

*tweedle*

**Child & Family Health Service**

**77th Annual Report**

**1996 - 1997**

*tweedle*

Connecting with the Community





### **Incorporation**

Tweddle is a Schedule 1 Public Hospital incorporated under the Health Services Act 1988.

### **Establishment**

Tweddle was established in 1924 by the Society for the Health of Women and Children of Victoria.

### **Accountability**

Accountable to the Minister of Health, through the Department of Human Services.

### **Services**

Residential Unit of 24 beds.

Day Stay Programs at:

1. Brimbank;
2. Hume;
3. Maribyrnong;
4. Wyndham.

Community & Professional Education.

**Tweddle Child & Family Health Service**  
**53 Adelaide Street, FOOTSCRAY 3011**

**Ph: (03) 9689 1577**  
**Fax: (03) 9689 1922**  
**tweddle@c031.aone.net.com**



### **Mission**

Tweddle Child and Family Health Service provides a specialist health development and family support program aimed at strengthening independent family functioning promoting health and preventing illness and injury. It is concerned with the optimal, health and development of all clients.

### **Guiding Principles**

An holistic approach recognises the physical, social and emotional factors effecting well being.

Primary care has a major role in ensuring an individual's health and well being.

Focuses on skill development and prevention rather than ad hoc responses to health problems.

The importance of coordinated health promotion and education in the wider community.

Focuses on the family as well as the individual, and the structural forces which impinge on a families' functioning and health.

Empowerment of families to manage their own health and welfare requirements.

Coordination of service delivery to achieve flexibility in meeting an individual's and a families' health needs.



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## Report From the President & Chief Executive

The past year can be seen as one of review and consolidation. However, that would not do justice to the achievements for the year 1996/97.

Board and staff commitment to a vision of Tweddle as an holistic, responsive service, operating on guiding principles of care, result in an ever changing service milieu as we strive to "do it better," "respond more flexibly", "be more sensitive to differences", "be open and accountable", and ultimately to care and to make a difference in people's lives.

The achievement of this vision makes 1996/97 a special year. Unprecedented numbers of people have been assisted in our day stay programs, residential unit and community education network.

The theme this year, "Connecting with the community" reflects Tweddle's commitment to provide relevant services to families and to root those services firmly out there where families live and work. To assist families in their local communities and to strengthen those communities through professional and parent education.

1996/97 has been a watershed year as the first full year of operation in our new premises. A thoughtful, modern renovation has instilled a sense of homeliness and humanness into the environment. Our buildings now match the high standards of care provided at Tweddle, and have contributed to the growing recognition of Tweddle as a leader in its field.

Tweddle's leadership role has been manifested as a participant in the successful tender for the Victorian Parenting Centre. With RMIT and the Royal Children's Hospital, Tweddle has entered into a three year agreement with the Department of Human Services to operate a State wide parenting skills development centre. The focus of the service will be on parenting and family research and evaluation of parent education programs.

Established services are subject to continual review and development. Continuous Quality Improvement activities provide the framework for much of the review and the changes that occur.

New service developments during the year included successful tenders for Day Stay Programs in the City of Wyndham (1 - 2 years), and the City of Hume, both of which commenced operations in 1996/97.

During the year the Board agreed 'in principle' to the operation of a telephone advice line at Tweddle. This service development has resulted from the increasing demand from parents for telephone advice. Up to 150 unsolicited calls are received each month at Tweddle. Current resources do not allow the provision of parenting and telephone advice. Implementation of a telephone advice line has been delayed, subject to Department action with regard to an integrated Parentline.

The Education Network was formally established in 1996/97 and has operated successfully. In its first year of operation it earned over \$12,000 in education program fees.

Tweddle has been participating in the Department's Early Parenting Centre's Redevelopment. As part of that process Tweddle has agreed to address the issue of non English speaking background families' access to and use of early parenting services. This project compliments a once off funded program, by the City of Maribymong, to provide parent education to local Vietnamese families. Our thanks are extended to the Councillors and staff for this grant. The long term goal of the Board, specified in the Business Plan, is to increase the percentage of non English speaking background families who use Tweddle's services. To that end a number of staff education seminars and activities have been implemented.

Tweddle's future viability will rest on our ability to adapt flexibly to a changing environment. Strategic positioning of the organisation, being alert to changing community needs and expectations, and the provision of excellent services, efficiently and effectively provided will ensure Tweddle's continued growth and development.

A Health Services Agreement was achieved and signed with the Department of Human Services for 1996/97. It is pleasing to note that all targets were exceeded. This is due in no small part to excellent service management and service provision and sincere thanks are extended to the dedicated and committed staff of Tweddle.

The Department also provided monies to undertake a comparative evaluation of Tweddle's residential and day stay services. Successworks undertook the research assisted by a Steering Committee with representatives from the Central and Regional Offices of the Department of Human Services, Women's West Community Health, Maribyrnong City Council and Board and staff members from Tweddle. All who participated in that study are sincerely thanked for their assistance.

The Board would like to acknowledge the Department of Human Services and the assistance provided by Officers of the Department. Their efforts are appreciated.

Financially Tweddle completed the year's operation with a deficit of \$51,545. This was largely due to the increase in the provision for long service leave. Additionally the Education Co-ordinator position and Continuous Quality Improvement activities have been funded from Capital monies and represent a deficit on the operating expenses.

Tweddle continues to operate within a tight budget due to historically based funding. Increased client throughput whilst recognised, does not attract funding. We look forward to unit based funding to achieve an equitable distribution of resources.

Sincere thanks are offered to the Board members for utilising their diverse skills and abilities on Tweddle's behalf. It should be noted that the four incumbent members, whose positions became vacant in 1996, were all appointed for another three year term. They are Ms Lois Hazelton, Mr Rod Jones, Ms Lesley Soong and Dr Nigel Hocking. Mr Brian Daley was nominated to fill the vacant Board position for a two year term. Congratulations and thanks are offered to those members for their continued support of Tweddle.

Mrs Janet Launder, the current President of the Board, and Mr Peter Angliss have decided to retire at the end of their current term of office in October this year. Mr Angliss joined the Board in 1981/82 and has given 15 years of loyal service. His expertise in finance and business greatly assisted the establishment of Tweddle on a sound business basis. Mrs Launder joined the Board in 1984/85 and has given 12 years of committed service. Her conceptual, interpersonal and communication skills have assisted in the decision making and smooth running of the Board and the organisation.

The Central Auxiliary continues to undertake fund raising activities on Tweddle's behalf. This year the President, Mrs Loris Charlton, and the members donated \$4,000, a sterling effort and greatly appreciated by all at Tweddle.

To all our supporters who give so generously to Tweddle our thanks and appreciation.

We look forward to 1997/98 and know that Tweddle can meet the challenges the next year will bring.

**Mrs Janet Launder**  
President

**Ms Betty Hassold**  
Chief executive Officer

## Director of Nursing

The year in review has seen Tweddle's focus continue to be on assisting parents with young children to meet the many varied and often complex issues of parenting, so that family life is a positive experience for all. Over the past year Tweddle has continued to play this very important role in a myriad of ways.

### Direct family services

The first point of contact for all families to a Tweddle service is the caring, knowledgeable, supportive staff of the Inquiry Booking Nurse service. The filtering and support role of this service links families with the appropriate Tweddle service. Families will be booked in to attend a Day Stay Program at Maribymong, Wyndham, Brimbank or Hume; or booked to attend either the four night or two night Residential program; and/or attend a Parent Education seminar. Regretfully the high demand for all Tweddle services means that many families are unable to access a Tweddle program as promptly as they require.

In the last twelve months Tweddle has seen another increase in the number of fathers who accompany their partners to the Residential program, the Day Stay Programs, and the community education seminars. Additionally, many fathers who for a mixture of reasons are unable to stay for the period of the family admission, spend considerable periods of time, during the day and evening with their families, participating in the individual and group parenting sessions. The important role fathers' play in parenting and family life is highly acknowledged and supported by all at Tweddle.

### Community Education Network

Tweddle is delighted to share its knowledge and experience in child and family health with the greater community. It is a role to which Tweddle staff continue to commit a considerable deal of time. Over the past year, Tweddle has provided education in a number of forums, including rural and metropolitan educational seminars for a variety of professionals and parents; secondary and tertiary student placements at the Residential and Day Stay Programs; and been host to many visiting professionals and students.

### Continuous Quality Improvement

Continuous Quality Improvement is not an isolated part of Tweddle. It is an integral part of everything Tweddle does and will continue to do through 1997 - 1998 and into the future. The focus is on incremental continuous improvement. The rationale is to understand our clients' needs and then improve the processes to deliver efficient and effective services.

