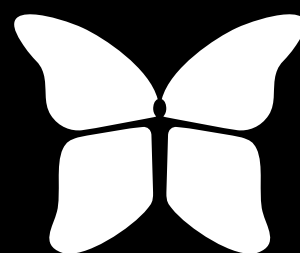
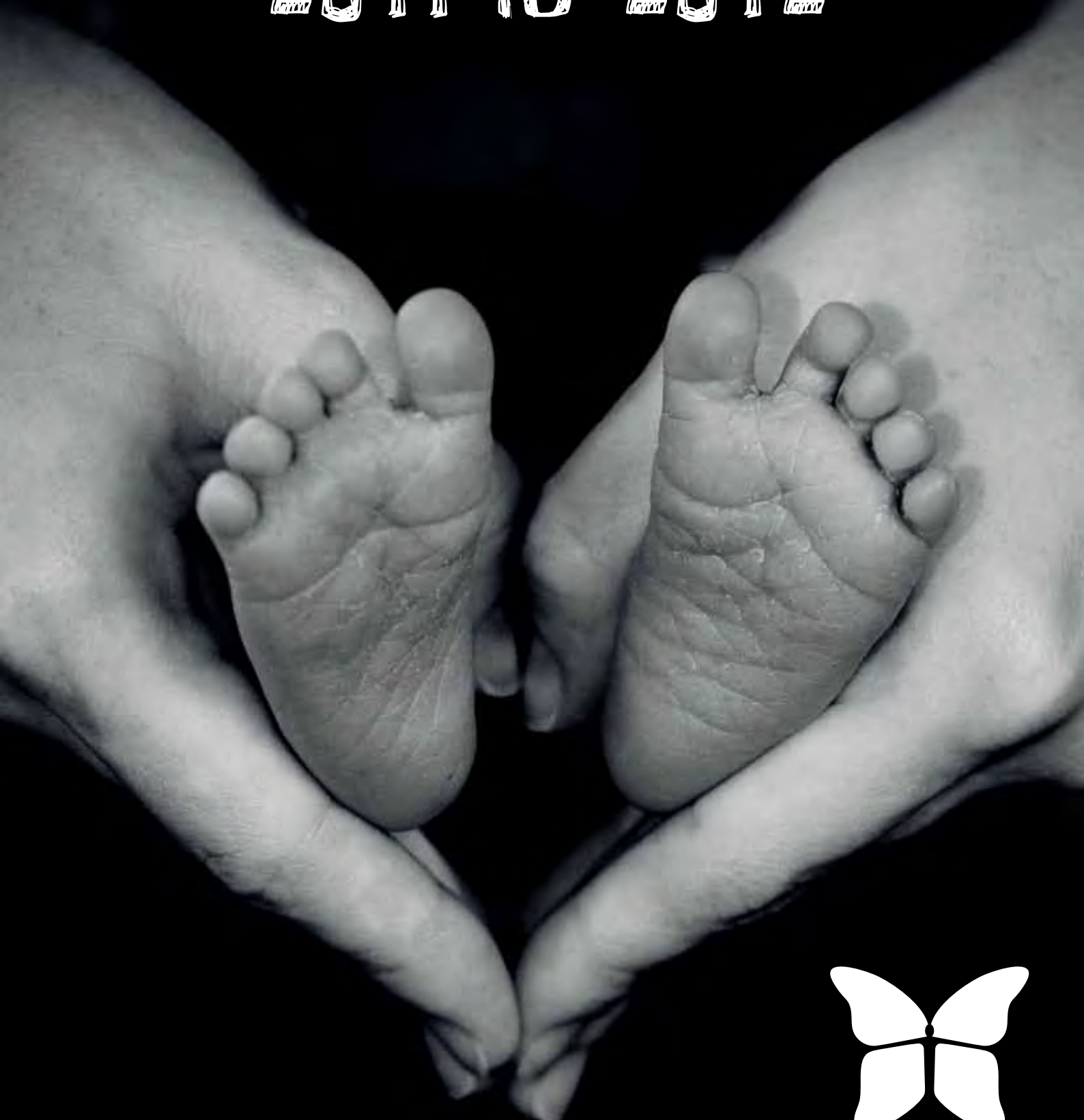


# 94<sup>TH</sup> ANNUAL REPORT 2011 to 2012



QEC

LEARNING. PARENTING. TOGETHER.



# OUR VISION

To help young children and families get the best start by being the leading developer and provider of parenting services, prioritising for those of greatest need.



# OUR VALUES

**Child focused** – a belief that children's rights are paramount

**Family centred** – fostering strengths-based, non-directive facilitation

**Regardful** – engendering respect, tolerance and non-judgmental listening

**Responsive** – displaying receptivity to community needs and issues

**Accessible** – ensuring equitable access, irrespective of means or cultural differences

**Collaborative** – seeking and sustaining partnerships

**Innovative** – learning and exploring possibilities creatively

**Quality driven** – promoting and providing safe, evidence-based practices

**Accountable** – being transparent; regularly reviewing and evaluating our services



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**The Queen Elizabeth Centre (QEC)**  
is a registered public hospital in accordance  
with the Health Services Act 1988.

## Minister

The Minister for Mental Health, Women's Affairs and Community Services, the Hon Mary Wooldridge MP, has portfolio responsibility for QEC, while government policy and funding are administered through the Department of Human Services' Children, Youth & Families Division and the Southern Metropolitan Region.

## Patron

June Shaw

## Life Governors

Frank Slutzkin; Bruce Morley

## Honorary Solicitors

Mallesons Stephen Jaques

## Auditors

Auditor-General Victoria

## Bankers

National Australia Bank Limited

## 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.

## Referring Acts

Health Services Act 1988  
Child Youth and Families Act 2005  
Whistleblowers Protection Act 2001  
Freedom of Information Act 1982  
Public Sector Management and Employment Act 1998

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This report was released to the public on  
Wednesday 21 November 2012.

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# EXECUTIVE REPORT

## A Message from our President and CEO

The United Nations *Convention on the Rights of the Child* outlines a universal set of standards extended to all children to enable them to reach their full potential. The Convention states that children should have the right to survival, the right to develop to their full potential and the right to be protected from harmful influences, abuse and exploitation.

For the majority of children, their safety and their overall health and wellbeing happens within a loving and nurturing family unit. However, there are certain risk factors that may disrupt parental capacity to safely look after their child. A host of factors may influence the likelihood of a child being vulnerable to abuse and neglect. These risk factors are commonly categorised into three main domains: parent/family factors; child factors; and economic, community and society factors. QEC is an early parenting centre focusing on providing specialised support, education and therapy to parents and families to facilitate their young child's physical and psychological health and wellbeing.

In our day-to-day work, QEC sees many families who experience problems such as family violence and trauma, alcohol and other types of substance abuse, mental health problems, intellectual disability, parental history of abuse and neglect and situational stress. These problems can create challenges for a parent or caregiver to look after their child in a safe and supportive environment. Such problems can expose young children to becoming vulnerable to abuse and neglect.

It has been an extremely busy year in 2011. We saw more than 3000 families, with nearly 800 in our residential unit at Noble Park and more than 200 families in home-based programs across Victoria. Our telephone Assessment and Intake Service received nearly 1200 calls, for which we provided professional advice and prioritised those families of highest need into our many programs. QEC continues to develop its residential and outreach programs across Victoria to enable young children to get the best possible start in their lives.

As we reflect on the year gone by, we have seen significant changes in the external environment in which QEC operates. In February 2011 the Baillieu government launched an important Inquiry – *Protecting Victoria's Vulnerable Children* – investigating

Victoria's child protection system. Its aim was to make recommendations to strengthen and improve the protection of our vulnerable young children. QEC contributed to the Inquiry independently, as a leader in the early parenting field, and jointly with other early parenting centres. The long awaited *Protecting Victoria's Vulnerable Children* report was tabled in Parliament in February 2012. Among the many recommendations was the need for more effective prevention and early intervention programs that are well designed and better resourced. QEC will play an important role in the future development of a comprehensive, coherent and coordinated system of early intervention that addresses the needs of vulnerable children and their families. We are looking forward to collaborating with our community partners to make this happen.

In April 2012, Minister's Wooldridge's Cradle to Kinder program was launched, providing support to longer-term intensive family and early parenting support for mothers under 25 years and their children, in the form of pre-birth support, intensive and longer-term interventions and case support until the child reaches four years of age. The program aims to grow young mothers' self reliance and sustainability through access to education, vocational training and employment. We are extremely proud of QEC's success in two of the six regions nominated for the new initiative. The first is in the Southern Metropolitan Region (Casey, Cardinia, Greater Dandenong) in partnership with the Victorian Aboriginal Child Care Agency (VACCA) and the second in the Gippsland region, partnering with lead agency Anglicare and supported by Quantum Support Services youth services. Both programs have already commenced and QEC has recruited to these programs in order to receive our first referrals through the Child First platform before the end of the financial year.

In May 2012, the Department of Human Services embarked on major reform to deliver more integrated, family-centred services and achieve better outcomes for vulnerable Victorian families. The reforms aim to reduce duplication and remove program silos across disability, housing and family services. There will be a greater emphasis on early intervention and building opportunities for social and economic participation. QEC is in a strong position to contribute and influence this process to improve the outcomes for our children.



Above: Athina Georgiou  
Left: Susan Harper

## Our new Annual Report format

This year we have prepared a modern and progressive 94th Annual Report. We have invited contributions from members of our team to share their stories under our five strategic goals: Excellence in Service Delivery; People and Culture; Community and Partnership; Evaluation, Research and Learning; and Self Sufficiency and Sustainability. They are real stories told through the eyes of those delivering direct services to our vulnerable families and those members of our support team whose ongoing contributions allow our services to be delivered in a seamless and professional manner. Our Annual Report proudly demonstrates the strong commitment QEC places on our staff's contribution to our operations, our services and our message to the community.

## Partnerships and collaboration

QEC continues to seek every opportunity to work collaboratively with like-minded organisations and over the past year has worked with Tweddle on Board training programs on financial matters and cultural awareness. Clearly, this is beneficial for both organisations and provides a platform for further collaboration.

In March 2012 QEC, together with its two Victorian parenting centre partners, Tweddle and O'Connell, celebrated our first joint forum with the Hon Mary Wooldridge opening the formal session. The Minister presented a summary of the newly released report from the Protecting Victoria's Children Inquiry and it was extremely encouraging to hear her speak about the significant prevention and intervention role that services such as our early parenting centres play in the whole-of-government approach to the protection of vulnerable children and their families.

## The Board of Management

The Board of Management has completed a very successful year of operation. Mindful of its governance role and in an environment of high achievement for its clinical operations, the Board has been keen to ensure its own performance is of the highest standard. A robust bi-monthly process of peer review and assessment,

has signified a strong commitment shown by the Board to refine its monthly operational performance. In June 2012 the Board conducted a Strategic Planning Day together with senior members of the QEC management team. The assistance of an external facilitator, Ms Cathy Whelan, ensured the day provided opportunities for Board and management to share ideas on new directions that might be considered in future planning cycles.

## Thanks

QEC expresses appreciation to the Victorian Government for the funds, interest and support of the work undertaken by QEC.

QEC appreciates the close and supportive relationship we maintain with The QEC Foundation. The Chair of the Foundation, Mrs Wendy Spry, and her fellow Trustees continue to encourage the work of QEC at every opportunity and truly make a difference as a result of the support they provide. The Foundation is very important to QEC. Its encouraging interest is appreciated. Mrs Alwynne Jona, a highly respected and dedicated trustee, sadly passed away after a long illness on 15 April 2012. Her long-standing support and involvement with QEC will be missed.

QEC remains grateful to the many agencies that continue to provide financial and/or practical support. Sincere thanks to you all as your assistance enables QEC to continue this important work. Our heartfelt thanks are also extended to the Country Women's Association of Noble Park and the Spanish Speaking Friendship Club of Springvale who provide hand-knitted garments and rugs for our families. Each family leaving our residential programs is offered one of these handmade, treasured gifts.

Each Board member has made a prolonged and sustained effort to support the work of QEC and to share the special skills, knowledge and attributes that they bring to the Board table. With a full program of early morning Board meetings held at Noble Park, as well as a range of subcommittee responsibilities, the role of a Board member of QEC requires a considerable time commitment.

The Board operated throughout most of the year with a full complement of members until December, when long-term member Mr Keith Lambert tendered his resignation due to ill health. The Centre extends to Keith its utmost thanks for his commitment to QEC and to its important work.



Left to right: Athina Georgiou (CEO), Hannah Crawford (Vice President), Kym Forrest (Vice President, QEC), Susan Harper (President, QEC).

At the end of their terms, Hannah Crawford and Mary Beth Bauer did not seek reappointment due to the pressure of their work commitments. Their enormous contribution to QEC, particularly in relation to its finances, cannot be understated. A particular thank you is extended to these two women.

We congratulate the entire QEC team on a very successful year and acknowledge the contribution that each member of our organisation has made in making a real difference to our children and their families. We appreciate and share the commitment to, and optimism for, the important work that happens every day at QEC. Throughout this Report we have included quotations from our families as they exited our many programs. Many of these quotations illustrate their growing confidence and skills in parenting their children following their partnership with QEC. Their words are a continual reminder of how our services impact on their lives.

We conclude with the words of a parent from our 5-day Residential Program:

*"...We came to QEC feeling depleted of energy, anxious, overwhelmed and scattered. During my journey I was supported in a way that filled me to the brim. Without ever having to ask and in a way that I had not experienced before. I left QEC feeling energetic, focused and confident about the future and my parenting skills."*

**Ms Susan Harper**  
Board Chair

**Ms Athina Georgiou**  
Chief Executive Officer



Campbell Paul (Chair, Conference, Research, Education and Development Subcommittee) (left) and Tim Staker (Chair, Quality Assurance and Risk Subcommittee).

## The Queen Elizabeth Centre Annual Report 2011-12

### Responsible Bodies Declaration

In accordance with the Financial Management Act 1994, I am pleased to present the report of Operations for the Queen Elizabeth Centre, for the year ending 30 June 2012.

**Susan Harper**  
President  
QEC



# OUR GOALS



The butterfly symbolises fragility, transition of life phases, grace and beauty. The central figure with outstretched arms represents balance and harmony.

**“...THE STAFF, LIKE IN ANY GOOD BUSINESS, MAKE IT. THE QEC STAFF ARE SIMPLY FANTASTIC. FAMILIES INTERACT MORE, ARE INTRODUCED TO EACH OTHER EARLY IN THE STAY. TEAM-BUILDING EXERCISES, MUSIC OR BOARD GAMES FOR THE PARENTS ENCOURAGE PEOPLE OUT OF THEIR ROOMS.”**

Client, Residential Program

# EXCELLENCE IN SERVICE DELIVERY

**QEC delivers the highest quality services for its children, its families and the diverse communities it serves.**

Born out of QEC's amazing Tummies-to-Toddlers® antenatal project, an exciting three-year project has created a new partnership between QEC and Mildura Aboriginal Community Service.

