



GLENVIEW
Community Services

.....
**ANNUAL
REPORT**
2017/18
.....

CELEBRATING
70 YEARS
1948-2018



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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SUITE OF SERVICES



THE BOARD



IAIN WEIR
Chairman



CRAIG ANDRIKONIS
Vice Chair



SCOTT LANCASTER



AUDREY MILLS



**ROSEMARY
RUSHTON**



LEE TYERS



JAMES VICKERS



**ANNE-MARIE
STRANGER**

SENIOR LEADERSHIP TEAM



LUCY O'FLAHERTY
CEO



GREG MANNION
Business Manager



JEREMY EATON
Operations Manager



**DENISE
BRAZENDALE**
Client Services
Manager



NATALIE NEILSON
Human Resources
Manager

2018 CHAIRMAN'S REPORT



It is a great pleasure to share with you the achievements of Glenview Community Services Inc. for the 2017/18 financial year.

On a daily basis our staff and volunteers make a difference to the lives of many people within our Tasmanian community. From the smallest gestures of kindness from our lifestyle support workers towards a resident to the ambitious launch of Australia's first dementia village, we share a passion for helping our aged care population live their lives to the fullest.

Glenview has a long and proud history and this year, in December, it is celebrating its 70th birthday. This illustrates Glenview's long integration within the local community as an aged care provider of renown. Today Glenview not only serves our resident population of approximately 100 people, the organisation also reaches far into the surrounding community providing innovative home care services as well as extensive day centre activities. As we continue to grow and evolve the organisation, we remain committed to maintaining a close link to our rich history.

Over the past two years the aged care industry has been subject to significant levels of review including:

- Review of Aged Care Funding Instrument report
- Australian Law Reform Commission report on elder abuse
- A review of national aged care quality regulatory processes (referred to as The Carnell Paterson Report)
- Legislative Review of Aged Care 2017 (referred to as The Tune Review)
- Consumer Affairs Ministers retirement living reviews
- Aged Care Workforce Strategy Taskforce

- House of Representatives inquiry into the quality of care in residential aged care facilities in Australia
- Senate inquiry into the effectiveness of aged care
- Quality assessment and accreditation framework
- Senate inquiry into financial and tax practices of for-profit aged care providers

The challenges ahead are many as we prepare for more changes, including workforce issues in responding to much greater acuity levels in caring for older Australians. Most importantly, with a specialisation in care for those living with dementia, whether that be in the residential facility or within people's homes, our capacity to influence and model the value of "a promise of a good life... both now and into the future" remains an important focus of the work of Glenview.

This philosophy continues to be the drive behind Glenview's innovative proposal for the creation of Korongee, a village specifically designed for people living with dementia. This year has seen significant progress on the project, with building works anticipated to commence in the latter part of 2018.

I would like to acknowledge the tremendous work of our CEO, Lucy O'Flaherty, the executive, leadership and core staff, without whom Glenview would not be the place it is today. There have been some outstanding achievements during the year and we should be justly proud of Glenview staff and volunteers and their dedication to providing services in the 'Glenview Way'.

I also acknowledge Board member colleagues who bring a diverse skillset and vast experience to the Board to make it whole and highly effective. They continue to provide a valuable contribution to the governance of Glenview and are a great support to my role as Chair.

Lastly, to everyone associated with Glenview, thank you for your continued support. Without our community, we would be found lacking in spirit and personality. Our numerous staff and volunteers have individually and collectively achieved some extraordinary things in 2017/18, with so many lives impacted by the care and compassion of our dedicated team.

Thank you one and all.

IAIN WEIR
CHAIR

Glenview has a long and proud history and this year, in December, it is celebrating its 70th birthday. This illustrates Glenview's long integration within the local community as an aged care provider of renown.



"FROM MY PERSONAL EXPERIENCE, I HAVE ALWAYS FELT LIKE A PART OF THE GLENVIEW FAMILY. EVER SINCE I ARRIVED HERE THREE YEARS AGO, I HAVE FELT SAFE, COMFORTABLE AND AT HOME, LIKE PART OF A FAMILY NETWORK."

**PATRICK,
RESIDENT**



2018 CEO REPORT



The 2017/18 financial year was one in which Glenview Community Services once again demonstrated its commitment to providing exceptional care to its residents and to the wider community. This was achieved through best practice care within our residential centre and cutting edge, cost-effective community outreach through our home care and day centre services.

