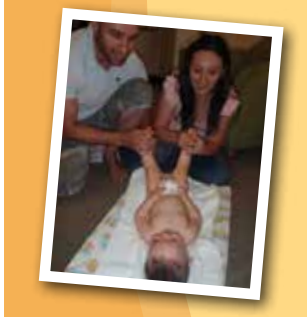


87th
ANNUAL REPORT 2012-2013
CANBERRA MOTHERCRAFT SOCIETY



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari
Thriving Mothers, Thriving Babies



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Canberra Mothercraft Society Inc is registered
as a charitable entity on the Australian Charities
and Not for Profits Commission (ACNC) Register.

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Towards Healthy Families

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The Canberra Mothercraft Society Inc

The Canberra Mothercraft Society Inc (CMS) is a principal primary health care service provider to families of young children in the Australian Capital Territory (ACT) and surrounding regions of New South Wales (NSW). CMS works with ACT and NSW government and non-government health and social service agencies in meeting the evolving primary health and social service needs of our community. We strive to provide primary health care and community development services, from the Queen Elizabeth II Family Centre (QEII) to families of young children that are contemporary, flexible, effective and responsive.

Since 1927 the Society has provided professional health and social services to families of young children in the ACT and surrounding regions of NSW. This year CMS celebrates the 50th anniversary of its residential services currently provided at the Queen Elizabeth II Family Centre in Canberra. Over that time, the distinction of the Society lies in the fact that it demonstrated very early in the history of the new capital, and ever since, its capacity to administer and deliver complex services with economy, responsiveness to community needs and with warm humanity.

Organisational Governance

CMS has a policies model of governance. CMS establishes the strategic directions and monitors, through its Board and Committees, the achievement of the Strategic Plan. CMS employs a Director of Nursing and Midwifery/ Executive Officer to manage the operationalising of the Strategic Plan.

In its Constitution, the CMS Board is made up of eleven members – ten members from the community and one Honorary Medical Officer position. The Board consists of:

- The President and four office bearers;
- Six ordinary Board Members; and
- One Honorary Member.

Vision

Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari

Thriving Mothers, Thriving Babies

Ngunnawal meaning

Mission

- The ACT community knows, values and supports CMS
- Expand programs
- Maintain and develop existing programs
- Strengthen links with government/ non-government sectors

Values

In relation to children and families we place a high value on:

- Promoting the physical, emotional and psychosocial wellbeing of children and their families and strengthening family resilience;
- Enhancing parenting confidence and infant health, whilst supporting new parents and carers; and
- Achieving effective outcomes.

In relation to service provision we place a high value on providing a safe, caring and supportive environment that:

- Respects individual and cultural differences;
- Promotes equity, access and empowerment;
- Enables staff to achieve the highest professional standards that reflect best practice and research;

- Promotes cooperation and collaboration with other service providers; and
- Advises government on health needs of families with young children.

2010 – 2015 Strategic Directions

To achieve our mission CMS aims for results in these strategic directions:

- Capacity Building
- Community Development
- Service Expansion

Each of our strategies are implemented utilising the principles and practices of continuous improvement and from the perspectives of: service delivery; education; research; and clinical and corporate governance.

We are committed to developing actions to deliver outcomes. Specific actions are incorporated into our: Business Plan, Risk Management Plan, and Quality Improvement Plan.

Capacity Building

At CMS capacity building is the process of building the potential for CMS to respond effectively to the needs of our community. Capacity building is through a coordinated process of deliberate strategies to: upgrade skills; improve clinical and corporate governance; and strengthen the organisation.

Specific strategies:

- Build upon the capacity of our people; and
- Enhance our clinical programs and develop new programs.

By 2015 we will have:

- Developed and implemented a program specific to the needs of parents and infants with disabilities;
- Expanded our residential program follow up;
- Continued to build the CMS Scholarship Fund and disseminate scholarships;
- Demonstrated consistently high quality services and resources through good clinical and corporate governance; and
- Confirmed that we are a high performing team.

Community Development

At CMS community development is both a process embarked upon and an outcome of many and varied processes and strategies that are purposefully initiated – and sometimes occur spontaneously – towards enhancing the experience of children and their families in our community.

Specific strategies include:

- Building upon our community development programs; and
- Focusing on the needs of vulnerable families.

By 2015 we will have:

- Developed and implemented programs that meets the specific needs of fathers based upon research recommendations;
- Undertaken a literature review, service scoping and developed a community development strategy for vulnerable families;

- Completed a scoping of services for young parent families and implemented strategies to meet identified gaps;
- Enhanced programs to ensure families experiencing grief are met; and
- Ensured the Relaxing Into Parenting Program is enhanced.

Service Expansion

At CMS service expansion is the activity, systems and processes for creating, communicating, delivering and expanding upon services and ideas that have value for our clients, customers, partners, other stakeholders and society at large.

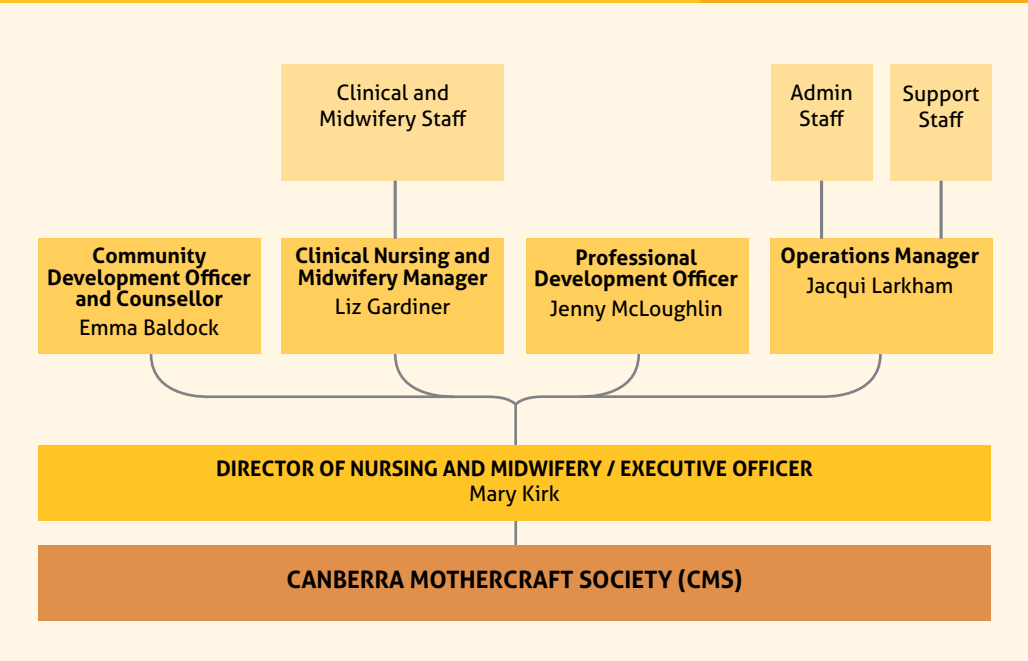
Specific strategies include:

- Developing and continually improving our business and clinical systems; and
- To grow as a service.

By 2015 we will have:

- Continued to demonstrate that our clinical and corporate governance systems are of the highest standards;
- Developed a self directed learning parenting program for use by health professionals in our region; and
- Expanded our residential program follow up.

Organisational Chart



President

This is the year the Canberra Mothercraft Society (CMS) has looked forward to – the 50th anniversary of the service now known as the Queen Elizabeth II Family Centre. 'QEII', as it is affectionately called, this year acknowledged its first half century of service to families and young children. At a Gala Dinner at the Hellenic Club, Woden in May, about three hundred people gathered for a joyous evening of celebration and reunion. We recognised the work of many and thanked those who had supported and those who continue to support CMS and its famous offspring, QEII. Distinguished guests included ACT Chief Minister Ms Katy Gallagher, CMS Patron, the Hon Annette Ellis and former CMS Patron the Hon Margaret Reid,

Prime Minister Julia Gillard sent a message of best wishes in which she observed:

"...QEII reflects Australian society at its best – putting mutual care and solidarity at the very heart of our community, as it should be..." The Prime Minister added *"I pay tribute to all those who have been part of this remarkable journey – those gathered tonight to receive our accolades but also those no longer with us but whose legacy remains. To them and to all who have sustained QEII with their generosity and support go the thanks of a grateful nation."* *

It is important to continually re-state our strategic purpose and this year gave us many opportunities. We appreciated encouragement from federal and local political representatives and the acknowledgement of our work by the media. Much effort went into fund-raising and we thank generous private and business donors and

acknowledge the enormous efforts of CMS Board members and QEII staff who worked happily and collaboratively.

Board membership remained steady with the addition of one new member, Lisa Donkin, and the resignation of Dr Peter Black who has served the Board for more than one term. We welcome Lisa and thank Peter for his contribution.

It was a delight to learn of the great honour bestowed on CMS Board Member and Honorary Medical Officer, Dr Sue Packer who was made Canberra Citizen of the Year in the National Capital's Centenary Year. Sue is highly valued as a member of the CMS Board and her contribution over many years is deeply appreciated. We were thrilled to honour and to celebrate with Sue.

At our 2012 Annual General Meeting our speaker was Robyn Steele, Operations Manager who had come to work at QEII twenty-two years earlier. Robyn's fascinating address *Reflections upon*

CMS and QEII through the lens of a 'long and faithful servant' gave glimpses into two entities which have set themselves the highest standards whilst responding to the evolving needs of families and communities. Robyn's contribution to both was enormous and we recognise the high standards she set for herself in her important role as Operations Manager. Farewells by both CMS Board and QEII staff demonstrated our appreciation and the very high regard in which Robyn is held. Those 'big shoes' are now being well filled by Jacqui Larkham and we thank both Robyn and Jacqui as well as Mary Kirk, our Director of Nursing & Midwifery / Executive Officer, for the care and energy that went into the successful transition.

Our links with the National Council of Women have been strengthened with the efforts of CMS Board member Wendy Saclier, now ACT President. *Wednesday Knitters* are well established as part of the CMS family and we appreciate their continuing generous support for the Scholarship Scheme. The creative *Thursday Friendship Group* generously supported by Jenny Adams of *Addicted to Fabric*, Phillip, continued its collaboration with CMS this year and, with Wendy Saclier, organised a large number of superb patchwork quilts, to be donated and delivered to Coonabarabran and district victims of the January bush fires – another example of the importance we place on working with other organisations.

Mary Kirk continues to lead, in exemplary style, the highly professional QEII operation. On behalf of the Board, I thank Mary for bringing a huge range of personal and professional skills to her complex role. I thank Mary, also, for the close and effective partnership she maintains with the Board and for making QEII into the happy, well functioning organisation it is.

The Board recognises the high quality work of the QEII professional team led by Liz Gardiner, Clinical Manager, Nursing and Midwifery as well as the essential contribution of all the administrative and support staff. Our strategy to work with families using primary healthcare principles and practices is enhanced by the community programs led by our Community Development officer and Counsellor, Emma Baldock. We congratulate Emma on another year of success with these evidence based programs and the way she works so successfully in partnership with Relationships Australia ACT Region.

I have learned how our history shapes being a parent and that impacts on our relationship and how important it is that we support each other and turn towards each other when we are tired and challenged.

David

To the Board members of CMS go my personal thanks for their continuing contribution and their effective work on various CMS committees. I have appreciated warm support and friendship, particularly from Vice President Viola Kalokerinos, who works tirelessly and happily within our organisation and others, effectively expanding our important community links and promoting, with enormous flair, the work of CMS and QEII.

