



GLENVIEW
Community Services

ANNUAL REPORT 2015/16



Journeying together
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 TEAM



LUCY O'FLAHERTY
CEO



GREG MANNION
Business Manager



ANDREA PAGE
Community Manager



JEREMY EATON
Operations Manager



SIMON HYVATTINEN
Residential Manager

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

AUDITORS

Wise Lord & Ferguson
1st Floor 160 Collins Street Hobart





VICE CHAIRMANS REPORT 2016

It is my pleasure to report to the members of Glenview Community Services on behalf of the Board for the 2015/2016 financial year.

Aged Care funding in Australia continued to undergo a massive overhaul for both residential and in home care during 2016. Glenview's management continue to evolve our service offerings as we move to a more user pays service system. They remain focussed on ensuring our service occupancy rates have not been adversely affected by any changes (and sometimes confusion) associated with the introduction of My Aged Care.

The surplus achieved in this past financial year is a reflection of Glenview's resilience and planning, it is also pleasing to see an improved financial result compared to last year.

We have continued to invest in the capital program of the Windsor Street site and this year, the Board financed from our reserves, some heritage restoration of the original house.

We continue to discuss and develop plans for Korongee. The Korongee committee and board have worked hard to develop a service offering that is viable from a financial perspective and will also meet the growing needs of the community over many many years. We believe that the next 12 months will be very exciting times for Korongee as we move into more detailed planning and modelling.

As part of our ongoing strategic discussions, the Glenview Board set a goal of achieving more for our Community, Residents and 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, Consumer Directed Care continues to operate successfully in the community. Resident's Choice continues to provide great results in the residential setting.

Residents Choice is the new model of residential care that provides greater personal interaction and quality of life for our residents, while still providing better care and health outcomes.

It is with sadness that you will note Glenn Ward's absence today due to health issues. The board, management and staff would all like to acknowledge his contribution and energy in making Glenview the place it is today, his tireless commitment to Glenview has lasted over almost two decades including ten years as Chairman. We wish him all the best for a speedy recovery.

CRAIG ANDRIKONIS
VICE CHAIRMAN

CEO REPORT 2016



With another year at its end, it has been wonderful to reflect over what the last 12 months has brought for Glenview. Maintaining its front running position as an industry leader for Care Services, Glenview is adapting to change nicely with the implemented Consumer Directed Care, and the positive changes for our residents after Resident's Choice was implemented last year.

This year has also brought about great sadness with the passing of Reg Lightfoot, one of the past Chairman of Glenview. His Leadership and foresight will always be remembered.

This year Glenview has made some changes to improve the way we deliver Residential and Community services. An organisational restructure occurred to streamline the organisation and to ensure we provide the best in service delivery, clinical governance and best practice. Glenview now has 4 streams throughout the organisation; 2 service delivery, and 2 support services. This restructure has seen Glenview make some great progress on our long term projects including continuing to be proactive around specialising in Dementia Care. It is also ensuring we are communicating the *Glenview Promise* clearly to all Residents, Clients and the broader community.

With the new structure of the organisation, *recruiting for kindness* has been high on the priority list, seeing a growing number of staff than ever before to reflect the greater acuity of our residents and clients. With this as a priority, we decided to review what we call the '*Glenview Way*', which is now displayed around the facility to ensure all know what the Glenview Way is, and how to uphold it.

Part of the *Glenview Way* is to ensure every person who comes into our Organisation feels included, no matter their circumstance. It was made evident earlier this year that Glenview creates that environment when nominated for, and then winning two Dorothies Awards as an Inclusive Organisation with an Inclusive Leadership Team.

As members would know, Glenview owns land that carries the name Korongee. With the Board's support, we are currently working hard to ensure we find a service offering for this space, which meets the ongoing community needs. We have been working hard over the last few years to develop a model of service which is both financially viable as well as meeting the community's needs. We hope to be making announcements about this within the next twelve months.

I would like to thank both the Board and the Leadership Team for their ever ongoing commitment to Glenview and for their shared passion to assist in ensuring Aged Care is where it needs to be.

This year we see some changes to our Board, including Robert Miley and Tim Swifte and an unforeseen and prolonged absence of Glenn Ward (due to illness). I would like to thank them for their dedication and support throughout the years, and wish them well on their next venture.

The next year for Glenview will bring some wonderful challenges with changes from the Aged Care reforms being implemented to improve client and resident care, and with some exciting projects underway to continue the promise of a good life both now and in the future.