In the 2017/2018 financial year, the aged care industry cared for 1.3 million people at home and in residential care, employed 2.8 per cent of the Australian labour force and purchased goods and services nationally as well as from our local communities. Each day, 300+ meals are prepared in residential care in an average of 17 minutes, to increasingly higher in-house standards.

Through working with the Maggie Beer Foundation, our chefs and cooks at Glenview have evolved their techniques in providing healthy and nutritious meals that can be served to the Australian standards when texturised. This is all without the addition of preservatives and additives. We have also increased the amount of home made produce to improve quality, reduce waste and improve the nutritional value of the food served to our residents and day service clients.

In 2017/18 we have seen a rapid decrease in length of stay within the residential facility and a higher acuity of new residents moving in. This has put pressure on staff and our operations but the team has excelled in working collaboratively, and in the Glenview Way...with a smile!

We took the bull by the horns in anticipation of the next iteration of reforms as the Commonwealth moves to putting choice directly in the hand of consumers, an idea we celebrate. But to do this, we needed to fully understand the customer experience. We engaged a former 5 star hotel manager to help us work out our pain points and magic moments and were pleased to see a correlation to the important areas, with valuable guidance on areas in which to improve. With a two per cent difference between the level of satisfaction and our performance, this highlights Glenview's quality approach to providing care.

Within the Commonwealth Home Support Program, we have continued to evolve and as a result, transitioned Banksia and Bisdee day centres together to provide more effective offerings for clients. This includes expanding our Men's Shed to now include a She Shed day! We continue to maintain a focus on those living independently and in supporting them through our continuum of services to remain in their own homes if this is their wish.

Home care continues to change, with the national waiting list growing beyond the program's capacity. We continue to support those with higher needs on lower level packages while they wait for a package to become available, as well as those waiting for a package to get on the list. The introduction of NDIS adds an additional opportunity to work with a younger cohort of individuals who require a tailored package of care.

Feedback from both those within our residential offerings and within their own homes has been overwhelmingly positive, due, in part, to our very individualised approach.

Korongee is another year closer to opening, with demolition works being completed earlier this year. We have worked collaboratively with the Glenorchy City Council in creating workable options to create a unique offering with a specialised dementia village. We anticipate launching the final designs in late September 2018 and for building works to commence before the end of the year.

In closing, I want to thank the Glenview team, who make my role as CEO a privilege. I never cease to be amazed at the depth of compassion and professionalism that they demonstrate each and every day.

I'd also like to thank the board for their continued support and I look forward to the opportunities that 2019 will bring!

LUCY O'FLAHERTY
CEO



"THROUGH WORKING WITH THE
MAGGIE BEER FOUNDATION, OUR
CHEFS AND COOKS AT GLENVIEW
HAVE EVOLVED THEIR TECHNIQUES
IN PROVIDING HEALTHY AND
NUTRITIOUS MEALS..."



2018 CLIENT SERVICES REPORT



It's been a fascinating and challenging time in the client services realm at Glenview during 2017/18, with a large focus being on building our workforce staff levels in order to ensure consistency of care for our residents. We will continue to keep abreast of our nursing staffing situation in particular and will continue to offer all of our staff exemplary training and professional development opportunities as well as be prepared to innovatively recruit on a regular basis.

The National Disability Insurance Scheme (NDIS) was implemented by the Australian Government to provide funding to assist people under the age of 65 living with a disability to get the care and support they need, as well as their families and carers. Glenview is eager to step into this emerging area of need, and to provide care through NDIS and we've already seen our first service agreements put into place.

Our staff and volunteers have continued to work hard to ensure the centres are a hub of activity and provide numerous engagement opportunities for older people in our community.

In line with our goal to expand our role in working with NDIS, we are also expanding the range of services we are registered to provide with NDIS. This will allow us to have rooms available for people living with disability. We will use the information gathered from existing clients and the experience of a young man who we support through disability services to inform further periods of stay in cottage

respite for those living with a disability and who have a NDIS plan in place.

Glenview's two day centres, Banksia and Bisdee, had a busy and productive year, with a total of 4,765 client visits at Bisdee and 2,827 client visits at Banksia during 2017/18. Our clients access the wide range of services on offer, including workshops, musical entertainment as well as numerous excursions throughout the surrounding community, and an active Men's Shed. Interest in the Men's Shed has grown throughout the year and the range of projects they are developing is certainly astounding – from dolls cradles, bird houses and coat racks to a very popular range of wooden and acrylic pens, which have been a big hit with staff and families. We've even started She Shed days!

