



**GLENVIEW**  
Community Services

# *Annual Report*

**2019-20**



*Proudly serving our community as a not-for-profit for over 70 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.



**GLENVIEW**  
Community 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**



**JAMES VICKERS**



**ANNE-MARIE  
STRANGER**

# Our Senior Leadership Team

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**LUCY O'FLAHERTY**  
CEO



**LAURETTA STACE**  
Executive Manager  
Corporate Services



**PAM WELSH**  
Executive Manager  
Aged Care & Clinical  
Governance



**KAREN DINJAN**  
Executive Manager  
People and Culture

# 2020

## Chairman's Report



**When we take time to reflect on the past year, I think we can all say that it was the unexpected. A year not just of business challenge but also one that challenged each and every one of us and at times took us to thinking about the unthinkable.**

The impacts of COVID-19 were unexpected and unprecedented and while we recognise the effects of it will continue for some time and some things will change forever, it is the positives that we should not forget. For Glenview, these positives came from dealing with adversity and keeping our residents and staff safe, while still undertaking the day-to-day operations and working on the completion of Korongee.

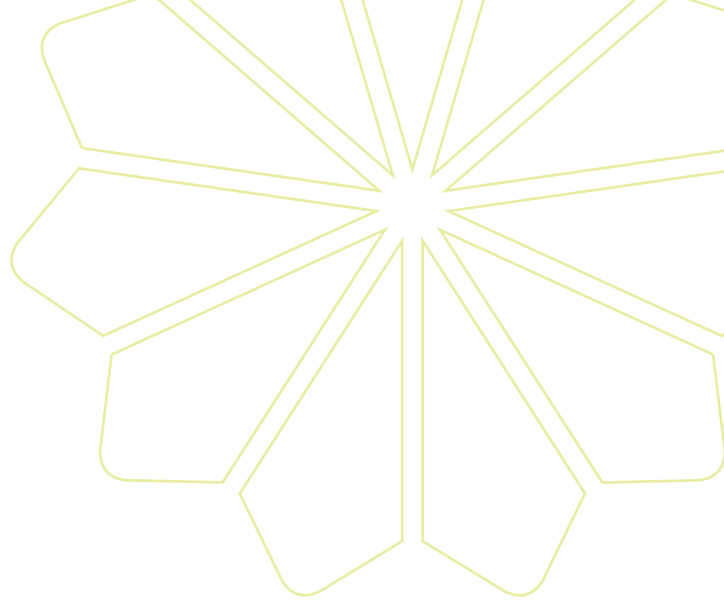
It has been gratifying to know that even during difficult times, the Glenview family has never veered from its purpose. Residents learned how to communicate with their distant loved ones through the use of technology. Families have been able to connect albeit with a number of 'rules' and I have heard of the strength of our residents in caring for each other, whether that be by providing a simple cup of tea or just sitting down and chatting. This is only possible through the hard work and caring of Glenview staff – you are owed an undying level

of gratitude and I sincerely thank you for your resilience and professionalism.

A great positive in the last 12 months was the opening of Korongee, Australia's first village for people living with dementia. It has been completed and is open, offering those who will live there greater care (and freedom), open spaces and a village environment that gives back a normal way to live. The size of Glenview has now doubled and this will create further challenges in management that will mean regular review by the Board and incremental changes as the organisation aligns itself to future operations.

During the year, the Board continued to become more involved with Glenview in conformity with Standard 8 in aged care. It is clear that as the Royal Commission proceeds, the responsibilities of a Board member will increase. This will put greater emphasis on overseeing how the care of residents is being undertaken. At this stage, there is still uncertainty around future funding and the outcomes of the commission are unknown. As a Board, we will ensure we look to the best of Glenview and do what is possible to support our CEO, Lucy O'Flaherty, so that the residents receive the best care that Glenview can give, while maintaining a financially viable operation that can continue to forge ahead as an exemplar provider.

*A great positive in the last 12 months was the opening of Korongee, Australia's first village for people living with dementia.*



The Board continues to work 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 future years. In doing so, considerations continue for 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.

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. Staff have been trained in the Korongee model of care and they are now deployed into the facility itself.

Significant work continues in service provision. A number of NDIS clients continue to receive services and the team are continually thinking of new ways in which to operate to provide the best outcomes for residents and their families.

Not surprisingly, the major capital program this year was Korongee. There was also new information technology capacity to maintain up-to-date communication platforms and general refurbishments of spaces.