## Bumps to Babes and Beyond – BBB

The BBB Program connects with pregnant mothers living in the Mildura region. It offers continued support from the time the baby is born until it reaches 18 months of age. It aims to support parents, particularly mothers, to develop skills around positive interactions with their babies, improve their connectedness to their baby, reduce depression and anxiety, and assist with the development of secure attachments between parents and their baby.

As its coordinator, I have ensured the program elements have been adapted to facilitate cultural appropriateness. It has been tailored to meet the needs of Aboriginal and Torres Strait Island mothers and their families, including the incorporation of a local Aboriginal community mentor. The mentor will provide key support and words of wisdom to mothers.

As the lead partner, QEC has provided training to all practitioners to enhance practice and develop skills to enable the facilitation of the program elements. We are providing ongoing support, training and reflective practice for these practitioners.

BBB participants will be more than adequately informed and linked into a range of different services available to them and thus increase their support networks via the Mildura Aboriginal Community Service. It has employed a program coordinator to link in with other services during the program and beyond; both within Mildura Aboriginal Corporation and externally to other service providers.

The BBB Program includes monitoring health promotion



targets: attendance at antenatal and child health key developmental visits, child immunisation, SIDS safe sleeping guidelines, QUIT and home safety.

We are very proud that one of our long-time supporters, Collier Charitable Fund, has provided a grant to research the project utilising Action Research Methodology and Aboriginal art.

**Beverley Allen**

Acting Manager, Residential Program

**Research studies have identified the merits of 'very early' intervention with at-risk mothers-to-be in order to create a loving, nurturing bond from birth.**

## From Cradle to Kinder – a new approach to a difficult problem

Several years ago QEC developed and researched an innovative service model for young women who were both vulnerable and at risk. The name we gave it reflected the program – Tummies-to-Toddlers®.

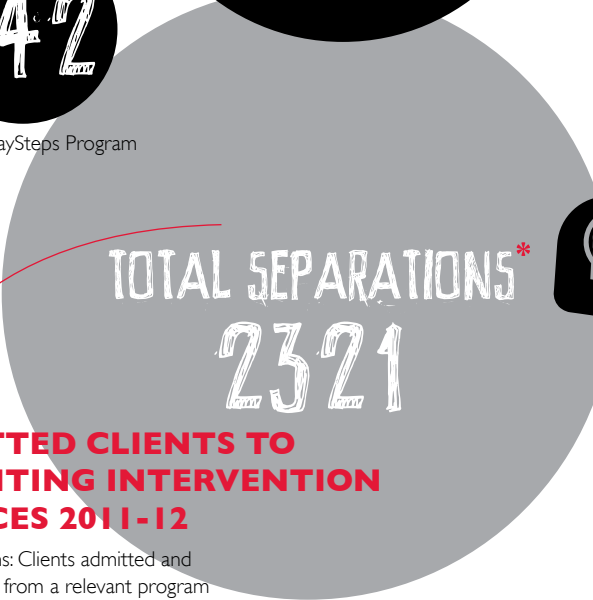
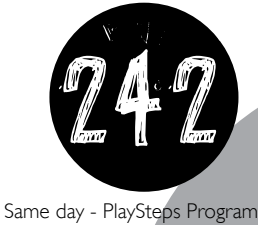
The pilot program was principally funded through the Lord Mayor's Charitable Foundation. Its evaluation was made possible via a grant from the Alfred Felton Bequest Committee.

Tummies-to-Toddlers® reached out and engaged with mothers-to-be from week 26 of their pregnancy - when highly motivated and anxious about their unborn child. Participation in the intensive one-on-one care and group program concluded when the child reached 18 months. We shared the program elements and action learning outcomes with the early parenting sector and with government.

We were excited when, in December 2011, Child Protection (Department of Human Services) invited submissions from consortiums across Victoria to provide a new,

*continued on page 10*





**ADMITTED CLIENTS TO PARENTING INTERVENTION SERVICES 2011-12**

\* Separations: Clients admitted and discharged from a relevant program



**OCCASIONS OF SERVICE FOR NON-ADMITTED CLIENTS 2011-12**

Home Visits - PASDS, Stronger Families, Parenting Plus, Innoventions - all regions 3692\* 825\*

Group Sessions - MyTime, PlaySteps(excl DayStay PlaySteps), CALD - all regions 190\* 46\*

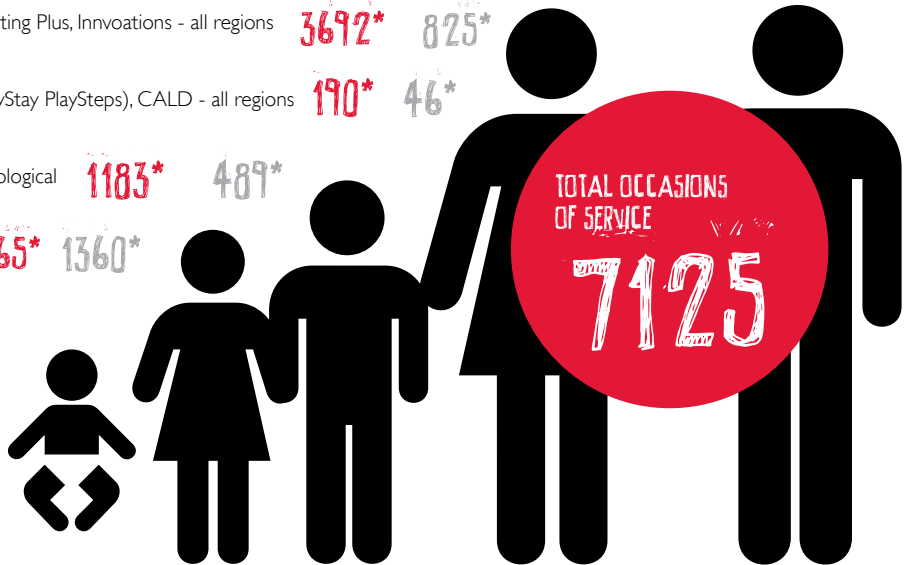
Consultations - Assessment and Intake, Psychological 1183\* 489\*

Total Occasions of Service FY 2011-12 5765\* 1360\*



\* Confirmed data Quarters 1-3

\* Unconfirmed data Quarter 4



*continued from page 8*

intensive four-year project aimed at young women under the age of 25 – commencing at pregnancy and concluding when the child reaches four years.

The Department's service delivery model Cradle to Kinder was informed by the Tummies-to-Toddlers® program, amongst other community programs.

QEC knew we wanted to be involved. We conveyed our skills set in the submissions so that we could stand out in a highly competitive tender process.

We were successful in two applications. In its winning application for the Gippsland region, QEC is partnering with lead agency Anglicare and supported by Quantum Youth Services. In the Southern Metropolitan Region, QEC is leading the partnership with Southern Victorian Aboriginal Child Care Agency (VACCA).

QEC's Cradle to Kinder team is very excited to be involved in this innovative collaborative program whereby agencies work in unison to offer a more holistic and coordinated service for families at risk for a longer period – to really make a difference.

**Sharon Gorton**

Clinical Educator, Education Unit

**QEC operates in a data and statistics-driven environment. Everything needs to be recorded.**

### **RiskMan – managing our risk**

During the year we took another step towards establishing a complete risk management and quality control system.

We implemented a feedback module and transferred our risk management system to the RiskMan risk management software system.

In the past we had to manually record compliments and complaints, as well as opportunities for improvement. The new system allows for a greater amount of automatic reporting, negating the need for hands-on monitoring to expose trends and/or specific areas requiring attention.

The inclusion of the feedback module allows staff and clients to electronically submit any issues and feedback directly to QEC's Director of Nursing and Chief Executive Officer. This is a major enhancement to our recording and responding procedures.

Organisational risks have been transferred into the risk management system and this module of RiskMan was updated throughout the year with transfer of program information into RiskMan.

**“...I LEFT  
FEELING  
EMPOWERED,  
ENERGISED  
AND EXCITED  
TO EMBRACE  
PARENTHOOD.”**

**Client, Residential Program**



We are moving towards a comprehensive system that records all risks, incidents, feedback and growth opportunities.

A more holistic approach will allow for an embedded quality system that all staff and clients participate in and can rely on.

**Janelle Crossett**

Manager, Systems and Risk

**QEC PROVIDES SERVICES TO FAMILIES ACROSS VICTORIA**

DHS CATCHMENT AREA	FAMILIES
Southern Metropolitan Region	2785
Northern Metropolitan Region	99
Gippsland Region	122
Hume Region	48
Grampians Region	13
Loddon/Mallee Region	23
Eastern Metropolitan Region	166
Western Metropolitan Region	23
Other Regions	7
<b>Total Families receiving</b>	<b>3286</b>



**“...THEY TOOK TIME TO UNDERSTAND WHAT OUR ISSUES WERE AND WORK WITH US TO DEVELOP STRATEGIES, NOT A 'ONE SIZE FITS ALL' APPROACH, WHICH HAD PREVIOUSLY BEEN GIVEN TO US... QEC OFFERS AN INCREDIBLE SERVICE, I CAN'T THANK YOU ENOUGH FOR YOUR HELP... I THINK THE SUPPORT PROVIDED HELPED BREAK THE NEGATIVE EMOTIONAL CYCLE I WAS IN...”**

Client, DayStay Program

# PEOPLE and CULTURE

**QEC has the right people and organisational culture to deliver a high quality service to its children and families.**

For many years QEC managed its human resource functions as part of other roles. This was no longer desirable. In order for QEC to achieve a key strategic goal, it needed a dedicated, focused resource to support the organisation.

## A professional human touch

That's where I come into the picture. I started in March, working two days a week as QEC's Human Resources (HR) Manager.

It was at a point in the year when large projects were on the go. The new client management system, TWEQ, was two weeks from going live. The Quality Accreditation process and preparation for audit was in full steam. The Victorian Government had just awarded QEC the delivery of two Cradle to Kinder programs. All the while, dedicated staff teams were still offering quality service to children and families. They did not miss a beat, despite all the new challenges happening around them.

It was busy and vibrant. I felt energised. I realised it was a great time to hit the ground running and learn all about QEC systems and processes.

From a personal perspective, I bring to the role extensive experience in professional learning and development, with enhanced knowledge gained through attaining my Masters in Human Resource Management in 2010.

I have particular HR strategy experience in the areas of: performance management; career development; capability frameworks; coaching; and ensuring HR strategies are linked with overall business strategy.

I see my role as one that helps define and implement HR strategy around four key aspects: culture; organisation structure and roles; staff capabilities and potential; and the HR systems that help deliver the strategy.

To reinforce our high quality service, we have to ensure the decision-making tools we use extend across appraisal, reward and communications systems.

Our values equal our people and deliver optimum performance.

**Letitia Billings**  
Manager; Human Resources



**QEC prides itself on offering a secure, respectful workplace environment. Most who join our staff team stay for many years.**

## Ode to Robyn – a great ambassador for QEC

In 2011 we said goodbye to one of our longest serving staff members.

Maternal and Child Health Nurse Robyn Fairweather achieved her professional certificate in 1976 at Queen Elizabeth Centre (as it was known then). Robyn loved the environment so much that she stayed on as an employee.

Apart from maternity leave, her tenure was close to 35 years, mostly scheduled on night duty in the Residential Unit. Robyn was the perfect night nurse, performing her duties in a calm, quiet manner, making her a true 'lady with the lamp'.

During those early years there was no Worksafe or occupational health and safety legislation, so when she was required to descend the rickety, steep old steps in the Carlton facility to reach the old boiler, she literally took her life in her own hands.

When recalling her memories, Robyn remembered the time when her nurse's intuition was working overtime. She felt someone was watching the staff going about their duties. To add to her fear, the cleaners were finding unexplained scattered cigarette butts on the grounds. Management felt Robyn was being paranoid. But, sure enough, Robyn saw a man one night on the roof. He was looking directly into the Mother's Room window when someone was breastfeeding.



Left to right: Josie Rizzie (Board Chair; Tweddle), Susan Harper (Board Chair; QEC), Athina Georgiou (CEO, QEC), Vivienne Amery (CEO, Tweddle), Veronica Love (Manager; Director Nursing Mercy Health, O'Connell Family Centre), The Hon Mary Wooldridge (MP; Minister for Mental Health, Women's Affairs and Community Services), Dr Linda Mellors (Executive Director; Mercy Health).



I can imagine Robyn quietly rebutting management with a clear 'I told you so'.

When QEC relocated to Noble Park, Robyn continued working on night duty. The long late-night drives surely required a stop at every McDonald's she passed for a coffee pick-me-up to make it home.

Robyn Fairweather enjoyed her work with the families so much that she wanted it to go on forever; however, ill health brought on early retirement.

After all those years, Robyn left QEC in the same way as she had performed her duties, in a calm, quiet, dignified manner. She is sadly missed by all her colleagues who love her. We wish her all the best in her well-earned retirement.

**Valerie Thomson**

Team Leader, Residential Program

**The first ever 'gathering of the clans' was held in Melbourne in March. Tweddle, O'Connell and QEC reorganised their schedules so that as many staff as possible could come together for a day of celebration.**

**Early parenting centres celebrate connections**

From the moment of arrival at the Telstra theatre, old acquaintances were renewed and new connections established. The conversations were lively and chatty. So much so that the request to sit in our own centre's groups drew resistance (for a moment) from the floor:

*Welcome to country* acknowledged we were meeting on the traditional lands of the Wurundjeri people, enhancing our understanding of the connection Aboriginal people have to their land.

We had a fantastic start to the day when the room surged with energy as we 'beat the drum'. After 30 minutes of continuous drumming, with sore hands and aching palms, we experienced the effects of working in harmony. As time went on the drum rounds became more complex. It was exhilarating.

The Hon Mary Wooldridge MP opened the formal sessions. Staff felt validated and valued when the Minister thanked practitioners for their work on behalf of Victorian families. The Minister presented a summary of the newly released report from the Protecting Victoria's Vulnerable Children Inquiry.

Each centre shared a celebration of their work with families. We gained a better understanding of each other's work through the sharing of outcomes of successful research projects. A particularly interesting presentation was 'Successfully Engaging With Young Aboriginal Families through Wadja Aboriginal Family Place at the Royal Childrens' Hospital'.

We even had a professional facilitator host the Hypothetical. It proved a great way to understand how the service system supports our work to achieve better outcomes with families.

As we clapped out the day, we recognised we beat in time to the same drum – for the benefit of vulnerable families.

**Sharon Gorton**

Education Coordinator, Education Unit



# COMMUNITY and PARTNERSHIP

## **QEC has the right partnerships to do its work. QEC works with its partners to create an integrated and seamless service.**

QEC, Kildonon, the Victorian Aboriginal Child Care Agency (VACCA), Take Two, and Melbourne City Mission have worked together over the past two years providing services to the families at risk of having their children removed or assisting with reunification of families whose children have been out of their care for a short period of time. This wrap-around service is provided to the families over a 12-month period.

### **Pilot program success – enhanced attachment between parent and child**

The Department of Human Services (Child Protection) referred Miranda, Bruce and their two children, Felicity (aged three) and Celeste (aged one) to VACCA's Family Coaching program. The aim was placement prevention/reunification for both children. Their pilot program case study shows the benefits of Family Partnership.