Our staff and volunteers have continued to work hard to ensure the centres are a hub of activity and provide numerous engagement opportunities for older people in our community.

Our activities team continue to do an amazing job engaging with residents and providing a full weekly calendar of activities on offer. They are continuously coming up with new and innovative ways in which to engage with residents, while catering to their wide range of interests and abilities.

Lastly, I wish to extend a huge thank you to every single one of our staff and volunteers who work with a passion to help ensure our residents' and clients' experience with Glenview is rich and fulfilling.

Thank you for putting relationships at the heart of everything you do.

DENISE BRAZENDALE

CLIENT SERVICES MANAGER



"OUR CLIENTS ACCESS THE WIDE RANGE OF SERVICES ON OFFER, INCLUDING **WORKSHOPS**, **MUSICAL ENTERTAINMENT** AS WELL AS **NUMEROUS EXCURSIONS** THROUGHOUT THE SURROUNDING COMMUNITY."





"I HAVE DEVELOPED A LOT OF **WONDERFUL FRIENDSHIPS**, NOT ONLY WITH MOST OF THE RESIDENTS AND SOME OF THE RESIDENT'S FAMILIES BUT ALSO WITH THE STAFF WITHIN GLENVIEW AND **THAT IS EXTREMELY PRECIOUS AND INVALUABLE TO MY LIFE.**" PATRICK, RESIDENT

"THERE IS DEFINITELY A **MULTICULTURAL VIBE** HERE AT GLENVIEW ... AND I'VE ALWAYS FELT SO **WELCOME** WITHIN OUR TEAM AND THE **WIDER COMMUNITY.**"
MOTOKO, HOME CARE SUPPORT WORKER



MOTOKO OKEEFFE'S STORY

MOTOKO HAS BEEN AN ACTIVE PART OF THE GLENVIEW TEAM FOR THE LAST SEVEN YEARS AND HER HARD WORK AND READY SMILE HAS WON HER PRAISE FROM NOT ONLY HER REPERTOIRE OF CLIENTS BUT ALSO FROM HER TEAM MATES IN HOME CARE.

My inspiration to work in aged care stemmed from the experience of needing to look after my mother-in-law who had suffered from a stroke and required care. I was 31 years old when I came to Australia from Japan and I wanted to do something that would use my skills and my outgoing personality in a way in which would allow me to help others. I really liked interacting with older people and while caring for my mother-in-law, I realised that working in aged care would be a great way to get out into the community and help to improve the lives of others.

At Glenview I started off as a residential support worker for the first two years. My English wasn't great and it felt like I was jumping into the deep end but my work mates were really good and helped me out as I learned the ropes and when I constantly asked questions.

I find it's a great work environment at Glenview and people are always happy to help out. I've always felt supported during my time here and when I expressed an interest in working in home care, my manager was very flexible and helped me to transition over.

As a home care support worker, I travel to people's homes in Glenorchy and as far away as Sandy Bay and Kingston, where I do everything from the food shopping, cleaning, and showering to driving clients to appointments or going out for lunch.

My favourite aspect of my job is talking with people. I love chatting with clients and sharing a laugh. It's always interesting to talk with older people as they have such rich life experiences and so many stories to share. I have learned so much from these conversations, about Australia and different cultures. Another aspect I really like is the fact that, over time, I build a friendship with



"MOTOKO HAS A READY SMILE AND SUCH A WARM PERSONALITY THAT WHEN YOU FIRST MEET HER, YOU FEEL AS IF YOU HAVE ALREADY KNOWN HER FOR YEARS."

CRAIG JONES
HOME CARE TEAM LEADER

my clients. We're stepping into their home environment and it's good to build that working relationship and the trust and respect that comes along with it.

There is definitely a multicultural vibe here at Glenview where you see people working here from countries such as Nepal, India, the Philippines, Japan, Poland and China, and I've always felt so welcome within our team and the wider community.

MOTOKO OKEEFFE

HOME CARE SUPPORT WORKER

GLENVIEW AUXILIARY

PRESIDENT'S ANNUAL REPORT FOR 2017/18

It is my pleasure and with some sadness that I present to you the final annual report for 2017/18 for the Glenview Home Auxiliary.

