



GLENVIEW
Community Services

ANNUAL
REPORT
2014/15



Journeying together

THE GLENVIEW PROMISE

THE GLENVIEW EXPERIENCE IS MORE THAN A PLACE OR A SERVICE. AT GLENVIEW, WE TREASURE THE JOY AND BEAUTY OF A LIFE WELL LIVED, THROUGH ALL ITS STAGES. WE EXIST SO YOU CAN LIVE YOUR LIFE TO THE FULL. WE HAVE BEEN A TRUSTED AND GROWING PART OF OUR LOCAL COMMUNITY FOR GENERATIONS AND THE GLENVIEW PROMISE OF A GOOD LIFE IS FOR NOW AND INTO THE FUTURE.



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THE BOARD



GLENN WARD
Chairman



CRAIG ANDRIKONIS
Vice Chair



ROSEMARY RUSHTON



SCOTT LANCASTER



ROBERT MILEY



IAIN WEIR



TIM SWIFTE



JAMES VICKERS



AUDREY MILLS

SENIOR LEADERSHIP



LUCY O'FLAHERTY
CEO



ANGELA MCKENZIE
Deputy CEO



GREG MANNION
Business Manager

OFFICIAL VISITOR

The Right Reverend John Harrower AOM
(Bishop of Tasmania)

AUDITORS

Wise Lord & Ferguson
1st Floor 160 Collins Street Hobart

CHAPLAINS

Reverend Ross Ellwood
Reverend Ken Wills

AUXILIARY

Miss Kaye Sproule (President)
Mrs Mary Johnston (Vice President)
Mrs Fay Ibbott (Minute Secretary)
Mrs Jeanette Wills (Treasurer)
Mrs Joan Hurd (Assistant Treasurer)
Mrs Penny Silver (Events/Publicity Secretary)
Mrs Darry Welch
Mrs Edith Potter
Mrs Marion Iles
Mrs Jill Smith
Mrs Sue Carter
Mrs June Sargent
Ms Karen Doddridge





CHAIRMAN'S REPORT 2015

It is my pleasure to report to the members of Glenview Community Services on behalf of the Board for the 2014/2015 financial year.

As I mentioned in my report last year, Aged Care funding in Australia was to undergo a massive overhaul for both residential and in home care during 2015. Glenview management were as prepared as we could have been, I believe, and have remained very progressive in ensuring our Residential Occupancy rates have not been adversely affected by the discussions and sometimes the misinformation associated with the introduction of My Aged Care. Unlike many Residential Aged Care Facilities, Glenview's residential occupancy rate has remained almost unchanged from previous years, although our waiting list has decreased and our waiting list for in home Aged Care packages has continued to escalate almost exponentially.

The surplus achieved in this past financial year is one of the smallest in my time as Chairman. We have still re-invested around \$700,000 in the capital program of the Windsor Street site, and the Board financed from our reserves, a refurbishment of one of our Windsor Street houses to the new hub and associated carpark for our Community Outreach division.

For many years as part of our strategic discussions, the Glenview Board has always set ourselves a goal of wanting to achieve more for our Residential Clients so they can make the most of their life and enjoy an inclusive stay at Glenview. To that end and under the guidance of CEO Lucy O'Flaherty, the Board approved an escalating Residential trial in the past financial year to alter the skills mix of our staff, alter staff numbers and rostering with the outcome hopefully informing us on the best way to go about maximising care outcomes and therefore the daily lives of our residents. This trial has been a learning experience and we believe given us the information we required to take the next steps toward a new model of care, which has commenced

being rolled out from the first of July 2015. This trial was responsible for some of our unbudgeted cost overruns and contributed to our smaller than usual surplus, however the Board is hopeful that with the information we have gained our new model of residential care will provide greater interaction and quality of life for our residents, while still providing better care and health outcomes, and be cost neutral to the overall business.

During my time on the Glenview Board, we have had John Harrower as our Bishop. For the past nine years as Chairman of Glenview I have worked closely with Bishop John in his position as "Official Visitor" at Glenview and in seeking his approval over the "Diocesan Approved" Board positions at Glenview. We have had a very good working relationship and he has always had Glenview's best interests in mind. As Bishop John retires this September, on behalf of the Glenview Board I would like to acknowledge his support and wish him well in his next stage of life.

GLENN WARD
BOARD CHAIRMAN

CEO REPORT 2015



Once again the year has provided many challenges as aged care reforms come into place. Glenview has been at the forefront of many initiatives including delivering Consumer Directed Care ahead of schedule and being well equipped for the changes to funding which came into effect for residential services.

This year has also brought about great sadness with the passing of Max Maynard one of the early Chairman of Glenview. His leadership and foresight will always be remembered.

With reforms now a part of our daily dialogue we have still managed to make great progress with projects in the palliative care and dementia space, adapting our model of care and now having residents as part of our selection process for new staff. With an increase in staff numbers to reflect the greater acuity of residents as they move in we have also expanded our in house training to include expertise with dementia, palliative care, leadership and opportunities for staff to follow a career path within Glenview.

There are a number of staff who have moved from their entry roles into more challenging ones as they experience the *Glenview Way* in how we provide care and support services, including students who came to Glenview on placement and who are now employed as lifestyle workers.

One of the major changes this year was the paradigm shift which we believe was needed in how residential care services are provided. Through working as a team and learning from our national and international partners we have developed a new model of care which supports more of a key worker model. This means that as a 99 bed facility we are now able to roster to smaller 'houses' within Glenview giving staff the opportunity to get to know residents in a more personal way. Previously Glenview, as many other providers, would roster staff across the organisation meaning that a staff member would sometimes not get to meet all new residents

and would sometimes not have the opportunity to see small changes in individuals health and wellbeing. Our new approach addresses this.

We created a new model which allows staff to work with a smaller group of residents and focus on health and wellbeing goals in a more personal approach. Glenview undertook a trial in late 2014 to see whether there were benefits to making this sort of change and residents and staff alike all commented on the benefits of knowing the staff better and being able to anticipate needs faster through working more consistently in the same area. This new model doesn't come without challenges and to ensure it was client/customer focused we ran a competition to name the new model. It is with great delight that Ted one of our residents won the competition and the model is now called 'Residents Choice', reinforcing our intention to focus on providing as much choice as possible when and how residents would like.