The part time Continuous Quality Improvement Project Officers have greatly assisted all staff at Tweddle to revise and develop many policies and procedures; as well as aid in the implementation of monitoring activities.

One of the Continuous Quality Improvement monitoring activities conducted over the year studied several aspects of the Inquiry Booking Nurse service. The project confirmed that families highly valued the nurses telephone discussions, finding them informative, understanding and reassuring; and also identified the means to enhance the client call back process for families.

### Staff Education

Nursing staff have actively participated in the internal Education program run by Tweddle. The sessions have included an update from the Sudden Infant Syndrome Society, stress management, developmental delay, positive parenting and computers. Information technology education has been a high priority for staff, learning MSWord for Windows and EPCCIS.

All staff have attended two full development and team building days, and a variety of education sessions were covered, including breaking down the barriers to enhance work with non-English Speaking Background families, and working with interpreters.

Many staff have also been involved in external education, attending a myriad of workshops, seminars and conferences. The topics have included Continuous Quality Improvement, information technology, working with non-English speaking background families, counselling, conducting positive parenting programs for parents, breastfeeding updates and working with high risk infants and their families.

In Conclusion, the Tweddle nursing team will continue to provide a high standard of service which is both family focused and family friendly. This goal is guaranteed, as Tweddle nurses are highly motivated and committed to supporting families to fulfil their very important roles of nurturing and protecting young children

**Karen Houghton**  
Director of Nursing



## Residential Unit Report

The unit has had a year of challenge and change as it emerges through the transition from Barkly Street to our new home in Adelaide Street.

Clients have remained our first priority and flexibility has been a key element in ensuring high standards of client care are maintained.

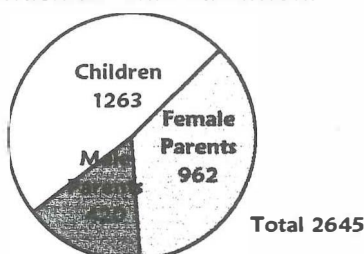
Challenges have emerged and been readily accepted by staff as many practices have been reviewed and revised in response to client needs and feedback.

There have been many staff changes related to maternity and study leave. We have welcomed new and relieving staff to add to our highly skilled and energetic team. Staff have also taken on new skills in professional practice and those related to computerisation.

We look forward to continuing to provide high standards of professional practice and teamwork as we strive to maintain an environment capable of enhancing family functioning.

Hazel Spiers  
Charge Nurse, Residential Unit

### Residential Unit Admissions



## Day Stay Program - Brimbank

The Tweddle Day Stay Program at Brimbank for parents with children aged newborn to two years of age is in its second year of funding through the Community Support Fund.

Families are admitted on alternate Thursdays and alternate Fridays, between 8.30am and 5pm. The parents and their young children seek assistance in a variety of areas, including settling, sleep, feeding and behaviour, as well as the general issues for parents in caring for young children, such as time management and stress.

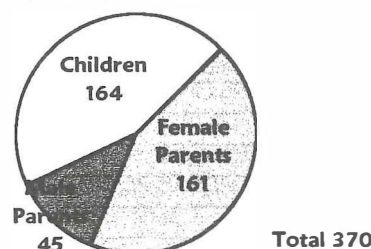
Due to the assistance given by the nursing staff, we believe that the presenting family difficulties and needs have been successfully addressed through their attendance at the program. This view is reinforced by the positive feedback we receive from families through their completion of questionnaires at the end of the program, and from the routine staff initiated follow-up calls.

We would like to take this opportunity to thank our colleagues for their support and cooperation throughout the year.

We are looking forward to an exciting and challenging 1998 with great enthusiasm and anticipation.

Linda Chilcott & Robyn Goodman  
Managers - DSP Brimbank

### Brimbank Admissions



## Day Stay Program - Maribyrnong

The Tweddle Maribyrnong Day Stay Program operates three days per fortnight, assisting three to four families per operational day. The Program assists parents with children aged newborn to three years of age.

The service delivery has been enhanced this year by the "new" facilities, one of the original 1920's Tweddle buildings, which was renovated during the 1996 refurbishment. The Program operates from a delightful, self-contained, home-like building which is situated at the south end of Tweddle's Adelaide Street site. The building is surrounded by a tranquil garden and child play area, which are greatly enjoyed by families.

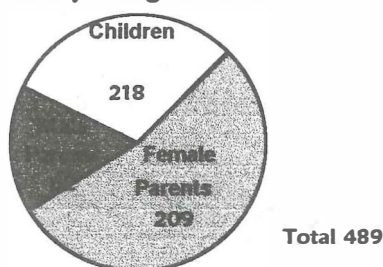
Reflecting on the past year, the Maribyrnong Day Stay Program's fifth year of operation, it is pleasing to note that the number of dads who have attended the program has again increased. Approximately one quarter of all families are accompanied by a father. The benefits to the presenting family, and other families is noted by all in attendance.



I would like to take this opportunity to thank all the staff at Tweddle who have assisted with the delivery of the high quality service we pride ourselves on delivering. Special thanks to the mothercraft nurses who have rotated through the program; your contributions have been valued by both the families in attendance and myself. I look forward to the challenges of the year ahead.

**Robyn Goodman**  
Manager - DSP Maribyrnong

**Maribyrnong Admissions**



## Day Stay Program - Wyndham

### DSP Wyndham 0 - 1yrs

The Tweddle Wyndham Day Stay Program for parents with babies aged newborn to twelve months is in its fifth year of operation. The program continues to have a steady demand from the families who reside in the Municipality.

The family members who attend the program are mainly mothers and their babies. This financial year there has been a slight increase in the number of fathers who have accompanied their family to the program. Fathers are very welcome and report great benefit and enjoyment from attending.

The year has been another busy and successful one, which is highlighted by the number of families who have attended the service. The 94 % return of evaluation forms, all rate the meeting of needs and goals and level of staff support as good to excellent.

A big thanks to the rotating mothercraft nurses and Tweddle staff who so warmly support the work we perform in the community.

I look forward to another interesting and rewarding year of assisting families in their important work.

### DSP Wyndham 1 - 2years

In early 1996, Tweddle applied for additional funding from the Community Support Fund to increase the Day Stay Program service in Wyndham. The proposal was for an additional one day per week, with a focus on families with young children aged 1 - 2 years. The additional funding was secured and was allocated for one year (1996-97), with a further (and final) year of funding from the Community Support Fund for 1997-98.

The Tweddle Day Stay Program for families residing in Wyndham with toddlers, initially commenced operations on 28 October 1996 at Tweddle's Maribyrnong DSP site. This was due to the inability to locate a suitable venue in Wyndham. During the period October 1996 to June 1997, the service assisted a total of 74 families.

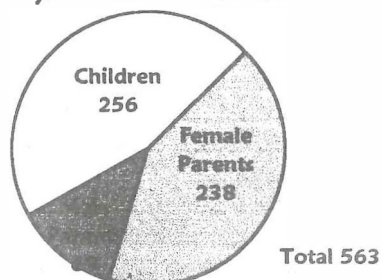
The year has been busy on several fronts. Firstly, the actual delivery of the weekly service; secondly, behind the scenes of service operation, seeking a suitable venue within the Wyndham Municipality. Another busy aspect has been the networking and promoting of the new toddler service to Wyndham families and health professionals.

The development and implementation of this new service in Wyndham has made the year both challenging and professionally rewarding. The formal and informal feedback received from families attending the service and from referring professionals is that the service is of great value to the Wyndham community.

Thank you to all the Tweddle staff who have assisted in the development of the service. I look forward to the year ahead which will be one of consolidation and further refinement of service delivery.

**Robyn Goodman**  
Manager - DSP Wyndham

**Wyndham Admissions**



## Day Stay Program - Hume

The Tweddle Hume Day Stay Program commenced operation on Wednesday the 7th May 1997 following the successful tender to the Hume City Council.

The program has provided services to families with a variety of needs. These included breast and bottle feeding problems, sleeping difficulties, behavioural and psychiatric problems, weaning difficulties and issues surrounding parenting in general.

The program currently operates on Wednesdays from a Maternal and Child Health Centre in Tullamarine.

One particular focus of the Hume Day Stay Program is the provision of a targeted service for high needs families, especially non English speaking background families. Currently staff are liaising with the Hume Maternal and Child Health Nurses and an Ethnic Services worker, exploring the best way to provide these services to clients.

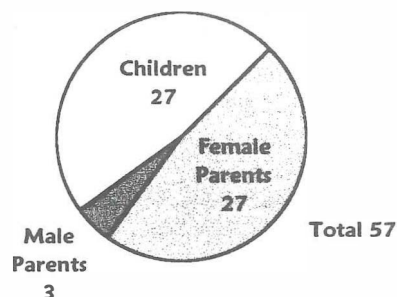
Thanks are extended to the staff of the Hume City Council, especially Ms Anne Hindle and her team for their support with establishing the program, and for their wonderful ongoing positive feedback.