After general discussion it was decided, with regret, that the auxiliary would close in December 2017, after 63 years of service to Glenview. Some of our members are descendants of the founding members of the original auxiliary. During those years there have been many varying fundraising activities and help given to Glenview Community Services.

As the auxiliary closed in December, the only activity to report was the Melbourne Cup luncheon held at the Balmoral Motor Inn. The funds from this and previous functions held in 2016/17 resulted in the auxiliary making a final donation to Glenview of \$5,455.73 in December 2017.

My sincere thanks goes out to all Glenview staff, volunteers and our family members for their continued and willing support when needed.

On behalf of our members, I would like to acknowledge and thank Glenview staff for organising our farewell lunch at Glenview in December – THANK YOU.

In conclusion, my sincere thanks to all auxiliary members, especially Secretary Fay, Treasurer Jeanette, and Kaye who retired as President in 2017, for their loyal support and their great generosity to Glenview.

MARY JOHNSTON
PRESIDENT

"My sincere thanks goes out to all Glenview staff, volunteers and our family members for their continued and willing support when needed."

GLENVIEW AUXILIARY FINANCIAL STATEMENT FOR 2017/18

Balance Brought Forward			\$3818.94
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RECEIPTS

Melbourne Cup Luncheon	3687.00		
Float	300.00	3987.00	
Donations		100.00	
Members		34.00	
Kiosk trolley float and sales		557.90	
Transferred to auxiliary funds			
Bank Interest		7.61	
Closing Interest		1.28	\$4687.79
			\$ 8506.73

EXPENSES

Melbourne Cup Luncheon	2692.00		
Float	300.00	2992.00	
J. Wills – Auxiliary expenses		59.00	
Glenview Community Services		5455.73	\$ 8506.73
			NIL

Account closed 21/11/2017

Funds transferred to Glenview Community Services

FINANCIAL STATEMENTS OF GLENVIEW COMMUNITY SERVICES INC.

FOR THE FINANCIAL YEAR
ENDED 30 JUNE 2018



GLENVIEW COMMUNITY SERVICES INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2018

	NOTES	2018 \$'000	2017 \$'000
REVENUE			
Government funding	1.4 (a), 3.1	7,094	9,683
Interest income	1.4 (b) & (e), 3.2	84	117
Grants	1.4 (c), 3.3	177	44
User charges	1.4 (d), 3.4	4,203	2,040
Rental income	1.4 (f), 3.5	25	40
Other revenue	1.4 (h), 3.7	539	514
Drawdowns / retentions	1.4 (i), 3.8	483	485
Profit/(loss) on disposal of current and non-current assets	1.4 (g), 3.6	351	105
Total revenue		12,956	13,028
EXPENSES			
Employee entitlements	1.5 (a), 4.1	8,635	8,285
Depreciation	1.5 (b), 4.2	945	966
Other expenses	1.5 (d), 4.3	3,297	3,263
Total expenses		12,877	12,514
TOTAL OPERATING RESULT		79	514
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		79	514

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

GLENVIEW COMMUNITY SERVICES INC.
BALANCE SHEET AS AT 30 JUNE 2018

	NOTES	2018 \$'000	2017 \$'000
ASSETS			
Current assets			
Cash and cash equivalents	1.6 (a), 5.1	5,856	4,889
Receivables	1.6 (b), 5.2	22	82
Accrued income	1.6 (d), 5.3	155	103
Other current assets	1.6 (c) &(e), 5.6	7,829	7,758
Total current assets		13,862	12,832
Non-current assets			
Property, plant and equipment	1.6 (f) 5.4	15,601	15,577
Total non current assets		15,601	15,577
Total assets		29,463	28,409
LIABILITIES			
Current liabilities			
Employee entitlements	1.7 (c), 6.1	987	978
Payables	1.7 (a), 6.2	776	568
Other current liabilities	1.7 (d), 6.3	8,695	7,934
Total current liabilities		10,458	9,480
Non-current liabilities			
Employee entitlements	1.7 (c), 6.1	220	223
Total non-current liabilities		220	223
Total liabilities		10,678	9,703
Net assets		18,785	18,706
EQUITY			
Accumulated funds		17,778	17,699
Entry contribution retention funds	8	1,007	1,007
Total equity		18,785	18,706

