



*The*  
*Queen Elizabeth*  
*Centre*

1999  
81st Annual Report



*Supporting families  
with young children*

# 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 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
- 1993 - 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
- 1997 - establishment of two year Mill Park and Wangaratta Day Stay Programs and Wangaratta In Home Support Programs
- 1998 - Queen Elizabeth Centre moved to new premises at 53 Thomas Street, Noble Park
- 1998 - Establishment of pilot residential Parenting Assessment and Skill Development Program with funding from the Victorian Government High Risk Infants Initiative
- 1998 - Extension of Wangaratta Day Program to Myrtleford.
- 1999 - Carlton Creche & Day Nursery sold. Proceeds established the Queen Elizabeth Centre Research & Development Fund
- 1999 - The Queen Elizabeth Centre Community Parentership awarded three year tender for Home-Based Parenting Assessment and Skill Development Services in Southern Metropolitan Region
- 1999 - Establishment of pilot Home-Based Parenting Assessment and Skill Development Services in Hume and Gippsland Regions

# report of operations & financial statements for the year ended June 30, 1999

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This report was released to the public on Monday 25 October, 1999

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# introduction

The Queen Elizabeth Centre (QEC) is a registered Schedule 1 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 Centre and to ensure that the services provided by the Centre comply with the requirements of this Act and the objects of the Centre-Health Services Act 1988.

The Minister for Youth and Community Services, The Honourable Denis Napthine MP, has portfolio responsibility for the Queen Elizabeth Centre. Government policy and funding related to the Queen Elizabeth Centre are administered through

the Youth and Family Services 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 their children from birth to three years of age. These difficulties may arise from physical, psychological, intellectual or social causes. The modes of service offered to families includes residential stay, day stay, home visiting and telephone information. During the year service bases were located at Noble Park, Dandenong, Mill Park and Wangaratta.

# mission statement

*The Queen Elizabeth Centre is committed to offering specialised support, care and educational services to Victorian families who have children up to three 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.*

# 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.*

# future directions

- Consolidate the delivery of a flexible, responsive range of services in the new premises at Noble Park, including residential, day, telephone, education and research services.
- Evaluate and improve the quality and effectiveness of early parenting services. This will be done by:
  - undertaking and commissioning research, client surveys and program evaluation
  - reviewing and redeveloping services based on research and evaluation findings
  - continually monitoring and improving quality, and
  - fostering links with educational and research institutions related to staff development and research
- Respond to new opportunities to grow QEC's critical mass particularly those emerging through tender processes. Establish strategic alliances with other organisations.
- Continue to maintain a geographically broad client base by offering residential services to a statewide clientele, outreaching day-stay and in-home programs to areas of need and by developing multimedia links (teleconferencing, interactive video conferencing). These links will target groups of parents, groups of professionals or both throughout Victoria
- Attract funding from a variety of sources that will further these development strategies.

# objects

## confidence

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



## access

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



## service to all

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.

## independence

To enable families to function independently within their own communities by maintaining productive linkages with community-based services.



## awareness & knowledge

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



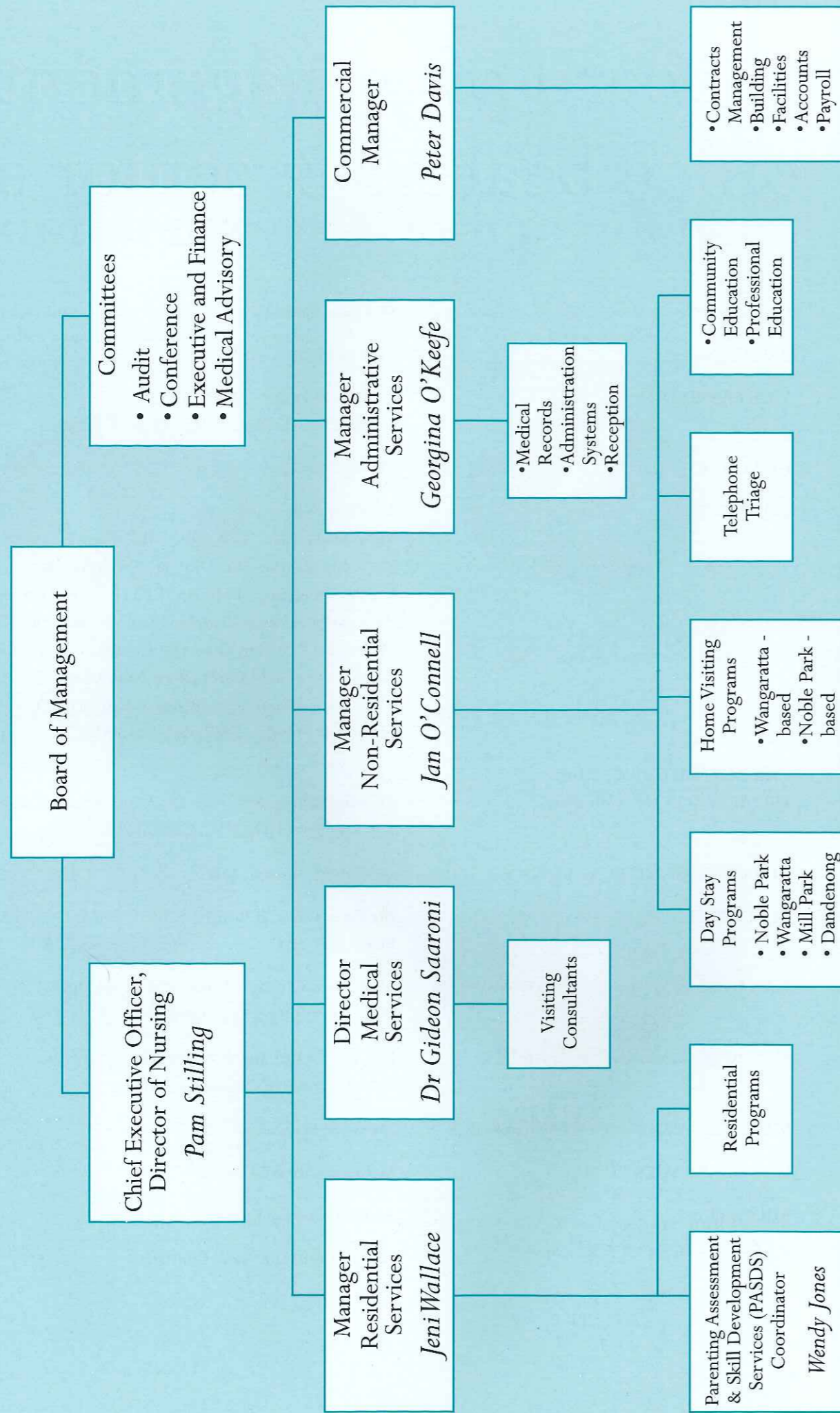
## quality

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

# board of management, office bearers & senior staff

PATRON:	Mrs June Shaw
PRESIDENT:	Ms Vicki Fraser, APM
VICE PRESIDENTS:	Dr John Spensley, MBBS, FRACP Mr Paul Trowbridge, B Ec
HONORARY TREASURER:	Mr Fred Verschuren, B Bus, MBA, ASCPA, FCIS
COMMITTEE:	Ms Carmel Benjamin, AM Ms Paula Gerber, LLB (Qld), MSc(Hons) (London) Ms Linda Martin, BA, DipEd, BSW, MSW Dr Gay Ochiltree, PhD, BA, BEd (from November 1998) Associate Professor Campbell Paul, MBBS, FRANZCP Ms Andrea Pelletier, Grad Dip Counselling, Grad Cert Research, Dip Soc Sci (Child Care) (from November 1998) Mrs Patricia Summers, BComm, CA(SA), CA Mr Steven Wintle, FAIB, AIArbA, FAHI
CHIEF EXECUTIVE OFFICER and DIRECTOR OF NURSING:	Ms Pam Stilling, RN, RM, Grad Dip Hlth Svcs Mgmt, Dip App Sc (CHN), AFCHSE, MRCNA
DIRECTOR OF MEDICAL SERVICES:	Dr Gideon Saaroni, MBBS
COMMERCIAL MANAGER:	Mr Peter Davis, B Bus(Acc), BHA, MBA, Cert Hth Ec, FCPA, AFCHSE
MANAGER, NON RESIDENTIAL SERVICES:	Ms Janette O'Connell, RN, RM, Grad Dip Business, Dip App Sc (CHN)
MANAGER, RESIDENTIAL SERVICES:	Mrs Jenifer Wallace, RN, RM, Grad Dip Nsg (Child, Family & Comm Health), BA Soc Sc
MANAGER, ADMINISTRATIVE SERVICES:	Ms Georgina O'Keefe, BA
HONORARY SOLICITORS:	Mallesons Stephen Jaques
AUDITORS:	Auditor-General Victoria
BANKERS:	National Australia Bank Limited

# organisation chart - at 30th June 1999



# president's report

Compared to previous years, the past year has seemed positively tranquil! Having undertaken the monumental task of building and relocating QEC, the last twelve months has seen staff fully settle in. We have continued service provision within the new facility and established regional centres and been able to focus energy on expansion of the business through several successful government tenders.