After an extended period of time in foster care, the children had been returned to the care of their parents. After six months the family was referred to the VACCA Family Coaching sessions. When the family was reunited, both children displayed anxiety

behaviour associated with attachment issues within the parent-child relationship.

In recognition of QEC's particular skills in family coaching, VACCA invited QEC to work in partnership with the family. The staff's role was to support and improve the capacity and confidence of the parents to manage their children, with the objective to keep them in their care.

The family were fearful of having their children removed from the family and were generally distrusting of, and avoided working with Child Protection services.

QEC staff worked hard to build trust, working alongside the VACCA Family Coaching case manager and with the family to identify areas of concern. A Family Action Plan base was tailored to their circumstances.

Staff offered timely practical advice and supported the family to 'make it happen' by coaching and modelling positive



Left to Right; Kirsty Evans (DON, QEC), Lucy Romano (Executive Manager; Southern and Eastern Region, VACCA), Athina Georgiou (CEO, QEC), Ms Inga Peulich (MP, South Eastern Metropolitan Region), Sharon Blow (Team Leader Family Services, Southern VACCA)



changes. The family was quickly able to build confidence, while continuing to make changes in other areas of their life through the support of their VACCA Family Coaching case manager. Destructive behaviours ceased, both parents' confidence to manage their children increased and attachment improved.

By working in partnership and respecting each other's expertise and understanding of cultural appropriateness, QEC and VACCA were able to work more effectively. We made a tangible positive difference to this family unit, and many others too.

We are thrilled the pilot program has now received recurrent funding. Objective achieved.

**Abigail Dent**

Outreach Co-ordinator; Northern Office

**Staff members were spending too much time on information gathering and data entry to meet increasing government requirements. This was taking too much of their time, thereby reducing valuable family engagement. QEC found a new way, by combining its resources with another early parenting centre.**

### **TWEQ – a journey worth sharing**

In any life experience it is said that the journey is as important as the destination.

In my own professional experience, life is all about creating positive values-based change to increase the safety and stability of vulnerable children and their families. To that end I work by the mantra: process, process, process.



The new client management software TWEQ replaces a myriad of other programs. It has the potential to reduce our reliance on paper files. The real sweetener for me has been the thought of no more statistics – well almost. The data would still be there; however, embedded in the program rather than an additional entry to make by already busy staff.

As a tool for change, TWEQ reinforces the mantra. Its name is a clever combination of Tweddle and QEC. Our two early parenting centres have shared the name and the system's software development.

TWEQ captures all the repetitive statistics, including all the phone calls and emails we write. Recording them in the TWEQ file automatically creates a statistical record of work done. This is a particularly fine feature for someone who values capturing the evidence of all the hard work done by staff towards improved outcomes for highly vulnerable families.

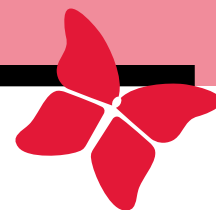
As in any journey, we had unexpected stops and maybe a few detours along the way. Mutual respect, patience and flexibility displayed between staff and the IT department meant training sessions were delivered in a thoughtful and well-paced manner.

As a program, TWEQ is intuitive, user-friendly and adaptable. It is very much like QEC and Tweddle – reflecting on the benefits of quality service for staff and clients as we progress.

We acknowledge the support of the R E Ross Trust for its generous grant that ensured all staff, across both organisations received concurrent training.

**Abigail Dent**

Outreach Co-ordinator; Northern Office



# EVALUATION RESEARCH and LEARNING

**QEC generates and disseminates knowledge and evaluates that knowledge to inform its practice. QEC contributes to evidence through its research in the intervention of early parenting for vulnerable families.**

A scholarship recipient shares her excitement about returning to study to enhance her learning.

## QEC awards its first internal scholarship

I have been a Team Leader at QEC for 18 months.

I was confident in my previous role of paediatric nurse and had studied midwifery in the past, yet I felt as though I needed to increase my knowledge in the field of early parenting.

I have always been a passionate supporter of breastfeeding. I recognised that if I wanted to confidently support the families that we care for at QEC, I would need to increase my knowledge. It was very opportune when the information went out calling for interested parties to apply for a scholarship. I knew this was my chance.

I am currently studying breast education online. It is a 12-month course comprising 10 modules of study. Topics range from the composition of breast milk (mind-boggling) to breastfeeding in more complex cases (for example, cleft lip and palate).

I seem to have romanticised the idea of a little study. It is harder than I remembered. Slowly but surely I am able to offer greater support to our breastfeeding mums as well as the Early Parenting Practitioners who have questions around specific breastfeeding issues.

My goal is to become proficient in my gained knowledge in order to pass the IBLCE (International Board of Lactation Consultant Exam) in 2013.

I am grateful for the support of management in granting me the scholarship and the never-ending advice and inspiring support offered by my fellow Team Leaders and Early Parenting Practitioners.

Thank you QEC for the opportunity to grow in my role.

**Jackie Hopley**

Team Leader, Residential Program

During 2009 the Department of Health's Mental Health and Drugs Division worked collaboratively with early parenting centres to provide funding and policy support for enhanced capacity to respond to the mental health concerns of families engaged in their services.

## Collaborative therapeutic play leads the way for Victoria's early parenting centres

Early parenting centres (EPCs) provide an ideal context for supporting the mental health of clients. The non-stigmatising nature of parenting services and the family context of service delivery provides a unique opportunity to work therapeutically to support clients' mental health.

At a meeting in January 2010, the executive managers of the three Victorian EPCs – QEC, Tweddle and O'Connell – agreed to collaborate on implementing an evidence-based therapeutic group program across their services in response to an invited submission process to the Mental Health and Drugs Division. The parties agreed to build on and extend the reach of PlaySteps® – an evidence-based group program developed by QEC several years earlier. We engaged the Parenting Research Centre to conduct the evaluation project.

By its very nature and composition, PlaySteps® is an early intervention program, not a playgroup. The underlying premise was to create a program that was therapeutic in nature and used structured play activities and a strengths-based approach to building parental capacity. The eight-week curriculum provides a structured approach and builds parental confidence and competence in a non-stigmatising and engaging way.

The therapeutic intervention promotes a nurturing, consistent and safe care-giving environment to optimise early brain development. PlaySteps® supports the mental health

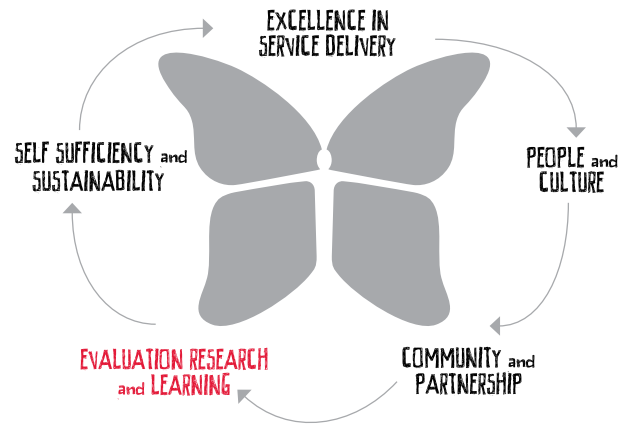
needs of infants and young children most at risk by supporting the critical primary relationship that actively influences life trajectories.

The group focus is complemented by individual, one-on-one attention over the two-hour, eight-week program period. The critical element of PlaySteps® is to focus on core competencies and guide/teach in a positive and non-threatening or non-judgmental manner.

QEC was keen to share the learnings for the benefit of the sector. It provided initial training, ongoing mentoring and reflective supervision support. Our input assisted staff in the other two EPCs to transfer their knowledge and skills into practice.

Each EPC conducted a PlaySteps® program aiming to recruit a minimum of 48 families to the programs. Thirty-nine families were enrolled in the evaluation and 36 participants completed the Time 1 (pre PlaySteps®) measures and 29 families completed the Time 2 (post PlaySteps®) measures. Caregiver's ages ranged from 21 to 42 years with children aged from one to 37 months.

The project demonstrated improvements in a number of parenting measures and showed promising results for changes



in the risk status of children's social and emotional competence. Particularly strong results were found for parental mental health and sense of efficacy in the parenting role. These results were consistent with the findings of the earlier study.

Our fellow EPCs, Tweddle and O'Connell, found the training valuable. They have been able to incorporate aspects of the program into other areas of their service.

The feedback reinforces the merits of PlaySteps® as an effective early intervention program.

**Kirsty Evans**

Director of Nursing, Midwifery and Quality



**“...WE CAME INTO QEC FEELING DEPLETED OF ENERGY, ANXIOUS, OVERWHELMED AND SCATTERED. DURING MY JOURNEY I WAS SUPPORTED IN A WAY THAT FILLED ME TO THE BRIM – WITHOUT EVER HAVING TO ASK AND IN A WAY I HAVE NOT EXPERIENCED BEFORE. I LEFT QEC FEELING ENERGETIC, FOCUSED AND CONFIDENT ABOUT THE FUTURE AND MY PARENTING SKILLS.”**

Client, Residential Program

# SELF SUFFICIENCY and SUSTAINABILITY

## QEC secures its future through responsible management of its resources.

In a whole-of-organisation approach, QEC has established a new Giving and Growing Advisory Group that will identify and prioritise a range of financial needs and wish-list items that cannot be achieved through operating budgets, government sources and/or philanthropic avenues.

excited by the prospect of reporting on positive financial and profiling outcomes next year.

Sandra Makris

Public Relations and Fund Raising Officer

Preparation for Community Service Organisation (CSO) accreditation commenced early in the financial year and was finalised before the end of the same year.

### New group, new ways, new media

The fund procurement concept has been enthusiastically embraced, with group members including representatives from QEC's Board of Management, senior executive staff and residential team members. The Queen Elizabeth Centre Foundation has also nominated a Trustee as a liaison between the organisation and its foundation.

Members have joined their committee of choice: corporate engagement or social media or events. They are busy formulating their plans that will help grow QEC's funding base for the coming year.

To help raise awareness of our important work with the general public, the QEC website will become a donation portal. We did not have to look far for a creative designer to help us produce the right image.

One of our own Advisory Group Member's son, Alan Howlett, volunteered his services. He has created a wonderful emblem that complements our existing butterfly logo and which signifies the elements of starting small and growing large. We thank him.

In the coming year, the new group, which I am pleased to chair, will be taking advantage of the website to incorporate a friendly Facebook page and offer a range of individual donor options (inclusive of bequests).

We will also build better links with corporations wishing to inject dollars into innovative social and cultural improvement programs, and we will present a program of events.

The Giving and Growing Advisory Group members are

### Destination CSO Accreditation

As well as the PASDS programs and the Parenting Plus programs, the early parenting centres themselves were in scope for this audit. CSO would be a whole-of-QEC review – all sites, all staff – no way out of the process to achieve CSO accreditation. We ran forums and education sessions to support staff to prepare for the CSO review. We were more than ready for the audit team's arrival.

I was appointed the Quality Assurance Coordinator. It meant travelling to all areas where QEC had a presence; including extra flying to Wodonga in a sexy Rex plane with unparalleled views of the Victorian landscape. I am not a very good flyer, so each time the trip became bumpy Outreach Manager Jan Bedlington had to hold my hand. Visits to Pentridge Village in the Northern Region were always entertaining. These trips required a cut lunch for the in-car travelling time required. Conversely, I was compensated by short drives to the Southern Region office from our head office, but only if I missed the red lights and the train crossing barriers. I felt right at home when travelling to the Gippsland Region. That was my normal base.

To ensure there were no major gaps in our service delivery, all PASDs and Parenting Plus programs were internally audited with full participation and support from Program Managers, Coordinators and Early Parenting Practitioners. The



**“...I HAVE DEVELOPED MY OWN CONFIDENCE AS A MUM THROUGH THE SUPPORT AND ADVICE OF STAFF. I WOULD NOT BE ENJOYING THIS PRECIOUS TIME WITH MY SIX-MONTH-OLD.”**

#### Client, PlaySteps Program

senior management team and I were offered reassurance that 'we run our programs efficiently and effectively.' As individuals, we take ownership and pride in our work.

Insisting on their search for evidence to support the self-assessment prepared by yours truly, the audit team left no stone unturned and no question unanswered in their endeavour to find the truth.

Staff interviews were very well attended, albeit with some trepidation, by all residential and home-based staff. The most common phrase heard afterwards was, "oh, that wasn't so bad after all".

The Exit Interview by the auditors was well attended by residential staff, managers and accreditation reviewer. The Gippsland office was Skyped in to hear the preliminary results. We met all of the Standards and were provided with some suggestions for improvement.

It has been an amazing journey. All the staff at all sites welcomed me warmly. I thank them for their willingness to be involved and make sure they were up to date with all information.

A special thank you to QEC President Sue Harper and Board Member Kym Forrest who gave up their valuable time to participate in the Board Members' interview, which got us underway.

Well done QEC – we've arrived safely.

Next stop, ISO Audit.

**Carolyn Boland**

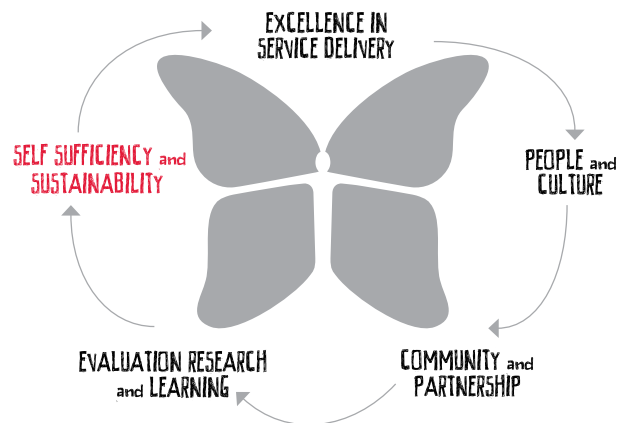
Quality Co-Ordinator and Outreach Co-ordinator,  
Gippsland Office

*QEC achieved full compliance on the AS/NZS ISO 9001 2008 in June 2012.*

**QEC travels further down the road to create a safe and green organisation.**

#### **An organisation that cares – internally and externally**

During 2011, QEC made the exciting move to introduce an environment and sustainability program that would look



at analysing operations to achieve daily work in the most environmentally friendly way possible.

I oversee this new program as part of my role and to bring me up to speed, I was offered training with the Green Steps organisation, a subsidiary of Monash University. It proved to be a fantastic course that worked through changing organisational cultures and processes in a number of different ways, including techniques of how to bring staff along the journey of change.

QEC's existing Occupational Health and Safety Committee merged with this new environmental program to create and develop a structured, proactive plan that oversees our health, safety, environment and sustainability practices.

Introduction of incident investigation and an increase in site assessments, audits and training will increase the OH&S activity throughout the organisation in order to bring employee safety to the forefront.

