



The
Queen Elizabeth
Centre

2000
82nd 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 Skills 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 Partnership awarded three year tender for Home Based Parenting Assessment and Skills Development Services in Southern Metropolitan Region
- 1999 - establishment of pilot Home-Based Parenting Assessment and Skills Development Services in Hume and Gippsland Regions
- 2000 - establishment of pilot Home-Based Parenting Assessment and Skills Development Services in the Northern Metropolitan Region

annual report 1999-2000

& financial statements for the year ended June 30, 2000

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This report was released to the public on Wednesday 25 October, 2000

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Cover Photo: The Minister for Community Services, the Hon. Christine Campbell MP, baby Mathew Beaumont and Mother Cathrine at the Queen Elizabeth Centre

introduction

The Queen Elizabeth Centre (QEC) is a registered public hospital and, in accordance with the Health Services Act, 1988, is a body corporate with perpetual succession.

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

The Minister for Community Services, The Honourable Christine Campbell, MP, has portfolio responsibility for the Queen Elizabeth Centre. Government policy and funding related to the Queen Elizabeth Centre are

administered through the Community Care Division and the Southern Metropolitan Region of the Department of Human Services.

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

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

- Deliver a flexible, responsive range of services from Noble Park and regional bases, including residential, day, home visiting, 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.



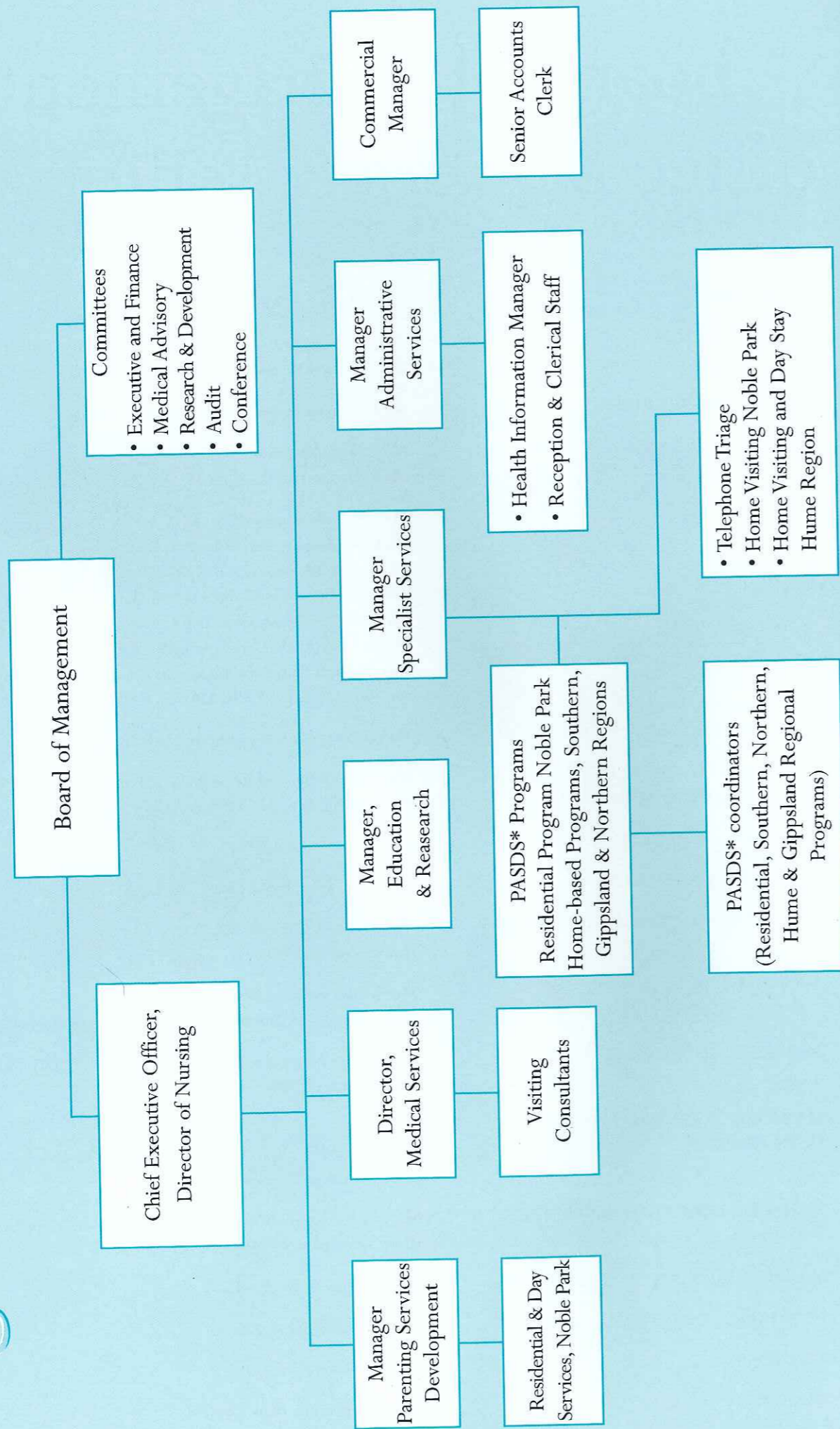
quality

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 (to January 2000) Mr Paul Trowbridge, B Ec
HONORARY TREASURER:	Mr Fred Verschuren, B Bus, MBA, ASCPA, FCIS
COMMITTEE MEMBERS:	Ms Carmel Benjamin, AM Ms Paula Gerber, LLB (Qld), MSc(Hons) (London) (to May 2000) Ms Elizabeth Johnson, BA, LLB (Hons) (from January 2000) Ms Linda Martin, BA, DipEd, BSW, MSW Dr Gay Ochiltree, PhD, BA, BEd. Associate Professor Campbell Paul, MBBS, FRANZCP Ms Andrea Pelletier, Grad Dip Counselling, GradCertResearch, Dip Soc Sci (Child Care) (to April 2000) Mrs Patricia Summers, B Comm, CA (SA), CA (to March 2000) Mr Steven Wintle, FAIB, AIArBA, FAHI (to July 1999)
AUDIT COMMITTEE:	Ms V Fraser, Mr F Verschuren, Mr P Trowbridge
CHIEF EXECUTIVE OFFICER and DIRECTOR OF NURSING:	Ms Pam Stilling, GradDipHlthSvcsMgmt, DipAppSc (CHN), RN, RM, 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, GradDipBus, DipAppSc (CHN) (to November 1999)
MANAGER, RESIDENTIAL SERVICES:	Mrs Jenifer Wallace, RN, RM, GradDipNsg (Child, Family & Comm Health), BASocSc (to December 1999)
MANAGER, SPECIALIST SERVICES:	Ms Jeanette Nagorcka, RN, RM, DipAppSc (CHN), FRCNA (from January 2000)
MANAGER, PARENTING SERVICES DEVELOPMENT:	Ms Debra Welsh, RN, RM, NPNC, MCHN, BAppSci (AdvNsg - Ed), MRCNA (from December 1999)
MANAGER, EDUCATION & RESEARCH:	Ms Alison Copley, RN, RM, IWCert, BN(ed), MSc, FRCNA (from December 1999)
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 2000



* PASDS Parenting Assessment and Skill Development Services

president's report

Another successful year is completed - with lots of exciting events on the horizon to look forward to.

CEO/DON, Pam Stilling, and her hardworking staff continue to oversee the expansion of our services, whilst maintaining a quality service that strengthens the great reputation we are proud to have earned across the years. The home-visiting programs, proven to be an excellent strategy in providing timely assistance to families experiencing problems with young children, have expanded into the Northern Metropolitan Region and Gippsland. Our state-wide presence continues to be strong and effective.

Having set up a research trust fund, the Queen Elizabeth Centre is now in the process of attracting submissions for grants for research in the advancement of knowledge about parenting and its impact upon early childhood and family health and development. Developing our business to include a strong research component is part of the realisation of our vision for QEC as an internationally recognised early parenting facility of excellence.

An exciting event this year will be the QEC inaugural national conference - entitled "The Critical Early Childhood Years: Rethinking Current Interventions and Strategies" to be held at the University of Melbourne 10-11 November, 2000. Keynote international speakers are Dr. Deborah Phillips, PhD, a psychologist and the study director appointed by the board on Children, Youth and Families, National Academy of Sciences, Washington, D.C. and Dr J Fraser Mustard, co-chair of the Early Learning Study for the Ontario Government and co-founder of the Canadian Institute for Advanced Research. We have been extremely gratified to receive over 80 abstracts from professionals wishing to give a paper at the conference.