Glenview recorded a book deficit through the financial year whilst still being able to deliver quality care. Investment performance was dramatically affected by the impacts of COVID-19 and the revaluation of invested funds as at the end of the financial year had a detrimental impact on results. At the time of writing, the value of these assets are now back to where they were pre-COVID. Glenview continues to remain in a good position going forward.

The next twelve months will be a time of consolidation while Korongee takes shape and we await the government's decisions on future funding for the aged.

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. A special thank you to Donna Lashmar (project manager) who, with the assistance of Patrick Stanton, landed Korongee on time and on budget. Lastly, I would like to acknowledge our CEO, Lucy, who worked tirelessly with matters relating to the Royal Commission, Korongee and through dealing with actions required around COVID to keep our staff and residents safe from harm. I know it is a combined effort of many but I single out Lucy as the leader through these unusual circumstances.

Sadly, Rosemary Rushton leaves the Board this year. I particularly wish to thank her for her time, expertise and a continual willingness to do what is best for Glenview. Rosemary has a great heart for all residents and staff alike, and her wise counsel and care for others has been exemplary.

## **IAIN WEIR**

Chair

# 2020

## CEO's Report

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**The Australian-first, Korongee Village for people living with dementia, has finally opened. In July 2020 we celebrated the long-awaited opening, albeit amidst a global pandemic.**

With residents in their new homes, feedback is that the model is operating as anticipated, with more residents to move in through a transition period. HESTA's social impact investment has enabled this creation and their continued and ongoing support shows true leadership for the community sector.

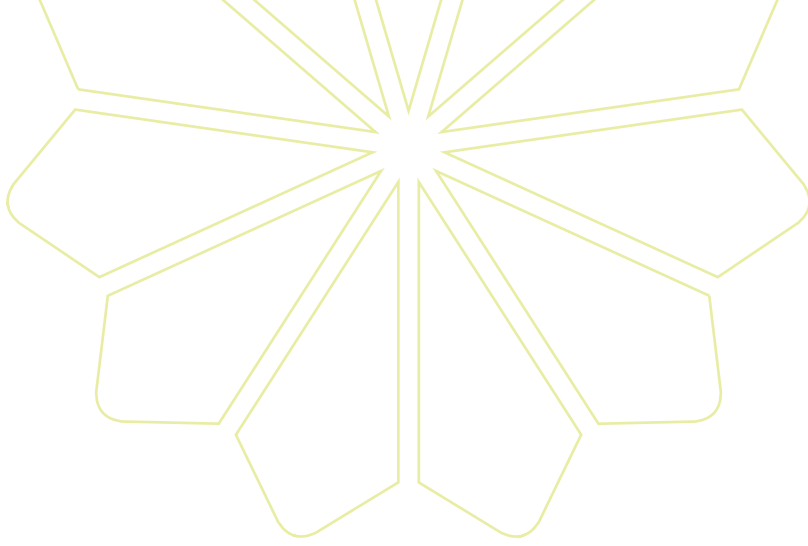
In March 2020, COVID-19 shook Glenview and the aged care sector to its core and continues to this day. We have quickly adapted to ensure the safety of residents and staff is a priority. Through the use of technology, we have used the virtual world to maintain connectivity for residents and their families as well as consumers we support in their own homes. Our clinical governance monitoring and reporting has provided confidence about the standard of infection control training and competency in place, and we have continued updating policies in line with Tasmanian Public Health and Communicable Diseases Network Australia (CDNA).

Aged care remains subject to the Royal Commission into Aged Care Quality and Safety, whose final report is due in February 2021. Glenview was called to appear as part of a panel in May 2019 to discuss innovation and different models of care, and in August 2020 was again asked to prepare a witness statement about the creation of Korongee, the financing, model of care and use of technology.

As an active member of Aged and Community Services Australia, Australia's leading peak body for not-for-profit aged care providers, Glenview remains an active participant in providing feedback to suggested new approaches to Commonwealth funding and consumer contributions, industrial relations and changing consumer needs. With over 20 years of reviews commissioned into the need for aged care to be enabled to reform, Glenview is well placed for change with innovations such as Korongee and the changing approaches delivered through the Windsor Street facility.

Glenview continues to deliver services to a growing number of NDIS participants and elders in the community through the provision of personal, gardening, day services and respite. The geographical reach continues to grow as Glenview is called upon to expand our service delivery footprint.





In 2019/20 Dementia Tas, a Glenview initiative, was able to continue to provide individual and family support on receipt of a new diagnosis, tailored training and support to other care providers, support and training through Carers Tasmania, and in-house consultancy training and support for Glenview staff and volunteers.