A major change to our business, necessitated by a serious downturn in its profitability, was the recent sale of the Carlton Creche. The decision to sell was a difficult one, given the important service the Creche provided, but one that was finally impossible not to make.

The Board has long nurtured a vision of QEC as a focal point for research and development in the area of early parenting practices and pro-active interventions. The sale of the Creche has finally enabled this vision to become a reality. It is envisaged the coming years will see QEC able to capitalise on the wealth of knowledge and experience we have accumulated in the field of early parenting through sponsorship of selected research projects.

A valued member of the Board of Management, Mr Steve Wintle, has decided to retire this year. I wish to thank him most sincerely on behalf of the Board for all his hard work and valuable

support. His knowledge of the building industry and work on the sub-committee overseeing the relocation and construction of the new hospital provided QEC with valuable assistance in completing the project on time and within budget. His good cheer and frequent contributions to Board discussions will be sadly missed.

Two new additions to the Board are Dr Gay Ochiltree and Ms Andrea Pelletier. Each brings a wealth of experience and loads of enthusiasm to the exciting task of overseeing the continuing growth and expansion of QEC.

Sincere thanks to CEO/DON Ms Pam Stilling and her dedicated staff for their continuing hard work, to the friends and supporters of QEC, notably the QEC Foundation under the leadership of the Hon. Walter Jona, for their continued benevolence and moral support and to Minister Napthine and his staff for their accessibility and encouragement over the past year.

Finally, a personal vote of thanks to my colleagues on the Board of Management. Although each inhabits other challenging and pressured roles, their continued strong involvement as volunteers in hospital management testifies to a dedication and commitment to the aims and aspirations we have developed and continue to nurture for the future of the QEC.

Ms Vicki Fraser, APM  
President, Board of Management

# medical director's report

The last twelve months have been quite challenging ones as the new centre gained momentum and client admissions reached full capacity. Over two and a half thousand in-patients as well as nearly one and a half thousand day-stay clients utilised the facilities of the centre. (The day-stay program began operating full services in January with the closure of the Dandenong Day-Stay Centre).

The Queen Elizabeth Centre has continued to develop close ties with South Eastern Centre against Sexual Assault for the residential clients in need. The medical director has had a busy time liaising with community support services, general practitioners and specialist services for respective clients and has had to make a few court appearances on behalf of the centre to give evidence with respect to some clients.

In accordance with state health initiatives we are trying to increase breast feeding and immunization rates as well as identifying health (mental and physical) problems and facilitating early intervention. We are also trying hard to identify

developmental problems in children and infants and link them in to appropriate services in their community.

Cooperation with a local GP clinic (Heatherton Chandler Clinic) has facilitated the provision of urgent medical attention to clients in need. Professor Sandra Lancaster attended several sessions at the centre to assess our needs for a psychologist on the staff of the QEC. The Medical Advisory Committee is currently considering her recommendations.

I am pleased to have had enthusiastic support from the new consultants who have continued the good work of their predecessors. They are Dr Peter Forrest, Dr Des Guppy, Dr Barry Kras and Dr Cathy McAdam on the Paediatric team and Dr Michael Maloney on the Psychiatric team.

Finally I wish to thank Dr John Spensley and Associate Professor Campbell Paul for their continued involvement and input to the centre despite the obvious geographic difficulties encountered in attending here.

Dr. Gideon Saaroni

Medical Director

## MEDICAL ADVISORY COMMITTEE

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 Professor Campbell Paul, MBBS, FRANZCP

Dr Gideon Saaroni, MBBS

Dr John Spensley MBBS, FRACP

# client services report - early parenting

The pace and scope of service development has continued to increase during 1998-9, the Centre's first full year at Noble Park. In line with the Centre's strategic directions, management has sought opportunities to consolidate and strengthen our services at the Noble Park site, to grow our critical mass by establishing new and innovative services that respond to identified client needs, and by outreaching non-residential services to targeted rural regions.

We are systematically and continuously updating and improving our internal policies, processes and procedures in anticipation of achieving accreditation during 2000. The competitive tendering environment has precipitated new relationships and partnerships with a significant number of multi-disciplinary service providers and community organisations.

Our strong relationships with Monash, LaTrobe and Deakin Universities and with TAFE colleges have been furthered, not only by our preceptoring of students on field placements, but also in collaborative research, as has occurred since November 1998

with Deakin University, and in services obtained from Monash University.

The purpose-built facilities at Noble Park have proved themselves during the year. The functional building design has assisted staff to provide very effective services most efficiently and offers families a light, relaxed and pleasant environment. The conference centre is used daily for group teaching, relaxation and yoga sessions. It has also been the venue for parenting education programs for the general public as well as for professional education and training for internal staff and external organisations.

In appreciation of funds provided by The Brockhoff Foundation and Grosvenor Settlement, the QEC Conference and Education Centre has been named the Brockhoff Conference Centre. Staff and management are also very grateful to The Queen Elizabeth Centre Foundation for attracting funding from the John T Reid Victorian Charitable Trust for the purchase of a multimedia projector and video-conferencing equipment for use in this centre.

## new programs

### Residential Parenting Assessment and Skill Development Services (PASDS)

Residential PASDS began as a one-year pilot program commissioned by the Southern Metropolitan Region of the Department of Human Services in May 1998. This followed the Queen Elizabeth Centre's development of an assessment tool based on a set of competencies believed necessary for any parent to be able to safeguard their infants and toddlers from preventable illness, preventable injury and preventable developmental delay.

The tool is called *The Queen Elizabeth Centre Parenting Competencies Assessment Instrument (QECPAI)*. Although not yet formally validated, it was reviewed by the Victorian Parenting Centre and the Royal Children's Hospital in 1998-9 in a report commissioned by the

Victorian Department of Human Services. The report found the QECPCAI "assesses a broad range of indicators that reflect many facets of child health and development and the parent's capacity to safeguard these facets. The QECPCAI appears to have the ability to engage parents without too much difficulty and to encourage participation in programs to improve parenting capacity. The instrument seems to be easily understood by non-health professionals (for example, parents and legal personnel). The QECPCAI has considerable potential for further development for use in the PASDS."<sup>1</sup>

<sup>1</sup> Littlefield, L, et al. 1999, *High Risk Infants Parenting Assessment and Skill Development Research Project. Phase One: Research and Analysis. Victorian Government Department of Human Services, Melbourne, p 32.*

The Queen Elizabeth Centre initially reserved two suites in the residential wing for families referred to this new program. During the year, other regions sought the same services and we dedicated a third and fourth residential suite for PASDS.

One hundred and twenty-five families were admitted to the program during the year. Each was referred from a regional Child Protection Program. QEC staff assessed parenting competencies and provided intensive teaching programs to develop parenting skills in areas where there was some weakness. All children referred to the program are considered to be at high risk of abuse and/or neglect. All are between 0 and 3 years of age.

The Queen Elizabeth Centre's assessment reports relate only to parenting competencies, that is, to parents' knowledge, skills and attitudes related to their children's day to day care and nurture. These reports contribute to, but are not the sole basis for, Child Protection Services' child risk assessment. In some cases, our staff find that the parents have an adequate level of knowledge and skills related to child rearing, but that other factors are interfering with their capacity to adequately protect their children from harm. These other factors may include domestic violence, a mental illness, an intellectual disability or a drug or alcohol dependence. Our reports help to clarify the areas in which interventions should concentrate in order to develop and strengthen these families. The Queen Elizabeth Centre has been congratulated for the breadth and quality of our assessment reports and for the professional integrity of our services.

### Home-Based Parenting Assessment and Skill Development Services (PASDS) in Three Regions.

In June 1999, the Minister for Community Services advised that the Queen Elizabeth Centre Community Partnership had won a three-year tender to deliver home-based PASDS throughout the Southern Metropolitan Region. Program establishment began immediately, and services to families will commence in early August 1999. For this tender, the Queen Elizabeth Centre is lead agency in a consortium with four community family agencies, Anglicare Victoria, the City of Port Phillip, Southern Family Life and Windermere Child and Family Services. The Queen Elizabeth Centre will conduct all the parenting competency assessments and will coordinate the skill development services which the partner agencies will deliver. This program offers skill development services to families from agencies already working in their own communities. This will enable continuity of care and support, if needed, after the twelve week period of PASD services. We have great hopes in the future of the consortium. We believe this example of

inter-agency cooperation and our resultant capacity to offer coordinated multi-disciplinary services in families' own homes will enhance parents' competencies, confidence and enjoyment of parenting, three goals of QEC services. In turn, parents will be better equipped to protect their children from preventable illness, preventable injury and preventable developmental delay.

In late 1998-9, the Department of Human Services Hume Region advised that they wished to continue funding both the Queen Elizabeth Centre day stay programs in Wangaratta and Myrtleford and our home visiting program in the Shires of Indigo, Alpine and the Rural City of Wangaratta. The dual aim is to increase mental illness prevention services and to pilot parenting competency assessment and skill development services (PASDS) in North-Eastern Victoria. Child Protection Services staff will refer families to the home-based PASD services. The geographic catchment area will extend as far south as Benalla. The Queen Elizabeth Centre staff will continue to be based in Wangaratta. During the year, the region will call for tenders for the ongoing home-based PASDS program.