Special thanks to Lynne Johnson for her historical research and for facilitating important reunions which will now form the basis of a new group of past and present staff and CMS members. The group is to be called 'The Hydrangeas' in honour of a much loved and respected past Board member, Gwladys Cheal, who for many years served as a Board Member and enhanced the environment at the old QEII with hydrangeas and others flowers from her own garden.

Now we can look back on 2013 as the year we made possible the refurbishing of the children's play areas and the children's examination room. Our fund-raising target has been not only reached but exceeded, putting us in a strong position to commence planning and a high note on which to end our anniversary year.

Here's to our next half century!

Jane Smyth

President, Canberra Mothercraft Society



*Great course that covered so much
– I definitely feel more equipped
to be ready for our baby and how
life WILL change – and more ready
to face the challenges – and look
forward to our new life stage!*

Frances

Commitment to Social Responsibility

CMS embraces the concept of social responsibility and contributes, through its people, in local, national and international professional and social forums which include:

ACT Health Directorate Child Protection Committee

Mary Kirk, Member

ACT Health Directorate Children & Youth Health Advisory Committee

Mary Kirk, Member

ACT Health Directorate Medicare Local Clinical Senate

Emma Baldock, Member

ACT Health Directorate: Women's Health Advisory Committee

Mary Kirk, Member

ACT Health Directorate LINK Committee

Liz Gardiner, Committee Member

Australasian Association of Parenting & Child Health

Mary Kirk, President & Public Officer

Liz Gardiner & Emma Baldock,
Clinical Reference Group

Canberra Region Attachment Network

Liz Gardiner, Secretary

Child & Family Health Nurses Association ACT

Liz Gardiner, Board Member

International Confederation of Midwives

Mary Kirk, Board Member

National Council of Women Australia

Wendy Saclier, Board Member
NCWA & President NCWACT

Mary Kirk, National Health Advisor

Nursing & Midwifery Board of Australia

Mary Kirk, Board Member & Member of Policy Committee & Finance & Governance Committee

Emma Baldock, Chair NMBA ACT & Member Notifications Committee

National Perinatal Depression Initiative Steering Committee

Emma Baldock, Member

Safe Motherhood for All Australia

Ellen O'Keeffe, Treasurer

Mary Kirk, Public Officer

WY&CCHP Nursing & Midwifery Leaders Meeting

Liz Gardiner, Member

Director of Nursing & Midwifery/Executive Officer

In light of the 50th Anniversary of QEII and looking back beyond the last twelve months the adage 'as times change, we change with them' fits so well. What has not changed over time however is the extraordinary quality of those people committed to the work of CMS, the Board and members, and the quality of the people who work for CMS, the Staff. We have successfully evolved to meet the needs of our community over time and 2012/2013 has been no exception. I am pleased to report positive achievement against our Strategic Plan.

Knowledge and skills

As the evidence mounts in relation to the social, physical, emotional and economic benefit of a child's healthy attachment to their primary caregivers in the early years, so does the skill of our staff to guide and support families during this critical time in their child's development. The skills of our staff to work with families experiencing the myriad of issues that affect families of young children including substance use and mental health issues, family violence and other vulnerabilities is a reflection of the investment they make personally in their own professional development and the investment the organisation makes to support them to reflect best practice.

I am proud of the expertise of the staff. They provide a consistently high quality service and together we share a commitment to continuous development in order to meet the evolving needs of our community and

to fill the theory practice gap as new knowledge becomes available. Through its strategic directions CMS remains committed to an appropriately qualified, current and competent workforce. Throughout the year CMS has invested in its staff through the Scholarship Fund, study bank, professional development opportunities and financial support.

Safety and quality

At QEII we demonstrate a culture of continuous improvement. All board members and staff are responsible for quality and all staff are encouraged and supported to be active participants in our quality improvement activities. In our midterm accreditation report we reported 85% completion on over 70 projects identified for the three year accreditation cycle.

Our biggest projects completed this year: Client Handover Project (finalist in the ACT Health Directorate Quality Awards); and Digitisation of Client

Health Records has been a success and the digitisation project is a precursor to the introduction of an electronic client record management system in the future. This year we completed a Father Inclusive Practices Audit and it is pleasing to report that our result was well above the national average for father inclusive practices.

Throughout the year the Risk Management Plan has been monitored and all risks have remained with acceptable parameters. CMS has completed a business contingency exercise and this element has been added to the Risk Management Plan.

All legislated obligations in relation to keeping children safe have been met as well as occupational health and safety assessments reflect best practice. There has again been an excellent uptake in the staff vaccination program.

Outputs and deliverables

All contracted obligations with the ACT Health Directorate have been met over the year. Our data shows above average, compared to other public hospitals in the ACT, demand for our service from clients outside of the ACT. Clients coming into QEII with multiple primary reasons for admission have also risen, resulting in a concurrent rise in complexity of need. The cultural diversity of our client population reflects the diversity in the community and in 2012/13 clients reported fifty one different countries of birth and fifty three different ethnic backgrounds.

Our community development programs remain a very important and successful

part of our work. All of these programs are evidence based and there has been an increase in staff facilitating Relaxing into Parenting + Baby Makes Three groups. Funding for these programs remains challenging however our commitment to them is unwavering.

Celebrating 50 years

Without doubt it has been an exciting year and we have enjoyed support from our community like never before. The strategic opportunity to promote the work of CMS was achieved with significant positive exposure in all forms of the media and participation in our celebration by the community as well as our political leaders. DJ Gosper provided invaluable support to the Community and Public Relations Committee and has continued to produce informative seasonal newsletters. QEII is doing well today because 'we stand on the shoulders of giants' and the celebrations gave us an opportunity to acknowledge and honour those that have gone before us in establishing and evolving this important service for our community.

Thank you

I take this opportunity to especially thank the leadership team and staff at QEII. This year we farewelled a dear friend and colleague, Robyn Steele, and welcomed Jacqui Larkham to the position of Operations Manager. It is a testament to Robyn's commitment and professionalism and Jacqui's capacity and warmth that the transition was seamless. Liz Gardiner and Emma Baldock led the team to ensure client services and community development

SERVICE DATA

ADMISSION DATA

	12/13	11/12	10/11	09/10	08/09
Total admissions	1674	1665	1692	1733	1694
Readmissions	0%	0%	0%	0%	0%
Length of stay (days)	3.9	3.6	3.6	3.5	3.5
Protective services admissions	37	26	34	30	30
Occupancy rate	94%	90%	94%	93%	92%
Cross border admissions	33%	38%	37%	40%	44%

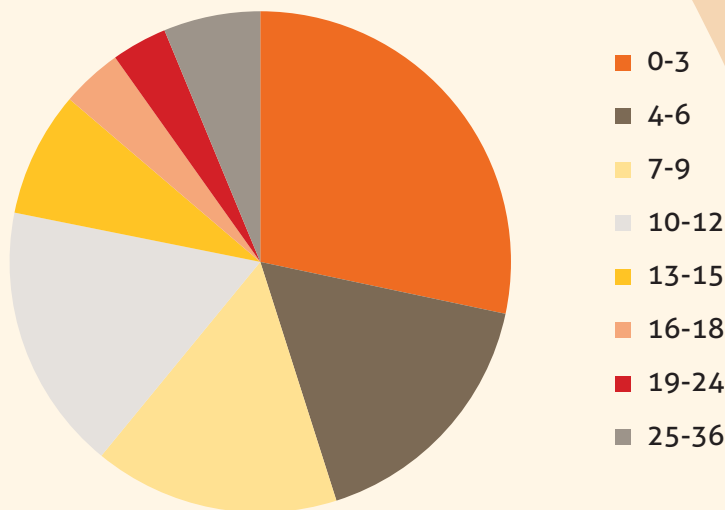
PRIMARY REASON FOR ADMISSION *

	12/13	11/12	10/11	09/10	08/09
Complex feeding problem	19%	17%	16%	16%	16%
Failure to thrive	5%	4%	4%	6%	4%
Unsettled baby	39%	38%	46%	47%	59%
Mood disorder	11%	19%	12%	11%	9%
Child at risk	2%	2%	2%	2%	3%
Special needs family	4%	4%	4%	3%	1%
Parenting support	19%	14%	14%	13%	7%
Behavioural issues	1%	1%	1%	2%	1%

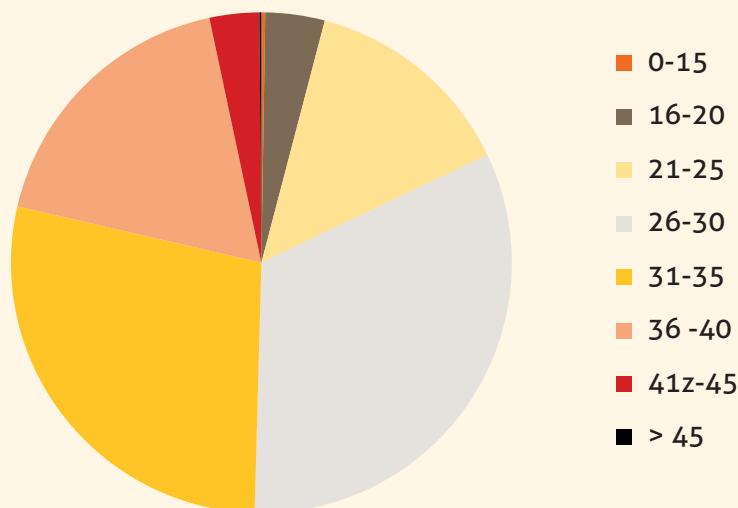
*it is noted that clients may be admitted for more than one primary reason

DEMOGRAPHIC DATA

Childs Age (Months)



Primary Carer (Years)



LEARNING ORGANISATION

TYPE	Occasions	Hours	Cost
Internal	21		
CPR Inservice Symposiums Policy QI Projects			
External	25		
Courses Seminars Conferences			
Study Bank	2		
Post graduate studies			
Total		1,748	\$69,605

programs remained second to none while responding with enthusiasm to the added demands of the 50th year celebrations and commitments. Ellen O'Keeffe successfully teased out our obligations in relation to the evolving Safety and Quality environment and managed to make, what some may have seen as overwhelming, an exciting and rewarding challenge for us all. Kathy Forster has ensured our financial management strategies continue to reflect a strong and financially viable organisation.

There is an outstanding positive spirit among the team at QEII and this can be directly attributed to leadership shown by the CMS Board. My sincere

thanks to Jane Smyth and the Board for their unwavering support and guidance throughout 2012/13.

Mary Kirk

Director of Nursing & Midwifery/
Executive Officer



Clinical Services

A year of celebration change and commitment. Fifty years of service to the community as an organisation, the change of focus in our model of care over those years and the commitment of our Board and staff to provide a unique family friendly, dynamic and diverse service to the ACT community. With such a rich tradition to build upon we could not help but have a very successful year.

Positivity in the workplace creates energy and it is infectious. I thank the wonderful support of our Director of Nursing & Midwifery/Executive Officer in always being able to provide strong leadership and turn the most difficult issue into a positive experience by offering assistance, guidance and professionalism.

The admission criteria to QEII for families with children under three years of age included:

- Lactation and Feeding problems
- Failure to thrive
- Unsettled babies
- Child at risk
- Mood disorders
- Special needs families
- Parenting support
- Behavioural problems

All clients admitted to the Centre during the year were referred by a health professional or social services provider and met the admission criteria. Overall the reasons for admission have risen by 20% with feeding problems

up 18%, failure to thrive up 22% and unsettled infants up 14%. The dual reasons of admission reflect the rising complexity of our client population.

Newborn infants with breast feeding issues remain a constant and are prioritised for early intervention in order to promote and protect successful breastfeeding. The Australian Breastfeeding Association (ABA) have re-accredited our organisation as a Breast Feeding Friendly Workplace. This is an ABA Initiative to create a supportive environment for breast feeding women returning to the workplace.

