



**GLENVIEW**  
Community Services

# *Annual Report*

2018-19



*Proudly serving our community as a not-for-profit for 71 years*



# *The Glenview Promise*

The Glenview experience is more than a place or a service - we treasure the joy of a life well lived.

The Glenview promise of a good life is for now and into the future.



## *Contents*

OUR SERVICES	<b>4</b>
MEET OUR BOARD	<b>6</b>
SENIOR LEADERSHIP TEAM	<b>6</b>
YEAR IN NUMBERS	<b>7</b>
2019 CHAIRMAN'S REPORT	<b>8</b>
2019 CEO REPORT	<b>10</b>
CELEBRATING 70 YEARS	<b>12</b>
EVAN & MARTHA'S STORY	<b>14</b>
NIGHT OWLS	<b>16</b>
AGED CARE TRAINING	<b>16</b>
THE DERWENT ROOM UNVEILED	<b>17</b>
AUDREY AND ROSIE'S STORY	<b>16</b>
DENISE'S STORY	<b>16</b>
FINANCIAL STATEMENTS	<b>21</b>
NOTES TO THE FINANCIAL STATEMENTS	<b>25</b>

# Our Services

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## Purpose – why we exist

To provide holistic quality services to people in need of care and support, enabling them to live life with dignity, independence and wellbeing.

## Vision – our aspiration

Life as you define it.

## Our Values

### Excellence

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#### We will...

- take the extra step willingly
- constantly implement better ways to do things
- be accountable for our development of skills and knowledge
- seek the best solutions for our clients, families, carers and ourselves.

### Equality

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#### We will...

- put the person at the centre of everything we do
- value, accept and embrace differences
- not, in any circumstances diminish or undermine another's efforts
- not, in any circumstances harass, bully or discriminate against anyone.

### Integrity

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#### We will...

- ensure clients' dignity and choice is respected
- be honest and transparent in all our dealings
- be accountable for our actions
- promote a culture of safe, inclusive and quality care services.

### Respect

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#### We will...

- maintain individual dignity when working with clients
- be constructive in our approach to one another
- be courteous in all our interactions and make time for people
- recognise others for their contribution.

## Meet Our Board

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**IAIN WEIR**  
Chairman



**CRAIG ANDRIKONIS**  
Vice Chair



**SCOTT LANCASTER**



**AUDREY MILLS**



**ROSEMARY  
RUSHTON**



**LEE TYERS**



**JAMES VICKERS**



**ANNE-MARIE  
STRANGER**

## Our Senior Leadership Team

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**LUCY O'FLAHERTY**  
CEO



**LAURETTA STACE**  
Business Manager



**DENISE  
BRAZENDALE**  
Client Services  
Manager



**NATALIE NEILSON**  
People and Culture  
Manager

# Year in numbers



**97**  
**residents**  
living at  
Glenview

**191** **+** **60**  
**staff** **volunteers**

Collectively, our volunteers contribute 220 hours a week to the wellbeing of our community. That equals to 11,400 hours of kindness donated to Glenview each year.



**110**  
**people**  
supported in our community  
through our home care and  
NDIS programs.



**65**  
**gardens**  
looked after by  
our gardening team



**10**  
**independent  
living units**  
called  
Glenview  
Close



**75**  
**day centre**  
clients

Glenview named **2019 Tasmanian Provider  
of the Year** at the ACSA Aged Care Awards



**Our CEO Lucy  
O'Flaherty**  
named 2019 Telstra  
Tasmanian Business  
Woman of the Year



**3** **Glenview buses** used for mystery tours  
for residents and out and about six days a  
week for our day centre excursions

**We are  
building  
Australia's  
first** village



for people living with  
dementia, Korongee

**30+**

**special events held** at Glenview,  
including Seniors Week, Halloween,  
Melbourne Cup Day, Christmas events,  
Chinese New Year, Harmony Week,  
Polish National Day and more.



We have regular visits from nine different  
schools, childcare centres and youth groups

Approximately 1,300 activities held  
throughout the year at Glenview



# 2019

## Chairman's Report



**With time comes change, and with change comes new opportunities. The countdown has started to the launch of Glenview's new initiative of Korongee, Australia's first village for people living with dementia, as we busily await for the recommendations of the Royal Commission into the Quality and Safety of Aged Care and take steps to ensure appropriate governance going forward.**

At such a time of transformation and change, the board has worked in unison with the executive team, various staff representative groups, consumers and their families as well as volunteers towards a strategic plan that creates a clear roadmap for the next five years. In doing so, considerations have been given to the changing needs of those who need Glenview's services, the essential supports they require, the changing workforce and the ongoing evolution of Glenview as an integral part of the local community.

Glenview is providing increased services to those living with a disability and, after the development of Korongee, increased residential care. Taking that into consideration, we must be mindful of the need to consider organisational culture and quality care during a time of growth.

The Board has set a pathway forward for the organisation in recognition that the aged care reforms have created some uncertainty and prudential leadership must be reflected in all aspects of its work.

The celebratory moments must be acknowledged and they are numerous. We have welcomed and farewelled a number of residents whose home was Glenview until their last days. We have equally welcomed a number of new staff at both the frontline and executive level, who have brought with them new skills and greater capacity. Glenview, under the leadership of our CEO Lucy O'Flaherty, was acknowledged this year as Tasmanian Provider of the Year at the ACSA Awards. At the same time, Glenview volunteers were nominated for awards. We have celebrated 70 years of service to the community at Glenview and the list goes on. A great year to celebrate indeed.

