



04

TWEDDLE ANNUAL REPORT

more than sleep



'I came to Tweddle with a sleep concern and so many other issues have been addressed as well' – Sarah



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**Note:** Throughout this Annual Report the names of clients have been changed to protect personal privacy.

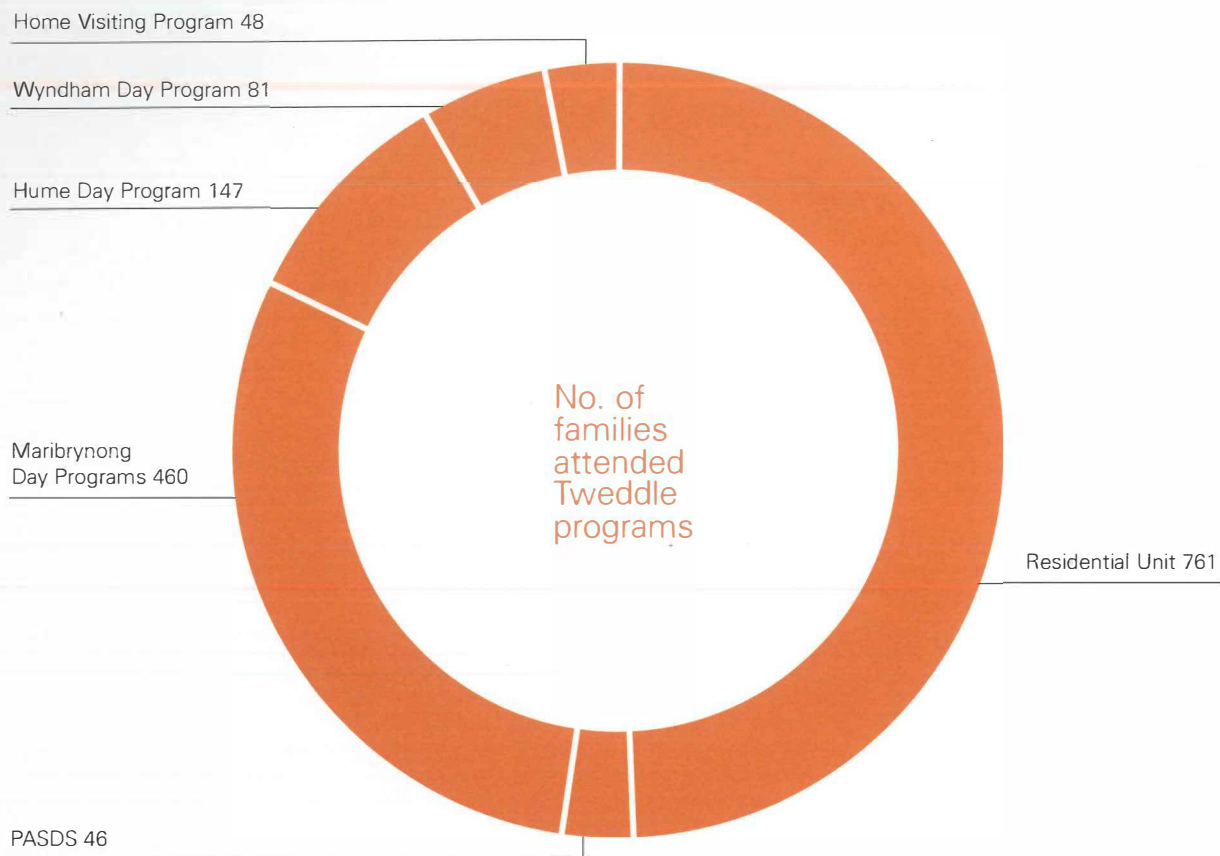


teamwork



# collaboration

'Everyone was extremely helpful and informative. They gave me great strategies to go home with. They believed in me and gave me strength to mother on' – Karen



## Tweddle at a Glance

Other Revenue \$273,794

Investment \$123,656

Donations \$40,819

Education \$67,853

Day Program  
Service \$99,445

DHS - Protective  
Services (PASDS)  
\$242,199

DHS - Acute Care  
Program \$2,015,824

Income  
by  
source

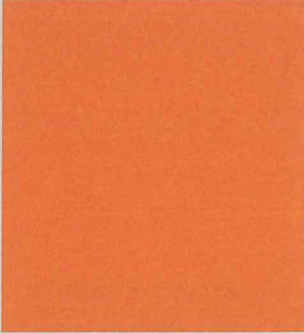
## Highlights for 2003/2004

- Introduction of psychology services for clients
- New service model adopted in residential programs
- Successful completion of the Parenting Skills Development Framework
- No workplace incidents or time lost due to accident or injury
- Establishment of accurate unit pricing systems for improved management decision making
- Completion of the Tweddle "Backyard" with new gardens and, importantly, facilities for young children to play
- Refurbishment of the on site cottage for use as consulting rooms
- Upgrade of Tweddle computer network including an upgrade of all office software.
- Establishment of partnership with Taralye and the operation of Taralye services in the west

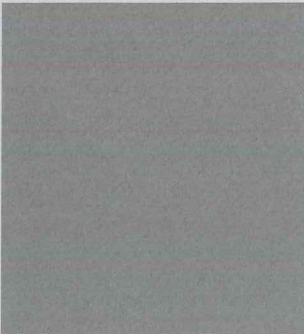




# President's Report

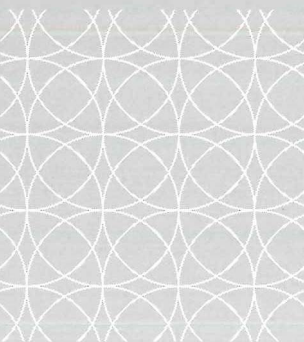


Every parent needs support at some time. Our research has found that the ease with which parents care for a new baby is not determined by income or by the suburb in which we live. We all experience a lack of confidence and need support in our parenting journey from family, friends and from time to time, Tweddle.