At the same time the Department of Human Services in the Gippsland Region provided funding for the Queen Elizabeth Centre to establish a pilot home-based PASDS program covering the entire region. Services will commence in early August 1999. Funding is for ten months, during which time the continuing program will be tendered.

### Weekend Residential Program

A three-day residential Saturday to Monday program was introduced early in the year on a trial basis to see if more fathers could participate. It proved so popular that the program is now offered every weekend for six families at a time. Because the three-day residential program is comparatively short, participating families are carefully selected. Presenting problems must be relatively simple and parents' capacity to continue to practice at home what they learn at the Queen Elizabeth Centre must be evident. Some 272 families, 27% of all families receiving residential services, used the weekend program during 1998-9.

### Education Services

From February 1999 the Queen Elizabeth Centre began offering a range of education services on a fee-for-service basis. Some target families with infants and toddlers; others target professionals working with such families. In addition, the conference centre facilities have been hired out to organisations wishing to conduct their own training sessions.

# completed programs

## Early Identification, Intervention & Prevention Day-Stay Programs.

The Queen Elizabeth Centre received three-year funding for a three-day-a-week Dandenong Day Stay Program in 1995. It operated from the Truby King Centre in Lonsdale Street, Dandenong, under a lease agreement with the City of Greater Dandenong. In 1996, we received two-year funding to expand the program to five days a week. Funding from the Community Support Fund is not recurrent, and there was no option to seek extensions for further periods. Thus, although extremely successful and providing services for more than 2,150 families, the Dandenong Day Stay Program concluded in December 1998, having operated for its last six months from the Noble Park site. This program was the standard bearer for the Queen Elizabeth Centre in Melbourne's South-East. It established itself in Dandenong more than two years before the main Centre followed. Its excellent professional nursing staff built a sound reputation for us among families and professionals in the municipalities of Greater Dandenong and Casey. The cessation of this funding stream means an inevitable reduction in day stay services in the Southern Metropolitan Region from

five to three days a week.

The Day Stay Program at Mill Park was also funded from the Community Support Fund and operated two days a week from the bright, modern and comfortable Plenty Valley Community Church, corner Morang Drive and Fred Hollows Way, under a lease agreement with the Salvation Army. This program operated from May 1997 to October 1998. Although 419 families attended Queen Elizabeth Centre services at Mill Park, the program never lived up to expectations and failed to meet targets. The main cause is believed to be that a similar day program was established in the same area by the City of Whittlesea's maternal and child health nurses in the months immediately prior to the Queen Elizabeth Centre's service commencing. These nurses are usually the Queen Elizabeth Centre's main referral source. In the City of Whittlesea, however, they understandably referred families to their own program rather than to ours. Our funding body, the Department of Human Services Northern Metropolitan Region, was unable to authorise relocation of our Day Stay Program to a different municipality. The program closed in October 1998.



# statistics 1998-1999

The Queen Elizabeth Centre provided direct care, support and parenting education to 4405 families in 1998-9 from bases in Noble Park, Dandenong, Wangaratta, Myrtleford and Mill Park. Of these, 994 attended a 3-, 5- or 10-day residential program,

1197 attended day stay programs, 175 received services in their own homes and 2093 received telephone information and did not require an admission. Table 1 breaks these numbers down by service type and location.

Table 1. QEC Early Parenting Services: Families and individual clients by mode of service and location, 1996-9

Service	Location	1996-7		1997-8		1998-99	
		Families	Individuals	Families	Individuals	Families	Individuals
Residential	Carlton or Noble Park	n/av	1776	797	2116	994	2581
Day Stay	Carlton or Noble Park	341	766	479	1064	614	1409
	Dandenong <sup>1</sup>	788	1654	869	1877	410	925
	Mill Park <sup>2</sup>	46	100	292	630	81	175
	Wangaratta <sup>3</sup>	15	30	108	238	92	203
Home Visiting	From Carlton and /or Noble Park	259	259	338	804	55	135
	From Wangaratta <sup>3</sup>	17	17	126	280	120	325
Telephone Information <sup>4</sup>	From Carlton and /or Noble Park	859	859	1982	1982	2039	2039
Totals		2325	5461	4991	8991	4405	7792

<sup>1</sup> Dandenong Day Stay program, January 1996 - December 1998

<sup>2</sup> Mill Park Day Stay program, May 1997 - October 1998

<sup>3</sup> Wangaratta programs commenced May 1997 ongoing

<sup>4</sup> Telephone information only (no booking for other service).

n/av = not available to date

*"There was individually tailored care for each baby - based on a baby's responses, as opposed to age alone. The support and educational feedback from staff members was excellent."*

Parent Follow Up Survey June 1999

Being a registered public hospital, The Queen Elizabeth Centre transmits monthly Agency Information Management System (AIMS) statistics for financial status and patient throughput as well as patient record details to the Victorian Inpatient Minimum Database which, in turn, transmits information to the Health Insurance Commission national database. Table 2 presents statistics in the form required by the Agency Information

Management System. Clients who received residential or day stay services at Noble Park, funded from the Department of Human Services block grant, are classified as "admitted patients" for AIMS. Clients who received day stay services off-site, day-stay services at Noble Park funded from other than the Department of Human Services block grant, home-visiting services or only telephone information are classified as "non-admitted patients".

Table 2: QEC Early Parenting Services: Admitted patients: Carlton and/or Noble Park, 1996-9

RESIDENTIAL SERVICES	1996-7	1997-8	1998-9
<b>Separations:<sup>1</sup></b>			
Public	1658	2067	2422
Private	97	6	-
Total	1755	2073	2422
<b>Bed days:</b>			
Public	7589	8235	9244
Private	470	26	-
Total	8059	8261	9244
Average length of stay <sup>2</sup>	4.6 days	4.0 days	3.81 days
<b>SAME DAY SERVICES<sup>3</sup></b>			
<b>Separations:</b>			
Public	787	1105	1568
Private	-	2	-
Total	787	1107	1568
<b>TOTALS RESIDENTIAL AND SAME DAY</b>			
<b>Separations:</b>	2542	3180	3990
<b>Bed days:</b>	8846	9368	10812
Average length of stay <sup>2</sup>	3.5 days	2.9 days	2.7 days
Cost per admitted client per day <sup>4</sup>	\$240.00	\$230.92	\$253.71

<sup>1</sup> Separations are discharged clients

<sup>2</sup> Bed day count is done at midnight. Thus, average length of stay is artificially low because clients are admitted to QEC's residential wing at 9.00am on their first day and are discharged at 4.00pm on their last day. Only one of these two days is counted as a bed day.

<sup>3</sup> Includes clients who attended day stay programs or residential programs but did not stay overnight

<sup>4</sup> Increased cost per day in 1998/9 reflects higher staff-client ratios in Parenting Assessment & Skill Development Services



## DEMOGRAPHICS

Table 3: QEC Clients attending Carlton/Noble Park services by Home Location (DHS Region), 1996-9

DHS Region	1996-7	7/1997-2/1998 (Carlton)	3/1998-6/1998 (Noble Park)	7/1998-6/1999 (Noble Park)
	Clients %	Clients %	Clients %	Clients %
Northern Metropolitan	22.27	20.06	7.02	7.50
Southern Metropolitan	32.24	30.06	60.48	56.20
Eastern Metropolitan	23.48	25.61	20.55	25.70
Western Metropolitan	12.89	13.48	1.99	2.50
Barwon South West	1.03	1.59	1.26	0.30
Gippsland	2.74	2.38	4.82	2.80
Grampians	1.08	1.34	-	0.60
Hume	1.84	2.07	3.25	3.00
Loddon Mallee	2.07	3.35	0.63	1.30
Interstate	0.36	0.06	-	0.10
TOTAL	100.00	100.00	100.00	100.00

Table 4: Total Residential and Day Stay Clients at QEC Carlton, Noble Park, Whittlesea and Wangaratta combined: Percentage Distribution by Home Location (DHS Region), 1997-9

DHS Region	1997-8	1998-9
	Clients %	Clients %
Northern Metropolitan	19.22	9.12
Southern Metropolitan	55.20	60.29
Eastern Metropolitan	11.54	18.52
Western Metropolitan	4.50	1.84
Barwon South West	0.71	0.21
Gippsland	1.59	2.05
Grampians	0.41	0.45
Hume	5.68	6.47
Loddon Mallee	1.14	0.96
Interstate	0.01	0.99
TOTAL	100.00	100.00

When Day-Stay clients from all areas are included, (Table 4), the effect of the move to Noble Park is clearly noted in the higher percentage of clients

from the Southern Metropolitan and Eastern Regions in the current year. Clients receiving home visits or telephone information are excluded.