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 2018

	NOTES	2018 \$'000	2017 \$'000
		INFLOWS (OUTFLOWS)	INFLOWS (OUTFLOWS)
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash inflows			
Government funding		6,930	9,859
Grants		177	44
Receipts from residents		4,634	2,507
Rental income		25	40
Interest received		87	159
Other cash receipts		479	514
Total cash inflows		12,332	13,123
Cash outflows			
Employee payments		(8,632)	(8,176)
Other cash payments (suppliers)		(3,127)	(3,591)
Total cash outflows		(11,759)	(11,767)
Net cash from (used by) operating activities	10.2	573	1,356
CASH FLOWS FROM INVESTING ACTIVITIES			
Cash inflows			
Gross proceeds from the disposal of non-current assets		732	65
Gross proceeds from the disposal of investments		96	762
Gross proceeds from investments		4,047	-
Total cash inflows		4,875	827
Cash outflows			
Payments for acquisition of non-current assets		(1,387)	(886)
Payments for acquisition of investments		(100)	(4,550)
Total cash outflows		(1,487)	(5,436)
Net cash from (used by) investing activities		3,388	(4,609)
CASH FLOWS FROM FINANCING ACTIVITIES			
Cash inflows			
Entry bonds received		3,512	2,256
Total cash inflows		3,512	2,256
Cash outflows			
Entry bonds refunded		(2,459)	(1,417)
Total cash outflows		(2,459)	(1,417)
Net cash from (used by) financing activities		1,053	839
Net increase (decrease) in cash held		5,014	(2,414)
Cash at the beginning of the reporting period		842	3,256
Cash at the end of the reporting period	5.1 (a)	5,856	842

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 2018

	ACCUMULATED FUNDS \$'000	ENTRY CONTRIBUTION RETENTION \$'000	TOTAL \$'000
As at 1 July 2016	17,185	1,007	18,192
Surplus for year	514	-	514
As at 30 June 2017	17,699	1,007	18,706
Surplus for year	79	-	79
As at 30 June 2018	17,778	1,007	18,785

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 2018

NOTE

1 Significant Accounting Policies

- 1.1 Objectives and Funding
- 1.2 Basis of Accounting
- 1.3 Clients' Funds Held in Trust
- 1.4 Revenue
- 1.5 Expenses
- 1.6 Assets
- 1.7 Liabilities
- 1.8 Leases
- 1.9 Comparative Figures
- 1.10 Rounding
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- 1.12 Adoption of New and Revised Accounting Standards

2 Events Occurring After Balance Date

3 Revenue

- 3.1 Government Funding
- 3.2 Interest Income
- 3.3 Grants
- 3.4 User Charges
- 3.5 Rental Income
- 3.6 Disposal of Current and Non-current Assets
- 3.7 Other Revenues
- 3.8 Drawdown / Retentions

4 Expenses

- 4.1 Employee Entitlements
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- 4.3 Other Expenses

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- 5.1 Cash and Cash Equivalents
- 5.2 Receivables
- 5.3 Accrued Income
- 5.4 Property, Plant and Equipment
- 5.5 Reconciliation of Non-current Physical Assets
- 5.6 Other Assets

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- 6.1 Employee Entitlements
- 6.2 Payables
- 6.3 Other Liabilities
- 6.4 Schedule of Commitments
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- 7.1 Income & Expenditure
- 7.2 Assets & Liabilities

8 Equity

9 Related Party Disclosures

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- 10.1 Cash and Cash Equivalents
- 10.2 Reconciliation of operating surplus to net cash from operating activities

11 Average Staffing Levels

12 Financial Risk Management Policies and Objectives

13 Clients' Funds held in Trust

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), Men's 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:

- 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) Investments

Investments are valued at fair value, being the market value of the investments when traded under normal market conditions. Movements in fair value is recognised through profit and loss.

d) Accrued Income

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

e) Other Current Assets

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

f) 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.

g) 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 ceased the CDC package due to death or transition to aged care, the balance of the funds held relating to the package were retained by Glenview and were recognised in the profit and loss. 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.
- 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