Glenview's NDIS program services have grown steadily as the niche offerings that can be provided are recognised and the place in the market Glenview operates grows as a result.

*The next twelve months are a time of consolidation, of growth and of purpose.*



Capital programs this year have included Korongee, and at the Windsor Street site, a new function centre called the Derwent Room, new information technology capacity to maintain up-to-date communication platforms and general refurbishments of the spaces.

In a pleasing note, Glenview has maintained a conservative surplus through the financial year whilst being able to deliver quality care. Investment performance has aided this result and Glenview's board have maintained a close vigil as care needs increase and the financial markets responded to their own Royal Commission.

The next twelve months are a time of consolidation, of growth and of purpose.

In closing, I would like to acknowledge the expertise of management, staff, volunteers, all Board members and the wonderful community of Glenview, without whom its contribution to the community would not be possible. I would also like to thank Lee Tyers, who leaves the Board this year, for his time, expertise and a continual willingness to do what is best for Glenview.

**IAIN WEIR**

Chair



# 2019

## CEO's Report

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**As Tasmanian provider of the year for 2019, the past 12 months has seen a mix of excitement as we near the opening date for Korongee, and also challenges as the aged care industry faces the onslaught of new standards, the Royal Commission into the Quality and Safety of Aged Care and horrific stories relating to the shocking experiences of some in residential care facilities around Australia.**

The industry is under pressure with greater demand for home care packages and growing waiting lists, but with a capped supply, a solution is not in sight. Also pressures on the workforce with ongoing need for quality care staff, but with increasing competition as the workforce ages and we compete with the disability sector for the same individuals. The interface with the broader health system is an emerging pressure as more frequently we are starting to observe what has been called, the statelessness of those whose access to broader

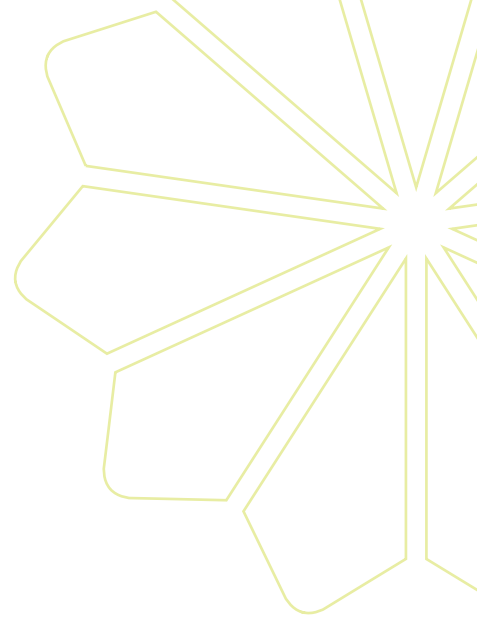
health services present as limited merely by their address at a residential facility. Equity of access is at stake, as is the 'fair go' of all Australians to use health services regardless of their location, age, cultural background and or any other barrier that has historically been called discrimination.

Amidst this climate, Glenview has welcomed the Royal Commission into the Quality and Safety of Aged Care, and as CEO I was asked to speak at the hearing in May this year about innovation and how to deliver care meaningfully but differently. We look forward to the first report expected in October and the final recommendations in April 2020.

Glenview Community Services has thrived for more than 70 years by providing services informed by the community and within the capacity of the growing organisation. This year has seen a growth in the number of people supported through Glenview's NDIS services, yet a higher throughput in the number of people using our day services. This is reflective of an ageing and isolated demographic, and highlights the importance of transportation and services that address social isolation.

*Glenview Community Services has thrived for **more than 70 years** by providing services informed by the community and within the capacity of the growing organisation.*

*This year has seen a **growth**  
in the number of people  
supported through Glenview's  
NDIS services...*



Dementia Tas continues to provide training and education to the aged care industry and has expanded this year to now support shopping centre staff and other commercial ventures to better understand dementia, and how we as a broader community can respond to those who may need assistance.

Lastly, financial pressures continue to exist with no real increases in Commonwealth funding, yet increases in labour costs and the costs of living. Glenview will prioritise quality care as we await, optimistically, the recommendations from the Royal Commission and the response from the Commonwealth Government.

As I did last year, I want to close in thanking the whole 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.

We look forward to the opening of Korongee and all opportunities in 2020!

**LUCY O'FLAHERTY**

Chief Executive Officer





# CELEBRATING 70 YEARS 1948–2018



**The year 2018 marked a significant milestone for Glenview: 70 years of providing community services to Glenorchy and beyond.**

Glenview's history is rich – the house was originally built in 1880 for Mr Joseph Cook, the manager of a local tannery at O'Brien's Bridge.

A stately, two-storey, gabled house, it was set on a rise, and commanded extensive views of Mt Wellington and across the Derwent River.

The Anglican Diocesan Council, recognising the need for the church to help aged people in the community, purchased Glenview for 4,000 pounds in 1948, and it initially provided accommodation for 14 women and six men.

With a passion for raising funds for the centre, the Glenview Auxiliary was formed in 1952 and was comprised of a group of women who played a key role in fundraising for the not-for-profit organisation as it continued to grow and develop.