Promoting, supporting and protecting breast feeding is a core area of our business. We work with the dedicated staff of the ACT Breast Feeding Strategic Initiative using their new initiatives and resources. We also offer critiques on their e-learning material and our staff, Jenny McLoughlin and Dr Sue Vickers continue to educate GP practice nurses with workshops on opportunistic education to new mothers attending their practices, with accurate evidence based breast feeding assistance.

In November 2012 three members of our staff were nominated as finalists in the ACT Quality Awards for their Handover project. The team was the runner up in the Safety Category which was recognition of the members' hard work over the previous two years. The challenge is to maintain the efficiency and effectiveness of the handover process. An audit of the process has been added to the monthly quality audits to assist staff to maintain the high standard of the handover process in order to ensure safe and holistic care for our clients. A positive consequence of the new handover process has also been in making time for reflective debriefing sessions. These sessions provide additional opportunities for staff to demonstrate knowledge and reflect and learn from each other by creating confidence which leads to more effective client care.

Documentation

In November, senior staff had a one day workshop on reconfiguring the policy framework for both clinical and operational areas in order to continually reflect best practice. The outcome was very successful and our Professional Development Officer has assumed the task of leading in the revision of clinical policies and guidelines with the aim of improving our Clinical governance. The Education committee has also been an active participant in quality improvement activities.

C-Frame

The ongoing review of documentation commenced with the preadmission documentation, looking at duplication and the appropriateness of what we wanted from this information. Our Pre Admissions Officer and a documentation working party have been diligent in their guidance and review of the material.

As a learning organisation we promote and nurture lifelong learning skills for all staff to assist them to analyse their practice. We encourage staff to make positive changes to their clinical practice, to demonstrate their knowledge, skills and role flexibility in caring for our families. All staff need to be expertly prepared for their roles as educators and we endeavour to support our staff in meeting their regulatory obligations in relation to currency, competency and continuing professional development.

Our main area of professional learning this year was dominated by all staff completing the Circle of Security four day training. The knowledge gained enhances their abilities in assisting and educating parents and carers to improve their children's emotional and psychological wellbeing by building a secure base/ safe relationship and learning step by step approaches for promoting secure attachment in their children.

The principles and practises of primary health care and attachment theory underpin all our policies and practice. C-Frame and Circle of Security build upon the theoretical

base and form the platform and tools for the delivery of this model to work with and empower families.

Two staff are being supported this year to complete their Masters, one in Midwifery and the other in Maternal and Child Health. We extend our congratulations to Margie Raymond for completing her Medical Coding course. Four midwives and nurses completed the International Association of Infant Massage training. This very intensive course has added to their attachment theory skills, teaching parents how to use touch, massage and other forms of communication to enhance bonding, promote infant mental health and physical development, and provide support for the parents in a social and non threatening atmosphere. This year we have benefited from the many webinar and online learning programs offered, which can be more user friendly for shift workers and provide a comprehensive, flexible and self paced online learning environment.

I have learned how our history shapes being a parent and that impacts on our relationship and how important it is that we support each other and turn towards each other when we are tired and challenged.

David

Workforce planning

QEII is always looking ahead to the challenges and planning our future workforce strategies. We welcomed Jenny McLoughlin as our acting Professional Development Officer. Her extensive knowledge of primary health care brings a new dimension to the education role.

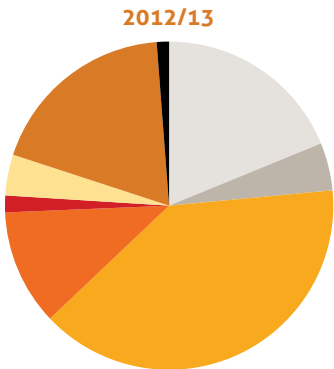
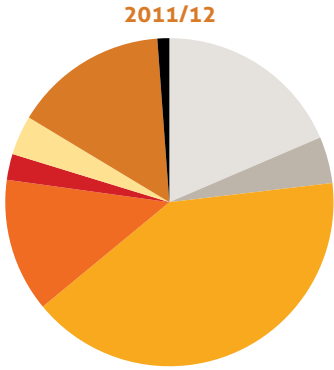
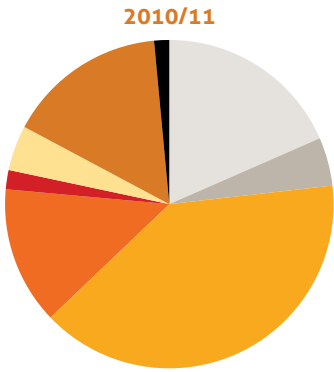
For the first time in fifteen years we had a recruitment drive for new clinical staff, and employed four nurses and midwives to our permanent clinical staff and two new midwives to our casual pool. The recruitment was an opportunity to review and revise our orientation and recruitment policies, offering new staff a pathway with opportunities to practice new skills in a safe and supportive environment, with structured supervision and mentorship. Staff acting as mentors and role models, welcomed this opportunity to supervise the new staff, to support their development and progression to a new environment as well as providing transparency around their own practice.

Over the previous year we lost staff when two families were posted overseas, one moved interstate, two moved to other sectors and one retired. We were very sorry to see Judy Lamond leave after being our initial Professional Development Officer and wish her well in her new position. During the year Carmel Jarvis retired. Carmel was a great team player and colleague who generously shared her wealth of knowledge with her colleagues and the families at QEII.

We continue to keep in touch with like centres with teleconferences and annual meetings, exchanging new ideas, research, and benchmarking to give better outcomes to our families. We continue to collaborate with ACT Women's, Children and Youth Directorate and the Greater Southern Area Health Service. This collaboration provides an integrated seamless primary health service to the families of the ACT and surrounding area, particularly post natal discharge services, continuity of care for vulnerable families and psycho-social referrals on discharge.

I take this opportunity to thank staff for their willingness to share, commit and work as a team, communicate and coordinate complex care with others and for supporting me in my role over the last year. We look forward to sharing our achievements during the accreditation survey in 2014 and working with the surveyors in identifying potential areas for improvement.

Liz Gardiner
Clinical Manager - Nursing & Midwifery



- Feeding Problem
- Failure to Thrive
- Unsettled Baby
- Mood disorder
- Child at Risk
- Special Needs Families
- Parenting Support
- Behaviour

Counselling and Community Development

Primary health counselling services were offered to resident primary carers, and couples during their admission to QEII's residential program. Clients who were not currently accessing psycho-social or mental health providers in the community, may self-refer or agree to see the counsellor following discussion regarding their care pathway with clinical staff.

The birth of a child heralds a time of transition during which families are attempting to cope with the stressors of finding strategies to balance the cumulative demands of a new infant, lack of sleep, work pressures, change of identity, new financial demands, relationship changes with friends and complex interactions with immediate and extended family.

QEII maintains a comprehensive professional data base of psycho-social support services and providers in the ACT and surrounding NSW regions. In addition to counselling assessment and skills development, a critical aspect of our work is ensuring clients receive appropriate referral following discharge from QEII. Referrals were made to practitioners within ACT Health Services Directorate; Women Youth and Children's Division, and perinatal mental health as well as private providers and psychological services providers in the surrounding regions of NSW.

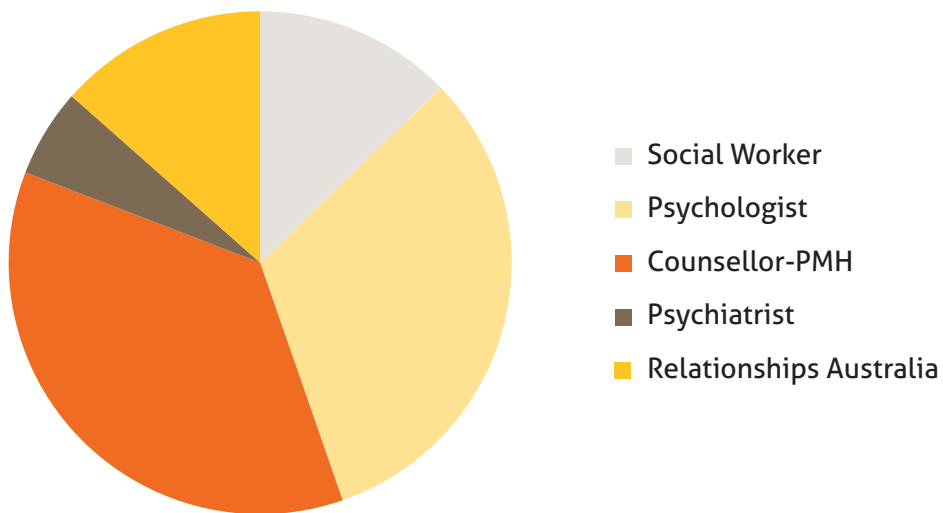
Relaxing into Parenting Program

Our Relaxing into Parenting Program has been enhanced with the addition of Baby Makes Three through our partnership with Relationships Australia Canberra & Region. The course also continued with support from our partners in ACT Community Services Directorate, Child and Family Centres who provide the venue and a co-facilitator from each centre. These strong partnerships have built our capacity along with the social capital for sixty couples who have participated during the past year.

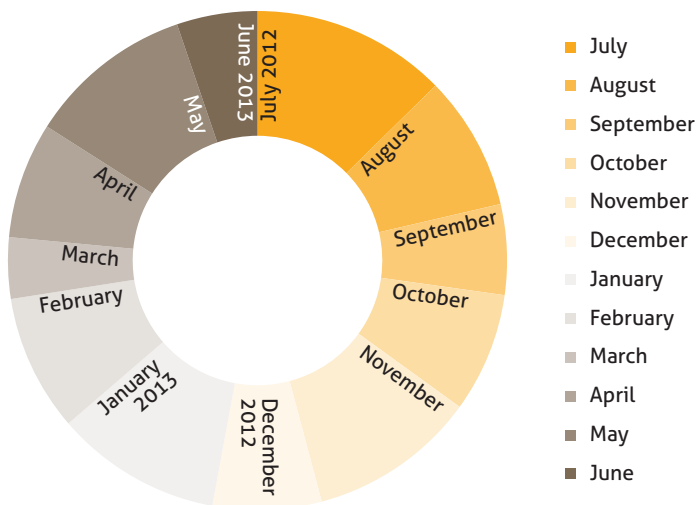
Grandparents ACT & Region

Having celebrated its tenth birthday this year Grandparents ACT and Region has continued to provide support and social activities through the monthly groups at Marymead Child & Family Centre.

QEII REFERRAL SOURCES



SEEN BY COUNSELLOR



Grand Jugglers

With the expansion of Warehouse Circus' programs to include children from the age of three years our social circus program is now available to children in kinship care from the age of three, Tiny Tucks, Half Highs, Kick Ups and Teens for ups to eighteens. The program continues through generous support of Canberra Southern Cross Club Community Grants Program and CMS Wednesday Knitters.

Quilts

Through the generous sponsorship of Jenny Adams owner of Addicted to Fabric in Phillip, the Thursday Friendship Group continue to provide CMS with exquisite quilts which we are privileged to distribute to families and groups in the Canberra community and this year to the community of Coonabarabran who lost their possessions in the bushfires.

Growing our Capacity

CMS continue to grow our capacity and share our expertise through government and non-government advisory groups, and professional bodies at federal and territory levels.

Emma Baldock

Counsellor and
Community Development Officer

"My wife and I attended the Baby makes 3 course. I would just like to say I am very, very impressed with everything Liz, Vicky and Toni did. As a guy I didn't really want to come to the course, I said to my wife you go, I will be bored. But, I really, really loved it and I looked forward to the next session every week. Even when we had a long session one Saturday it went so fast, because we were enjoying it and we learned a lot from that course. Once again thanks a lot to all of you for your fantastic work, keep it up."