LUCY O'FLAHERTY
CEO



GLENVIEW AUXILIARY PRESIDENT'S ANNUAL REPORT FOR 15/16

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

A BIG thank you must go to all our members, staff, volunteers, family, friends and the public who support us. They have helped ensure that our fundraising activities have continued to be very successful.

This year's activities included:

- Melbourne Cup Day Luncheon held at the Balmoral Motor Inn
- Cake-less Cake Drive
- Wine Drive
- Soup 'N' Sandwich Luncheon with a Fashion Parade by Capri held at the Claremont R.S.L. Club

The funds raised from these functions have enabled the Auxiliary to donate \$3,000 to Glenview Community Services this year, also \$200 towards a new trolley to be used for Library Books and \$139.87 for a mobile bird aviary.

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.

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.

Best wishes to all Office Bearers for 2016 – 2017.

May we all continue to work happily together for the benefit of all at 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 2015/2016

Balance Brought Forward			\$594.89
RECEIPTS			
Melbourne Cup Luncheon	2901.00		
Float	300.00	3201.00	
Soup'n'Sandwich Luncheon	1878.10		
Float	300.00	2178.10	
Wine Sales		2128.00	
Cakeless Cake Stall		555.00	
Donations		180.00	
Members		162.50	
Bank Interest		9.28	\$8,413.88
			<u>\$9,008.77</u>
EXPENSES			
Glenview Home		3,000.00	
Kiosk and Library Trolley		200.00	
Bird Aviary		139.97	
Picture Frames		50.00	
Melbourne Cup Luncheon		2,134.00	
Soup'n'Sandwich Luncheon		705.00	
Floats (2)		600.00	
Mothers' Day gifts		151.72	
Wine Fundraising		1,029.59	\$ 8,010.28
			<u>\$998.49</u>
Balance as at 30th June, 2016			<u>\$998.49</u>

FINANCIAL STATEMENTS OF
GLENVIEW COMMUNITY SERVICES INC.
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

GLENVIEW COMMUNITY SERVICES INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016

	NOTES	2016 \$'000	2015 \$'000
REVENUE			
Government funding	1.4 (a), 3.1	8,969	8,118
Interest income	1.4 (b) & (e), 3.2	188	210
Grants	1.4 (c), 3.3	65	191
User charges	1.4 (d), 3.4	1,997	1,903
Rental income	1.4 (f), 3.5	42	36
Other revenue	1.4 (h), 3.7	321	291
Drawdowns / retentions	1.4 (i), 3.8	615	587
Profit/(loss) on disposal of current and non-current assets	1.4 (g), 3.6	(6)	9
Total revenue		12,191	11,345
EXPENSES			
Employee entitlements	1.5 (a), 4.1	7,851	7,664
Depreciation	1.5 (b), 4.2	891	856
Other expenses	1.5 (d), 4.3	3,045	2,727
Total expenses		11,787	11,247
TOTAL OPERATING RESULT		404	98
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		404	98

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

GLENVIEW COMMUNITY SERVICES INC.
BALANCE SHEET AS AT 30 JUNE 2016

	NOTES	2016 \$'000	2015 \$'000
ASSETS			
Current assets			
Cash and cash equivalents	1.6 (a), 5.1	8,065	6,676
Receivables	1.6 (b), 5.2	143	679
Accrued income	1.6 (c), 5.3	117	250
Other current assets	1.6 (d), 5.6	2,898	2,909
Total current assets		11,223	10,514
Non-current assets			
Property, plant and equipment	1.6 (e) 5.4	15,869	15,953
Total non current assets		15,869	15,953
Total assets		27,092	26,467
LIABILITIES			
Current liabilities			
Employee entitlements	1.7 (c), 6.1	902	836
Payables	1.7 (a), 6.2	856	392
Other current liabilities	1.7 (d), 6.3	6,942	7,256
Total current liabilities		8,700	8,484
Non-current liabilities			
Employee entitlements	1.7 (c), 6.1	200	195
Total non-current liabilities		200	195
Total liabilities		8,900	8,679
Net assets		18,192	17,788
EQUITY			
Accumulated funds		17,185	16,781
Entry contribution retention funds	8	1,007	1,007
Total equity		18,192	17,788