Progress has been made with the strategic plan for Glenview 2020 – 2025 in 1. Advancing Dementia Care 2. Enhancing Service Delivery and Design 3. Investing in our People 4. Integrating Technology and 5. Leveraging our Corporate Capabilities. Key focus areas for 2020/21 will be embedding Korongee and its practices as the new normal in dementia care, ongoing system improvements through technology and data integration, and a key focus on the workforce following a successful enterprise agreement for nursing personnel in early 2020, with a continued focus on negotiating the non-nursing staff agreement. Affirmingly, the 2020 wellbeing staff survey rated Glenview as having good processes and systems to provide safe and quality care. We will continue to concentrate efforts in this space as residents' acuity increases and the

workforce experiences changes with new skills being required, the workforce expansion that is required and accessibility to a diverse workforce.

2020 has brought about unprecedented times with each and every staff member and volunteer pulling together as a team at the onset of COVID-19. I would like to thank them, the residents, consumers, and their families and carers for continuing to have well placed faith in the work of Glenview. Our commitment remains of a 'Promise of a good life, both now and into the future'. It is a pleasure to lead such a hardworking and committed team.

**LUCY O'FLAHERTY**

Chief Executive Officer

*2020 has brought about unprecedented times with each and every staff member and volunteer pulling together as a team at the onset of COVID-19.*



# Financial Statements

ABN: 57 626 897 081



## GLENVIEW COMMUNITY SERVICES INC.

### Statement of Comprehensive Income for the year ended 30 June 2020

	NOTES	2020 \$'000	2019 \$'000
<b>OPERATING REVENUE</b>			
Government funding	1.5 (b), 4.1	8,306	7,777
Interest income	1.5 (c) & (f), 4.2	56	67
User charges	1.5 (e), 4.4	3,731	3,946
Rental income	1.5 (g), 4.5	50	34
Other revenue	1.5 (i), 4.7	541	543
Drawdowns / retentions	1.5 (j), 4.8	502	471
Profit/(loss) on disposal of current and non-current assets	1.5 (h), 4.6	(472)	338
<b>Total operating revenue</b>		<b>12,713</b>	<b>13,177</b>
<b>OPERATING EXPENSES</b>			
Employee entitlements	1.6 (a), 5.1	9,050	8,360
Depreciation	1.6 (b), 5.2	1,093	972
Other expenses	1.6 (d), 5.3	3,603	2,845
<b>Total operating expenses</b>		<b>13,746</b>	<b>12,177</b>
<b>TOTAL OPERATING RESULT</b>		<b>(1,031)</b>	<b>1,000</b>
Korongee Grant	1.5 (d), 4.3	500	1,205
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>(531)</b>	<b>2,205</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 2020

	NOTES	2020 \$'000	2019 \$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	1.7 (a), 6.1	3,414	3,752
Receivables	1.7 (b), 6.2	399	140
Accrued income	1.7 (d), 6.3	447	210
Other current assets	1.7 (c) &(e), 6.7	9,748	10,266
<b>Total current assets</b>		<b>14,008</b>	<b>14,368</b>
<b>Non-current assets</b>			
Property, plant and equipment	1.7 (f) 6.4	37,609	18,918
Right-Of-Use Assets	1.7 (f) 6.6	231	-
<b>Total non current assets</b>		<b>37,840</b>	<b>18,918</b>
<b>Total assets</b>		<b>51,848</b>	<b>33,286</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Employee entitlements	1.8 (c), 7.1	786	1,011
Payables	1.8 (a), 7.2	1,032	2,030
Other current liabilities	1.8 (d), 7.3	11,502	9,104
SVA Loan Holding		1,666	
Lease Liability	1.6 (f) 6.6	20	-
<b>Total current liabilities</b>		<b>15,006</b>	<b>12,147</b>
<b>Non-current liabilities</b>			
Employee entitlements	1.8 (c), 7.1	140	149
SVA Loan Holding		16,033	-
Lease Liability	1.6 (f) 6.6	211	-
<b>Total non-current liabilities</b>		<b>16,384</b>	<b>149</b>
<b>Total liabilities</b>		<b>31,390</b>	<b>12,296</b>
<b>Net assets</b>		<b>20,458</b>	<b>20,990</b>
<b>EQUITY</b>			
Accumulated funds		20,458	20,990
Entry contribution retention funds	9	-	-
<b>Total equity</b>		<b>20,458</b>	<b>20,990</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 2020