Andrew



Education and Professional Development

The Professional Development plan for 2012-13 had a strong focus on reviewing and work-shopping CMS policies with clinical staff to bring them into line with the latest Quality Improvement Council accreditation requirements. Effort was also directed towards QEII's ongoing education program with a review of: orientation programs for new staff; staff returning to work after lengthy absence; midwifery and medical students participation; preceptorship arrangements for clinical staff; as well as updating CPR credentials; participating in relevant management and team meetings; and evaluation of past education activities.

Best practice enhancement

Recognising that there is evidence to show that life experience from as early as pregnancy and infancy are determinative for a child's social, physical, emotional and mental well being, CMS allocated resources sufficient to allow all clinical staff to attend the four day training course to introduce the relationship based parenting program, Circle of Security. This program is:

"...an early intervention program designed to enhance attachment security between parents and children. Decades of university-based research have confirmed that secure children exhibit increased empathy, greater self-esteem, better relationships with parents and peers, enhanced school readiness, and an increased capacity to handle emotions more effectively when compared with children who are

not secure..." (<http://circleofsecurity.net> accessed 9 July 2013).

A work based learning program that aims to further integrate Circle of Security theory into QEII's platform for the delivery of care, C-Frame is being developed in response to the enthusiasm for the program expressed by those who attended the training course.



Clinical practice policies and guidelines

The Professional Development unit contributed to the promotion and advancement of CMS program objectives by: reviewing and reformatting all clinical policies and related guidelines to ensure that they comply with the accreditation standards of the Quality Improvement Council; attending and contributing at staff and committee meetings; participating in committee work; and contributing to research projects.

Research and quality improvement

Research and Quality Improvement was encouraged with attention to the acquisition of knowledge about trends and developments in clinical practice

and commencement of exploratory discussions with two universities to facilitate research activities. The Clinical Handover Quality Improvement Project was completed, implemented and evaluated and has been well received. Five clinical staff attended the the Queen Elizabeth Centre (QEC) Biennial National Conference in Melbourne where our presentation on the project (background, research, methodology, implementation and evaluation) was of great interest and subject of follow up enquiries from several organisations that are comparable to QEII.

Mandatory training and development

The induction program at QEII has been enhanced this year with all new staff completing all mandatory components of their pathway before their probation period is finalised.



All staff at QEII have also completed CPR for the period and staff have been supported with study leave and financial assistance to complete masters programs in child and family health as well as midwifery. Many staff have also been supported to attend external conferences and seminars to meet their own professional development goals in line with the CMS Strategic Plan.

Inservice sessions

Our monthly In-Service sessions have focused on strengthening the links between QEII and other service providers. All QEII staff are supported to attend the sessions. Sessions have included cross-program discussions between QEII staff and representatives from ACT Health's Maternal and Child Health team and the CATCH program from the midwifery unit at the Canberra Hospital. Other sessions were addressed by the Nursing & Midwifery Board of Australia on professional competence and the Executive Director at the Health Care Consumers Association spoke on the work of that organisation. Evaluations for the sessions have been very positive with feedback that shows that knowledge of other services and referral pathways have been enhanced.

Symposiums

Two symposiums were conducted during the year. The first concerned feedback from the QEC Biennial National Conference and the second addressed discussion and feedback on the new format for QEII's medication policy documents. Both were well received by staff.

Student placements

QEII hosted clinical placements for twelve Bachelor of Midwifery students and six Graduate Diploma students completed clinical placements and a seventh, who was a QEII sponsored student, returned to complete 72 hours of additional placement. Seventeen students from the ANU Medical School completed familiarisation sessions in small groups and found the sessions enhanced their knowledge and skills in relation to primary health care of the infant and their family. Further student placements are planned for 2013-14 in cooperation with the University of Canberra and the ANU Medical School.

Jenny McLoughlin

Professional Development Officer



Safety and Quality

At QEII governance is, at its core, about being accountable for providing good, safe care to our clients and is fundamental to continuous improvement in client safety. In this report, we describe the systems we have in place to monitor the safety and quality of the care we provide. This year has been one of reflection, review, revision and reinvigoration. With the introduction of the Australian Commission on Safety and Quality in Health Care (ACSQHC) National Safety and Quality Health Service Standards we have aligned our current priority areas to the standards to continue to reflect a service that is consumer centred; driven by information and designed for safety.

Governance

At QEII, we strive to provide care for our clients that is safe, participatory, appropriate and effective, accessible and efficient, and provided by capable staff. We call these 'Dimensions of Quality'. We use a governance-based model for safety and quality. To support these dimensions, we have a range of systems to monitor, review and continually improve quality, safe client care, that includes:

- Committees that monitor our performance in addressing the risk aspects of client care and drive care improvements. These committees cover such areas as safety and quality, standards, education, workplace safety, infection control, falls, medication safety and handover of care;
- Monitoring consumer feedback so we know what we are doing well and what we can improve;
- Promoting reporting and reviewing of anything that goes wrong and reviewing all significant incidents to see if our care was appropriate or could be improved (incidents, complaints);
- Developing quality plans that identify areas for clinical practice improvement and tracking activity and outcomes against these planned improvements;
- Developing systems and protocols to guide staff to provide quality, safe care and having these systems reviewed by external accreditation agencies;
- Collecting data on a range of care processes and outcomes and using this information to monitor and improve our performance; and
- Participating in peak industry associations and collaborating with other health services so as to learn from the different ways in which other health services deliver client care.

All of this activity is reported through the organisation to the CMS Board whose role it is to set the direction and monitor performance and achievement of the strategic ends.

Policy Framework

The CMS Policy framework has been aligned with the ACSQHC National Safety and Quality Health Service Standards and staff are engaged in the routine systematic review of all policy and procedures.

Accreditation

Having our services reviewed by external auditors to meet set standards ensures QEII meets a prescribed high standard of care. QEII is in the third year of an accreditation cycle and we are progressing to reaccreditation in July 2014 under the ACSQHC National Safety and Quality Health Service Standards.

Partnering with clients

QEII values the positive contributions clients and the community are making to improve health service quality, equity and management. The importance of developing health systems and health services that are based on partnerships with clients, families, carers and clients is reflected in the CMS Board being 100% community membership, our partnership model of care and client focus groups.

What really stood out for me was all about communication. Communicating with each other and staying connected and connecting with our baby by 'reading' the baby and understanding what our baby is telling us.

Julie



Client satisfaction with our service

Caring for our community is our core business and so it is essential that we value the contributions of clients of our service. Clients provide any business with valuable information regarding how well it is performing and health care is no exception. We receive feedback via complaints, compliments, suggestions, client satisfaction surveys, conducting consumer forums and surveys. All of these avenues provide our community with a way of letting us know what they think is working well and what needs improvement.

Some improvements made as a result of complaints/suggestions are:

- Client call bell arrangements review;
- Enhanced safe sleep environment education; and
- Review of infant lunches.

Clinical Risk Management

Clinical Risk Management is all about client safety and preventing problems before they occur. Client safety at CMS is the responsibility of all staff and is monitored by the Quality & Safety Committee and reported to the CMS Board. To work out what areas we need to focus on to improve safety, we look at areas of high risk for our clients. We rely on published research and findings and also by closely monitoring clinical care within QEII.

Workplace Health & Safety

QEII is committed to ensuring the health, safety and welfare of employees, clients, visitors and contractors. In 2012 the Work Health and Safety Act 2011 became law. Workplace Safety Officers have attended training so as to understand the legislation and support staff with the changes. Staff at QEII have been educated

	2010 – 2011	2011 – 2012	2012 – 2013
	%	%	%
Suggestions	16.04	12.50	9.89
Negative Comments	5.35	7.42	10.17
Compliments	46.23	37.50	33.33
Positive staff feedback	32.39	42.58	46.61

on these legislative changes. QEII policies have been reviewed to ensure compliance with the new legislation.

In 2012-2013, there were 5 staff incidents – all minor. QEII did not have any accidents or incidents requiring WorkCover notification during the year. The following is a list of some of the workplace risk mitigation activities that were completed in 2012-2013:

- Development and review of workplace safety policies and procedures;
- Workplace safety audits conducted include;
- Material Goods Safety Audit;
- Workplace Inspections;
- External Grounds Inspection;
- Fire Safety Audit;
- Emergency Procedures Audits;
- Test and Tag Audit of QEII equipment;
- Review of Car Parking & upgrade of Car Parking security;
- Mandatory Fire Safety Awareness Theory and Practical Training;
- Fire drills;
- Access to flu vaccinations for all staff; and
- Window treatments in clinical room.

Workplace Safety incidents monitored at Safety and Quality committee meetings allow staff an opportunity to participate in decision making.

Safety and Quality Standards

Medication safety

QEII has reviewed its medication management policy and procedures to enhance the primary health care approach in alignment with the Care (ACSQHC) National Safety and Quality Health Service Standards.

Infection Control

Any hospital admission carries with it the possibility of an infection. QEII works to prevent or minimise the spread of infections by:

- Monitoring the infection rates;
- Comparing our infection rates with other like hospitals to ensure we are providing the best possible care;
- Educating staff around appropriate practices;
- Auditing compliance with guidelines and practices;
- Ensuring all staff clean their hands before and after each client contact; and
- Providing easy access for staff for free vaccinations.

One of the most important things we can all do to prevent the spread of infection, both in hospitals and in the community, is to perform hand hygiene. At QEII we use both hand washing or alcohol-based hand rub methods for hand washing.

Our Hand Hygiene Program focuses on three key elements:

1. Education – general and individual;
2. Ease of access to hand-washing facilities; and
3. Auditing hand-hygiene practices.

As hand-hygiene is considered to be everyone's responsibility, we educate all staff to perform hand hygiene before and after touching clients as well as after contact with the client's immediate environment. We also provide hand wipes in the dining room and client kitchen and also provide hand rub for members of the community to use when they visit their friends or relatives at QEII.

Support, education and compliance monitoring are conducted by the clinical staff.

This approach has resulted in a reduction of early discharges for infection at QEII.

Our culturally diverse community

The community served by QEII is culturally, linguistically and socially diverse. CMS has a strong commitment to meeting the needs of all clients, including cultural, linguistic and religious needs. We demonstrated this commitment through the whole-of-organisation approach to cultural responsiveness as evidenced by:

- The leadership team's commitment to staff development and monitoring the community profile to ensure relevant services are provided;
- Staff were provided with professional development opportunities both internally and externally, with regular staff education sessions scheduled;
- Staff access to the cultural diversity resources;
- Staff know how to arrange an interpreter;
- Accredited interpreters are provided to clients and the interpreter is asked to inform the client how to provide feedback and to identify any assistance required in providing feedback; and
- Inclusive practice in care planning is demonstrated by supporting culturally appropriate parenting practices and providing culturally appropriate meals to client.



Significant projects

The quality improvement process that we utilised identified strengths and addressed areas for improvement. CMS is justifiably proud of the depth and breadth of quality activities undertaken. We are particularly pleased with:

- Clinical Handover Project being a finalist in the ACT Health Safety and Quality Awards;
- Clinical Handover Project being presented at the QEC Conference in November 2012;
- Baby Friendly Accreditation achieved by QEII;
- The positive evaluation of the Relaxing into Parenting Program;
- The Clinical Records Management Project resulting in the digitisation of medical records;
- Revised procedure for investigating significant incidents;
- Early Discharge Audits that showed 50% of early discharges occurred because goals were met and 15% of early discharges were due to illness in the child;
- the excellent results of the Fathers Inclusive Practice Project that identified areas for enhancement and the development of a suite of resources to support the staff and clients;

- Community and Professional Capacity – Relaxing into Parenting Program Facilitator Training conducted. Nineteen health professionals from diverse backgrounds attended, including nurses, midwives, social workers, family support workers and perinatal mental health counsellors. Practitioners were from government and non-government sector;
- Evaluation of Nursing & Midwifery Care Plans and staff knowledge to inform the review of the C-Frame documentation; and
- Enhancing staff skills and consistent advice through Circle of Security training.