It is with mixed feelings that we bid farewell to several members of the QEC Board of Management. Dr. John Spensley had served as a Board member since 1992 and devoted countless hours to both the Board (as member and as Vice President) and to the Medical Advisory Sub-Committee. John is going on to bigger and better things in exploring new facets of his career, but we will sorely miss his wise, tender, positive, supportive and unfailingly good-humoured presence.

Patricia Summers joined the Board in January 1994 and brought a wealth of financial expertise at a time when it was greatly needed. She served as Treasurer and Vice-President and gave many, many hours of hands-on assistance to see the hospital develop into a smooth functioning business as it re-located from Carlton to Noble Park. Patricia will be missed for many reasons, not the least amongst them her sense of fair play and her unflinching focus on the needs of the clients of the QEC.

Paula Gerber joined the Board at a time when her expertise as an internationally recognised expert in construction law was crucial. She was Chairperson of the relocation Project Control Group in 1997 and continued to add value as we settled in and addressed the tasks of expanding and developing services. Paula's great sense of fun and her business acumen will be of great assistance in her new life in academia.

Andrea Pelletier has also moved on to address the needs of a growing family therapy practice. Andrea's understanding of the needs of clients using QEC services proved to be of great benefit in setting new policies.

We wish these colleagues the very best in life after the QEC. We trust we are only bidding them "au revoir".

We are excited to welcome Ms Elizabeth Johnson as a new Board member. Elizabeth brings with her considerable experience and expertise as a barrister working in the area of family law. A co-opted addition to Board deliberations is Mr Bruce Morley. Bruce has a distinguished business background working in the pharmaceutical industry and adds value to Board deliberations with his first-class financial acumen. I welcome both Elizabeth and Bruce and the energy and enthusiasm they bring.

May I extend the appreciation of each member of the Board to all QEC staff and thank each of you for your continuing hard work and the care and commitment you bring to our clients and families. We look forward to another exciting and successful year as we elevate the profile of our Centre and continue to seek new ways to assist in early parenting issues.

Ms Vicki Fraser, APM
President, Board of Management

medical director's report

The last twelve months have been very busy as the centre gained further momentum and client admissions continued at near full capacity. Over two thousand in-patients as well as over two thousand day-stay clients utilized the facilities of the centre.

The Queen Elizabeth Centre has continued to develop closer links with the Monash Medical Centre and the training program for medical students. This year we accepted fifth year medical students for a half-day program as an integral part of their paediatric training. This provided an excellent opportunity to broadcast our services to the future generation of medical practitioners as, sadly, general practitioners still only represent a small minority (3.2%) of our referral base. The medical director has once again 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 of the Parenting Assessment and Skills Development program.

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. With special attention to the children who are at greater risk of abuse and neglect, and in whom we identify developmental problems (particularly hearing and speech problems), we work hard to link them into appropriate ongoing services in their communities.

Cooperation with a local GP clinic (Heatherton Chandler Clinic) has facilitated the after hours provision of urgent medical attention to clients in need.

I am pleased to have had the enthusiastic support from the paediatric consultants, Dr. Peter Forrest, Dr. Barry Kras and Dr. Cathy McAdam and our psychiatric consultant, Dr. Michael Maloney. I am happy to advise the appointment to our consultant staff of a new infant psychiatrist, namely, Dr. Sandra Youren.

Finally I wish to thank Dr. John Spensley who retired from his long-term position on the board and the Medical Advisory Committee last year. His valuable contributions to the centre over many years of service will be greatly missed.

Dr. Gideon Saaroni
Medical Director

MEDICAL ADVISORY COMMITTEE

Dr Peter Forrest, MBBS, FRACP, MRCP
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 (to January 2000)
Dr. Sandra Youren, MBBS, FRANZCP

client services report

The Queen Elizabeth Centre continues to grow. Highlights of 1999-2000 were the establishment of new home-based services for families in the whole of Gippsland, Southern and Northern Metropolitan Regions and expansion of the Hume Region program. The Centre also delivered seven full-day educational programs to 140 professionals who work with families and young children at venues in Traralgon, Leongatha, Sale and Bairnsdale. We also advertised the first Queen Elizabeth Centre Research Grants to be taken up in the academic year, 2001, and the first Queen Elizabeth Centre national conference to be held on 10 and 11 November 2000.

Numbers of visitors keen to see how we work with families at the Noble Park Centre increases each year. Distinguished visitors in 1999-2000 included the Victorian Minister for Community Services, The Hon Christine Campbell, MP, the Queensland Minister for Family, Youth and Community Care and Minister for Disability, The Hon Anna Bligh MLA, the Deputy Director General of the Queensland Department of Family, Youth and Community Care, Ms Pauline Ross, the Director, Community Care Division, Department of Human Services, Victoria, Ms Margaret Wagstaff, the President, Judge Jennifer Coate, and four magistrates of the Children's Court, Melbourne.

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

In 1999-2000, 849 families completed 3-, 5- or 10-day residential programs; 969 families completed single day-stay programs and 88 families had home visits for up to four weeks. Post program surveys conducted between 1 and 3 months after completing their program show that eighty per cent of parents felt fully confident or confident most of the time in managing the problem that brought them to QEC.

Success for families largely depends on their being streamed into an appropriate program. Triage nurses consult by telephone each family who seeks a booking at the Centre. They assess the complexity of presenting problems and book families into the service that can best address the problems. During the year, triage nurses diverted 2092 families from more intensive residential services by providing telephone information and advice only and by streaming 969 families into day stay programs. Expert triaging keeps the waiting list manageable. It also results in increasingly complex family problems presenting in residential programs calling for highly skilled staff responses.

Parenting Assessment and Skill Development Services (PASDS)

The Queen Elizabeth Centre's role in spearheading PASDS in Victoria followed our development of an assessment tool comprised of indicators of parenting competence. The indicators reflect competencies believed necessary for any parent to adequately 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. It applies a child development theoretical framework and assists persons with professional expertise in normal child developmental needs to identify parenting strengths and weaknesses.

QEC staff teams assess parenting competencies and provide parents with intensive teaching programs to develop their skills in weak areas. 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 and they and their families are referred to the Centre directly from Child Protection Services throughout Victoria.

The Queen Elizabeth Centre staff assess and report on 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' assessment of risk. In some cases, our staff find that the parents have an adequate level of knowledge and skills related to child rearing, but 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 be concentrated 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. We have earned a very positive reputation as a leader in helping these families learn more about child development, parenting and about promoting and safeguarding their children's health and well-being.

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

Residential PASDS

One quarter of the families in residence at any time are participating in a PASDS 10-day program. All are referred directly from Child Protection Services and all have children in the 0-3 year age range who are believed to be at high risk of abuse or neglect. In 1999-2000, 104 families completed the program.

Home-Based PASDS - Hume Region

In 1999-2000, the Department of Human Services provided funding to extend the Queen Elizabeth Centre day stay programs in Wangaratta and Myrtleford and the home visiting program in the Shires of Indigo and Alpine and the Rural City of Wangaratta. Its aim was to prevent mental illness. Eighty-two families attended day stay programs and 172 families received home-based early parenting services in 1999-2000.

QEC also received new funding to pilot PASDS in North-Eastern Victoria. Child Protection Services staff referred seven families to QEC's 12-week home-based

PASD services during the year. The geographic catchment area for this program extends from the New South Wales border at Wodonga as far south-west as Benalla and includes the alpine areas. Two QEC staff members provide these regional services.

As in other regions, the Department of Human Services expects to identify a continuing provider of PASDS services in the Hume Region during 2000-01.

The Queen Elizabeth Centre is indebted to members of our reference group who meet quarterly and offer valuable input, feedback and advice to help us more accurately anticipate and meet families' needs.

We are especially grateful to the management and staff of the Noah's Ark Toy Library with whom we are co-located at Cnr White and Bourke Streets, Wangaratta. We are also very appreciative of the support of the management and staff of Alpine Health Services who rent us the Doug Lloyd Cottage for a once a month day stay program at Myrtleford.

"Because I found this week so good, I'm finding it hard to find the words that best describe it. I definitely feel I'm going home uplifted, confident, relieved and hopeful. Thank you"

Parent Exit Survey - May 2000

REFERENCE GROUP MEMBERS

QEC-Hume Region Programs

Jenny Ahern,
Post Natal Support Worker
Community Psychiatry, Wangaratta

Jenny Gilmartin
Maternal & Child Health Nurse,
Rural City of Wangaratta

Anne Hiskens,
Acting Unit Manager, Children's Ward,
Wangaratta Base Hospital

Glenys Jackson
President,
Noah's Ark Toy Library

Nancy Mason
Family Support Worker
Upper Murray Family Care

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

Donna Richards,
Co-ordinator,
North Eastern Support and Accommodation for Youth,
Wangaratta

Linda Shields
Program Adviser
Hume Region, Department of Human Services

Dr Terry Stubberfield,
Paediatrician
Wangaratta

Home Based PASDS - Southern Metropolitan Region

In August 1999, the Queen Elizabeth Centre Community Partnership commenced a three-year contract to provide home-based PASDS to families whose children are believed to be at high risk of abuse or neglect. The partnership is comprised of the Queen Elizabeth Centre, as lead agency, with Anglicare Victoria, the City of Port Phillip, Southern Family Life and Windermere Child and Family Services. The Queen Elizabeth Centre assesses parenting competencies and coordinates the skill development services provided by the partner agencies. We believe this example of inter-agency cooperation and our joint 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 1999-2000, 41 families participated in these 12-week services. Staff from the partner agencies attended joint orientation and ongoing training programs tailored specifically to equip them to deliver PASD services.