In 1981 Glenview became incorporated and over the years has evolved dramatically. This has included the addition of new wings and buildings, and the offering of new services to meet the growing needs of the community, of which it has played an integral role.

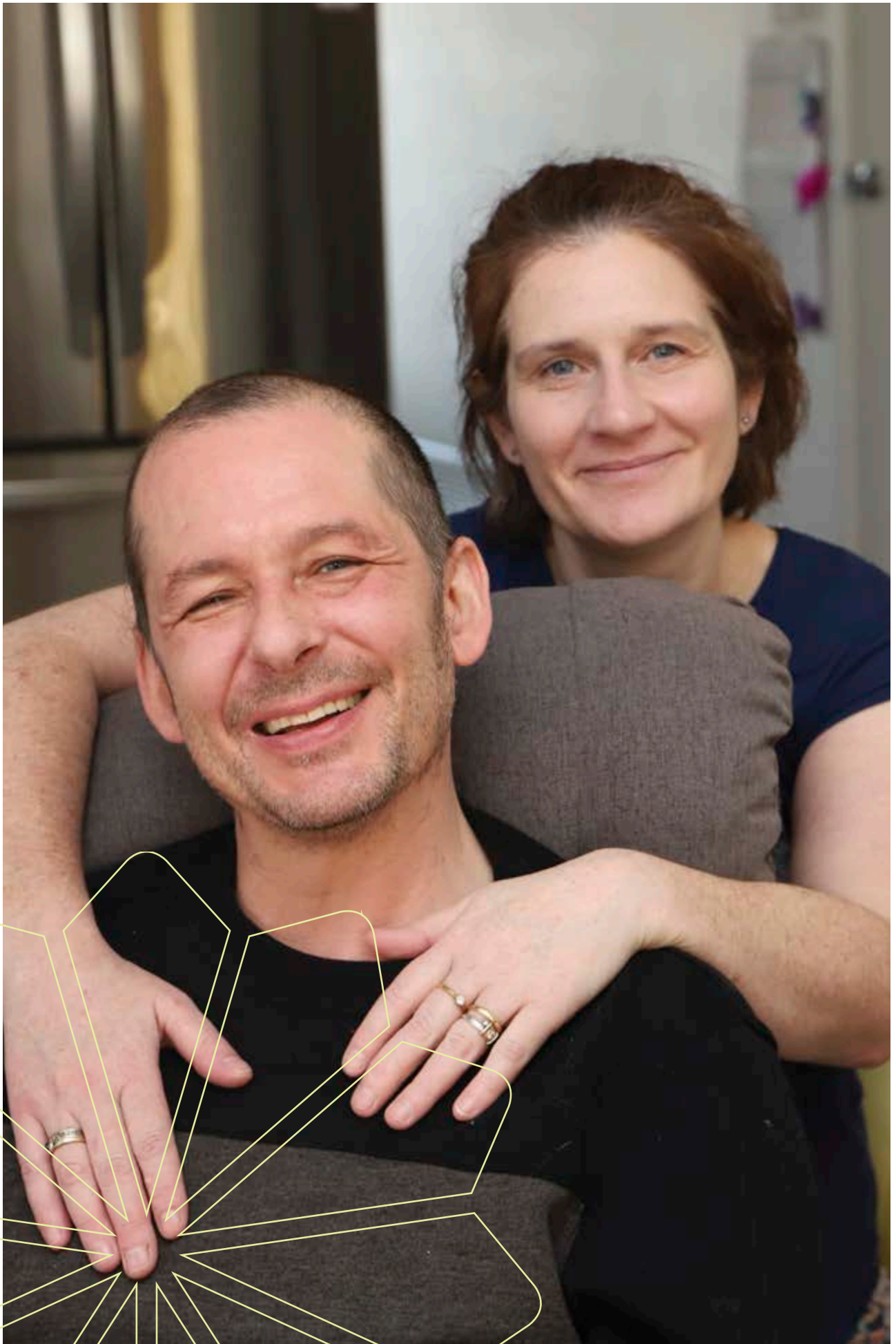
To celebrate the tremendous journey of Glenview, a morning tea hosted by the Governor of Tasmania was held at Government House as well as a special event in the new function centre, The Derwent Room, which allowed residents, board members, families and staff to reflect on and celebrate the many stories of Glenview over the past 70 years.













# NDIS

## *Evan and Martha's story*

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**A day in the life of the Hay family can be hectic, with an active five year old bouncing around their house, school runs to do, work pressures and an endless chore list to be done. Add to the mix that Evan is living with MS and you get a sense of the complexity that this Margate family lives with, day in day out.**

His wife, Martha, is his primary carer and she acknowledges that when Evan was hospitalised with a massive infection last year, it acted as a catalyst to spur her to get help at home.

The family receives home care services through National Disability Insurance Scheme (NDIS) funding, which includes cooking meals, cleaning and assisting Evan to get out to the shops.

"We needed support in place straight away when he came home from hospital and Glenview was able to do this.

I'm the main carer but having that support alongside really boosts us and helps us to function day-to-day. Prior to that, I was managing the house for years on my own and it's very hard to do by yourself."

Another aspect of the home care service that Martha highlights is the rapport that has developed between the family and the home care support workers.

