

**Australian Unity Limited**

ABN 23 087 648 888

**Annual financial report  
for the year ended 30 June 2017**

**Australian Unity Limited** ABN 23 087 648 888  
**Annual financial report - 30 June 2017**

|                                             |           |
|---------------------------------------------|-----------|
| Directors' report                           | Page<br>1 |
| Auditor's independence declaration          | 26        |
| Financial statements                        | 27        |
| Directors' declaration                      | 113       |
| Independent auditor's report to the members | 114       |

## Directors' report

Your directors present their report on the consolidated entity (referred to hereafter as the Group) consisting of Australian Unity Limited (Parent entity or Company) and the entities it controlled at the end of, or during, the year ended 30 June 2017.

### Directors

The following persons were directors of Australian Unity Limited during the whole of the financial year and up to the date of this report (unless otherwise stated):

Peter Promnitz, Chair  
Rohan Mead, Group Managing Director & CEO  
Lisa Chung, Non-executive Director (appointed 30 June 2017)  
Melinda Cilento, Non-executive Director  
Paul Kirk, Non-executive Director  
Su McCluskey, Non-executive Director  
Stephen Maitland, Non-executive Director  
Greg Willcock, Non-executive Director

### Company secretaries

Melinda Honig and Catherine Visentin were company secretaries of Australian Unity Limited at 30 June 2017.

### Principal activities

The principal continuing activities of the Group during the year were the provision of a range of products and services to serve members and customers with their savings, financial security, healthcare, retirement living needs, and home care and disability services. These products and services included investments and loan facilities, health and life insurance, financial and estate planning, allied health and dental services, care services, aged care and retirement living facilities.

### Dividends

Australian Unity Limited is a mutual company governed by, and for the benefit of, its members. It does not pay dividends but reinvests profits for future growth initiatives for the benefit of members.

### Operating and financial review

During the year ended 30 June 2017, the Group increased profit after income tax by \$11.3 million to \$46.8 million with solid performances recorded by the Healthcare and Wealth businesses. Total revenue and other income increased by 25.2 percent or \$351.6 million to \$1,745.9 million. This sound result flowed largely from operating revenue growth generated by the Group's business segments, particularly in Independent & Assisted Living as a result of a full year's impact of the Home Care NSW acquisition, and boosted by a 66.7 percent increase in benefit fund revenue to \$247.7 million.

Total expenses, excluding finance costs increased to \$1,677.8 million (2016: \$1,316.9 million), again reflecting the scale of the Home Care NSW acquisition, but also higher benefit fund and health insurance claims, up \$120.7 million and \$23.1 million respectively. Overall trading operations remained sound despite operating earnings reducing by \$9.4 million to \$38.9 million driven by Home Care NSW integration and additional costs. The integration was completed in February 2017.

While the Group focused on completing the integration of the Home Care NSW business and in February 2017 it also entered contractual close for the \$1.1 billion Herston quarter project in Brisbane with the Queensland Government. The Group plans to develop and then take an ongoing role in an integrated health, ageing and research precinct in the Herston Quarter, which will provide Queenslanders with access to leading health, hospital and aged care services. The new project, which is now well underway, is designed to attract, train and retain the best clinicians, health workers, researchers, academics and students.

These major activities supplement the Group's continued focus on organic growth and are consistent with pursuit of its strategy of helping Australians thrive.

The Group continues to focus on organic growth supplemented by strategic, complementary acquisitions, which together provide a diverse, sustainable and commercially viable suite of health, wealth and living services that create community value. For Australian Unity, community value involves providing sought after products and services to individual members and customers, and also contributing to broader social purposes such as the social infrastructure challenge.

The Group's operations are conducted through four business segments: Healthcare, Independent & Assisted Living, Personal Financial Services and Wealth.

Healthcare provides private health insurance, dental and other healthcare services, such as preventative health and chronic disease management services.

Independent & Assisted Living is a provider of retirement communities, aged care facilities, and home care and disability services.

### Operating and financial review (continued)

Personal Financial Services provides financial planning, finance broking and insurance and trustee services.

The Wealth platform manages investment funds in property, Australian and international equities, fixed interest and bonds. Through Big Sky Building Society it also provides banking products.

Key aspects of the operating, financial and strategic performance of each Group business during the 2017 year are set out below.

In assessing the performance of its operating business segments the Group uses a measure of adjusted Earnings Before Interest, Tax, Depreciation and Amortisation (adjusted EBITDA). As the name indicates, this measure excludes the effects of tax, depreciation and amortisation, interest on external borrowings and investment income. It also excludes other non-recurring expenditure.

A reconciliation between adjusted EBITDA and profit after income tax is disclosed in note 1 to the consolidated financial statements.

#### **Healthcare** *Overview*

Australian Unity offers individuals and families a range of healthcare services and health insurance designed to support the health and wellbeing of Australians. The Healthcare business not only offers private health insurance products to suit the needs of Australians and their families, but also provides a corporate health insurance service through GU Health.

Australian Unity also offers direct healthcare services through a dental business operating out of six clinics, and a range of health care services through a wholly owned subsidiary Remedy Healthcare. Remedy Healthcare operates an integrated telephonic chronic disease management, mental health and in-home healthcare service across the country.

Health insurance offers Australians a vital level of comfort in managing their health over time. Healthcare's 235,946 policyholders are, depending on the product they hold, insured against the costs of hospital accommodation, theatre fees, prostheses and more. Australian Unity's health policies also offer extras treatments including dental, optical, physiotherapy, chiropractic, remedial massage and osteopathy.

Linking Australian Unity members to the organisation's healthcare services helps members better manage their long-term health. In addition to supporting members to improve their health, these evidence-based services also aim to reduce hospitalisations.

#### *Financial performance*

The Healthcare platform had a very successful year despite a range of economic, structural and political challenges. With low wages growth, private health insurance is one of a number of expenses under pressure in the household budget. Political debate has also centred on the complexity of private health insurance.

Despite this complex backdrop, Healthcare generated total segment revenue of \$881.8 million, which represents a \$44.5 million or 5.3 percent increase compared to the previous year. The main drivers of this increase in revenue were a \$40.0 million increase in health insurance premium income and \$4.5 million in higher healthcare services revenues compared to the previous year.

Adjusted EBITDA for the Healthcare platform was \$74.9 million, up \$10.1 million or 15.5 percent compared to the prior year. This solid result was principally driven by an improved underwriting experience for both the retail and the corporate health insurance businesses. Healthcare's adjusted EBITDA margin for the year was 8.5 percent (30 June 2016: 7.7 percent).

Total operating expenses were \$806.9 million, which was \$34.5 million or 4.5 percent higher than the previous year. This increase was primarily due to a \$37.3 million or 4.8 percent increase in health insurance operating expenses-principally due to increased claims net of risk equalisation, policyholder acquisition costs and staff costs; and a \$3.9 million increase in healthcare services expenses attributed to higher business volumes and investment in growth initiatives in Remedy Healthcare.

#### *Australian Unity Health Limited (retail health insurance)*

Following a deliberate strategy to curtail unprofitable products in certain geographies, and in certain distribution channels, the number of retail health fund policyholders (including overseas visitor cover policyholders) decreased by 1.9 percent to 201,516 at 30 June 2017 (2016: 205,476).

The retail health insurance business continues to support the Members Own Health Funds venture, collaboration between 20 not-for-profit and mutual health funds-including Australian Unity-to raise awareness of the difference in value proposition between member-based funds and the larger shareholder and overseas owned funds operating in Australia.



**Operating and financial review (continued)**  
**Healthcare (continued)**

*Lowest premium increase in a decade*

In February 2017, the federal government-which regulates private health insurance premiums-approved Australian Unity's 4.46 percent increase in Forecast Contribution Income, which was below the weighted industry average of 4.84 percent.

Australian Unity understands affordability of private health insurance is a critical ongoing concern of its members, and has recognised this in health insurance premium negotiations with the federal government. Not since 2007, when the Forecast Contribution Income rose by 3.84 percent, has Australian Unity's annual increase been as low.

*New product development process*

The business has been focused in the previous two years on embedding an innovation process that is designed to develop solutions to affordability in the healthcare system. This process adopts a formal, fast-cycle 'test-and-learn' approach that includes experimenting with new concepts to determine customer demand prior to investing in infrastructure. The process seeks to enhance customer engagement in products and services at the design phase.

*Waste in healthcare - empowering consumers*

The Healthcare business continued its campaign focused on minimising waste in the healthcare system, and scrutinising procedures and services that are delivered unnecessarily.

A large body of evidence points to numerous instances of out-of-date practices that contribute significantly to waste across the system, as well as exposing patients to often unnecessary risk and avoidable costs. The feedback received from policyholders strongly confirmed external evidence of waste and duplication.

The business will continue to work with members and consumers to encourage people to advocate for their own health, encouraging them to question the necessity, risks and alternatives to recommended treatments.

*GU Health (corporate health insurance)*

GU Health, Australian Unity's corporate health insurance provider, is the only established fund in Australia that caters exclusively to the corporate market. GU Health increased its policyholders by 1.0 percent to 34,430 at 30 June 2017 (2016: 34,082).

GU Health continued to evolve its proposition of being a valued partner for its corporate clients. The business maintained its approach to tailored and expert health solutions, and made a significant investment in new product development initiatives that will benefit GU Health.

In the challenging health insurance climate GU Health increased its membership base and has been able to leverage its strong presence in the IT sector. The IT sector remains a key source of growth for the fund and during the year it secured a key global IT client.

*Remedy Healthcare*

Remedy Healthcare is a business that delivers on Australian Unity's social purpose to provide community value.

Remedy Healthcare continued its strong growth trajectory and continued to diversify its customer portfolio and revenue sources throughout the year. Delivering 750,000 episodes of care each year, the business now has equal revenue representation across its health coaching, aged care, allied health and home healthcare operations. Digital health continued to be a focus for the Remedy business, with a number of health coaching projects involving medical device integration for diabetes management, health smart phone app creation and activity monitoring commissioned during the year.

The MindStep® depression and anxiety coaching program continued to achieve significant results. Evaluation of the program by Flinders University showed recovery rates of 55 percent, with 75 percent of people experiencing a clinically significant improvement in their symptoms. Furthermore, economic evaluation showed a hospitalisation claim saving of \$7,800 per participant through reduced length of stay, equating to an approximately \$3 million reduction in claims paid for Australian Unity's retail health insurer in its first full year of operation.

Remedy Healthcare continued to expand its range of services in both Queensland and South Australia to include nursing, physiotherapy, occupational therapy, podiatry and dietetics. In Queensland, Remedy Healthcare moved to a new office location in Brisbane and worked closely with Queensland Health to provide post-acute care services in the Sunshine Coast, Gold Coast and Brisbane metropolitan areas. In South Australia, Remedy Healthcare has increased its level of engagement with leading private hospitals to support the safe and effective discharge of patients back home.

## **Operating and financial review (continued)**

### **Healthcare (continued)**

#### *Remedy Healthcare (continued)*

In Victoria, Remedy partnered with the Transport Accident Commission and WorkSafe Victoria to establish a new healthcare pathway for their injured clients, which has proven to be very successful and will continue into 2018. In line with other states, more Victorian private and public hospitals referred to Remedy Healthcare services during the year than in any previous year.