Working in partnership has been a constant theme for the 2014/15 year and I would like to thank and acknowledge the many partners who have given of their time and resources for the benefit of Glenview residents. These are AON, GIO and Bunning's who took time out of their busy days to remodel three outside areas so that resident and families could appreciate the warmer weather in lovely surrounding. I would also like to acknowledge the Glenview Auxiliary who celebrated a milestone birthday this year who work tirelessly to raise funds for Glenview.

LUCY O'FLAHERTY
CEO



SPECIAL REPORT

OUR KEY FOCUS AREAS

Dementia Care and a Palliative Approach to Care have been our key focus areas for several years and this will continue into the future.

Dementia is a disease that touches everyone's lives. Statistics clearly demonstrate that the number of people with dementia will increase by 30% in the next 6 years and by 2050 the number will have more than doubled. Currently about 70% of our residential and community clients have some form of significant memory loss or a diagnosis of dementia, consequently all staff, across all departments, have frequent contact with people with dementia.

We also know that 30%–40% of our residents and clients die each year and our aim is to ensure they not only enjoy a good life but they also experience a good death and that excellent palliative care is provided to people in the location of their choice. Excellent palliative care, including end of life care, not only ensures our residents and clients experience a good death but also provides a positive experience and wonderful memories for their friends and family as well as our staff.

DEMENTIA SUPPORT

All Glenview staff, regardless of where they work, have undertaken formal dementia training and this continues to be an essential part of all new staff's orientation and induction to Glenview. No matter where you are in Glenview staff have the skills and confidence to communicate effectively with you.

Our continued efforts to ensure our residents and clients with dementia enjoy a full and wonderful life have led to a new project focussing on sexuality and dementia. The World Health Organisation describes the experience and expression of sexuality as a basic human need and in aged care this right has, at best, been ignored; negatively impacting on residents' sense of well-being and resulting in a reduced quality of life. (Alzheimers Australia, www.fightdementia.org.au/services/intimacy-and-sexual-issues.aspx)

The project, Sex, Intimacy and Dementia ... it's a Right!, is in place to ensure our staff have the awareness, empathy and confidence to assist residents with dementia to express and experience intimacy and sexuality.

I was fortunate to receive a 12 month Fellowship from the University of Latrobe's Dementia Training and Study Centre to enable me to undertake this project. To date policies have been developed including a positive risk management approach; providing support that focuses on the expressed needs and choice of residents and clients.

Staff lack confidence and have a limited understanding of sexuality and intimacy; that it does not necessarily equate to sexual intercourse and that there are many ways that individuals may choose to express and experience intimacy. Our dementia support workers have undertaken training that focuses on how we can improve the day to day lives of our residents with dementia ensuring they have access to resources that can assist them to experience sexuality. Our increased knowledge and confidence to support residents and clients in the expression of their sexuality will without doubt increase their well being and support them to lead lives that are rich, rewarding and as full as possible.

"Excellent palliative care, including end of life care, not only ensures our residents and clients experience a good death but also provides a positive experience and wonderful memories for their friends and family as well as our staff."





This year Glenview was awarded 4 Fellowships through the Dementia Training and Study Centre's National Practice Improvement Program. Six organisations were chosen across Australia to participate in this program that aims to advance practice for supporting people with dementia, and enables us to continue to improve the lives of our residents living with dementia and carry our more advanced training for our dementia support workers.

The projects and Fellows are;

Residents First – Making the Best use of Residents space

Fellow: John McNamara

To develop programs for staff to deliver to ensure the space in Merton (our dementia support unit) is used effectively to promote and optimise residents' wellbeing.

Resident First - Sex, Intimacy and Dementia ... It's a Right!

Fellow: Angela McKenzie

Develop programs to assist staff to support the expression of sexuality and intimacy for residents in Merton with dementia.

Residents First – Recognising and Addressing Resident Responses

Fellow: Ros Calvert

To provide training and supervision to ensure staff have the skills and expertise to respond appropriately, effectively and respectfully to resident responsive behaviours.

Residents First – Managing Medication Better!

Fellow: Rachel Tanner

To improve processes, policies and practice to ensure residents with dementia are enjoying a good life. If the right medication is given to the right person for the right reason at the right time then wellbeing and quality of life will be enhanced.

Rachel Tanner was one of ten people awarded a national fellowship; Dementia Dynamics Personal Carer Fellowship for excellence in Dementia Care. Rachel has recognised that, on occasion, Glenview has observed that visitors, be it a family member or a friend find it challenging when communicating with people who are living with dementia. In response, Rachel is developing a new and exciting programme called Discussing Dementia - An opportunity to share and learn.

GLENVIEW'S PALLIATIVE APPROACH

Glenview continues to prioritise the provision of an outstanding palliative approach to the care and support we provide. A palliative approach aims to improve the quality of life for individuals through the early identification, assessment and treatment of pain and other symptoms as well as addressing physical, cultural, psychological, social and spiritual needs. A palliative approach is not confined to the end stages of life; it is an approach that encompasses a positive attitude towards life and regards dying as a normal process. (WHO 2003)

The 18 month project that we undertook to establish a best practice palliative approach to resident and client care concluded in March this year. We now have well established systems and processes in place that ensure residents and clients are firmly at the centre of care; that they are consulted when decisions about their care and support need to be made. The systems that were established are now embedded in Glenview practice, ensuring resident and client choices about their lives and deaths are respected and adhered to and the support provided is holistic, consistent and well documented.

RECOGNITION

Glenview staff, including one volunteer, have presented at many conferences over the year showcasing our best practice approach to dementia support, our palliative approach to care as well as our client and resident engagement and activities programs.

Despite being a small, independent aged care provider Glenview is well recognised in the sector locally and nationally for the high quality of service we provide. I feel both proud and fortunate to be a member of the Glenview team; a team that, with genuine enthusiasm and commitment, is determined to ensure every resident and client enjoys a full life and experiences a good day every day.

ANGELA MCKENZIE DEPUTY CEO

GLENVIEW AUXILIARY PRESIDENT'S ANNUAL REPORT FOR 14/15

It is my pleasure to present to you the activities of the Glenview Auxiliary over the past twelve months.