The Board recognises the value of parents own voice about their parenting skills by advocating for the continuation of self referral to early parenting services by women and families. Tweddle also remains committed to working with referring professionals and in particular Maternal Child Health Nurses and General Practitioners.

Over the last year, the Board has focused on setting the strategic direction of the service rather than providing higher level management. We have been able to do this not only because of the calibre of our Board membership but because of the depth of management expertise provided by our recently appointed Chief Executive Officer, Vivienne Amery.



Through the work of our Vice President, Lesley Yates, and our Treasurer, Michael Smith, we have more clearly articulated the outcomes we want the Service to achieve and aligned our budget policies to support the achievement of these outcomes.

We know from surveys and research that Tweddle each year makes an enormous difference to the lives of the three thousand families who use our services. However government funding continues to be set at a level that does not cover the actual cost of providing care to children and families. Government policy promotes a focus on early childhood development and strengthening the parenting capacity of families. There is a high level of demand for our service. It is difficult for the Board and our community to reconcile stated government policy with our continued underfunding.

The Board has recently sought to address our deficit by determining those services that are central to Tweddle and for which we will continue to find the funds to support – either by advocacy to government or through fundraising. This includes our residential and day stay programs. We have also identified those programs that we now expect to be cost neutral or revenue positive. The Prison Program is an example of such a program.

The Board's priority setting has identified the importance of service provision to families that have been determined by the Victorian Department of Human Services to be "at risk" of entering the child protection system. However we remain equally committed to providing services that prevent children and families ever coming close to being "at risk".



Tweddle enthusiastically awaits the completion of the State Government Review of Early Parenting Services. We look to government for funding which reflects the real cost rather than the historic cost of our services. We are keen to further our partnership with the States' early parenting centres and the Department in developing more creative approaches to service delivery to ensure all Victorian children and families have access to high quality parenting programs.

The Board is actively looking at trends in service design and changes in our population that will shape the parenting services of the future. Over the next decade, parenting services will need to move away from service design reflective of the way we lived at the time when government funds were first made available. The current historically determined age cap (4 years) for children in Victoria's early parenting services can be anticipated to change as parents give voice to their need for parenting services beyond their child's fourth birthday. We also anticipate there will be increasing demand for services providing support in parenting teenagers. Tweddle has for some years been providing home based and day stay programs – a shift away from the residential model. We anticipate the demand for such service choices will continue to grow in coming years.

A significant new initiative this year has been the establishment of "Friends of Tweddle", a support base of over 150 parents and community leaders throughout Australia. We express our appreciation to all our Friends and look forward to regular opportunities to work together to advocate on parenting issues.

I would like to thank all my fellow Board members, and particularly acknowledge the work of our retiring Board members: Adam Fry and Julie Collette for their contribution to early parenting in Victoria.

On behalf of the Board I would like to thank our Chief Executive Officer, Vivienne Amery, for her dedication and her attention to what matters. Through Vivienne's work many of the Board's long term objectives are now becoming a reality. We have a multi disciplinary team in place, improved triage and our resources are targeting attention to improving the management of waiting times. We have strengthened our partnerships with referring professionals, tertiary providers and research centres, evident in our collaboration with the Key Centre for Women's Health in Society.

Congratulations to Vivienne and all the staff at Tweddle for the achievements of the last twelve months.

– HILARY RUSSELL, PRESIDENT

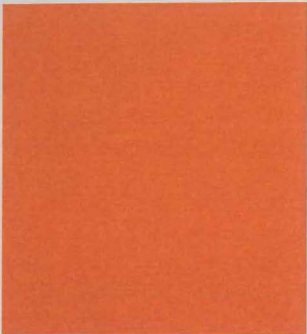
It is difficult for the Board and our community to reconcile stated government policy with our continued underfunding.

## KEY PARTNERSHIPS

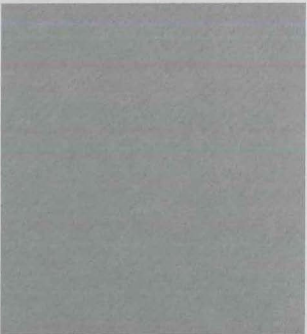
- Best Start Maribyrnong
- City of Maribyrnong
- Western Welfare Alliance
- Taralye
- Maternal and Child Health Services
- Williamstown Hospital
- Western General Hospital – Sunshine and Footscray campuses
- Hume City Council
- City of Wyndham
- City of Melton
- Terang and Mortlake Health Service
- Djerriwarrh Health Service
- City of Hobson's Bay – Municipal Early Years Plan
- City of Bayside
- Parentline Steering Committee
- Family Support Services - various
- Key Centre for Women's Health in Society – University of Melbourne
- Victorian Parenting Centre
- Australian Association of Parenting and Child Health Inc
- The Royal Women's Hospital
- The Royal Children's Hospital – Community Centre for Child Health
- Child Protection Services
- Relationships Australia
- Queen Elizabeth Centre
- O'Connell Family Services
- Prison services



# CEO Report

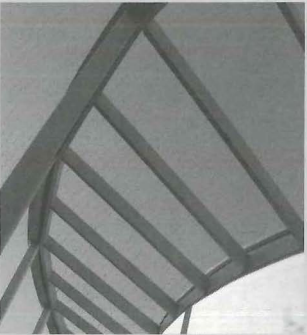


Like all successful organisations, Tweddle has continually evolved since its foundation more than 80 years ago. The end result is that Tweddle is now stronger and more outward looking. There is improved integration of service and a sharper focus on the needs of families and individuals. We have been developing a multi-disciplinary approach through our diverse professional group, which now includes nurses, psychologists and early childhood staff.



To meet client needs our service has become broader. Tweddle today is certainly much more than a 'sleep school'. Assisting parents in managing sleep is still critical, but there are so many other issues that clients want to work on, while they stay with us.

We are very pleased to have developed a new psychology service. This service complements existing programs and provides support for families in day and residential programs.