Home-Based PASDS - Gippsland Region

The Queen Elizabeth Centre established a pilot home-based PASDS program covering the entire Gippsland region in early August 1999. Initially funded for ten months, the program was extended in May 2000 until

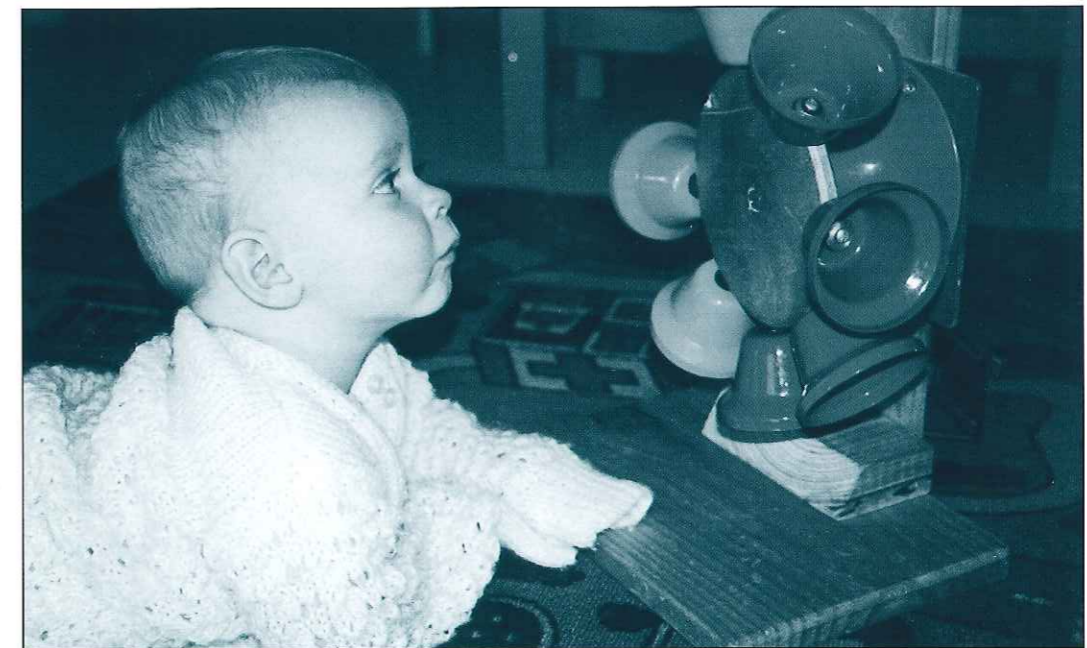
such time as a continuing service provider is identified during 2000-01. Four staff members work from bases at the Grace Berglund Centre, 12 George Street, Warragul and 162 Commercial Road, Morwell. A striking feature of the Gippsland program is the vast area these nurses cover. Like other home-based PASD programs, duration of involvement with families is twelve weeks. In 1999-2000, 37 families completed the Gippsland PASDS program.

Home-Based PASDS - Northern Metropolitan Region

This program began in March 2000 as an interim short term program. In June 2000, the period was extended for another indefinite period pending identification of an ongoing service provider.

In establishing this program, we received overwhelming support from the City of Banyule which offered us a shared office base in a Maternal and Child Health Centre in West Heidelberg. They seconded to the Queen Elizabeth Centre one of their most experienced nurses with significant expertise in working with high needs families in that area. She and two mothercraft nurses comprise the PASDS home-based team in that region.

By the end of June 2000, seven families had commenced the twelve-week PASD program.



THROUGHPUT STATISTICS

Client Throughput numbers are presented by service mode and locations in table below.

As a registered public hospital, The Queen Elizabeth Centre transmits monthly Agency Information Management (AIMS) reports on financial status and client throughput to the Department of Human Services. We also provide client record details to the Victorian Inpatient Minimum Database which, in turn, transmits information to the Health Insurance Commission national database. Table 2 presents

throughput 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 1. QEC Client Numbers by Service Mode and Location, 1997-2000

Service	Location	1997-98		1998-99		1999-2000	
		Families	Family Members	Families	Family Members	Families	Family Members
Residential	Carlton or Noble Park	797	2116	994	2581	849	2147
Day Stay	Carlton or Noble Park	479	1064	614	1409	969	2199
	Dandenong ¹	869	1877	410	925	0	0
	Mill Park ²	292	630	81	175	0	0
	Wangaratta/Myrtleford ³	108	238	92	203	82	151
Home Visiting	From Carlton to 3/98 and from Noble Park after 3/98	338	804	55	135	88	169
	Hume Region (incl. PASDS) ⁴	126	280	120	325	179	502
	Gippsland Region PASDS ⁵					37	91
	Northern Region PASDS ⁶					13	42
	Southern Region PASDS ⁷					52	126
Telephone Information ⁸	From Carlton to 3/98 and from Noble Park after 3/98	1982	1982	2039	2039	2092	2092
Totals		4991	8991	4405	7792	4361	7473

1 Dandenong Day Stay program, January 1996 - December 1998

2 Mill Park Day Stay program, May 1997 - October 1998

3 Wangaratta/ Myrtleford Day Stay and Home Visiting Program commenced May 1997

4 Hume Region Home-Based PASDS Program commenced August 1999

5 Gippsland Home-Based PASDS Program commenced September 1999

6 Southern Metropolitan Region Home-Based PASDS Program commenced August 1999

7 Northern Metropolitan Region Home-Based PASDS Program commenced March 2000

8 Telephone advice or information only (Did not result in booking for other service)

"The staff empower us with knowledge and techniques of how to change our behaviour"

Parent Exit Survey - June 2000

Table 2: QEC Client Numbers (Carlton or Noble Park Sites) 1997-2000

RESIDENTIAL SERVICES	1997-98	1998-99	1999-2000
Separations: ¹			
Public	2067	2422	2091
Private	6	-	-
Total	2073	2422	2091
Bed days:			
Public	8235	9244	8296
Private	26	-	-
Total	8261	9244	8296
Average length of stay ²	4.0 days	3.81 days	3.96 days
SAME DAY SERVICES ³			
Separations:			
Public	1105	1568	2255
Private	2	-	-
Total	1107	1568	2255
TOTALS RESIDENTIAL AND SAME DAY			
Separations:	3180	3990	4346
Bed days:	9368	10812	10551
Average length of stay ²	2.9 days	2.7 days	2.4 days
Cost per admitted client per day ⁴	\$230.92	\$253.71	269.45

¹ Separations are discharged clients

² 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.

³ Includes clients who attended day stay programs plus those who participated in residential programs but did not stay overnight

⁴ Increased cost per day in 1998-99 and 1999-2000 reflects higher staff-client ratios in Parenting Assessment & Skills Development Services



Socio-Demographic Profile of Clients

Eighty-four per cent (84%) of clients who journeyed to Noble Park for QEC services in 1999-00 were residents of the Southern and Eastern Metropolitan Regions. It is noteworthy that clients came from every region in Victoria, although the numbers from the Western half of

the State have decreased since QEC's relocation from Carlton to Noble Park in March 1998. Table 3 shows the distribution of clients attending QEC, Noble Park, by their regional home locations.

Table 3: QEC Admitted Clients (Carlton or Noble Park Sites) 1997-2000: Distribution by Home Location (DHS Region)

DHS Region	7/1997-2/1998 (Carlton)	3/1998-6/1998 (Noble Park)	1998-1999 (Noble Park) (n=5050)	1999-2000 Noble Park (n=4515)
	%	%	%	%
Eastern Metropolitan	25.61	20.55	25.70	29.30
Northern Metropolitan	20.06	7.02	7.50	7.60
Southern Metropolitan	30.06	60.48	56.20	54.70
Western Metropolitan	13.48	1.99	2.50	1.70
Barwon South West	1.59	1.26	0.30	0.50
Gippsland	2.38	4.82	2.80	2.50
Grampians	1.34	-	0.60	0.50
Hume	2.07	3.25	3.00	2.10
Loddon Mallee	3.35	0.63	1.30	0.80
Interstate	0.06	-	0.10	0.30
TOTAL	100.00	100.00	100.00	100.00

QEC's expansion in the past year has been in the provision of home based services in four regions. When the total client population from all QEC regional and Noble Park services is distributed by home location (table 4) it can be seen that client numbers in Hume Region

increase to 13% and in Gippsland to 3.8%. Southern Metropolitan Region is still the major catchment area for QEC with 45.5% of all clients coming from that region.