Our meetings continue to be well attended.

A big thank you for the help of our members, family, friends, Glenview volunteers and the public who support us, our fundraising activities have once again been very successful.

These activities included:

- Melbourne Cup Day Luncheon held at the Balmoral Inn
- Wine Drive
- Soup 'N' Sandwich Luncheon with a fashion parade by Capri held at the Claremont R.S.L.

The funds raised from these functions have enabled the Auxiliary to donate \$3,000 to Glenview Community Services this year.

I wish to thank the Auxiliary members who help with the "Not for Profit" kiosk trolley and game afternoons. We also provided the residents with a small gift on Mother's and Father's Days.

On behalf of our members I would like to acknowledge and thank Glenview for organising our Diamond Jubilee celebration. Thank you.

In closing my report, may I on behalf of all the Auxiliary Members, express our sincere thanks to all staff and volunteers who are involved with Glenview for their continued help and support.

I would personally like to thank all Auxiliary members, especially our Secretary Fay, our Treasurer Jeanette and our Publicity Secretary Penny for their continual dedication, hard work and help over the year.

May the warmth of friendship we all enjoy continue to grow as we support Glenview.

KAYE SPROULE
PRESIDENT

"Funds raised from these functions have enabled the Auxiliary to donate \$3,000 to Glenview Community Services this year."

GLENVIEW AUXILIARY

FINANCIAL STATEMENT FOR 2014/2015

Balance Brought Forward			\$826.18
RECEIPTS			
Melbourne Cup Luncheon	2,276.00		
Float	300.00	2,576.00	
Soup'n'Sandwich Luncheon	2,009.40		
Float	300.00	2,309.40	
Wine Sales		1,828.00	
Donations		205.00	
Members		153.55	
Bank Interest		8.52	\$7,080.47
			\$7,906.65
EXPENSES			
Glenview Home		3,000.00	
Melbourne Cup Luncheon		1,620.00	
Soup'n'Sandwich Luncheon		972.00	
Floats (2)		600.00	
Fathers' Day gifts		96.00	
Mothers' Day gifts		36.96	
Wine Fundraising		986.80	\$9,347.18
Balance as at 30th June, 2015			\$594.89

**FINANCIAL STATEMENTS OF
GLENVIEW COMMUNITY SERVICES INC.**
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2015



GLENVIEW COMMUNITY SERVICES INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2015

	NOTES	2015 \$'000	2014 \$'000
REVENUE			
Government funding	1.4 (a), 3.1	8,118	7,997
Interest income	1.4 (b) & (e), 3.2	210	212
Grants	1.4 (c), 3.3	191	289
User charges	1.4 (d), 3.4	1,903	1,853
Rental income	1.4 (f), 3.5	36	51
Other revenue	1.4 (h), 3.7	291	330
Drawdowns / retentions	1.4 (i), 3.8	587	513
Profit on disposal of current and non-current assets	1.4 (g), 3.6	9	1
Total revenue		11,345	11,305
EXPENSES			
Employee entitlements Depreciation	1.5 (a), 4.1	7,664	7,037
Other expenses	1.5 (b), 4.2	856	787
Other expenses	1.5 (d), 4.3	2,727	2,921
Total expenses		11,247	10,745
TOTAL OPERATING RESULT		98	560
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		98	560

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

GLENVIEW COMMUNITY SERVICES INC.
BALANCE SHEET AS AT 30 JUNE 2015

	NOTES	2015 \$'000	2014 \$'000
ASSETS			
Current assets			
Cash and cash equivalents	1.6 (a), 5.1	6,676	6,564
Receivables	1.6 (b), 5.2	679	442
Accrued income	1.6 (c), 5.3	250	81
Other current assets	1.6 (d), 5.6	2,909	1,880
Total current assets		10,514	8,966
Non-current assets			
Property, plant and equipment	1.6 (e) 5.4	15,953	15,928
Total non current assets		15,953	15,928
Total assets		26,467	24,894
LIABILITIES			
Current liabilities			
Employee entitlements	1.7 (c), 6.1	836	793
Payables	1.7 (a), 6.2	692	619
Other current liabilities	1.7 (d), 6.3	7,256	5,639
Total current liabilities		8,484	7,051
Non-current liabilities			
Employee entitlements	1.7 (c), 6.1	195	153
Total non-current liabilities		195	153
Total liabilities		8,679	7,204
Net assets		17,788	17,690
EQUITY			
Accumulated funds	8.1	16,781	15,458
Commonwealth capital reserve	8.1	-	1,225
Entry contribution retention funds	8.1	1,007	1,007
Total equity	8.1	17,788	17,690

The Balance Sheet should be read in conjunction with the accompanying notes.

GLENVIEW COMMUNITY SERVICES INC.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	NOTES	2015 \$'000	2014 \$'000
		INFLOWS (OUTFLOWS)	INFLOWS (OUTFLOWS)
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash inflows			
Government funding Grants		7,678	8,260
Receipts from residents Rental income		191	289
Interest received Other cash receipts		2,447	2,123
Rental income		36	51
Interest received		260	322
Other cash receipts		289	270
Total cash inflows		10,901	11,315
Cash outflows			
Employee payments		(7,509)	(6,906)
Other cash payments (suppliers)		(3,095)	(2,608)
Total cash outflows		(10,604)	(9,514)
Net cash from (used by) operating activities	10.2	297	1,801
CASH FLOWS FROM INVESTING ACTIVITIES			
Cash inflows			
Gross proceeds from the disposal of non-current assets		174	112
Gross proceeds from the disposal of investments		83	142
Total cash inflows		257	372
Cash outflows			
Payments for acquisition of non-current assets		(1,045)	(1,161)
Decrease /(Increase) in investments		(1,000)	(1,495)
Total cash outflows		(2,045)	(2,656)
Net cash from (used by) investing activities		(1,788)	(2,284)
CASH FLOWS FROM FINANCING ACTIVITIES			
Cash inflows			
Entry bonds received		2,506	644
Total cash inflows		2,506	644
Cash outflows			
Entry bonds refunded		(820)	(897)
Total cash outflows		(820)	(897)
Net cash from (used by) financing activities		1,686	(253)
Net increase (decrease) in cash held		196	(736)
Cash at the beginning of the reporting period		457	1,193
Cash at the end of the reporting period	5.1 (a)	652	457