"I found that relationship building is really crucial for us as it's a lot to take in having people come into our home five days a week. We're not elderly, we're quite young so having people come in and do tasks for us is daunting.

I can see how important relationships are – it's not so much about the work but it's more around us feeling comfortable about having people in our home – it's very personal.

But we've built strong relationships with the support workers which has been fantastic and we've got into a good routine. And they've been able to build a rapport with all of us, not just Evan, the whole family.

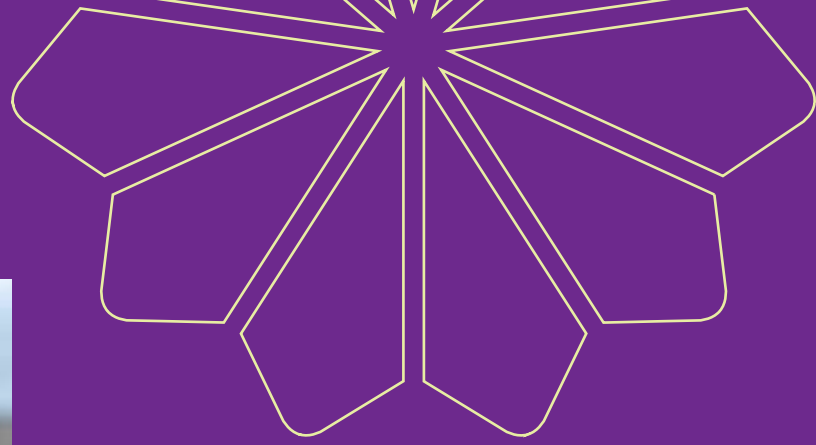
Home care support workers make our evening meal and help Evan which gives me a chance to focus on our daughter during those busy times when she needs my attention.

I have found the support workers have been very caring towards me and help to promote self-care. There's been days when I've come home and have been in tears as everything has been a bit too much. They've been really great with helping me to relax and calm down.

They've helped me to judge whether to call an ambulance or take Evan to the doctor when he gets sick, so I don't feel on my own trying to work it all out. Ann was at our house the day we had to call an ambulance and she was so supportive. When they arrived it was fabulous having her here so she could give her point of view. I couldn't find the words as I was so worried and flustered.

The staff are really responsive – they do whatever they can to meet our needs at the time because MS is such a complicated disease and from one day to the next can hugely differ.

*The best thing about Glenview is that the support provided helps you to live your lives – they are there to help us."*



## Night Owls

Our day centre is a place to meet new people or catch up with old friends in a relaxed setting. Aside from hosting in-centre activities, we also head out to any number of tourist and interest sites around Hobart. Night Owls is a weekly evening outing for those who love the idea of going out and being social at night-time. Beverley has been a member of the group for the past 12 years and says she really looks forward to the arrival of Thursday nights. "We all pick somewhere special to go - a restaurant or to the movies or a show and we all really enjoy the outings."

## Aged Care Training

We like to think outside the box and when the opportunity arose to partner up with TasTAFE to deliver aged care training here on-site at Glenview, we were on board. Our inaugural class of 14 students undertaking their Certificate III in Individual Support arrived here in July to commence their intensive training. This involves three days a week in a classroom in our Centre for Excellence and one day undertaking their practical training, working alongside our staff and residents. TasTAFE teacher Kathy said: "This innovative program will provide students with the chance to become immersed in the Glenview culture and develop skills that will contribute positively to the experiences of everyone."





# *The Derwent Room unveiled*

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**Imagine the possibilities that ran through our heads when we looked at transforming an underused space into something innovative, yet practical for our residents.**

This is what occurred when we saw the potential to take an outdoor balcony at Glenview and create a vast, inviting, artfully decorated function centre surrounded with windows and sweeping views of the mountains and the Derwent River.

Officially opened in April 2019, the Derwent Room was named following a vote by residents and since then it has hosted Glenview's 70<sup>th</sup> birthday celebrations, concerts, and school group visits. It serves as a daily quiet spot for residents and visitors to sit, read, knit and contemplate the views, and it will soon feature a café to allow people to savour a hot drink and a conversation with loved ones.



## Respite Care

# Audrey and Rosie's story

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**Audrey, an active 90-something year old who played tennis three times a week up until a few years ago, looks forward to her regular retreats to Glenview, when she stays in one of respite care rooms.**

"Every fortnight I come here on a Friday and go home on Sunday and I get to spend time with my friends while Rosie gets to spend time with her friends," she says with a smile.

As her daughter Rosie (who is also her carer) explains, Audrey's time in respite care is a win-win for both of them.

"Mum loves to dance and sing and she's a regular at the New Norfolk Country Jamboree when she heads out there with the Glenview day centre. She really enjoys her time here and from my perspective, everyone is fantastic to work with. It's also great for me as I don't have to worry about her at all while I get some time to recharge.

We have a routine established where she brings in a couple of her photos, a teddy bear and I pick flowers from the garden for her room. I also write her a little card each time with some kind words which she loves.

Glenview was the only place I could find which was flexible to fit in with our needs and we both really appreciate that."



*"Glenview was the only place I could find which was flexible to fit in with our needs and we both really appreciate that"*



## Our Staff

### *Denise's story*

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Denise is one of our home care team members who are out in the community every day, helping people to live at home and be independent and valued for as long as possible. She says she was inspired to work in aged care after witnessing the genuine care and respect given to her mother while she lived at Glenview.