Table 4: QEC Clients at All Sites 1997-2000: Distribution by Home Location (DHS Region)*

DHS Region	1997-98 % (n=7009)	1998-99 % (n=5753)	1999-2000 % (n=5381)
Eastern Metropolitan	11.54	18.52	23.53
Northern Metropolitan	19.22	9.12	7.15
Southern Metropolitan	55.20	60.29	45.51
Western Metropolitan	4.50	1.84	1.86
Barwon South West	0.71	0.21	0.50
Gippsland	1.59	2.05	3.80
Grampians	0.41	0.45	0.43
Hume	5.68	6.47	13.09
Loddon Mallee	1.14	0.96	0.77
Interstate	0.01	0.99	3.36
TOTAL	100.00	100.00	100.00

* Excludes clients receiving telephone advice or information only

Clients participating in Residential and Day Stay Programs at Noble Park (n = 4346) during 1999-00 reflected a broad range of socio-economic circumstances. Thirty-five per cent (35%) were recipients of pensions or benefits, including Family Allowance

Supplement (20.8%), Sole Parent Pension (8.7%) and Disability Support Pension (2%). Two per cent (2%) of clients were Aborigines or Torres Strait Islanders. Almost 10% of adult clients spoke a first language other than English.



Outlook for Client Services

We constantly struggle to maintain maximum flexibility in our range of services and to respond quickly by increasing day stay programs and reducing residential programs or vice versa as client needs become evident in the waiting list at different points in the year. The cessation of Community Support Funding in 1998 which had provided a 5-day a week day stay program for the residents of Greater Dandenong and Casey meant a reduction in day stay and residential services at Noble Park from which we have not been able to recover. We reduced three day residential programs from every weekend to every second weekend in December 1999 in order to provide day stay programs three days a week. At the end of June 2000, there were 115 families waiting up to four months for residential services in comparison to 104 families waiting up to six weeks in July 1998. The Centre has functional capacity to provide services to a significantly increased number of families. However, additional funding would be needed to operate at capacity.

QEC management and staff members are systematically and continuously updating and improving our internal systems, policies, processes and procedures in anticipation of achieving accreditation during 2000.

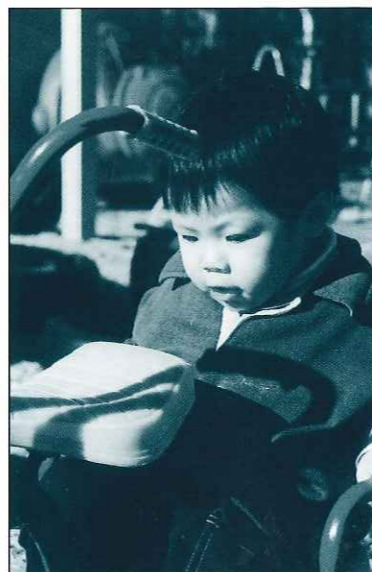
The competitive tendering environment has precipitated new, positive relationships and partnerships with a significant number of multi-disciplinary service providers and community organisations. Our strong relationships with Monash, La Trobe and Deakin Universities and with TAFE colleges have been furthered, 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 a consultancy obtained from Monash University.

Education Services

The fee-for-service education program for parents that began in February 1999 was discontinued in September 1999 having proved financially unsustainable. There were an unacceptably high number of persons who failed to attend after booking in and insufficient numbers of people who pre-paid. This occurred at both evening and weekend programs.

From November 1999, the fee-for-service education program concentrated on providing specialised programs for professionals who work with parents and young children. Delivery of seven full-day programs to multi-disciplinary groups in Gippsland was sponsored by the Department of Human Services. In addition, maternal and child health nurses from local government municipalities have attended the Noble Park Centre for practical study days with a QEC preceptor.

Pam Stilling
Chief Executive Officer and Director of Nursing



"You helped me to see heaps of progress with my baby and encouraged me through the bad times - you persevered when I wanted to give up and showed me it worked. Thank you!"

Parent Exit Survey - May 2000

human resources

With the launch of a range of new home-based programs in four regions, QEC's staff establishment increased by fifteen per cent in 1999-2000. Two staff members are based in Wangaratta, four in Gippsland and three in West Heidelberg. All others work at or from Noble Park.

As at 30 June 2000 there were 49 female and 3 male staff members. Of the 52 staff members, there were 26

full time and 26 part time in that week. The Queen Elizabeth Centre applies public sector employment principles and conduct guidelines in accordance with the Public Sector Management and Employment Act 1998. Table 5 gives equivalent full-time staff numbers by program and staff category.

Table 5: QEC Staff Establishment at 30 June 1999 and 30 June 2000.

PROGRAM	EFT 30/6/99	CATEGORY	
Residential Services	10.95	9.6	Maternal & Child Health Nurses
	12.88	13.14	Mothercraft Nurses/Child Care Workers
Day Stay and Home	2.04	5.44	Maternal & Child Health Nurses
Visiting Programs	3.60	6.54	Mothercraft Nurses/Child Care Workers
Telephone Triage & Bookings Service	1.40	1.40	Maternal & Child Health Nurses
Management and Administration	1.00	1.00	Chief Executive/Nursing Director
	0.53	0.53	Director Medical Services
	2.00	2.60	Managers, Nursing Programs
	1.00	1.00	Commercial Manager
	1.00	1.00	Manager Administrative Services
	0.10	0.16	Medical Records Administrator
	3.00	3.00	Clerical/reception
	1.00	1.00	Senior Accounts Clerk
Totals	40.50	46.41	

*EFT=Equivalent Full-Time



The Centre's management was restructured in late 1999 with a resultant nett increase of 0.6 equivalent full time management positions. In December 1999, Alison Copley was promoted from the maternal and child health nursing staff to manage QEC's research and external professional education programs. Debra Welsh took up a new position as Manager, Parenting Services Development, in December 1999, with direct responsibility for managing and further developing QEC's core residential and day stay programs. Jeanette Nagorcka joined the staff as Manager of Specialist Programs in January 2000. She manages all residential and home-based Parenting Assessment and Skill Development Services (PASDS), the telephone triage service and all other home-based and rural day stay programs.

The Centre is very fortunate to have attracted experienced and superbly competent maternal and child health nurses to the seven positions of Coordinator, PASD Services. Genevieve Bourke, PASDS coordinator at Noble Park residential services, Shirley Pilkington at Wangaratta and Cathie Langdon at Warragul were already QEC staff members. Sue Cooper at Morwell, Viviana Lawry at Heidelberg West, Rosemary Stewart and Sue Couper, both based at Noble Park all joined QEC as PASDS coordinators during the year. The City of Banyule released Vivienne Lawry on secondment to The Queen Elizabeth Centre to establish the QEC PASDS program in the Northern Metropolitan Region. We very much appreciate the foresight and goodwill of Marita Van Gemert, Maternal and Child Health Service coordinator, City of Banyule, who saw this cooperative relationship with QEC not only as of real and practical benefit to the families of Banyule but also as a professional skills building experience for her staff.

The mothercraft nurses and early childhood workers who, with the PASDS coordinators, comprise the regional PASDS teams, deserve special mention in this

report. Margot Gilham in Hume Region, Bronti Merrett and Teresa Harris in Gippsland, Louise Hamilton and Leanne Brennan in the Northern Metropolitan Region were specially appointed to those positions. These persons are highly skilled and have immense knowledge of early childhood development. There is an ever-growing number of anecdotal reports from Child Protection Services personnel and our own QEC staff members about families who say their lives have been turned around by their contact with the QEC PASDS teams. These families demonstrate this by their application of new knowledge and skills and the resultant enhanced relationship with and improved outcomes for their children. Mothercraft nurses and early childhood workers from the QEC Noble Park staff rotate through and gain specialist PASDS experience in both the residential and Southern Region Home-Based programs.

The short term funding for PASDS programs has led to approximately one-third of QEC staff members being on short term employment contracts. Our staff are all committed to their work, but this contractual situation does not provide workforce stability. Mindful of a heightened need, QEC managers ensure their staff members are well-supported and encouraged.