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

GLENVIEW COMMUNITY SERVICES INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2014

	ACCUMULATED FUNDS \$'000	C'WLTH CAPITAL GRANT \$'000	ENTRY CONTRIBUTION RETENTION \$'000	TOTAL \$'000
As at 30 June 2013	14,898	1,225	1,007	17,130
Surplus for year	560	-	-	560
As at 30 June 2014	15,458	1,225	1,007	17,690
Surplus for year	98	-	-	560
Transfer from C'Vealth Capital Reserve	1,225	(1,225)	-	-
As at 30 June 2015	16,781	-	1,007	17,788

The Statement of changes in Equity should be read in conjunction with the accompanying notes

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

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NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

1.1 OBJECTIVES AND FUNDING

Glenview Community Services Inc. is a body established by the Tasmanian Associations Incorporation Act 1964 with the basic objectives to be carried out in accordance with Christian principles and teachings of:

- (a) providing knowledge and skilled assistance to those whose ability to perform activities of daily living is diminished, by virtue of age or disability; and
- (b) promoting the dignity and spiritual, physical and emotional wellbeing of each person giving and receiving care.

The organisation is predominantly funded by the Commonwealth Government. With this funding Glenview provides the following services, which may include a fee for service or other client contribution:

- Residential Care includes residents' personal care, respite care, palliative care, therapy, catering, domestic services, general property and cultural and spiritual support. This division includes all the structures based at 2–10 Windsor Street, Glenorchy, known as Barrett, Hudspeth, Maynard, St Johns, Allwright Lockley and Thirkell.
- Community Services which covers all community based services for people needing assistance to remain in their own homes. These programs include Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH), EACH Dementia packages (EACHD) and include domestic, personal care, shopping and gardening services. Day Centre (Banksia/ Night Owls), Day Respite (Bisdee House), Mens Shed Day Centre, private gardening and personal care services for external clients, along with any other community based services which may be developed as required by Glenview to support the community.
- Property Holdings which incorporates the 10 units, known as Glenview Close for self supported residents, four properties available for private rental, and the Korongee site for future retirement village development.

The financial statements encompasses all funds through which the organisation controls resources to carry on its functions.

1.2 BASIS OF ACCOUNTING

The financial statements are a general purpose financial report and have been prepared in accordance with the Australian Accounting Standards, except AASB 124 Related Party Disclosure as it relates to Directors & Key Management Personnel Remuneration. Other mandatory professional reporting requirements have also been complied with including authoritative announcements of the Australian Accounting Standards Board and the requirements of the Tasmanian Associations Incorporation Act 1964.

The financial statements have been prepared on an accrual basis and, except where stated, are in accordance with the historical cost convention.

1.3 CLIENTS' FUNDS HELD IN TRUST

All transactions relating to activities undertaken by Glenview in a trust or fiduciary (agency) capacity do not form part of the organisation's financial statements, therefore all transactions and balances relating to a trustee or agency arrangement are not recognised as organisational revenues, expenses, assets or liabilities. The only transactions currently conducted by Glenview in a trust or agency capacity relate to clients' funds. Details of these transactions are provided in Note 13.

1.4 REVENUE

Revenues are recognised in the Statement of Comprehensive Income to the extent that it is probable that the economic benefits will flow to Glenview and the revenue can be measured reliably.

a) Government Funding

Commonwealth subsidies are recognised as revenues in the period in which the organisation gains control of the appropriated funds, except for any amounts identified as carried forward in Note 3.1.

b) Interest from Accommodation Bonds

Interest from the investment of Residential Accommodation Bonds is recognised as it accrues.

c) Grants

Grants are recognised as revenue when the organisation gains control of the underlying assets. Where grants are conditional revenue is recognised as performance occurs under the grant. Non-conditional grants are recognised as revenue when the grant is received or receivable.

d) User Charges

Residential Client fees and charges are due and payable in advance, with accounts

issued on the first business day of each new month.

Revenue from other Fees and Charges is recognised upon the first occurrence of either:

- receipt by the organisation of self-assessed fees; or
- the time the obligation to pay arises, pursuant to the issue of an account.

Amounts earned in exchange for the provision of goods and services are recognised when the good or service is provided.

Interest may be charged on certain types of outstanding amounts.

e) Interest Revenue – Other

Interest revenue from Glenview Investment Funds is recognised as it accrues.

f) Rental Income

Glenview owns four residences which are under management by an external provider generating rental income.

Rental Income is recognised on receipt of cash transfer from the property manager at the end of each calendar month.

Services and maintenance charges are payable by residents of the Independent Living Units (ILU's) in Glenview Close. The revenue generated from these charges has been reported as rental income for the purpose of these Financial Statements.

g) Gross Proceeds from the Disposal of Assets

Revenue from the sale of current and non-current assets is recognised when control of the asset has passed to the buyer.

h) Other Revenue

Revenue from cash sales is recognised when received.

i) Accommodation Bond Drawdown / Retentions

Amounts received from Accommodation Bond Drawdowns and Retentions are recognised at the time control of the funds is transferred to the organisation.

1.5 EXPENSES

Expenses are recognised in the Statement of Comprehensive Income when it is probable that the consumption or loss of future economic benefits resulting in a reduction in assets and/or an increase in liabilities has occurred and the consumption or loss of future economic benefits can be measured reliably.

a) Employee Entitlements

Employee entitlements include entitlements

to wages and salaries, annual leave, sick leave, long service leave, superannuation and other post-employment benefits.

b) Depreciation

All non-current assets having a limited useful life are systematically depreciated over their useful lives in a manner which reflects the consumption of their service potential.

Land, being an asset with an unlimited useful life, is not depreciated.

Depreciation is provided for on a straight line basis on all items, using rates which are reviewed annually.