Thanks must also go to the staff at Tweddle who have provided background support.

It is with energy and enthusiasm we leap into another year!

**Gina Ralston**  
Manager - DSP Hume

**Hume Admissions**



"(we) are very appreciative of your support in giving us the strength to turn things around in our favour. Our lives are normal again and its great. We're very proud of ourselves and the boys are so much happier."

Sue & John





## **Inquiry Booking Nurse**

The Inquiry Booking Nurse service continues to perform the main triage function for all inquiring families regarding access to Tweddle.

At this point all calls are processed and families booked into either residential or day stay programs, or informed on seminars.

This last twelve months we have once again seen an increased demand for our services, resulting in nineteen families being admitted to the Residential Unit per week, and twenty families into day stay programs per week. In addition numerous other referrals, cancellations and inquiries are discussed over the phone.

The Inquiry Booking nurse operates five days per week and two evening shifts per week to enhance contact with parents and arrange bookings.

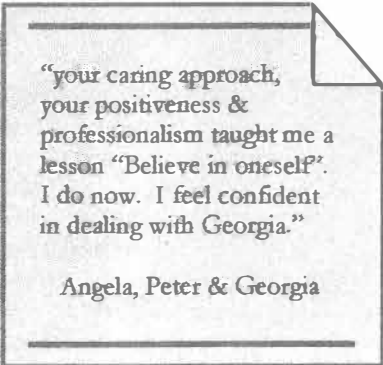
1996-1997 has seen the implementation of the Early Parenting Centre Client Information System. This has been a huge challenge and achievement. Staff were provided with an educational program to learn about the computer system and software, resulting in increased efficiency in work practices.

All full time mothercraft nurses are rotating through the Inquiry Booking office. This has proven to be a positive experience in the multi-skilling of staff.

Thanks go to all the nursing staff in both the Residential Unit and the Day Stay Programs for their support and input, particularly the members who have been part of the Inquiry Booking Nurse team.

Thanks are also extended to the Director of Nursing, Community Services Manager, and Administration staff for being so professionally and personally supportive.

**Marie McHugh**  
IBN Manager



"your caring approach,  
your positiveness &  
professionalism taught me a  
lesson "Believe in oneself".  
I do now. I feel confident  
in dealing with Georgia."

Angela, Peter & Georgia

## **Community Services**

During the year 1996/97, as Tweddle has continued to expand and further refine its services to meet changing needs of the community, a decision was made to create the position of Community Services Manager.

The role of Community Services Manager incorporates three specific areas and involves:

- assisting, supporting and co-ordinating staff and operation of the Inquiry Booking Office;
- supporting the Charge Nurse of the Residential Unit with Clinical Education for staff;
- assisting, supporting and co-ordinating the operation of the Day Stay Program's.

The role of the Community Services Manager has created new challenges, one of which was the involvement in tendering for a Day Stay Program in the City of Hume. Tweddle was successful in the tendering process and now operates Day Stay Program's in Maribymong, Wyndham, Brimbank and Hume. The Programs continue to positively assist families within their own community to address their parenting needs.

As Community Services Manager I have actively participated in educational programs at Tweddle and within the community. The role has also involved visits to organisations within the community to promote the service offered by Tweddle, establish links and increase the community's awareness regarding the role of Tweddle Child and Family Health Service.

Overall it has been a busy and interesting year in Community Services. I would like to thank all nursing staff who work within the Inquiry Booking Office, the Day Stay Programs and Residential Unit for their assistance and enthusiasm and also administration, domestic services staff and management for their ongoing support. I look forward to the year ahead, continuing the role as Community Services Manager and working with the professional team at Tweddle to provide a specialised quality service to families.

**LeAnn Williams**  
Community Services Manager

## Medical Records

The implementation of the Early Parenting Centre Client Information System (EPCCIS) has dominated the area of Medical Records during 1996/97.

Initially a two month trial transmission of data was approved. Trials have continued throughout the year in an attempt to iron out the ongoing difficulties. It is hoped that these trials will ultimately lead to a comprehensive reporting system that is compatible with the Department's PRS2 reporting requirements.

Despite the difficulties Tweddle successfully completed transmission of 1996/97 PRS2 data in line with the Departmental deadlines.

Looking forward into 1997/98, and the recommencement of the EPCCIS transmission trials which will facilitate the necessary refinements to the system. A new coding system, ICD-10-AM will also be introduced in July 1998.

These developments in coding classification, data quality issues and information technology make this a very dynamic and challenging time in the field of Medical Records.

**Mabel Chao**  
Medical Records Administrator

## Medical Services

The General Practitioner's primary function is to see Tweddle clients whom the Registered Nurses identify as needing assistance. The G.P. visits Tweddle every Tuesday and Friday and at other times as required. The most common medical problems encountered were:

- post-natal depression and anxiety,
- upper respiratory tract infections,
- breast-feeding difficulties,
- infant reflux.

Clients also required advice on a wide range of GP-type problems. Other functions performed by the medical practitioner this year include staff education, liaison with other GP's, psychiatrists, paediatricians, and some administrative work.

This year has seen Tweddle presenting educational sessions for GP's, arranged via the Westgate and the Western/North-Western Divisions of General Practice - covering issues of settling, infant reflux, and breast-feeding difficulties.

Tweddle has continued to be involved with the Western Region Community Post-Natal Care Network Project of the Western/North-Western Divisions of General Practice and will do so into 1997/98.

**Dr Simon Benson**  
General Practitioner

Photo: Bill Skacej





## Education Network

The Education team has had a very exciting and prosperous year. The team members have been busy conducting seminars at Tweddle's main site in Footscray, as well as in a variety of metropolitan locations and rural areas for professional and parent groups. The Education team have also been guest presenters at a number of workshops and seminars for other organisations.

All team members are unanimous in their praise for the "new" education facility the 1996 Tweddle redevelopment has provided. The venue has several different sized rooms, suitable for conducting a variety of education programs. The site of the venue, at the southern end of Tweddle's Adelaide Street site, enhances the Education Network's independence from the other Tweddle programs, but also facilitates cooperation and collaboration.

The Education Network venue has also been well utilised by a number of professional community groups for the running of their own organisational seminars. Tweddle has also been pleased to play host to the monthly Western Link Group meetings and the quarterly sub-regional Maternal and Child Health Nurse meetings and to provide facilities to the Western Region of the Department of Human Services.

Many thanks to the hard working, flexible Education team who are eternally enthusiastic about the community education work we undertake. The year ahead is shaping up to be another exciting one, with new staff joining the team, new parent and professional seminars planned, as well the release of some new resources.

**Karen Houghton**  
Director of Nursing

"...before Tweddle I can honestly say we loved our baby but could not enjoy our constantly stressed, sleep deprived time with her...I came in feeling quite inadequate and left knowing I wasn't and hadn't been a failure after all...thanks to you I love being a mum"

Ted & Marie

## Domestic & Food Services

At Tweddle the staff in domestic and food services have initiative and commitment. The facility is well maintained because staff take pride in their work and in their environment. The hygiene and ambience of the building and garden are the focal point of domestic work and maintenance..

As a result clients, staff and visitors have a clean and bright environment in which to work, reside and learn.

After six years of hard work and commitment to Tweddle, Keith Tsifilidis has retired. We would like to wish Keith all the best for future endeavours. Irene Tsifilidis, after working 15yrs has lightened her load to part time employment. Staff would like to welcome Sophie Bakos and Greg Sims who have stepped into these roles

Special acknowledgment and thanks are extended to Irene Tsifilidis for her hard work, flexibility, initiative and general caring approach to her work. Thanks also to Greg Sims, Sophie Bakos, Lorraine Young and Milinda Steve for all their hard work over the past year.

## Continuous Quality Improvement

This past year has been filled with a commitment to quality at Tweddle. Monitoring activities were undertaken in all areas of the Tweddle service for the first half of the year and each area targeted an activity to be observed and improved. Whilst some of the results indicated there was no reason to change any of our practices, the process heightened awareness of service delivery and client needs. Overall, staff were consciously aware of expected standards and were eager to meet these.

The second half of the year was focused on compiling and updating the policy and procedure manuals. This is a huge undertaking and remains in progress. All staff have been involved in the various aspects of drafting procedures. Leonie Cartan has motivated and captivated staff's interest in the process in her capacity as CQI Project Officer for policy and procedure development.

The ongoing creation of policy and procedure manuals will be a focus for CQI activity for the coming year and all at Tweddle look forward to the results. In addition, the process itself has been very enlightening.