Pam Stilling  
Chief Executive Officer and  
Director of Nursing

# client services report - child care

## Closure and Sale Of Carlton Creche

The withdrawal of Federal Government subsidies in 1997 and tighter eligibility criteria for Child Care Allowances had a negative impact on enrolments at the Carlton Creche as at many other long-day child care centres throughout Australia. Many children who previously attended full-time dropped to two or three days a week. New enrolments were few, as parents who could pay full fees could choose from a plethora of vacant places in new, bright, modern child care centres near their homes or workplaces.

During 1997 and 1998, the Queen Elizabeth Centre Board of Management accepted the need to subsidise places by drawing on working capital and retained earnings. Towards the end of 1998, it became evident that this situation could not continue without risking staff members' accumulated entitlements or being able to meet growing building maintenance and upgrade needs. The five year olds, some of whom had been at the Creche since they were babies, would start school in 1999 without new enrolments to replace them. The Creche closed on 19 December

1998 after 79 years on that site.

Parents and children, past and present, attended a farewell barbecue in the Creche garden, and said goodbye and thank you to the staff they had come to know so well. Special thanks were expressed to Mrs Sue Brown, whose dedication and commitment to the children was evident to all who met her, and whose talented leadership and insistence on the highest possible quality of care made her staff team the very best.

Real Estate Agents, G.A. Thomson & Co, auctioned the property on behalf of the Board of Management on 20 March 1999. Proceeds of the sale will be held in a trust fund called the Queen Elizabeth Centre Research and Development Fund and will be invested to generate income that will continue to benefit 0-5 year old children, as did the Carlton Creche. The benefit will derive from targeted research into early parent, child and family health and development as well as from the evaluation of child and family services.

Table 5: Carlton Creche 1995-99

	1995-6	1996-7	1997-8	1998-9*
Registered places	45	48	48	48
Average daily filled places	45	40	29.4	23.2
Children enrolled during year	69	74	66	43
Children enrolled at 30 June	45	41	31	32
Children on waiting list at 30 June	27	20	19	0

\*Figures for 1998/9 are for six months. Carlton Creche closed on 19 December 1999.

Pam Stilling  
Chief Executive Officer and  
Director of Nursing

# human resources

The staff are the heart of the Queen Elizabeth Centre. During 1998-9, new programs have been challenging and staff have provided flexible and professional responses to an ever-increasing variety of presenting problems and situations. They have consistently risen to the challenges.

Supported and encouraged by management, staff members are very eager to increase their knowledge and skills to better equip them to work with the Centre's wide cross-section of families, including many whose children are at high risk of abuse or neglect. In 1998-9, the Centre provided four days of professional development in-house for all staff, in addition to specific training in working with high risk families for staff providing Parenting Assessment and Skill Development Services. The specific training was conducted jointly with Child Protection Services staff from the Department of Human Services, and was repeated at intervals through the year. Because the Centre's staff development policy ensures staff rotate through and gain experience in all types of services, direct service staff are continually extending their skills and knowledge base. QEC nurses take pride in their accomplishments. A number are undertaking formal graduate and higher-level courses of study, and many more attended one-off professional conferences, seminars or workshops during the year.

The clerical/reception team and the telephone triage team are the Centre's front line. Staff in these positions are consistently polite and caring, integrating professionalism and personal attention to detail, under sometimes very trying circumstances.

The finance/payroll team have truly excelled, providing accurate, informative and timely reports to program managers and the Board of Management throughout the year.

All of the Centre's managers have shown themselves again to be capable leaders of their respective teams. Jan O'Connell was outstanding in holding a range of non-residential services together over four locations. When the contract periods expired for services funded by the Community Support Fund, Jan negotiated with metropolitan and rural regions of the Department of Human Services and emerged at year's end with new non-residential services in Hume and Gippsland Regions and a successful new tender for Southern Metropolitan Region.

The Queen Elizabeth Centre's Parenting Assessment and Skill Development Services could not have succeeded nearly so well in their first year without the commitment and interpersonal skills of the Program Coordinator, Wendy Jones. Her role required daily liaison with Protective Services staff and regular court appearances as expert witness. She encouraged staff always and continually approached families with positive and open regard, seeing their strengths and giving them the support and encouragement to build on those strengths.

All staff members who have experienced the PASDS coordination role have excelled. They have maintained strong professional integrity and based their assessments on concrete observations of family behaviour and on their knowledge and experience of infant needs.

As at 28 June 1999 there were 48 female and 3 male staff members. Of the 51 staff members, there were 24 full time and 27 part time in that week. The Queen Elizabeth Centre has established processes that ensure the application of public sector employment principles and conduct guidelines according to the Public Sector Management and Employment Act 1998.

*"A job well done. I really appreciated every inch of help I received.  
I rang up on several occasions before entering the program and everyone I spoke to was so pleasant and helpful.  
Thank-you so much to all the staff."*

Parent Follow Up Survey March 1999

Table 6: QEC Staff Establishment at 30 June 1998 and 1999.

PROGRAM	EFT*30/6/98	EFT 30/6/99	CATEGORY
Residential Services	8.36	10.95	Maternal & Child Health Nurses
	10.75	12.88	Mothercraft Nurses/Child Care Workers
Day Stay and Home	5.24	2.04	Maternal & Child Health Nurses
Visiting Programs	3.68	3.60	Mothercraft Nurses/Child Care Workers
Telephone Triage & Bookings Service	1.40	1.40	Maternal & Child Health Nurses
Carlton Creche &	1.00	-	Director
Day Nursery	2.00	-	Trained Child Care Worker
	3.40	-	Untrained Child Care Worker
	0.63	-	Cook
Administration	1.00	1.00	Chief Executive/Nursing Director
	0.53	0.53	Director Medical Services
	2.00	2.00	Nurse Unit Managers
	1.00	1.00	Commercial Manager
	1.00	1.00	Manager Administrative Services
	0.42	-	Parenting Consultant
	0.10	0.10	Medical Records Administrator
	2.00	3.00	Clerical/reception
		1.00	Accounts Clerk
Totals	44.51	40.50	

\*EFT=Equivalent full-time positions.

Pam Stilling

Chief Executive Officer and  
Director of Nursing



# general reports

## FREEDOM OF INFORMATION

For the period ended 30 June 1999, three requests were received under the Freedom of Information Act 1982.

## 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 1998-9 financial year are listed as follows:

- Accident Compensation (Amendment) Act 1998
- Ambulance Services (Further Amendment) Act 1999
- Coroners (Amendment) Act 1999
- Dental Practice Act 1999
- Freedom of Information (Amendment) Act 1999
- Fundraising Appeals Act 1998
- Government Superannuation Act 1999
- Health Services (Further Amendment) Act 1998
- Mental Health (Amendment) Act 1999
- Physiotherapists Registration Act 1998
- Statute Law Revision (Repeals) Act 1999
- Superannuation Acts (Amendment) Act 1998
- Superannuation Acts (Further Amendment) Act 1999
- Year 2000 Information Disclosure Act 1999

## REPORTS, REVIEWS AND SUBMISSIONS

Relating to planning, redevelopment, and quality assurance activities conducted during the 1998-9 operating year:

### Research

*An exploration of the effects of having an unsettled infant or toddler and the benefits of a residential program for infant sleep management. Collaborative research between The Queen Elizabeth Centre and Deakin*

University Faculty of Health & Behavioural Sciences. Authors: Barbara Hanna, Colleen Rolls, Pam Stilling, Janette O'Connell and Jenifer Wallace. Commenced November 1998 - ongoing.

### Reviews

*Is Telephone Information an Effective Early Parenting Intervention?* Authors Janette O'Connell and Clare McKenna. Presented at AusEinet Conference on Early Intervention in Mental Health, Adelaide 6-8 June 1999.

### Submissions.

Tender to provide Parenting Assessment and Skill Development Services in the Northern and Western Metropolitan Regions (in a Consortium with Austin and Repatriation Hospital, Canterbury Family Centre, Children's Protection Society, and McKillop Family Services)

Tender to provide Home-Based Parenting Assessment and Skill Development Services in the Southern Metropolitan Region (as Lead Agency in a Consortium with Anglicare Victoria, City of Port Phillip, Southern Family Life and Windermere Child and Family Services)

Tender to provide maternal and child health services in the City of Greater Dandenong

Submission to pilot Home-Based Parenting Assessment and Skill Development Services in the Gippsland Region.

Submission to pilot Home-Based Parenting Assessment and Skill Development Services in the upper Hume Region.