Major depreciation periods are:

- Buildings, improvements & additions 40 years
- Motor vehicles 5–10 years
- Furniture, fittings & equipment 3–10 years

Non-current assets are not carried at an amount above their recoverable amount, and where a carrying value exceeds this recoverable amount, the asset is written down. A revaluation decrement is recognised as an expense in the Statement of Comprehensive Income except to the extent that the decrement reverses a revaluation increment previously credited to and still included in the balance of an Asset Revaluation Reserve in respect of the same class of asset. In this case, it is debited direct to the revaluation reserve.

c) Grants and Subsidies

Grants are recognised to the extent that:

- the services required to be performed by the grantee have been performed; or
- the grant eligibility criteria have been satisfied.

A liability is recorded when the organisation has a binding agreement to receive the grant but services have not been performed or criteria satisfied. Where grant monies are paid in advance of performance or eligibility, a liability is recognised.

Some Grants Terms and Conditions create a liability to repay the grant, (or an amount 'equivalent in value') in the event of the organisation ceasing to be an eligible organisation or failing to meet the terms and conditions of the grants.

d) Other Expenses from Ordinary Activities

Expenses from other activities are recognised when a liability is incurred.

e) **Interest Payable on Refunded Bonds**
Where a bond is due for refund interest accrues on the value of the refund, to be paid on the date of refund.

This expense is now reported as Interest Payable on Refunded Bonds under Other Expenses.

f) **Finance Costs Expense**
All borrowing costs are expensed as incurred, except to the extent that they are directly attributable to qualifying assets, in which case they are capitalised.

Finance costs include:

- interest on bank overdrafts and short term and long term borrowings;
- amortisation of discounts or premiums related to borrowings;
- amortisation of ancillary costs incurred in connection with the arrangement of borrowings; and
- finance lease charges.

1.6 ASSETS

Assets are recognised in the Balance Sheet when it is probable that the future economic benefits embodied in the asset will eventuate and the asset possesses a cost or other value that can be measured reliably.

a) Cash and Cash equivalents

Cash means notes, coins, any deposits held at call with a bank or financial institution and short term deposits with an original maturity date of three months or less. Deposits are recognised at their nominal amounts and interest is credited at current market rates to revenue as it accrues.

b) Receivables

Receivables are recognised at the nominal amounts that are due for settlement. Collectability of receivables is reviewed monthly. Debts which have been investigated and pursued but determined to be uncollectable are submitted to the Chief Executive Officer or Business Manager for approval to be forwarded to a debt collection agency. Where debts become unrecoverable on advice from the debt collection agency they are submitted to the Chief Executive Officer or Business Manager for approval to be written off. An estimate for doubtful debts is made when collection of the full amount is no longer probable.

c) Accrued Income

An asset is recognised when Glenview has a right to receive the funds.

d) Other Current Assets

Other current assets are recognised when the right to receive a benefit is certain and can be reliably measured.

e) Property, Plant and Equipment

(i) Valuation basis

All non-current physical assets have been recorded at historic cost.

(ii) Asset recognition threshold

The asset capitalisation threshold adopted by the organisation is \$1,000.

Assets valued at less than \$1,000 may be capitalised where they form part of a group of similar or related items procured as part of a larger project.

f) Recoverable Amount of Assets

At each reporting date, the organisation assesses whether there is any indication that an asset may be impaired. Where an indicator of impairment exists, the organisation makes an estimate of recoverable amount. Where the carrying amount of an asset exceeds its recoverable amount the asset is considered impaired and is written down to its recoverable amount.

Recoverable amount is the greater of fair value less costs to sell and value in use. It is determined for an individual asset, unless the asset's value in use cannot be estimated to be close to its fair value less costs to sell and it does not generate cash inflows that are largely independent of those from other assets or groups of assets, in which case, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

1.7 LIABILITIES

Liabilities are recognised in the Balance Sheet when it is probable that the future sacrifice of economic benefits will be required and the amount of the liability can be measured reliably.

a) Payables

Payables, including goods received and services incurred or committed but not yet invoiced, are recognised when the organisation becomes obliged to make future payments as a result of a purchase or ordering of assets or services. Creditors and accruals are recognised at their nominal

amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced). Settlement is usually made within 15–30 days from date of invoice, dependent on the provider's account settlement terms.

b) Interest Bearing Liabilities

Bank loans and other loans are recorded at current cost (book value). Interest is charged as an expense as it accrues.

Discounts and premiums are amortised over the life of the related financial instrument on the basis of yield at purchase, with the amortisation being taken to the Statement of Comprehensive Income as part of borrowing costs.

c) Employee Entitlements

Liabilities for wages and salaries and annual leave are recognised, and are measured as the amount unpaid at the reporting date.

Liabilities that are expected to be settled within twelve months of the reporting date and are measured at their nominal amounts based on remuneration rates which are expected to be paid when the liability is settled. All other employee benefits liabilities are measured at the present value of the estimated future cash outflow to be made in respect of services provided by employees up to the reporting date.

d) Other Liabilities

Entry Contributions and Accommodation Bonds retained are refundable in accordance with current aged care legislation.

1.8 LEASES

Leases are classified at their inception as either operating or finance leases based on the economic substance of the agreement so as to reflect the risks and benefits incidental to ownership.

Glenview only has operating leases covering photocopiers.

The minimum lease payments of operating leases, where the lessor effectively retains substantially all the risks and benefits of ownership of the leased item, are recognised as an expense on a straight-line basis.

1.9 COMPARATIVE FIGURES

Comparative figures have been adjusted to conform to changes in presentation in these financial statements, where necessary.

1.10 ROUNDING

All amounts in the financial statements have been rounded to the nearest thousand dollars, unless otherwise stated. Where the result of expressing amounts to the nearest thousand dollars would result in an amount of zero, the financial statements will contain a note expressing the amount to the nearest whole dollar.

1.11 ORGANISATIONAL TAXATION

The organisation is exempt from all forms of taxation except Fringe Benefits Tax (FBT), Goods and Services Tax (GST) and Pay As You Go Tax (PAYG).

In the Statement of Cash Flows, the GST component of cash flows arising from investing or financing activities which is recoverable from, or payable to, the Australian Taxation Office is, in accordance with the Australian Accounting Standards, classified as operating cash flows.

1.12 ADOPTION OF NEW AND REVISED ACCOUNTING STANDARDS

The organisation has adopted all new and revised Accounting Standards and Interpretations in the current year.