As part of its integrated aged care and healthcare offering, Remedy Healthcare continued to expand its aged care allied health services in New South Wales and Victoria. Unlike other providers in aged care allied health, Remedy Healthcare is translating capabilities from its other service lines such as health coaching, mental health and community based healthcare and is starting to incorporate these aspects into aged care settings. Remedy Healthcare's wellness and hydrotherapy centre at Rathdowne Place in Carlton continues to grow in scale and service offerings.

#### *Dental*

Throughout the year under review, Australian Unity operated five dental clinics located in the Melbourne CBD, South Melbourne, Box Hill, Rowville and Hughesdale in Victoria. A sixth clinic in Moonee Ponds, Victoria was opened in August 2016.

The number of patient visits to Australian Unity dental clinics during the year was 58,113 (2016: 61,092).

#### *Challenges and Risk Management in Healthcare*

Against a backdrop of very low wages growth, consumers are increasingly concerned about the affordability of private health insurance. This concern is amplified as health costs continue to rise faster than the overall inflation rate. The result is policyholders continuing the trend in recent years to downgrade their private health insurance cover, or opt out entirely. This has the effect of putting greater pressure on the public health system.

Improving the affordability of private health insurance is therefore a critical challenge. Australian Unity is placing greater emphasis on preventative health programs to reduce expensive hospitalisations, and shifting care to more appropriate and lower cost settings outside of the hospital. From a broader national policy perspective, a continuing focus on reducing waste in the healthcare system is vital. Australian Unity applauds the work of the Australian Commission on Safety and Quality in Health Care in this regard.

During the year ended 30 June 2017, the Federal Health Minister's announcement on prosthesis reform was a necessary and appropriate first step in improving the affordability of private health insurance, however, it in itself is not sufficient. If lower premium increases are to be sustained, all root causes of high increases in private health insurances-above general inflation increases in doctors' and hospital charges, ageing, supply induced demand and many other factors-need to be addressed.

#### *Outlook*

Health cost inflation eased in the last 12-18 months but Australian Unity remains strongly of the view that without major policy reform that effectively addresses input costs, it is likely health inflation inevitably will revert to its long term average-well above general inflation.

This recent easing of health cost inflation did see generally lower increases in premiums across the industry from 1 April 2017, which is positive for policyholders.

It is too soon to identify if this has resulted in customer churn levels stabilising or reducing. As the industry growth rate has reduced, the competition for a smaller share of new consumers has increased, resulting in the cost of acquisition continuing to increase.

The pressure on premium affordability is being exacerbated by a substantial rise in utilisation of health products and services-that is more care at a greater cost per care episode-much of which is unrelated to population ageing.

#### **Wealth**

Australian Unity's Wealth platform offers a comprehensive range of financial products and services designed to improve the financial wellbeing of customers, while connecting communities. Its expertise in property, particularly 'hard' social infrastructure assets such as healthcare, retirement villages and aged care, combined with long experience in sourcing funds in equity and debt capital markets, means it is well placed to play a meaningful role in addressing Australia's social infrastructure challenge.

The Wealth platform also offers expertise in cash, fixed interest and Australian shares, market-leading investment bonds, funeral bonds, and education savings plans, and a wide range of personal banking services through Big Sky Building Society.

With investment markets remaining volatile during the year, the Wealth business capitalised on strategic diversification of investment offerings and financial services products.



**Operating and financial review (continued)**  
**Wealth (continued)**

Total funds under management and administration (FUMA) within the Wealth business were \$9.43 billion at 30 June 2017 (2016: \$9.59 billion). Big Sky Building Society's funds under advice business (\$0.71 billion) transferred to Australian Unity Personal Financial Services on 1 July 2016, accordingly on a comparative basis the 2016 FUMA was \$8.88 billion.

For the year ended 30 June 2017, the Wealth business recorded a 16.4 percent increase in total segment revenue to \$143.3 million (2016: \$123.1 million). This result reflects a very pleasing performance in a competitive and challenging environment across all businesses in the platform.

Adjusted EBITDA increased by 50.2 percent to \$30.5 million for the year ended 30 June 2017 (2016: \$20.3 million). This strong result in adjusted EBITDA was positively impacted by both the ongoing work undertaken within the business designed to streamline operations and reduce capital usage, as well as strong growth in the property and investment bonds segments.

The Wealth team also manages the investment portfolios of the Australian Unity Group, which achieved a weighted aggregate return of 3.17 percent (2016: 3.61 percent) on the Group's investment assets-including its capital stable and highly liquid insurance reserves for the year under review. This result was well above its strategic benchmark of 2.61 percent and compares favourably to the return available on risk-free cash (measured by the Bloomberg AusBond Bank Bill Index) of 1.8 percent for the year ended 30 June 2017.

**Investments**

The Investments business provides investment management products and Managed Accounts for cash, fixed interest, listed real estate and Australian equities, as well as diversified (multi-sector) investment options.

During the year the business focussed on its domestic investment capabilities and changed its ownership arrangements in a number of its joint ventures. Altius Asset Management became a wholly owned subsidiary, and its key investment staff transferred to Australian Unity, where they now lead Wealth's fixed interest and cash capabilities.

With a focus on domestic capabilities, Australian Unity's Wealth platform now no longer has a direct ownership interest in Seres Asset Management or Wingate Asset Management, although it continues to utilise the investment capabilities of both of these businesses as part of its international equities investment arrangements.

| Asset Manager                  | Fund                                           | Performance for the year ended 30 June 2017 |
|--------------------------------|------------------------------------------------|---------------------------------------------|
| <b>Equities</b>                |                                                |                                             |
| <i>Acorn</i>                   | Acorn Microcap Trust (wholesale)               | (0.56) percent                              |
| <i>Platypus</i>                | Platypus Australian Equities Trust (Wholesale) | 9.04 percent                                |
|                                | Platypus Systematic Growth Fund                | 5.41 percent                                |
| <i>Wingate</i>                 | Wingate Global Equity Fund (Wholesale)         | 10.31 percent                               |
| <b>Fixed interest and cash</b> |                                                |                                             |
| <i>Altius</i>                  | Altius Bond Fund                               | 1.45 percent                                |
|                                | Altius Sustainable Bond Fund                   | 1.30 percent                                |
| <i>Australian Unity</i>        | Australian Unity Wholesale Cash Fund           | 2.24 percent                                |

**Property**

The Property business attracts both retail and sophisticated investors, and reinvests in social infrastructure such as aged care facilities, and hospitals, as well as commercial property, retirement village development, and mortgage lending.

Total funds under management in Australian Unity's Property portfolio increased to \$2.44 billion as at 30 June 2017 (2016: \$2.21 billion). In addition, a multi-year pipeline of property development opportunities of \$1.5 billion has been established, the majority of which is focused in the area of social infrastructure.

In February 2017, Australian Unity entered into a series of agreements for the development of the \$1.1 billion Herston Quarter health precinct in Brisbane. This is an important social infrastructure project for Brisbane and Queensland, and will ultimately provide Queenslanders with access to leading health, hospital and aged care services as well as create international standard research and education facilities.

**Operating and financial review (continued)**  
**Wealth (continued)**

Australian Unity's Healthcare Property Trust, the largest fund of its kind in Australia, increased funds under management to \$1.25 billion (2016: \$1.06 billion) and posted a return of 13.96 percent for the year to 30 June 2017. During the year the Trust made a number of property acquisitions and continued to work on large-scale and long-term projects, including entering into an agreement to develop a specialist hospital as part of the Herston Quarter redevelopment, all of which aim to provide mutually beneficial outcomes for patients, hospital operators and investors.

The Retail Property Fund achieved a 32.94 percent return for investors in the year to 30 June 2017. During the year valuations for all of the Fund's properties increased as a result of solid, ongoing property fundamentals and increased demand for quality commercial assets.

In June 2016, unitholders in the Australian Unity Office Fund (ASX: AOF) voted overwhelmingly to list the fund on the Australian Securities Exchange. Subsequently, the AOF achieved a return of 12.59 percent and outperformed the S&P/ASX 300 A-REIT Accumulation Index by 18.23 percentage points.

The Australian Unity Diversified Property Fund achieved a return of 17.57 percent for the year during which many of the Fund's properties were independently revalued and achieved pleasing growth in property values.

In conjunction with the Group's Independent & Assisted Living business, the Property business also successfully raised equity to develop a new residential and aged care community on Albert Road in South Melbourne, Victoria, at Sienna Grange in Port Macquarie, NSW and also at Peninsula Grange in Mornington, Victoria.

Support for the Australian Unity Select Income Fund continues to grow from financial planning groups and it continued to generate strong recurring monthly flows during the year. The lending portfolio grew solidly over the period to \$117.0 million at 30 June 2017 (2016: \$87.0 million).

Australian Unity's older pooled mortgage trusts were wound up in March 2017 and investors received their final payment in early April 2017.

*Life insurance and Superannuation*

Australian Unity's investment bonds business continues to be Australia's market leader in investment and funeral bonds, and a leading provider of education investment funds, with \$2.14 billion in funds under management and administration as at 30 June 2017 (30 June 2016: \$1.99 billion).

The investment bonds business is operated through the wholly-owned entity Lifeplan Australia Friendly Society which during the year rebranded its operations under the Australian Unity brand.

During the year sales totalled \$328.6 million (2016: \$173.6 million) which represents an increase of 90 percent compared to the previous period. The Lifeplan Investment Bond was rated 'Highly Recommended' by Zenith Investment Partners, and the business is well positioned to capitalise on the government's caps on superannuation contributions that are expected to drive increasing demand for investment bonds.

Funds under management for education solutions increased by 16.55 percent and surpassed \$174.6 million compared to \$149.8 million at 30 June 2016. With over \$628 million in funeral funds under management and 90,000 clients, Australian Unity has a leading position in the pre-paid funeral market via the specialised business Funeral Plan Management.

The Federation Platform business reached \$347 million in funds under administration during the year (30 June 2016: \$290 million). Following receipt of its superannuation licence in May 2016, Federation Super has \$13.2 million in superannuation funds under administration attracting an average balance of approximately \$300,000.

*Banking*

Australian Unity's banking business (Big Sky Building Society) continues to focus on delivering quality products to its customers, with a growing emphasis on digital delivery of services to better meet their needs.

Big Sky's mobile and internet banking capability were upgraded during the year and customers are now able to access services of a similar standard to that of the major banks. The introduction of fully online account opening and identification has removed the need for a physical 100 point check which was a first for Big Sky and Australian Unity.

During the year ended 30 June 2017, very competitive market conditions again prevailed and continued to add pressure to interest rate margins. Big Sky responded to these conditions proactively by targeting lower levels of lending and a stable balance sheet size.

Big Sky was again rated by S&P and maintained its BBB rating which is a very pleasing result for an organisation of its size and considering the many downgrades within the sector announced throughout the year. Big Sky's total assets remained stable at \$827.4 million as at 30 June 2017 (2016: \$861.6 million).



**Operating and financial review (continued)**  
**Wealth (continued)**

*Wealth Strategy and Outlook*

The Herston Quarter project will transform Australian Unity's response to Australia's social infrastructure challenge and the company's profile in Queensland, while the listing and subsequent strong performance of the Australian Unity Office Fund has broadened its reach and brand profile and already strong capital raising capability.