	NOTES	2020 \$'000	2019 \$'000
		INFLOWS (OUTFLOWS)	INFLOWS (OUTFLOWS)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Cash inflows</b>			
Government funding		8,297	7,769
Grants		500	1,205
Receipts from residents		3,472	4,358
Rental income		50	34
Interest received		76	58
Other cash receipts		347	552
<b>Total cash inflows</b>		<b>12,742</b>	<b>13,976</b>
<b>Cash outflows</b>			
Employee payments		(9,285)	(8,699)
Other cash payments (suppliers)		(3,164)	(2,583)
<b>Total cash outflows</b>		<b>(12,449)</b>	<b>(11,282)</b>
<b>Net cash from (used by) operating activities</b>	11.2	<b>293</b>	<b>2,694</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Cash inflows</b>			
Gross proceeds from the disposal of non-current assets		-	1
Gross proceeds from the disposal of investments		17,699	-
Gross proceeds from investments		-	313
<b>Total cash inflows</b>		<b>17,699</b>	<b>314</b>
<b>Cash outflows</b>			
Payments for acquisition of non-current assets		(20,109)	(4,362)
Payments for acquisition of investments		-	(1,179)
<b>Total cash outflows</b>		<b>(20,109)</b>	<b>(5,541)</b>
<b>Net cash from (used by) investing activities</b>		<b>(2,410)</b>	<b>(5,227)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Cash inflows</b>			
Entry bonds received		3,880	3,376
<b>Total cash inflows</b>		<b>3,880</b>	<b>3,376</b>
<b>Cash outflows</b>			
Entry bonds refunded		(2,101)	(2,947)
<b>Total cash outflows</b>		<b>(2,101)</b>	<b>(2,947)</b>
<b>Net cash from (used by) financing activities</b>		<b>1,779</b>	<b>429</b>
<b>Net increase (decrease) in cash held</b>		<b>(338)</b>	<b>(2,104)</b>
<b>Cash at the beginning of the reporting period</b>		<b>3,752</b>	<b>5,856</b>
<b>Cash at the end of the reporting period</b>	6.1 (a)	<b>3,414</b>	<b>3,752</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 2020

		ACCUMULATED FUNDS \$'000	ENTRY CONTRIBUTION RETENTION RESERVE \$'000	TOTAL \$'000
<b>As at 1 July 2018</b>		<b>17,778</b>	<b>1,007</b>	<b>18,785</b>
Surplus for year		2,205	-	<b>2,205</b>
Transfer to accumulated funds	9	1,007	(1,007)	
<b>As at 30 June 2019</b>		<b>20,990</b>	<b>-</b>	<b>20,990</b>
Surplus for year		(531)	-	<b>(531)</b>
Transfer to accumulated funds	9	-	-	-
<b>As at 30 June 2020</b>		<b>20,458</b>	<b>-</b>	<b>20,458</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 2020

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## NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

### 1.1 OBJECTIVES AND FUNDING

Glenview Community Services Inc. (Glenview) is a body established under 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: 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 (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, two properties available for private rental, and the Korongee site.

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

### 1.2 NEW OR AMENDED ACCOUNTING STANDARDS AND INTERPRETATIONS ADOPTED

Glenview has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have been early adopted.

The adoption of these Accounting Standards and Interpretations did not have any significant impact on the financial performance or position of the incorporated association.

The following Accounting Standards and Interpretations are most relevant to Glenview:

#### AASB 15 Revenue from Contracts with Customers

Glenview has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Credit risk is presented separately as an expense rather than adjusted against revenue. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment. Customer acquisition costs and costs to fulfil a contract can, subject to certain criteria, be capitalised as an asset and amortised over the contract period.

#### AASB 16 Leases

The incorporated association has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets (included in operating costs) and an interest expense

on the recognised lease liabilities (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. However, EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) results improve as the operating expense is now replaced by interest expense and depreciation in profit or loss. For classification within the statement of cash flows, the interest portion is disclosed in operating activities and the principal portion of the lease payments are separately disclosed in financing activities. For lessor accounting, the standard does not substantially change how a lessor accounts for leases.

#### **AASB 1058 Income of Not-for-Profit Entities**

The incorporated association has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for not-for-profit entities. The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where: an asset is received in a transaction, such as by way of grant, bequest or donation; there has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and where the intention is to principally enable the entity to further its objectives. For transfers of financial assets to the entity which enable it to acquire or construct a recognisable non-financial asset, the entity must recognise a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137. The liability is brought to account as income over the period in which the entity satisfies its performance obligation. If the transaction does not enable the entity to acquire or construct a recognisable non-financial asset to be controlled by the entity, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income immediately. Where the fair value of volunteer services received can be measured, a private sector not-for-profit entity can elect to recognise the value of those services as an asset where asset recognition criteria are met or otherwise recognise the value as an expense.