**Kerry Connolly**  
Continuous Quality Improvement  
Project Officer

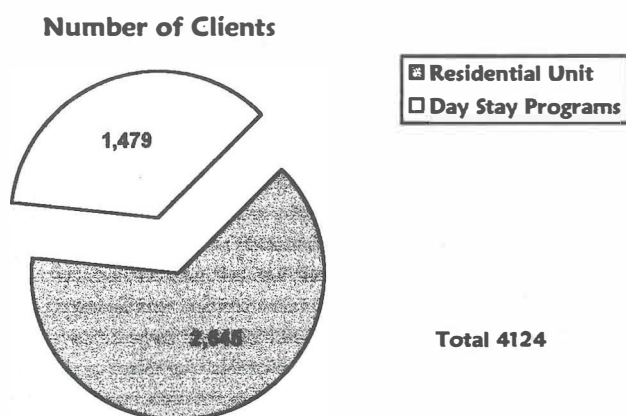
## SERVICE STATISTICS 1996/1997

Service	1994/95	1995/96	1996/97
Operational Beds	24	24	24
Number of Clients			
• residential	2,410	2,385	2645
• day stay	1,032	1,071	1479
TOTAL	3,442	3,456	4124
Education Network	-	-	
• Parent Seminars			21
- Attendance			647
• Professional Seminars			10
- Attendance			132
Bed Days	7,744	7,379	7374
Average Length of Stay	3.1	3.1	2.78
Occupancy	88.4%*	84.2%*	84.2%*
		95.5%#	101.7%#

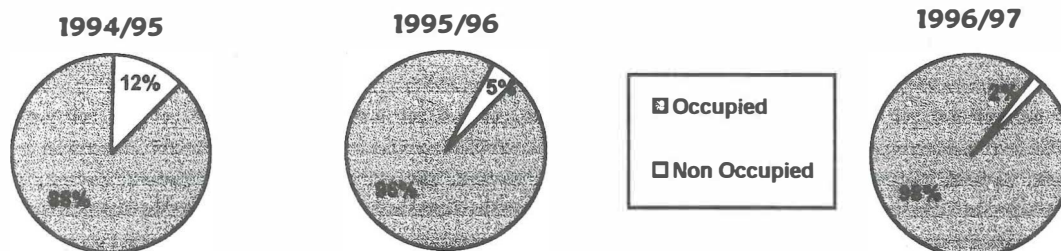
\* In 95/96 Tweddle operated for 322 days for the year.

# In 96/97 Sunday night, Christmas, Public Holiday and Inservice closures were implemented resulting in 302 actual days of operation.

## Residential Unit Comparative Statistics

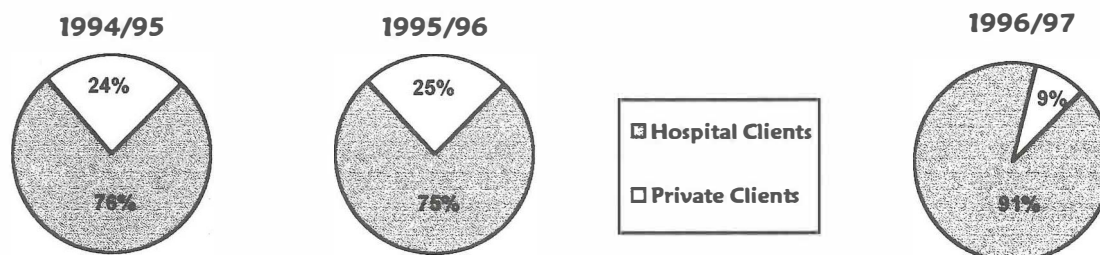


## Occupancy Rates

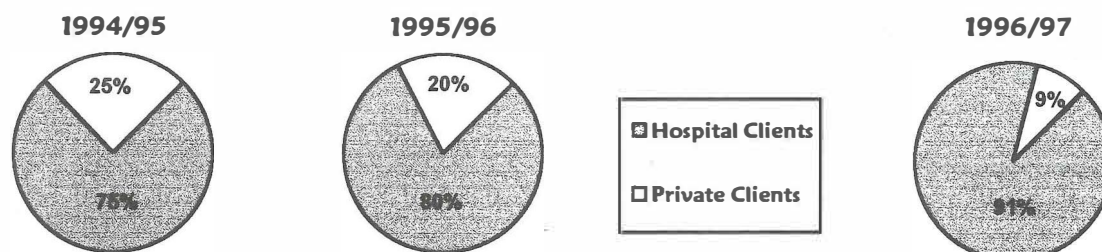




## Client Classification Numbers



## Bed Days



## Donations

Royal Victorian Bowls Association	500.00
Pethard Tarax Charitable Trust	500.00
Estate of the Late Joseph T. Tweddle	750.00
Dame Elisabeth Murdoch, A.C., D.B.E.	1,000.00
Lord Mayor's Fund	3,700.00
Hospital Charities Sunday	300.00
Mrs WMK Stephens	100.00
Miss B. Drayton	150.00
Mr L. O'Connell	100.00
Estate of the Late D.T. Galt	680.00
Essendon Quilters	106.00
J. Nash	30.00
Tweddle Central Auxiliary	4,000.00
Estate of George F. Green	722.00
W. Nicholson	25.00
St John Masonic Lodge	10.00
William Angliss (Vic) Charitable Fund	13,000.00
Miss Margaret L. Herring	50.00
The Joe White Bequest	2,000.00
Anonymous	576.00

**TOTAL** 28,299.00

All donations are acknowledged with grateful thanks.

## Life Govenors

Miss E.M Angliss, M.B.E  
 Mrs L. Charlton  
 Mr K. Hambley  
 Mrs E. Lambert  
 Mrs A.J Mangan  
 Mrs G. Redman  
 Miss I. Stevenson  
 Miss I. Brennan  
 Mrs A. Downe  
 Mrs P.M. Harbeck  
 Mr A.J. Mangan  
 Mrs J. Mercer  
 Mrs J. Price  
 Mrs W. Stephens  
 Mrs A. Lock  
 Mrs E.R Maskell

## Administration and Finance

The Finance Department has faced many challenges this year, both in terms of staff changes and work practices.

Sadly, we farewelled Sandy Eaton early this year. Warm congratulations are extended to Rosie and Milinda on successfully taking up the challenges provided in our often hectic reception area. Both have shown the ability to adapt quickly and efficiently to their new environment. Their diligence has enabled the successful implementation and operation of the new computer systems, Excel, Word and EPCISS.

Milinda, in particular, deserves credit for adding a new dimension to the phrase multi skilled. The coming year will see the installation of voice mail, which will hopefully take some pressure off our busy reception area.

During the year the payroll office saw the implementation of the new payroll system PERUSE. PERUSE has enabled the organisation to run an in house payroll system through the use of electronic transmission. Kathy Spry deserves specific thanks for her enthusiasm in adopting PERUSE and thus ensuring its successful operation. Soon we will be adding the pcBUDGET module which should interface with our general ledger system. This should considerably help work flows as Tweddle now operates a full accrual accounting system in line with Department of Human Services guidelines.

In conclusion, I extend grateful thanks to the staff and management team for their continued support which ensures we work in a co operative environment.

**Elsie Gray**  
Finance Director

## Reception/Front office

Our year has once again been an extremely busy one. Whilst the move into our new building was long awaited the settling process has been a long one.

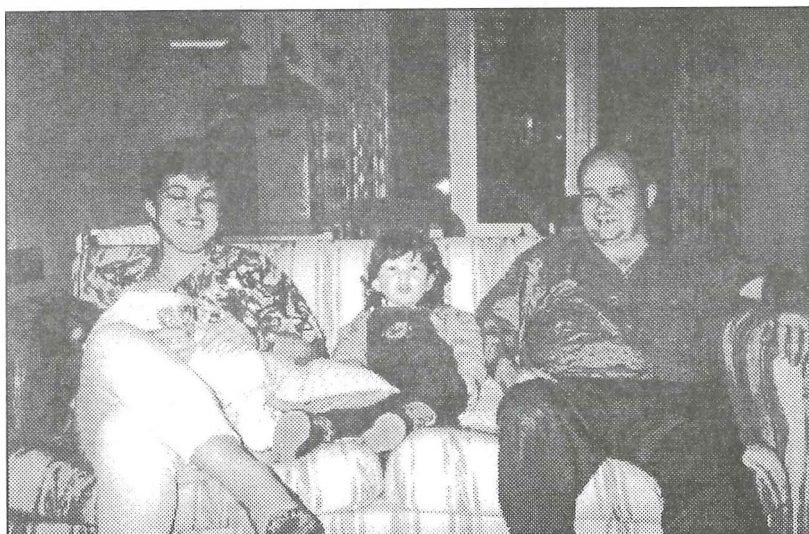
We farewelled Sandy Eaton this year and welcomed Milinda Steve and Rosie Weimar in her place. A warm welcome is extended to both who have fitted into administration with great ease.