## MINISTERIAL DIRECTIONS

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

## YEAR 2000 COMPLIANCE

In accordance with Directions 9.6.2 (Directions of the Minister for Finance), the Queen Elizabeth Centre reports that all thirty-eight business-critical systems listed as follows were examined for compliance and were rectified where needed to ensure compliance by 30 June 1999 as far as is possible to forecast:

### The Queen Elizabeth Centre Business Critical Systems

#### Computer Applications

1. Client Throughput Systems ('PMI')
2. Client Information Systems ('EPCCIS')
3. Stakeholders Database
4. Financial Accounting Systems
5. DHS Reporting
6. DHS Reporting ('AIMS')
7. Asset Register
8. General Applications Software ('MS Office')
9. File Server Operating Systems ('Netware')

#### Financial Services

10. Payroll - makeup
11. Payroll - delivery
12. Banking

#### Infrastructure

13. Telephones
14. Information Systems Server
15. Desktop Computers

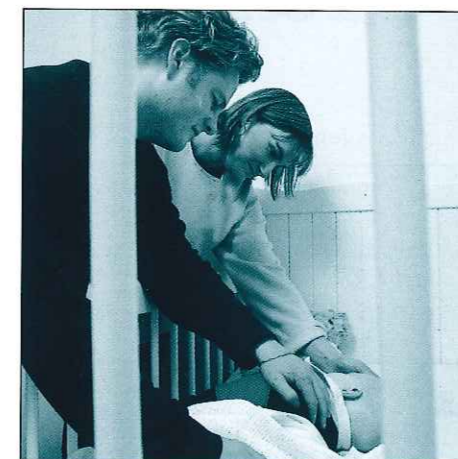
16. Information Systems Printers
17. Laptop Computers
18. Facsimile Machines
19. Photocopiers
20. Air-conditioning & Mechanical Ventilation
21. Fire Alarm Systems
22. Lighting & Power
23. Kitchen Equipment
24. Sewage & Drainage Systems
25. Television
26. Audio Visual Equipment
27. Clocks

#### Supply

28. Hospital Supplies Australia
29. Stationery
30. Client Records
31. Security Monitoring
32. Pathology Services
33. Pharmacy Services
34. Waste Collection
35. Sanitary Services
36. Food Supplies
37. Laundry Services
38. Utilities (water, gas, electricity)

## NATIONAL COMPETITION POLICY

The Queen Elizabeth Centre complies with National Competition Policy guidelines when tendering. The Centre has outsourced all non-core services.



# donations

Table 7: Donations Year Ended 30 June 1999

The Queen Elizabeth Centre		\$	\$
Collier Charitable Fund		18,000	
Estate Sir Walter Leitch		796	
The Lord Mayor's Charitable Fund & Hospitals and Charities Sunday Appeal		4,450	
Dame Elisabeth Murdoch AC, DBE		1,000	
Mrs WMK Stephens		100	
The 'Walter & Eliza Hall' Trust		850	
Estate E G Batchelder		366	
Donations less than \$50		10,227	
QEC Foundation:			
Capital		51,552	
Estate of the late of George Adams		100,000	
Trustees of The Jack Brockhoff Foundation		50,000	
Trustees of The Grosvenor Settlement		50,000	
QEC Auxiliary:		<u>8,950</u>	
			296,291
Carlton Creche & Day Nursery:			
William & Mary Ievers Bequest		3,900	<u>3,900</u>
Total			\$300,191

# financial results

Table 8: Summary of Financial Results 1995 - 1999

	1999	1998	1997	1996	1995
	\$	\$	\$	\$	\$
Total Expenses	3,304,972	4,363,027	3,208,835	3,044,239	2,750,151
Total Revenue	4,013,512	3,218,255	3,424,482	3,235,078	2,742,288
Operating Surplus/(Deficit)	708,540	(1,144,772)	215,647	190,839	(7,863)
Retained earnings (Accumulated losses)	1,285,123	1,078,248	2,412,876	2,197,229	1,994,974
Total Assets	6,748,143	5,646,685	7,495,559	5,306,625	5,152,081
Total Liabilities	393,020	559,102	748,348	625,061	661,356
Net Assets	6,355,123	5,087,583	6,747,211	4,681,564	4,490,725



## financial statements of the Queen Elizabeth Centre for the year ended 30th June, 1999

**STATEMENT OF REVENUE AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 1999**

	Notes	Total 1998/99 \$	Total 1997/98 \$
<b>REVENUE</b>			
<b>SERVICES SUPPORTED BY HEALTH SERVICE AGREEMENT</b>			
Government Grants		3,091,721	2,569,673
Patient Fees		-	5,600
Interest		24,251	30,585
Donations & Bequests		2,905	129,421
Other Revenue		11,765	17,847
	2	<u>3,130,642</u>	<u>2,753,126</u>
<b>SERVICES SUPPORTED BY HOSPITAL &amp; COMMUNITY INITIATIVES</b>			
Donations & Bequests		5,195	2,178
Interest		12,555	20,091
Other Revenue:			
-C'wealth Childcare Assistance		8,008	117,771
-Parent Fees		63,592	162,140
-Other		16,182	7,785
	3	<u>105,532</u>	<u>309,965</u>
		<u>3,236,174</u>	<u>3,063,091</u>
<b>EXPENDITURE</b>			
<b>SERVICES SUPPORTED BY HEALTH SERVICE AGREEMENT</b>			
Employee Entitlements		2,255,062	1,985,842
Fee for Service Medical Officers		2,943	8,688
Supplies and Consumables		83,911	63,634
Other Expenditure		578,936	617,797
	4	<u>2,920,852</u>	<u>2,675,961</u>
<b>SERVICES SUPPORTED BY HOSPITAL &amp; COMMUNITY INITIATIVES</b>			
Employee Entitlements		187,959	259,761
Supplies and Consumables		4,814	10,255
Other Expenditure		65,419	65,676
	3, 4	<u>258,192</u>	<u>335,692</u>
	4	<u>3,179,044</u>	<u>3,011,653</u>
<b>SURPLUS/(DEFICIT) FOR THE YEAR BEFORE CAPITAL PURPOSE INCOME, DEPRECIATION, AMORTISATION AND ABNORMAL ITEMS</b>			
		57,130	51,438
<b>CAPITAL PURPOSE INCOME</b>	6, 6a	802,355	155,164
<b>DEPRECIATION AND AMORTISATION</b>	7	(150,945)	(136,998)
<b>ABNORMAL ITEMS</b>	8	-	(1,214,376)
<b>OPERATING SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>708,540</b>	<b>(1,144,772)</b>
Retained Earnings at 1 July		1,078,248	2,412,876
Aggregate of amounts transferred from Reserves	9	485,335	-
Transfer to Contributed Capital from Prior Year Capital Grants	25	-	(189,856)
Amount available for Appropriation		2,272,123	1,078,248
Aggregate of amounts transferred to Reserves	9	(987,000)	-
<b>RETAINED EARNINGS AT 30 JUNE</b>		<u>1,285,123</u>	<u>1,078,248</u>

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

**BALANCE SHEET AS AT 30 JUNE 1999**

	Notes	Total 1998/99 \$	Total 1997/98 \$
<b>EQUITY</b>			
General Reserves	25	987,000	60,335
Asset Revaluation Reserve	25	583,000	449,000
Contributed Capital	25	3,500,000	3,500,000
Retained Earnings	25	1,285,123	1,078,248
<b>TOTAL EQUITY</b>		<u>6,355,123</u>	<u>5,087,583</u>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	10	51,183	177,468
Employee Entitlements	11	259,391	243,627
<b>Total Current Liabilities</b>		<u>310,574</u>	<u>421,095</u>
<b>Non - Current Liabilities</b>			
Employee Entitlements	11	82,446	115,946
Borrowings	12	0	22,061
<b>Total Non Current Liabilities</b>		<u>82,446</u>	<u>138,007</u>
<b>TOTAL LIABILITIES</b>		<u>393,020</u>	<u>559,102</u>
<b>TOTAL EQUITY AND LIABILITIES</b>		<u>6,748,143</u>	<u>5,646,685</u>
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash at Bank and on Hand	18	675,895	899,162
Inventory	13	6,188	6,188
Receivables	14	943,914	51,969
Investments	15	643,191	356,933
Other		0	1,930
<b>Total Current Assets</b>		<u>2,269,188</u>	<u>1,316,182</u>
<b>Non-Current Assets</b>			
Land at Valuation	16	575,000	400,000
Buildings at Valuation	16	0	90,000
Buildings at cost	16	3,571,462	3,601,009
Plant, Equipment, Furniture & Motor Vehicles	16	324,493	215,494
Investments	15	8,000	24,000
<b>Total Non-Current Assets</b>		<u>4,478,955</u>	<u>4,330,503</u>
<b>TOTAL ASSETS</b>		<u>6,748,143</u>	<u>5,646,685</u>

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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 1999

	Notes	1998/99 Inflows (Outflows)	1997/98 Inflows (Outflows)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Government Grants		3,099,729	2,759,287
Patient Fees		0	17,600
Donations & Bequests		8,100	130,900
Other:			
Interest Received		38,474	75,600
Parent Fees		103,991	271,900
Other		14,635	21,300
<b>Total Receipts</b>		<b>3,264,929</b>	<b>3,276,587</b>
<b>Payments</b>			
Employee Entitlements		(2,460,757)	(2,397,679)
Other:			
Supplies and Consumables & Other		(860,378)	(887,011)
<b>Total Payments</b>		<b>(3,321,135)</b>	<b>(3,284,690)</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	17	<b>(56,206)</b>	<b>(8,103)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of Properties, Plant and Equipment		(268,892)	(3,560,443)
Proceeds from Sale of properties, Plant and Equipment		118,169	22,900
Capital Grants		0	3,271,200
Non Government Capital Income		293,844	0
Purchase of Investments		(603,191)	(464,392)
Proceeds from Sale of Investments		315,070	926,100
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b>(145,000)</b>	<b>195,365</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Repayment Of Borrowings		(22,061)	0
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(22,061)</b>	<b>0</b>
<b>NET INCREASE/(DECREASE) IN CASH HELD</b>		<b>(223,267)</b>	<b>187,262</b>
<b>CASH AT 1 JULY</b>		<b>899,162</b>	<b>711,900</b>
<b>CASH AT 30 JUNE</b>	18	<b>675,895</b>	<b>899,162</b>

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

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 and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views). They 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).

a) Rounding Off

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

b) Receivables and Revenue Recognition

Revenues are recognised when they are earned. Trade debtors are carried at nominal amounts due and are due for settlement within 30 days. Collectability of debts is reviewed on an ongoing basis. A provision for doubtful debts is raised where doubt as to collection exists.

c) Investments

Investments are valued at cost and are classified between current and non-current assets based on the Centre Board of Management's intention at balance date with respect to the timing of disposal of each 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.