Through the year a number of new programs have come on stream. A new outdoor playground has been a boon for toddlers, parents and staff alike. The refurbished indoor playroom is now a more stimulating environment. Our early childhood experts have developed new play, dance and music therapies.

In the 21st century, it is not feasible to offer a service in isolation, no matter how good that service may be. External relationships are now more important than ever for Tweddle. A relationship has been established with the internationally recognised

early intervention centre, Taralye, which provides oral language programs for deaf children and their families. In March, Taralye began operating one-day per week from our refurbished former "Matron's Cottage". Due to demand, the service is now operating two days per week. To see deaf children in the west being helped by this service, is very rewarding. In turn, Tweddle will work with Taralye to provide parenting seminars to the parents of deaf children. Our organisations both care for the pre-school age group and there are natural synergies between us.

Tweddle is developing close relations with the Western Hospital and discussions are underway with the Royal Women's Hospital with a view to greater cooperation in the year ahead. Options for referral of families from hospital, following a birth, where a clear need is identified, are being explored. The Tweddle Day Stay program offered at Williamstown Hospital was also expanded from two to three days per week.

We are very proud of our involvement with local government. We work closely with the City of Maribyrnong and particularly the Maribyrnong 'Best Start' initiative. This program, involves a range of partners and is dedicated to improving service linkages to support families and children in the early years. We have also developed a partnership with the Shire of Melton to provide customised parenting education programs and specialised home visiting services. Of all Victorian municipalities, Melton has one of the largest populations of young children.



During the year, Tweddle chaired a parenting resource development project that was undertaken by a National Consortium. The project, funded by the Commonwealth, has developed a framework for parenting professionals to work collaboratively with clients. The Framework was finalised and the Federal Government has adopted it enthusiastically. We are now developing the framework as an interactive CD for dissemination to early parenting centres nationally and to other parenting professionals. This has attracted further funding from the Federal Government.

Over the last year, management was focused on reducing the deficit on one hand and rebuilding and developing the service on the other. The financial result for the year is a deficit of \$261,091, of which depreciation, unfunded by the Department, accounts for \$138,543. Contributing factors that led to the deficit are:

- An increase in depreciation costs due to asset revaluation
- All leave liabilities being brought to account including long service leave provisions and recognition of prior service.
- An anticipated loss in the parenting seminars program. This program is being reviewed with a view to it being cost neutral in 12 months
- Costs associated with organisational change, and
- The costs of developing a range of communications materials.

A number of specific changes were made to manage the deficit over the longer term. Residential services are now provided 12 days out of 14. This means Tweddle closes its service every other weekend.

A number of business processes and systems have been reviewed and made more efficient. Management structures have been flattened to promote a team approach, accessible decision-making, improved efficiency and cost reduction. As a result the forecast for next year will see a reduction in the deficit. In addition to identifying cost efficiencies other measures to raise revenue will be pursued.

The year had more than its share of challenges. We can be proud of the way we emerged with a reinvigorated service. We did this because of outstanding staff. As a CEO, it is a privilege to have such a dedicated and capable group of staff who, day-in and day-out, give service of the highest quality. To all staff: thank you.

– VIVIENNE AMERY, CEO

Tweddle today is certainly much more than a 'sleep school'.

## Case Study 01

SAMIRA + JAMILA

Samira arrived in Australia from the Sudan four years ago with her two children. A third baby daughter, Jamila, was born 18 months ago.

Samira came to Tweddle because she wanted to stop breast-feeding during the night-time hours.

However, Samira did not want to be separated from her baby.

The Tweddle team and Samira set up her room with the baby's cot next to her bed. During the night when Jamila woke, Samira was able to resettle her baby by stroking her head and reassuring her that she was nearby.

On discharge, Samira was happy because she was getting a good night's sleep and she was still able to breast feed during the day.

'Access to a specialist service close  
to home has made such a difference  
to our family' – Mary

# integrated





# services

# Parenting Services

With a permanent staff of 28 and a small band of casual "bank" nurses, the year has seen the unit continue to provide early parenting services to families for residential stays of up to four days. Up to nine family groupings are in residence at any one time.

A noticeable trend has been the number of support persons accompanying parents for admission. Generally, it is grandmothers accompanying daughters. In many cases it is these same grandmothers whose role it is to take over as daytime carer when the mother returns to work.

Tweddle welcomes this trend. Grandparents are a very important support group and encourage attendance at parenting programs.

Everyone at Tweddle understands that play is an important part of a child's learning experience. The early childhood team has focused on developing play experiences.

January 2004 saw the opening of a new outside play space. It provides a wonderful opportunity for children to explore, play in the sandpit, touch the plants, ride their bikes or just expend excess energy. Staff members from the early childhood team, work with parents in planning and discussing ways of helping children gain positive experiences from play. And they also explore how parents too can develop their relationships with children through play.

## CLIENT INFORMATION AND BOOKING SERVICE

	2001/02	2002/03	2003/04
Bookings	2733	2457	2516
Client information consultations	1322	1485	1643
Health professional/secondary consulting calls	414	330	326

With casual nursing staff such an important part of the clinical team, a key project this year has been the establishment of an orientation program for these staff. The aim has been to enable bank staff to become familiar with Tweddle practices in the shortest possible time.

The theme in professional development for the year was supporting staff to work with challenging families. Staff members were involved in piloting the Parent Skills Development Tool. The framework principles and processes of engagement and collaboration will be a core focus for professional development in the next 12 months.

Our intake systems are under review. The skill mix of the team has been broadened and the triage process reviewed to better match client needs to service type.