The following Standards and Interpretations which have been issued by the AASB that may affect the organisation are yet to be applied:

- AASB 9 *Financial Instruments*: Effective 1 July 2013. Includes requirements for the classification and measurement of financial instruments and will not have a financial impact on the financial statements.
- AASB 1053 *Application of Tiers of Australia Accounting Standards*: Effective 1 July 2013. Provides for reduced disclosure requirements for some entities preparing general purpose financial statements. It appears that the Federal Government reporting requirements will be unchanged for Aged Care facilities.

NOTE 2 EVENTS OCCURRING AFTER BALANCE DATE

No matters or circumstances have arisen since the end of the financial year which significantly affect the operations or the financial position of the organisation.

NOTE 3 REVENUE

	2015 \$'000	2014 \$'000
3.1 GOVERNMENT FUNDING		
Commonwealth		
Subsidies	7,776	7,671
State Funding		
Subsidies	342	326
Total	8,118	7,997
3.2 INTEREST INCOME	210	272
3.3 GRANTS	191	289
3.4 USER CHARGES		
Resident fees	1,666	1,634
Community care income	237	219
Total	1,903	1,853
3.5 RENTAL INCOME	36	51
3.6 DISPOSAL OF CURRENT AND NON-CURRENT ASSETS		
Profit on disposal of current and non-current Assets	9	1
3.7 INTEREST REVENUE – OTHER	59	59
3.8 OTHER REVENUES		
Sale of meals	27	29
Donations & bequests	5	6
Sundry income	172	231
Investment Income	87	64
Total	291	330
3.9 DRAWDOWN / RETENTIONS		
ILU ingoing contribution drawdowns	67	69
Accommodation charges	397	299
Accommodation bond retentions	123	145
Total	587	513

NOTE 4 EXPENSES

	2015 \$'000	2014 \$'000
4.1 EMPLOYEE ENTITLEMENTS		
Wages and salaries	6,331	5,739
Annual leave	533	531
Long service leave	78	68
Sick leave	157	175
Superannuation	560	516
Other employee expenses - Uniforms, etc.	5	8
Total	7,664	7,037
4.2 DEPRECIATION		
Motor vehicles	80	95
Buildings	479	447
Furniture & fittings	297	245
Total	856	787
4.3 OTHER EXPENSES		
Workers compensation insurance	293	366
Contractors	391	353
Personal care	235	244
Catering	399	413
Domestic services	69	53
General property	396	380
Gardening & maintenance	216	234
Motor vehicles	68	72
Administration	547	656
Training & recruitment	113	150
Total	2,727	2,921

NOTE 5 ASSETS

	2015 \$'000	2014 \$'000
5.1 CASH AND CASH EQUIVALENTS		
a) Cash and Cash at Bank		
This represents the balance of accounts held on hand and in bank accounts, excluding those accounts which are administered or held in a trustee capacity or agency arrangement.	652	457
b) Other Cash Held		
This represents the balance of longer term cash accounts excluding those accounts which are administered or held in a trustee capacity or agency arrangement.		
Term deposits	6,024	6,106
Total Cash and Cash Equivalents	6,676	6,564
5.2 RECEIVABLES		
Fees and charges	75	159
Other receivables	604	283
Total	679	442
5.3 ACCRUED INCOME		
Accrued interest	24	73
Accrued income - other	226	8
Total	250	81
5.4 PROPERTY, PLANT AND EQUIPMENT		
Land – refer note (a)		
Aged Care Services	627	627
Property holdings	2,794	2,794
Total	3,421	3,421
Buildings, improvements & additions		
Aged Care Services	18,053	17,450
Property holdings	425	500
Less: Accumulated depreciation	(7,399)	(6,920)
Total	11,079	11,030
Motor vehicles		
Aged Care Services	569	681
Less: Accumulated depreciation	(265)	(253)
Total	304	428
Furniture, fittings & equipment at cost		
Aged Care Services	4,506	4,110
Property holdings	11	11
Less: Accumulated depreciation	(3,368)	(3,071)
Total	1,149	1,050
Total Property, Plant and Equipment	15,953	15,928

5.5 RECONCILIATION OF NON-CURRENT PHYSICAL ASSETS

Reconciliations of the carrying amounts of each class of Property, Plant, Equipment and Vehicles at the beginning and end of the current and previous financial year are set out below.

	FREEHOLD LAND \$'000	BUILDINGS, IMPROVEMENTS & ADDITIONS AT COST \$'000	MOTOR VEHICLES \$'000	FURNITURE, FITTINGS & EQUIPMENT AT COST \$'000	TOTAL \$'000
2015					
At 1st July 2014					
Net of Accumulated depreciation	3,421	11,030	428	1,050	15,928
Additions/transfers	-	528	121	396	1,045
Depreciation expense	-	(497)	(80)	(297)	(856)
Sales/Consideration	-	-	(174)	-	(174)
Surplus or loss on Disposals	-	-	9	-	9
At 30th June 2015 – Net of Accumulated depreciation	3,421	11,079	304	1,149	15,953
	FREEHOLD LAND \$'000	BUILDINGS, IMPROVEMENTS & ADDITIONS AT COST \$'000	MOTOR VEHICLES \$'000	FURNITURE, FITTINGS & EQUIPMENT AT COST \$'000	TOTAL \$'000
2014					
At 1st July 2013					
Net of Accumulated depreciation	3,421	11,031	441	771	15,664
Additions	-	446	192	524	1,161
Depreciation expense	-	(447)	(95)	(244)	(787)
Sales/Consideration	-	-	(111)	(1)	(112)
Surplus or loss on Disposals	-	-	1	(0)	1
At 30th June 2014 – Net of Accumulated depreciation	3,421	11,030	428	1,050	15,928

5.6 OTHER ASSETS

Prepayments

Investments

Total

	2015 \$'000	2014 \$'000
Prepayments	320	263
Investments	2,589	1,617
Total	2,909	1,880

NOTE 6 LIABILITIES

	2015 \$'000	2014 \$'000
6.1 EMPLOYEE ENTITLEMENTS		
Accrued salaries	179	157
Annual leave	512	491
Long service leave	340	298
Total	1,031	946
Current	836	793
Non-current	195	153
Total	1,031	946
6.2 PAYABLES		
Accrued expenses	81	-
Creditors	311	619
Total	392	619
6.3 OTHER LIABILITIES		
Accommodation bonds	6,187	4,303
Independent living unit ingoing contributions	1,022	1,022
Other accounts	47	314
Total	7,256	5,639
6.4 SCHEDULE OF COMMITMENTS		
By Maturity		
<i>Operating lease commitments</i>		
One year or less	35	33
Five years or less	47	66
Total	82	99

The organisation currently leases 7 photocopier units.