All staff contributed significantly to the activities undertaken. Their commitment is reflected in the fact that so much has been achieved by a small team of dedicated people working together for the families in our care.

Ellen O’Keeffe

Safety and Quality Manager





PRIME MINISTER
CANBERRA

MESSAGE FROM PRIME MINISTER JULIA GILLARD

QUEEN ELIZABETH II FAMILY CENTRE
50TH ANNIVERSARY

The Queen Elizabeth II Family Centre is a much-loved Canberra institution, and I'm proud to send my best wishes as you celebrate its 50th anniversary.

This anniversary provides the opportunity to celebrate the remarkable achievements of the Canberra Mothercraft Society and QEII since the Centre's opening in 1963.

QEII has been there for all those who walked through the door at their wits' end but were able to leave with parenting solutions and advice, and the knowledge that whatever challenges they face in the future you will be there to help them.

Over the decades QEII has also evolved in response to changes in the Canberra community, particularly in relation to the number of different cultural groups that now call Canberra home.

QEII reflects Australian society at its best – putting mutual care and solidarity at the very heart of our community, as it should be.

I pay tribute to all those who have been part of this remarkable journey – those gathered tonight to receive our accolades but also those no longer with us but whose legacy remains vivid.

To them and to all who have sustained QEII with their generosity and support go the thanks of a grateful nation.

A handwritten signature in black ink, reading 'Julia Gillard'.

The Honourable Julia Gillard MP
Prime Minister of Australia

50 YEARS AT A GLANCE

1963 The QEII Coronation Home for post-natal care was opened in Civic. The Matron was Miss B N Nicholson. The funding for this came from the Queen's Coronation Gift Fund as a result of many years of lobbying and organisation by the very determined women of the Canberra Mothercraft Society.



1970s Day stay facilities at the QEII Home expanded. The Matron's flat was converted to provide increased accommodation. Staff started logging the number of calls they received for parents seeking help and advice.



There were delays in the proposed building of the new QEII Home in Deakin.

1980s The 24 hour telephone enquiry service was established as part of the services offered at QEII.

The Home's role as a resource and teaching centre for health care professionals continued to expand.

The title "Matron" was changed to "Director of Nursing" in line with current trends.



Matrons, Directors of Nursing and Midwifery and Executive Staff 1963 – 2013

1963 – 1964	M. Strang
1964 – 1974	B. N. Nicholson
1974 – 1977	Jean Daly
1977 – 1992	Kath Larsson
1992 – 1993	Marie Bosman
1993 – 1996	Judy Jacobs
1996 – 1997	Rosemary Lee
1997 – current	Mary Kirk



QEI 50th Anniversary Celebrations

1990s The new West Wing of QEII Civic opened.

The name "Queen Elizabeth II Home for Mothers and Babies" changed to "Queen Elizabeth Hospital".

Proposals regarding the sale of the QEII site and incorporation of the service into a general hospital service at Acton Peninsula were made and debated.

The combined position of Nursing and Chief Executive Officer was established.

In 1997 the QEII Hospital in Civic closed its doors and the Queen Elizabeth II Family Centre opened in Curtin with a primary health care model of care.

The Day Stay program relocated and decentralised and was conducted by three QEII staff seconded to the ACT Government Child, Family and Youth Health Program.

Quality Improvement and Staff Development programs continued.

The title of "Director of Nursing" was changed to "Director of Nursing and Midwifery / Executive Officer" to reflect contemporary practice.

2000s Consolidation of the Primary Health Model of Care was complemented by the introduction of the research-based C-Frame as the platform for the delivery of care.

2003: QEII Celebrates it's 40th Anniversary.

CMS began offering community development programs for grandparents, grandchildren and couples prior to having their babies.

2013 The QEII Family Centre celebrates its 50th Anniversary.



ARTWORKS

Current and former CMS members, QEII staff and community members attended community arts workshops conducted by community artist, Gabriella Heyges, where stories of QEII's history and connections were shared, many historical items were photographed and multi-media skills were learned and utilised to create some 50th Anniversary commemorative items.



As a result of the workshops, CMS commissioned Gabriella to create an artwork "Bonnetts to Beanies". This work was included in the Canberra Museum and Gallery 'Canberra Gold' Exhibition as part of Canberra's Centenary Celebrations. The work depicts the changing style of headwear worn by babies in Canberra from the 1920's to the present day. The pieces featured were either collected or made by members of the CMS Wednesday Knitter's Group. There are plans to install this artwork at QEII Family Centre.

CANBERRA GOLD AWARD

On 12 March 2013 the Canberra Mothercraft Society was presented the Canberra Gold Award by the Chief Minister in recognition of achieving 50 years commitment to the ACT. This award recognises the unique contribution made by CMS and their long-term commitment to the ACT.



QEI 50th Anniversary Celebrations

STORIES

QEI Staff History Project – The staff have commissioned oral historian, Mary Hutchison to gather their stories for the period 1963–2013.

Historical articles – CMS Board member, Lynne Johnson, has researched and provided a number of short articles on some of the pioneering and professional women who have shaped the history of CMS and QEI. These articles appeared in the 50th Anniversary newsletters.

NEWSLETTERS

A special 50th Anniversary newsletter was established. Three editions were distributed between January and May 2013. They covered the history of QEI, feature articles on several past and present dedicated staff members, significant achievements, fundraising and auxiliary activities. The newsletters have been so well received that they will continue to be produced on a seasonal basis.



Queen Elizabeth II
Family Centre
1963 - 2013

Gala Dinner

The Community & Public Relations Committee formed a sub-group, the 50th Anniversary Steering Committee. Planning for the Gala Dinner commenced in October 2012. The gala dinner was held on 25 May 2013 at the Hellenic Club in Woden. The dinner celebrated QEII turning 50 and raised funds for overdue refurbishments of the children's play and examination areas and to raise awareness of the history and current services of the Centre and the Canberra Mothercraft Society.

Guests who attended the dinner included former and current members of CMS, CMS Board, CMS Knitters Group, QEII staff, QEII traders and suppliers, dignitaries and politicians. The hard and focussed work of Board members and staff generated great interest and generosity.

With the fabulous array of items in the silent auction, there was fierce bidding that resulted in over \$5,000 being raised. The main raffle included a varied and high quality array of items. Combined with the reasonably priced tickets there was enthusiastic purchasing of tickets. The raffles raised \$4,375.50! Cash donations totalled just over \$10,000. These combined with a donation of \$10,000 from the ACT Chief Minister's fund, \$5,000 from the Hellenic Club and profits from the ticket sales has given CMS a return of \$36,218. With this result, upgrading of the children's play area will go ahead and the children's examination area will also be contemporised. We are now in the process of engaging specialist architectural services in the hope that this can be provided pro-bono, allowing the full value of the fundraising to go towards the overdue refurbishments.



Chin Wong, Annette Ellis, Jo Forrester

The Canberra Weekly



Debbie Tibbles and Wendy Saclier

The Canberra Weekly



Robina Johnston, Frosso Papadogiannis and Jane Smyth

The Canberra Times

QEI 50th Anniversary Celebrations



Dr Packer, Annette Ellis, Jane Smyth,
Chief Minister Katy Gallagher

The Canberra Times



Lynne Johnson holding
50th Anniversary balloons



Emma Baldock and babies



Julien and Scott French with Anna Bromilow

The Canberra Weekly

QEI 50th Anniversary Celebrations



Margaret Reid and MLA Brendan Smyth

CityNews



Matthew Kalokerinos,
John Kalokerinos,
Anastasia Dekantios and
Viola Kalokerinos

The Canberra Weekly



Danielle Young and Guilia Jones



Dr Helen Wiles, Rhodanthe Lipsett, Dr Sue Packer and Mary Kirk

CityNews

Administration and Support Services

This year has seen a major change in the operational area. Robyn Steele our Operations Manager for the past 15 years, retired after 22 years loyal service at QEII. Robyn's leadership and organisation has meant that the staff in Administration and Support have easily transitioned through this change, and continue to deliver services with competence and professionalism. Their cohesive and dedicated approach to all tasks is appreciated by everyone at QEII, and is testament to Robyn's influence over the years.

Support Services

In the Support area we said farewell to a valuable team member in Becky Barney. We also warmly welcomed Daniel O'Keeffe, Anna Kotini and Sophie Patterson. The role of Support staff is integral to the services provided here at QEII, and their tasks are always carried out effectively and efficiently. The Support staff are kept busy keeping the Centre in top condition, and preparing and serving nutritious meals to our clients. All Support staff are to be congratulated on their consistent attention to detail, their friendly and accommodating manner and most importantly the quality of the service they provide.

Frontline services

Our client feedback indicates that "the staff were very welcoming and warm, and the admission process was clear". This is in large part due to our Reception team – Debbie Tibbles and Carol Kyle. This duo manage a large

volume of work on a daily basis from responding to various requests from clients and staff, to managing reception, the phone lines, admissions, accounts and files. As the first point of contact for any client, Debbie and Carol provide clear advice in a friendly and sensitive way, and are extremely valuable members of our Administration team.

Records management

Clinical records management and coding has received a lot of attention this year. Our clinical coders, Ginny Davis and Margie Raymond have worked extremely hard to get the coding up to date, and keep it there – which is a very pleasing result. In terms of our clinical health records a "Clinical Records Management Project" was completed by Dorothy-Jane Gosper (DJ). DJ's work around this project has meant that we are ready to digitise and store searchable clinical health records electronically. This not only alleviates physical storage issues, but has and will improve business processes here at QEII.

Facility and asset management

Maintaining a clean and safe environment is of the utmost importance here at QEII. Our Facility and Asset Manager, Chris Laven, has coordinated many projects including furniture and equipment upgrades as well as a new kitchen in the Support Area. Chris is also a very productive member of the administration team – processing client accounts, banking, purchase orders and other administrative tasks.

Learning organisation

Staff in the Administration and Support area continue to broaden their skill base by pursuing education and development opportunities. Training in CPR and Child Protection has been received, as well as workplace safety and fire and emergency training. Various computer courses have also been attended. Such professional development opportunities equip staff with important knowledge and skills and provide them with a supportive and encouraging work environment consistent with CMS's values and strategic direction.

EVERYTHING was useful and the food was great, I really appreciated that we could just arrive from work and have lovely sandwiches. The facilitators were so knowledgeable and understanding and generous with all the sharing and information that we could access....and that if we struggle where to get help.

Alison

Human resource management

Our aim at QEII is to attract and retain the best people who can create a dynamic and productive work environment. This year we utilised the services of Kowalski Recruitment to fill the critical role of Operations Manager and we are pleased to welcome Jacqui Larkham to the role. In managing our people well we have a cost-effective and sustainable organisation. Throughout the year CMS has invested in its staff in order to achieve competence and increase engagement. All obligations in relation to employment and conditions have been met and all human resource policies and guidelines are current.

Jacqui Larkham

Operations Manager



Finance Officer's Report

CMS's financial position is stable and all financial commitments have been met and on-time. QEII Family Centre remains a going concern. All obligations in relation to salaries and superannuation have also all been delivered in a timely manner and consistent with the collective agreements and awards in place.