QEC nursing staff attended at least six days of professional development programs in the year. The Turning the Tide program, specifically designed for providers of services for persons with a drug or alcohol dependence, occupied two of these days. Administration staff attended four staff development days specifically designed to meet their training needs.

Pam Stilling
Chief Executive Officer and Director of Nursing

"The staff do not tell you 'you' are doing things wrong, they suggest a more appropriate solution to the problems"

Parent Exit Survey - June 2000

general reports

FREEDOM OF INFORMATION

For the period ended 30 June 2000, four 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 1999-2000 financial year are listed as follows:

- Accident Compensation (Amendment) Act 1998
- Accident Compensation (Common Law and Benefits) Act 2000
- Adoption (Amendment) Act 2000
- Disability Services (Amendment) Act 2000
- Environment Protection (Enforcement and Penalties) Act 2000
- Essential Services (Year 2000) Act 1999
- Freedom of Information (Miscellaneous Amendments) Act 1999
- Health Practitioners (Special Events Exemption) Act 1999
- Health Practitioners Acts (Amendment) Act 2000
- Health Services (Governance) Act 2000
- Mental Health (Amendment) Act 1999
- Psychologists Registration Act 2000
- Superannuation Acts (Amendment) Act 2000

REGULATIONS

- Drugs, Poisons and Controlled Substances (Drugs of Dependence) Regulations 1999
- Health Infectious Disease (Donation Statement) Regulations 1999
- Health Services (Residential Care) (Personal Care Coordinators) Regulations 1999
- Occupational Health & Safety (Hazardous Substances) Regulations 1999
- Occupational Health & Safety (Issue Resolution) Regulations 1999
- Occupational Health & Safety (Major Hazard Facilities) Regulations 2000

MINISTERIAL DIRECTIONS

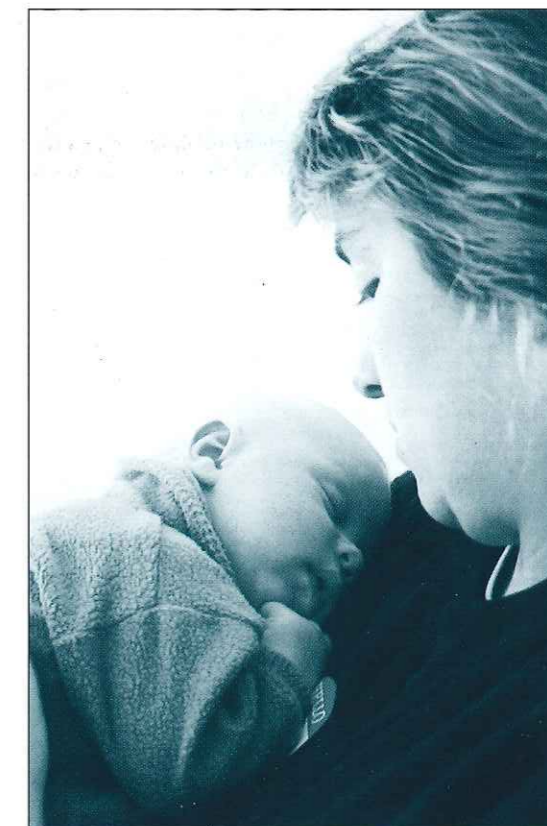
The information listed in the Directions of the Minister for Finance Part 9.1.3. (iv) is available on request.

YEAR 2000 COMPLIANCE

The Centre has fully conformed with the requirements of Direction 9.1.2 (iv) of the Minister of Finance and neither performance nor functionality have been affected by dates prior to, during or after the year 2000.

NATIONAL COMPETITION POLICY

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



donations

Table 6: Donations 1999 - 2000

The Queen Elizabeth Centre

	\$
Collier Charitable Fund	20,000.00
Estate Sir Walter Leitch	673.68
The Lord Mayor's Charitable Fund & Hospitals and Charities Sunday Appeal	4,500.00
Dame Elisabeth Murdoch AC, DBE	1,000.00
Mrs WMK Stephens	200.00
Joe White Bequest	2000.00
Sandhurst Trustees Estate of E.G. Batchelder	351.06
Mr A Kohn	250.00
Mr E Elioutine	55.00
Donations less than \$50	13.00
QEC Foundation:	125,295.25
TOTAL	154,337.99

financial results

Table 7: Summary of Financial Results 1996 - 2000

	2000 \$	1999 \$	1998 \$	1997 \$	1996 \$
Total Expenses	3,837,050	3,304,972	4,363,027	3,208,835	3,044,239
Total Revenue	3,878,785	4,013,512	3,218,255	3,424,482	3,235,078
Operating Surplus/(Deficit)	41,735	708,540	(1,144,772)	215,647	190,839
Retained earnings (Accumulated losses)	1,323,858	1,285,123	1,078,248	2,412,876	2,197,229
Total Assets	6,937,698	6,748,143	5,646,685	7,495,559	5,306,625
Total Liabilities	540,840	393,020	559,102	748,348	625,061
Net Assets	6,396,858	6,355,123	5,087,583	6,747,211	4,681,564



financial statements of the Queen Elizabeth Centre for the year ended 30th June, 2000

STATEMENT OF REVENUE AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2000

	Notes	Total 1999/00 \$	Total 1998/99 \$
REVENUE			
SERVICES SUPPORTED BY HEALTH SERVICE AGREEMENT			
Government Grants		3,521,665	3,091,721
Patient Fees			
Interest		49,070	24,251
Donations & Bequests		24,543	2,905
Other Revenue		37,592	11,765
	2	<u>3,632,870</u>	<u>3,130,642</u>
SERVICES SUPPORTED BY HOSPITAL & COMMUNITY INITIATIVES			
Donations & Bequests		25,295	5,195
Interest		101,766	12,555
Other Revenue:			
-C'wealth Childcare Assistance			8,008
-Parent Fees			63,592
-Other		9,842	16,182
	3	<u>136,903</u>	<u>105,532</u>
	2	<u>3,769,773</u>	<u>3,236,174</u>
EXPENDITURE			
SERVICES SUPPORTED BY HEALTH SERVICE AGREEMENT			
Employee Entitlements		2,590,993	2,255,062
Fee for Service Medical Officers		840	2,943
Supplies and Consumables		87,229	83,911
Other Expenditure		951,048	578,936
	4	<u>3,630,110</u>	<u>2,920,852</u>
SERVICES SUPPORTED BY HOSPITAL & COMMUNITY INITIATIVES			
Employee Entitlements		36,857	187,959
Supplies and Consumables		118	4,814
Other Expenditure		20,173	65,419
	3, 4	<u>57,148</u>	<u>258,192</u>
	2	<u>3,687,258</u>	<u>3,179,044</u>
SURPLUS/(DEFICIT) FOR THE YEAR BEFORE CAPITAL PURPOSE INCOME, DEPRECIATION, AMORTISATION AND ABNORMAL ITEMS			
		82,515	57,130
CAPITAL PURPOSE INCOME	6, 6a	109,012	802,355
DEPRECIATION AND AMORTISATION	7	<u>(149,792)</u>	<u>(150,945)</u>
OPERATING SURPLUS/(DEFICIT) FOR THE YEAR		<u>41,735</u>	<u>708,540</u>
Retained Earnings at 1 July		1,285,123	1,078,248
Aggregate of amounts transferred from Reserves	8	<u>485,335</u>	<u>485,335</u>
Amount available for Appropriation		1,326,858	2,272,123
Aggregate of amounts transferred to Reserves	8	<u>(3,000)</u>	<u>(987,000)</u>
RETAINED EARNINGS AT 30 JUNE		<u>1,323,858</u>	<u>1,285,123</u>

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

BALANCE SHEET AS AT 30 JUNE 2000

	Notes	Total 1999/00 \$	Total 1998/99 \$
EQUITY			
General Reserves	23	990,000	987,000
Asset Revaluation Reserve	23	583,000	583,000
Contributed Capital	23	3,500,000	3,500,000
Retained Earnings	23	<u>1,323,858</u>	<u>1,285,123</u>
TOTAL EQUITY		<u>6,396,858</u>	<u>6,355,123</u>
LIABILITIES			
Current Liabilities			
Payables	9	146,553	51,183
Employee Entitlements	10	<u>307,068</u>	<u>259,391</u>
Total Current Liabilities		<u>453,621</u>	<u>310,574</u>
Non- Current Liabilities			
Employee Entitlements	10	<u>87,219</u>	<u>82,446</u>
Total Non Current Liabilities		<u>87,219</u>	<u>82,446</u>
TOTAL LIABILITIES		<u>540,840</u>	<u>393,020</u>
TOTAL EQUITY AND LIABILITIES		<u>6,937,698</u>	<u>6,748,143</u>
ASSETS			
Current Assets			
Cash at Bank and on Hand	16	312,551	675,895
Inventory	11	-	6,188
Receivables	12	12,529	943,914
Investments	13	1,169,749	643,191
Other			0
Total Current Assets		<u>1,494,829.</u>	<u>2,269,188</u>
Non-Current Assets			
Land	14	575,000	575,000
Buildings	14	3,504,455	3,571,462
Plant & Equipment	14	309,873	310,075
Furniture & Fittings	14	11,845	14,418
Investments	13	<u>1,041,696</u>	<u>8,000</u>
Total Non-Current Assets		<u>5,442,869</u>	<u>4,478,955</u>
TOTAL ASSETS		<u>6,937,698</u>	<u>6,748,143</u>