"Following on from me visiting Glenview practically every day for two years, and the love, care and support which was given to us by staff members, as well as so many meaningful conversations with them, was the driving force for me to go to TasTAFE to become a support worker.

Mum celebrated her 90<sup>th</sup> birthday in the Glenview boardroom. It was on a Sunday and the catering staff and client liaison officer went out of their way to make it a memorable day for all of us - the catering was beautiful, and everything we had enquired about was provided and we were able to decorate the area as we chose. It was a beautiful function.

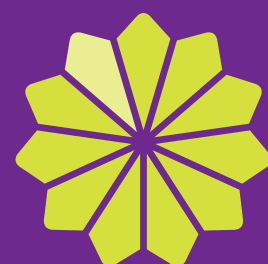
During the time my mother lived at Glenview, I attended many of the functions provided with her, such as the summer ball, the winter lantern festival, BBQs, country music festivals, Halloween, Seniors Week morning tea and African drumming, to name a few, with staff of all levels being involved.

The experience I had at Glenview gave me a passion to care for the elderly with respect and dignity."





# Financial Statements



**GLENVIEW**  
Community Services

## GLENVIEW COMMUNITY SERVICES INC.

### Statement of Comprehensive Income for the year ended 30 June 2019

	NOTES	2019 \$'000	2018 \$'000
<b>OPERATING REVENUE</b>			
Government funding	1.4 (a), 3.1	7,777	7,094
Interest income	1.4 (b) & (e), 3.2	67	84
User charges	1.4 (d), 3.4	3,946	4,203
Rental income	1.4 (f), 3.5	34	25
Other revenue	1.4 (h), 3.7	542	539
Drawdowns / retentions	1.4 (i), 3.8	471	483
Profit/(loss) on disposal of current and non-current assets and/or revaluation of current assets (investments)	1.4 (g), 3.6	339	351
<b>Total operating revenue</b>		<b>13,177</b>	<b>12,780</b>
<b>OPERATING EXPENSES</b>			
Employee entitlements	1.5 (a), 4.1	8,360	8,635
Depreciation	1.5 (b), 4.2	972	945
Other expenses	1.5 (d), 4.3	2,845	3,297
<b>Total operating expenses</b>		<b>12,177</b>	<b>12,877</b>
<b>TOTAL OPERATING RESULT</b>		<b>1,000</b>	<b>(98)</b>
Grants	1.4 (c), 3.3	1,205	177
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>2,205</b>	<b>79</b>

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

## GLENVIEW COMMUNITY SERVICES INC.

### Statement of Financial Position as at 30 June 2019

	NOTES	2019 \$'000	2018 \$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	1.6 (a), 5.1	3,752	5,856
Receivables	1.6 (b), 5.2	140	22
Accrued income	1.6 (d), 5.3	210	155
Other current assets	1.6 (c) &(e), 5.6	10,266	7,829
<b>Total current assets</b>		<b>14,368</b>	<b>13,862</b>
<b>Non-current assets</b>			
Property, plant and equipment	1.6 (f) 5.4	18,918	15,601
<b>Total non current assets</b>		<b>18,918</b>	<b>15,601</b>
<b>Total assets</b>		<b>33,286</b>	<b>29,463</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Employee entitlements	1.7 (c), 6.1	1,011	987
Payables	1.7 (a), 6.2	2,031	776
Other current liabilities	1.7 (d), 6.3	9,104	8,695
<b>Total current liabilities</b>		<b>12,147</b>	<b>10,458</b>
<b>Non-current liabilities</b>			
Employee entitlements	1.7 (c), 6.1	149	220
<b>Total non-current liabilities</b>		<b>149</b>	<b>220</b>
<b>Total liabilities</b>		<b>12,295</b>	<b>10,678</b>
<b>Net assets</b>		<b>20,990</b>	<b>18,785</b>
<b>EQUITY</b>			
Accumulated funds		20,990	17,778
Entry contribution retention funds	8	-	1,007
<b>Total equity</b>		<b>20,990</b>	<b>18,785</b>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

## GLENVIEW COMMUNITY SERVICES INC.

### Statement of Cash Flows for the year ended 30 June 2019

	NOTES	2019 \$'000	2018 \$'000
		INFLOWS (OUTFLOWS)	INFLOWS (OUTFLOWS)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Cash inflows</b>			
Government funding		7,769	6,930
Grants		1,205	177
Receipts from residents		4,358	4,634
Rental income		34	25
Interest received		58	87
Other cash receipts		552	479
<b>Total cash inflows</b>		<b>13,976</b>	<b>12,332</b>
<b>Cash outflows</b>			
Employee payments		(8,699)	(8,632)
Other cash payments (suppliers)		(2,583)	(3,127)
<b>Total cash outflows</b>		<b>(11,282)</b>	<b>(11,759)</b>
<b>Net cash from (used by) operating activities</b>	10.2	<b>2,694</b>	<b>573</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Cash inflows</b>			
Gross proceeds from the disposal of non-current assets		1	732
Gross proceeds from the disposal of investments		-	96
Gross proceeds from investments		313	4,047
<b>Total cash inflows</b>		<b>314</b>	<b>4,875</b>
<b>Cash outflows</b>			
Payments for acquisition of non-current assets		(4,362)	(1,387)
Payments for acquisition of investments		(1,179)	(100)
<b>Total cash outflows</b>		<b>(5,541)</b>	<b>(1,487)</b>
<b>Net cash from (used by) investing activities</b>		<b>(5,227)</b>	<b>3,388</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Cash inflows</b>			
Entry bonds received		3,376	3,512
<b>Total cash inflows</b>		<b>3,376</b>	<b>3,512</b>
<b>Cash outflows</b>			
Entry bonds refunded		(2,947)	(2,459)
<b>Total cash outflows</b>		<b>(2,947)</b>	<b>(2,459)</b>
<b>Net cash from (used by) financing activities</b>		<b>429</b>	<b>1,053</b>
<b>Net increase (decrease) in cash held</b>		<b>(2,104)</b>	<b>5,014</b>
<b>Cash at the beginning of the reporting period</b>		<b>5,856</b>	<b>842</b>
<b>Cash at the end of the reporting period</b>	5.1 (a)	<b>3,752</b>	<b>5,856</b>