Having optimised the Wealth business' operating platform over recent years, centralised distribution continues to achieve strong and sustainable growth. The platform is well positioned to benefit from the collective impact of rising and better-planned wealth accumulation, the challenges and opportunities presented by Australia's ageing population, and the constraints and constant changes in superannuation.

Markets will most likely remain volatile into the next financial year, as uncertainty around both geo-political events, and the rate at which the global economy will be able to sustainably grow, continue to weigh on confidence in investment markets. Locally, low wage growth and the threat of elevated unemployment are likely to persist, tempering consumer demand and, as a consequence, business investment.

With these factors in mind, Australian Unity Wealth's strategy for 2018 and beyond is to continue to deliver differentiated, higher value products and services. It will focus on:

- the steady progression of its social infrastructure development program;
- continuing to explore new capital markets and assets in healthcare and social infrastructure;
- further expanding the innovative range of investment bonds, funeral bonds and education funds provided;
- expanding into client segments which value specialist skills, such as the middle tier of ultra-high net worth clients, family offices, universities and the like;
- clearly defining and testing its value proposition in banking, with an emphasis on digital delivery to customers;
- continuing execution of prevailing plans while tilting resource allocation towards product, marketing and front-end digital tools; and
- ongoing tightening of the operating platform for the business.

The business will also continue to update its digital capacity to ensure it is able to communicate with-and provide services to-customers in a contemporary manner that aligns with the way consumers wish to research and purchase products and services.

**Personal Financial Services**

Australian Unity's Personal Financial Services platform works with advisers and industry partners to provide professional advice that supports its clients' financial wellbeing, helping people and their communities thrive.

The business achieved a significant milestone during the year with Australian Unity Trustees Limited being established and successfully obtaining its licence to provide traditional trustee services. Trustee services are becoming increasingly important to the community at large and the Australian Unity customer base.

Personal Financial Services is also now able to provide end-to-end financial advice, which will support the development of deeper intergenerational relationships, service delivery to elderly and disabled clients, while also offering a more compelling proposition to referral partners.

Total segment revenue was \$65.8 million which is a marginal increase compared to the previous year (2016: \$65.6 million). The Personal Financial Services platform's adjusted EBITDA decreased to \$1.9 million for the year ended 30 June 2017, compared to \$2.2 million in 2016. The result was impacted by significant investment and restructure costs involved in preparing the Trustee Services business to operate in a licenced environment and recruit the necessary talent to prepare the business for future growth.

The business enters the 2018 financial year with a very solid and sustainable platform for significant growth, following a year of investment, restructure and consolidation.

*Trustee services*

Australian Unity Trustees Limited successfully obtained a trustee licence from the Australian Securities and Investments Commission in February 2017. Since then the business has focused on ensuring it meets the requisite standards of a trustee licence holder, as well as delivering sector-leading service that both enhances its reputation and satisfies the expected strong demand from Personal Financial Services and wider Australian Unity group networks.

**Operating and financial review (continued)**  
**Personal Financial Services (continued)**

Australian Unity dedicated significant resources during the year to prepare the Trustee Services business for operating in a licenced environment by recruiting staff with relevant skills and implementing effective structures and business practices. This development work required considerable resourcing and this has impacted overall businesses profitability for the year ended 30 June 2017.

Trustee Services experienced strong growth in estate planning and legal revenue and the pipeline of new clients continues to steadily increase, through working in partnership with a growing number of advisers nationally. The Australian Unity Trustees Foundation was established during the year to enable Australians to support their philanthropic causes in an enduring way. Supporting philanthropy is another growth opportunity for the business and the foundation received its first philanthropic donation in April 2017.

Trustee-type services are increasingly in demand in Australia as population ages, resulting in increasing rates of dementia and significant intergenerational wealth transfer. As a result a growing number of Australians and their families require protection, support and peace of mind during challenging periods. Expansion into this business is directed toward providing an opportunity for middle income Australians to access these vital services. The market is currently dominated by services and products designed for individuals with higher levels of wealth.

*Financial Advice*

Financial advice revenue grew by 4.9 percent during the year to \$55.8 million, largely due to the growth within existing practices. Regulatory changes negatively impacted revenue from the employed advice channel but the business still achieved improved earnings associated with careful management of operating costs.

For the year in review, funds under advice increased by 8.4 percent to \$6.53 billion (2016: \$6.02 billion). The growth in funds under advice was bolstered by growth in existing self-employed practices and a small increase in the number of financial advisers to 182 at 30 June 2017 (30 June 2016: 176). The adviser recruitment pipeline is encouraging and adviser numbers are expected to grow in the 2018 financial year.

The business continued to focus on the profitability of the financial advice channel. Specific areas of focus include considerably growing the employed adviser channel and appropriately supporting tailored products that have been developed to provide a more consistent service delivery to clients and improve adviser efficiency, while also delivering additional revenue to Personal Financial Services.

Regulatory challenges will continue to impact the business in the short to medium term with the proposed minimum education standards for advisers and the new life insurance framework regulations likely to require significant attention. These changes, together with widespread bank divestment of wealth should ultimately be positive for the business by helping to improve the public perception of advisers, better aligning the competitive frame to Australian Unity's model, and creating additional opportunities.

*Finance broking and insurance services*

Loans under advice were \$824 million at 30 June 2017, a 3.6 percent increase compared to \$795 million at 30 June 2016 and finance broking revenue also grew to \$2.56 million, marginally ahead of the previous year (2016: \$2.53 million). The business grew loans under advice and revenue due to increased average settlements per broker even though the number of finance brokers decreased to 14 from 20 in 2016 as a result of the decision to focus on employed brokers rather than self-employed brokers. Growth in loans under advice was affected by the changes to investment lending practices and concerns about the future of negative gearing leading up to the Federal election in July 2016.

After the successful migration of the general insurance personal lines portfolios to QBE, the business is now focusing on maximising the opportunities this relationship can deliver. Personal lines revenue grew to \$1.47 million compared to \$1.39 million for the previous year. The business also grew general insurance broking revenue following a restructure of the business and revenue increased to \$640,000 in 2017 from \$567,000 in the previous year.

*Strategies and outlook*

The business is taking a proactive approach to addressing the challenges presented by regulatory change and market volatility. It is diversifying its revenue streams and building capacity in streams that Australian Unity believes will be higher quality investment options over time, such as Trustee Services and general and life insurance both of which better withstand market sentiment volatility.

The Personal Financial Services business will continue to focus its development into a financial services business designed to serve the growing needs of the community. The business is well placed for growth as a result of establishing the Trustee Services offering and the opportunity to provide these services to the wider business network of advisers, accountants, members and customers.



**Operating and financial review (continued)**  
**Personal Financial Services (continued)**

Priorities for 2018 and beyond include:

- significantly expanding Australian Unity Trustees Limited through expansion of the breadth of services offered and further extension of the business geographically;
- strong focus on education and awareness of the estate planning and philanthropy offerings and solutions across the Australian Unity adviser and accountant networks nationally and more broadly across other referral partner networks;
- growing the number of employed financial advisers and brokers and self-employed financial advisers, while concentrating efforts on strengthening the quality of their qualifications and expertise;
- focusing on core enabling infrastructure, in particular digital capability. This includes developments and promotion of online financial literacy capability, the development of an online advice solution and the system-driven integration of estate planning services into the business' financial advice software solutions. These developments should increase direct sales, enhance clients' experience and support intra and inter-platform business development;
- continuing to grow the network of accountants as referral partners and authorising partner accountants to meet requirements relating to SMSF advice through the customised offering that was developed during the 2016 financial year. Accountants with upgraded qualifications will be valuable across all parts of the business and will provide a sound base for revenue and relationship growth in the new financial year; and
- achieving a high level of staff retention over the year, ensuring a focus on recruiting highly qualified people and investing considerably in professional development.

**Independent & Assisted Living**

*Overview*

Australian Unity's Independent & Assisted Living (IAL) platform operates retirement communities and aged care facilities, as well as providing home care and disability services. These businesses are interconnected, delivering a continuum of care and service that meets the daily needs of its customers.

During the year ending 30 June 2017, the business completed the transfer and integration of Home Care NSW into Australian Unity's operations. Completed as scheduled on 17 February 2017, the integration has resulted in 52,000 new customers and more than 4,000 employees formally transferring to Australian Unity.

The Independent & Assisted Living platform recorded strong revenue growth during the year ending 30 June 2017. Total segment revenue increased to \$404.2 million (30 June 2016: \$223.0 million), representing growth of 81.3 percent compared to the previous year.

IAL's adjusted EBITDA of \$4.5 million (30 June 2016: \$24.8 million) represents a decrease of 81.9 percent compared to the previous year. This outcome is directly attributable to the costs associated with completing the integration of Home Care NSW and investment supporting the growth of the Home & Disability Services business within IAL.

*Home & Disability Services*

The Home & Disability Services business grew significantly during the year due to completion of the transfer of Home Care NSW. Including Home Care NSW, the Home and Disability Services business now has more than 4,300 staff and more than 55,000 clients across New South Wales, Victoria and Queensland. More than 100 office locations were also added to the business as a result of the transfer.

The transfer of Home Care NSW also included a specialist Aboriginal Home Care service that provides culturally appropriate care for Indigenous Australians. Australian Unity is committed to maintaining the unique and important identity of Aboriginal Home Care and is proud to be one of the largest employers of Aboriginal and Torres Strait Islander peoples in NSW.

In total, the business delivered more than 4.5 million instances of home and disability care services during the 2017 financial year.

The operating environment for Home & Disability Services changed significantly during the year, with the roll-out of the National Disability Insurance Scheme (NDIS) from July 2016. Despite the many challenges presented by the roll-out, the business worked closely with the National Disability Insurance Agency and the NSW Department of Family and Community Services to successfully transfer about 2,000 disability clients to the NDIS.

The 6,000 disability customers still funded through the state system will transfer to the NDIS during the 2018 financial year. In addition, over 400 new NDIS clients were added to the business - a third of whom live in Victoria.

The *Increasing Consumer Choice* legislation came into effect from 27 February 2017, resulting in all federally funded Home Care Packages shifting from provider control to consumer control. This meant that packages previously tendered for by providers were given to consumers directly who then could choose their own service provider. This change was anticipated by Australian Unity and presented a significant opportunity to expand its client base.



**Operating and financial review (continued)**  
**Independent & Assisted Living (continued)**  
*Home & Disability Services (continued)*

Multi-million dollar investments in client management and staff rostering software systems - including planned mobility solutions for care workers and portal access for clients and their families - have maximised care workers' time with clients and enabled the business to continue to grow in scale and service provision. Continued optimisation of such tools is a core part of the businesses transformation program, ensuring customer experience is improved and the business is more efficient and effective.

Additional targeted programs and supporting initiatives will continue to roll out in the 2018 financial year to support the business' growth strategy, high service quality levels and customer outcomes.

With rapid growth in workforce resulting in an increasing number of people working remotely, often alone and in uncontrolled domestic situations, the business is placing an increasingly strong focus on health and safety, including the introduction of new support tools for managers and staff.

The introduction of a Retro Paid Loss Health and Safety insurance framework commencing from July 2018 is a step towards self-insurance and provides an opportunity for significant savings in premiums through the reduction of workplace injuries. Improving OH&S measures across the business will be a key focus for the year ahead.

*Residential Communities*

IAL owns and operates 19 retirement communities in Victoria and New South Wales (NSW). Its portfolio consists of 2,416 independent living units (2016: 2,110).