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 2016

	NOTES	2016 \$'000	2015 \$'000
		INFLOWS (OUTFLOWS)	INFLOWS (OUTFLOWS)
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash inflows			
Government funding		9,133	7,678
Grants		65	191
Receipts from residents		2,804	2,447
Rental income		42	36
Interest received		156	260
Other cash receipts		310	289
Total cash inflows		12,510	10,901
Cash outflows			
Employee payments		(7,776)	(7,509)
Other cash payments (suppliers)		(2,622)	(3,095)
Total cash outflows		(10,398)	(10,604)
Net cash from (used by) operating activities	10.2	2,112	297
CASH FLOWS FROM INVESTING ACTIVITIES			
Cash inflows			
Gross proceeds from the disposal of non-current assets		100	174
Gross proceeds from the disposal of investments		365	83
Gross proceeds from investments		2,084	-
Total cash inflows		2,549	257
Cash outflows			
Payments for acquisition of non-current assets		(913)	(1,045)
Payments for acquisition of investments		(1,230)	(1,000)
Total cash outflows		(2,143)	(2,045)
Net cash from (used by) investing activities		406	(1,788)
CASH FLOWS FROM FINANCING ACTIVITIES			
Cash inflows			
Entry bonds received		1,487	2,506
Total cash inflows		1,487	2,506
Cash outflows			
Entry bonds refunded		(1,401)	(820)
Total cash outflows		(1,401)	(820)
Net cash from (used by) financing activities		86	1,686
Net increase (decrease) in cash held		2,604	196
Cash at the beginning of the reporting period		652	457
Cash at the end of the reporting period	5.1 (a)	3,256	652

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 2016

	ACCUMULATED FUNDS \$'000	ENTRY CONTRIBUTION RETENTION \$'000	TOTAL \$'000
As at 30 June 2014	15,458	1,007	17,690
Surplus for year	98	-	98
Transfer from C'wealth Capital Reserve	1,225	-	-
As at 30 June 2015	16,781	1,007	17,788
Surplus for year	404	-	404
As at 30 June 2016	17,185	1,007	18,192

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 2016

NOTE

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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, Merton, 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 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, three 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/ Refundable Accommodation Deposits

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

f) Rental Income

Glenview owns three 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:

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 Cashequivalents

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 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.

e) CDC Unspent Monies

From July 2015, new Consumer Directed Care (CDC) arrangements applied to all Home Care Packages. This requires that we account for each package separately and any unspent monies are carried forward until the client decides to spend the money in accordance with the guidelines set out by the Government. Prior to Feb 2017, if the clients ceases the package then Glenview is able to retain the unspent monies and this would be recognised as profit at the time of ceasing the package. After Feb 2017, Glenview is unable to retain the unspent monies and will have to pay these to the new service provider, the Government, and/or the client.

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 2018. Includes requirements for the classification and measurement of financial instruments and will not have a financial impact on the financial statements.
- AASB 15 Revenue from Contracts with Customers: Effective 1 January 2018. Replaces the existing revenue recognition standard and specifies the accounting treatment for revenue arising from contracts with customers. The impact of this standard is unknown.

I AASB 16 Leases: Effective 1 July 2019. Introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases.

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

	2016 \$'000	2015 \$'000
3.1 GOVERNMENT FUNDING		
Commonwealth		
Subsidies	8,623	7,776
State Funding		
Subsidies	346	342
Total	8,969	8,118
3.2 INTEREST INCOME	188	210
3.3 GRANTS	65	191
3.4 USER CHARGES		
Resident fees	1,721	1,666
Community care income	276	237
Total	1,997	1,903
3.5 RENTAL INCOME	42	36
3.6 DISPOSAL OF CURRENT AND NON-CURRENT ASSETS		
Profit on disposal of current and non-current Assets	(6)	9
3.7 OTHER REVENUES		
Sale of meals	33	27
Donations & bequests	16	5
Sundry income	165	172
Investment income	107	87
Total	321	291
3.8 DRAWDOWN / RETENTIONS		
ILU ingoing contribution drawdowns	74	67
Accommodation charges	436	397
Accommodation bond retentions	105	123
Total	615	587

NOTE 4 EXPENSES

	2016 \$'000	2015 \$'000
4.1 EMPLOYEE ENTITLEMENTS		
Wages and salaries	6,462	6,331
Annual leave	581	533
Long service leave	60	78
Sick leave	170	157
Superannuation	572	560
Other employee expenses - <i>Uniforms, etc.</i>	6	5
Total	7,851	7,664
4.2 DEPRECIATION		
Motor vehicles	73	80
Buildings	496	479
Furniture & fittings	322	297
Total	891	856
4.3 OTHER EXPENSES		
Workers compensation insurance	333	293
Contractors	612	391
Personal care	237	235
Catering	397	399
Domestic services	70	69
General property	472	396
Gardening & maintenance	95	216
Motor vehicles	58	68
Administration	623	547
Training & recruitment	148	113
Total	3,045	2,727

NOTE 5 ASSETS

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.