#### **Impact of adoption**

AASB 15, AASB 16 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated. There was no impact on opening retained profits as at 1 July 2019.

The impact of the new Accounting Standards compared with the previous Accounting Standards on the current reporting period is as follows:

	<b>New</b>	<b>Previous</b>	<b>Difference</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Contract assets	-	-	-
ROU assets	231	-	231
Contract liabilities	(606)	-	606
Lease liabilities	(231)	-	231
Net assets	20,667		

### **1.3 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, the requirements of the Tasmanian Associations Incorporation Act 1964 and the Australian Charities and Not-for-profits Commission Act 2012.

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

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.

### **1.4 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 14.

## 1.5 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) Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which Glenview is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, Glenview: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price, which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

### b) 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 4.1.

### b) Interest Incomes

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

### d) Grants

Grant revenue is recognised in profit or loss when Glenview satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before Glenview is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

### e) User Charges

Residential Client fees and charges are due and payable in advance, with accounts issued on the first business day of each 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.

### f) Interest Revenue - Other

Interest revenue is recognised as it accrues.

### g) 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.



**h) 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.

**i) Other Revenue**

Other revenue is recognised when it is received or when the right to receive payment is established.

**j) 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.

**k) Volunteer services**

The incorporated association has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

## 1.6 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.

## 1.7 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.

### h) Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

## 1.8 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.

## **1.9 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 NEW ACCOUNTING STANDARDS AND INTERPRETATIONS NOT YET MANDATORY OR EARLY ADOPTED**

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the incorporated association for the annual reporting period ended 30 June 2020. The incorporated association has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

## NOTE 2 CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

### **Coronavirus (COVID-19) pandemic**

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on Glenview based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the incorporated association operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the incorporated association unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

### **Estimation of useful lives of assets**

Glenview determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

### **Impairment of non-financial assets other than goodwill and other indefinite life intangible assets**

Glenview assesses impairment of non-financial assets other than goodwill and other indefinite life intangible assets at each reporting date by

evaluating conditions specific to the incorporated association and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

### **Employee benefits provision**

As discussed in Note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

## NOTE 3 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 Association.

## NOTE 4 REVENUE

	2020 \$'000	2019 \$'000
<b>4.1 GOVERNMENT FUNDING</b>		
Commonwealth		
Subsidies	7,212	7,684
JobKeeper/Covid-19 Payment	1,055	-
State Funding	-	-
Subsidies	39	93
<b>Total</b>	<b>7,777</b>	<b>7,094</b>
<b>4.2 INTEREST INCOME</b>	<b>8,306</b>	<b>7,777</b>
<b>4.3 GRANTS</b>	<b>500</b>	<b>1,205</b>
Grants received and recognised as revenue in the 2019/20 Financial year relate to the capital works for Korongee Dementia Village		
<b>4.4 USER CHARGES</b>		
Resident fees	1,978	1,969
Community care income	1,753	1,977
<b>Total</b>	<b>3,731</b>	<b>3,946</b>
<b>4.5 RENTAL INCOME</b>	<b>50</b>	<b>34</b>
<b>4.6 DISPOSAL OF CURRENT AND NON-CURRENT ASSETS</b>		
Profit on revaluation of current assets (Investments)	(472)	339
Profit on disposal of non-current assets	-	-
<b>Total</b>	<b>(472)</b>	<b>339</b>
<b>4.7 OTHER REVENUES</b>		
Sale of meals	10	11
Donations & bequests	3	4
Sundry income	128	66
Investment income	400	461
<b>Total</b>	<b>541</b>	<b>542</b>
<b>4.8 DRAWDOWN / RETENTIONS</b>		
ILU ingoing contribution drawdowns	77	77
Accommodation charges	377	340
Accommodation bond retentions	48	54
<b>Total</b>	<b>502</b>	<b>471</b>



## NOTE 5 EXPENSES

### 5.1 EMPLOYEE ENTITLEMENTS

	2020 \$'000	2019 \$'000
Wages and salaries	7,210	6,936
Superannuation	856	672
Annual leave	571	579
Long service leave	62	(23)
Sick leave	230	193
Other employee expenses	3	3
JobKeeper	118	-

<b>Total</b>	<b>9,050</b>	<b>8,360</b>
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### 5.2 DEPRECIATION

Motor vehicles	99	102
Buildings	589	520
Furniture & fittings	376	350
Right-Of-Use	29	-

<b>Total</b>	<b>1,093</b>	<b>972</b>
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### 5.3 OTHER EXPENSES

Contractors	521	372
Personal care	189	198
Catering	359	324
Domestic services	219	77
General property and maintenance	587	594
Motor vehicles	49	54
Administration	1,311	1,226
Interest	370	-

<b>Total</b>	<b>3,603</b>	<b>2,845</b>
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## NOTE 6 ASSETS

### 6.1 CASH

#### 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

### 6.2 RECEIVABLES

Fees and charges

Other receivables

#### Total

The entity applies the AASB 9 simplified approach to measuring expected credit losses using a lifetime expected credit loss provision for trade receivables and contract assets. The entity assesses expected credit losses using current and forward-looking information on macroeconomic factors affecting the entity's customers.