Retirement community occupancy was greater than 97 percent across the 12 month period to 30 June 2017. Fewer than 40 independent living units remained uncontracted across the entire portfolio as at 30 June 2017, excluding the development properties.

The provision of aged care living continues to be an important area of growth for IAL and is a key component of the business' strategy to provide services that offer continuum of care. IAL's newest facility, Campbell Place in Glen Waverley, Victoria, was completed during the year and is expected to be fully occupied in 2018. The business had 711 operational aged care beds at the end of the year, up from 609 at 30 June 2016 due to the completion of Campbell Place.

Occupancy levels at Australian Unity's aged care facilities remained high at over 96 percent across the portfolio, (excluding the recently opened Campbell Place).

Overall price growth in retirement village units was greater than 5 percent which exceeded expectations and was largely due to strong property price growth experienced in the Sydney and Melbourne residential markets which flowed through to the business' retirement communities. Expertise in property management combined with the value delivered through its day to day operations and the careful selection of the location of communities are significant factors in the achievement of consistently strong price growth.

All of the new developments are supported by the award-winning Better Together® model of care.

*Development*

Construction was either completed, substantially progressed or commenced in the following communities:

Rathdowne Place - The Residences, Carlton, Victoria

The Residences at Rathdowne Place in Carlton was completed in May 2017 and comprises 91 architecturally designed independent living apartments with premium facilities.

Peninsula Grange, Mornington, Victoria

A total of 51 new units were delivered at Peninsula Grange during the year and a further eight units are planned for early in the 2018 financial year, with the final 22 units expected to be delivered in the 2019 financial year. Of the 51 units delivered, 50 of these were contracted as at 30 June 2017.

Lifestyle Manor, Bondi, New South Wales

The second and final construction stage of this premium retirement community in Bondi, NSW was completed in August 2016. The final 42 units were 100 percent contracted prior to completion, and all units have now been settled.

Campbell Place, Glen Waverley, Victoria (formerly Wahroonga Aged Care)

The redevelopment of Wahroonga Aged Care facility in Glen Waverley, Victoria was completed in March 2017. Renamed as Campbell Place, the development comprises 102 aged care beds and 54 independent living apartments.

**Operating and financial review (continued)**  
**Independent & Assisted Living (continued)**

*Development Funding*

Collaboration with Australian Unity's Wealth platform continued during the year. In December 2016, the business closed its fourth Development Fund for "The Grace" in South Melbourne, Victoria (Albert Retirement Village) which is being built next to Australian Unity's current Australian corporate head office. This Development Fund used third party capital, in conjunction with support from financiers, to fund the new facility.

Two further Development Funds were closed during the year, the first for Sienna Grange Aged Care Facility in Port Macquarie, NSW, and the second for the new facility to be constructed at Peninsula Grange, Mornington, Victoria.

Given the increasing demand for quality retirement accommodation and the success of the Development Fund model, further investment opportunities are planned for the 2018 financial year.

*Outlook*

IAL will continue to advance its continuum of service offering in the 2018 financial year. The priority will be to realise the existing opportunities from the Home Care NSW acquisition and pursue further growth in Home Care & Disability Services through geographic and service expansion. In addition, with the ongoing support of investor partners, IAL will continue to grow its development pipeline of new and integrated communities.

**Significant changes in the state of affairs**

Total members' funds increased to \$620,975,000 at 30 June 2017 (2016: \$579,523,000), an increase of \$41,452,000. This movement reflects profit for the year offset by movements in reserves.

**Matters subsequent to the end of the financial year**

The board is not aware of any matter or circumstance arising since 30 June 2017 which has significantly affected or may significantly affect the financial status or results of the Group and which has not been separately disclosed in this report.

**Likely developments and expected results of operations**

The board is not aware of any developments which may affect the Group's operations and expected results of operations which can be disclosed without prejudicing unreasonably their likelihood of success or violating commercial confidences.

Many of the businesses in the Group operate in areas which are subject to substantial government regulation and/or participation. Australian Unity competes at times in areas where free market forces are not always the sole determinant of outcomes.

The Group is subject to a wide variety of markets, particularly financial markets and property markets. Note 20 contains an explanation of the Group's approach to market risk management.

**Environmental regulation**

No significant environmental regulations apply to the Parent entity. The property operations within both the Independent & Assisted Living services business and investment syndicates and trusts for which a controlled entity acts as Responsible Entity or Manager are, however, subject to environmental regulations under Australian law. There have been no known reportable breaches of these regulations.

**Information on directors**

**PETER PROMNITZ, BSc (Hons), AIAA, FAICD**

Mr Promnitz was appointed Chair of the board of Australian Unity Limited on 30 March 2016. He has been a director since 1 January 2013 and was appointed Deputy Chair on 28 July 2015. He is a director of Warakirri Asset Management Pty Ltd, Warakirri Dairies Pty Ltd and Warakirri Holdings Pty Ltd. Mr Promnitz was previously Chair of ASX-listed company SFG Australia Limited. Mr Promnitz is a qualified actuary. He was formerly Head of Mercer in Asia Pacific, a member of the global Mercer Executive Committee and Chair of Marsh & McLennan Companies Inc. in Australia, roles he retired from in December 2012. Prior to these senior executive roles his business experience includes a diverse career in financial services in Australia and New Zealand. He has led investment, superannuation, actuarial and human resource consulting businesses in both executive and non-executive capacities with a personal focus on clients, diversity and governance. He has not held any directorships of listed entities in addition to those set out above during the last three years.



**Information on directors (continued)**

**ROHAN MEAD, Group Managing Director & CEO**

Mr Mead was appointed Group Managing Director of Australian Unity Limited on 1 July 2004. As Group Managing Director, he is a member of subsidiary boards and most committees. Mr Mead is also deputy chairman of Platypus Asset Management. He is chairman of the Business Council of Australia's Healthy Australia task force and a member of its Indigenous Engagement task force. He is also a director of the Centre for Independent Studies, a director of the Business Council of Co-Operatives and Mutuals Limited (BCCM) and the Australian Brandenburg Orchestra. Prior to joining Australian Unity, Mr Mead was employed by Perpetual Trustees Australia Limited (1996-2003) in a range of senior roles. Mr Mead has not held any directorships of listed entities in addition to those set out above during the last three years.

**LISA CHUNG, LLB, FAIM, FAICD**

Ms Chung was appointed to the board of Australian Unity Limited on 30 June 2017. She is a director of a number of Australian Unity Limited subsidiaries, a member of the Audit and Compliance Committee, Investment Committee and Risk Committee. Ms Chung is currently Chair of Urbis Pty Limited and The Benevolent Society, a director of APN Outdoor Group Limited and Artspace, Deputy President of Trustees of the Museum of Applied Arts and Sciences (Powerhouse Museum) and an Advisory Committee Member for the University of Wollongong Early Start. Prior to this, Ms Chung was a partner specialising in commercial property and infrastructure at Maddocks Lawyers and at Blake Dawson (now Ashurst) where she also held various senior management roles and was an elected member of the firm's board. Ms Chung has not held any directorships of listed entities in addition to those set out above during the last three years.

**MELINDA CILENTO, BA, BEc (Hons), MEc**

Ms Cilento was appointed to the board of Australian Unity Limited on 1 May 2014. She is a director of a number of Australian Unity Limited subsidiaries, Chair of the Investment Committee and a member of the Human Resources, Remuneration and Nominations Committee and the Risk Committee. She is also a director of Woodside Petroleum and Co-Chair of Reconciliation Australia. In addition to her directorships, Melinda is Co-Chair of NAB's Advisory Council on Corporate Responsibility, a part time commissioner with the Productivity Commission and a member of Chief Executive Women. Melinda worked for eight years with Australia's leading CEOs at the Business Council of Australia, including four years as Deputy Chief Executive. Prior to joining the Business Council she was Head of Economics at Invesco Australia. Melinda has also worked with the Federal Treasury and International Monetary Fund in Washington D.C. Ms Cilento was a director of Wesfarmers General Insurance until June 2014. Ms Cilento has not held any directorships of listed entities in addition to those set out above during the last three years.

**PAUL KIRK, BEc, ACA, RITA, MAICD**

Mr Kirk was appointed to the board of Australian Unity Limited on 1 February 2016. He is director of a number of Australian Unity Limited subsidiaries, Chair of the Audit & Compliance Committee and a member of the Human Resources, Remuneration and Nominations Committee. Mr Kirk is currently Managing Director and Founder of Collins Pitt Associates and is a director of the St Kilda Football Club and the Transport Accident Commission. He is a member of the Audit & Risk & Investment Advisory Committee of Monash University. He was previously a director of the Melbourne Festival, Worksafe Victoria and the Victorian Registration & Qualifications Authority. Prior to this, Mr Kirk held a number of senior positions both overseas and in Australia with the major accountancy firm, PricewaterhouseCoopers, specialising in the area of corporate advice, turnaround & restructuring, profit improvement, M&A, strategic advice, risk and governance, forensic accounting and insolvency management. Following this, Mr Kirk worked for two years as a Special Advisor for Lazard Australia. Mr Kirk has not held any directorships of listed entities in addition to those set out above during the last three years.

**SU MCCLUSKEY, BCom, FCPA, MAICD**

Ms McCluskey was appointed to the board of Australian Unity Limited on 1 September 2015. She is a director of a number of Australian Unity Limited subsidiaries, Chair of the Human Resources, Remuneration and Nominations Committee and a member of the Audit and Compliance Committee and the Investment Committee. Ms McCluskey is also a director of The Foundation for Young Australians and is the immediate past Chief Executive Officer of the Regional Australia Institute. She is a member of the Ministerial Advisory Council on Skilled Migration and was a member of the Harper Review of Competition Policy and the Regional Telecommunications Independent Review Committee. Ms McCluskey was previously the CEO of the Council of Rural Research and Development Corporations and the Executive Director of the Office of Best Practice Regulation. Ms McCluskey has held senior positions with the Business Council of Australia, the National Farmers' Federation and the Australian Taxation Office. She is also a beef cattle farmer. Ms McCluskey has not held any directorships of listed entities in addition to those set out above during the last three years.



**Information on directors (continued)**

**STEPHEN MAITLAND, OAM, RFD, BEc, MBus, LLM, GCURP, FCPA, FAICD, FGIA, FCIS, SFFin**

Mr Maitland was appointed to the board of Australian Unity Limited in 2005 following the merger with Grand United Friendly Society Limited. He is a director of a number of Australian Unity Limited subsidiaries, a member of the Audit and Compliance Committee, Investment Committee and Risk Committee. He is a director of the Royal Automobile Club of Queensland Limited, QInsure Ltd and of several private companies. He is also an independent member of several audit and compliance committees and past President of the Queensland Division of CPA Australia. Mr Maitland is the principal of Delphin Associates, a business consultancy specialising in strategic planning, risk management, corporate governance and business transition. He has over 45 years' experience in the banking and finance industries and was Chief Executive Officer of the Queensland Office of Financial Supervision between 1992 and 1999. He was previously a director of Centrepoin Alliance Limited. Mr Maitland has not held any directorships of listed entities in addition to those set out above during the last three years.