	2018 \$'000	2017 \$'000
3.1 GOVERNMENT FUNDING		
Commonwealth		
Subsidies	6,999	9,405
State Funding		
Subsidies	95	278
Total	7,094	9,683
3.2 INTEREST INCOME	84	117
3.3 GRANTS	177	44
3.4 USER CHARGES		
Resident fees	1,941	1,744
Community care income	2,262	296
Total	4,203	2,040
3.5 RENTAL INCOME	25	40
3.6 DISPOSAL OF CURRENT AND NON-CURRENT ASSETS		
Profit on disposal of current and non-current Assets	37	-
Profit on disposal of non-current assets	314	105
Total	351	105
3.7 OTHER REVENUES		
Sale of meals	36	37
Donations & bequests	8	4
Sundry income	123	186
Investment income	372	287
Total	539	514
3.8 DRAWDOWN / RETENTIONS		
ILU ingoing contribution drawdowns	71	75
Accommodation charges	349	337
Accommodation bond retentions	63	73
Total	483	485

NOTE 4 EXPENSES

4.1 EMPLOYEE ENTITLEMENTS

Wages and salaries	7,136	6,889
Annual leave	727	564
Long service leave	495	595
Sick leave	50	47
Superannuation	222	188
Other employee expenses	5	2

Total	8,635	8,285
--------------	--------------	--------------

4.2 DEPRECIATION

Motor vehicles	115	91
Buildings	510	511
Furniture & fittings	320	364

Total	945	966
--------------	------------	------------

4.3 OTHER EXPENSES

Workers compensation insurance	418	391
Contractors	675	654
Personal care	214	387
Catering	357	386
Domestic services	79	77
General property	623	587
Motor vehicles	62	60
Administration	869	721

Total	3,297	3,263
--------------	--------------	--------------

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

	2018 \$'000	2017 \$'000
	5,856	842
	-	4,047
	5,856	4,889
	22	47
	-	35
	22	82
	11	14
	144	89
	155	103
	627	627
	2,660	2,794
	3,287	3,421
	19,422	18,306
	3	425
	(8,826)	(8,391)
	10,599	10,340
	770	765
	(267)	(168)
	503	597
	2,223	1,917
	18	11
	(1,029)	(709)
	1,212	1,219
	15,601	15,577

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
2018					
At 1st July 2017					
Net of Accumulated depreciation	3,421	10,340	597	1,219	15,577
Additions/transfers	-	1,042	32	313	1,387
Depreciation expense	-	(510)	(115)	(320)	(945)
Sales/Consideration	(134)	(583)	(15)	-	(732)
Surplus or loss on Disposals	-	310	4	-	314
At 30th June 2017 – Net of Accumulated depreciation	3,287	10,599	503	1,212	15,601
	FREEHOLD LAND \$'000	BUILDINGS, IMPROVEMENTS & ADDITIONS AT COST \$'000	MOTOR VEHICLES \$'000	FURNITURE, FITTINGS & EQUIPMENT AT COST \$'000	TOTAL \$'000
2017					
At 1st July 2016					
Net of Accumulated depreciation	3,421	10,864	371	1,213	15,869
Additions	-	24	371	491	886
Depreciation expense	-	(511)	(91)	(364)	(966)
Sales/Consideration	-	-	(65)	-	(65)
Surplus or loss on Disposals	-	(37)	11	(121)	(147)
At 30th June 2016 – Net of Accumulated depreciation	3,421	10,340	597	1,219	15,577

5.6 OTHER ASSETS

Prepayments

Investments

Total

2018 \$'000	2017 \$'000
403	369
7,426	7,389
7,829	7,758

NOTE 6 LIABILITIES

6.1 EMPLOYEE ENTITLEMENTS

Accrued salaries
Annual leave
Long service leave
Total

Current
Non-current
Total

6.2 PAYABLES

Accrued expenses
CDC unspent monies
Creditors
Total

6.3 OTHER LIABILITIES

Accommodation bonds
Independent living unit ingoing contributions
Other accounts
Total

6.4 SCHEDULE OF COMMITMENTS

By Maturity
<i>Operating lease commitments</i>
One year or less
Five years or less
Total

The organisation currently leases 9 photocopier units.

6.5 SCHEDULE OF UNQUANTIFIABLE CONTINGENCIES

At 30 June 2018 the organisation is not aware of any claims or contingencies.