In an exciting first for QEC, we now have an eco-friendly policy for equipment that incorporates recycling and disposal of redundant equipment. Other initiatives were introduced during the year, such as minimisation of paper wastage. Economical photocopiers were installed, incorporating automatic double-sided printing, to replace numerous smaller units.

Growing Green for Families was a Noble Park staff idea. With the advice and assistance of a local Rotary Club, a garden bed now produces a selection of fresh, delicious vegetables and herbs. The garden encourages clients and children in healthy eating habits, introduced through participation in the cultivating process.

I am looking forward to yearly schedules of preventative and maintenance audits, education and implementation of ongoing development, with safety and employee health being a key focus.

Our policies and practices are now aligned.

We will become self sufficient and environmentally accountable.

**Janelle Crossett**  
Manager, Systems and Risk

# OUR STAFF



## Why I love working at QEC

"I love the honesty, hard work and integrity of the people I work with and the amount of autonomy and respect I'm granted. I love the variety and flexibility of my days. And above all I love the work QEC does, and knowing that I'm contributing to this work, is very rewarding to me."

"I enjoy the challenges of working with a variety of families and seeing them grow with confidence and skill and assisting children to reach their full potential."

"I love the variety and challenges of my job, but most of all the great people I work with."

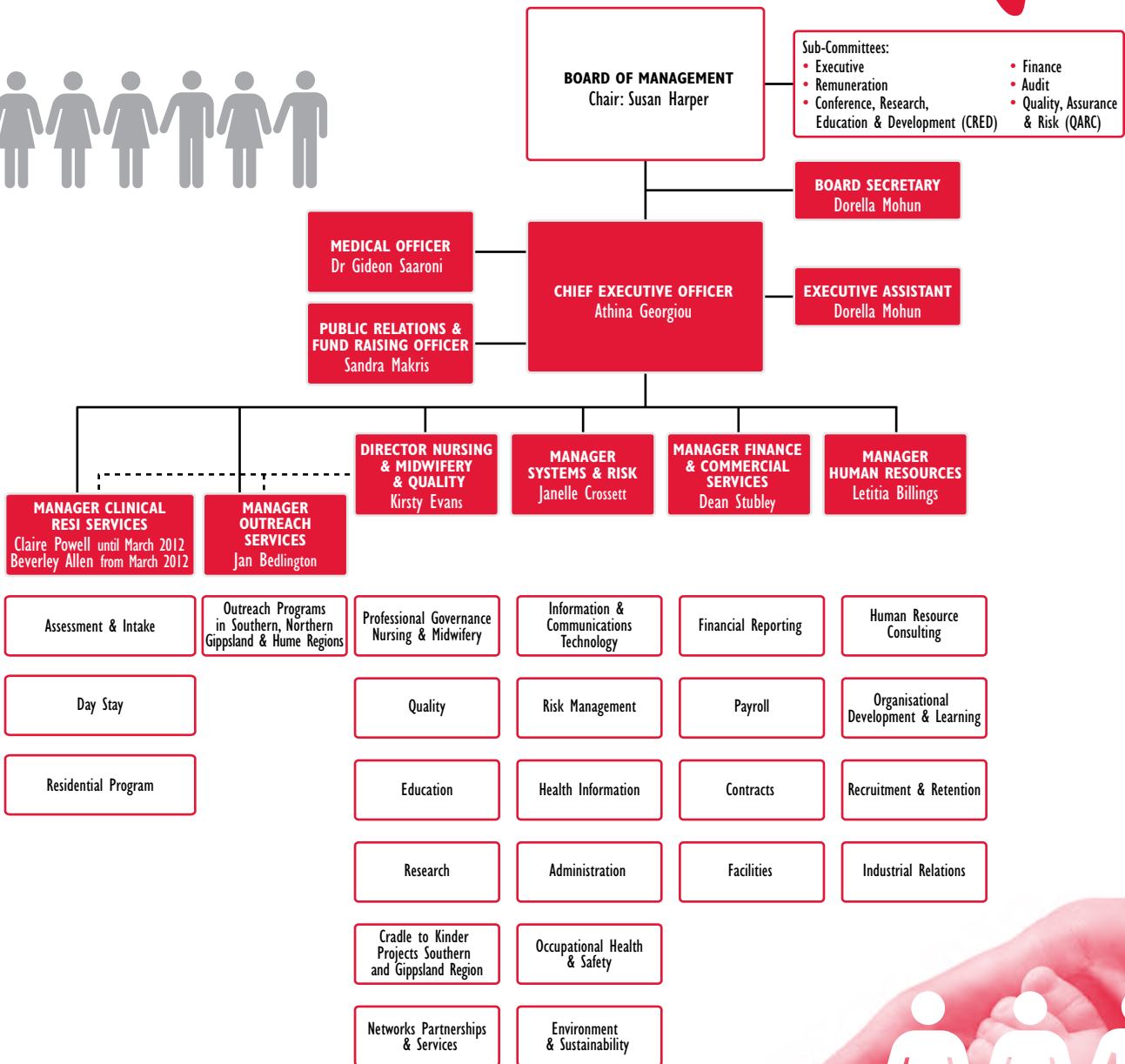
"The best thing working for QEC is knowing that my efforts as part of a team are making a difference in the well being of mothers with their young children/families who are desperate for assistance."

## COMPOSITION OF QEC STAFF AS AT 30 JUNE 2012 & 30 JUNE 2011 (INCLUDING CASUAL STAFF)

Role	June 2012 FTE		2011-2012 YTD FTE	
	2012	2011	2012	2011
Administration/Finance	9.8	8.4	8.9	8.9
Chief Executive Officer	1.0	1.0	1.0	1.9
Clinical Education Co-ordinators (Inc Maternal & Child Health Nurses)	2.6	3.1	2.8	3.3
Medical Officer	0.5	0.5	0.5	0.5
Director of Nursing & Midwifery & Quality	1.0	1.0	1.0	1.0
Enrolled Nurses	39.3	38.5	38.3	37.6
Family Counselling Psychologist	0.8	1.8	1.7	1.2
Managers	4.4	4.0	4.2	4.0
Program Co-ordinators (Inc Maternal & Child Health Nurses)	11.9	13.8	11.7	13.3
Team Leaders (Inc Maternal & Child Health Nurses)	9.8	10.2	9.8	9.9
Social Workers & Youth Workers	2.3	N/A	0.1	N/A
<b>Total</b>	<b>83.5</b>	<b>82.3</b>	<b>79.9</b>	<b>81.6</b>

(In 2012, QEC employed a total of 134 Staff)

# QEC REPORTING AND FUNCTIONAL CHART



# OUR MANAGERS



1	CHIEF EXECUTIVE OFFICER	Athina Georgiou, B App Sc (Sp Path), MEd (Uni of Melb), MBusMgt (RMIT), FACHSM.
2	MANAGER FINANCE & COMMERCIAL SERVICES	Dean Stuble, B Bus (Acct) CPA
3	MANAGER SYSTEMS AND RISK	Janelle Crossett, Adv Dip Bus Mgt, Cert Gov
4	MANAGER OUTREACH SERVICES	Jan Bedlington, RN, RM, MCHN Dip App Sc (Community Health)
5	PUBLIC RELATIONS and FUND RAISING OFFICER	Sandra Makris
6	DIRECTOR OF NURSING, MIDWIFERY & QUALITY	Kirsty Evans, RN, RM, MCHN, Grad Dip Hlth Sc (Hlth Ed & Hlth Prom), Grad Cert Hlth Services M'Ment, Cert Paeds
-	MANAGER CLINICAL RESI SERVICES (until 19/3/12)	Claire Powell, RN, RM, Ba Nursing, Grad Dip Child Health and Community Nursing
7	ACTING MANAGER CLINICAL RESI SERVICES (from 19/3/12)	Beverley Allen, RN, Grad Dip Adv Nsg Midwifery, Grad Dip Adv Nsg MCH/Commy Nsg, Grad Dip Family Therapy, MPublic Health
8	MANAGER HUMAN RESOURCES	Letitia Billings, BComm, MHRM, Grad Dip Ed
-	MEDICAL OFFICER	Dr Gideon Saaroni, MBBS

# OUR SUPPORTERS

**External funding support and grants received for its innovative programs and services enables QEC to attain extraordinary outcomes for vulnerable and ‘at risk’ Victorian families.**

We gratefully acknowledge the support of the following:

**Individuals, community groups and willed bequests**

- Country Women’s Association
- Dame Elisabeth Murdoch
- Lucy Alice Thompson
- Sir Walter Leitch Estate

**Philanthropy**

- Creswick Foundation
- Collier Charitable Fund
- R E Ross Trust
- The Queen Elizabeth Centre Foundation

**Public sector special purpose grants**

- Communities for Children (Anglicare)
- Department of Human Services - Cradle to Kinder Programs
- Department of Human Services – QEC International Conference



**“...TOGETHER YOU ALL CREATE A VERY SUPPORTIVE AND SAFE SPACE FOR US TO LEARN AND GROW AS PARENTS.”**

Client, Residential Program



# OUR BOARD

## 1. Ms Susan Harper OAM,

### Dip KTC, Grad Dip Education Studies

Susan Harper joined the QEC Board in 2005, becoming president in February 2010. Susan originally trained as a kindergarten teacher and has a long commitment to the importance of the early years. Susan was awarded a Centenary Medal and an Order of Australia for her work in early childhood and early childhood-associated organisations. Board of Management meeting attendance for the period was 80 per cent.

## 2. Ms Hannah Crawford LLB, B Com, CA, F Fin

Hannah is a Director of Grant Samuel. She is a chartered accountant and has expertise in corporate strategy, the preparation of independent expert's reports, business valuations, mergers and acquisitions. Hannah has been a Member of the Board since 2007. She is Vice President, Chair of the Finance Committee and a member of the Audit Committee. Hannah retired from the Board in July 2012. Board of Management meeting attendance for the period was 80 per cent.

## 3. Ms Kym Forrest RN, BN, MMgt

Kym has a 30-year career in nursing and is currently the Operations Director / Director of Nursing, Monash Medical Centre and Women and Children Services Southern Health. Kym has substantial experience in hospital management and clinical service planning. She has been on the Board since 2009. Kym is Vice President, Member of the Quality and Risk Committee, Conference, Research, Education and Development Committee and Remuneration Committee. Board of Management meeting attendance for the period was 90 per cent.

## 4. Ms Karen Wells B Comm, FCA, MAICD

Karen is a chartered accountant and a registered company auditor. She is a director of HLB Mann Judd. Karen specialises in the areas of audit, financial reporting, quality control and risk management. She joined the Board in 2010 and currently is Chair of the Audit Committee and a member of the Finance Committee. Board of Management meeting attendance for the period was 70 per cent.

## 5. Ms Mary Beth Bauer FAICD, ACA

Mary Beth has more than 20 years' professional experience in corporate finance, investor relations and chartered accounting. She is a fellow of the Australian Institute of Company Directors. Mary Beth joined the Board in 2009 and is a Member of the Finance and Audit Committees. Mary Beth retired from the Board in July 2012. Board of Management meeting attendance for the period was 80 per cent.



## 6. Mr Mark Dunphy BA/LLB, Grad Dip Labour Law

Mark is a partner at Hall & Wilcox Lawyers where he heads the Employment and Workplace relations team. He acts for employer clients in all industry sectors. Mark joined the Board in 2010 and is a Member of the Remuneration and Quality Assurance and Risk Committee. Board of Management meeting attendance for the period was 90 per cent.

## 7. Mr David Howlett AAPA, ACIS

David Howlett was a senior executive in the NSW Department of Health as Regional Director of Rural and Metropolitan Health Services. He brings to the Board expertise in finance, health management, fundraising and the workings of the private, government and non-profit sectors. David joined the Board in 2011 and participates in the Finance and Conference, Research, Education & Development Committees. Board of Management meeting attendance for the period was 90 per cent.

## 8. Associate Professor Campbell Paul MBBS, FRANZCP Cert Child & Adolescent Psych

Associate Professor Paul is a Consultant Child Psychiatrist practising at the Royal Children's Hospital. He is a leading practitioner, academic and dedicated campaigner for promoting and progressing service and workforce development to support infant mental health both in Australia and internationally. Campbell has been a member of the Board for more than 20 years, joining in 1991, and currently chairs the Conference, Research Education and Development Committee. Board of Management meeting attendance for the period was 90 per cent.



10



9



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7



11

**9. Ms Shelley Racine BA/Law**

Shelley is a former lawyer with experience in family law, legal aid matters, wills and estates, estate planning and property law. Shelley has a strong interest in children and child welfare. She joined the Board in 2006 and is a Member of the Conference, Research Education & Development Committee and Quality Assurance and Risk Committee. Board of Management meeting attendance for the period was 80 per cent.

**10. Ms Mary Sayers BA, Grad Dip HR, MCom**

As Associate Director of Programs at the Centre for Community Child Health, Mary is responsible for the development of early childhood policy, translation of research into practice, workforce development and service development and evaluation. Mary joined the Board in 2010 and is a Member of the Quality Assurance & Risk Committee and Conference, Research, Education & Development Committee. Board of Management meeting attendance for the period was 70 per cent.

**11. Mr Tim Staker MBA, Grad Dip Bus (Tech Mgmt), Dip Eng (Biomed), Dip Eng (Electronic)**

Tim is an engineer with extensive experience and qualifications in business administration. His current role is National General Manager of several non-clinical organisations owned by Cabrini Health. Since joining the Board in 2002 he has chaired the Quality and Risk Committee and served as a member of the Finance Committee and independent member of the Audit Committee. Board of Management meeting attendance for the period was 80 per cent.

**12. Mr Keith Lambert Grad Dip Bus Admin; FSIA FAIB, FCIB (UK)**

Keith has been an auditor and treasury consultant in the banking industry for over 25 years. Keith joined the Board in November 2003 and during this time he has initiated new strategies for service development, together with accompanying financial projections, financial reporting and planning. He has chaired the Finance Committee and was appointed as Vice President, a role he held until 2009. Keith retired from the Board in December 2011.

# COMPLIANCE

## COMMUNITY SERVICE REGISTRATION

QEC is a registered Community Service Organisation under Section 46 of the Children, Youth and Families Act 2005. QEC is registered to meet the needs of children requiring care, support protection, or accommodation and of families requiring support.

## QUALITY ACCREDITATION

QEC operates a management system compliant with the requirements of AS/NZS ISO 9001:2008. Scope of certification is specialised residential, day stay or home-based, early parenting support, care and educational services to families and professionals who work with families.

## FREEDOM OF INFORMATION

For the year ended 30 June 2012, six requests were received under the Freedom of Information Act 1982.

## WHISTLEBLOWERS PROTECTION ACT

There were no disclosures under the Whistleblowers Protection Act 2001.

## OCCUPATIONAL HEALTH and SAFETY

QEC has established an Occupational Health and Safety Management System that monitors safety incidents and accidents through a Risk Management System. The Occupational Health & Safety Program works alongside the Environment and Sustainability Program in a combined Committee merged in 2011.

## ENVIRONMENTAL PERFORMANCE

QEC is currently developing an Environment and Sustainability Program, working alongside the OH&S Committee and Program. QEC has developed an environmentally friendly policy for disposal of all electronic equipment and installed equipment to reduce energy consumption and waste.