**GREG WILLCOCK, BCom, FCPA, FAICD, MAIM, FFin**

Mr Willcock was appointed to the board of Australian Unity Limited on 1 March 2012. He is a director of a number of Australian Unity Limited subsidiaries, Chair of the Risk Committee and a member of the Audit and Compliance Committee. Mr Willcock is also a director of Australian Unity Investments Real Estate Limited which is the responsible entity for the listed Australian Unity Office Fund. Mr Willcock has over 33 years' experience in banking and financial services in Australia, United States of America and the United Kingdom including seven years in general management roles at National Bank of Australia in the areas of risk management, strategy and change management. Mr Willcock was previously a director of the Customer Owned Banking Association (COBA). Mr Willcock has not held any directorships of listed entities in addition to those set out above during the last three years.

**Company secretaries**

**MELINDA HONIG, BEc, LLB, GAICD, General Counsel, Company Secretary & Chief Risk Officer**

Ms Honig joined Australian Unity in February 2016, as General Counsel, Company Secretary, and Chief Risk Officer. In her role Ms Honig is responsible for managing the Group's Legal, Compliance, Risk, and Secretariat function. She is also secretary for all Group subsidiary boards. Prior to joining Australian Unity, Ms Honig worked for GE for 15 years, five of those years with GE Capital in the role of General Counsel, overseeing the provision of legal services to GE Capital's commercial finance, consumer finance and insurance businesses in Australia and New Zealand. Ms Honig brings to Australian Unity her executive experience in legal, compliance and company secretary functions and has worked abroad as Counsel for GE Indonesia, in operations which included transportation, energy and GE Capital. Prior to joining GE, Ms Honig was at KPMG for 5 years and undertook her legal training in Tax at KPMG.

**CATHERINE VISENTIN, GIA(Cert), Assistant Company Secretary**

Ms Visentin joined Australian Unity in 1988. She was appointed Assistant Company Secretary of various Australian Unity Limited Group companies in 2004. She has over 20 years of involvement with the Australian Unity Limited Company Secretarial function.

**Meetings of directors**

The numbers of meetings of the Company's board of directors and of each board committee held during the year ended 30 June 2017, and the numbers of meetings attended by each director were:

|                  | Board |    | Audit and Compliance Committee |   | Risk Committee |   | Investment Committee |   | Human Resources, Remuneration and Nominations Committee |   |
|------------------|-------|----|--------------------------------|---|----------------|---|----------------------|---|---------------------------------------------------------|---|
|                  | A     | B  | A                              | B | A              | B | A                    | B | A                                                       | B |
| Peter Promnitz   | 11    | 11 | 6                              | 6 | 4              | 4 | 6                    | 6 | 4                                                       | 4 |
| Rohan Mead       | 11    | 11 | 5                              | 6 | 4              | 4 | 5                    | 6 | 4                                                       | 4 |
| Lisa Chung       | -     | -  | -                              | - | -              | - | -                    | - | -                                                       | - |
| Melinda Cilento  | 11    | 11 | -                              | - | 4              | 4 | 6                    | 6 | 4                                                       | 4 |
| Paul Kirk        | 11    | 11 | 6                              | 6 | -              | - | -                    | - | 4                                                       | 4 |
| Su McCluskey     | 11    | 11 | 5                              | 6 | -              | - | 6                    | 6 | 3                                                       | 4 |
| Stephen Maitland | 10    | 11 | 5                              | 6 | 4              | 4 | 5                    | 6 | -                                                       | - |
| Greg Willcock    | 11    | 11 | 6                              | 6 | 4              | 4 | -                    | - | -                                                       | - |

A = Number of meetings attended

B = Number of meetings held during the time the director held office or was a member of the committee during the year  
Leave of absence had been granted in all cases where the directors were unable to attend meetings.

## Remuneration report

This Remuneration report relates to the Company's performance for the year ending 30 June 2017 including all incentives payable in respect of that performance. The report is structured as follows:

1. Key terms
2. Remuneration framework
3. Senior Executive and Group Managing Director remuneration
4. Non-executive director remuneration
5. Remuneration tables

This Remuneration report sets out the remuneration information for Australian Unity Limited and the entities it controls (Australian Unity or Group) for the year ending 30 June 2017. It has been prepared and audited as required by the *Corporations Act 2001* (the Act). The report covers all Key Management Personnel of the Group.

Australian Unity is an independent mutual company that operates on commercial principles with a social purpose and is governed by its members. Profits are reinvested into the growth of member and customer wellbeing services and products. The Company has a stated ambition to enable millions to enjoy wellbeing.

The Australian Unity business is substantial and complex with several different business streams that span a number of industries. Each of the business areas is heavily regulated and has complex market dynamics. High quality executives, senior managers and specialists are required to run these diverse and complex businesses effectively, efficiently and productively. Stringent regulatory fit and proper requirements for directors and some staff are mandatory.

A comprehensive description of the Group's activities and highlights for the year is included in the Review of Operations section of the Directors' Report.

Australian Unity's remuneration framework plays an important part in driving the successful performance of the Group and in turn the creation and delivery of value for members. The Human Resources, Remuneration and Nominations Committee (HR Committee) has particular regard to the purpose and structure of the Company, business strategies, market conditions and the expectations of relevant stakeholders in establishing and recommending the overall remuneration framework and its governance to the board.

The remuneration framework has been benchmarked and monitored to ensure it is:

- Effective in linking remuneration arrangements with both Group and business unit short and long term performance and risk management;
- Effective in attracting and retaining the talent required for sustainable business performance and growth; and
- Reflective of relevant and current market practices.

To attract and retain the high calibre of staff required by the business, the HR Committee sets remuneration structures that are competitive in the Australian marketplace. The HR Committee believes the existing remuneration framework and the rates of remuneration paid to directors, senior executives and staff is appropriate in the competitive environment.

During 2017, Australian Unity has made enhancements to the metrics used to evaluate business performance and the governance of incentives. The enhancements broaden the measures that evaluate business contribution, and ensure that the Group has the necessary insight and control to maximise the benefits to members and customers.

The remuneration arrangements have also been designed to maintain alignment with members' interests (both short and long term). Accordingly, executive remuneration comprises both short and long term elements, elements which are fixed and elements where payment is variable according to performance. These arrangements enable Australian Unity to attract and retain talented people who are vital to delivering current services and to achieving Australian Unity's long term strategic aspirations to have a sustainable and successful business.

**Su McCluskey**  
Chair, HR Committee



## Remuneration report (continued)

### 1. Key terms

Throughout this report, the following terms have the meaning indicated below:

'Company' means Australian Unity Limited.

'Key Management Personnel' or 'KMP' means those persons having authority and responsibility for planning, directing and controlling the activities of Australian Unity Limited and the Group, directly or indirectly. During the year under review the Key Management Personnel were:

| Non-executive director | Position                                        |
|------------------------|-------------------------------------------------|
| Peter Promnitz         | Chair                                           |
| Lisa Chung             | Non-executive Director – appointed 30 June 2017 |
| Melinda Cilento        | Non-executive Director                          |
| Paul Kirk              | Non-executive Director                          |
| Su McCluskey           | Non-executive Director                          |
| Stephen Maitland       | Non-executive Director                          |
| Greg Willcock          | Non-executive Director                          |

| Senior Executives | Position                            |
|-------------------|-------------------------------------|
| Rohan Mead        | Group Managing Director & CEO       |
| David Bryant      | CEO Investments                     |
| Amanda Hagan      | CEO Healthcare                      |
| Kevin McCoy       | Chief Financial Officer             |
| Derek McMillan    | CEO Independent and Assisted Living |

'Senior Executives' means the Group Managing Director and all executives who report to the Group Managing Director. This includes all senior managers (within the meaning of the Act) and all KMP except non-executive directors. The table above includes only those Senior Executives who are also KMP.

### 2. Remuneration framework

#### 2.1 Human Resources, Remuneration and Nominations Committee (HR Committee)

Australian Unity's remuneration framework is overseen by the HR Committee which is composed of four non-executive directors with significant experience in remuneration matters and risk management. The HR Committee is responsible for the Group's remuneration policy and structure and making recommendations on director, executive and key risk personnel remuneration arrangements to the boards of the Company and its relevant subsidiaries.

The composition and functions of the HR Committee are set out in the HR Committee's charter and described in Australian Unity's corporate governance statement.

#### 2.2 Advisers to the HR Committee

The HR Committee seeks advice from external advisers from time to time. For advice on matters pertaining to the remuneration of KMP, the HR Committee has engaged the services of KPMG through a competitive tender process on a retainer for a three year period. During the 2017 financial year, in addition to the annual reasonableness review, KPMG conducted a full market review of remuneration for executive and non-executive directors. KPMG confirmed that the remuneration paid to executives and non-executive directors during the year was appropriate given the competitive market, see attached letter.

KPMG is an independent remuneration adviser and is engaged only to provide remuneration advice to the Australian Unity Board. To ensure that the making of its remuneration recommendations are free from any possible or perceived influence by management, KPMG is retained directly by the HR Committee and reports directly to it through the chair of the committee.

As a term of its retainer, the HR Committee has obtained confirmation from KPMG that it was suitable for appointment as an independent adviser, that it has not provided remuneration advice to Australian Unity or any of its management team over the last three years, except in this capacity, that the remuneration practice of KPMG does not have a relationship with any member of the management team and that it would not provide other remuneration advice to management of Australian Unity during the period of its appointment as an independent adviser. KPMG may engage in other consulting arrangements with Australian Unity, but these would not in any way impact the independence of the remuneration advice provided.

## Remuneration report (continued)

### 2.3 Remuneration policy, principles and relationship with company performance and risk management

Australian Unity's remuneration framework applies to all directors, officers and employees within Australian Unity. It includes a remuneration policy which outlines how employees are rewarded for their contribution to, and achievement in, the organisation. The policy is reviewed by the HR Committee and board on an annual basis and was updated in 2017 to reflect the enhancements to the Senior Management incentive scheme that were signalled in the 2016 annual report. The guiding principles in the policy remain broadly consistent with prior years. Relevant external advice is sought on the remuneration framework and market practices are reviewed to ensure remuneration remains relevant and comparable to the market. The key principles of the policy are to:

- Provide competitive rewards to attract, motivate and retain highly skilled employees;
- Establish goals and apply measures of performance that support Australian Unity's strategy; and
- Balance fixed and variable (short and long term) rewards to encourage behaviour that supports the long term strategic development, sustainability and financial soundness of Australian Unity.

To deliver high quality wellbeing products and services in a sustainable manner the Group needs to be commercially successful and grow the business, while effectively managing risk. Australian Unity generates profits to provide the capital necessary to sustain and extend services over the long term. As a result, Australian Unity's strategic objectives and performance measures are set by reference to both financial and non-financial objectives.

### 2.4 Link to Company performance

In so far as financial objectives are concerned, the key performance measures for KMP are primarily based on sustained improvements in the financial performance of the Group and its divisions as measured by Profit After Funding (PAF). PAF measures the profit made above or below an agreed reasonable rate of return on member funds.

In respect of the performance measures, the Group's financial performance relative to the 2017 year (measured by PAF) is relevant as it links the level of financial incentives paid to the overall Company and platform results. The incentive payments in this report were paid to reward the \$46.8 million profit achieved in 2017. This profit was an increase from the 2016 year and the incentives, paid or payable, recognise the performance of the different Business Units and of the Group.