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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2000

Notes	1999/00 Inflows (Outflows) \$	1998/99 Inflows (Outflows) \$
CASH FLOWS FROM OPERATING ACTIVITIES		
RECEIPTS		
Government Grants	3,482,104	3,099,729
Donations and Bequests	49,838	8,100
Other:		
Interest Received	158,444	38,474
Parent Fees		103,991
Other	48,634	14,635
TOTAL RECEIPTS	3,739,020	3,264,929
PAYMENTS		
Employee Entitlements	(2,575,400)	(2,460,757)
Other:		
Supplies and Consumables & Other	(913,412)	860,378)
Total Payments	(3,488,812)	(3,321,135)
NET CASH FLOW FROM OPERATING ACTIVITIES	250,208	(56,206)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of Properties, Plant and Equipment	(156,079)	(268,892)
Proceeds from Sale of Properties, Plant and Equipment	986,000	118,169
Non Government Capital Income	116,780	293,844
Purchase of Investments	(2,151,705)	(603,191)
Proceeds from Sale of Investments	591,452	315,070
NET CASH USED IN INVESTING ACTIVITIES	(613,552)	(145,000)
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of Borrowings	0	(22,061)
Net Cash Flows From Financing Activities	0	(22,061)
Net Increase/(Decrease) in Cash Held	(363,344)	(223,267)
Cash at 1 July	675,895	899,162
Cash at 30 June	312,551	675,895

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 2000

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 Statement are expressed to the nearest dollar.

b) Receivables and Revenue Recognition

Revenues are recognised when they are controlled. 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.

	1999/00	1998/99
Buildings	Up to 50 years	Up to 50 years
Plant & Furniture	Up to 20 years	Up to 20 years
Furniture & Fittings	Up to 10 years	Up to 10 years

Depreciation rates are on an annual basis.

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 expensed in the year of acquisition and for the 1999/00 were \$6,188.

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.

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 2000

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.

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 restriction 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 those 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) Research and Development 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 2000

Note 2: Revenue from Services Supported by Health Services Agreement

	Total 1999/00 \$	Total 1998/99 \$
Government Grants:		
- Department of Human Services	3,480,227	3,091,721
Indirect Contributions by Human Services:		
- Insurance	41,438	0
Patient Fees (refer note 2a)	0	0
Interest and Investments	49,070	24,251
Donations & Bequests	24,543	2,905
Other Revenue	37,592	11,765
	<u>3,632,870</u>	<u>3,130,642</u>

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

Note 2a: Patient Fees

	Patient Fees Raised		Patient Fees Receivable	
	1999/00 \$	1998/99 \$	1999/00 \$	1998/99 \$
Acute - Inpatients	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

	1999/00 \$	1998/99 \$
Bad and Doubtful Debts	0	0
Inpatient Fees	<u>0</u>	<u>0</u>

Note 3: Services Supported by Hospital & Community Initiatives

	Total 1999/00 \$	Total 1998/99 \$
Revenue		
Business Units		
Carlton Creche	0	81,955
Queen Elizabeth Day Nursery	180	4,338
Other Specific Purposes Services:	24,597	19,239
QEC Research & Development	86,831	0
QEC Conference	14,000	0
QEC History	11,295	0
	<u>136,903</u>	<u>105,532</u>

Expenses

	1999/00 \$	1998/99 \$
Business Units		
Carlton Creche	0	184,018
Queen Elizabeth Day Nursery	0	5,133
Other Initiatives	54,616	69,041
	<u>54,616</u>	<u>258,192</u>

Note 4: Operating Expenses

	Total 1999/00 \$	Total 1998/99 \$
Services Supported by Health Services Agreement		
Employee Entitlements:		
Salaries	2,367,111	2,061,594
WorkCover	22,324	23,160
Long Service Leave	22,240	22,314
Superannuation	179,318	147,994
Fee for Service Medical Officers	840	2,943
Supplies & Consumables:		
Medical & Pharmacy Supplies	14,438	10,617
Food Supplies	72,791	73,294
Other Expenses:		
Domestic Services	273,341	264,437
Administrative Expenses	212,427	123,313
Repairs & Maintenance	57,482	41,353
Audit Fees		
-Auditor General	3,900	3,900
Consultants	2,473	16,087
Computer Services	81,245	37,429
Staff Development	26,365	19,207
Security Services	11,124	6,661
Minor Furniture & Equipment Expensed	12,502	8,792
Motor Vehicle and Travel	43,373	2,933
Light, Power & Fuel	36,725	43,829
Inter-Agency Costs	174,780	0
Other	15,311	10,995
	<u>3,630,110</u>	<u>2,920,852</u>

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 2000

Note 4: Operating Expenses (cont.)

Services Supported by Hospital and Community Initiatives

	Total 1999/00	Total 1998/99
	\$	\$
Employee Entitlements:		
Salaries	34,277	170,413
WorkCover	360	(2,146)
Long Service Leave	23	11,264
Superannuation	2,197	8,428
Supplies & Consumables:		
Food Supplies	118	4,814
Other Expenses:		
Domestic Services		7,173
Administrative Expenses	19,993	22,750
Repairs & Maintenance	60	12,965
Light, Power & Fuel		1,842
Staff Development	120	1,676
Security Services		1,347
Consultants		4,950
Other		12,716
	57,148	258,192
TOTAL EXPENSES	3,687,258	3,179,044

Note 5: Interest and Other Finance Costs

	Total 1999/00	Total 1998/99
	\$	\$
Term charges - Hire Purchase	0	1,930

Note 6: Capital Purpose Income

	Total 1999/00	Total 1998/99
	\$	\$
Donations & Bequests	104,500	283,141
Interest on Investments	11,780	10,203
Rents	500	500
Other (refer note 6a)	(7,768)	508,511
TOTAL	109,012	802,355

Note 6a: Other Capital Purpose Income

	Total 1999/00	Total 1998/99
	\$	\$
Revenue from the disposal of physical assets		
Proceeds from disposal	65,299	1,038,869
Less: Written Down Value of Assets Sold	73,067	530,358
Net Revenue from the disposal of physical assets	(7,768)	508,511

Note 7: Depreciation and Amortisation

	Total 1999/00	Total 1998/99
	\$	\$
Buildings	74,256	74,852
Plant & Equipment:		
-Transport	7,191	4,721
-Medical	422	959
-Computers & Communication	54,056	61,279
-Other Equipment	9,331	4,688
Furniture & Fittings	4,536	4,446
	149,792	150,945
Allocation of Depreciation/Amortisation:		
Services Supported by Health Services Agreement	149,071	145,435
Services Supported by Hospital and Community Initiatives	721	5,510
	149,792	150,945

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 2000

Note 8: Transfers To/From Reserves

	Total 1999/00	Total 1998/99
	\$	\$
Transfer to Retained Earnings from Asset Revaluation Reserve upon sale of the Carlton Creche	0	425,000
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	0	(987,000)
Transfer from Retained Earnings to Research & Development Reserves	(3,000)	0
Transfer to Retained Earnings of General Reserves	0	60,335
TOTAL	(3,000)	(501,665)

Funds Held for Restricted Purposes

	Invest.	Total 1999/00	Total 1998/99
	\$	\$	\$
Research & Development Fund	1,075,408	1,075,408	0

Note 9: Payables

	Current	Non-Current	Total 1999/00	Total 1998/99
	\$	\$	\$	\$
Trade Creditors	142,653	0	142,653	50,958
Accrued Interest				
Accrued Expenses	3,900		3,900	0
Other	0	0	0	225
TOTAL PAYABLES	146,553	0	146,553	51,183

Note 10: Employee Entitlements

	Total 1999/00	Total 1998/99
	\$	\$
Current		
Long service leave	76,442	75,258
Accrued Salaries & Wages	26,699	14,813
Accrued Annual leave	202,493	167,919
Accrued Days Off	1,434	1,401
TOTAL	307,068	259,391
Non-Current		
Long service leave	87,219	82,446
TOTAL	87,219	82,446
Movements in Long Service Leave:		
Balance 1 July	157,704	211,762
Provision made during the year	22,263	33,578
Settlement made during the year	(16,306)	(87,636)
Balance 30 June	163,661	157,704