The financial year resulted in an operating surplus for the QEII Family Centre of \$26,162. This result was achieved after receiving a CPI increase in Government grant funding during the year, and maintaining our income from private patient fees.

We continue to make provision for our long term liabilities.

The various activities of the Canberra Mothercraft Society resulted in a surplus of \$34,564 for the year from which the Society plans to upgrade the childrens play and examination areas.

The balance of the CMS Scholarship Scheme increased during the year by \$62,709 through investment earnings and donations to the amount of \$468,806 at balance date.

The audited financial statements for the year, prepared by Kothes Chartered Accountants, are included in this annual report.

Kathryn Forster
Finance Officer



Board Committees

Governance Committee

The Society and its Board remained committed to demonstrating sound corporate governance responsibility to: members; government; clients and the community; staff; and other stakeholders. The Board exemplified sound governance in the reporting period through legislative compliance and by a board culture that encourages diversity that represents our community as well as safeguarding policies and governance processes.

Louise Allison (Chair)

Julien French

Chin Wong

Mary Kirk

The Board is committed to a leadership and management team that share a sense of purpose and direction to enable CMS' vision, values and service priorities to be achieved. This was done by constant reflection and by actions to ensure the needs of our clients, the community and staff are met. The Society used an internal continuous quality improvement system and reviewed our policies, processes and people to make certain the needs of our members and other stakeholders are met. The Board also monitored management activities and processes and are pleased to report that they are conducive to good business and reflect objectivity and integrity.

A grant from the ACT Government, to ensure our good governance processes reflect best practice was successful. A half-day training session for the Board members and senior staff was held in July 2012. During the sessions participants identified areas for improvement and developed strategies to be implemented to ensure we would all act with due probity. It was also an excellent opportunity to get to know each other and improve our working relationships.

*All the educational DVDs –
I had no idea eye contact with a
baby was so important – thank
you it was extremely beneficial*
Amanda

Canberra Mothercraft Society Board

Jane Smyth (President)	Dip SKTC, BEd (Early Childhood)
Viola Kalokerinos (Vice President)	
Julien French (Secretary)	B Arts; Grad Dip Ed (Secondary), MEd
Chin Kui Foon Wong (Treasurer)	General Nursing Cert; Midwifery Cert; Perinatal Intensive Care Certificate; BApp Sci (Nursing Sc.), MEd(Professional Development)
Lynne Johnson (Public Officer)	MEd (Counselling); Ba Speech Pathology
Louise Allison	BEd (Teacher Librarian)
Peter Black	MBBS (Syd), FRACGP, DRCOG
Philippa Lynch	BA LLB (Hons)
Dr Sue Packer (Hon Medical Officer)	MBBS AM FRACP
Wendy Saclier	BA Speech Pathology
Lisa Donkin	B Int Bus B Bus (Mktg, HRM) DFP



44 Finance and Audit Committee

Chin Wong (Chair)

Peter Black

Philippa Lynch

Kathy Forster

Mary Kirk

The Finance and Audit Committee is responsible for overseeing the management of CMS funds and the financial governance of the Society and its business entity the Queen Elizabeth II Family Centre. Over the past twelve months the Committee has strengthened Board monitoring of the Risk Management Plan. The committee also recommended the Plan be further enhanced with a greater emphasis on business continuity planning. It has undertaken internal auditing processes and was satisfied that all controls were in place for the period.

The Committee is pleased to report continuing growth in the Scholarship Fund and has overseen continuance of ethical and socially responsible investment with short, medium and long-term investment options. The Committee is pleased to advise members that funds are available and continue to be expended on educational and research scholarships for professional staff.

The Finance and Audit Committee is also pleased to report the successful external audit by Kothés Chartered Accountants. The external audit reflects sound financial controls and good business practices. The Committee acknowledges the work of the Executive Officer, Operations Manager and Finance Officer for their ongoing implementation of sound business management and financial strategies that support achievements against the CMS Strategic Plan.

I will take away that even though there will be challenges, I might struggle but there are people and services out there to help and I have learned a lot about myself and us as a couple.
Liz

Community and Public Relations Committee

Julien French (Chair)

Viola Kalokerinos

Lynne Johnson

Louise Allison

Mary Kirk

Throughout the year the Community and Public Relations Committee has focused on activities that promote the 50th Anniversary of the Queen Elizabeth II Family Centre. Through our own 50th Anniversary newsletters, press releases, interviews and newspaper articles this activity has highlighted the role of CMS in the community over the past fifty years. These activities culminated in a very successful anniversary dinner that was well attended by staff, board members and CMS members past and present, as well as politicians and other members of the Canberra community.

The Committee takes this opportunity to thank all donors who made our celebrations so successful and especially acknowledge the Hellenic Club of Canberra for their donation towards the refurbishment of the centres play areas along with the donation of a function room in which to hold the Gala Dinner in May. The dinner raised enough funds to refurbish both the children's play and examination areas.

We have continued to maintain an emphasis on enhancing contact between government and non government agencies. The committee also undertook the annual review of

its terms of reference and report that the work of the History and Archives Sub Committee has resulted in a broadening of our historical collection especially through the work and enthusiasm of Lynne Johnson.

The Canberra Mothercraft Society remains active in supporting the National Council of Women. Wendy Saclier is current President of the ACT Branch and Mary Kirk the National Health Advisor. The ACT Branch now utilise the meeting rooms at QEII and we host the luncheon for the board at their meetings.

The services of CMS and QEII have been promoted locally through the biannual stalls held at the Curtin shopping centre. On behalf of the Society the Committee extend their thanks to the Wednesday Knitters who stock these stalls with their knitted products and also make regular donations to the Scholarship Fund. We also acknowledge the Thursday Friendship Group at Addicted to Fabric and thank Jenny Adams for her generous support. The quilts made by this group have again this year been distributed to families and others facing challenging and difficult times.

Our in house giving program continued. At Christmas and Easter the staff of QEII distribute gifts and hampers donated by staff, Board members and others, to the appreciative residents of Richmond Fellowship House at Curtin and the Abbeyfield Houses at Curtin and Garran.

Program Development Committee

Wendy Saclier (Chair)

Sue Packer

Emma Baldock

Mary Kirk

The committee is pleased to report that the clinical and community development programs run from the Queen Elizabeth II Family Centre continue to reflect best clinical and community development practices. Service activity outputs have surpassed levels as described in the Agreement with the ACT Health Directorate. The programs provided to families attending the service include:

- Transition to parenting;
- The first year of life;
- Feeding and nutrition;
- Toddlers;
- Parents with special needs; and
- Children at risk.

During the period the Canberra Mothercraft Society also provided the following targeted community development programs:

- Grand Jugglers relationship building program for grandchildren and grandparents who are the primary carers of their grandchildren; and
- Relaxing into Parenting Program & Baby Makes Three (in partnership with Relationships Australia Canberra and Region) for parents experiencing anxiety in the antenatal period.

The Canberra Mothercraft Society acknowledge the partnership with Relationships Australia Canberra and Region in relation to Relaxing into Parenting Program and Baby Makes Three, a relationship building program for families experiencing the birth of their first baby. The research evaluation of these programs has proven they made a positive difference for families and presentations at international and national conferences confirm that the principles informing this program are applicable in both developed and developing contexts.

CMS are rightfully proud of the services provided from QEII and clients, feedback confirms that our clients experience care second to none in Australia. The Committee extend their congratulations to Liz Gardiner, Clinical Manager Nursing and Midwifery, and Emma Baldock Client Counsellor and Community Development Officer.

The relationships sessions really helped me to stop, think and understand how my work life balance needed working out.

Kim

Executive Officer Compliance Committee

Jane Smyth (Chair)
Philippa Lynch

The Executive Officer Compliance Committee monitored the Director of Nursing & Midwifery/Executive Officer’s performance. This process is synonymous with monitoring organisational performance against the Board’s Strategic Plan for the period. The Committee is pleased to report to the Board and members their satisfaction in relation to the completion of operational activities for the period. Compliance with the Limitation Policies had been met.

The Committee acknowledges the continuing excellent contribution of the Director of Nursing & Midwifery/ Executive Officer to the success of CMS and its operations at QEII.



The Canberra Times

Staff Qualifications

Director of Nursing & Midwifery/Executive Officer

Mary Kirk RN, RM

General Nursing Certificate; Paediatric Nursing Certificate; Midwifery Certificate; Bachelor Applied Science (Nursing Science); & Master Arts (Women's Studies)

Clinical Manager Nursing & Midwifery

Liz Gardiner RN, RM

General Nursing Certificate; Midwifery Certificate; Infant Welfare Certificate; Diploma in Applied Science (Maternal & Child Health); Certificate IV Workplace Training and Assessment; & Certificate IV Frontline Management

Counsellor/Community Development Officer

Emma Baldock RN, RM

General Nursing Certificate; Midwifery Certificate; Infant Welfare Certificate; Bachelor Applied Science (Health Education); Master Education (Counselling Research); & Graduate Certificate in Professional Studies (Counselling Supervision)

Finance Officer

Kathryn Forster B.Ec, CA

Bachelor of Economics (Accountancy); & Chartered Accountant

Operations Manager

Jacqui Larkham B.App Ec

Bachelor of Applied Economics; & Graduate Diploma in Small to Medium Enterprise Management

Professional Staff

Karen Ashleigh RN

Bachelor of Health Science (Nursing); Graduate Certificate in Health Science (Midwifery); & Child & Family Health Nursing Certificate

Wendy Bagwell EN

Enrolled Nursing Certificate

Jane Barnett RN, RM

General Nursing Certificate; Midwifery Certificate; Post Graduate Diploma in Child & Family Health; & Child & Family Health Certificate

Ruth Bulters RN, RM

Bachelor of Nursing; & Graduate Diploma of Midwifery

Jenny Bushby RN, RM	General Nursing Certificate; Midwifery Certificate; Child & Family Health Certificate; & IBCLC
Ginny Davies RN, RM	General Nursing Certificate; Graduate Diploma Midwifery; & Certificate in Clinical Coding
Geraldine Down RN, RM	General Nursing Certificate; Midwifery Certificate; Certificate Adult Intensive Care Nursing; & Certificate Neonatal Intensive Care Nursing
Lesley Drane RN, RM	Diploma in Health Visiting; Neonatal Special Care Certificate; Midwifery Certificate; & General Nursing Certificate
Libby Elm RN, RM	General Nursing Certificate; Graduate Diploma in Midwifery; Bachelor of Applied Science in Health Education; Associate Diploma in Community Health Nursing; Certificate Mothercraft Nursing; & Certificate Psychiatric Nursing
Di Fernando EN	Mothercraft Nurse Certificate
Helen Flaherty RN, RM	General Nursing Certificate; Midwifery Certificate; Bachelor of Science (Nursing); & Diploma Community Health
Mary-Ellen Hirst RN, RM	General Nursing Certificate; Midwifery Certificate; Paediatric Nursing Certificate; Child & Family Health Certificate; & Certified Infant Massage Instructor (IAIM)
Heather Krause RN, RM	General Nursing Certificate; Midwifery Certificate; Certificate of Child and Family Health Nursing; & Bachelor of Health Science (Nursing)
Jenny McLoughlin RN, RM	General Nursing Certificate; Midwifery Certificate; Perinatal Intensive Care Certificate; Advanced Midwifery Certificate; Bachelor of Nursing Science; Masters Degree (Primary Health Care); Graduate Certificate Paediatrics; & IBCLC
Adrienne Morrison RN, RM	General Nursing Certificate; Midwifery Certificate; Bachelor of Nursing; Graduate Diploma Child & Adolescent Health; & Certified Infant Massage Instructor (IAIM)
Julianne Nissen RM	Enrolled Nursing Certificate, & Bachelor of Midwifery
O'Keeffe Ellen RN, RM	General Nursing Certificate; Midwifery Certificate; Bachelor Applied Science (Nursing), & Graduate Certificate Public Sector Management