Our new computer system is working well and continues to amaze us with its ability. Administration staff take delight in sharing newfound skills with other staff members as they are discovered.

The two most exciting challenges have been the introduction of the new patient reporting system designed especially for the three Early Parenting Centres. The system is EPCCIS (Early Parenting Centre Client Information System) and although there have been some teething problems we can see to the future in it performing very well for us. The other has been PERUSE, a payroll system in which Tweddle transmits directly to with Health Computing Services via modem. This enables Tweddle to have complete control over the payroll which is working extremely well.

Again thanks must go to all other service areas whose assistance is greatly appreciated. Thanks also to management with Betty Hassold, Elsie Gray, and Karen Houghton for their continuing support and encouragement to administration.

**Kathy Spry**  
Administrator





## Freedom of Information

Three applications for information have been made under the Freedom of Information Act 1982. All applications have been acted upon or are currently being addressed.

## Equal Opportunity

Responsibility for Equal Opportunity resides with the Health and Safety Committee, its operational arm being the staff Continuous Quality Improvement Committee.

1996/97 has seen the development and documentation of a sexual harassment policy, which has yet to receive Board endorsement. Personnel practices will be reviewed in the coming year.

## Equal Opportunity Report

	EFT#	Women*	Men*	TOTAL*	Koorie
Nursing	20.26	28	1	29	-
Administration	4.5	6	-	6	-
Domestic Services	1.37	2	-	2	-
<b>TOTAL</b>	26.13	36	1	37	-

# Effective fulltime

\* Number of people actually employed

## Comparative Financial Data

	1996-97 \$	1995-96 \$	1994-95 \$	1993-94 \$
Total Expenses	1,640,771	1,539,377	1,454,581	1,507,483
Total Revenue	1,589,226	2,529,586	1,772,739	1,496,680
Operating Surplus (Deficit)	(51,545)	990,209	318,158	(10,803)
Retained Earnings (Accumulated losses)	2,340,880	2,179,912	1,189,703	186,642
Total Assets	3,641,063	3,641,622	2,738,884	2,349,684
Total Liabilities	324,248	273,261	365,113	294,606
Net Assets	3,316,815	3,368,361	2,373,771	2,055,078
<b>Total Equity</b>	<b>3,316,815</b>	<b>3,368,361</b>	<b>2,373,771</b>	<b>2,055,078</b>

## Comparative Residential Costs

	1996/97	1995/96	1994/95	1993/94
Total Inpatient Costs	1,444,249	1,434,192	1,357,694	1,358,681
Average Cost per Client	350	415	394	418
Cost per Client per Day	163	194	163	150
Patient Fees	137,546	281,072	407,228	520,304
Government Grants	1,305,719	1,058,711	937,200	849,600
Other Revenue	18,161	27,858	12,473	19,155
<b>Consultants</b>	<b>24,700</b>	<b>12,400</b>	<b>2,700</b>	<b>9,175</b>

## Summary of Changes in the Finances 1996-97

Tweddle continues to perform under tight budget constraints; patient throughput is constantly increasing without extra resources. We look forward to the introduction of casemix funding which will enable an equitable distribution of resources for Early Parenting Centres.

During the current financial year provision for long service leave increased significantly.

## Consultancies

### Successworks:

Comparative Evaluation of the Residential Unit and Day Stay Programs \$24,700

## Legislative Changes

### ACTS

Accident compensation(Further Amendments) Act 1996  
 Births, Deaths and Marriages Registration Act 1996  
 Financial Management (Amendments) Act 1997  
 Health Acts (Amendment) Act 1996  
 Health Acts (Further Amendment) Act 1996  
 Health Services (Community Health Centres) Act 1997  
 Infertility Treatment (Amendment) Act 1997  
 Mental Health (Interstate Provisions) Act 1996  
 Superannuation Acts (Further Amendment) Act 1996  
 Superannuation Acts (Miscellaneous Amendment) Act 1997

### REGULATIONS

Accident Compensation (Prescribed Particulars) Regulations 1996  
 Competition Policy Reform (Victoria) Savings & Transitional Regulations 1996  
 Dangerous Goods (Amendment) Regulations 1996  
 Dangerous Goods (Storage & Handling) (Amendment) Regulations 1997  
 Dentists (Qualifications) Regulations 1997  
 Drugs, Poisons & Controlled Substances (Fees) Regulations 1997  
 Financial Management (Amendment) Regulations 1997  
 Health (Infectious Diseases)(Notification of HIV) Regulations 1996  
 Health (Medical Radiation Technologists) Regulations 1997  
 Health (Radiation Safety)(Fees) Regulations 1996  
 Health Services (Residential Care)(Amendment) Regulations 1996  
 Health Services (Private Hospitals & Day Procedure Centres) (Amendment) Regulations 1996  
 Occupational Health & Safety (Incident Notification) Regulations 1997  
 Pathology Services Accreditation (General)(Fees) Regulations 1997  
 Physiotherapists (Qualifications) Regulations 1997



## Staff 96/97

### Management Team

Betty Hassold - Chief Executive  
Karen Houghton - Director of Nursing  
Elsie Gray - Finance Director

### Administration Team

Sandy Eaton (resigned)  
Karen Haigh (temporary)  
Helen Papadimitriou  
Kathy Spry  
Milinda Steve  
Rosie Weimar

### Inquiry Booking Nurse Manager

Marie McHugh

### Day Stay Program Managers

Linda Chilcott  
Robyn Goodman  
Gina Ralston

### Education Team

Karen Clarke  
Leanne Davey (resigned)  
Robyn Goodman  
Barbara Hanna (resigned)  
Gina Ralston  
LeAnn Williams

### CQI Project Officers

Leonie Cartan  
Kerry Connolly

### Residential Unit

#### Registered Nurses

Marie Bradley  
Leonie Cartan  
Linda Chilcott  
Kerry Connolly  
Carmel Hegarty (resigned)  
Laureen Houghton (resigned)  
Bernadette Prunty  
Veena Rowe  
Hazel Speirs  
Le Ann Williams  
Pam Wilson

#### Mothercraft Nurses

Jenni Batten  
Gabrielle Bock  
Karen Clark  
Lesley Henwood  
Jonny Isaccsson  
Laura Kelly  
Margaret Lynch

Heather Treloar  
Sue Turner  
Leonie Welshe

### Medical Records

Mabel Chao - Administrator

### Domestic & Food Services Team

Sophie Bakos  
Milinda Steve  
Irene Tsiflidis  
Keith Tsiflidis (resigned)  
Lorraine Young

### Nurse Bank:

#### Registered Nurses

Alison Ford  
Adele Marshall  
Gwen Radcliffe  
Fiona Shields  
Mothercraft Nurses  
Tracey Brown  
Helen Duggan  
Cheryl Grech

"...I had something of an epiphany while at Tweddle....for the first time I really feel like a mother not just some woman whose life is totally controlled by a baby. We really are so thankful."

Jo & Terri

## Operational Achievements 1996/97

The achievements at Tweddle in 1996/97 are outlined below:

- ◆ Member of the successful Consortium to manage and operate The Victorian Parenting Centre.
- ◆ Expansion of the Inquiry Booking Service to include two evening sessions each week.
- ◆ Review of organisational structure and the establishment of the Community Services Manager and Executive Assistant positions.
- ◆ Establishment and operation of the Education Network.
- ◆ Successful tender and commencement of the City of Hume Day Stay Program.
- ◆ Successful tender and operation of Community Support Fund Day Stay Program in the City of Wyndham, for families with children one to two years of age.
- ◆ Implementation of the computerised Early Parenting Centres Client Information System.
- ◆ Associate membership of Community Health Accreditation and Standards Program (CHASP).
- ◆ Continuous Quality Improvement Program, with a view to achieving accreditation with CHASP within the next two years.
- ◆ Implementation of a new computer network with 16 work stations.
- ◆ Implementation of the Peruse pay system, direct from Tweddle.
- ◆ Implementation of the computerised AIMS system.



## TWEDDLE CENTRAL AUXILIARY 68<sup>TH</sup> ANNUAL REPORT

On behalf of the members of the Tweddle Central Auxiliary, I present the 68<sup>th</sup> Annual Report for financial year ending 30<sup>th</sup> June, 1997.

An Executive Meeting was called in July, 1996 and a decision was made to hold quarterly, instead of monthly meetings, passed unanimously.

We still have an average of 10 members at each meeting and we thank our hostesses most sincerely for inviting us all to their homes.