## TWEDDLE REACHING CLIENTS/FAMILIES

PROGRAM		2001/02	2002/03	2003/04
Residential Unit (including PASDS families)	Individuals	2245	2038	2142
	Individuals Variance		-207	104
	Families		752	807
	Family Variance		N/A	55
Maribyrnong Day Program *In 2002 increased by two families per week	Individuals	851	1011	1137
	Individuals Variance		160	126
	Families	356	419	460
	Family Variance		63	41
Hume Day Program (Off Campus)	Individuals	365	364	349
	Individuals Variance		-1	-15
	Families	155	154	147
	Family Variance		-1	-7
Wyndham Day Program (Off Campus) *In 2002 reduced to two families per week	Individuals	323	178	182
	Individuals Variance		-145	4
	Families	142	78	81
	Family Variance		-64	3
Home Visiting Program *Program commenced in April 2002	Home visits	N/A	133 (visits)	123 (visits)
	Home visits Variance		N/A	-10
	New Families		49	48
	Family Variance		N/A	-1

## RESIDENTIAL SERVICES (ADMITTED CLIENTS)

	2001/02	2002/03	2003/04
No. of beds available each day of operation	19 (Mon - Sat) 8 (Sun)	19 (Mon - Sat) 8 (Sun)	19 (Mon - Sat) 8 (Sun)
Clients admitted	2245	2038	2142
Families admitted	823	751	807
Clients admitted for one day	192	64	57
Average length of stay (days)	2.7	3.2	2.5
Total client beddays	6267	6109	5966
Occupancy (%)	102.52	105.69	109.35

## Case Study 02

### PETER + CHANTEL

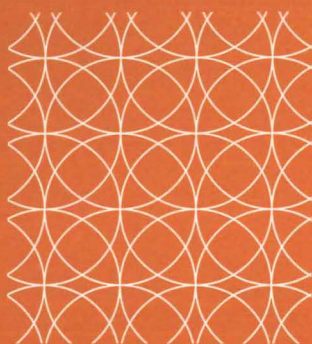
Peter had part time custody of his 22-month old daughter, Chantel.

Managing a toddler was tough for Peter. He felt he had little confidence. Chantel was very good at using the word 'no'!

The intake team at Tweddle planned a weekend admission to suit Peter's work commitments. At the end of his stay Peter believed that his confidence had improved. He had an increased understanding of how to manage his daughter and he understood that the word 'no' for a toddler, is a very common word!



# Community Programs



## What a difference a day can make!

Victorians can take part in Tweddle services across the state. The Day Stay programs in particular have widespread community recognition and are integral to our service model. They are designed to provide families with additional support to enhance the experience of parenting. The programs are also tailored to respond to the needs of working families.

Tweddle provides early parenting Day Stay programs in six municipalities around the State.

**Corangamite:** In the south west of the State, Tweddle provides a service one day per week in the town of Terang in partnership with the Terang and Mortlake Health Service. It is designed for families who are experiencing difficulties with children up to three years of age.

**Hobsons Bay:** In Williamstown, Tweddle provides a service in collaboration with The Williamstown Hospital. The service is available three days per week for families who are experiencing difficulties with children up to 12 months of age.

**Hume:** Tweddle provides a service in Tullamarine one day per week which is funded by Hume City Council in close collaboration with the Maternal and Child Health Service for families who are experiencing difficulties with children up to 18 months of age.

**Maribyrnong:** The service is available two weekdays and alternate Saturdays for families who are experiencing parenting difficulties with children up to three years of age.

**Melton:** Tweddle provides a one-day per week service in collaboration with Djerriwarrh Health Service. This service caters for families with babies up to 12 months of age.

**Wyndham:** This service is offered in Werribee and is available one day per week for families who are experiencing any sort of difficulties with babies up to 12 months of age.

With positive word-of-mouth continually spreading and with a constant supply of self-referrals, all Day Stay Programs have completed another successful year. The programs run from 9 am to 4 pm with sleep and mealtime issues being the main concerns of parents.

## In 2003-2004

- All programs continue to be well attended and in high demand
- Maternal and Child Health nurses are the major referral service for day stay clients
- A new contract was signed for the Tullamarine Day Stay Program to continue at least until June 2006.
- Demand continues to be high for the Hume City Council program.
- The Williamstown Day Stay Program, now in its fifth year, continued uninterrupted, and, at year end, was expanded by 50% from operating two days per week to three.
- Bayside City Council and Tweddle will commence a new model of service in a Day Stay Program in that area. The program will be piloted for a six-month period and will commence before the end of 2004.



During 2003/04 there has overall been an increase in the total number of families who have attended Day Stay Programs within the community.

The Home Visiting program, operating within a radius of 15 kilometres of Tweddle, continues to be in demand. It is used where parents have a transport difficulty, disability, cultural reason for not attending a group or where parents have twins and it is just too difficult to get to Tweddle.

The Home Visiting service operates from Footscray two days per week. Families may receive up to four visits over a four-six week period.

Home Visiting is designed to support parents in whatever they need help in – including managing a toddler, sleeping issues, meal time issues or establishing an age-appropriate pattern.

‘After the Day Stay program, I feel like I have a real plan of action that I can follow for regaining much needed sleep and having a more contented baby’ – Tina

### COLLABORATIVE DAY STAY PROGRAMS

	Hume	Djerriwarrah	Williamstown	Terang	TOTAL
2001/2002 Individuals	365	328	475	280	1448
Families	155	143	212	123	633
2002/2003 Individuals	364	320	711	352	1747
Families	154	136	316	161	767
2003/2004 Individuals	349	354	756	367	1826
Families	147	152	325	161	785
Variance between 02/03 & 03/04 Individuals	-15	+34	+45	+15	+79
Families	-7	+16	+9	0	+18

### TWEDDLE-FUNDED DAY STAY PROGRAMS

	Admitted Clients	Non-Admitted Clients	TOTAL
	Maribyrnong	Wyndham	
2001/2002 Individuals	851	323	1174
Families	356	142	498
2002/2003 Individuals	1011	178	1189
Families	419	78	497
2003/2004 Individuals	1137	182	1319
Families	460	81	541
Variance between 02/03 & 03/04 Individuals	+126	+4	+130
Families	+41	+3	+44

### Day Stay program locations

	Number of days per week	Up to how many families per day?
Maribyrnong	Two (plus two Saturdays per month)	4
Melton	One	4
Terang and Mortlake	One	4
Tullamarine	One	4
Werribee	One	2
Williamstown	Two/Three	4



Strong





## Case Study 03

MARIA + JAMES

With her 10 month old baby, James, Maria left Western Australia and moved to Melbourne. Initially moving in with her mother for added support.

