>
Total assets	7,495,559	5,306,625	5,152,081	5,100,215	5,088,633
Total liabilities	748,348	625,061	661,356	601,627	588,747
Net assets	<u>6,747,211</u>	<u>4,681,564</u>	<u>4,490,725</u>	<u>4,498,588</u>	<u>4,499,886</u>

This statement should be read in conjunction with the accompanying notes



The Queen Elizabeth Centre

53 Lytton Street
Carlton 3053
Phone (03) 9347 2777 Fax. (03) 9347 2779

CERTIFICATION

In our opinion, the Report of Operations, the financial statements of The Queen Elizabeth Centre, comprising Revenue and Expense Statement, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements have been prepared in accordance with the provisions of the Financial Management Act 1994 and the Directions of the Minister for Finance - Part 9 Reporting Provisions.

In our opinion the Financial Statements present fairly the financial transactions for the year ended 30 June 1997 and the financial position as at that date of The Queen Elizabeth Centre.

At the date of signing the Financial Statements we are not aware of any circumstances which would render any particulars included in the statements to be misleading or inaccurate.

Chairperson
Chief Inspector Vicki Fraser

Treasurer
Mrs. P. Summers

Chief Executive Officer
Ms. P. Stilling

Dated the 13th day of September 1997

Auditor-General's Report



VICTORIAN
AUDITOR-
GENERAL'S
OFFICE

*Auditing in the
Public Interest*

Audit Scope

The accompanying financial statements of the Queen Elizabeth Centre for the year ended 30 June 1997, comprising revenue and expense statement, balance sheet, statement of cash flows and notes to the financial statements, have been audited. The members of the Centre's Board of Management are responsible for the preparation and presentation of the financial statements and the information they contain. An independent audit of the financial statements has been carried out in order to express an opinion on them as required by the *Audit Act 1994*.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and comply with the requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of the financial position of the Queen Elizabeth Centre and the results of its operations and its cash flows.

The audit opinion expressed on the financial statements has been formed on the above basis.

Qualification

The Centre has not included the assets, liabilities, revenues and expenses of the Queen Elizabeth Centre Foundation in its financial statements. In my opinion, the Foundation is a controlled entity of the Centre as it receives the majority of the benefits in relation to the Foundation's financial and operating activities. Accordingly, the Foundation should have been consolidated within the Centre's financial statements in accordance with Australian Accounting Standard AAS24 *Consolidated Financial Reports*. I am unable to quantify the effect of this departure on the Centre's financial statements as I have not acted as auditor of the Foundation and the audited financial statements were not readily available.

Qualified Audit Opinion

In my opinion, except for the effect on the financial statements of the matter referred to above, the financial statements present fairly the financial position of the Queen Elizabeth Centre as at 30 June 1997 and the results of its operations and its cash flows for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and comply with the requirements of the *Financial Management Act 1994*.

C.A. BARAGWANATH
Auditor-General

MELBOURNE
20 / 10 / 1997

ERRATUM page 14

	1994-5	1995-6	1996-7
RESIDENTIAL SERVICES			
Separations* excluding same day:			
Public	1014	1383	1658
Private	199	197	97
Total	1213	1580	1755
Bed days excluding same day:			
Public	6859	7504	7589
Private	1406	1186	470
Total	8265	8690	8059
Average length of stay	6.8 days	5.5 days	4.6 days

The Queen Elizabeth Centre 1997 Annual Report