Our donors continue to be most generous and special thanks to Diana Gibson, May Angliss and Eunice Lambert for their ongoing support. A memorial donation in the name of Thelma Mounsey was given by her caring friend Phyllis Harbeck.

In August 1996, eight members attended the Tweddle Annual General Meeting which also included the official opening of "Brunning Cottage". Our members were absolutely delighted to have such a useful building dedicated to one of our long-time treasured friend and member, Jean Brunning.

The hospital reports from Betty Hassold are always received with the utmost interest and the ever-demanding problems appear to be handled with expert counselling and conclusive practical assistance and advice.

Recently I met Marie Tehan and mentioned my association with Tweddle. She was genuinely enthusiastic about the super-important role Tweddle plays in our society. I am sure she would like to visit privately to see the miracle work that makes Tweddle such a haven.

The Jean and Ralph Littlewood Combined Charities Club Inc. is now playing a larger part in our activities. With the untiring assistance of Avis Lock, our members are attending more functions. Christmas in July, Gown of the Year, William Angliss College Luncheon and the film "First Wives Club" gave us a great boost. With our own auxiliary, we organised two film luncheons at Trak: "Jane Eyre" and "Portrait of a Lady", plus hamper raffles, so the year finished on a worthwhile note.

Of the monies raised, \$4000 was applied as follows:

1. Projector
2. Computer for Inquiry Booking Nurse

We record our thanks to the Honorary Secretary, Sue De Ravin. Without her enthusiasm and diligence this Auxiliary would cease to function. To Jean Price, our Honorary Social Secretary, for making each gift, flower or card a very thoughtful treasure and to Alan Mangan, Honorary Auditor, who somehow "sorts it all out".

To all our very dear and loyal followers of Tweddle, we love you and need you more than ever.

**Loris Charlton - President**

**Susan DeRaven - Honorary Secretary**

### CENTRAL AUXILIARY FINANCIAL STATEMENT

For year ending 30<sup>th</sup> June 1997

DISBURSMENTS		
		\$
	Tweddle Child & Family Health Service	4,000.00
	Trak Cinema	399.50
	Trak Cinema	399.50
	Postage, Photocopying, Sundries & Catering	192.75
30.06.97	Closing Balance 30 <sup>th</sup> June 1997	229.67
<b>TOTAL</b>		<b>\$5,221.42</b>

RECEIPTS		
		\$
1.7.96	Opening Balance 1 <sup>st</sup> July, 1996	765.69
Total 1997	"Portrait of a Lady" Theatre & Raffle	647.00
	"Jane Eyre" Theatre Day	640.00
	Jean Littlewood Combined Charities Club	2,000.00
	Proceeds of Cornflowers	222.00
	Donations and Raffles (other than functions)	931.50
30.6.97	Bank Interest	15.23
<b>TOTAL</b>		<b>\$5221.42</b>



**Child & Family Health Service**

**Annual Financial Statements**

**(Including notes to and forming part of the Financial Statements 1996-97)**



## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### Certification

In our opinion the Report of Operations and the Financial Statements of the Tweddle Child and Family Health Service comprising a Revenue and Expense Statement, Balance Sheet, Statement of Cash Flows and Notes to the Financial Statements have been prepared in accordance with the provisions of the Financial Management Act 1994 and the Directions of the Minister for Finance - Part 9 Reporting Provisions.

In our opinion the Financial Statements present fairly the financial transactions for the year ended 30 June 1997 and the financial position as at that date of the Tweddle Child & Family Health Service

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

  
CHAIRPERSON  
Mrs J. Launder

  
BOARD MEMBER  
Mr R. Jones

  
CHIEF EXECUTIVE OFFICER  
Ms B. Hassold

  
FINANCE DIRECTOR  
Ms E. Gray

Dated the 27<sup>th</sup> day of August 1997

(Melbourne)

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### REVENUE AND EXPENSE STATEMENT FOR THE YEAR ENDED 30 JUNE 1997

	Note	Total 1996-97 \$	Total 1995-96 \$
<b>OPERATING REVENUE</b>			
Investment Income	2	53,532	65,720
Sale of Goods and Services	3	1,468,350	2,379,120
Net Revenue from Disposal of Physical Assets	4	8,523	(23,964)
Other	5	58,821	108,710
<b>TOTAL REVENUE</b>		<u>1,589,226</u>	<u>2,529,586</u>
<b>LESS OPERATING EXPENSES</b>			
Employee Entitlements		1,125,444	1,102,237
Superannuation		82,876	69,576
Supplies and Consumables		295,573	283,175
Depreciation	6	92,234	44,619
Other	7	44,644	39,770
<b>TOTAL EXPENSES</b>	8	<u>1,640,771</u>	<u>1,539,377</u>
<b>OPERATING SURPLUS (DEFICIT) FOR THE YEAR</b>		<u>(51,545)</u>	<u>990,209</u>

<b>Retained Earnings at 1 July</b>		<u>2,179,912</u>	<u>1,189,703</u>
Aggregate of amounts transferred from Reserves	9	212,513	0
<b>Retained Earnings at 30 June</b>		<u>2,340,880</u>	<u>2,179,912</u>

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



## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### BALANCE SHEET AS AT 30 JUNE 1997

EQUITY	Note	Total 1997 \$	Total 1996 \$
Endowment Fund Reserve	21	163,361	163,361
Research and Development Reserve	21	253,113	253,113
Asset Revaluation Reserve	9 & 21	559,461	771,975
Retained Earnings		<u>2,340,880</u>	<u>2,179,912</u>
<b>TOTAL EQUITY</b>		<u><b>3,316,815</b></u>	<u><b>3,368,361</b></u>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Bank Overdraft		-	9,516
Payables	10	7,595	8,316
Employee Entitlements	11	183,880	150,266
Other	12	-	659
<b>Total Current Liabilities</b>		<u>191,475</u>	<u>168,757</u>
<b>Non-Current Liabilities</b>			
Employee Entitlements	11	<u>132,773</u>	<u>104,504</u>
<b>Total Non-Current Liabilities</b>		<u>132,773</u>	<u>104,504</u>
<b>TOTAL LIABILITIES</b>		<u><b>324,248</b></u>	<u><b>273,261</b></u>
<b>TOTAL EQUITY AND LIABILITIES</b>		<u><b>3,641,063</b></u>	<u><b>3,641,622</b></u>
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash at Bank and on Hand	17	55,400	26,627
Inventory	13	3,663	4,015
Receivables	14	47,523	126,388
Investments	15	835,045	763,345
<b>Total Current Assets</b>		<u>941,631</u>	<u>920,375</u>
<b>Non Current Assets</b>			
Land	16	435,274	435,274
Buildings	16	1,970,535	2,009,222
Plant & equipment	16	181,217	156,560
Furniture & Fittings	16	112,406	120,191
<b>Total Non-Current Assets</b>		<u>2,699,432</u>	<u>2,721,247</u>
<b>TOTAL ASSETS</b>		<u><b>3,641,063</b></u>	<u><b>3,641,622</b></u>

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

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### STATEMENT OF CASH FLOWS FOR THE REPORTING PERIOD ENDED 30 JUNE 1997

	Note	Total 1996-97 Inflows/ (Outflows) \$	Total 1995-96 Inflows/ (Outflows) \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Sale of Goods and Services		1,504,890	2,427,073
Interest Received		58,284	58,755
Other		56,062	109,369
<b>Total Receipts</b>		<u>1,619,236</u>	<u>2,595,197</u>
<b>Payments</b>			
Employee Entitlements		(1,042,251)	(999,310)
Superannuation		(82,876)	(69,576)
Supplies and Consumables		(322,222)	(362,761)
<b>Total Payments</b>		<u>(1,447,349)</u>	<u>(1,431,647)</u>
<b>NET CASH FLOWS USED IN OPERATING ACTIVITIES</b>	18	<u>171,887</u>	<u>1,163,550</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of Properties, Plant & Equipment		(78,736)	(1,774,859)
Proceeds from Sale of Properties, Plant & Equipment		16,840	561,020
Purchase of Investments		(5,441)	(119,839)
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<u>(67,337)</u>	<u>(1,333,678)</u>
<b>NET INCREASE/DECREASE IN CASH HELD</b>		104,550	(170,128)
<b>CASH AT 1 JULY</b>		<u>94,173</u>	<u>264,301</u>
<b>CASH AT 30 JUNE</b>	17	<u>198,723</u>	<u>94,173</u>

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

## **TWEDDLE CHILD AND FAMILY HEALTH SERVICE**

### **Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997**

#### **Note 1. Statement of Accounting Policies**

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

##### **(a) Accrual Basis**

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

##### **(b) Historical Cost Basis**

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

##### **(c) Rounding Off**

All amounts shown in the financial statements are expressed to the nearest dollar.