Baby James was continually having disrupted nights and would only settle if Maria took him into her bed. Maria's grandmother became anxious about the baby's sleep pattern.

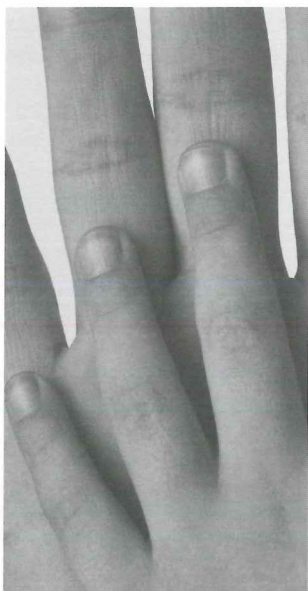
When Maria came to Tweddle, she realised that she was not ready to have James sleep in a separate room. Because of the disruption of the move, it was important that he be close to her.

At the same time, Maria realised that she needed to give priority to finding her own accommodation.

The team supported Maria in making her decision and also put her in touch with housing support agencies.

# support

# Parenting Assessment and Skill Development Service



This Service is offered by Tweddle and is funded by the Department of Human Services (DHS) High-risk Infant Initiative. The program seeks to enhance parenting of children determined as “at risk” and referred by DHS to ensure their safety and best interests.

Tweddle provides DHS with independent, objective assessments of a range of parenting competencies. These assessments identify parenting strengths and needs to ensure that children have an opportunity to develop in a safe and nurturing environment.

Throughout the year, families participate in residential and home visiting programs. In the majority of cases, gains for the families were readily identifiable and they were able to continue on a path of developing as parents.

A measure of success for our staff is the development of trust with clients. We are very proud of the number of PASDS clients who voluntarily seek out Tweddle services to further parenting skills following a positive PASDS program experience.

During the current year staff have actively participated in a review of the Parenting Assessment and Skills Development service. There is clear acknowledgement of the complexity of the parenting challenges that the program confronts.



PASDS RESIDENTIAL PROGRAM (Admitted clients)			
	2001/02	2002/03	2003/04
No. of families	37	42	46
Total PASDS clients			125
PASDS clients bed days			902
PASDS clients average length of stay			7.38

A number of changes have emerged from the review including an increase in the time allocated to program co-ordination.

An intensive 10 day residential program has continued with high demands for service – sometimes exceeding the capacity to deliver. During the 2003-2004 year a total of 46 families participated in the PASDS residential program with referrals from seven DHS regions.

**‘I am much happier and relaxed now that I know what the problems are and what to do about them’ – Prue**



# Parenting Seminars

Education for parents is an integral component of all Tweddle programs. In acknowledging the need for high quality early parenting information, the Parenting Seminar team offers a variety of innovative and responsive educational opportunities. These are outlined in the annual Parenting Seminars Calendar made available to families through maternal and child health centres, libraries, community health centres or through Tweddle Footscray.

Highlights of the year included:

- Continued interest and enthusiasm from child care centres within the community for Tweddle educators to facilitate parenting seminars
- Commencement of a four week parenting course - Parenting with Confidence
- "Living and Learning" parent education workshops with Anglicare
- Recruitment of a new Parenting Education Co-ordinator to further develop the program
- Facilitation of a training day for Women and Children's Service staff, and
- The increased demand for specialist parenting skills development seminars for professionals.

Tweddle continues to offer an extensive range of customised programs on request for health professionals wanting to develop their skills or knowledge in the whole area of child and family health.

During the year a decision was made not to promote the professional seminar program that

The emphasis of our education outreach is now more focused on delivering an outstanding and diverse program for parents.

had been running for some years. Tweddle will continue to offer tailored programs for health professionals on a customised basis. The emphasis of our education outreach is now more focused on delivering an outstanding and diverse program for parents.

Tweddle also provided a variety of early parenting programs for both men and women in Corrective Services in Victoria. These programs assist participants in further developing positive parent child relationships.

## SUMMARY SEMINAR STATISTICS 2003/04

Name of Seminar	Number Seminars Held	Number of Attendees
Babies and Parents First Few Weeks	12	147
Sleep Right Sleep Tight	28	451
Understanding Babies Development	6	44
Behaviour Management for Children	29	463
Nutrition and Eating	6	81
Toilet Training	10	176
Stress and Anger Management for Parents	7	150
Communication Skills for Families	2	14
The Importance of Being Dad	4	40
Twins	1	12
Toddler Development	4	44
Total	109	1622

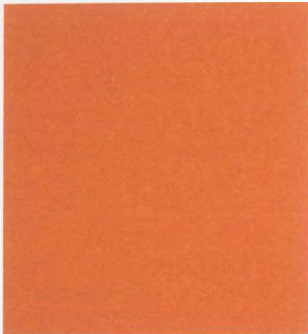
## Training day with DAS WEST

Early in 2004 DAS West (drug and alcohol services for the west) contracted Tweddle to conduct a training day for DAS West staff which included staff from the D.A.I.S.I (drug and alcohol intensive support for infants) program.

Sessions were designed to give attendees a variety of strategies to assist in their work with infants. Topics included communication, stress and anger management for parents, plus sleep and infant development.

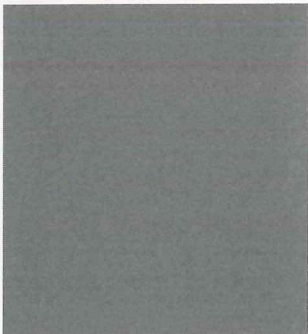
All participants and educators rated it a huge success. Delivery of this kind of specialist parenting program for professionals is very much a core part of Tweddle services.