### 6.3 ACCRUED INCOME

Accrued interest

Accrued income - other

Insurance claims - pending

#### Total

### 6.4 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

	2020 \$'000	2019 \$'000
	3,414	3,752
	-	-
	3,414	3,752
	100	140
	299	-
	399	140
	1	21
	446	163
	-	26
	447	210
	627	627
	2,659	2,660
	3,286	3,287
	42,607	23,301
	3	3
	(9,936)	(9,347)
	32,674	13,956
	732	664
	(358)	(258)
	374	406
	3,010	2,628
	18	18
	(1,753)	(1,378)
	1,275	1,268
	37,609	18,918

## 6.5 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>2020</b>					
At 1 <sup>st</sup> July 2019					
Net of Accumulated depreciation	6,090	11,157	405	1,268	18,920
Additions/transfers	-	19,304	67	382	19,753
Depreciation expense	-	(589)	(100)	(375)	(1,064)
Sales/Consideration	-	-	-	-	-
Surplus or loss on Disposals	-	-	-	-	-
<b>At 30<sup>th</sup> June 2020 – Net of Accumulated depreciation</b>	<b>6,090</b>	<b>29,872</b>	<b>372</b>	<b>1,275</b>	<b>37,609</b>
	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	1,213	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>1,268</b>	<b>18,918</b>

## 6.6 LEASES

### Right-of-Use Assets

#### 2020

At 1<sup>st</sup> July 2019

Net of Accumulated depreciation

Additions / transfers

Depreciation

**At 30<sup>th</sup> June 2020 - Net of Accumulated depreciation**

### Lease Liabilities

#### 2020

At 1<sup>st</sup> July 2019

Net of Accumulated depreciation

Additions / transfers

Interest expense

Lease payments

**At 30<sup>th</sup> June 2020**

	EQUIPMENT \$'000	TOTAL \$'000
	-	-
Additions / transfers	260	260
Depreciation	(29)	(29)
<b>At 30<sup>th</sup> June 2020 - Net of Accumulated depreciation</b>	<b>231</b>	<b>231</b>
	-	-
Additions / transfers	260	260
Interest expense	3	
Lease payments	(32)	(32)
<b>At 30<sup>th</sup> June 2020</b>	<b>231</b>	<b>228</b>
	2020 \$'000	2019 \$'000
Prepayments	352	412
Investments	9,396	9,854
<b>Total</b>	<b>9,748</b>	<b>10,266</b>

## 6.7 OTHER ASSETS

Prepayments

Investments

**Total**

## NOTE 7 LIABILITIES

	2020 \$'000	2019 \$'000
<b>7.1 EMPLOYEE ENTITLEMENTS</b>		
Accrued salaries	36	291
Annual leave	571	582
Long service leave	318	287
<b>Total</b>	<b>925</b>	<b>1,160</b>
Current	785	1,011
Non-current	140	149
<b>Total</b>	<b>925</b>	<b>1,160</b>
<b>7.2 PAYABLES</b>		
Accrued expenses	187	27
CDC unspent monies	447	367
Home care subsidy	7	21
Creditors	391	1,610
<b>Total</b>	<b>1,032</b>	<b>2,030</b>
<b>7.3 OTHER LIABILITIES</b>		
Accommodation bonds	9,792	7,777
Independent living unit ingoing contributions	969	1,285
Other accounts	741	42
<b>Total</b>	<b>11,502</b>	<b>9,104</b>
<b>7.4 SCHEDULE OF COMMITMENTS</b>		
<b>By Maturity</b>		
<i>Operating lease commitments</i>		
One year or less	-	-
Five years or less	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>7.5 SCHEDULE OF UNQUANTIFIABLE CONTINGENCIES</b>		

At 30 June 2020 the organisation is not aware of any claims or contingencies.