##### **(d) Investments**

Investments are valued at cost and are classified between current and non-current assets based on the Hospital Board of Management's intention at balance date with respect to timing of disposal of each investment. Interest revenue from investments is brought to account when it is earned.

##### **(e) Depreciation**

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

Land and buildings are recorded at valuation made by the Valuer General on 28.4.94 and 29.2.96. Subsequent additions to buildings are at cost.

Buildings are depreciated in accordance with Australian Accounting Standard AAS4 "Depreciation of Non-Current Assets". The normal yearly depreciation charge attributable to buildings is reported in the revenue and expense statement.

Capital works in progress are not depreciated until works are completed and operational.



## **TWEDDLE CHILD AND FAMILY HEALTH SERVICE**

### **Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997**

**(f) Inventories**

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

**(g) Employee Entitlements**

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

***Long Service Leave***

The provision for long service leave is determined in accordance with Accounting Standard AAS30. Generally, the entitlement under various awards becomes payable upon completion of ten years' service. The proportion of long service leave estimated to be payable within the next financial year is a current liability. The balance of the provision is classified as a non-current liability measured at the present value of the estimated future cash outflow arising from employee's services to date.

***Wages and Salaries, Annual Leave and Accrued Days Off***

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

***Sick Leave***

Sick leave liability is recognised if it is probable that sick leave expected to be taken in future reporting periods will be greater than entitlements which are expected to accrue in those periods.

**(h) Donations**

Donations are recognised as revenue when the cash is received.

**(i) Fund Accounting**

The Hospital operates on a fund accounting basis and maintains two funds: Operating and Capital Funds. The Hospital's Capital Fund includes unspent capital donations and receipts from fund-raising activities conducted solely in respect of this fund.

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

**(j) Services Supported by Health Services Agreement and Services Supported by Hospital and Community Initiatives**

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

**(l) Revenue Recognition**

Revenue is recognised at the time when goods are sold or services rendered.

**(m) Asset Revaluations**

The estimate of value of land and buildings is based on market value of the land and in-use value of building improvements as they stand, considering their age and obsolescence.

**(n) Comparative Information**

Where necessary the figures of the previous year have been classified to facilitate comparisons.

#### Note 2: Investment Income

	1996-97	1995-96
	\$	\$
Interest Operating Account	3,545	7,513
Interest Capital Account	49,987	58,207
<b>SUB TOTAL</b>	<u>53,532</u>	<u>65,720</u>

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

### Note 3: Sale of Goods And Services

	1996-97	1995-96
	\$	\$
Department of Human Services Operating Grants	1,223,364	1,029,400
Department of Human Services Brimbank Day Stay Program Grant	31,055	22,650
Department of Human Services Wyndham Day Stay Program Grant	22,650	2,000
Department of Human Services Day Stay Program Evaluation Grant	28,650	0
City of Hume	7,050	0
Department of Human Services Capital Grants		1,022,268
Department of Human Services Other	0	4,661
<b>SUB TOTAL</b>	<u>1,312,769</u>	<u>2,080,979</u>
Indirect Contributions from Department of Human Services (Insurance)	18,035	17,069
Patient Fees	137,546	281,072
<b>TOTAL</b>	<u>1,468,350</u>	<u>2,379,120</u>

Includes \$22,864 which relates to provisional year end adjustment, that is, the amount owed to finalise Hospital funding based on performance during the year under the Health Service Agreement.

### Note 4 Net Revenues From Disposal Of Physical Assets

	1996-97	1995-96
	\$	\$
During the reporting period, the Hospital sold (Motor Vehicle)		
Proceeds from Disposal	16,840	561,020
Less: Written Down Value of Assets Sold	8,317	584,984
<b>NET REVENUES FROM DISPOSAL OF PHYSICAL ASSETS</b>	<u>8,523</u>	<u>(23,964)</u>

### Note 5: Other Operating Revenue Supported By Health Services Agreement

	1996-97	1995-96
	\$	\$
Other	18,161	27,858
<b>SUB-TOTAL</b>	<u>18,161</u>	<u>27,858</u>

### Supported By Hospital And Community Initiatives

	1996-97	1995-96
	\$	\$
Property and Rental Income	11,128	6,141
Donations	28,299	69,028
Other	1,233	5,683
<b>SUB-TOTAL</b>	<u>40,660</u>	<u>80,852</u>
<b>TOTAL</b>	<u>58,821</u>	<u>108,710</u>



## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

#### Note 6 Depreciation Expenses

	1996-97	1995-96
	\$	\$
Buildings	50,811	21,542
Plant & Equipment		
-Transport	3,921	4,277
-Computers & Communication	18,085	1,565
-Furniture and Fittings	12,447	
-Other	6,970	17,235
<b>TOTAL</b>	<u>92,234</u>	<u>44,619</u>

#### Note 7 Other Operating Expenses

	1996-97	1995-96
	\$	\$
Maintenance	19,206	13,161
Audit Expenses		
-Auditor General's	3,800	3,400
Bad And Doubtful Debts	21,638	23,209
<b>TOTAL</b>	<u>44,644</u>	<u>39,770</u>

**TWEDDLE CHILD AND FAMILY HEALTH SERVICE**

**Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997**

**Note 8 Operating Expenses**

	Total 1996-97 \$	Total 1995-96 \$
<b>Services supported by Health Services Agreement</b>		
Salaries and Wages	1,047,995	1,060,006
WorkCover	13,149	17,343
Superannuation	82,875	69,576
Drug Supplies	697	1,288
Medical and Surgical Supplies	1,524	2,164
Food Supplies	50,805	36,945
Domestic Services	28,262	40,616
Repairs and Maintenance	47,462	54,899
Administrative Expenses	151,144	133,979
Audit Fees	3,800	3,400
Other	16,536	13,976
<b>TOTAL EXPENSES REQUIRING FUND OUTFLOWS</b>	<b>1,444,249</b>	<b>1,434,192</b>
<b>ADD OPERATING EXPENSES NOT REQUIRING FUND OUTFLOWS</b>		
Long Service Leave	64,300	24,888
<b>SUB TOTAL</b>	<b>1,508,549</b>	<b>1,459,080</b>

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

### Note 8 Operating Expenses (Continued)

	Total 1996-97 \$	Total 1995-96 \$
<u>Services supported by Hospital &amp; Community Initiatives</u>		
Administrative Expenses	32,405	35,460
Repairs and Maintenance	7,583	0
Interest	0	218
<b>TOTAL EXPENSES REQUIRING FUND OUTFLOWS</b>	<b>39,988</b>	<b>35,678</b>
<b>ADD OPERATING EXPENSES NOT REQUIRING FUND OUTFLOWS:</b>		
Depreciation	92,234	44,619
<b>SUB TOTAL</b>	<b>132,222</b>	<b>80,297</b>
<b>TOTAL EXPENSES</b> (As per Revenue And Expense Statement)	<b>1,640,771</b>	<b>1,539,377</b>

### Note 9 Transfers To/From Reserves

	1996/97 \$	1995/96 \$
Asset Revaluation Reserve	212,513	4,381

The Asset Revaluation Reserve has been adjusted to take account of the difference between the proceeds from the sale (\$561,019.65) and the written down value (\$348,506.04) of the property at 398 Barkly Street, which was sold on the 19<sup>th</sup> April, 1996.

Due to an upward valuation of land and buildings at 75 Adelaide Street on 29.2.1996, \$4,381 was transferred to the asset revaluation reserve.



# TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

## Note 10: Payables

	Less than 1 Year	1 to 2 Years	2-5 Years	Greater than 5 Years	Total 1997	Total 1996
	\$	\$	\$	\$	\$	\$
Trade Creditors	4.400				4.400	5.222
Accrued Expenses	3.195				3.195	3.094
<b>TOTAL PAYABLES</b>	<b>7.595</b>				<b>7.595</b>	<b>8.316</b>

## Note 11 Provision for Employee Entitlements

	1997 \$	1996 \$
<b>CURRENT</b>		
Long Service Leave	70.212	42.342
Accrued Wages and Salaries	20.661	19.429
Annual Leave	91.881	86.144
Accrued Days Off	1.126	2.351
<b>TOTAL</b>	<b>183.880</b>	<b>150.266</b>
<b>NON CURRENT</b>		
Long Service Leave	132.773	104.504
<b>TOTAL</b>	<b>316.653</b>	<b>254.770</b>

In measuring present value a probability factor which varies in accordance with the number of years of service has been used in determining the retention rate for employees with a particular number of years of service.