Ann Pabst EN	Mothercraft Certificate
Chris Patterson RN, RM	General Nursing Certificate; Midwifery Certificate; Bachelor of Health Science; Graduate Certificate Child & Family Health; Family Planning Certificate; & Certified Infant Massage Instructor (CIMI)
Liz Pedley RN, RM	Bachelor of Arts; Bachelor of Nursing; Graduate Diploma Midwifery; & Certified Infant Massage Instructor (CIMI)
Carolyn Pettit RN, RM	General Nursing Certificate; Graduate Diploma (Midwifery); Diploma of Community Health; Family Planning Certificate; Sexual Health Certificate; & Graduate Certificate Child and Family Health
Margie Raymond EN	Parentcraft Certificate; Mothercraft Certificate; Certificate of Applied Science (Child Care Studies); Associate Diploma of Social Science (Child Care Studies); Graduate Certificate in Child Care Management; Certificate in Medical Terminology; & Certificate in Clinical Coding
Helen Richards RN, RM	General Nursing Certificate; Midwifery Certificate; Graduate Diploma of Health Education; Child Health Nursing Certificate; & Certificate IV Training & Assessment
Annie Schofield RN	General Nursing Certificate; Children's Nursing Certificate; Certificate in Sexual Health & Reproduction; Graduate Certificate Child & Family Health; & Master of Nursing
Edwina Smith RN, RM	General Nursing Certificate; Midwifery Certificate; Graduate Certificate Child & Family Health; Family Planning Certificate; & IBCLC
Nancy Smith RN, RM	General Nursing Certificate; Midwifery Certificate; Mothercraft Certificate; Diploma in Teaching (Nursing); Bachelor of Education (Nursing); & Maternal & Infant Welfare Certificate
Margarita Van Oosten RN, RM	General Nursing Certificate; Midwifery Certificate; Bachelor of Health Education; & Graduate Diploma in Community Counselling
Niki Warren RN, RM	Bachelor of Nursing; & Graduate Diploma Midwifery
Lorrie Whitfeld RN	General Nursing Certificate; & Paediatric Nursing Certificate

General Practitioners

Dr Sue Vickers

MBBS (Hons); FRACGP

Dr Kate McCallum

MBBS; DRACOG

Administration

DJ Gosper

Secretarial Certificate

Chris Laven

Carol Kyle

Debbie Tibbles

Secretarial Certificate; & Justice of the Peace

Support Services

Carla Bellamy-Kyle

Daniel O'Keeffe

Pam Close

Frosso Papadogiannis

Carmel Delfino

Sophie Patterson

Pauline Kildea

Kath Potter

Anna Kotini

Kaylene Murray

Elisha Nissen



Relationships with other Agencies

Accreditation	Quality Improvement Council
Accreditation Service Provider	Quality Management Services
Audio Visual Equipment	ElectroBoard
Auditor	Kothes Chartered Accountants
Carpentry	M and M Kitchens
Cleaning Services	M & M Rolfe
Community Development	ACT Health Child Youth & Women's Health, DHCS Program & ACT Child & Family Centres, Relationships Australia Canberra and Region, Warehouse Circus
Computer Maintenance	Canberra Home Computer Support & Service (CHCSS)
Computer Software	Attache Software Australia
Contaminated Waste Disposal	SteriHealth
Electrician	PAES Group
Fire Safety	First Five Minutes (managed by ACT Health)
Food Services	Alliance/Trippas White
Food Supplies	Bidvest, Coles
Funding Opportunities	Transnational Consultancy and Training Services
Garden Maintenance	Territory Turf & Horticulture, Coochie Hydro-green Lawn Services
Grandparents Act & Region	Marymead Child & Family Centre, Relationships Australia Canberra & Region
Infant Formula	CH2 Clifford Hallan Healthcare
Information Technology	InTACT
Insurers	Guild Insurance
Linen Supply And Laundering	Capital Linen Service
Massage	Massage Moments (Sue McCarthy)

Medical Gases	BOC Gases
Office Furniture	Recon, McNally's,
Pathology	ACT Pathology
Pest Control	3 Rivers Pest Control
Pharmacy	Capital Chemist Curtin, Pharmasave Woden Pharmacy,
Photocopier/Printer	Ricoh
Plumber	Don't Panic Plumbing
Preventative Maintenance	Property Management and Maintenance, Territory and Municipal Services (managed by ACT Health Directorate)
Printing	Elect Printing
Print/Graphic Design	Garrard Graphic Design Services, Voodoo Creative
Recycling	Battery World (batteries) Ricoh (printer cartridges) Recall (secure paper waste) SITA Environmental Solutions (cans, glass, plastic, cardboard & paper) ACT Smart Business and Office Programs (Environment and Sustainable Development Directorate)
Sanitation Services	Pink
Security	SNP Security (managed by ACT Health)
Service Agreement	ACT Government Health Directorate
Stationery	Staples
Sub Lease & Operating Agreement	ACT Government
Uniforms	House of Mo Shen, Aussie Clobber, Neat n Trim, Badgelink
Waste Disposal	SITA Environmental Solutions

Sponsors & Donations

Major Sponsors

Bakers Delight Coolamon Court
 Canberra Southern Cross Club
 CMS Wednesday Knitters
 Thursday Friendship group at Addicted to Fabric

Donations

B Adams	M McKinnon
J Adams	W & D Nelson
L Allison	R Page
M August	V Parker
H Bryl	J Purcell
C Burke	W Saclier
Duffy Knitting Group	V Smith
J Evans	J Smyth
A Gintings	K Thornton
T Howie	C Thompson
A Gintings	J Trebeck
V Kalokerinos	J Walsh
I Lazareff	D Wheen
R Mason	G Wood

Donations CMS Scholarship Scheme

CMS Knitters	J McLoughlin
E Baldock	QEII Family Centre
E Gardiner	H Richards
V Kalokerinos	A Schofield
C Jarvis	E Smith
M Kirk	N Smith
J Lamond	

50TH ANNIVERSARY SPONSORS AND DONATIONS

CHIEF MINISTER AND CABINET

HELLENIC CLUB

MARIA SLATER TRAVEL

GAI BRODTMANN MP

CLUB LIME

RICK AND JANE SMYTH

ALIVE NARRABUNDAH

CATALDO'S SALON

NANCY SMITH

Nickharos Kalokerinos

Margaret Hadfield Gallery / Studio

Thursday Friendship Group at ATF

Gail Lubbock, Escala Manuka

Wiffens Premium Green Grocers

The Molonglo Group

Brumbies Rugby

Griffith Butchery

Vanessa Owen

Benson's of Curtin

Debbie Tibbles and Mary Kirk

Capital Chemist Curtin

Scott French

Not Just Painting

FSW Shoe Warehouse

Curtin Optical

Sakeena's Cafe

Territory Horticulture

Fiona Tallis

Susie & Martin Beaver

CMS Knitters

Keron Beath

Circus Oz

Benson's Of Curtin

Addicted to Fabric

Lookout Restaurant, Red Hill

Ivy Flowers & Gifts, Curtin

La Cantina, Narrabundah

Delissio Curtin & Braddon

CMS Board

Debbie Maree's Fashion Boutique Qnbn

Margaret Roach

Philip & Mary Constable

Mandy & Wayne from Rationale

Christina Moss

Curtin Seafoods

David & Sue Chessell

Peter Blackshaw Real Estate

Margaret Bourke

Peter Dawson

Gay von Ess

Mr and Mrs V & K Stellios

Foundation Beauty Therapy, Lyneham

Wendy Saclier

Dorothy-Jane Gosper

Jennie Cameron Textiles to Treasures

Harbour Bookshop Ulladulla

Jennie Cameron Textiles

All Suburbs Private Home Care

Nurses History Group and Sally Atkins

Wabi Sabi Designs

Curves Dickson

Louise Allison

Lynne Johnson

Brendan & Fiona Timoney

Curtin Barber Shop & Ladies Hairdresser

Masala Hut Indian Restaurant, Weston

Katie Nelson

Bill Mostyn

Poppy Moullakis-Axipolitos

Elizabeth Gilchrist

Dr Helen Wiles

Margaret McKinnon

Betty Miller

Urban Cellars Curtin

Downtown Milkbar & Cafe Manuka

Wendy Saclier

Coles Curtin

Sally Atkins

This group helped us learn new skills – we feel much more self aware about adapting to a baby at our age and how our relationship needs to stay strong.

Maeve



QEII Staff Social Club

Chris Laven
Julianne Nissen
Pauline Kildea
Debbie Tibbles

The Social Club continued to be supported by a committee of staff representing each area within the Centre. The focus of its work remained to enhance staff morale by organising gifts of love for colleagues in our work family who have resigned, suffered illness or the loss of a loved one. The Social Club also funded Christmas celebrations and other special donations including providing gifts to community groups including Richmond Fellowship House and two Abbeyfield Houses at Christmas and Easter.

This year our Christmas celebrations included an afternoon tea with a gift certificate for all staff and contractors, to a delicious meal at a local restaurant. We again enjoyed the privilege of providing Easter eggs and Christmas

stockings loaded with gifts, provided by staff, Board Members and other friends of QEII, for the young people at the Richmond Fellowship House in Curtin. We also provided hampers for the older folk at the Abbeyfield houses in Garran and the young people with disabilities at the Abbeyfield House in Curtin.

The Committee thank the CMS Board and administration staff for their support of our giving programs. Their encouragement and participation not only enhances the giving, it also adds to our sense of family and helps us to continually demonstrate good citizenship as a work community.



Financial Statements

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

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CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

BOARD MEMBER'S REPORT

The members of the Board of the Canberra Mothercraft Society Incorporated present their report for the year ended 30 June 2013.

Directors:

The names of persons who were members of the Board at any time of the year and at the date of this report are as follows:

Ms L Allison
Dr P Black
Mrs P Lynch
Mrs W Saclier

Ms L Donkin
Mrs L Johnson
Mrs R Mason
Ms J Smyth

Mrs J French
Mrs V Kalokerinos
Dr S Packer
Mrs C Wong

Principal Activity:

The principal activity of the Society during the year was the operation and maintenance of the Queen Elizabeth II Family Centre, and there was no significant change in the nature of this activity during that period.

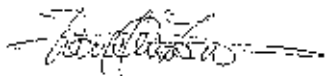
Significant Changes:

No significant change in the nature of these activities occurred during the year.

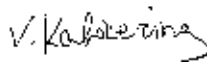
Results:

The net operating surplus of the Society was \$87,417 (2012 \$80,929 surplus).

Signed in accordance with a resolution of the Members of the Board.