## BUILDING ACT 1993

QEC fully complies with the building and maintenance provisions of the Building Act 1993.

## CONSULTANCIES

The following organisations were engaged for consultancies during the financial year 2011-12 to a total cost of \$150,568:

Bell Partners  
Gadens Lawyers  
Hall & Willcox  
NCS International  
Parenting Research Centre  
Reckon  
Ridgeline Human Resources  
Satley Group  
Victorian Auditor-General's Office

## MINISTERIAL DIRECTIONS

The information listed in the Directions of the Minister for Finance, Financial Reporting Directions (FRD 22) is available on request.

## NATIONAL COMPETITION POLICY

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

## REVENUE INDICATORS

During FY 2011, QEC had nil collection days in Private, TAC, VWA, Other Compensable, Psychiatric or Nursing home categories.

## Attestation on Compliance with Australian/New Zealand Risk Management Standard

I, Susan Harper certify that the Queen Elizabeth Centre has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The Quality and Risk Committee verifies this assurance and that the risk profile of the Queen Elizabeth Centre has been critically reviewed within the last 12 months.



Susan Harper  
President  
June 2012

## Attestation on Data Integrity

I, Athina Georgiou certify that the Queen Elizabeth Centre has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. The Queen Elizabeth Centre has critically reviewed these controls and processes during the year.



Athina Georgiou  
CEO  
QEC  
30 June 2012



Right to left: Susan Harper (Board President), Athina Georgiou (CEO), Campbell Paul (Chair, Conference Research, Education and Development Subcommittee), David Howlett (Board member), Kym Forrest (Vice President), Tim Staker (Chair, Quality Assurance and Risk Subcommittee) and Hannah Crawford (Chair, Finance Subcommittee).

**“...THANKS A LOT FOR WORKING WITH ME AND MY FAMILY. WE LOVED IT...WE HAD FUN WORKING WITH YOU SO I HOPE YOU ALL WILL HAVE A GOOD TIME WITH OTHER FAMILIES LIKE US.”**

Client, Residential Program

# GLOSSARY

A&I	Assessment and Intake – QEC telephone consultation program based at Noble Park
BBB	Bumps to Babes and Beyond – prenatal and postnatal program based at Mildura
CALD	Culturally and linguistically diverse
Cradle to Kinder	QEC
DayStay program	QEC day program based at Noble Park and Wangaratta
DHS	Victorian Department of Human Services
EPCs	Early parenting centres
EPP	Early Parenting Practitioner
Green Steps	Sustainability education program at Monash University
Home-based program	QEC programs based at clients' home throughout Victoria
Kildonon	Kildonon Child & Family Services
MyTime	Group program working with families with children with disabilities
OAM	Order of Australia Medal
O'Connell Family Centre	Early parenting centre – Canterbury
Parenting Plus	Home-based program based in the Southern Metropolitan, Hume and Gippsland regions
PASDS	Parenting Assessment and Skills Development Services
PlaySteps®	QEC group program
QEC	Queen Elizabeth Centre
Residential program	Overnight program for five to 10 days, based at Noble Park
RiskMan	Risk management software system
Stronger Families	DHS funded Home-based program formerly known as Family Coaching
Take Two	Take Two (Berry Street) – Richmond
Tweddle	Tweddle Child + Family Health Services – early parenting centre – Footscray
TWEQ	Client information system being implemented jointly through QEC and Tweddle
VACCA	Victorian Aboriginal Child Care Agency
VAGO	Victorian Auditor-General's Office

**“...THANK YOU SO MUCH FOR  
YOUR PATIENCE, GUIDANCE,  
HELPFULNESS, KNOWLEDGE AND  
KINDNESS.”**

Client, Residential Program



# DISCLOSURE INDEX

The Annual Report of QEC is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

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# TRIBUTE

Mrs Alwynne Jona passed away on 15 April 2012, following a long illness. In November 2011 our Board Chair, Ms Susan Harper, acknowledged her significant contribution to QEC. The following message was delivered by Ms Harper at our 93rd Annual General Meeting.

## Mrs Alwynne Jona (nee Burley) OAM, Trustee of the QEC Foundation

We recognise Mrs Alwynne Jona today, not just for her work and involvement as a Member of the QEC Foundation, but also for her long-standing commitment to the community. Alwynne Jona joined the QEC Foundation Board as a Trustee in 2008, after the passing of her much lauded husband, Walter. He was a driving force behind the Foundation.

When Alwynne Jona commits to a cause, she has a proud history of giving of herself not simply for years, but for decades.

Alwynne was a volunteer at Willsmere (Kew) starting in 1961 and concluding in 1991; only because the centre was sold to private enterprise for redevelopment.

Alwynne was inspired by the works of Dr Cunningham Dax, a compassionate English psychiatrist who was brought



Alwynne Jona (right) and Susan Harper.

out to Australia to serve the Willsmere community. His words resonated with her: 'A broken mind is no different to a broken bone'.

Always optimistic, he believed, like Alwynne, that there is always hope for everyone, regardless of their circumstances. Dr Dax was a compassionate man and Alwynne Jona was a compassionate woman.

Perhaps the doctor's words were at the back of Alwynne's mind when she joined the QEC Foundation, knowing that one of the aims of the QEC staff is to help those vulnerable families when they present to us for parenting assistance. Through her involvement with the QEC Foundation, Alwynne continued to make a difference – as a member of the Foundation.

Alwynne was also one of the first audio presenters on Radio RPH, Radio for the Print Handicapped, providing a melodic tone to blind listeners. In addition Alwynne was also the Chairman of the Association of the Blind (Kooyong Branch) for many years, and was awarded the Order of Australia Medal in 1999 for extensive service to the Victorian Association for the Blind.

Alwynne Jona also provided newly arrived migrants with assistance to learn English.

Alwynne supported her much appreciated and admired husband Walter Jona during his extensive term as the local member in the electorate of Hawthorn.

Alwynne Jona deserved her Order of Australia, many times over.

We will miss her kindness, support and devotion to our cause.





If the Financial Statements to this report are not attached, please view at [www.qec.org.au](http://www.qec.org.au)  
or ring QEC on +61 39549 2777



**The Queen Elizabeth Centre**

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53 Thomas Street, Noble Park VIC 3174, Australia

Southern Office: Noble Park North  
Northern Office: Coburg  
Gippsland Office: Morwell  
Hume Office: Wodonga

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# Queen Elizabeth Centre

2011-12

94th Annual Report

Financial Statements

For the year ended 30 June 2012



QEC

LEARNING. PARENTING. TOGETHER.

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Auditor General's report  
QEC Officer's Declaration  
Financial Statements

QEC  
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Website [www.audit.vic.gov.au](http://www.audit.vic.gov.au)

## INDEPENDENT AUDITOR'S REPORT

### To the Board Members of The Queen Elizabeth Centre

#### *The Financial Report*

The accompanying financial report for the year ended 30 June 2012 of The Queen Elizabeth Centre which comprises the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement, notes comprising a statement of significant accounting policies and other explanatory information, and the Board Member's, Accountable Officer's and Chief Finance and Accounting Officer's declaration has been audited.

#### *The Board Members' Responsibility for the Financial Report*

The Board Members of The Queen Elizabeth Centre are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and the financial reporting requirements of the *Financial Management Act 1994*, and for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Board Members, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

## Independent Auditor's Report (continued)

### *Independence*

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

### *Opinion*

In my opinion, the financial report presents fairly, in all material respects, the financial position of The Queen Elizabeth Centre as at 30 June 2012 and of its financial performance and its cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Financial Management Act 1994*.

### *Matters Relating to the Electronic Publication of the Audited Financial Report*

This auditor's report relates to the financial report of The Queen Elizabeth Centre for the year ended 30 June 2012 included both in The Queen Elizabeth Centre's annual report and on the website. The Board Members of The Queen Elizabeth Centre are responsible for the integrity of The Queen Elizabeth Centre's website. I have not been engaged to report on the integrity of The Queen Elizabeth Centre's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in the website version of the financial report.

MELBOURNE  
17 August 2012

  
for D D R Pearson  
Auditor-General

## The Queen Elizabeth Centre

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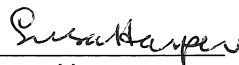
### Board Member's, Accountable Officer's and Chief Finance and Accounting Officer's Declaration

We certify that the attached financial statements for The Queen Elizabeth Centre have been prepared in accordance with Standing Direction 4.2 of the *Financial Management Act 1994*, applicable *Financial Reporting Directions*, Australian Accounting Standards, Australian Accounting Interpretations and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the Comprehensive Operating Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement and notes to and forming part of the financial statements, presents fairly the financial transactions during the year ended 30 June 2012 and the financial position of The Queen Elizabeth Centre at 30 June 2012.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

We authorise the attached financial statements for issue on this day.

  
Susan Harper  
President

Noble Park

16 August 2012

  
Athina Georgiou  
Chief Executive Officer

Noble Park

16 August 2012

  
Dean Stublely CPA  
Commercial and Finance Manager

Noble Park

16 August 2012

## Comprehensive Operating Statement

For the Year Ended 30 June 2012

	Notes	2012 \$	2011 \$
Revenue from Operating Activities	2	8,522,918	8,587,584
Interest Received	2	168,202	180,556
Employee Benefits	3	(6,466,652)	(6,445,738)
Supplies & Consumables	3	(179,893)	(190,590)
Other Expenses from Continuing Operations	3	(1,589,151)	(1,855,928)
<b>Net Result before Capital and Specific Items</b>		<b>455,424</b>	<b>275,884</b>
Capital Purpose Income	2	-	9,711
Depreciation and Amortisation	4	(319,301)	(336,904)
Net Gains/(Losses) on Disposal of Non-Current Assets	3c	22,687	52,429
<b>NET RESULT FOR THE YEAR</b>		<b>158,810</b>	<b>1,120</b>
Net Loss on revaluation of Financial Assets Available for Sale		(5,174)	-
<b>COMPREHENSIVE RESULT FOR THE YEAR</b>		<b>153,636</b>	<b>1,120</b>

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

## Balance Sheet

As at 30 June 2012

	Notes	2012 \$	2011 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	5	2,790,532	3,168,352
Receivables	6	265,797	65,022
<b>Total Current Assets</b>		<b>3,056,329</b>	<b>3,233,374</b>
<b>Non-Current Assets</b>			
Receivables	6	390,878	304,929
Investments	7	634,224	-
Property, Plant and Equipment	8	6,634,576	6,723,105
Intangible Assets	9	144,643	-
<b>Total Non-Current Assets</b>		<b>7,804,321</b>	<b>7,028,034</b>
<b>TOTAL ASSETS</b>		<b>10,860,650</b>	<b>10,261,408</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Interest Bearing Liabilities	10	3,662	6,842
Payables	11	314,495	214,639
Revenue Received in Advance	13	443,291	331,855
Provisions	12a	1,764,443	1,619,815
<b>Total Current Liabilities</b>		<b>2,525,891</b>	<b>2,173,151</b>
<b>Non-Current Liabilities</b>			
Provisions	12a	281,417	188,551
<b>Total Non-Current Liabilities</b>		<b>281,417</b>	<b>188,551</b>
<b>TOTAL LIABILITIES</b>		<b>2,807,308</b>	<b>2,361,702</b>
<b>NET ASSETS</b>		<b>8,053,342</b>	<b>7,899,706</b>
<b>EQUITY</b>			
Asset Revaluation Reserve	14a	3,787,355	3,787,355
Available for Sale Reserve	14a	(5,174)	-
General Purpose Reserve	14a	990,000	990,000
Contributed Capital	14b	4,894,538	4,894,538
Accumulated Surpluses/(Deficits)	14c	(1,613,377)	(1,772,187)
<b>TOTAL EQUITY</b>		<b>8,053,342</b>	<b>7,899,706</b>

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

## Statement of Changes in Equity

For the Year Ended 30 June 2012

	Equity at 1 July 2011	Comprehensive result	Transactions with owners in its capacity as owner	Equity at 30 June 2012
Notes	\$	\$	\$	\$
Accumulated (Deficit)	(1,772,187)	-	-	(1,772,187)
Comprehensive Result	-	158,810	-	158,810
	<b>(1,772,187)</b>	<b>158,810</b>	<b>-</b>	<b>(1,613,377)</b>
Contribution by Owners	4,894,538	-	-	4,894,538
Transfer (To)/From accumulated funds	-	-	-	-
	<b>4,894,538</b>	<b>-</b>	<b>-</b>	<b>4,894,538</b>
Reserves				
Asset Revaluation Reserve	3,787,355	-	-	3,787,355
Available for Sale Reserve	-	(5,174)	-	(5,174)
General Reserve	990,000	-	-	990,000
Contributed Capital	-	-	-	-
	<b>4,777,355</b>	<b>(5,174)</b>	<b>-</b>	<b>4,772,181</b>
Total Equity at the end of the financial year	<b>7,899,706</b>	<b>153,636</b>	<b>-</b>	<b>8,053,342</b>

	Equity at 1 July 2010	Comprehensive result	Transactions with owners in its capacity as owner	Equity at 30 June 2011
Notes	\$	\$	\$	\$
Accumulated (Deficit)	(1,773,307)	-	-	(1,773,307)
Comprehensive Result	-	1,120	-	1,120
	<b>(1,773,307)</b>	<b>1,120</b>	<b>-</b>	<b>(1,772,187)</b>
Contribution by Owners	4,894,538	-	-	4,894,538
Transfer (To)/From accumulated funds	-	-	-	-
	<b>4,894,538</b>	<b>-</b>	<b>-</b>	<b>4,894,538</b>
Reserves				
Asset Revaluation Reserve	3,787,355	-	-	3,787,355
General Reserve	990,000	-	-	990,000
Contributed Capital	-	-	-	-
	<b>4,777,355</b>	<b>-</b>	<b>-</b>	<b>4,777,355</b>
Total Equity at the end of the financial year	<b>7,898,586</b>	<b>1,120</b>	<b>-</b>	<b>7,899,706</b>

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



## Cash Flow Statement

For the Year Ended 30 June 2012

	Notes	2012	2011
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Government Grants		7,909,538	7,214,592
Donations and Bequests		56,294	122,789
Interest Received		151,259	181,797
GST received from ATO		153,332	122,258
Other Receipts		506,561	903,998
<b>Payments</b>			
Employee Benefits Paid		(5,977,278)	(5,966,711)
Payments for Supplies Consumables and Other Expenses		(2,190,574)	(2,254,051)
<b>NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES</b>	15	<b>609,132</b>	<b>324,672</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of Properties, Plant and Equipment and Intangible Assets		(382,990)	(288,378)
Proceeds from Sale of Properties, Plant and Equipment		35,436	66,961
Net Proceeds (to) / from Investments		(639,398)	-
<b>NET CASH INFLOW/(OUTFLOW) FROM INVESTING ACTIVITIES</b>		<b>(986,952)</b>	<b>(221,417)</b>
<b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS HELD</b>		<b>(377,820)</b>	<b>103,255</b>
<b>CASH AND CASH EQUIVALENTS AT BEGINNING OF FINANCIAL YEAR</b>		<b>3,168,352</b>	<b>3,065,097</b>
<b>CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR</b>	5	<b>2,790,532</b>	<b>3,168,352</b>

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

## Note 1: Statement of Significant Accounting Policies

### (a) Statement of Compliance

These financial statements are a general purpose financial report which have been prepared in accordance with the *Financial Management Act 1994* and applicable Australian Accounting Standards (AAS's) issued by the Australian Accounting Standards Board (AASB). The financial statements also comply with relevant Financial Reporting Directions (FRDs) issued by the Department of Treasury and Finance, and relevant Standing Directions (SDs) authorised by the Minister for Finance.