## NOTE 8 SEGMENT REPORTING

### 8.1 INCOME & EXPENDITURE

#### Residential Aged Care

##### OPERATING REVENUE

Government funding	6,296	6,549
Resident charges	2,081	2,101
Commonwealth grants	5	5
Bond retentions/DAPS	398	339
Bond/RAD interest income	(13)	562
Other revenue	3,552	3,390

##### Total

**12,320**      **12,944**

##### OPERATING EXPENSES

Wages & superannuation	5,501	5,661
Management fees	1,230	1,194
Depreciation & amortisation	1,094	953
Other expenses	5,677	4,731

##### Total

**13,502**      **12,539**

##### Net Operating Result

**(1,182)**      **405**

#### Community Services

##### OPERATING REVENUE

Government funding	379	1,074
Other revenue	2,202	2,098

##### Total

**2,581**      **3,172**

##### OPERATING EXPENSES

Wages & superannuation	1,693	1,577
Other expenses	1,319	1,301

##### Total

**3,012**      **2,878**

##### Net Operating Result

**(431)**      **294**

#### Property Holdings

##### OPERATING REVENUE

Government funding - Korongee Grant	528	1,205
Other revenue	178	108

##### Total

**706**      **1,313**

##### OPERATING EXPENSES

Other expenses	463	75
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##### Total

**463**      **75**

##### Net Operating Result

**243**      **1,238**

#### Corporate Services

##### OPERATING REVENUE

Other revenue	2,901	2,094
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##### Total

**2,901**      **2,094**

##### OPERATING EXPENSES

Wages & superannuation	1,311	1,119
Other expenses	751	707

##### Total

**2,062**      **1,826**

##### Net Operating Result

**839**      **268**

#### Total Combined Operating Result

**(531)**      **2,205**

## 8.2 ASSETS & LIABILITIES

	2020 \$'000			2019 \$'000		
	TOTAL	RESIDENTIAL AGED CARE	OTHER	TOTAL	RESIDENTIAL AGED CARE	OTHER
Current Assets	14,008	11,161	2,847	14,368	9,215	5,153
Non-Current Assets	37,840	34,940	2,900	18,918	16,248	2,670
<b>Total Assets</b>	<b>51,848</b>	<b>46,101</b>	<b>5,747</b>	<b>33,286</b>	<b>25,463</b>	<b>7,823</b>
Current Liabilities	15,005	11,269	3,736	12,147	9,747	2,400
Non-Current Liabilities	16,384	91	16,293	149	101	48
<b>Total Liabilities</b>	<b>31,389</b>	<b>11,360</b>	<b>20,029</b>	<b>12,296</b>	<b>9,848</b>	<b>2,448</b>
<b>Net Assets</b>	<b>20,458</b>	<b>34,741</b>	<b>(14,282)</b>	<b>20,990</b>	<b>15,615</b>	<b>5,375</b>

## NOTE 9 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 10 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 (resigned September 2019)	

**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 2019/20 financial year.

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

## NOTE 11 CASH FLOW RECONCILIATION

	2020 \$'000	2019 \$'000
<b>11.1 CASH AND CASH EQUIVALENTS</b>	<b>3,414</b>	<b>3,752</b>

The definition of cash can be found at Note 1.7 (a) and is referenced at Note 6.1.

**11.2 RECONCILIATION OF OPERATING SURPLUS TO NET CASH FROM OPERATING ACTIVITIES**

Net operating surplus	(531)	2,205
<b>Non-Cash Items</b>		
Depreciation	1,093	972
Profit on sale of current and non-current assets	-	(1,125)
Revaluation of current assets	472	(339)
Retention fee on entry contributions	6	(49)
<b>Changes in assets and liabilities</b>		
Decrease / (increase) in receivables	(259)	(118)
Decrease / (increase) in accrued income	(237)	(55)
Decrease / (increase) in prepayments	287	(9)
Increase / (decrease) in employee entitlements	(235)	(47)
Increase / (decrease) in payables	(999)	1,255
Increase / (decrease) in other liabilities	699	3
<b>Net cash from (used by) operating activities</b>	<b>293</b>	<b>2,694</b>

## NOTE 12 AVERAGE STAFFING LEVELS

	2020	2019
	FTE	FTE
Average full time equivalent employees for the Financial Year	127	123
The number of employees of the organisation as at 30 June 2020	188	191