C. Wong
Treasurer



V Kalokerinos
Vice President

CANBERRA, 16 October 2013

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012	2013	2012
	CMS Inc.	CMS Inc.	Consolidated	Consolidated
INCOME				
Bank Interest	223	7	45,136	66,239
Distributions	0	0	7,303	6,247
Donations	1,484	3,029	53,371	14,734
Fundraising income	3,034	2,308	3,034	2,308
Subscriptions	500	366	500	366
Unrealised losses on investments	0	0	5,975	0
Government funding	0	0	2,410,000	2,340,094
Residential clients	0	0	883,099	767,039
Miscellaneous	0	0	4,021	1,393
	=====	=====	=====	=====
	5,241	5,710	3,412,439	3,198,420
	=====	=====	=====	=====
EXPENDITURE				
Administration	228	177	197,628	166,707
Donations	3,500	1,000	3,500	1,000
Conferences	2,816	776	2,816	776
Fundraising expenses	151	0	151	0
Domestic	0	0	122,518	116,164
Employee entitlements	0	0	46,507	(8,780)
Medical	0	0	99,132	157,743
Miscellaneous	0	0	63,007	25,142
Personnel	0	0	2,610,112	2,468,542
Property	0	0	179,651	180,007
Unrealised losses on investments	0	0	0	10,190
	=====	=====	=====	=====
	6,695	1,953	3,325,022	3,117,491
	=====	=====	=====	=====
OPERATING (DEFICIT) / SURPLUS FOR THE YEAR				
	(1,454)	3,757	87,417	80,929
	=====	=====	=====	=====

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

BALANCE SHEET AS AT 30 JUNE 2013

	2013 CMS Inc.	2012 CMS Inc.	2013 Consolidated	2012 Consolidated
Current Assets				
Cash	47,306	21,337	1,491,041	1,338,562
Investments	0	0	246,912	233,633
Income receivable	3,785	0	335,265	326,678
Prepayments	0	0	5,527	4,246
TOTAL ASSETS	51,091	21,337	2,078,745	1,903,119
Current Liabilities				
Creditors and accruals	0	4,702	229,346	209,134
GST Liability	30	138	54,207	48,079
Funding in advance – Relaxing into Parenting	0	0	0	12,646
Funding in advance – Board Building	0	0	0	5,000
Provisions – Employee Entitlements	0	0	622,897	596,389
Provisions – Other (Note 2)	36,018	0	466,843	413,836
TOTAL LIABILITIES	36,048	4,840	1,373,293	1,285,084
NET ASSETS	15,043	16,497	705,452	618,035
Equity				
Opening balance	16,497	12,740	618,035	537,106
Net (deficit) / surplus for the year	(1,454)	3,757	87,417	80,929
TOTAL EQUITY	15,043	16,497	705,452	618,035

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

CASH FLOWS FROM OPERATING ACTIVITIES

Receipts from customers				
– inclusive of GST	41,123	5,489	3,585,974	3,363,342
Payments to suppliers & employees				
– inclusive of GST	(15,377)	(1,337)	(3,478,631)	(3,314,234)
	25,746	4,152	107,343	49,108
Interest received	223	7	45,136	66,239
Net cash inflow from operating activities	25,969	4,159	152,479	115,347

CASH FLOWS FROM INVESTING ACTIVITIES

Purchase of investments	0	0	0	(50,000)
Net increase in cash	25,969	4,159	152,479	65,347
CASH AT 30 JUNE 2012	21,337	17,178	1,338,562	1,273,215
CASH AT 30 JUNE 2013	47,306	21,337	1,491,041	1,338,562

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

QUEEN ELIZABETH II FAMILY CENTRE**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
INCOME		
Government funding	2,410,000	2,340,094
Residential clients	883,099	767,039
Miscellaneous	46,217	63,852
	<u>3,339,316</u>	<u>3,170,985</u>
EXPENDITURE		
Administration	192,227	164,943
Domestic	122,518	116,164
Employee entitlements	46,507	(8,780)
Medical	99,132	157,743
Miscellaneous	63,007	75,142
Personnel	2,610,112	2,468,542
Property	179,651	180,007
	<u>3,313,154</u>	<u>3,153,761</u>
OPERATING SURPLUS FOR THE YEAR	<u>26,162</u>	<u>17,224</u>

**BALANCE SHEET
AS AT 30 JUNE 2013**

Current Assets		
Cash	1,221,842	1,144,761
Income receivable	334,836	331,380
Prepayments	5,527	4,246
TOTAL ASSETS	<u>1,562,205</u>	<u>1,480,387</u>
Current Liabilities		
Creditors and accruals	232,702	209,134
Funding in advance – Relaxing into Parenting	0	12,646
Funding in advance – Board Building	0	5,000
GST Liability	54,178	47,941
Provisions	1,053,722	1,010,225
TOTAL LIABILITIES	<u>1,340,602</u>	<u>1,284,946</u>
NET ASSETS	<u>221,603</u>	<u>195,441</u>
Equity		
Opening balance	195,441	178,217
Net surplus for the year	26,162	17,224
TOTAL EQUITY	<u>221,603</u>	<u>195,441</u>

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

CANBERRA MOTHERCRAFT SOCIETY SCHOLARSHIP SCHEME**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
INCOME		
Bank interest	2,716	3,774
Distributions	7,303	6,247
Donations	51,888	61,705
Unrealised gains on investments	5,976	0
	-----	-----
	67,883	71,726
	-----	-----
EXPENDITURE		
Bank charges	35	61
Scholarships awarded	5,139	1,526
Unrealised losses on investments	0	10,190
	-----	-----
	5,174	11,777
	-----	-----
OPERATING SURPLUS FOR THE YEAR	62,709	59,949
	=====	=====

**BALANCE SHEET
AS AT 30 JUNE 2013**

Current Assets		
Cash	221,894	172,464
Investments	246,912	233,633
	-----	-----
TOTAL ASSETS	468,806	406,097
	-----	-----
NET ASSETS	468,806	406,097
	=====	=====
Equity		
Opening balance	406,097	346,148
Net surplus for the year	62,709	59,949
	-----	-----
TOTAL EQUITY	468,806	406,097
	=====	=====

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

1. Summary of Significant Accounting Policies

The Society was formed in 1927 and is incorporated under the Associations Incorporation Act, 1991, ACT. It is registered with the Australian Business Register - Australian Business Number 27 358 139 470. The Society is registered for Goods & Services Tax purposes - GST Registration Number 27 358 139 470. The Society is registered as an income tax exempt charity and as a deductible gift recipient.

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act, 1991*, ACT. The Board has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) **Income Tax**

The Association is registered as an income tax exempt charity with the Australian Tax Office. Consequently, no provision for taxation has been made in the financial statements.

(b) **Leases**

Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to the income statement on a straight line basis over the period of the lease.

(c) **Fixed Assets**

As Canberra Mothercraft Society Incorporated leases the premises and its' contents from the Government, they do not hold any capital items.

(d) **Cash and Cash Equivalents**

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value, and bank overdrafts.

(e) **Trade and Other Creditors**

These amounts represent liabilities for goods and services provided to the economic entity prior to the end of the financial year and which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition.

(f) **Investments**

Investments are measured at fair value. Fair value is the market value of the investments as at the balance date.

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

1. Summary of Significant Accounting Policies (continued)

(g) Revenue Recognition

Revenue is measured at the fair value of the consideration received or receivable. Amounts disclosed as revenue and are net of taxes paid. Revenue is recognised for the major business activities as follows:

Grants

Grants are recognised at their fair value. Income is recognised when the Association receives the grant or the right to receive the grant and there is a reasonable assurance that the grant will be received and the Association will comply with all attached conditions.

Sale of Goods

Revenue is taken to account when the control of the goods has passed to the buyer.

Interest

Interest revenue is recognised as it accrues using the effective interest method. The effective interest method is the rate that exactly discounts estimated future cash receipts over the expected life of the financial instrument to the net carrying amount of the financial asset.

(h) Income Receivable

Income receivable is recognised initially at fair value and subsequently measured at amortised cost, less provision for doubtful debts. Collectability of income receivable is reviewed on an on-going basis. Debts which are known to be uncollectible are written off. A provision for doubtful receivables is established when there is objective evidence that the Association will not be able to collect all amounts due according to the original terms of the receivables. The amount of the provision is the difference between the carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the provision is recognised in the income statement.

(i) Employee Entitlements

(i) *Wages and Salaries and Annual and Sick Leave*

Liabilities for wages and salaries, and annual leave are recognised, and are measured as the amount unpaid at balance date at current pay rates in respect of employees' services up to that date. A liability for sick leave owed is recognised and is measured as an average of amounts paid to employees for sick leave over current and prior financial years and expected sick leave to be taken over future financial periods.

(ii) *Long Service Leave*

Liabilities for long service leave have been booked by the Society as the Society is responsible for payments of long service leave each year up until the Society is placed into a negative financial operating position from the payment of long service leave payments. Long service leave payments will be made by ACT Health before the Society is placed into a negative financial operating position from making long service leave payments. The Society expects to meet all long service payments as they become due and without the Society being placed into a negative financial operating position. The Board believes that due to the agreement with ACT Health that the provision for long service leave is fairly stated.

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012	2013	2012
	CMS Inc.	CMS Inc.	Consolidated	Consolidated
2. Provisions - Other				
Provision for Play Room	36,018	0	36,018	0
Provision for Evaluations	0	0	5,000	5,000
Provision for Staff Art Project	0	0	0	4,507
Provision for Capital Replacement	0	0	123,160	131,019
Provision for Insurance Run Off	0	0	128,565	108,310
Provision for Severance Pays	0	0	160,000	140,000
Provision for 50 th Anniversary Expenses	0	0	14,100	25,000
	<u>36,018</u>	<u>0</u>	<u>466,843</u>	<u>413,836</u>
	=====	=====	=====	=====

Provision for Play Room

A provision has been raised for expenses to be set aside for the Play Room from the surplus obtained from the 50th Year celebrations in the 2013 financial year.

Provision for Evaluations

A provision has been raised for expenses to be set aside from the 30 June 2014 budget for outside evaluations of various operations of the Queen Elizabeth II Family Centre.

Provision for Capital Replacement

A provision has been raised for maintenance and capital requirements of the Queen Elizabeth II Family Centre in the future.

Provision for Separation and Redundancy

Provision has commenced to be made for separation and redundancy expenses and is calculated on the basis of two weeks' pay for every year of service, up to a maximum of forty eight weeks, by employees whose employment is terminated in the event their service is redundant to business requirements or CMS ceases trading.

Provision for Insurance Run Off

In the event that CMS may choose to cease trading provision is made for insurance run off and refers to meeting liabilities for closed insurance portfolios where the applicable claims liabilities are being progressively extinguished to their final liquidation.

CANBERRA MOTHERCRAFT SOCIETY INCORPORATED

ABN: 27 358 139 470

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

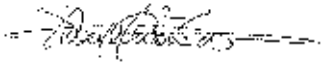
STATEMENT BY THE BOARD

The Board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

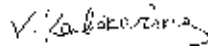
In the opinion of the Board the financial report:

1. Presents a true and fair view of the financial position of Canberra Mothercraft Society Incorporated as at 30 June 2013 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Canberra Mothercraft Society Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



C. Wong
Treasurer



V Kalokerinos
Vice President

CANBERRA, 16 October 2013



ABN 36 472 755 795

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF CANBERRA MOTHERCRAFT SOCIETY INCORPORATED (NON-REPORTING)

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Canberra Mothercraft Society Incorporated (Non-reporting) (the association), which comprises the balance sheet as at 30 June 2013, the income statement and statement of cash flows for the year ended, a summary of significant accounting policies, other explanatory notes and the statement by members of the Board.

Board's Responsibility for the Financial Report

The Board of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the *Associations Incorporation Act 1991* ACT and are appropriate to meet the needs of the members. The Board's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report. The financial report has been prepared for distribution to members for the purpose of fulfilling the Board's financial reporting under the *Associations Incorporation Act 1991*. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Audit Report

In our opinion the financial report of Canberra Mothercraft Society Incorporated (Non-reporting) presents fairly, in all material aspects the financial position of Canberra Mothercraft Society Incorporated (Non-reporting) as at 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the *Associations Incorporation Act, ACT, 1991*. As a result, the financial report may not be suitable for another purpose.

KOTHES

Chartered Accountants

SIMON BYRNE

Partner

CANBERRA, 16 October 2013

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Our web site is <http://www.koth.es.com.au>



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