*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 11: Inventory

	Total 1999/00	Total 1998/99
	\$	\$
Pharmaceuticals	0	1,782
Catering Supplies	0	664
Administration Stores	0	3,742
TOTAL	0	6,188

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 2000

Note 12: Receivables

	Current 1999/00 \$	Non Current 1998/99 \$	Total 1999/00 \$	Total 1998/99 \$
Debtors - C'Creche buyer	0	0	0	920,700
Accrued Investment Income	2,294	0	2,294	9,902
Accrued Revenue:				
- Department of Human Services	8,680	0	8,680	10,557
- Other	1,555	0	1,555	2,755
Total	12,529	0	12,529	943,914
Less Provision for Doubtful Debts	0	0	0	0
Net Debtors and Accrued Revenue	12,529	0	12,529	943,914
Bad Debts written off			0	5,133

Note 13: Investments

	Operating Fund 1999/00 \$	Capital Fund 1999/00 \$	Specific Purpose Fund 1999/00 \$	Total 1999/00 \$	Total 1998/99 \$
Current					
Debtentures	0	0	0	0	40,000
Managed Funds					
Term Deposits	823,695	147,423	198,631	1,169,749	603,191
TOTAL	823,695	147,423	198,631	1,169,749	643,191
Non-current					
Managed Funds	0	0	1,033,696	1,033,696	0
Works of Art	0	8,000	0	8,000	8,000
TOTAL	0	8,000	1,033,696	1,041,696	8,000

Note 14: Fixed Assets

	Gross Cost/ Valuat. 2000 \$	Accum. Deprec. 2000 \$	Written Down Value 2000 \$	Written Down Value 1999 \$	Addit. 2000 \$	Dispos. 2000 \$
At Cost:						
Buildings - Noble Park	3,716,001	211,546	3,504,455	3,571,462	7,250	
Plant & Equipment:						
-Transport	148,290	6,332	141,958	92,735	122,798	71,734
-Medical	9,872	9,602	270	692		
-Computers & Communication	199,489	138,312	61,177	85,633	24,935	11,509
-Other Equipment	188,734	82,266	106,468	131,015	1,096	
Furniture & Fittings	34,613	22,768	11,845	4,418		1,910
	4,296,999	470,826	3,826,173	3,895,955	156,079	85,153
At Valuation:						
Crown Land, Noble Park at 28.02.99	575,000	0	575,000	575,000	0	0
	575,000	0	575,000	575,000	0	0
TOTAL	4,871,999	470,826	4,401,173	4,470,955	156,079	85,153

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

Note 15: Reconciliation Of Net Cash Used In Operating Activities To Operating Result

	Total 1999/00 \$	Total 1998/99 \$
Entity Surplus/(Deficit) for the Year	41,735	708,540
less income designated for capital purposes	116,780	293,844
Entity Surplus/(Deficit) prior to capital items	(75,045)	414,696
Non-Cash Movements:		
Depreciation	149,792	150,945
Provision for Doubtful debts	0	(596)
Increase/(Decrease) in Payables	95,370	(126,285)
Increase/(Decrease) in Other Liabilities	0	0
Increase/(Decrease) in Employee Entitlements	52,450	(17,736)
"(Profit)/Loss From Sale Of Property, Plant And Equipment"	7,768	(508,511)
(Increase)/Decrease in Inventory	6,188	0
(Increase)/Decrease in Receivables	10,685	29,351
(Increase)/Decrease in Prepayments	0	0
(Increase)/Decrease in Other Current Assets		1,930
Write down of properties & other assets	3,000	0
Net cash provided by operating activities	250,208	(56,206)

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 2000

Note 16: Reconciliation of Cash

	Total 1999/00 \$	Total 1998/99 \$
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.		
CASH ON HAND		
Financial Institutions	311,953	(68,697)
Other	598	400
DEPOSITS AT CALL		
Financial Institutions	0	744,192
Other		
TOTAL	312,551	675,895

Note 17: Financial Instruments

Interest rate exposure

	Fixed interest rate maturing		Total 1999/00 \$	Total 1998/99 \$
	1 year or less \$	Non Interest Bearing \$		
Financial Assets				
Cash	312,551		312,551	675,895
Receivables		12,529	12,529	934,012
Investments	2,203,445	8,000	2,211,445	651,191
Total Financial Assets	2,515,996	20,529	2,536,525	2,261,098
Financial Liabilities				
Trade creditors and accruals		146,553	146,553	51,183
Total Financial Liabilities	0	146,553	146,553	51,183
Net Financial Assets/Liabilities	2,515,996	(126,024)	2,389,972	2,209,915

Weighted Average Interest Rate = fin'l assets 6.0%

Market Value:

	Total 1999/00 \$	Total 1998/99 \$
FINANCIAL ASSETS		
Cash	312,551	675,895
Receivables	12,529	934,012
Investments	2,211,445	651,191
Total Financial Assets	2,536,525	2,261,098

FINANCIAL LIABILITIES

Trade creditors & accruals	146,553	51,183
Total Financial Liabilities	146,553	51,183

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 18: Net Increment/(Decrement) on Revaluation of Assets

	Total 1999/00 \$	Total 1998/99 \$
Valuation of land at Noble Park	0	575,000
Revaluation of Works of Art	0	(16,000)
Carlton Creche land and buildings sold	0	(425,000)
TOTAL	0	134,000

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 2000

Note 19: Superannuation	1999/00	1998/99
	\$	\$
The Queen Elizabeth Centre is a participating institution in the Health Super Fund. The Centre's total contributions during the year were:	181,515	156,422
Contributions outstanding in respect of the financial year were:	0	0

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 1999/00 for all Health Super registered employers were:

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

As at 30 June 1999, Health Super Fund was fully funded. Health Super Fund has retained a fully funded status at 30 June 2000, and this will be confirmed by the Fund's actuary in September 2000, following their review. 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 20: Commitments	1999/00	1998/99
	\$	\$
Capital Commitments		
Computer Software Upgrade	0	43,200
Not later than one year		43,200
Operating Commitments		
Mtor Vehicle Operating Leases:		
Not later than one year	20,952	
Later than one year and not later than 5 years.	6,880	
	27,832	43,200

Note 21: Segment Reporting

Segment	Segment Revenue	Segment Expendit.	Surplus/ (Deficit)	Segment Assets	Segment Liabilit.	Segment Equity
	\$	\$	\$	\$	\$	\$
Hospital	3,878,785	3,837,050	41,735	6,937,698	540,840	6,396,858
Total	3,878,785	3,837,050	41,735	6,937,698	540,840	6,396,858

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 2000

Note 22: Responsible Person Related Disclosures

- (a) Responsible Minister - Hon. Christine Campbell
- (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 (Board Member) (Resigned February 2000)
- Mrs. Carmel Benjamin (Board Member)
- Ms Elizabeth Johnson ((Board Member) (From January 2000)
- Ms. Paula Gerber (Board Member) (Resigned May 2000)
- Ms. Linda Martin (Board Member)
- Associate Professor Campbell Paul (Board Member)
- Mrs. Patricia Summers (Resigned March 2000)
- Mr. Paul Trowbridge (Vice President)
- Mr. Fred Verschuren (Treasurer)
- Mr. Steven Wintle (Board Member) (Resigned August 1999)
- Ms Gaye Ochiltree (Board Member)
- Ms Andrea Pelletier (Board Member) (Resigned April 2000)

- (c) Accountable Officer - Ms. Pam Stilling (Chief Executive Officer)