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

Buildings	Up to 50 years
Plant & Equipment	Up to 20 years
Furniture & Fittings	Up to 10 years

e) Trade and Other Creditors

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

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 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.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999**

**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 in respect of employees' services up to that date.

**h) Intersegment Transactions**

Transactions between segments within the Centre have been eliminated to reflect the extent of the Centre'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 Centre's own activities or local initiatives.

**l) Comparative Information**

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

**m) Asset Replacement and General Reserves**

The Queen Elizabeth Centre Research and Development Reserve was established in 1998/99 from proceeds from the sale of the Carlton Creche. The Reserve was specifically created for research in the field of early parenting.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999**

**Note 2: Revenue from Services Supported by Health Services Agreement**

	Total 1998/99	Total 1997/98
	\$	\$
Government Grants:		
-Department of Human Services	3,091,721	2,569,673
Patient Fees (refer note 2a)	0	5,600
Interest and Investments	24,251	30,585
Donations & Bequests	2,905	129,421
Other Revenue	11,765	17,847
	<u>3,130,642</u>	<u>2,753,126</u>

**Note 2a: Patient Fees**

	Patient Fees Raised		Patient Fees Receivable	
	1998/99	1997/98	1998/99	1997/98
	\$	\$	\$	\$
Acute - Inpatients	0	5,600	0	0
	<u>0</u>	<u>5,600</u>	<u>0</u>	<u>0</u>
<b>Bad and Doubtful Debts</b>		1998/99		1997/98
		\$		\$
Inpatient Fees		<u>0</u>		<u>0</u>

**Note 3: Services Supported by Hospital & Community Initiatives**

	Total 1998/99	Total 1997/98
	\$	\$
<b>Revenue</b>		
<b>Business Units</b>		
Carlton Creche	81,955	296,026
Queen Elizabeth Day Nursery	4,338	4,555
Other Initiatives	19,239	9,384
	<u>105,532</u>	<u>309,965</u>
<b>Expenses</b>		
<b>Business Units</b>		
Carlton Creche	184,018	322,689
Queen Elizabeth Day Nursery	5,133	0
Other Initiatives	69,041	13,003
	<u>258,192</u>	<u>335,692</u>

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 4: Operating Expenses

	Total 1998/99 \$	Total 1997/98 \$
<b>Services Supported by Health Services Agreement</b>		
Employee Entitlements:		
Salaries	2,061,594	1,801,994
WorkCover	23,160	16,706
Long Service Leave	22,314	62,370
Superannuation	147,994	104,772
Fee for Service Medical Officers	2,943	8,688
Supplies & Consumables:		
Medical & Pharmacy Supplies	10,617	7,305
Food Supplies	73,294	56,329
Motor Vehicle and Travel	2,933	24,394
Light, Power & Fuel	43,829	66,027
Other Expenses:		
Domestic Services	264,437	256,806
Administrative Expenses	160,742	139,205
Repairs & Maintenance	41,353	80,511
Audit Fees		
-Auditor General	3,900	3,900
Consultants 16,087	16,087	11,552
Staff Development	19,207	16,398
Security Services	6,661	8,710
Minor Furniture & Equipment Expensed	8,792	2,518
Other	10,995	7,776
	<u>2,920,852</u>	<u>2,675,961</u>
<b>Services Supported by Hospital and Community Initiatives</b>		
	Total 1998/99 \$	Total 1997/98 \$
Employee Entitlements:		
Salaries	170,413	233,619
WorkCover	(2,146)	8,670
Long Service Leave	11,264	4,981
Superannuation	8,428	12,491
Supplies & Consumables:		
Medical & Surgical Supplies	4,814	10,255
Other Expenses:		
Domestic Services	7,173	15,859
Administrative Expenses	22,750	21,980
Repairs & Maintenance	12,965	10,549
Light, Power & Fuel	1,842	3,619
Staff Development	1,676	1,404
Security Services	1,347	
Motor Vehicle and Travel		
Consultants	4,950	11,750
Other	12,716	515
	<u>258,192</u>	<u>335,692</u>
<b>TOTAL EXPENSES</b>	<u>3,179,044</u>	<u>3,011,653</u>

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 5: Interest and Other Finance Costs

	Total 1998/99 \$	Total 1997/98 \$
Term charges - Hire Purchase	1,930	5,397

Note 6: Capital Purpose Income

	Total 1998/99 \$	Total 1997/98 \$
Donations & Bequests	283,141	83,859
Interest on Investments	10,203	16,351
Rents	500	32,024
Other (refer note 6a)	508,511	22,930
<b>TOTAL</b>	<u>802,355</u>	<u>155,164</u>

Note 6a: Other Capital Purpose Income

	Total 1998/99 \$	Total 1997/98 \$

Revenue from the disposal of physical assets

Proceeds from disposal	1,038,869	22,930
Less: Written Down Value of Assets Sold	530,358	0
<b>Net Revenue from the disposal of physical assets</b>	<u>508,511</u>	<u>22,930</u>

Note 7: Depreciation and Amortisation

	Total 1998/99 \$	Total 1997/98 \$
Buildings	74,852	64,768
Plant & Equipment:		
-Plant		
-Motor Vehicles	4,721	25,623
-Medical	959	
-Computers & Communication	61,279	29,071
-Other Equipment	4,688	12,741
Furniture & Fittings	4,446	4,795
	<u>150,945</u>	<u>136,998</u>
Allocation of Depreciation/Amortisation:		
Services Supported by Health Services Agreement	145,435	132,823
Services Supported by Hospital and Community Initiatives	5,510	4,175
	<u>150,945</u>	<u>136,998</u>

Note 8: Abnormal Items

	Total 1998/99 \$	Total 1997/98 \$
<b>Abnormal Revenue</b>		
Departure Packages	0	63,674
<b>SUB TOTAL</b>	<u>0</u>	<u>63,674</u>
<b>Abnormal Expenses</b>		
Write down of properties & Other Assets	0	1,076,700
Furniture & Equipment Expensed	0	137,676
Departure Packages	0	63,674
<b>SUB TOTAL</b>	<u>0</u>	<u>1,278,050</u>
<b>TOTAL</b>	<u>0</u>	<u>1,214,376</u>



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 9: Transfers To/From Reserves

	Total 1998/99	Total 1997/98
	\$	\$
Transfer to Retained Earnings from Asset Revaluation Reserve upon sale of the Carlton Creche	425,000	0
Transfer from retained Earnings proceeds from the sale of the Carlton Creche property to The Queen Elizabeth Centre, Research and Development Fund, a reserve created specifically for research into early parenting services	(987,000)	0
Transfer to Retained Earnings of General Reserves	60,335	0
<b>TOTAL</b>	<b>(501,665)</b>	<b>0</b>

Note 10: Payables

	Current	Non-Current	Total 1998/99	Total 1997/98
	\$	\$	\$	\$
Trade Creditors	50,958	0	50,958	177,468
Other	225	0	225	0
<b>TOTAL PAYABLES</b>	<b>51,183</b>	<b>0</b>	<b>51,183</b>	<b>177,468</b>

Note 11: Employee Entitlements

	Total 1998/99	Total 1997/98
	\$	\$
<b>Current</b>		
Long service leave	75,258	95,816
Accrued Salaries & Wages	14,813	11,075
Accrued Annual leave	167,919	131,984
Accrued Days Off	1,401	4,752
<b>TOTAL</b>	<b>259,391</b>	<b>243,627</b>
<b>Non-Current</b>		
Long service leave	82,446	115,946
<b>TOTAL</b>	<b>82,446</b>	<b>115,946</b>
<b>Movements in Long Service Leave:</b>		
Balance 1 July	211,762	238,295
Provision made during the year	33,578	66,414
Settlement made during the year	(87,636)	(92,947)
Balance 30 June	157,704	211,762