The Queen Elizabeth Centre is a not-for profit entity and therefore applies the additional AUS paragraphs applicable to "not-for-profit" Health Services under the AAS's.

The annual financial statements were authorised for issue by the Board of Queen Elizabeth Centre on 1<sup>st</sup> August 2012.

### (b) Basis of Accounting Preparation and Measurement

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

The going concern basis was used to prepare the financial statements.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 30 June 2012 and the comparative information presented in these financial statements for the year ended 30 June 2011.

The financial statements are prepared in accordance with the historical cost convention, except for the revaluation of certain non-current assets, as noted.

Historical cost is based on the fair values of the consideration given in exchange for assets.

In the application of AASs management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstance, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision, and future periods if the revision affects both current and future periods.

The financial statements, except for cash flow information, have been prepared using the accrual basis of accounting. Under the accrual basis, items are recognised as assets, liabilities, equity, income or expenses when they satisfy the definitions and recognition criteria for those items, that is they are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

### (c) Reporting Entity

The financial statements include all the controlled activities of the Queen Elizabeth Centre.

Its principal address is:

53 Thomas Street

Noble Park Victoria 3174

### (d) Rounding Off

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

**(e) Scope and Presentation of Financial Statements****Comprehensive Operating Statement**

The subtotal entitled 'Net Result Before Capital & Specific Items' is included in the Comprehensive Operating Statement to enhance the understanding of the financial performance of the Queen Elizabeth Centre. This subtotal reports the result excluding items such as capital grants, assets received or provided free of charge, depreciation, and items of an unusual nature and amount such as specific revenues and expenses. The exclusion of these items is made to enhance matching of income and expenses so as to facilitate the comparability and consistency of results between years and Victorian Public Health Services. The 'Net Result Before Capital & Specific Items' is used by the management of the Queen Elizabeth Centre, the Department of Health and the Victorian Government to measure the ongoing performance of Health Services in operating hospital services. Capital and specific items, which are excluded from this sub-total, comprise:

- Capital purpose income, which comprises all tied grants, donations and bequests received for the purpose of acquiring non-current assets, such as capital works, plant and equipment or intangible assets. Consequently the recognition of revenue as capital purpose income is based on the intention of the provider of the revenue at the time the revenue is provided.
- Specific income/expense, comprises the following items, where material:
  - Non-current asset revaluation increments/decrements.
- Depreciation and amortisation, as described in Note 1 (l).

**Balance Sheet**

Assets and liabilities are categorised either as current or non-current.

**Statement of Changes in Equity**

The statement of changes in equity presents reconciliations of each non-owner and owner equity opening balance at the beginning of the reporting period to the closing balance at the end of the reporting period. It also shows separately changes due to amounts recognised in the comprehensive result and amounts recognised in other comprehensive income related to other non-owner changes in equity.

**Cash Flow Statement**

Cash flows are classified according to whether or not they arise from operating activities, investing activities, or financial activities. This classification is consistent with requirements under *AASB107 Statement of Cash Flows*.

**(f) Functional and Presentation Currency**

The presentation currency of the Queen Elizabeth Centre is the Australian dollar, which has also been identified as the functional currency of the entity.

**(g) Cash and Cash Equivalents**

Cash and cash equivalents comprise cash on hand and cash at bank, deposits at call and highly liquid investments with an original maturity date of three months or less, which are held for the purpose of meeting short term cash commitments rather than for investment purposes, which are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value.

**(h) Receivables**

Trade receivables are recognised initially at fair value and subsequently measured at amortised cost, using the effective interest method, less any accumulated impairment.

Trade receivables are carried at nominal amounts due and are due for settlement within 30 days from the date of recognition. Collectability of debts is reviewed on an ongoing basis, and debts which are known to be uncollectible are written off. A provision for doubtful debts is raised where doubt as to collection exists.

**(i) Investments**

Investments are recognised and derecognised on trade date where purchase or sale of an investment is under contract whose terms require delivery of the investment within the timeframe established by the market concerned, and are initially measured at fair value, net of transaction costs. Investments are classified as available for sale financial assets.

Gains and losses arising from changes in value are recognised in other comprehensive income until the investment is disposed of or is determined to be impaired, at which time the cumulative gain or loss previously recognised in other comprehensive income is included in net result for the period.

QEC assesses at each balance sheet date whether a financial asset or group of financial assets is impaired.

All financial assets, except those measured at fair value through profit or loss are subject to annual review for impairment.

**(j) Intangible Assets**

Intangible assets represent identifiable non-monetary assets without physical substance such as computer software and development costs.

Intangible assets are initially recognised at cost. Subsequently, intangible assets with finite useful lives are carried at cost less accumulated amortisation and accumulated impairment losses. Costs incurred subsequent to initial acquisition are capitalised when it is expected that additional future economic benefits will flow to the entity.

Amortisation is allocated to intangible assets with finite useful lives on a straight-line basis over the asset's useful life. Amortisation begins when the asset is available for use, that is, when it is in the location and condition necessary for it to be capable of operating in the manner intended by management. The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at the end of each annual reporting period. In addition, an assessment is made at each reporting date to determine whether there are indicators that the intangible asset concerned is impaired. If so, the assets concerned are tested as to whether their carrying value exceeds their recoverable amount.

**(k) Property, Plant and Equipment**

**Land and buildings** are recognised initially at cost and subsequently measured at fair value less accumulated depreciation and impairment.

**Plant, equipment and vehicles** are measured at cost less accumulated depreciation and impairment.

**Cultural assets** that the State intends to preserve because of their unique historical, cultural or environmental attributes are measured at their fair value five yearly and are not depreciated.

**Revaluations of Non-Current Physical Assets**

Non-current physical assets measured at fair value are revalued in accordance with FRD 103D Non-current physical assets. This revaluation process normally occurs every five years, based upon the asset's Government Purpose Classification, but may occur more frequently if fair value assessments indicate material changes in values. Independent valuers are used to conduct these scheduled revaluations and any interim revaluations are determined in accordance with the requirements of the FDR's. Revaluation increases or decreases arise from differences between an asset's carrying value and fair value.

Revaluation increments are credited directly to equity in the asset revaluation reserve, except to the extent that an increase reverses a revaluation decrement in respect of that class of property, plant and equipment, previously recognised as an expense in the net result, the increment is recognised as income in the net result.

Revaluation decrements are recognised immediately as expenses in the net result, except to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of property, plant and equipment, they are debited to the revaluation reserve.

Revaluation increases and decreases relating to individual assets within a class of property, plant and equipment, are offset against one another within that class but are not offset in respect of assets in different classes. Revaluation reserves are not normally transferred to accumulated funds on de-recognition of the relevant asset.

**(l) Depreciation and Amortisation**

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. Depreciation is generally calculated on a straight line basis so as to write off the net cost or other revalued amount of each asset over its expected useful life to its estimated residual value. Estimates of the remaining useful lives for all assets are reviewed at least annually.

The following table indicates the expected useful lives of non-current assets on which the depreciation and amortisation charges are based:

	2012	2011
Buildings	50 to 55 years	50 to 55 years
Plant & Equipment	5 to 10 years	5 to 10 years
Furniture & Fittings	8 to 10 years	8 to 10 years
Motor Vehicles	4 to 5 years	4 to 5 years
Computers & Communication	3 to 16 years	3 to 16 years
Computer software developed	3 to 10 years	3 years

**(m) Payables**

Payables represent liabilities for goods and services provided to the Queen Elizabeth Centre that are unpaid at the end of the financial year. Payables are initially recognised at fair value, being the cost of the goods and services, and then subsequently measured at amortised cost. The normal credit terms are 30 days.

**(n) Tax****Goods and Services Tax**

Income, expenses and assets are recognised net of the amount of associated Goods and Services Tax (GST), unless the GST incurred is not recoverable from the taxation authority. In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the taxation authority, are presented as operating cash flow.

**Income Tax**

The Queen Elizabeth Centre is a public hospital and deductible gift recipient and is therefore exempt from paying Income Tax.

**(o) Employee Benefits****Wages and Salaries, Annual Leave, and Accrued Days Off**

Liabilities for wages and salaries, including non-monetary benefits, annual leave, and accrued days off expected to be settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee's services up to the reporting date, classified as current liabilities and measured at nominal values. Those liabilities that are not expected to be settled within 12 months are recognised in the provision for employee benefits as current liabilities, as the Queen Elizabeth Centre will not have the unconditional right to defer the settlement should an employee take leave within 12 months. Those liabilities are measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

**Long Service Leave**

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

**Current liability** – unconditional LSL (representing 10 or more years of continuous service) is disclosed in the notes to the financial statements as a current liability even where the Queen Elizabeth Centre does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at:

- present value—component the Queen Elizabeth Centre does not expect to settle within 12 months; and
- nominal value—component the Queen Elizabeth Centre expects to settle or may be obliged to settle within 12 months.

**Non-Current liability** – conditional LSL is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. Conditional LSL is required to be measured at present value.

Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using interest rates of Commonwealth Government guaranteed securities in Australia.

**Superannuation****Defined contribution plans**

Contributions to defined contribution superannuation plans are expensed when incurred.

**Defined benefit plans**

The amount charged to the Operating Statement in respect of defined benefit plan superannuation represents the contributions made by the entity to the superannuation plan in respect to the current services of current entity staff. Superannuation contributions are made to the plans based on the relevant rules of each plan.

Employees of the Queen Elizabeth Centre are entitled to receive superannuation benefits and the Queen Elizabeth Centre contributes to both the defined benefit and defined contribution plans. The defined benefit plan(s) provide benefits based on years of service and final average salary.

The name and details of the major employee superannuation funds and contributions made by the Queen Elizabeth Centre are as follows:

Fund	Contributions Paid or Payable for the year	
	2012 \$	2011 \$
<b>Defined Benefit plans</b>		
Health Super	18,802	20,222
<b>Defined Contribution plans</b>		
- Health Super	381,833	394,701
- HESTA	58,553	44,847
Others	42,071	47,541
<b>Total</b>	<b>501,259</b>	<b>507,311</b>

The Queen Elizabeth Centre does not recognise any defined benefit liability in respect of the superannuation plan because the Queen Elizabeth Centre has no legal or constructive obligation to pay future benefits relating to its employees; its only obligation is to pay superannuation contributions as they fall due. The Department of Treasury and Finance administers and discloses the State's defined benefit liabilities in its financial statements.

**On-Costs**

Employee benefits on-costs for workers compensation and superannuation are recognised together with provisions for employee benefits.



**(p) Leases**

Leases of property, plant and equipment are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases. All leases held by the Queen Elizabeth Centre are classified as operating leases.

**Entity as lessee**

Operating lease payments, are recognised as an expense in the operating statement on a straight line basis over the lease term

**Lease Incentives**

All incentives for the agreement of a new or renewed operating lease shall be recognised as an integral part of the net consideration agreed for the use of the leased asset, irrespective of the incentive's nature or form or the timing of payments.

**(q) Revenue Recognition**

Revenue is recognised in accordance with AASB 118 *Revenue*. Income is recognised as revenue to the extent it is earned. Unearned income at reporting date is reported as income in advance.

Amounts disclosed as revenue are, where applicable, net of returns, allowances, duties and taxes.

**Government Grants**

Grants are recognised as revenue when the Queen Elizabeth Centre gains control of the underlying assets in accordance with AASB 1004 *Contributions*. Where grants are reciprocal, revenue is recognised as performance occurs under the grant. Non-reciprocal grants are recognised as revenue when the grant is received or receivable. Conditional grants may be reciprocal or non-reciprocal depending on the terms of the grant.

**Indirect Contributions**

Insurance is recognised as revenue following advice from the Department of Health.

Long Service Leave (LSL) - Revenue is recognised upon finalisation of movements in LSL liability in line with the arrangements set out in the Metropolitan Health and Aged Care Services Division Hospital Circular 14/2009.

**Donations and Other Bequests**

Donations and bequests are recognised as revenue when received. If donations are for a special purpose, they may be appropriated to a reserve, such as specific restricted purpose reserve.

**Interest Revenue**

Interest revenue is recognised on a time proportionate basis that takes in account the effective yield of the financial asset.

**(r) Services Supported By Health Services Agreement and Services Supported By Hospital And Community Initiatives**

Activities classified as *Services Supported By Health Services Agreement* (HSA) are substantially funded by the Department of Human Services while *Services Supported By Hospital and Community Initiatives* (Non HSA) are funded by the Queen Elizabeth Centre's own activities or local initiatives and/or the Commonwealth.

**(s) Comparative Information**

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

**(t) Asset Revaluation Reserve**

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current physical assets.

**(u) Available for Sale Reserve**

The available for sale reserve is used to record increments and decrements of the long term investments. The purpose of the reserve is to maximise long term investment returns subject to a reasonable level of risk as determined by the investment strategy and asset allocation.

**(v) General Purpose Reserve**

The general purpose reserve was created from funds received on the sale of the Carlton Crèche and Day Nursery in 1999. The purpose of the reserve is to provide an income stream from interest on investing the reserve to be used for the continuation of research and development by QEC.

**(w) Contributed Capital**

Consistent with Australian Accounting Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* and FRD119 *Contributions by Owners*, appropriations for additions to the net asset base have been designated as contributed capital.

**(x) New Accounting Standards and Interpretations**

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2012 reporting period. The Queen Elizabeth Centre has not and does not intend to adopt these standards early. We have assessed the impact of the new accounting standards and do not expect them to have a significant impact.