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

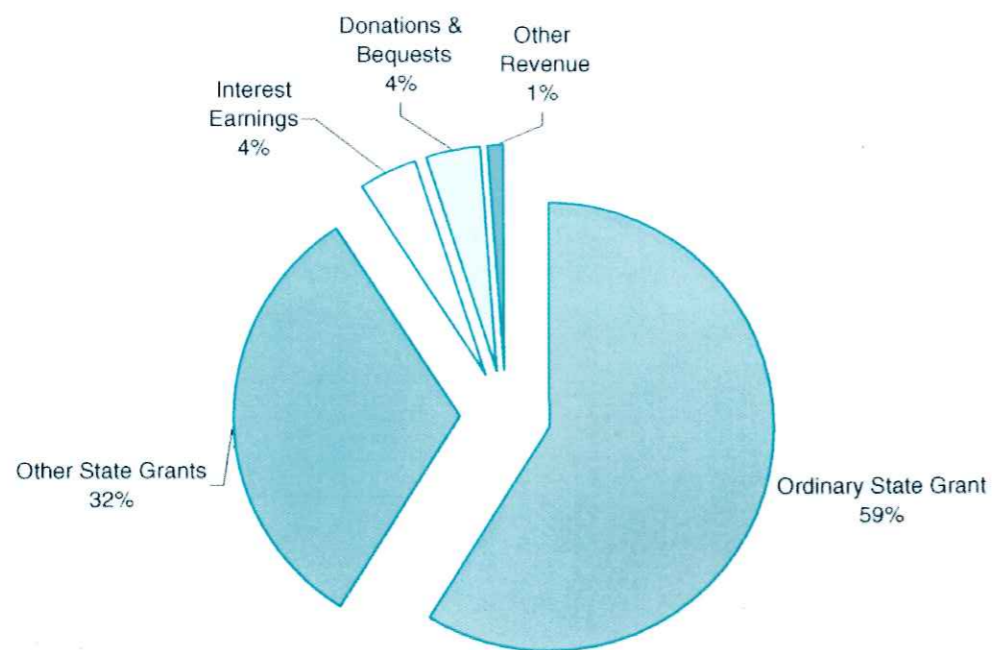
(d) Remuneration of Responsible persons	1999/00	1998/99
	No	No
Total remuneration received or due or receivable by Responsible Persons	Nil	Nil
(e) Retirement Benefits of Responsible Persons		
Retirement benefits paid in connection with the retirement of a Responsible person were:	Nil	Nil
(f) Other transactions 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		
There were no executive officers with remuneration in excess of \$100,000.		

Note 23: Reconciliation Of Changes In Equity

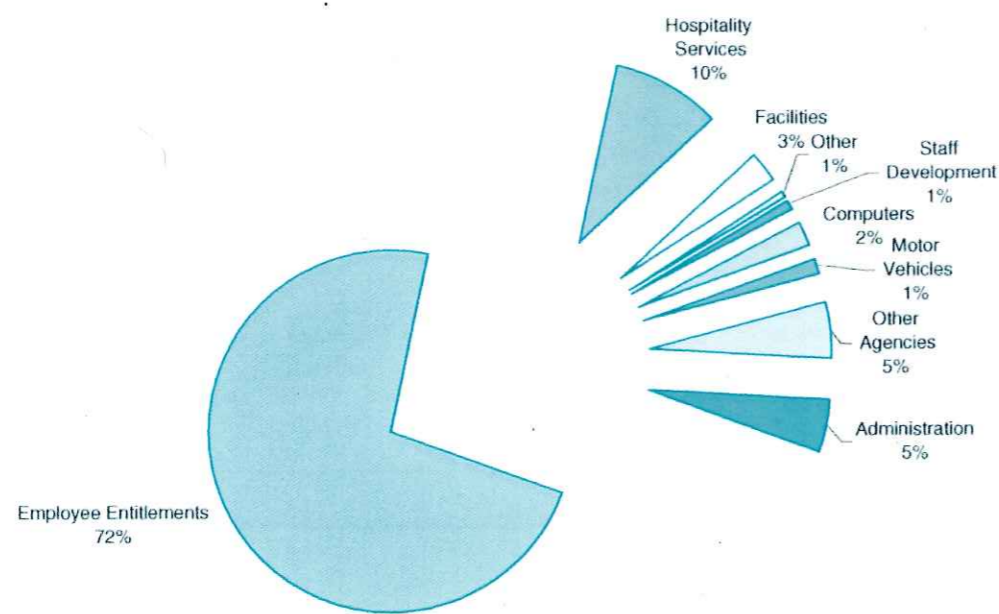
	Total Equity		Retained Equity		Asset Revaluation Reserve		R & D Reserves		Contributed Capital	
	2000	1999	2000	1999	2000	1999	2000	1999	2000	1999
Balance at Beginning of Reporting Period	\$ 6,355,123	\$ 5,087,583	\$ 1,285,123	\$ 1,078,248	\$ 583,000	\$ 449,000	\$ 987,000	\$ 60,335	\$ 3,500,000	\$ 3,500,000
Operating Surplus for the year	41,735	708,540	41,735	708,540						
Transfers to Reserves	0	0	(3,000)	(987,000)			3,000	987,000		
Transfers from Reserves	0	0		60,335				(60,335)		
Valuation of Noble Park Site	0	575,000				575,000				
Revaluation of Existing Assets	0	(16,000)				(16,000)				
Revaluation of Works of Art	0	0		425,000		(425,000)				
Balance at End of Reporting Period	6,396,858	6,355,123	1,323,858	1,285,123	583,000	583,000	990,000	987,000	3,500,000	3,500,000

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

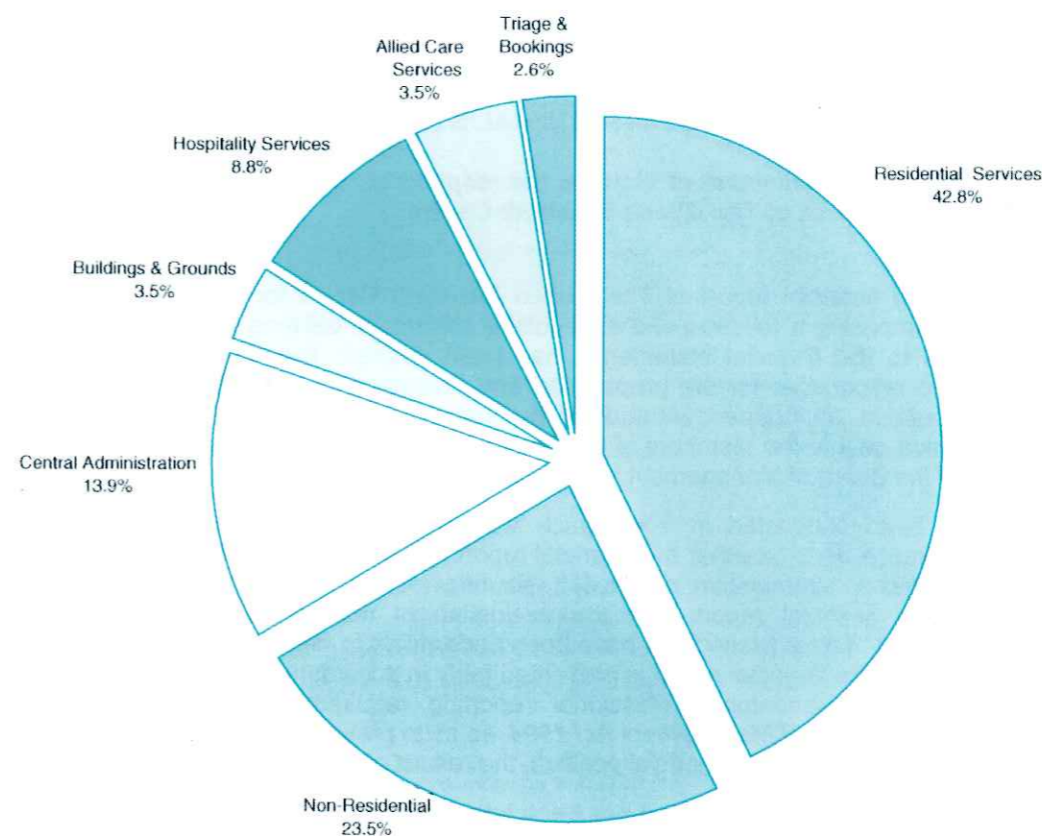
OUR SOURCES OF REVENUE FOR 1999/2000



HOW WE EXPENDED OUR OPERATING FUNDS IN 1999/2000



1999/2000 EXPENDITURE BY OPERATIONAL UNIT



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 2000 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

CHEIF EXECUTIVE OFFICER
Ms Pam Stilling

COMMERCIAL MANAGER
Mr Peter N Davis

Dated the 23 day of August 2000
(Melbourne)



AUDITOR GENERAL
VICTORIA

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 2000, 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 opinion expressed in this report has been formed on the above basis.

Qualification

The Centre did not include the assets, liabilities, revenues and expenses of The Queen Elizabeth Centre Foundation in its financial statements for the financial year ended 30 June 2000 nor does the financial report include comparative information on this matter relating to the financial year ended 30 June 1999. The Foundation is a controlled entity of the Centre as it was primarily established for the benefit of 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 its audited financial report was not readily available.

Qualified Audit Opinion

In my opinion, except for the effect of the matter referred to above, the financial report presents fairly the financial position of The Queen Elizabeth Centre as at 30 June 2000 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*.

for J.W. CAMERON
Auditor-General

MELBOURNE
20/9/2000

Victorian Auditor-General's Office Level 34, 140 William Street, Melbourne Victoria 3000
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Auditing in the Public Interest

COMPLIANCE INDEX

Compliance Index disclosure requirements

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

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