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 2019

	ACCUMULATED FUNDS \$'000	ENTRY CONTRIBUTION RETENTION \$'000	TOTAL \$'000
<b>As at 1 July 2017</b>	<b>17,699</b>	<b>1,007</b>	<b>18,706</b>
Surplus for year	79	-	79
<b>As at 30 June 2018</b>	<b>17,778</b>	<b>1,007</b>	<b>18,785</b>
Surplus for year	<b>2,205</b>	-	<b>2,205</b>
Transfer to accumulated funds	8	(1,007)	-
<b>As at 30 June 2019</b>	<b>20,990</b>	<b>-</b>	<b>20,990</b>

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 2019

### 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
- 1.11 Organisational Taxation
- 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
- 4.2 Depreciation
- 4.3 Other Expenses

#### 5 Assets

- 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

#### 6 Liabilities

- 6.1 Employee Entitlements
- 6.2 Payables
- 6.3 Other Liabilities
- 6.4 Schedule of Commitments
- 6.5 Schedule of Unquantifiable Contingencies

#### 7 Segment Report

- 7.1 Income & Expenditure
- 7.2 Assets & Liabilities

#### 8 Equity

#### 9 Related Party Disclosures

#### 10 Cash Flow Reconciliation

- 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, Respite Care (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 for periods beginning on or after 1 January 2019. Includes requirements for the classification and measurement of financial instruments and will not have a financial impact on the financial statements. Glenview will need to make a determination on the treatment of its equity investments.
- **AASB 15 *Revenue from Contracts with Customers*:** Effective for periods beginning on or after 1 January 2019. Replaces the existing revenue recognition standard and specifies the accounting treatment for revenue arising from contracts with customers. The impact of this standard is being investigated.
- **AASB 16 *Leases*:** Effective for periods beginning on or after 1 January 2019. Introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases. The impact for Glenview is being investigated.

## 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

	2019 \$'000	2018 \$'000
<b>3.1 GOVERNMENT FUNDING</b>		
Commonwealth		
Subsidies	7,684	6,999
State Funding		
Subsidies	93	95
<b>Total</b>	<b>7,777</b>	<b>7,094</b>
<b>3.2 INTEREST INCOME</b>	<b>67</b>	<b>84</b>
<b>3.3 GRANTS</b>	<b>1,205</b>	<b>177</b>
Grants received and recognised as revenue in the 2018/19 Financial year relate to the capital works for Korongee Dementia Village		
<b>3.4 USER CHARGES</b>		
Resident fees	1,969	1,941
Community care income	1,977	2,262
<b>Total</b>	<b>3,946</b>	<b>4,203</b>
<b>3.5 RENTAL INCOME</b>	<b>34</b>	<b>25</b>
<b>3.6 DISPOSAL OF CURRENT AND NON-CURRENT ASSETS</b>		
Profit on disposal of current and non-current Assets	339	37
Profit on disposal of non-current assets	-	314
<b>Total</b>	<b>339</b>	<b>351</b>
<b>3.7 OTHER REVENUES</b>		
Sale of meals	11	36
Donations & bequests	4	8
Sundry income	66	123
Investment income	461	372
<b>Total</b>	<b>542</b>	<b>539</b>
<b>3.8 DRAWDOWN / RETENTIONS</b>		
ILU ingoing contribution drawdowns	77	71
Accommodation charges	340	349
Accommodation bond retentions	54	63
<b>Total</b>	<b>471</b>	<b>483</b>

## NOTE 4 EXPENSES

### 4.1 EMPLOYEE ENTITLEMENTS

	2019 \$'000	2018 \$'000
Wages and salaries	6,936	7,136
Annual leave	672	727
Long service leave	579	495
Sick leave	(23)	50
Superannuation	193	222
Other employee expenses	3	5

<b>Total</b>	<b>8,360</b>	<b>8,635</b>
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### 4.2 DEPRECIATION

Motor vehicles	102	115
Buildings	520	510
Furniture & fittings	350	320

<b>Total</b>	<b>972</b>	<b>945</b>
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### 4.3 OTHER EXPENSES

Workers compensation insurance	407	418
Contractors	372	675
Personal care	198	214
Catering	324	357
Domestic services	77	79
General property	594	623
Motor vehicles	54	62
Administration	819	869