2018 \$'000	2017 \$'000
286	263
575	605
346	333
1,207	1,201
987	978
220	223
1,207	1,201
27	8
427	421
322	139
776	568
7,550	6,659
1,106	1,022
39	253
8,695	7,934
20	35
-	20
20	55

NOTE 7 SEGMENT REPORTING

7.1 INCOME & EXPENDITURE

Residential Aged Care

Operating Revenue

Government funding	6,025	6,326
Resident charges	2,097	1,920
Commonwealth grants	14	7
Bond retentions/DAPS	327	309
Bond/RAD interest income	317	253
Other revenue	3,733	3,266

Total	12,513	12,081
--------------	---------------	---------------

Operating Expenses

Wages & superannuation	5,587	5,382
Management Fees	1,007	970
Depreciation & amortisation	921	941
Other expenses	5,055	4,512

Total	12,570	11,805
--------------	---------------	---------------

Net Operating Result	(57)	276
-----------------------------	-------------	------------

Community Services

Operating Revenue

Government funding	1,069	3,357
Other revenue	2,276	432

Total	3,345	3,789
--------------	--------------	--------------

Operating Expenses

Wages & superannuation	2,015	1,949
Other expenses	1,218	1,635

Total	3,233	3,584
--------------	--------------	--------------

Net Operating Result	112	205
-----------------------------	------------	------------

Property Holdings

Operating Revenue

Other revenue	191	77
---------------	-----	----

Total	191	77
--------------	------------	-----------

Operating Expenses

Other expenses	355	148
----------------	-----	-----

Total	355	148
--------------	------------	------------

Net Operating Result	(164)	(71)
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Corporate Services

Operating Revenue

Other revenue	1,777	1,642
1,525	1,777	1,642

Operating Expenses

Wages & superannuation	904	953
Other expenses	685	585

Total	1,589	1,538
--------------	--------------	--------------

Net Operating Result	188	104
-----------------------------	------------	------------

Total Combined Operating Result

	2018 \$'000	2017 \$'000
7.1 INCOME & EXPENDITURE		
Residential Aged Care		
Operating Revenue		
Government funding	6,025	6,326
Resident charges	2,097	1,920
Commonwealth grants	14	7
Bond retentions/DAPS	327	309
Bond/RAD interest income	317	253
Other revenue	3,733	3,266
Total	12,513	12,081
Operating Expenses		
Wages & superannuation	5,587	5,382
Management Fees	1,007	970
Depreciation & amortisation	921	941
Other expenses	5,055	4,512
Total	12,570	11,805
Net Operating Result	(57)	276
Community Services		
Operating Revenue		
Government funding	1,069	3,357
Other revenue	2,276	432
Total	3,345	3,789
Operating Expenses		
Wages & superannuation	2,015	1,949
Other expenses	1,218	1,635
Total	3,233	3,584
Net Operating Result	112	205
Property Holdings		
Operating Revenue		
Other revenue	191	77
Total	191	77
Operating Expenses		
Other expenses	355	148
Total	355	148
Net Operating Result	(164)	(71)
Corporate Services		
Operating Revenue		
Other revenue	1,777	1,642
1,525	1,777	1,642
Operating Expenses		
Wages & superannuation	904	953
Other expenses	685	585
Total	1,589	1,538
Net Operating Result	188	104
Total Combined Operating Result	79	514

7.2 ASSETS & LIABILITIES

	2018 \$'000			2017 \$'000		
	TOTAL	RESIDENTIAL AGED CARE	OTHER	TOTAL	RESIDENTIAL AGED CARE	OTHER
Current Assets	13,862	8,684	5,178	12,832	7,785	5,047
Non-Current Assets	15,601	12,930	2,671	15,577	12,542	3,035
Total Assets	29,463	21,614	7,849	28,409	20,327	8,082
Current Liabilities	10,458	9,304	1,154	9,480	8,317	1,163
Non-Current Liabilities	220	145	75	223	145	78
Total Liabilities	10,678	9,449	1,229	9,703	8,462	1,241
Net Assets	18,785	12,165	6,620	18,706	11,865	6,841

NOTE 8 EQUITY

a) Nature and purpose of reserves

Entry Contribution

The Entry Contribution Retention Reserve was historically created by the transfer of yearly bond retention monies. This Reserve identified this element of the yearly surplus to be applied towards capital works, in accordance with the Aged Care Legislation. This allocation practice ceased in the 2010 financial year.

NOTE 9 RELATED PARTY DISCLOSURES

- a) The members of Glenview Community Services Inc. Board during the financial year were:

Mr. Iain Weir	Chairman
Mr. Craig Andrikonis	Vice-Chairman
Mr. Scott Lancaster	
Ms. Rosemary Rushton	
Ms Audrey Mills	
Professor James Vickers	
Mrs Anne-Marie Stranger	
Mr Lee Tyers	

- b) The following related party transactions occurred during the financial year:

(i) 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. No related party transactions occurred during the 2017/18 financial year.