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

In measuring present value a probability factor which varies in accordance with the number of years of service has been used in determining the retention rate for employees with a particular number of years of service. A wage inflation rate of 4.4% has been Applied. The bond discount rate and wage inflation rate have been supplied by the Department of Treasury and Finance

Note 12: Borrowings

	Total 1998/99	Total 1997/98
	\$	\$
Hire Purchase - Motor Vehicles	0	22,061
Payments due:		
Not later than 1 year	0	22,061
Later than 1 year but not later than 2 years	0	22,061

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 13: Inventory

	Total 1998/99	Total 1997/98
	\$	\$
Pharmaceuticals	1,782	1,782
Catering Supplies	664	664
Administration Stores	3,742	3,742
<b>TOTAL</b>	<b>6,188</b>	<b>6,188</b>

Note 14: Receivables

	Current	Non Current 1998/99	Total 1997/98	Total
	\$	\$	\$	\$
Trade Debtors - Day Nurseries	0	0	0	40,995
Debtors - C'Creche buyer	920,700	0	920,700	
Accrued Investment Income	9,902	0	9,902	11,570
Accrued Revenue:			0	
- Department of Human Services	10,557	0	10,557	0
- Other	2,755	0	2,755	0
<b>Total</b>	<b>943,914</b>	<b>0</b>	<b>943,914</b>	<b>52,565</b>
<b>Less Provision for Doubtful Debts</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>596</b>
<b>Net Debtors and Accrued Revenue</b>	<b>943,914</b>	<b>0</b>	<b>943,914</b>	<b>51,969</b>
<b>Bad Debts written off</b>			<b>5,133</b>	<b>23,928</b>

Note 15: Investments

	Operating Fund	Capital Fund	Specific Purpose Fund	Total 1998/99	Total 1997/98
	\$	\$	\$	\$	\$
<b>Current</b>					
Debentures			40,000	40,000	195,000
Term Deposits	351,861	150,798	100,532	603,191	161,933
<b>TOTAL</b>	<b>351,861</b>	<b>150,798</b>	<b>140,532</b>	<b>643,191</b>	<b>356,933</b>
<b>Non-current</b>					
Works of Art	0	8,000	0	8,000	24,000
<b>TOTAL</b>	<b>0</b>	<b>8,000</b>	<b>0</b>	<b>8,000</b>	<b>24,000</b>

Note 16: Fixed Assets

	Gross Cost/ Valuat. 1999	Accum. Deprec. 1999	Written Down Value 1999	Written Down Value 1998	Addit. 1999	Dispos. 1999
	\$	\$	\$	\$	\$	\$
<b>At Cost:</b>						
Building Improvements - C'Creche	0		0	14,320		14,320
Buildings - Noble Park	3,708,752	137,290	3,571,462	3,586,689	57,978	
Plant, Equip., Furniture & Library	420,097	188,339	231,758	152,009	161,700	33,963
Motor Vehicles	97,226	4,491	92,735	63,485	49,214	43,252
	<b>4,226,075</b>	<b>330,120</b>	<b>3,895,955</b>	<b>3,816,503</b>	<b>268,892</b>	<b>91,535</b>
<b>At Valuation:</b>						
Crown Land, Noble Park at 28.02.99	575,000	0	575,000	0	575,000	
Land - Carlton Creche at 30.06.98	0	0	0	400,000		400,000
Buildings - C'Creche at 30.06.98	0	0	0	90,000		100,000
	<b>575,000</b>	<b>0</b>	<b>575,000</b>	<b>490,000</b>	<b>575,000</b>	<b>500,000</b>
<b>TOTAL</b>	<b>4,801,075</b>	<b>330,120</b>	<b>4,470,955</b>	<b>4,306,503</b>	<b>843,892</b>	<b>591,535</b>

Land and buildings at valuation:

The Noble Park site, being crown land, was valued by an independent valuer (Wayne G Taylor FAPI) as of 28 February 1999. The 1998 valuation of land and buildings at Carlton Creche was performed by G A Thomson & Co (Carlton) Pty Ltd and adopted by The Board.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 17: Reconciliation Of Net Cash Used In Operating Activities To Operating Result

	Total 1998/99	Total 1997/98
	\$	\$
<b>Entity Surplus/(Deficit) for the Year</b>	708,540	(1,144,772)
less income designated for capital purposes	293,844	155,164
<b>Entity Surplus/(Deficit) prior to capital items</b>	<b>414,696</b>	<b>(989,608)</b>
<b>Non-Cash Movement</b>		
Depreciation	150,945	136,998
Provision for Doubtful debts	(596)	0
Increase/(Decrease) in Payables	(126,285)	41,742
Increase/(Decrease) in Other Liabilities	0	(55,264)
Increase/(Decrease) in Employee Entitlements	(17,736)	(245,042)
(Profit)/Loss From Sale Of Property, Plant And Equipment	(508,511)	(22,930)
(Increase)/Decrease in Inventory	0	20,262
(Increase)/Decrease in Receivables	29,351	28,539
(Increase)/Decrease in Prepayments	0	500
(Increase)/Decrease in Other Current Assets	1,930	0
Write down of properties & other assets	0	1,076,700
<b>Net cash provided by operating activities</b>	<b>(56,206)</b>	<b>(8,103)</b>

Note 18: 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 to cash within 24 hours) which the Centre uses in its cash management function on a day to day basis.

	Total 1998/99	Total 1997/98
	\$	\$
<b>CASH ON HAND</b>		
Financial Institutions	(68,697)	109,327
Other	400	1,600
<b>DEPOSITS AT CALL</b>		
Financial Institutions	744,192	788,235
Other	0	0
<b>TOTAL</b>	<b>675,895</b>	<b>899,162</b>

Note 19: Financial Instruments

Interest rate exposure

	Fixed interest rate maturing		Total 1998/99	Total 1997/98
	1 year or less \$	Non Interest Bearing \$		
<b>Financial Assets</b>				
Cash	675,895		675,895	899,162
Receivables		934,012	934,012	40,995
Investments	643,191	8,000	651,191	380,933
<b>Total Financial Assets</b>	<b>1,319,086</b>	<b>942,012</b>	<b>2,261,098</b>	<b>1,321,090</b>
<b>Financial Liabilities</b>				
Trade creditors and accruals		51,183	51,183	177,468
<b>Total Financial Liabilities</b>	<b>0</b>	<b>51,183</b>	<b>51,183</b>	<b>177,468</b>
<b>Net Financial Assets/Liabilities</b>	<b>1,319,086</b>	<b>890,829</b>	<b>2,209,915</b>	<b>1,143,622</b>

Weighted Average Interest Rate = fin'l assets 4.0%

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999

Note 19: Financial Instruments (cont.)

Market Value:	Total 1998/99	Total 1997/98
	\$	\$
<b>FINANCIAL ASSETS</b>		
Cash	675,895	899,162
Receivables	934,012	40,995
Investments	651,191	380,933
<b>Total Financial Assets</b>	<b>2,261,098</b>	<b>1,321,090</b>
<b>FINANCIAL LIABILITIES</b>		
Trade creditors & accruals	51,183	177,468
<b>Total Financial Liabilities</b>	<b>51,183</b>	<b>177,468</b>

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

Note 20: Net Increment/(Decrement) on Revaluation of Assets

	Total 1998/99	Total 1997/98
	\$	\$
Valuation of land at Noble Park	575,000	0
Revaluation of Works of Art	(16,000)	0
Carlton Creche land and buildings sold	(425,000)	0
Valuation of Land at Carlton	0	1,850,000
<b>TOTAL</b>	<b>134,000</b>	<b>1,850,000</b>

Note 21: Commitments

	1998/99	1997/98
	\$	\$
<b>Capital Commitments</b>		
Computer Software Upgrade	43,200	0
Not later than one year	43,200	0

Note 22: Superannuation

	1998/99	1997/98
	\$	\$
The Queen Elizabeth Centre is a participating institution in the Health Super Fund.		
The Centre's total contributions during the year were:	156,422	117,263
Contributions outstanding in respect of the financial year were:	0	10,889

Contributions are calculated in accordance with the Trust Deed of Health Super Fund, employer contributions are calculated as a percentage of the employee's salary. Separate contributions are determined for Health Super Scheme and Health Super Contributory Benefits.

The rates for 1998/99 for all participating employers were:

Schemes	Contribution Rates	
Health Super Scheme	Superannuation Guarantee - 7%	
Health Super Contributory	<b>Employee</b>	<b>Employer</b>
	3%	3%
	4%	4%
	6%	4%

Any unfunded superannuation liability in respect to members of State superannuation schemes is shown as a liability separately by the Department of Treasury and Finance.