**Note 2: Revenue**

	HSA 2012 \$	HSA 2011 \$	Non HSA 2012 \$	Non HSA 2011 \$	Total 2012 \$	Total 2011 \$
<b>Revenue from Operating Activities</b>						
Government Grants						
- Department of Health		151,920			-	151,920
- Department of Human Services	7,762,186	7,010,535			7,762,186	7,010,535
- Commonwealth Government			129,144	136,435	129,144	136,435
Indirect Contributions by Department of Health						
- Insurance	18,208	57,840	-	-	18,208	57,840
- Long Service Leave	-	-	-	-	-	-
Donations and Bequests	-	-	56,294	160,075	56,294	160,075
Other Revenue from Operating Activities			557,086	1,070,779	557,086	1,070,779
<b>Sub-Total Revenue from Operating Activities</b>	<b>7,780,394</b>	<b>7,220,295</b>	<b>742,524</b>	<b>1,367,289</b>	<b>8,522,918</b>	<b>8,587,584</b>
<b>Revenue from Non-Operating Activities</b>						
Earnings on Investments (refer Note 2b)	100,909	102,482	67,293	78,074	168,202	180,556
<b>Sub-Total Revenue from Non-Operating Activities</b>	<b>100,909</b>	<b>102,482</b>	<b>67,293</b>	<b>78,074</b>	<b>168,202</b>	<b>180,556</b>
<b>Revenue from Capital Purpose Income</b>						
Donations and Bequests	-	-	-	9,711	-	9,711
Capital Earnings on Investments (refer Note 2b)	-	-	-	-	-	-
Other Capital Purpose Income	-	-	-	-	-	-
<b>Sub-Total Revenue from Capital Purpose Income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9,711</b>	<b>-</b>	<b>9,711</b>
<b>Total Revenue (refer Note 2a)</b>	<b>7,881,303</b>	<b>7,322,777</b>	<b>809,817</b>	<b>1,455,074</b>	<b>8,691,120</b>	<b>8,777,851</b>

**Indirect Contributions by Department of Health**

Department of Health makes insurance payments on behalf of the Queen Elizabeth Centre (QEC). These amounts have been brought to account in determining the operating result for the year by recording them as revenue and expenses.

**Note 2a Analysis of Revenue by Source**

(Based on the consolidated view of Note 2)

	2012 \$	2011 \$
<b>Revenue from Sources Supported by Health Services Agreement</b>		
Government Grants:		
- Department of Health	-	151,920
- Department of Human Services	7,762,186	7,010,535
Indirect Contributions by Department of Health		
- Insurance	18,208	57,840
Interest Received	100,909	102,482
<b>Sub-Total Revenue from Services Supported by Health Services Agreement</b>	<b>7,881,303</b>	<b>7,322,777</b>
<b>Revenue from Services Supported by Hospital and Community Initiatives</b>		
Education Services	122,884	174,801
Conference	-	320,169
Parenting Programs	619,640	872,319
Capital Purpose Income (refer Note 2)	-	9,711
Interest Received - Research and Development	67,293	78,074
<b>Sub-Total Revenue from Services Supported by Hospital and Community Initiatives</b>	<b>809,817</b>	<b>1,455,074</b>
<b>Total Revenue</b>	<b>8,691,120</b>	<b>8,777,851</b>
<b>Reconciliation to Comprehensive Operating Statement</b>	<b>2012</b>	<b>2011</b>
	<b>\$</b>	<b>\$</b>
Revenue from Operating Activities	8,522,918	8,587,584
Interest Revenue from Investments	168,202	180,556
Capital Purpose Income	-	9,711
<b>Total Revenue</b>	<b>8,691,120</b>	<b>8,777,851</b>

**Note 3: Expenditure****Note 3a Analysis of Expenses by Source**

	2012	2011
	\$	\$
<b>Services Supported by Health Services Agreement</b>		
Employee Benefits:		
Salaries & Wages	5,027,351	5,101,725
Work Cover	54,468	52,050
Long Service Leave (refer Note 12a)	258,351	108,473
Superannuation	466,895	461,708
Supplies & Consumables:		
Medical & Pharmacy Supplies & Services	8,903	7,669
Food & Kitchen Supplies	139,448	138,166
Cleaning & Toilet Materials	20,146	25,539
Other Expenses:		
Domestic Service Contracts	348,044	344,050
Administrative Expenses	225,606	225,828
Insurance	18,208	59,772
Repairs & Maintenance	111,113	99,825
Consultants & Contracted Services	265,185	183,188
Computer Services	22,110	51,729
Staff Development	31,377	45,089
Security Services	14,521	12,397
Minor Furniture & Equipment	40,964	21,414
Motor Vehicle and Travel	164,032	166,134
Light, Power & Fuel	71,226	71,201
Waste Removal	11,663	13,303
Transfer of Overheads to Services Supported by Hospital and Community Initiatives	(299,627)	(359,925)
Other	43,327	98,060
<b>Sub-Total Expenses from Services Supported by Health Services Agreement</b>	<b>7,043,311</b>	<b>6,927,395</b>
<b>Services Supported by Hospital and Community Initiatives</b>		
Employee benefits:		
Salaries & Wages	586,692	657,923
Work Cover	10,868	7,795
Long Service Leave (refer Note 12a)	27,663	10,461
Superannuation	34,364	45,603
Supplies & Consumables:		
Food Supplies	11,396	19,216
Other Expenses:		
Administrative Expenses	15,642	31,666
Consultants & Contracted Services	116,921	346,114
Repairs & Maintenance	-	3,212
Motor Vehicle & Travel	39,438	26,650
Staff Development	12,895	19,491
Transfer of Overheads from Services Supported by Health Services Agreement	299,627	359,925
Other	19,179	20,185
<b>Sub-Total Expenses from Services Supported by Hospital &amp; Community Initiatives</b>	<b>1,174,685</b>	<b>1,548,241</b>
Depreciation (refer Note 4a)	315,167	321,381
Amortisation (refer Note 4b)	4,134	15,523
Audit Fees - Auditor General	8,700	8,620
Audit Fees - Internal Audit	9,000	8,000
<b>Sub-Total Other Expenses</b>	<b>337,001</b>	<b>353,524</b>
<b>Total Expenses from Continuing Operations</b>	<b>8,554,997</b>	<b>8,829,160</b>
<b>Reconciliation to Comprehensive Operating Statement</b>		
Employee Benefits	6,466,652	6,445,738
Supplies and Consumables	179,893	190,590
Other Expenses	1,589,151	1,855,928
Capital Items	319,301	336,904
<b>Total Expenses as per Comprehensive Operating Statement</b>	<b>8,554,997</b>	<b>8,829,160</b>

**Note 3b Analysis of Expenses by Internal Specific Purpose Funds for Services Supported by Hospital and Community Initiatives**

	2012	2011
	\$	\$
Research & Development	10,665	7,273
Education Services	422,784	473,373
Conference	-	308,509
Parenting Programs	741,236	759,086
	<b>1,174,685</b>	<b>1,548,241</b>

**Note 3c Net Gain/(Loss) on Disposal of Non-Current Assets**

	2012	2011
	\$	\$
Proceeds from Disposal of Non-Current Assets:		
Motor Vehicles	35,436	66,761
Other Equipment	-	200
<b>Total Proceeds from Disposal of Non-Current Assets</b>	<b>35,436</b>	<b>66,961</b>
Less Written Down Value of Assets Sold:		
Motor Vehicles	12,749	14,532
Other Equipment	-	-
<b>Total Written Down Value of Non-Current Assets Sold</b>	<b>12,749</b>	<b>14,532</b>
<b>Net Gain/(Loss) on Disposal of Non-Current Assets</b>	<b>22,687</b>	<b>52,429</b>

**Note 4: Depreciation and Amortisation****Note 4a Depreciation**

	2012	2011
	\$	\$
Buildings	111,231	106,534
Plant & Equipment:		
-Motor Vehicles	150,961	158,742
-Computers & Communication	25,877	14,227
-Other Equipment	13,210	27,310
Furniture & Fittings	13,888	14,568
<b>Total Depreciation (refer Note 8)</b>	<b>315,167</b>	<b>321,381</b>

**Note 4b Amortisation**

Computer Software	4,134	15,523
<b>Total Amortisation (refer Note 9)</b>	<b>4,134</b>	<b>15,523</b>
<b>Total Depreciation and Amortisation</b>	<b>319,301</b>	<b>336,904</b>

**Note 4c Allocation of Depreciation and Amortisation:**

Services Supported by Health Services Agreement	318,143	334,881
Services Supported by Hospital and Community Initiatives	1,158	2,023
<b>Total Depreciation and Amortisation</b>	<b>319,301</b>	<b>336,904</b>

Receipts from the Department of Health and Department of Human Services do not include Depreciation.

**Note 5: Cash and Cash Equivalents**

A reconciliation of the amounts classified as cash and cash equivalents for the balance sheet purposes and cash flow statement purposes is as follows:

	2012	2011
	\$	\$
Cash on Hand	920	920
Cash at Bank	876,411	481,074
Term Deposits with maturity date < 90 days	1,552,599	2,686,358
Cash held for investment purposes	360,602	-
<b>Total</b>	<b>2,790,532</b>	<b>3,168,352</b>
<b>Represented by:</b>		
Cash for health service operations	2,429,930	3,168,352
Cash held for investment purposes - available for sale	360,602	-
<b>Total</b>	<b>2,790,532</b>	<b>3,168,352</b>

**Note 6: Receivables**

	2012	2011
	\$	\$
<b>Current</b>		
Trade Debtors	194,585	46,760
Accrued Investment Income	20,214	8,446
Prepayment	20,000	7,758
GST Receivable	30,998	2,058
<b>Total Current Receivables</b>	<b>265,797</b>	<b>65,022</b>
<b>Non-Current</b>		
Accrued Revenue - DHS Long Service Leave	390,878	304,929
<b>Total Non-Current Receivables</b>	<b>390,878</b>	<b>304,929</b>
<b>Total Receivables</b>	<b>656,675</b>	<b>369,951</b>

**6a Allowance for Doubtful Debts**

At 30 June 2012 there is no doubtful debt provision, due to the low level of risk for receivables.

At 30 June 2011 there was no doubtful debt provision, due to the low level of risk for receivables.

There have been no bad debts during the financial year.

**6b Ageing Analysis of Receivables**

Please refer to Note 16 (b) for the ageing analysis of receivables.

**6c Nature and Extent of Risk Arising from Receivables**

Please refer to Note 16 (b) for the nature and extent of credit risk arising from receivables.

**Note 7: Investments**

	2012	2011
	\$	\$
<b>NON-CURRENT</b>		
Available for Sale Financial Assets	634,224	-
<b>Total Non-Current Investments</b>	<b>634,224</b>	<b>-</b>
<b>Non Current Asset</b>		
Listed Investments at fair value		
- Shares in listed corporations	445,879	-
- Fixed income investment	146,914	-
- Shares in listed trusts	41,431	-
<b>Total listed investments at fair value</b>	<b>634,224</b>	<b>-</b>

**(a) Ageing analysis of investments and other financial assets**

Refer note 16(a) for the ageing analysis of investments and other financial assets

**(b) Nature and extent of risk arising from investments and other financial assets**

Refer note 16(b) for the nature and extent of risk arising from investments and other financial assets



**Note 8: Property, Plant and Equipment**

	2012	2011
	\$	\$
<b>Land</b>		
Crown Land at Valuation (i)	1,451,000	1,451,000
<b>Total Land</b>	<b>1,451,000</b>	<b>1,451,000</b>
<b>Buildings</b>		
Buildings at valuation (i)	4,769,000	4,769,000
Building Improvements at Cost	47,909	47,909
Less Accumulated depreciation	(323,492)	(212,261)
<b>Total Buildings</b>	<b>4,493,417</b>	<b>4,604,648</b>
<b>Equipment at Fair Value</b>		
Equipment	1,211,504	1,072,872
Less Accumulated depreciation	(908,451)	(855,467)
<b>Total Equipment</b>	<b>303,053</b>	<b>217,405</b>
<b>Motor Vehicles at Fair Value</b>		
Motor Vehicles	780,237	780,456
Less Accumulated depreciation	(398,131)	(335,404)
<b>Total Motor Vehicles</b>	<b>382,106</b>	<b>445,052</b>
<b>Cultural Assets</b>		
Cultural Assets at Valuation (ii)	5,000	5,000
<b>Total Cultural Assets</b>	<b>5,000</b>	<b>5,000</b>
<b>TOTAL</b>	<b>6,634,576</b>	<b>6,723,105</b>

Revaluation increments or decrements arise from differences between an asset's carrying value and fair value.

**Land and Buildings at Valuation:**

(i) The Noble Park land, buildings and improvements were revalued at its fair value by independent valuer The Market Line Property Group Pty Ltd dated 30 June 2009. FRD 103D dictates that the next revaluation occur on 30 June 2014.

**Cultural Assets at Valuation:**

(ii) Cultural Assets were revalued by Leonard Joel - Australia, 30 June 2008. FRD 103D dictates that the next revaluation occur on 30 June 2013.

**Reconciliations of the Carrying Amounts of each Class of Assets at the Beginning and End of the Previous and Current Financial Year**

	Crown Land	Buildings	Equipment	Motor Vehicles	Cultural Assets	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2010	1,451,000	4,711,750	182,214	420,676	5,000	6,770,640
Additions		(568)	91,296	197,650	-	288,378
Disposals		-	-	(14,532)	-	(14,532)
Revaluation Increments	-	-	-	-	-	-
Depreciation (refer Note 4a)	-	(106,534)	(56,105)	(158,742)	-	(321,381)
<b>Balance at 1 July 2011</b>	<b>1,451,000</b>	<b>4,604,648</b>	<b>217,405</b>	<b>445,052</b>	<b>5,000</b>	<b>6,723,105</b>
Additions			138,623	100,764		239,387
Disposals				(12,749)		(12,749)
Depreciation (refer Note 4a)	-	(111,231)	(52,975)	(150,961)	-	(315,167)
<b>Balance at 30 June 2012</b>	<b>1,451,000</b>	<b>4,493,417</b>	<b>303,053</b>	<b>382,106</b>	<b>5,000</b>	<b>6,634,576</b>

**Note 9: Intangible Assets**

	2012	2011
Intangible Assets at Cost	\$	\$
Intangible Assets (Software)	402,067	253,290
Less Accumulated amortisation	(257,424)	(253,290)
<b>Total Intangible Assets</b>	<b>144,643</b>	<b>-</b>

**Reconciliation of the Carrying Amounts of Intangible Assets at the Beginning and End of the Previous and Current Financial Year**

	Software Development	Total
	\$	\$
Balance at 1 July 2010	15,523	15,523
Amortisation (refer Note 4b)	(15,523)	(15,523)
<b>Balance at 30 June 2011</b>	<b>-</b>	<b>-</b>
Additions	148,777	148,777
Amortisation (refer Note 4b)	(4,134)	(4,134)
<b>Balance at 30 June 2012</b>	<b>144,643</b>	<b>144,643</b>

**Note 10: Interest Bearing Liabilities**

	2012	2011
	\$	\$
Credit Card National Australia Bank	3,662	6,842
<b>Total Interest Bearing Liabilities</b>	<b>3,662</b>	<b>6,842</b>

**Note 11: Payables**

	2012	2011
	\$	\$
Current		
Trade Creditors	290,804	193,165
Accrued Expenses	23,691	21,474
<b>Total Current</b>	<b>314,495</b>	<b>214,639</b>

**11a Ageing Analysis of Payables**

Please refer to Note 16 (b) for the ageing analysis of payables

**11b Nature and Extent of Risk Arising from Payables**

Please refer to Note 16 (b) for the nature and extent of credit risk arising from payables