When approving remuneration increases and performance payments, the board and the HR Committee also have regard to non-financial objectives which include measures such as customer satisfaction with the services provided, staff engagement and productivity, brand growth and risk and compliance management. Over the 2017 financial year, Australian Unity built on the steady growth in customer and member services in both volume and breadth. A number of other relevant key performance highlights are set out in the 2017 annual report, which is attached to this report and available online at [australianunity.com.au](http://australianunity.com.au).

## 3. Senior Executive and Group Managing Director (GMD) Remuneration

### 3.1 Remuneration Mix

Senior Executive and GMD remuneration comprises fixed remuneration and variable remuneration.

| Senior Executive Remuneration |                                                                                                                                               |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Fixed remuneration            | Variable remuneration                                                                                                                         |
| Fixed Remuneration            | Variable Incentive with deferral<br>(1 year assessment period with above target rewards subject to deferral for the next two financial years) |

The precise mix of fixed and variable remuneration varies depending on the role, seniority of the executive and their goals and responsibilities. For all executives, it is possible that a negative declaration can be made when PAF falls below the agreed threshold and for no incentive payment to be made and for some previously accrued but deferred rewards to be clawed back. For further details of the relative proportion of fixed and variable remuneration of KMP see table 5.1.

All remuneration when paid, both fixed and variable, is cash based. As a mutual, Australian Unity does not issue shares or options, and therefore it is not possible for any director or executive to have shares or options in Australian Unity. Directors and executives may have participated in the issue of Australian Unity Bonds during the 2016 year but, if they did so, it was in their private capacity at market rates/terms. No bonds were provided to any director or executive as part of their remuneration.



## Remuneration report (continued)

### 3.2 Total Fixed Employment Costs (TFEC)

Each Senior Executive's fixed remuneration comprises base salary and benefits, such as the superannuation guarantee, which are agreed as part of any appointment or review. Fixed remuneration is based on the individual's role, job accountability and experience and similar roles in the job market.

To ensure that Senior Executive remuneration remains consistent with Australian Unity's remuneration policy, remuneration is reviewed annually by the HR Committee and, where required, external remuneration advisers. In conducting the remuneration review the following factors are considered:

- Group and business unit performance against financial, strategic and operational goals;
- Individual skills and competencies, together with performance against goals in the incentive program; and
- External market data.

This year, with the appointment of KPMG to the role of remuneration adviser, the HR Committee commissioned a full and extensive market review for all Director and Group Executive roles to ensure the recent growth in the Company had been accurately factored into the benchmarks for the remuneration of this group.

### 3.3 Non-monetary benefits

Australian Unity also makes available certain other non-monetary benefits through salary packaging (including in-house products, salary sacrifice options) and wellbeing and community related benefits. All benefits are structured in accordance with the appropriate legislation, including taxation legislation. Details of any such benefits to KMP during the year under review are set out in table 5.1.

### 3.4 Variable remuneration

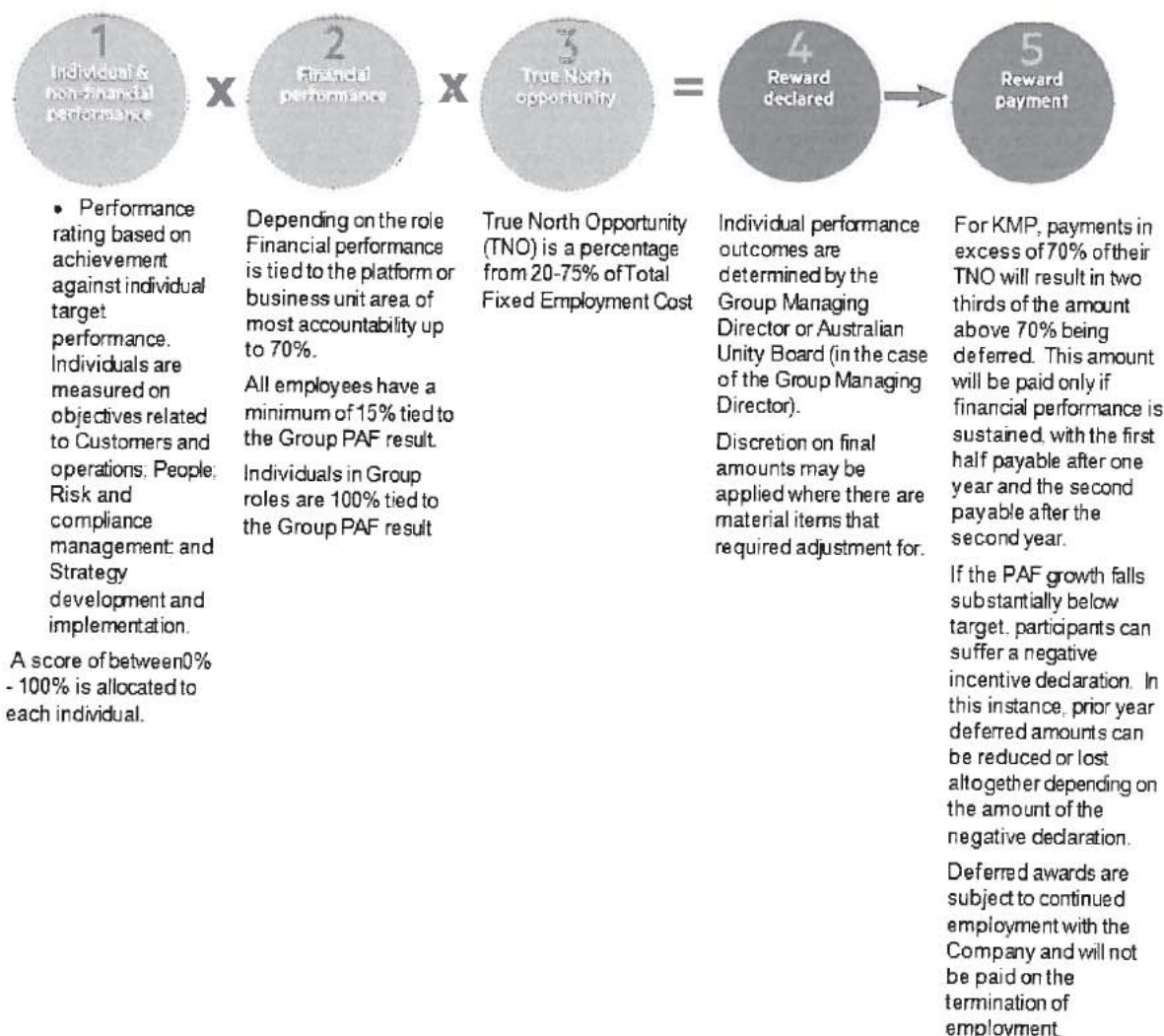
In addition to fixed reward, each Senior Executive may be offered the opportunity to participate in a variable incentive scheme.

Last year we reported that the Australian Unity Board had approved refinements to the True North incentive scheme and to the LTI scheme for Senior Executives to apply from the 2017 financial year onwards. These improvements were implemented during 2017 and apply to KMP. The focus of the refinement is to reward Senior Executives for sustained multiyear performance. The revised scheme has combined the former Short Term Incentive (STI) and Long Term Incentive (LTI) schemes into a Value Share Incentive Scheme (VSIS). As a consequence of the review, no LTI offer was made in 2016 and entitlements which existed under the 2014 and 2015 schemes have been replaced by participation in the revised VSIS.



## Remuneration report (continued)

The diagram below illustrates the structure of the VSIS.



### 3.4.1 Incentive: Senior Executives

The VSIS is designed to motivate and reward performance against longer term goals, including longer term value creation, support for Australian Unity's risk management framework and long term financial soundness. At the commencement of a three year period the Board and GMD consider appropriate levels of growth in PAF and set targets for the Group and Platforms. The scheme encourages sustained improvements in the financial performance of Australian Unity (measured by PAF) and the quality of contributions to Australian Unity's growth and development. It is important to note that deferrals under the VSIS are subject to claw back when financial performance is not sustained, thereby ensuring executives focus on the long term growth and performance of their business.

Senior Executives and selected managers at Australian Unity who have a significant impact on the business and its success may be invited to participate in the scheme. Under the scheme, participants have the opportunity to receive an annual cash incentive depending on the successful performance of the Group, Business Unit, and considering their individual results during the year.

## Remuneration report (continued)

At the commencement of the 2017 financial year, the Group Managing Director in consultation with the HR Committee set a three year growth target for Australian Unity and each platform. At the end of the year, after consideration of the PAF growth achieved, an incentive was declared for each participant in the scheme.

In line with market practice, to support the growth and provision of sustainable and high quality services to customers, Senior Executives are individually reviewed against the following:

- Group financial performance (PAF result for Australian Unity);
- Platform financial performance and other key financial metrics (PAF result for Business Unit);
- Business Unit financial performance and other key financial metrics (PAF result for Productive Economic Unit);
- Customers and operations;
- People;
- Risk and compliance management; and
- Strategy development and implementation.

The performance of each executive is reviewed by the Group Managing Director in consultation with the HR Committee at the end of each year. This review assesses achievements against the set performance conditions.

Rewards are uncapped and any amount, positive or negative, may be declared. For KMP, any amounts over 70% of their True North Opportunity (TNO) are settled in three equal parts:

- Year one - declared Incentive up to 70% and 1/3 of any amount over 70%.
- Year two - 1/3 of the amount over 70% from year one subject to sustained financial performance plus any eligible incentive payment from that financial year.
- Year three - 1/3 of the amount over 70% from year one subject to sustained financial performance plus any eligible incentive payment from that financial year.

The VSIS has a requirement to be self-funding which means that in assessing the performance for calculation of any incentive payments, the cost of such payments must first have been included in the financial performance.

A reward is not paid to anyone who, prior to the payment date, has resigned, given notice, or has been dismissed. Exceptions may apply in certain limited circumstances beyond the executive's control.

The board can adjust these variable components of remuneration downwards, to zero if appropriate, if such adjustments are necessary to protect the financial soundness of the Group or to respond to significant unexpected or unintended events. These decisions can take into account prior years' outcomes. Participation in the scheme is also subject to all relevant laws in respect to remuneration.

### 3.4.2 Deferred Incentive

Due to the introduction of the VSIS in 2017, an LTI offer was not made in 2016. Any existing entitlements for the 2014 and 2015 schemes, which would have been due to be rewarded in 2017 and 2018 respectively, were forfeited and have been replaced by participation in the VSIS. With the forfeiture of previous entitlements, table 5.3 does not show any prior year LTI awards. The deferred component of the 2017 VSIS rewards is shown.

## 4. Non-executive director remuneration

Australian Unity's constitution and board charter require that directors meet a variety of standards in order to be eligible to remain directors of the board. These include meeting stringent 'fit and proper' standards under legislation and prudential standards. The constitution also provides that non-executive directors are to be paid fees as remuneration for their services as directors, subject to the aggregate fees not exceeding the annual sum last approved at a general meeting. Members last approved an increase in the aggregate fees payable to non-executive directors at the annual general meeting on 27 October 2014. At that meeting Members approved the sum of up to \$1.3 million in aggregate fees per financial year, to be divided between the non-executive directors in an appropriate manner as determined by the directors. This amount has not changed since that time.

Non-executive director remuneration is reviewed annually by the HR Committee taking into account the duties, responsibilities and demands on directors, organisation performance, trends, industry standards, and fees paid by comparable organisations. No incentives or options are payable to non-executive directors. No change was made to directors' fees applying to the 2017 financial year.