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

Total Cash and Cash Equivalents

5.2 RECEIVABLES

Fees and charges

Other receivables

Total

5.3 ACCRUED INCOME

Accrued interest

Accrued income - other

Total

5.4 PROPERTY, PLANT AND EQUIPMENT

Land

Aged Care Services

Property holdings

Total

Buildings, improvements & additions

Aged Care Services

Property holdings

Less: Accumulated depreciation

Total

Motor vehicles

Aged Care Services

Less: Accumulated depreciation

Total

Furniture, fittings & equipment at cost

Aged Care Services

Property holdings

Less: Accumulated depreciation

Total

Total Property, Plant and Equipment

	2016 \$'000	2015 \$'000
	3,256	652
	4,809	6,024
	8,065	6,676
	81	75
	62	604
	143	679
	55	24
	62	226
	117	250
	627	627
	2,794	2,794
	3,421	3,421
	18,335	18,053
	425	425
	(7,896)	(7,399)
	10,864	11,079
	660	569
	(289)	(265)
	371	304
	4,892	4,506
	11	11
	(3,690)	(3,368)
	1,213	1,149
	15,869	15,953

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
2016					
At 1st July 2015					
Net of Accumulated depreciation	3,421	11,079	304	1,149	15,953
Additions/transfers	-	281	246	386	913
Depreciation expense	-	(496)	(73)	(322)	(891)
Sales/Consideration	-	-	(100)	-	(100)
Surplus or loss on Disposals	-	-	(6)	-	(6)
At 30th June 2016 – Net of Accumulated depreciation	3,421	10,864	371	1,213	15,869
	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	15,929
Additions	-	528	121	396	1,045
Depreciation expense	-	(479)	(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

5.6 OTHER ASSETS

Prepayments
Investments

Total

2016 \$'000	2015 \$'000
312	320
2,586	2,589
2,898	2,909

NOTE 6 LIABILITIES

6.1 EMPLOYEE ENTITLEMENTS

	2016 \$'000	2015 \$'000
Accrued salaries	226	179
Annual leave	556	512
Long service leave	320	340
Total	1,102	1,031

Current	902	836
Non-current	200	195
Total	1,102	1,031

6.2 PAYABLES

Accrued expenses	14	-
CDC unspent monies	373	81
Creditors	469	311
Total	856	392

6.3 OTHER LIABILITIES

Accommodation bonds	5,873	6,187
Independent living unit ingoing contributions	1,022	1,022
Other accounts	47	47
Total	6,942	7,256

6.4 SCHEDULE OF COMMITMENTS

By Maturity

Operating lease commitments

One year or less	35	35
Five years or less	35	47
Total	70	82

The organisation currently leases 9 photocopier units.

6.5 SCHEDULE OF UNQUANTIFIABLE CONTINGENCIES

At 30 June 2016 the organisation is not aware of any claims or contingencies.

NOTE 7 SEGMENT REPORTING

7.1 INCOME & EXPENDITURE

Residential Aged Care

Operating Revenue

Government funding	5,671	5,007
Resident charges	1,974	2,035
Commonwealth grants	7	191
Bond retentions/DAPS	285	218
Bond/RAD interest income	260	258
Other revenue	3,183	2,972

Total

11,380	10,681
---------------	---------------

Operating Expenses

Wages & superannuation	5,016	4,598
Management Fees	883	951
Depreciation & amortisation	865	830
Other expenses	4,314	4,343