**Note 12: Employee Benefits and Related On-Costs Provisions**

	2012	2011
	\$	\$
<b>Current</b>		
Employee Benefits		
- Unpaid wages	338,197	261,129
- Annual Leave	676,714	634,515
- Long Service Leave	749,532	724,171
<b>Total Current</b>	<b>1,764,443</b>	<b>1,619,815</b>
<b>Non-Current</b>		
Employee Benefits	281,417	188,551
<b>Total Non-Current</b>	<b>281,417</b>	<b>188,551</b>
<b>Note 12a Employee Benefits</b>		
	2012	2011
	\$	\$
<b>Current</b>		
Employee Benefits		
- Unconditional and expected to be settled within 12 months after the end of the period	1,704,473	1,482,796
- Unconditional that do not fall due within 12 months after the end of the period	59,970	137,019
<b>Total Current</b>	<b>1,764,443</b>	<b>1,619,815</b>
<b>Non-Current</b>		
Employee Benefits		
- Conditional Long Service Leave entitlements measured at present value	281,417	188,551
<b>Total Non-Current</b>	<b>281,417</b>	<b>188,551</b>
<b>Movement in Long Service Leave:</b>		
	2012	2011
	\$	\$
Balance at the beginning of the reporting period	912,722	889,345
Provision made during the year	286,014	118,934
Settlement made during the year	(167,787)	(95,557)
<b>Balance at end of the reporting period</b>	<b>1,030,949</b>	<b>912,722</b>

**Note 13: Revenue Received in Advance**

	2012	2011
	\$	\$
<b>Revenue Received in Advance</b>		
Not later than one year	443,291	331,855
Later than one year and not later than 5 years	-	-
<b>Total</b>	<b>443,291</b>	<b>331,855</b>

**Note 14: Equity & Reserves**

	2012	2011
	\$	\$
<b>(a) Reserves</b>		
<b>Asset Revaluation Reserve</b>		
Balance at the beginning of the reporting period	3,787,355	3,787,355
Balance at the end of the Reporting Period	<u>3,787,355</u>	<u>3,787,355</u>
<b>Represented by:</b>		
- Land	1,451,000	1,451,000
- Buildings	2,331,355	2,331,355
- Cultural Assets	5,000	5,000
	<u>3,787,355</u>	<u>3,787,355</u>
<b>Available for Sale Reserve</b>		
Balance at the beginning of the reporting period	-	-
Net Result for the year	(5,174)	-
Balance at the end of the Reporting Period	<u>(5,174)</u>	<u>-</u>
<b>General Purpose Reserve</b>		
Balance at the beginning of the reporting period	990,000	990,000
Balance at the end of the Reporting Period	<u>990,000</u>	<u>990,000</u>
<b>Total Reserves</b>	<u>4,772,181</u>	<u>4,777,355</u>
<b>(b) Contributed Capital</b>		
Balance at the beginning of the reporting period	4,894,538	4,894,538
Balance at the end of the Reporting Period	<u>4,894,538</u>	<u>4,894,538</u>
<b>(c) Accumulated Surpluses/(Deficits)</b>		
Balance at the beginning of the reporting period	(1,772,187)	(1,773,307)
Net Result for the year	158,810	1,120
Balance at the end of the Reporting Period	<u>(1,613,377)</u>	<u>(1,772,187)</u>
<b>(d) Total Equity at the end of Financial Year</b>		
	<u>8,053,342</u>	<u>7,899,706</u>

**Note 15: Reconciliation of Net Result for the Year to Net Cash Inflow/(Outflow) from Operating Activities**

	2012	2011
	\$	\$
<b>Net Result for the Year</b>	158,810	1,120
(Profit)/Loss from Sale of Property, Plant and Equipment	(22,687)	(52,429)
Depreciation and Amortisation	319,301	336,904
<b>Changes in assets and liabilities</b>		
(Increase)/Decrease in Receivables	(286,724)	59,123
(Increase)/Decrease in Investments	(5,174)	-
Increase/(Decrease) in Payables	96,676	48,506
Increase/(Decrease) in Revenue Received in Advance	111,436	(194,293)
Increase/(Decrease) in Employee Benefits	237,494	125,741
<b>Net Cash Inflow/(Outflow) from Operating Activities</b>	<u>609,132</u>	<u>324,672</u>

**Note 16: Financial Instruments****(a) Categorisation of Financial Instruments**

Details of each category of financial instrument held by the Queen Elizabeth Centre are disclosed in the table below.

	Category	Carrying Amount	Carrying Amount
		2012	2011
		\$	\$
<b>Financial Assets</b>			
Cash and Cash Equivalents (refer Note 5)	Cash	2,790,532	3,168,352
Trade Debtors (refer Note 6)	Loans and Receivables	194,585	46,760
Other Receivables (refer Note 6)	Loans and Receivables	411,092	313,375
Investments (refer Note 7)	Available for Sale	634,224	-
		<b>4,030,433</b>	<b>3,528,487</b>
<b>Financial Liabilities</b>			
Interest Bearing Liabilities (refer Note 10)	Credit Cards	3,662	6,842
Current Payables (refer Note 11)	Financial liabilities (at amortised cost)	314,495	214,639
		<b>318,157</b>	<b>221,481</b>

**(b) Credit Risk**

The Queen Elizabeth Centre's exposure to credit risk and weighted average effective interest rate is set out in the following table.

**Interest Rate Exposure and Analysis of Financial Assets**

	Weighted Average Effective Interest Rate	Interest Rate Exposure					Not Past Due and Not Impaired	Past Due and Not Impaired (> 30 days)
		Carrying Amount	Fixed Interest Rate	Variable Interest rate	Non Interest Bearing	and Not Impaired		
		\$	\$	\$	\$	\$		
<b>2012</b>								
<b>Financial Assets</b>								
Cash	4.2	1,237,933	-	1,237,013	920	1,237,933	-	
Cash Equivalents (Term deposits)	5.6	1,552,599	1,552,599	-	-	1,552,599	-	
Trade Debtors	0.0	194,585	-	-	194,585	192,543	2,042	
Other Receivables	0.0	411,092	-	-	411,092	411,092	-	
Investments	0.0	634,224	-	634,224	-	634,224	-	
<b>Total Financial Assets</b>		<b>4,030,433</b>	<b>1,552,599</b>	<b>1,871,237</b>	<b>606,597</b>	<b>4,028,391</b>	<b>2,042</b>	
<b>2011</b>								
<b>Financial Assets</b>								
Cash	4.7	481,994	-	481,074	920	481,994	-	
Cash Equivalents (Term deposits)	6.0	2,686,358	2,686,358	-	-	2,686,358	-	
Trade Debtors	0.0	46,760	-	-	46,760	45,380	1,380	
Other Receivables	0.0	313,375	-	-	313,375	313,375	-	
<b>Total Financial Assets</b>		<b>3,528,487</b>	<b>2,686,358</b>	<b>481,074</b>	<b>361,055</b>	<b>3,527,107</b>	<b>1,380</b>	

The Queen Elizabeth Centre's exposure to credit risk arises from the potential default of counterparts to their contractual obligation resulting in financial loss to the organisation.

The Queen Elizabeth Centre manages the credit risk by assessing potential clients and utilising revenue contracts, investing surplus funds with an Australian bank and reviewing ageing analysis in a timely manner.

The objective of managing credit risk is to minimise the possibility of defaulting on repayments.

**(c) Liquidity Risk**

The following table discloses the contractual maturity analysis for the Queen Elizabeth Centre's financial liabilities.

The Queen Elizabeth Centre manages liquidity risk by maintaining some investments at call and by budgeting and projecting cash flows to meet contractual commitments.

**Interest Rate Exposure and Analysis of Financial Liabilities**

	Interest Rate Exposure						
	Weighted Average Effective Interest Rate	Carrying Amount	Fixed Interest Rate	Variable Interest rate	Non Interest Bearing	Contractual Cash Flows	Not Past Due
	%	\$	\$	\$	\$	\$	\$
<b>2012</b>							
<b>Payables</b>							
Interest bearing liabilities	15.5	3,662	-	3,662	-	3,662	3,662
Trade creditors and accruals	0.0	314,495	-	-	314,495	314,495	314,495
<b>Total Financial Liabilities</b>		<b>318,157</b>	<b>-</b>	<b>3,662</b>	<b>314,495</b>	<b>318,157</b>	<b>318,157</b>
<b>2011</b>							
<b>Payables</b>							
Interest bearing liabilities	16.5	6,842	-	6,842	-	6,842	6,842
Trade creditors and accruals	0.0	214,639	-	-	214,639	214,639	214,639
<b>Total Financial Liabilities</b>		<b>221,481</b>	<b>-</b>	<b>6,842</b>	<b>214,639</b>	<b>221,481</b>	<b>221,481</b>

**(d) Market Risk Exposure**

The Queen Elizabeth Centre's exposure to market risk is mainly through interest rate risks, and equity price risks for investments.

The Queen Elizabeth Centre assess the currency risk and other prices as insignificant, because the Queen Elizabeth Centre undertakes all transactions in Australian dollars and have no financial assets or financial liabilities subject to changes due to volatility in the market. Objectives, policies and processes used to manage each of these risks are disclosed as follows.

**Policy on Managing the Interest Rate Risk**

The objective of managing market risk is to minimise negative impacts on financial assets value due to the volatility of variables, mainly due to changes in the interest rates.

**Policy on Managing the Equity Price Risks**

Queen Elizabeth Centre's exposure to equity price risks is through investments in equity with an investment manager for long term investments.

**Sensitivity Analysis on the Return, to Interest Rate Exposure**

	Carrying Amount \$	Interest Rate Risk / Equity Price Risk			
		-1% or -10%		+1% or +10%	
		Profit	Equity	Profit	Equity
<b>2012</b>					
<b>Financial Assets</b>					
Cash and cash equivalents (i)	2,790,532	(27,905)	(27,905)	27,905	27,905
Investments (ii)	634,224	(63,422)	(63,422)	63,422	63,422
<b>Financial Liabilities</b>					
Interest bearing liabilities (iii)	3,662	37	37	(37)	(37)

(i) Sensitivity of cash and cash equivalents to a -1% movement in rates: ie  $(2,790,532 \times 5.4\% - 2,790,532 \times 4.4\%) = (\$27,905)$ . Similarly for a +1% movement the impact is \$27,905.

(ii) Sensitivity of Investments to a -10% movement in equity prices : ie  $(634,224 \times 10\%) = (\$63,422)$ . Similarly for a +10% movement the impact is \$63,422

(iii) Sensitivity of interest bearing liabilities to a -1% movement in rates: ie  $(3,662 \times 16.5\% - 3,662 \times 15.5\%) = \$37$ . Similarly for a +1% movement the impact is (\$37).

**Note 17: Contingent Assets and Liabilities**

There were no contingent assets or contingent liabilities for the Queen Elizabeth Centre as at 30 June 2012

There were no contingent assets or contingent liabilities for the Queen Elizabeth Centre as at 30 June 2011

**Note 18: Segment Reporting****Business Segment**

Early Parenting Services

**Services**

Provider of Early Parenting Services and Education

**Geographical Segment**

The Queen Elizabeth Centre operates predominantly in Noble Park and South Eastern Victoria. More than 90% of revenue, net surplus from ordinary activities and segment assets relate to operations in Noble Park and South Eastern Victoria

**Note 19: Responsible Persons and Executive Officer Disclosures**

In accordance with the Ministerial Directions issued by the Minister for Finance under the *Financial Management Act 1994*, the following disclosures are made regarding responsible persons for the reporting period.

**Note 19a Responsible Persons Disclosures****Responsible Ministers**

The Honourable Mary Wooldridge, MLA

**Board Members**

The names of persons who were board members at any time during the financial year

Ms Susan Harper OAM - President

Ms Hannah Crawford - Vice President

Ms Kim Forrest - Vice President

Ms Mary Beth Bauer

Mr Mark Dunphy

Mr David Howlett

Assoc Prof Campbell Paul

Ms Shelley Racine

Ms Mary Sayers

Mr Timothy Staker

Ms Karen Wells

Mr Keith Lambert

Period
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 30/6/2012
1/7/2011 - 1/12/2011

**Accountable Officer**

Ms Athina Georgiou - Chief Executive Officer (from 11 July 2011)

**Accountable Officer Remuneration**

The number of accountable officers and their total remuneration during the reporting period are shown in the table below.

Base remuneration is shown in the third and fourth columns, excluding bonus payments.

	Total Remuneration		Base Remuneration	
	2012	2011	2012	2011
\$170,000 - \$179,999	1	0	0	0
\$160,000 - \$169,999	0	0	1	0
\$140,000 - \$149,999	0	1	0	0
\$130,000 - \$139,999	0	0	0	1
<b>Total number of accountable officers</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Total annualised employee equivalents (AEE) (a)</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>
<b>Total Remuneration</b>	<b>\$179,407</b>	<b>\$142,862</b>	<b>\$162,807</b>	<b>\$136,106</b>

Note (a) Annualised employee equivalent is based on working 38 ordinary hours per week over the reporting period

**Remuneration of Responsible Persons**

Total remuneration received or due or receivable by Responsible Persons

-

Amounts relating to the Responsible Minister are reported in the Financial Statements of the Department of Premier and Cabinet.

**Retirement Benefits of Responsible Persons**

Retirement benefits paid in connection with the retirement of Responsible Persons of the reporting entity

-

**Other Transactions of Responsible Persons and their Related Parties**

Related party transactions

-

**Note 19b Executive Officer Disclosures****Executive Officers' Remuneration**

The number of executive officers, other than Ministers and Accountable Officers, and their total remuneration during the reporting period are shown in the table below.

	Total Remuneration		Base Remuneration	
	2012	2011	2012	2011
\$120,000 - \$129,999	1	1	1	1
<b>Total number of executives</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Total annualised employee equivalents (AEE) (a)</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>
<b>Total Remuneration</b>	<b>\$121,049</b>	<b>\$123,226</b>	<b>\$121,049</b>	<b>\$123,226</b>

Note (a) Annualised employee equivalent is based on working 38 ordinary hours per week over the reporting period



## QUEEN ELIZABETH CENTRE

### Attachment A:

#### Financial Summary 2007-2012

<b>SUMMARY OF FINANCIAL RESULTS</b>	<b>2011-12</b>	<b>2010-11</b>	<b>2009-10</b>	<b>2008-09</b>	<b>2007-08</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Total Revenue</b>	8,691,120	8,777,851	7,693,661	7,712,961	7,096,775
<b>Total Expenses</b>	8,537,484	8,776,731	7,791,334	8,093,810	7,979,249
<b>Comprehensive Result for the Year</b>	153,636	1,120	(97,673)	(380,849)	(882,474)
<b>Retained Surplus / (Accumulated Deficit)</b>	(1,613,377)	(1,772,187)	(1,773,307)	(1,675,634)	(1,294,785)
<b>Total Assets</b>	10,860,650	10,261,408	10,280,334	10,078,244	8,130,219
<b>Total Liabilities</b>	2,807,308	2,361,702	2,381,748	2,081,985	1,482,092
<b>Net Assets</b>	8,053,342	7,899,706	7,898,586	7,996,259	6,648,127
<b>Total Equity</b>	8,053,342	7,899,706	7,898,586	7,996,259	6,648,127