<b>Total</b>	<b>2,845</b>	<b>3,297</b>
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## 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

### 5.2 RECEIVABLES

Fees and charges

Other receivables

#### Total

### 5.3 ACCRUED INCOME

Accrued interest

Accrued income - other

Insurance claims - pending

#### 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

	2019 \$'000	2018 \$'000
	3,752	5,856
	-	-
	3,752	5,856
	140	22
	-	-
	140	22
	21	11
	163	144
	26	-
	210	155
	627	627
	2,660	2,660
	3,287	3,287
	23,301	19,422
	3	3
	(9,347)	(8,826)
	13,956	10,599
	664	770
	(258)	(267)
	406	503
	2,628	2,223
	18	18
	(1,378)	(1,029)
	1,268	1,212
	18,918	15,601



## 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
<b>2019</b>					
At 1 <sup>st</sup> July 2018					
Net of Accumulated depreciation	3,287	10,599	503	1,212	15,601
Additions/transfers	2,803	1,076	48	435	4,362
Depreciation expense	-	(519)	(102)	(355)	(976)
Sales/Consideration	-	-	-	-	-
Surplus or loss on Disposals	-	-	(44)	(25)	(69)
<b>At 30<sup>th</sup> June 2019 – Net of Accumulated depreciation</b>	<b>6,090</b>	<b>11,156</b>	<b>405</b>	<b>1,267</b>	<b>18,918</b>
	FREEHOLD LAND \$'000	BUILDINGS, IMPROVEMENTS & ADDITIONS AT COST \$'000	MOTOR VEHICLES \$'000	FURNITURE, FITTINGS & EQUIPMENT AT COST \$'000	TOTAL \$'000
<b>2018</b>					
At 1 <sup>st</sup> July 2017					
Net of Accumulated depreciation	3,421	10,340	597	1,219	15,577
Additions	-	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
<b>At 30<sup>th</sup> June 2018 – Net of Accumulated depreciation</b>	<b>3,287</b>	<b>10,599</b>	<b>503</b>	<b>1,212</b>	<b>15,601</b>

## 5.6 OTHER ASSETS

Prepayments

Investments

**Total**

<b>2019</b> <b>\$'000</b>	<b>2018</b> <b>\$'000</b>
412	403
9,854	7,426
<b>10,266</b>	<b>7,829</b>

## NOTE 6 LIABILITIES

### 6.1 EMPLOYEE ENTITLEMENTS

	2019 \$'000	2018 \$'000
Accrued salaries	291	286
Annual leave	582	575
Long service leave	287	346
<b>Total</b>	<b>1,160</b>	<b>1,207</b>
Current	1,011	987
Non-current	149	220
<b>Total</b>	<b>1,160</b>	<b>1,207</b>

### 6.2 PAYABLES

Accrued expenses	27	27
CDC unspent monies	367	427
Home care subsidy	21	-
Creditors	1,616	322
[Creditors includes \$1.24M for Korongee building works]		
<b>Total</b>	<b>2,031</b>	<b>776</b>

### 6.3 OTHER LIABILITIES

Accommodation bonds	7,777	7,550
Independent living unit ingoing contributions	1,285	1,106
Other accounts	42	39
<b>Total</b>	<b>9,104</b>	<b>8,695</b>

### 6.4 SCHEDULE OF COMMITMENTS

#### By Maturity

#### *Operating lease commitments*

One year or less	-	20
Five years or less	-	-
<b>Total</b>	<b>-</b>	<b>20</b>

The organisation currently leases 9 photocopier units.

### 6.5 SCHEDULE OF UNQUANTIFIABLE CONTINGENCIES

At 30 June 2019 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	6,549	6,025
Resident charges	2,101	2,097
Commonwealth grants	5	14
Bond retentions/DAPS	339	327
Bond/RAD interest income	562	317
Other revenue	3,390	3,733

<b>Total</b>	<b>12,944</b>	<b>12,513</b>
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##### Operating Expenses

Wages & superannuation	5,661	5,587
Management Fees	1,194	1,007
Depreciation & amortisation	953	921
Other expenses	4,731	5,055

<b>Total</b>	<b>12,539</b>	<b>12,570</b>
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<b>Net Operating Result</b>	<b>405</b>	<b>(57)</b>
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#### Community Services

##### Operating Revenue

Government funding	1,074	1,069
Other revenue	2,098	2,276

<b>Total</b>	<b>3,172</b>	<b>3,345</b>
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##### Operating Expenses

Wages & superannuation	1,577	2,015
Other expenses	1,301	1,218

<b>Total</b>	<b>2,878</b>	<b>3,233</b>
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<b>Net Operating Result</b>	<b>294</b>	<b>112</b>
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#### Property Holdings

##### Operating Revenue

Government funding - Korongee Grant	1,205	-
Other revenue	108	191

<b>Total</b>	<b>1,313</b>	<b>191</b>
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##### Operating Expenses

Other expenses	75	355
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<b>Total</b>	<b>75</b>	<b>355</b>
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<b>Net Operating Result</b>	<b>1,238</b>	<b>(164)</b>
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#### Corporate Services

##### Operating Revenue

Other revenue	2,094	1,777
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<b>Total</b>	<b>2,094</b>	<b>1,777</b>
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##### Operating Expenses