6.5 SCHEDULE OF UNQUANTIFIABLE CONTINGENCIES

At 30 June 2015 the organisation is not aware of any claims or contingencies.

NOTE 7 SEGMENT REPORTING

	2015 \$'000	2014 \$'000
7.1 INCOME & EXPENDITURE		
Residential Aged Care		
Operating Revenue		
Government funding	5,007	5,150
Resident charges	2,035	1,932
Commonwealth grants	191	54
Bond retentions	218	214
Bond interest income	258	212
Other revenue	2,972	2,850
Total	10,681	10,412
Operating Expenses		
Wages & superannuation	4,598	4,430
Management Fees	951	849
Depreciation & amortisation	830	722
Other expenses	4,343	4,131
Total	10,722	10,132
Net Operating Result	(40)	280
Community Services		
Operating Revenue		
Government funding	3,111	2,848
Other revenue	340	350
Total	3,451	3,198
Operating Expenses		
Wages & superannuation	2,083	2,109
Other expenses	1,222	967
Total	3,305	3,076
Net Operating Result	146	122
Property Holdings		
Operating Revenue		
Other revenue	36	51
Total	36	51
Operating Expenses		
Other expenses	100	110
Total	100	110
Net Operating Result	(64)	(59)
Corporate Services		
Operating Revenue		
Other revenue	1,490	1,729
Total	1,490	1,729
Operating Expenses		
Wages & superannuation	888	922
Other expenses	547	589
Total	1,435	1,511
Net Operating Result	55	218
Total Combined Operating Result	98	560

7.2 ASSETS & LIABILITIES

	2015 \$'000			2014 \$'000		
	TOTAL	RESIDENTIAL AGED CARE	OTHER	TOTAL	RESIDENTIAL AGED CARE	OTHER
Current Assets	10,514	7,913	2,601	8,966	5,823	3,143
Non-Current Assets	15,953	12,902	3,051	15,928	12,824	3,104
Total Assets	26,467	20,815	5,652	24,894	18,648	6,246
Current Liabilities	8,484	7,717	767	7,051	5,796	1,255
Non-Current Liabilities	195	118	77	153	91	62
Total Liabilities	8,679	7,835	844	7,204	5,887	1,317
Net Assets	17,788	12,980	4,808	17,690	12,761	4,929

NOTE 8 EQUITY

a) Nature and purpose of reserves

Commonwealth Capital Reserve

The Commonwealth Capital Reserve reflected Government Funding for capital works. At 30 June 2015 there is no longer a need to identify the Reserve as it has been confirmed with the Federal Government that due to the elapse of a significant period of time that the potential call on the grant funds has concluded. This is now shown in Accumulated Funds.

Entry Contribution

The Entry Contribution Retention are to be applied towards capital works.

NOTE 9 RELATED PARTY DISCLOSURES

- a) The members of Glenview Community Services Inc. Board during the financial year were:
- | | |
|-------------------------|---------------|
| Mr. Glenn Ward | Chairman |
| Mr. Craig Andrikonis | Vice-Chairman |
| Mr. Craig Doherty | |
| Mr. Scott Lancaster | |
| Ms. Rosemary Rushton | |
| Mr. Tim Swifte | |
| Mr. Iain Weir | |
| Mr. Robert Miley | |
| Ms Audrey Mills | |
| Professor James Vickers | |
- b) The following related party transactions occurred during the financial year:
- Pharmaceuticals were purchased from Amcal Pharmacy (Moonah) under normal commercial terms and conditions. Quotations for the provision of this service are requested and evaluated every 3 years.
 - Consultants and other suppliers are appointed, as required, subject to an evaluation being undertaken to determine best available supplier to suit the organisation's requirements.
- There are no loans owed by members of the Board to the organisation.

NOTE 10 CASH FLOW RECONCILIATION

	2015 \$'000	2014 \$'000
10.1 CASH AND CASH EQUIVALENTS	652	457

The definition of cash can be found at Note 1.6 (a) and is referenced at Note 5.1.

	2015 \$'000	2014 \$'000
10.2 RECONCILIATION OF OPERATING SURPLUS TO NET CASH FROM OPERATING ACTIVITIES		
Net operating surplus (deficit)	98	560
Non-Cash Items		
Depreciation	856	787
Profit on sale of current and non-current assets	(9)	(1)
Retention fee on entry contributions	(126)	(136)
Bequest of shares	-	-
Changes in assets and liabilities		
Decrease / (increase) in receivables	85	(104)
Decrease / (increase) in accrued revenue	(169)	43
Decrease / (increase) in prepayments	(57)	12
Decrease / (increase) in investments	27	(42)
Increase / (decrease) in employee entitlements	85	133
Increase / (decrease) in accrued expenses	81	(24)
Increase / (decrease) in payables/creditors	(308)	279
Increase / (decrease) in other liabilities	(266)	293
Net cash from (used by) operating activities	297	1,801

NOTE 11 AVERAGE STAFFING LEVELS

	2015	2014
Average full time equivalent employees for the 2014/2015 Financial Year	FTE 112.11	FTE 100.11
The number of employees of the organisation as at 30 June 2015	157	145

NOTE 12 FINANCIAL RISK MANAGEMENT POLICIES AND OBJECTIVES

The organisation's principal financial instruments comprise cash and short-term deposits, receivables and payables. The main risks arising from these financial instruments are credit risk, interest rate risk and liquidity risk. Ultimate responsibility for the management of these risks rests with the Board of Management.

a) **Credit risk exposures**

Credit risk is the risk that a counterparty will default on repayment and arises from the organisation's financial assets of cash and cash equivalents and receivables. The organisation's maximum exposure to credit risk at reporting date is the carrying amount of those assets as presented in notes 5.1 and 5.2 respectively. Cash equivalents are invested with institutions approved by the Board of Management. Receivables are reviewed on an ongoing basis and defaults are historically low. Credit risk is therefore deemed to be minimal.

b) **Interest rate risk**

Interest rate risk arises from the organisation's cash equivalents and interest bearing liabilities held at variable interest rates. The exposure

to interest rate risk arising from these financial instruments at reporting date is set out in notes 5.1 and 6.3 respectively. Cash equivalents are invested with, and borrowings made from, institutions approved by the Board of Management. Performance is monitored by the Audit Committee and reported to the Board of Management, generally on a monthly basis.