Details of individual non-executive director allowances, payments and entitlements are set out in table 5.1.

Remuneration report (continued)

5. Remuneration tables

5.1 Remuneration for the year ended 30 June 2017

The following table provides the remuneration details required by section 300A (1) (c) and (e) of the *Corporations Act 2001*.

| Name                                                                       | Year              | Fixed                                   |                                            |                                                   | Variable                                                 |                                                                           | Total remuneration<br>\$ | Variable proportion of the current year's total remuneration % | Increase in long service leave provision <sup>3</sup><br>\$ |
|----------------------------------------------------------------------------|-------------------|-----------------------------------------|--------------------------------------------|---------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------|-------------------------------------------------------------|
|                                                                            |                   | Cash salary and fees <sup>1</sup><br>\$ | Non-monetary benefits <sup>1,4</sup><br>\$ | Superannuation contributions <sup>2,5</sup><br>\$ | Cash payable (Current year incentive) <sup>1</sup><br>\$ | Cash payable (Deferred incentive or ex gratia payment) <sup>3</sup><br>\$ |                          |                                                                |                                                             |
| <b><i>Non-executive directors</i></b>                                      |                   |                                         |                                            |                                                   |                                                          |                                                                           |                          |                                                                |                                                             |
| Peter Promnitz, Chair                                                      | 2017              | 300,692                                 | 534                                        | 19,604                                            | -                                                        | -                                                                         | 320,830                  | -                                                              | -                                                           |
|                                                                            | 2016              | 170,562                                 | -                                          | 27,517                                            | -                                                        | -                                                                         | 198,079                  | -                                                              | -                                                           |
| Lisa Chung (appointed 30 June 2017)                                        | 2017              | -                                       | -                                          | -                                                 | -                                                        | -                                                                         | -                        | -                                                              | -                                                           |
| Melinda Cilento                                                            | 2017              | 146,119                                 | -                                          | 13,881                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
|                                                                            | 2016              | 146,119                                 | -                                          | 13,881                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
| Paul Kirk (appointed 1 February 2016)                                      | 2017              | 146,119                                 | -                                          | 13,881                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
|                                                                            | 2016              | 56,199                                  | -                                          | 5,339                                             | -                                                        | -                                                                         | 61,538                   | -                                                              | -                                                           |
| Su McCluskey<br>(appointed 1 September 2015)                               | 2017              | 125,410                                 | -                                          | 34,590                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
|                                                                            | 2016 <sup>7</sup> | 138,310                                 | -                                          | 20,459                                            | -                                                        | -                                                                         | 158,769                  | -                                                              | -                                                           |
| Stephen Maitland                                                           | 2017              | 146,119                                 | 213                                        | 13,881                                            | -                                                        | -                                                                         | 160,213                  | -                                                              | -                                                           |
|                                                                            | 2016              | 146,119                                 | -                                          | 13,881                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
| Greg Willcock                                                              | 2017              | 146,119                                 | 142                                        | 13,739                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
|                                                                            | 2016              | 146,119                                 | -                                          | 13,881                                            | -                                                        | -                                                                         | 160,000                  | -                                                              | -                                                           |
| <b><i>Non-executive directors whose appointment ceased during 2016</i></b> |                   |                                         |                                            |                                                   |                                                          |                                                                           |                          |                                                                |                                                             |
| Glenn Barnes (ceased 29 March 2016)                                        | 2016              | 228,989                                 | -                                          | 14,852                                            | -                                                        | -                                                                         | 243,841                  | -                                                              | -                                                           |
| Eve Crestani (ceased 29 February 2016)                                     | 2016              | 98,911                                  | -                                          | 9,610                                             | -                                                        | -                                                                         | 108,521                  | -                                                              | -                                                           |
| <b>Sub-total Non-executive directors</b>                                   | 2017              | 1,010,578                               | 889                                        | 109,576                                           | -                                                        | -                                                                         | 1,121,043                | -                                                              | -                                                           |
|                                                                            | 2016              | 1,131,328                               | -                                          | 119,420                                           | -                                                        | -                                                                         | 1,250,748                | -                                                              | -                                                           |
| <b><i>Executives</i></b>                                                   |                   |                                         |                                            |                                                   |                                                          |                                                                           |                          |                                                                |                                                             |
| Rohan Mead, Group Managing Director <sup>8</sup>                           | 2017              | 1,086,895                               | 1,510                                      | 35,000                                            | 379,533                                                  | 400,000                                                                   | 1,902,938                | 41%                                                            | 30,253                                                      |
|                                                                            | 2016              | 1,042,959                               | 1,934                                      | 33,278                                            | 490,680                                                  | 144,500                                                                   | 1,713,351                | 37%                                                            | 24,930                                                      |
| David Bryant                                                               | 2017              | 771,519                                 | 4,380                                      | 19,616                                            | 764,520                                                  | -                                                                         | 1,560,035                | 49%                                                            | 15,873                                                      |
|                                                                            | 2016              | 768,773                                 | 6,837                                      | 19,308                                            | 428,798                                                  | 180,569                                                                   | 1,404,285                | 43%                                                            | 11,650                                                      |
| Amanda Hagan                                                               | 2017              | 710,664                                 | 1,552                                      | 45,115                                            | 172,557                                                  | -                                                                         | 929,888                  | 19%                                                            | 17,501                                                      |
|                                                                            | 2016              | 684,714                                 | 1,934                                      | 19,308                                            | 321,300                                                  | 100,326                                                                   | 1,127,582                | 37%                                                            | 19,011                                                      |
| Kevin McCoy                                                                | 2017              | 516,894                                 | 925                                        | 19,616                                            | 279,614                                                  | -                                                                         | 817,049                  | 34%                                                            | 15,922                                                      |
|                                                                            | 2016              | 499,154                                 | 848                                        | 19,308                                            | 262,500                                                  | 47,612                                                                    | 829,422                  | 37%                                                            | 9,273                                                       |
| Derek McMillan                                                             | 2017              | 685,032                                 | 4,380                                      | 26,840                                            | -                                                        | -                                                                         | 716,252                  | 0%                                                             | 35,386                                                      |
|                                                                            | 2016              | 611,786                                 | 6,837                                      | 26,533                                            | 313,500                                                  | 126,172                                                                   | 1,084,828                | 41%                                                            | 24,140                                                      |
| <b>Total</b>                                                               | 2017              | 4,781,582                               | 13,636                                     | 255,763                                           | 1,596,224                                                | 400,000                                                                   | 7,047,205                |                                                                | 114,935                                                     |
|                                                                            | 2016              | 4,738,714                               | 18,390                                     | 237,155                                           | 1,816,778                                                | 599,179                                                                   | 7,410,216                |                                                                | 89,004                                                      |

1 Short term benefits

2 Post-employment benefits

3 Long-term benefits

4 Non-monetary benefits refer to salary packaged benefits such as motor vehicles, and some health insurance and car parking deductions.

5 A directors' retiring allowance scheme, for which provision has been made over the years, was closed to new appointees in 2004. Ms Eve Crestani was the last director eligible to receive a retiring allowance under the scheme. During the 2016 year, the retirement benefits provision for Ms Crestani increased by \$18,080<sup>2</sup> and Ms Crestani was entitled to and received a retirement payment of \$327,137 from the provision.

6 On 15 September 2016, an additional one off payment was made to the Group Managing Director to compensate for the negative impact of transitioning from previous reward schemes in prior periods and to ensure no material disadvantage was suffered as a result of that transition.

7 A 2016 amount of \$24,000, incorrectly allocated as a Non-monetary benefit in that year, has been correctly included as part of 2016 Cash salary and fees in the above table.



## Remuneration report (continued)

In addition to the above amounts, Mr Greg Willcock and Ms Eve Crestani received directors' fees from Australian Unity Investments Real Estate Limited (AUIREL), a related entity, during the relevant periods. Mr Willcock and Ms Crestani were specifically appointed as directors of AUIREL by reference to their capacity to facilitate AUIREL's fulfilment of its duties as a responsible entity of a listed investment scheme. As such, the fees paid to Mr Willcock and Ms Crestani are for their skills and experience in their capacity as directors of AUIREL and are not referable to their role as directors of the Company.

| Name                                                                | Year | Fixed                                   |                                                 | Total remuneration<br>\$ |
|---------------------------------------------------------------------|------|-----------------------------------------|-------------------------------------------------|--------------------------|
|                                                                     |      | Cash salary and fees <sup>1</sup><br>\$ | Superannuation contributions <sup>2</sup><br>\$ |                          |
| <u>Non-executive directors</u>                                      |      |                                         |                                                 |                          |
| Greg Willcock                                                       | 2017 | 82,192                                  | 5,978                                           | 88,170                   |
|                                                                     | 2016 | 69,029                                  | 6,558                                           | 75,587                   |
| <u>Non-executive directors whose appointment ceased during 2016</u> |      |                                         |                                                 |                          |
| Eve Crestani (ceased 29 February 2016)                              | 2016 | 23,654                                  | -                                               | 23,654                   |
| <b>Total Non-executive directors</b>                                |      |                                         |                                                 |                          |
|                                                                     | 2017 | 82,192                                  | 5,978                                           | 88,170                   |
|                                                                     | 2016 | 92,683                                  | 6,558                                           | 99,241                   |

1 Short term benefits

2 Post-employment benefits

From time to time Key Management Personnel or their close family members may purchase or subscribe to the various products or securities offered by the Group. These transactions are on the same terms and conditions as those entered into by other Group employees or customers and are trivial or domestic in nature.

### 5.2 Details of remuneration – Annual and deferred incentives for relevant executives

The table shows details of current incentives awarded, payable and deferred.

| Name           | True North opportunity amount<br>\$ | True North amount awarded based on performance |           | True North variable amount payable<br>\$ | Maximum True North deferred variable amount (payable subject to ongoing performance)<br>\$ |
|----------------|-------------------------------------|------------------------------------------------|-----------|------------------------------------------|--------------------------------------------------------------------------------------------|
|                |                                     | %                                              | \$        |                                          |                                                                                            |
| Rohan Mead     | 846,375                             | 45%                                            | 379,533   | 379,533                                  | -                                                                                          |
| David Bryant   | 567,760                             | 264%                                           | 1,498,696 | 764,520                                  | 734,176                                                                                    |
| Amanda Hagan   | 488,775                             | 35%                                            | 172,557   | 172,557                                  | -                                                                                          |
| Kevin McCoy    | 359,599                             | 93%                                            | 335,403   | 279,614                                  | 55,789                                                                                     |
| Derek McMillan | 488,775                             | 0%                                             | -         | -                                        | -                                                                                          |

### 5.3 Details of remuneration – Long term performance related incentives for relevant executives

The table below shows details of deferred incentives awarded but which have yet to vest, including their maximum possible value on vesting.

| Name         | Deferred Incentive                       |                                                                       |                                                 |                                               |                                                  |
|--------------|------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------|--------------------------------------------------|
|              | Date when deferred incentive was awarded | Financial year for which the deferred incentive will be fully payable | Maximum total value of deferred incentive<br>\$ | Proportion of deferred incentive payable<br>% | Proportion of deferred incentive not earned<br>% |
| David Bryant | 30 August 2017                           | 2018                                                                  | 367,088                                         | -                                             | -                                                |
|              |                                          | 2019                                                                  | 367,088                                         | -                                             | -                                                |
| Kevin McCoy  | 30 August 2017                           | 2018                                                                  | 27,895                                          | -                                             | -                                                |
|              |                                          | 2019                                                                  | 27,894                                          | -                                             | -                                                |