## NOTE 13 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:

<b>2020</b>	<b>1-30 DAYS</b>	<b>1-12 MONTHS</b>	<b>1 TO 5 YEARS</b>	<b>NA</b>
<b>FINANCIAL ASSETS</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Cash	3,414	-	-	-
Cash held in term deposits	-	-	-	-
Receivables	100	299	-	-
Investments	-	-	-	9,396
<b>Total Financial Assets</b>	<b>3,514</b>	<b>299</b>	<b>-</b>	<b>9,396</b>
<b>Financial Liabilities</b>				
Payables	577	447	-	-
<b>Total Financial Liabilities</b>	<b>577</b>	<b>447</b>	<b>-</b>	<b>-</b>
<b>Net Maturity</b>	<b>2,937</b>	<b>(148)</b>	<b>-</b>	<b>9,396</b>

<b>2019</b>	<b>1-30 DAYS</b>	<b>1-12 MONTHS</b>	<b>1 TO 5 YEARS</b>	<b>REMAINING CONTRACTUAL MATURITIES</b>
<b>FINANCIAL ASSETS</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
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>

**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 14 CLIENTS' FUNDS HELD IN TRUST

	<b>2020 \$'000</b>	<b>2019 \$'000</b>
Opening Balance	72	75
Net Movement	56	(3)
<b>Residents' Trust Closing Balance</b>	<b>128</b>	<b>72</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 of Certificate : User Rights Principles

In accordance with Section 11 of the User Rights Principles Amendment (No 7) 1997, we state on behalf of Glenview Community Service 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 reasonable insurable events that may affect the ability of Glenview to refund accommodation bond balances.

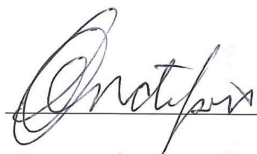
On behalf of the Board of Management of Glenview Community Services Inc., we approve this statement and certify its accuracy.



Chairman of Board

Mr Iain Weir

Dated: 7/9/20



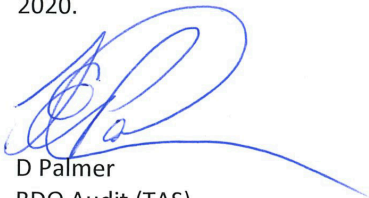
Deputy Chairman of Board

Mr Craig Andrikonis

Dated: 7/9/20

### Audit Certificate

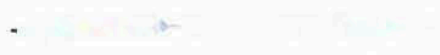
In our opinion, Glenview Community Services Inc. has complied with the requirements of Section 11 of the User Rights Principles Amendment (No. 7) 1997 for the year ended 30 June 2020.



D Palmer  
BDO Audit (TAS)  
Chartered Accountants

Dated: 8/9/2020.





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 Entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit and 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 managements' assertion statement.

In our opinion the accompanying financial report presents fairly, in all material respects, the financial position of the entity as at 30 June 2020 and of its financial performance and its cash flows for the year then ended in accordance with the basis of accounting described in note 1.

### **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 Entity in accordance with 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 to assist Glenview Community Services Inc. to meet the requirements of its members. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### **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, and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of its members and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Yours faithfully

**BDO Audit (TAS)**



**DAVID E PALMER**

Partner

*Acknowledgement*

I have read the above letter and the attached terms of trade issued by BDO Audit (TAS), and on behalf of Glenview Community Services Inc. accept the terms and conditions set out therein, the arrangements for our audit of the financial report including our respective responsibilities. I warrant that I am properly authorised to sign the acknowledgement on behalf of Glenview Community Services Inc.

Signed:



Full Name: Lucy O'Flaherty


Position: CEO

### 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 2020 and the financial position of Glenview Community Services Inc. as at 30 June 2020.
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

Mr Iain Weir

Dated: 7/9/20

  
\_\_\_\_\_  
Deputy Chairman of Board

Mr Craig Andrikonis

Dated: 7/9/20

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 Entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit and 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 managements' assertion statement.

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### **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, and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of its members and for such internal control as management determines is necessary to enable the preparation and fair presentation of a 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 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 management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

#### **Auditor's responsibilities for the audit of the Financial Report**

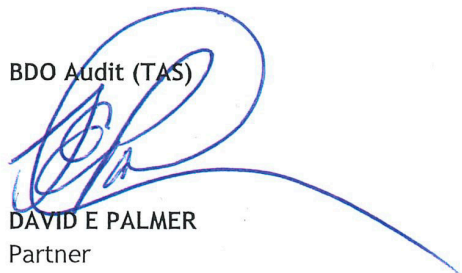
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that 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\\_files/ar3.pdf](http://www.auasb.gov.au/auditors_files/ar3.pdf)

This description forms part of our auditor's report.

BDO Audit (TAS)



DAVID E PALMER  
Partner

Hobart, ~~XX~~ Month 2020

8/9/2020.

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Glenorchy Tasmania 7010  
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