An increase in interest rates of 0.25% would have increased the Total Operating Surplus by \$16,248, a decrease of 0.25% would have the opposite effect.

c) **Liquidity Risk**

The organisation principally manages liquidity risk by maintaining adequate levels of cash and short-term cash deposits in institutions approved by the Board of Management in order to meet operational funding requirements. It also has access to banking facilities and continuously monitors forecast and actual cash flows.

The contractual maturities of the organisation's financial instruments are:

2015	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS
FINANCIAL ASSETS	\$'000	\$'000	\$'000
Cash	657		-
Cash held in term deposits	1	6,023	-
Receivables	75	604	-
Total Financial Assets	728	6,627	-
Financial Liabilities			
Payables	392	-	-
Total Financial Liabilities	392	-	-
Net Maturity	336	6,627	-

2014	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS
FINANCIAL ASSETS	\$'000	\$'000	\$'000
Cash	457		-
Cash held in term deposits	3,106	3,000	-
Receivables	159	283	-
Total Financial Assets	3,723	3,283	-
Financial Liabilities			
Payables	619	-	-
Total Financial Liabilities	619	-	-
Net Maturity	3,104	3,283	-

d) **Net Fair Values of Financial Assets and Liabilities**

All financial assets and liabilities recorded in the Balance Sheet, including cash, short-term deposits, trade receivables, borrowings and payables are recorded at fair value, being their nominal amount, due to their short-term to maturity. All interest, impairment and other gains and losses are recorded in the Statement of Comprehensive Income. They are designated as fair value through profit and loss under AASB 139 *Financial Instruments*. They are classified under the Level 1 hierarchy of AASB 7 *Financial Instruments: Disclosures* as their values can be obtained direct from quoted market prices.

NOTE 13 CLIENTS' FUNDS HELD IN TRUST

	2015 \$'000	2014 \$'000
Opening Balance	64	81
Net Movement	2	17
Residents' Trust Closing Balance	62	64

As part of the services offered by Glenview, monies are held in trust for the residents of Glenview. Glenview's responsibility includes both custodial responsibility of the funds and also the responsibility to manage and make payments and deposits on behalf of residents. These monies are held in separate bank accounts and administered through separate ledger accounts. Due to these monies belonging to residents of Glenview, the transactions are not recognised in the financial statements.

Statement and Certificate: User Rights Principles

In accordance with Section 11 of the User Rights Principles Amendment (No 7) 1997, I state on behalf of Glenview Community Services Inc that:

- a) Care recipients' accommodation bond balances required to be repaid during the year have been repaid in accordance with the Act; and
- b) Glenview can repay liabilities, for accommodation bond balances in accordance with the Act, that can be expected to fall due in the following financial year; and
- c) Glenview has, throughout the year, had enough insurance to cover losses arising from fraud, loss of earnings, fire, flood, or other reasonably insurable events that may affect the ability of Glenview to refund accommodation bond balances.

On behalf of the Board of Directors of Glenview Community Services Inc, I approve this statement and certify its accuracy.



Chairman of Board of Management

Mr Glenn Ward

Dated: 7/9/2015



Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 7/9/2015

Audit Certificate

In our opinion, Glenview Community Services Inc has complied with the requirements of section 11 of the User Rights Principles Amendment (No 7) 1997 for the year ended 30 June 2015.



J Doyle

Wise Lord & Ferguson

Chartered Accountants

Dated: 8TH SEPTEMBER 2015

Statement by the Board of Management

In the opinion of the members of the Board of Management of Glenview Community Services Inc:

1. The accompanying financial statements present fairly the financial performance of Glenview Community Services Inc for the twelve months ended 30 June 2015 and the financial position of Glenview Community Services Inc as at 30 June 2015.
2. The financial statements are prepared in accordance with the Associations Incorporation Act (Tas).
3. At the date of this statement there are reasonable grounds to believe that Glenview Community Services Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with the resolution of the Board of Management.

Chairman of Board of Management

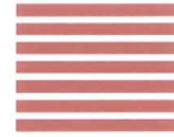
Mr Glenn Ward

Dated: 7/9/2015

Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 7/9/2015



Wise Lord & Ferguson
Chartered Accountants
advice to advantage

Independent auditor's report to the members of Glenview Community Services Inc

We have audited the accompanying financial report of Glenview Community Services Inc (the Association), which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, notes comprising a summary of significant accounting policies and other explanatory information and the Board of Management's declaration.

Board of Management's Responsibility for the Financial Report

The Association's Board of Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and with the *Associations Incorporation Act [TAS]*, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those 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 our 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, we consider internal controls 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 controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



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Partners: Harvey Gibson, Danny McCarthy, Douglas Thomson, Joanne Doyle, Stuart Clutterbuck,
Ian Wheeler, Dean Johnson, Marg Marshall, Paul Lyons, Alicia Leis, Nick Carter
Managers: Melanie Richardson, Simon Jones, Trent Queen, Rachel Burns, Nathan Brereton,
Melissa Johnson, Donna Powell, Rebecca Meredith, Naomi Norman, Maryellen Salter
Consultant: Peter Beven

Independence

In conducting our audit we have complied with the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion the financial report gives a true and fair view of the financial position of Glenview Community Services Inc at 30 June 2015 and of its financial performance and its cashflows for the year then ended in accordance with Australian Accounting Standards and *Associations Incorporations Act [TAS]*.



J DOYLE
PARTNER
WISE LORD & FERGUSON

Date: 8th September 2015

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