(ii) There are no loans owed by members of the Board to the organisation.

NOTE 10 CASH FLOW RECONCILIATION

	2018 \$'000	2017 \$'000
10.1 CASH AND CASH EQUIVALENTS	5,856	842

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	79	514
Non-Cash Items		
Depreciation	945	966
Profit on sale of current and non-current assets	(314)	(105)
Revaluation of current assets	(37)	-
Retention fee on entry contributions	(78)	(54)
Changes in assets and liabilities		
Decrease / (increase) in receivables	61	61
Decrease / (increase) in accrued income	(52)	14
Decrease / (increase) in prepayments	(34)	(57)
Increase / (decrease) in employee entitlements	7	99
Increase / (decrease) in payables	209	(288)
Increase / (decrease) in other liabilities	(213)	206
Net cash from (used by) operating activities	573	1,356

NOTE 11 AVERAGE STAFFING LEVELS

	2018	2017
	FTE	FTE
Average full time equivalent employees for the 2016/2017 Financial Year	113.95	128.53
The number of employees of the organisation as at 30 June 2017	168	172

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:

2018	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS	NA
FINANCIAL ASSETS	\$'000	\$'000	\$'000	\$'000
Cash	5,856	-	-	-
Cash held in term deposits	-	-	-	-
Receivables	22	-	-	-
Investments	-	-	-	7,426
Total Financial Assets	5,878	-	-	7,426
Financial Liabilities				
Payables	349	427	-	-
Total Financial Liabilities	349	427	-	-
Net Maturity	5,529	(427)	-	7,426

2017	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS	1 TO 5 YEARS
FINANCIAL ASSETS	\$'000	\$'000	\$'000	\$'000
Cash	842	-	-	-
Cash held in term deposits	-	4,047	-	-
Receivables	47	35	-	-
Investments	-	-	-	7,389
Total Financial Assets	889	4,082	-	7,389
Financial Liabilities				
Payables	146	422	-	-
Total Financial Liabilities	146	422	-	-
Net Maturity	743	3,660	-	7,389

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

	2018 \$'000	2017 \$'000
Opening Balance	81	56
Net Movement	1	25
Residents' Trust Closing Balance	82	81

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 2018 and the financial position of Glenview Community Services Inc as at 30 June 2018.
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 Iain Weir

Dated: 10th September 2018



Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 10th September 2018.

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.



Chairman of Board of Management

Mr Iain Weir

Dated: 10th September 2018



Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 10th September 2018.

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 2018.



J Doyle

Wide Lord & Ferguson

Chartered Accountants

Dated: 10 September 2018

AUDITOR'S INDEPENDENCE DECLARATION TO THE MEMBERS OF
GLENVIEW COMMUNITY SERVICES INC.
ABN 57 626 897 081

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there have been no contraventions of the auditor independence requirements of the *Corporation Act 2001* or any applicable code of professional conduct in relation to the audit of the abovementioned entity.



JOANNE DOYLE
Partner
Wise Lord & Ferguson

Date: 10 September 2018

Liability limited by a scheme approved under Professional Standards Legislation.



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INDEPENDENT AUDITOR'S REPORT

To the Members of Glenview Community Services Inc.

Opinion

We have audited the financial report of Glenview Community Services Inc. (the Association), which comprises the balance sheet as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report gives a true and fair view of the financial position of Glenview community Services Inc. as at 30 June 2018, and its financial performance and its cash flows for the year then ended. It has prepared in accordance with Australian Accounting Standards, the *Associations Incorporated Act [TAS]*, and the *Australian Charities and Not-for-Profits Commission Act 2012*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, 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.

In preparing the financial report, management is responsible for assessing the Associations ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Associations or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Associations financial reporting process.

Liability limited by a scheme approved under Professional Standards Legislation.



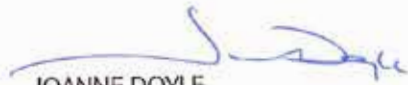
Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Associations internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Associations ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



JOANNE DOYLE
Partner
Wise Lord & Ferguson

Date: 11 September 2018

NOTES



A series of horizontal lines for writing notes, consisting of 20 evenly spaced lines.

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Journeying together