# Research Collaborations




Research and evaluation is critical to quality service delivery in the early parenting sector.

We continuously evaluate service effectiveness through client surveys at discharge and some eight to twelve weeks following discharge from a program. In addition, we undertake research to improve our knowledge and to improve support programs for children and families. Tweddle has established a number of research collaborations with research institutes to design and undertake targeted research projects.



Following initial research into the effectiveness of residential programs at Tweddle, undertaken in partnership with the Key Centre for Women's Health in Society, submissions have been made to funding bodies both in Australia and overseas to undertake broader research.

Collaborative research has also been carried out with the School of Population Health, at The University of Melbourne. This research examined the impact of a brief admission to Tweddle on maternal mood and infant behaviour.



This research found that for women with moderately severe psychological distress after childbirth, a Tweddle residential program appears to lead to significant improvements in maternal mood, confidence and to relationships with partners.

A collaboration with the Royal Children's Hospital Centre of Community Child Health has also been established to research current client needs and service demands.





We undertake  
research to  
improve our  
knowledge  
and to improve  
support  
programs  
for children  
and families.



# Corporate Report

Tweddle received donations totalling \$40,818 for the year. We are very grateful to all donors and thank each and every one for their generosity.



The appointment of a Finance Manager in June 2003, was a turning point in financial management efficiency at Tweddle. Key developments this year have been:

- Upgrading systems
- Formalising and improving reporting, and
- Completion of organisation-wide unit costing.

Financial processes are now very robust and responsive to business needs. They are geared to meet the financial and audit requirements of a public hospital and community sector agency.

Due to a very generous donation from Microsoft of approximately \$15,000 worth of software, Windows 2003 and the latest version of Microsoft Office, are now installed. Heartfelt thanks to Microsoft without whom the upgrade would not have been possible.

## Financial processes are now very robust, strongly business focused and responsive to business needs.

A new Tweddle "brand" was developed, signalling a fresh approach in service and in communications. As part of this program we launched a newsletter, the first edition of which was distributed in June. The newsletter will be published twice a year to keep our parents and supporters up to date with early childhood research, programs and news of events.

The use of our physical space was enhanced with the modest refurbishment of the former Matron's Cottage for consulting space. This space is currently being used by Taralye – the oral language program for deaf children and also provides consulting rooms for our new psychology service.

## Community project creates new playroom

A number of generous local businesses and services worked with us to redecorate our playroom for toddlers and babies. This initiative was made possible through a project coordinated by Christina Gouliotis, as part of her leadership course with the Landmark Organisation.

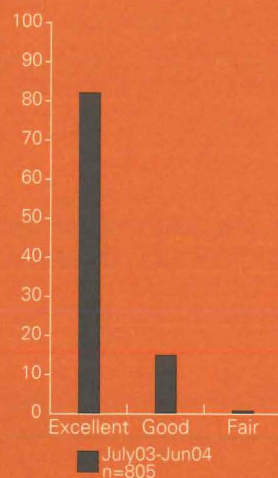
Christina developed a space that is colourful and cheerful, which stimulates and encourages children to learn and explore, and then learn and explore some more.

### DONOR LIST FOR THE YEAR ENDED 2003-2004

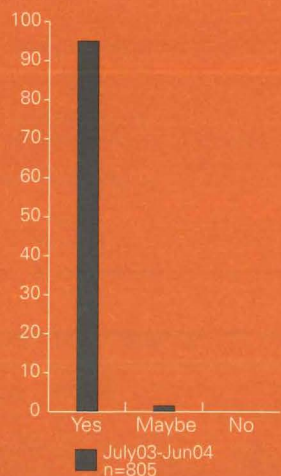
Donor	Amount
Royal Victorian Bowling Club	500
Joe White Bequest	4,000
Littlewood Charities	500
Irene King	300
Beth Drayton	200
The Estate of Winifred Stephens	35,068

Tweddle received donations totalling \$40,818 for the year. Donations of \$100 or more are reported. We are very grateful to all donors and thank each and every one for their generosity.

What is your overall opinion of Tweddle?



Would you recommend Tweddle to a friend or family member?



## Improving all the Time

The effectiveness and quality of our programs ensured our success in late 2003 at the Periodic Survey conducted by the Australian Council on Healthcare Standards (ACHS).

An organisation wide risk management program funded by the Victorian Managed Insurance Authority (VMIA), enabled Tweddle to identify and address risks. Occupational Health and Safety and Infection Control programs were incorporated under a continuous risk management program. VMIA conducted a site risk survey and found Tweddle to be in the top 5% of safe organisations in Victoria. We are grateful for VMIA support in developing a risk management framework for community health.

Tweddle significantly improved facilities with the upgrade to the playground in 2004. The design of the playground included safety features for child injury prevention.

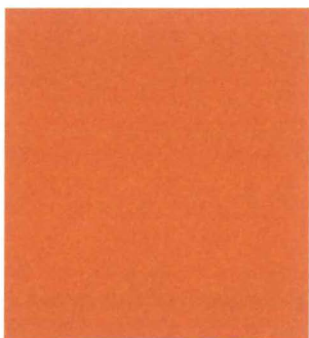
Client perception of the quality of Tweddle services remain very high as illustrated in the accompanying graphs.

'The program was terrific. One of the best organised and developed programs I have ever participated in. Congratulations to everyone at Tweddle. The service makes me proud to live in Melbourne' – Katie





# Declarations and Compliance Reports



## Incorporation

Tweddle Child and Family Health Service is a Schedule 1 public hospital incorporated under the *Health Services Act 1988*.

## Freedom of Information

No requests have been received in the reporting period for information under the *Freedom of Information Act 1982*.

## Building and Maintenance Compliance

The building and infrastructure have been maintained at an appropriate level. A fire safety audit has been undertaken as required.