## Note 12 Deferred Revenue

	1997 \$	1996 \$
Rent	0	659
<b>TOTAL</b>	<b>0</b>	<b>659</b>

# TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

## Note 13 Inventory

	1996-1997	1995-1996
	\$	\$
Pharmaceuticals	1,064	1,103
Domestic supplies	1,947	1,871
Administration stores	652	1,041
<b>TOTAL</b>	<b>3,663</b>	<b>4,015</b>

## Note 14 Debtors And Accrued Revenue

	Less than 1 Year	Greater than 1 Year Less than 2 Years	Greater than 2 Years Less than 5 Years	Greater than 5 Years	Total 1997	Total 1996
	\$	\$	\$	\$	\$	\$
Patient Fees	5.815				5.815	39.542
Sundry Debtors	9.150				9.150	
Accrued interest - oper	578				578	1,105
Acc Govt Grant - oper	22.864				22.864	72.400
Accrued interest - cap	9.116				9.116	13.341
<b>NET DEBTORS &amp; ACCRUED REVENUE</b>	<b>47.523</b>				<b>47.523</b>	<b>126.388</b>

**TWEDDLE CHILD AND FAMILY HEALTH SERVICE**

**Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997**

**Note 15 Investments**

	Operating Fund \$	Capital Fund \$	Total 1997 \$	Total 1996 \$
<b>Current</b>				
Bank bills		691.724	691.724	686.282
On call investment	66.373	76.948	143.321	77.063
<b>TOTAL</b>	<u>66.373</u>	<u>768.672</u>	<u>835.045</u>	<u>763.345</u>



## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

### Note 16 Non-Current Assets

	Gross Cost/ Valuation 1997 \$	Accumul Dep'n 1997 \$	Written Down Value 1997 \$	Written Down Value 1996 \$	Additions 1997 \$	Disposals 1997 \$
<b>AT COST</b>						
Plant & Equipment						
-Transport	21,437	0	21,437	12,238	21,437	19,010
-Computers and Communication	123,964	39,901	84,063	76,091	26,057	
-Other Equipment	94,301	18,584	75,717	68,231	14,455	
Furniture & Fittings	126,897	14,491	112,406	120,191	4,662	
<b>SUB TOTAL</b>	<b>366,599</b>	<b>72,976</b>	<b>293,623</b>	<b>276,751</b>	<b>66,611</b>	<b>19,010</b>
<b>AT VALUATION</b>						
Crown Land	310,000		310,000	310,000		
Freehold Land	125,274		125,274	125,274		
Buildings	2,038,777	68,242	1,970,535	2,009,222	12,125	
<b>SUB TOTAL</b>	<b>2,474,051</b>	<b>68,242</b>	<b>2,405,809</b>	<b>2,444,496</b>	<b>12,125</b>	<b>19,010</b>
<b>TOTAL</b>	<b>2,840,650</b>	<b>141,218</b>	<b>2,699,432</b>	<b>2,721,247</b>	<b>78,736</b>	<b>19,010</b>

\*The land and buildings were restated to valuations determined by Mr. B. Longmore, Registered Valuer, Office of the Valuer General Victoria, as at 28th April, 1994. A property more recently acquired at 75 Adelaide Street was valued by Mr D.H. Burns on behalf of the Office of the Valuer General, Victoria, on the 29<sup>th</sup> February, 1996.

The basis of valuation of land and buildings is based on market value of the land and in-use value of building improvements as they stand, considering their age and obsolescence.

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

#### Note 17 Reconciliation Of Cash

For the purpose of the statement of cash flows, the Hospital considers cash to include cash on hand, in banks and investments in money market instruments which includes:  
petty cash, bank or financial institutions deposits and investments (at call or highly liquid and readily convertible to cash within 24 hours) which an entity uses in its cash management function on a day to day basis.

	1997 \$	1996 \$
Operating Fund		
-Cash at bank and on hand	47.246	250
-Cash Management Account	66.373	5.223
-Bank Overdraft	0	(9.517)
Capital Fund		
-Cash at bank and on hand	8.156	26.377
-Cash Management Account	76.948	71.840
<b>TOTAL CASH AT 30 JUNE</b>	<u>198.723</u>	<u>94.173</u>

#### Note 18 Reconciliation Of Net Cash Used In Operating Activities To Operating Result

	1997 \$	1996 \$
Operating Surplus (deficit)for the year	(51.545)	990.209
<b>NON CASH MOVEMENTS</b>		
Depreciation	92.234	44.619
Increase / Decrease in Payables	(721)	(118.035)
Increase / Decrease in Employee Entitlements	61.883	16.008
Net Revenue from Sale of Plant & Equipment	(8.523)	23.964
Decrease / Increase in Receivables	78.865	205.267
Increase / Decrease in Stores	353	859
Increase / Decrease in pre paid Revenue	(659)	659
<b>NET CASH USED IN OPERATING ACTIVITIES</b>	<u>171.887</u>	<u>1.163.550</u>

## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

### Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

#### Note 19 Patient Fees (Refer to Note 3)

	Patient fees raised		Patient fees receivable	
	1996-97	1995-96	1997	1996
	\$	\$	\$	\$
Primary care	<u>137,546</u>	<u>281,072</u>	16,677	64,542
<b>LESS PROVISION FOR DOUBTFUL DEBTS</b>			(10,862)	(25,000)
<b>NET PATIENT FEES RECEIVABLE</b>			<u>5,815</u>	<u>39,542</u>

The Hospital charged fees in accordance with the Department of Human Services directives.

	1996/97	1995/96
	\$	\$
<b>Bad &amp; Doubtful Debts</b>	<u>35,776</u>	<u>23,209</u>

#### Note 20 Superannuation

This entity contributes to the Hospitals Superannuation Board. Contributions made during this financial year were \$82,876. There were no amounts outstanding in respect of the financial year. The basis for calculating superannuation payable to the Hospital Superannuation Board is in accordance with the Hospital Superannuation Act 1988 and the State Superannuation Act 1988. There are no loans existing from any Superannuation Fund.

#### Note 21 Reconciliation Of Changes In Equity

	Total		Retained Earnings		Asset Revaluation Reserve		Other Reserves	
	1997	1996	1997	1996	1997	1996	1997	1996
	\$	\$	\$	\$	\$	\$	\$	\$
Balance at Beginning of Reporting Period	3,368,360	2,373,771	2,179,912	1,189,703	771,974	767,593	416,474	416,474
Operating Surplus/(Deficit) for the Year	(51,545)	990,209	(51,545)	990,209				
Transfers to Reserves		4,381	212,513		(212,513)	4,381		
<b>BALANCE AT END OF REPORTING PERIOD</b>	<u>3,316,815</u>	<u>3,368,361</u>	<u>2,340,880</u>	<u>2,179,912</u>	<u>559,461</u>	<u>771,974</u>	<u>416,474</u>	<u>416,474</u>



## TWEDDLE CHILD AND FAMILY HEALTH SERVICE

Notes To And Forming Part Of The Financial Statements For The Year Ended 30 June 1997

### **Note 22 Responsible Person - Related Disclosures**

#### **(a) Responsible persons**

##### **Minister for Health**

The Honourable Mr R. Knowles

##### **Board of Management Members**

Mr P. Angliss

Mr I. Broadway

Mr B Daley

Ms P. Digby

Ms L. Glanville

Ms L. Hazelton

Dr N. Hocking

Mr G. Jasper

Mr R. Jones

Ms J. Launder

Ms D. McGregor

Ms L. Soong

##### **Accountable Officer**

Ms B. Hassold (Chief Executive Officer)

#### **(b) Remuneration**

	1997	1996
	\$	\$
Total remuneration received or due and receivable by responsible persons from the reporting entity in connection with the management of the reporting entity amount to:	Nil	Nil

Members of the Board of Management all hold honorary positions.

The remuneration of the Accountable Officer who is not a member of a governing board is reported under "Executive Officer Remuneration"

#### **(c) Retirement Benefits**

There are no retiring benefits provided to responsible persons.

#### **(d) Other Transactions of Responsible Persons Related Entities**

There were no transactions with Board of Management related entities.

#### **(e) Other Receivables from and Payables to Responsible Persons**

No amounts remain payable or receivable to any Board of Management Member.

#### **(f) Executive Officer Remuneration**

There are no Executive Officers whose total remuneration exceeded \$100,000 during the reporting period.



**VICTORIAN  
AUDITOR-  
GENERAL'S  
OFFICE**

*Auditing in the  
Public Interest*

## **Auditor-General's Report**

### **Audit Scope**

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


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

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

### **Audit Opinion**

In my opinion, the financial statements present fairly the financial position of the Tweddle Child and Family Health Service as at 30 June 1997 and the results of its operations and its cash flows for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and comply with the requirements of the *Financial Management Act 1994*.

MELBOURNE  
17/9/1997

  
C.A. BARAGWANATH  
Auditor-General