Total

11,078	10,722
---------------	---------------

Net Operating Result

302	(40)
------------	-------------

Community Services

Operating Revenue

Government funding	3,298	3,111
Other revenue	416	340

Total

3,714	3,451
--------------	--------------

Operating Expenses

Wages & superannuation	1,906	2,083
Other expenses	1,634	1,222

Total

3,540	3,305
--------------	--------------

Net Operating Result

174	146
------------	------------

Property Holdings

Operating Revenue

Other revenue	42	36
---------------	----	----

Total

42	36
-----------	-----------

Operating Expenses

Other expenses	122	100
----------------	-----	-----

Total

122	100
------------	------------

Net Operating Result

(80)	(64)
-------------	-------------

Corporate Services

Operating Revenue

Other revenue	1,525	1,490
1,525	1,525	1,490

Operating Expenses

Wages & superannuation	940	888
Other expenses	577	547

Total

1,517	1,435
--------------	--------------

Net Operating Result

8	55
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Total Combined Operating Result

404	98
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7.2 ASSETS & LIABILITIES

	2016 \$'000			2015 \$'000		
	TOTAL	RESIDENTIAL AGED CARE	OTHER	TOTAL	RESIDENTIAL AGED CARE	OTHER
Current Assets	11,223	7,085	4,138	10,514	7,913	2,601
Non-Current Assets	15,869	12,827	3,042	15,953	12,902	3,051
Total Assets	27,092	19,912	7,180	26,467	20,815	5,652
Current Liabilities	8,700	7,471	1,230	8,484	7,717	767
Non-Current Liabilities	200	127	72	195	118	77
Total Liabilities	8,900	7,598	1,302	8,679	7,835	844
Net Assets	18,192	12,314	5,878	17,788	12,980	4,808

NOTE 8 EQUITY

a) Nature and purpose of reserves

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. 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:

- (i) 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.
- (ii) 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

10.1 CASH AND CASH EQUIVALENTS

2016
\$'000
3,256

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

10.2 RECONCILIATION OF OPERATING SURPLUS TO NET CASH FROM OPERATING ACTIVITIES

Net operating surplus (deficit)	404	98
Non-Cash Items		
Depreciation	891	856
Profit on sale of current and non-current assets	6	(9)
Retention fee on entry contributions	(105)	(126)
Changes in assets and liabilities		
Decrease / (increase) in receivables	240	85
Decrease / (increase) in accrued revenue	133	(169)
Decrease / (increase) in prepayments	8	(57)
Decrease / (increase) in investments	-	27
Increase / (decrease) in employee entitlements	71	85
Increase / (decrease) in payables	464	(227)
Increase / (decrease) in other liabilities	-	(266)
Net cash from (used by) operating activities	2,112	297

NOTE 11 AVERAGE STAFFING LEVELS

	2016	2015
	FTE	FTE
Average full time equivalent employees for the 2014/2015 Financial Year	123.09	112.11
The number of employees of the organisation as at 30 June 2015	163	157

NOTE 12 FINANCIAL RISK MANAGEMENT POLICIES AND OBJECTIVES

The organisation's principal financial instruments comprise cash and short-term deposits, investment in Hybrid securities issued by the "Big 4" banks, investment in conservative managed funds, 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 \$15,000, 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:

2016	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS
FINANCIAL ASSETS	\$'000	\$'000	\$'000
Cash	3,256		-
Cash held in term deposits	-	4,809	-
Receivables	81	62	-
Total Financial Assets	3,337	4,871	-
Financial Liabilities			
Payables	856	-	-
Total Financial Liabilities	856	-	-
Net Maturity	2,481	4,871	-

2015	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS
FINANCIAL ASSETS	\$'000	\$'000	\$'000
Cash	652		-
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	-

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

	2016 \$'000	2015 \$'000
Opening Balance	62	64
Net Movement	(6)	(2)
Residents' Trust Closing Balance	56	62

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 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 2016 and the financial position of Glenview Community Services Inc as at 30 June 2016.
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.



Acting Chairman of Board of Management

Mr Craig Andrikonis

Dated: 5 SEPT 2016



Member of Board of Management

Dated: 5 SEPT 2016

Statement and Certificate: User Rights Principles

In accordance with Section 11 of the User Rights Principles Amendment (No 7) 1997, I state of 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.



Acting Chairman of Board of Management

Mr Craig Andrikonis

Dated: 5 SEPT 2016 ,



Member of Board of Management

Dated: 5 SEPT 2016

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 2016.



J Doyle

Wide Lord & Ferguson

Chartered Accountants

Dated: 5 September 2016 ,

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 2016, 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.

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 2016 and of its financial performance and its cashflows for the year then ended in accordance with Australian Accounting Standards and Associations Incorporations Act (IAS).



JOANNE DOYLE
Partner
Wise Lord & Ferguson

Date: 5 September 2016

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Journeying together