## Equal Opportunity and Workforce

The Tweddle recruitment policy values and seeks diversity. Merit principles apply to all recruitment processes and clear policies are in place to ensure appointments on merit. Most staff in the Tweddle workforce are women. During the year four people left Tweddle and the total permanent staff at 30 June 2004 was 42.



## Occupational Health and Safety

Through the year under review, there was a continuing focus on integrating Occupational Health and Safety issues into the everyday work and practices of all employees. It is pleasing that there were no injuries reported nor any Work Cover claims for the financial year 2003/2004.

Other important points to report are:

- The OH&S manual was reviewed and updated with the inclusion of an OH&S issues resolution process to assist staff to manage OH&S issues in a timely and appropriate manner
- The influenza vaccine was again offered to all staff, with a high percentage of staff choosing to receive this valuable opportunity to protect themselves and others in the community from influenza
- The inclusion of a risk management approach to our services and formal mechanisms to manage risk that incorporate occupational health and safety established.

There was a visit to Tweddle by Work Safe inspectors in January 2004. An 'Improvement Notice' was issued in relation to safety during building works. The Improvement Notice was complied with promptly. The inspectors provided some valuable direction about general management of OH&S issues at Tweddle.



# VALE

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MRS WINIFRED MARY KATE STEPHENS  
14 MARCH 1907 – 17 JULY 2003

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As a Life Governor for many years, Winifred Stephens was a great friend to Tweddle.

In many ways Winifred was ahead of her time. It was back in the 1960s that she had great empathy with working women, understood the pressures on women who were running a household and a family, as well as going out to full time work. Winifred actively supported women balancing home and work responsibilities at a time when there were little if any formal supports for working women.

Her love of children and her respect for the importance of the family, led Winifred to work tirelessly for the Royal Children's Hospital, the Berry Street Children's Home, the Queen Elizabeth Centre and Tweddle. In addition, she worked to improve the pay and conditions of nurses.

In 1997, she was awarded the Queen's Jubilee Medal for her life of public service and contribution to welfare services.

Winifred Stephens was active even in her nineties and died peacefully in her 96th year.

We pass our sincere condolences to Mrs Stephens family for their loss.

We also pass our sympathies to the families of Mrs Phil Harbeck, Ms Thelma Mounsey and Miss Ellen O'Connell, life governors of Tweddle, who passed away.

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Winifred  
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balancing  
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## Case Study 04

MICHELLE + CONOR

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Our six month old son, Conor, was not a sleeper. My partner, Michelle, was exhausted. Our baby usually slept no more than one or two hours. Often it would take us two hours to settle him.

We tried what we understood to be 'controlled crying' but we didn't have the confidence to keep it going. Every night our sleep was very disrupted. We were snapping at each other. Overtiredness really puts pressure on day-to-day relations.

Then Michelle took the baby to Tweddle. The change was amazing. Despite the joy that Conor gave us, before Tweddle, much of the time it was a struggle.

Immediately after our Day-Stay program, Conor began to sleep like never before. Sleeping soundly for four-hours at a time was something we had not experienced. Suddenly he was less cranky during his waking hours, more smiley – a different boy. And as for Michelle! She enjoyed her first night's uninterrupted sleep for six months. She had more energy to enjoy life as a happy, new mum.

The most surprising aspect of this changed behaviour was that both of us felt that we did not do the practical things very differently. The biggest change was our change of attitude. We no longer felt guilty when Conor was crying. Our visit was a turning point for our household.

– DAVID

A GRATEFUL DAD



## Life Governors

Mr Val Adami  
Miss May Angliss  
Miss J Brennan  
Mr Ian Broadway  
Mrs Loris Charlton  
Mrs Win Clark  
Ms Prue Digby  
Mrs A Downe  
Ms Louise Glanville  
Mr Kenneth Hambly  
Ms Betty Hassold  
Dr Nigel Hocking  
Mr Graham Jasper  
Mr Rod Jones  
Mrs Avis Lock  
Mrs Margaret Mangan  
Mrs Marjery Maskell  
Mrs Denise McGregor  
Mrs Joan Mercer  
Mrs Jean Price  
Mrs Gwen Redman  
Miss Irene Stevenson

# Legislative Changes

Relevant legislative changes during the year 2003/04 are as follows.

## ACTS

Audit (Amendment) Act 2003  
Business Licensing Legislation (Amendment) Act 2003  
Drugs, Poisons and Controlled Substances (Volatile Substances) Act 2003  
Health Legislation (Research Involving Human Embryos and Prohibition of Human Cloning) Act 2003  
Health Legislation (Amendment) Act 2003  
Health Services (Governance and Accountability) Act 2004  
Nurses (Amendment) Act 2004  
Pay-roll Tax (Maternity and Adoption Leave Exemption) Act 2003  
Public Holidays and Shop Trading Reform Acts (Amendment) Act 2003  
Residential Tenancies (Amendment) Act 2003  
Wrongs and Limitation of Actions Acts (Insurance Reform) Act 2003  
Wrongs and Other Acts (Law of Negligence)

## REGULATIONS

Building (Amendment) Regulations 2004  
Building (Further Amendment) Regulations 2004  
Drugs, Poisons and Controlled Substances (Amendment) Regulations 2004  
Drugs, Poisons and Controlled Substances (Division 2 Nurses Amendment) Regulations 2004  
Drugs, Poisons and Controlled Substances (Confiscation) Regulations 2004  
Electricity Safety (Equipment Efficiency) (Amendment) Regulations 2004  
Emergency Management Regulations 2003  
Environment Protection (Fees) (Amendment) Regulations 2003  
Environment Protection (Vehicle Emissions) Regulations 2003  
Evidence (Affidavits and Statutory Declarations) (Amendment) Regulations 2003  
Financial Management Regulations 2004  
Health (Infectious Diseases) (SARS) Regulations 2003  
Health (Infectious Diseases) (Amendment) Regulations 2004  
Health (Seizure) Regulations 2003  
Health Services (Prescribed Regions) Regulations 2004  
Nurses Regulations 2004  
Nurses (Amendment) Regulations 2004  
Occupational Health and Safety (Asbestos) (Amendment)  
Occupational Health and Safety (Noise) Regulations 2004  
Occupational Health and Safety (Prevention of Falls) Regulations 2003  
Road Safety (Vehicles) (Transfer of Registration Fees) Regulations 2003  
Sale of Land Regulations 2004  
Subordinate Legislation (Building Regulations 1994-Extension of Operation) Regulations 2004  
Transfer of Land (General) Regulations 2004  
Transport Accident (Amendment) Regulations 2003  
Treasury Corporation of Victoria (Prescribed Agencies) (Amendment) Regulations 2003