Note 23: Segment Reporting

Segment	Segment Revenue \$	Segment Expendit \$	Surplus/ (Deficit) \$	Segment Assets \$	Segment Liabilit \$	Segment Equity \$
Hospital	3,952,236	3,140,838	811,398	6,748,143	393,020	6,355,123
Carlton Creche and Day Nursery	86,293	189,151	(102,858)	0	0	0
<b>Total</b>	<b>4,038,529</b>	<b>3,329,989</b>	<b>708,540</b>	<b>6,748,143</b>	<b>393,020</b>	<b>6,355,123</b>

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 1999**

**Note 24: Responsible Person Related Disclosures**

(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:

- Ms Vicki Fraser (President)
- Dr. John Spensley (Vice President)
- Mrs. Carmel Benjamin (Board Member)
- Ms. Paula Gerber (Board Member)
- 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. Steven Wintle (Board Member)
- Ms Gaye Ochiltree (Board Member from November 1998)
- Ms Andrea Pelletier (Board Member from November 1998)

(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

	1999	1998
	No	No
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
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(f) Other transactions of Responsible Persons and their Related Parties

Related party transactions	Nil	Nil
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(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
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(i) Executive Officer Remuneration

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

**Note 25: Reconciliation Of Changes In Equity**

	Total Reserve		Retained Earnings		Asset Revaluation		Other Reserves		Contributed Capital	
	1999	1998	1999	1998	1999	1998	1999	1998	1999	1998
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Balance at Beginning of Reporting Period	5,087,583	6,747,211	1,078,248	2,412,876	449,000	4,274,000	60,335	60,335	3,500,000	
Operating Surplus for the year	708,540	(1,144,772)	708,540	(1,144,772)						
Transfers to Reserves	0		(987,000)				987,000			
Transfers from Reserves	0		60,335				(60,335)			
Transfer to Contributed Capital	0	0		(189,856)						189,856
Capital Contributions	0	3,310,144								3,310,144
Valuation of Noble Park Site	575,000				575,000					
Revaluation of Works of Art	(16,000)				(16,000)					
Revaluation of Existing Assets	0	(3,825,000)	425,000		(425,000)	(3,825,000)				
Balance at End of Reporting Period	6,355,123	5,087,583	1,285,123	1,078,248	583,000	449,000	987,000	60,335	3,500,000	3,500,000

**Note 26: Contingent Liabilities**

An ex employee has lodged a claim for unpaid salaries. The QEC is in the process of challenging this claim.

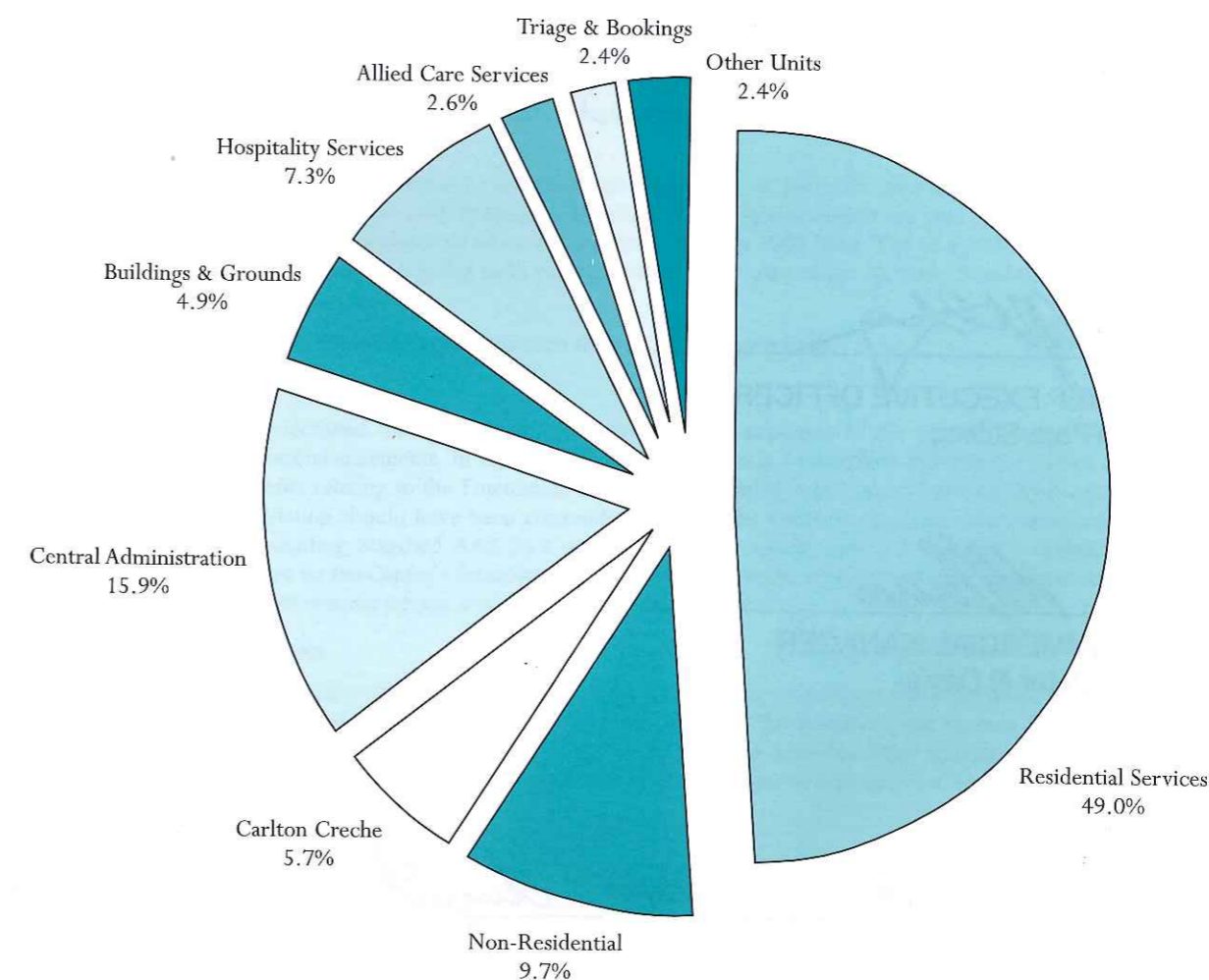
**HOW WE EXPANDED OUR OPERATING FUNDS IN 1998/99**

Employee Entitlements	77.8%
Administration	6.1%
Staff Development	0.7%
Hospitality Services	11.1%
Facilities	3.7%
Other	0.6%

**OUR SOURCES OF OPERATING REVENUE FOR 1998/99**

State Government Grants	95.2%
Carlton Creche	2.5%
Donations & Requests	0.1%
Interest Earnings	0.9%
Other Revenue	1.3%

**1998/99 EXPENDITURE BY OPERATIONAL UNIT**



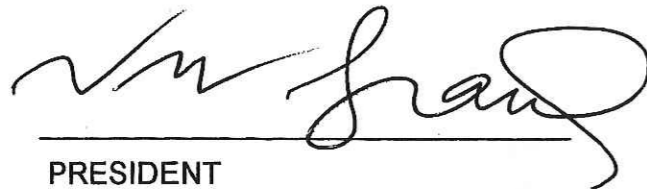
*The Queen Elizabeth Centre*

**CERTIFICATION**

In our opinion the Report of Operations and the Financial Statements of the Queen Elizabeth Centre comprising a 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 1999 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.



PRESIDENT

Ms Vicki Fraser

  
CHIEF EXECUTIVE OFFICER  
Ms Pam Stilling  
COMMERCIAL MANAGER  
Mr Peter N Davis

Dated the 13 day of August 1999

(Melbourne)



**VICTORIAN  
AUDITOR-  
GENERAL'S  
OFFICE**  
*Auditing in the  
Public Interest*

**AUDITOR-GENERAL'S REPORT**

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

**Audit Scope**

The accompanying financial report of the Queen Elizabeth Centre for the financial year ended 30 June 1999, comprising a revenue and expenditure statement, balance sheet, statement of cash flows and notes to the financial statements, has been audited. The Members of the Board of Management are responsible for the preparation and presentation of the financial report and the information it contains. An independent audit of the financial report has been carried out in order to express an opinion on it to the Members of the Parliament of Victoria, the responsible Ministers and the Members of the Board of Management 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 report is 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 report, 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 report is presented fairly in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and complies with the requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of the Centre's financial position, the results of its operations and its cash flows.

The audit does not provide any assurances that the Centre's systems, or any other systems that the Centre relies on in the conduct of its activities such as those of suppliers and service providers are year 2000 compliant, or whether plans and associated actions are adequate to address the year 2000 issue. The year 2000 issue has been addressed only in the context of existing audit responsibilities under Australian Auditing Standards to express an opinion on the financial report.

The audit opinion expressed in this report 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 the majority of the benefits relating to the Foundation's financial operating activities are received by the Centre. Therefore, the Foundation should have been consolidated within the Centre's financial report in accordance with Australian Accounting Standard AAS 24 *Consolidated Financial Reports*. I am unable to quantify the effect of this departure on the Centre's financial report as I have not acted as auditor of the Foundation and the audited financial report was not readily available.

**Qualified Audit Opinion**

In my opinion, except for the matter referred to above, the financial report presents fairly the financial position of the Queen Elizabeth Centre as at 30 June 1999 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 complies with the requirements of the *Financial Management Act 1994*.

MELBOURNE  
14/9/1999

  
K.G. HAMILTON  
Acting Auditor-General

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