Wages & superannuation	1,119	904
Other expenses	707	685

<b>Total</b>	<b>1,826</b>	<b>1,589</b>
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<b>Net Operating Result</b>	<b>268</b>	<b>188</b>
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<b>Total Combined Operating Result</b>	<b>2,205</b>	<b>79</b>
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## 7.2 ASSETS & LIABILITIES

	2019 \$'000			2018 \$'000		
	TOTAL	RESIDENTIAL AGED CARE	OTHER	TOTAL	RESIDENTIAL AGED CARE	OTHER
Current Assets	14,368	9,215	5,153	13,862	8,684	5,178
Non-Current Assets	18,918	16,248	2,670	15,601	12,930	2,671
<b>Total Assets</b>	<b>33,286</b>	<b>25,463</b>	<b>7,823</b>	<b>29,463</b>	<b>21,614</b>	<b>7,849</b>
Current Liabilities	12,147	9,747	2,400	10,458	9,304	1,154
Non-Current Liabilities	149	101	48	220	145	75
<b>Total Liabilities</b>	<b>12,296</b>	<b>9,848</b>	<b>2,448</b>	<b>10,678</b>	<b>9,449</b>	<b>1,229</b>
<b>Net Assets</b>	<b>20,990</b>	<b>15,615</b>	<b>5,375</b>	<b>18,785</b>	<b>12,165</b>	<b>6,620</b>

## 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. This has now been transferred to Accumulated Profits and will be used as intended for capital works.



## 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	
Mrs. 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

	2019 \$'000	2018 \$'000
<b>10.1 CASH AND CASH EQUIVALENTS</b>	<b>3,752</b>	<b>5,856</b>

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	2,205	79
<b>Non-Cash Items</b>		
Depreciation	972	945
Profit on sale of current and non-current assets	(1,125)	(314)
Revaluation of current assets	(339)	(37)
Retention fee on entry contributions	(49)	(78)
<b>Changes in assets and liabilities</b>		
Decrease / (increase) in receivables	(118)	61
Decrease / (increase) in accrued income	(55)	(52)
Decrease / (increase) in prepayments	(9)	(34)
Increase / (decrease) in employee entitlements	(47)	7
Increase / (decrease) in payables	1,255	209
Increase / (decrease) in other liabilities	3	(213)
<b>Net cash from (used by) operating activities</b>	<b>2,694</b>	<b>573</b>

## NOTE 11 AVERAGE STAFFING LEVELS

	2019	2018
	FTE	FTE
Average full time equivalent employees for the 2018/2019 Financial Year	135	114
The number of employees of the organisation as at 30 June 2019	191	168

## 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:

2019	1-30 DAYS	1-12 MONTHS	1 TO 5 YEARS	NA
FINANCIAL ASSETS	\$'000	\$'000	\$'000	\$'000
Cash	3,752	-	-	-
Cash held in term deposits	-	-	-	-
Receivables	140	-	-	-
Investments	-	-	-	9,854
<b>Total Financial Assets</b>	<b>3,892</b>	<b>-</b>	<b>-</b>	<b>9,854</b>
<b>Financial Liabilities</b>				
Payables	1,642	367	-	-
<b>Total Financial Liabilities</b>	<b>1,642</b>	<b>367</b>	<b>-</b>	<b>-</b>
<b>Net Maturity</b>	<b>2,250</b>	<b>(367)</b>	<b>-</b>	<b>9,854</b>

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

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

	2019 \$'000	2018 \$'000
Opening Balance	82	81
Net Movement	(3)	1
<b>Residents' Trust Closing Balance</b>	<b>79</b>	<b>82</b>


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 2019 and the financial position of Glenview Community Services Inc as at 30 June 2019.
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.

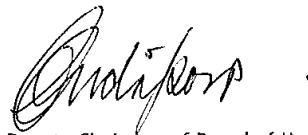
This statement is made in accordance with the resolution of the Board of Management.



Chairman of Board of Management

Mr Iain Weir

Dated: 2 September 2019



Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 2<sup>ND</sup> SEPTEMBER 2019



Statement of 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: 2 September 2019



Deputy Chairman of Board of Management

Mr Craig Andrikonis

Dated: 2<sup>nd</sup> SEPTEMBER 2019.

Audit Certificate

In our opinion, Glenview Community Services Inc has complied with the requirements of section 11 of User Rights Principles Amendment (No 7) 1997 for the year ended 30 June 2019.



D Palmer

BDO Audit (TAS)

Chartered Accountants

Dated: 9 SEPTEMBER 2019



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#### **DECLARATION OF INDEPENDENCE BY DAVID E PALMER TO THE DIRECTORS OF GLENVIEW COMMUNITY SERVICES INC**

As lead auditor of Glenview Community Services Inc for the year ended 30 June 2019, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.

David Palmer  
**Partner**

**BDO Audit (TAS)**

Hobart, 9 September 2019

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## INDEPENDENT AUDITOR'S REPORT

To the members of Glenview Community Services Inc.

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Glenview Community Services Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Glenview Community Services Inc., is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### 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 registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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.

#### Emphasis of matter - Basis of accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the registered entity's annual report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### **Responsibilities of responsible entities for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members or other appropriate term. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

#### **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 the 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 this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

[http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

*BDO Audit (TAS)*

**BDO Audit (TAS)**

David Palmer  
Partner

Hobart, 9 September 2019







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