# Friends of Tweddle

In June this year Tweddle Child and Family Health Service launched a new initiative – “Friends of Tweddle”. It was created to promote parenting issues in Victoria and ensure we have access to a level of community support for the continuation of our service for future generations. We are keeping our Friends up to date with developments in parenting research through our newsletters. From time to time our Friends have provided advice and support in our advocacy on parenting issues. We thank all those Friends listed below for their support of our Service.

Ms Liz Allan  
Ms Antoinette Allegritti  
Mr Mohmed Ammouchi  
Ms Fodia Andreou  
Mrs Phillipa Bain  
Ms Kylie Barr  
Mrs Michelle Barron  
Mrs Jacquie Beard  
Mrs Trina Bergmann  
Mr Victor Boulis  
Mrs SusieBlack  
Ms Helen Boling  
Ms Sophie Bosco  
Ms Wendy Buckland  
Miss Kelly Burke  
Mrs Tanya Burton  
Mrs Nolene Caffari  
Mrs Kerrie Campbell  
Ms Suzanne Carey-Thomas  
Ms Uyen Marie Carrington  
Ms Belinda Cecchini  
Mr Frank Chamberlain  
Ms Barbara Champion  
Ms Elizabeth Chatham  
Ms Julie Chiam  
Mrs Michelle Cieciora  
Ms Kaz Cooke  
Mrs Amanda Cox  
Mrs Andrea Cronin  
Mrs Ann Crook  
Ms Maria Dale  
Ms Cheryl Davis  
Ms Susan Deham  
Mrs Lisa Dinan  
Mrs Netta Ditchburn  
Ms Lindy Dorne  
Mrs Anne Dowling

Ms Jutta Dreier  
Ms Mardi Farrant  
Mr & Mrs William & Jill Firsmons  
Ms Tamara Fisher  
Dr Jane Fisher  
Mrs Gayle Fitzpatrick  
Mrs Lorraine Flannery  
Mr Ross Floate  
Ms Joanne Foley  
Mr & Mrs Sonja & Maurice Forsberg  
Ms Jennifer Gayle  
Mrs Carolina Galt  
Ms Liz Gardiner  
Mrs Marnie Garfi  
Ms Maria Garina  
Ms Shannon Gibbs  
Ms Angela Graham  
Mrs Sarah Guiney  
Mrs Annabel Hawkins  
Ms Mary Hegarty  
Mrs Lee Heywood Thiele  
Ms Wendy Hipwell  
Ms Sue Hobbs  
Mrs Kirsten Hoglund  
Mrs Kay Howden  
Mrs Nicole Howell  
Ms Kate Hume  
Ms Narelle Johnson  
Mrs Leah Jury  
Ms Therese Kelly  
Mrs Debra Kinder  
Mrs Lisa Kirby  
Ms Suzanne Kohler  
Mrs Flora Krotiris  
Mrs Robyn Lakeman

Mrs Joanne Lane  
Miss Tamara Lees  
Ms Marie Leske  
Ms Veronica Love  
Mrs Francoise Macky  
Ms Susan Madex  
Mrs Liz Mann  
Mrs Sofija Maric  
Mrs Niki Markovski  
Maternal Child Health Nurses – Swan Hill  
Maternal Child Health Nurses – Stawell  
Ms Sue Mathews  
Mrs Sara McCall  
Mrs Alison McCormack  
Ms Nicole McDade  
Ms Lisel McDonald  
Ms Trish McKerrill  
Ms June McLoughlin  
Mrs Cathie McMahon  
Ms Pam Miranda  
Mrs Debbie Moerkker  
Ms Megan Moorhouse  
Mr Jamie Morrow  
Ms Margaret Murphy  
Ms Brenda Murphy-Wubs  
Mrs Katrina Murray  
Ms Lisa Myers  
Ms Dorothy Neessen  
Ms Belinda Nethersole  
Ms Natasha Nolte  
Ms Natalie O'Connell  
Mrs Nicole O'Reilly  
Ms Vanessa Owen  
Mrs Sylvia Paruit  
Mrs Kim Paul

Ms Jenna Purcell  
Mrs Andrea Rahilly  
Mrs Genevieve Rawling  
Mrs Rosemary Richardson  
Mrs Lisa Rivelles  
Mrs Michelle Robertson  
Mrs Lisa-Maree Robinson  
Ms Helen Rodd  
Dr Heather Rowe  
Ms Kylie Saxon  
Mr Kevin Schneider  
Mrs Sharee Scott  
Ass. Prof. Dorothy Scott  
Ms Helen Shriver  
Ms Ulrike Spingler  
Ms Natalie Stanley  
Mrs Aggie Stefanidis  
Mrs Michelle Sterkenburg  
Ms Justine Stevensen  
Mrs Cath Streat  
Ms Tris Tanumihardjo  
Dr Anna Taylor  
Mrs Kate Thomas  
Ms Kerry Thompson  
Mr & Mrs Peter & Melinda Thomson  
Ms Tracey Tingay  
Ms Catherine Treling  
Ms Emma Tulloch  
Mrs Elaine Tye-Allen  
Mrs Michelle Vlahadames  
Mrs Carolyn Waddington  
Mrs Julie Walker  
Ms Sally Wilcox  
Mrs Josephine Williams  
Dr Helen Wilmore

PARENTING WITH CONFIDENCE



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