**Remuneration report (continued)**

**5.4 Contract terms for relevant executives**

The following table provides the prescribed details in relation to the relevant executives' contract terms.

| Name                                | Employee initiated notice period <sup>1</sup> | Employer initiated notice period <sup>2</sup> | Termination benefit <sup>3</sup> |
|-------------------------------------|-----------------------------------------------|-----------------------------------------------|----------------------------------|
| Rohan Mead, Group Managing Director | 6 months                                      | 12 months                                     | none                             |
| David Bryant                        | 6 months                                      | 6 months                                      | none                             |
| Amanda Hagan                        | 6 months                                      | 6 months                                      | none                             |
| Kevin McCoy                         | 6 months                                      | 6 months                                      | none                             |
| Derek McMillan                      | 6 months                                      | 6 months                                      | none                             |

1 All relevant executives have contract durations with no set term.

2 Payment in lieu of notice may be made and the Group's redundancy policies may also apply.

3 Entitlement to at risk incentives is set out in section 5.3 above.

Remuneration report (continued)



Tower Two  
 Collins Square  
 121 Collins Street  
 Melbourne Vic 3000

GPO Box 22811  
 Melbourne Vic 3001  
 Australia

ADRI 67 194 600 160  
 Telephone: +61 3 9288 6000  
 Facsimile: +61 3 9288 6000  
 DX: 30824 Melbourne  
 www.kpmg.com.au

Ms Su McCluskey  
 Chairman of the Human Resources, Remuneration and  
 Nominations Committee  
 Australian Unity Limited  
 114 Albert Road  
 South Melbourne VIC 3205

Contact Ben Travers 03 9288 5279  
 Vera Zadniprovska 02 9455 9069

21 July 2017

Dear Ms McCluskey

During the year ended 30 June 2017, the Chairman of the Human Resources, Remuneration and Nominations Committee of Australian Unity's Board of Directors engaged KPMG to provide the following to assist the Board in its decision making:

- benchmarking data and market practice in respect of key management personnel ("KMP") and Non-Executive Director remuneration; and
- assessment of incentive plan structure against Australian Prudential Regulation Authority's guidelines.

Our view is that Australian Unity's remuneration packages for the KMP and Non-Executive Directors provided in FY17 are reasonable and are consistent with and appropriate in comparison to Australian market practices.

The total remuneration packages at target<sup>1</sup> for the majority of the KMP are at the 50<sup>th</sup> percentile of market or between the 50<sup>th</sup> and the 75<sup>th</sup> percentiles. The market is reflective of an ASX-listed comparator group based on size, industry and operational parameters relative to those of Australian Unity and unlisted entities including health care insurers, operators and credit unions.

The advice provided by KPMG does not constitute a 'remuneration recommendation' as defined in Section 9B of the *Corporations Act 2001* as it relates to the provision of information and/or advice on the taxation, legal or accounting implications of specific elements of the remuneration framework.

We confirm that all advice was:

- provided directly to the Chairman of the Human Resources, Remuneration and Nominations Committee; and
- provided free from undue influence of the member (or members) of the KMP that the advice related to.

Please contact me if you would like to discuss.

Yours sincerely

Ben Travers  
 Partner

<sup>1</sup> Total remuneration at target is the sum of base salary and superannuation (fixed remuneration), and target total incentive opportunity (target variable remuneration).



#### Directors' interests and benefits

Since the end of the previous financial year and to the date of signing this report, no director of the Company has received or become entitled to receive any benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by directors or related party transactions shown in the Group's financial statements) by reason of a contract made by the Company with the director or with a firm of which the director is a member, or with a company in which the director has a substantial interest, except as specified in the Key management personnel disclosures in note 30.

#### Insurance and indemnification of directors and officers

During the financial year, the Group paid a premium for a contract insuring the directors, company secretaries and executive officers of the Group to the extent permitted by the *Corporations Act 2001*. In accordance with common commercial practice the insurance policy prohibits disclosure of the nature of the liabilities covered and the amount of the premium.

In accordance with the constitution of the Company and under a separate deed, the directors and officers are indemnified to the extent permitted by law against any liability incurred by them in connection with the proper discharge of their duties, other than for conduct involving a lack of good faith.

#### Parent entity

Australian Unity Limited is a company limited by shares and guarantee, however no shares have been issued. The liability under the guarantee of the members in a winding up is limited to \$1 per member while being a current member and within one year afterwards.

#### Provision of non-audit services by the auditor

The Company may decide to employ the auditor on assignments additional to their statutory audit duties where the auditor's expertise and experience with the Group are important.

Details of the amounts paid or payable to the auditor, PricewaterhouseCoopers (2016: Ernst & Young), for audit and non-audit services provided during the year are set out below.

The board of directors has considered the position and, in accordance with advice received from the Audit and Compliance Committee, is satisfied that the provision of the non-audit services is compatible with, and did not compromise, the general standard of auditor independence imposed by the *Corporations Act 2001* for the following reasons:

- all non-audit services have been reviewed by the Audit and Compliance Committee to ensure they do not impact the impartiality and objectivity of the auditor; and
- none of the services undermine the general principles relating to auditor independence as set out in APES 110 *Code of Ethics for Professional Accountants*.

During the year the following fees were paid or payable for non-audit services provided by the auditor of the Parent entity, its related practices and non-related audit firms:

|                                                                  | 2017<br>\$       | 2016<br>\$       |
|------------------------------------------------------------------|------------------|------------------|
| PricewaterhouseCoopers Australia (2016: Ernst & Young Australia) |                  |                  |
| Audit of regulatory returns                                      | 281,847          | 330,000          |
| Tax compliance services                                          | 212,049          | 190,000          |
| Tax consulting services                                          | 160,000          | 925,000          |
| Other services                                                   | 1,220,832        | -                |
| <b>Total remuneration for non-audit services</b>                 | <b>1,874,728</b> | <b>1,445,000</b> |

#### Auditor's independence declaration

PricewaterhouseCoopers Australia is the external auditor for the 2017 financial year (2016: Ernst & Young Australia). A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out on page 26.

#### Rounding of amounts

The Company is of a kind referred to in ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191, issued by the Australian Securities and Investments Commission. Unless otherwise stated, amounts in the Directors' report and Financial statements have been rounded off in accordance with that Corporations Instrument to the nearest thousand dollars, or in certain cases, to the nearest dollar.

This report is made in accordance with a resolution of directors.

A handwritten signature in black ink, appearing to be 'P. Promnitz', with a stylized, cursive script.

Peter Promnitz  
Chair

A handwritten signature in blue ink, appearing to be 'R. Mead', with a stylized, cursive script.

Rohan Mead  
Group Managing Director & CEO

South Melbourne  
30 August 2017



## Auditor's Independence Declaration

As lead auditor for the audit of Australian Unity Limited for the year ended 30 June 2017, I declare that to the best of my knowledge and belief, there have been:

- (a) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Australian Unity Limited and the entities it controlled during the period.

A handwritten signature in black ink, appearing to read "Peter van Dongen", written over a faint, stylized outline of a person's head and shoulders.

Peter van Dongen  
Partner  
PricewaterhouseCoopers

Melbourne  
30 August 2017



**Australian Unity Limited** ABN 23 087 648 888  
**Annual financial report - 30 June 2017**

|                                                | Page |
|------------------------------------------------|------|
| Financial statements                           |      |
| Consolidated statement of comprehensive income | 28   |
| Consolidated balance sheet                     | 29   |
| Consolidated statement of changes in equity    | 30   |
| Consolidated statement of cash flows           | 31   |
| Notes to the consolidated financial statements | 32   |
| Directors' declaration                         | 113  |
| Independent auditor's report to the members    | 114  |

These financial statements are the consolidated financial statements of the Group consisting of Australian Unity Limited and its subsidiaries. The financial statements are presented in the Australian currency.

Australian Unity Limited is a company limited by shares and guarantee, however no shares have been issued. The company is incorporated and domiciled in Australia and its registered office and principal place of business is:

114 Albert Road  
South Melbourne VIC 3205

A description of the nature of the consolidated entity's operations and its principal activities is included in the directors' report on pages 1 to 9 which is not part of these financial statements.

The financial statements were authorised for issue by the directors on 30 August 2017.

**Australian Unity Limited**  
**Consolidated statement of comprehensive income**  
**For the year ended 30 June 2017**

|                                                              | Notes | 2017<br>\$'000   | 2016<br>\$'000   |
|--------------------------------------------------------------|-------|------------------|------------------|
| <b>Revenue and other income</b>                              | 2     | <u>1,745,872</u> | <u>1,394,287</u> |
| Expenses, excluding finance costs                            | 3     | (1,677,773)      | (1,316,946)      |
| Finance costs                                                | 3     | (20,644)         | (21,095)         |
| Share of net loss of joint ventures                          |       | (2,189)          | (1,074)          |
| <b>Profit before income tax</b>                              |       | <u>45,266</u>    | <u>55,172</u>    |
| Income tax benefit/(expense)                                 | 4     | 1,582            | (19,610)         |
| <b>Profit after income tax</b>                               |       | <u>46,848</u>    | <u>35,562</u>    |
| <b>Other comprehensive income</b>                            |       |                  |                  |
| <i>Items that may be reclassified to profit or loss</i>      |       |                  |                  |
| Cash flow hedges                                             | 17(a) | 25               | 1,546            |
| Income tax relating to this item                             | 17(a) | (7)              | (464)            |
| <i>Items that will not be reclassified to profit or loss</i> |       |                  |                  |
| Remeasurements of post-employment benefit obligations        | 17(a) | 3,011            | -                |
| <b>Other comprehensive income for the year, net of tax</b>   |       | <u>3,029</u>     | <u>1,082</u>     |
| <b>Total comprehensive income for the year</b>               |       | <u>49,877</u>    | <u>36,644</u>    |
| Profit for the year is attributable to:                      |       |                  |                  |
| Members of Australian Unity Limited                          |       | <u>46,848</u>    | <u>35,562</u>    |
| Total comprehensive income for the year is attributable to:  |       |                  |                  |
| Members of Australian Unity Limited                          |       | <u>49,877</u>    | <u>36,644</u>    |

The above consolidated statement of comprehensive income should be read in conjunction with the accompanying notes, specifically the allocation of the consolidated income statement between Members' Funds and Benefit Funds outlined in note 25.

**Australian Unity Limited**  
**Consolidated balance sheet**  
**As at 30 June 2017**

|                                                            | Notes     | 2017<br>\$'000   | 2016<br>\$'000   |
|------------------------------------------------------------|-----------|------------------|------------------|
| <b>ASSETS</b>                                              |           |                  |                  |
| <b>Current assets</b>                                      |           |                  |                  |
| Cash and cash equivalents                                  | 5         | 893,725          | 916,728          |
| Trade and other receivables                                | 35        | 172,944          | 97,887           |
| Current tax assets                                         |           | 1,222            | -                |
| Loans and advances                                         | 6, 35     | 31,772           | 23,634           |
| Financial assets at fair value through profit or loss      | 7         | 1,676,290        | 1,554,920        |
| Other financial assets at amortised cost                   | 8, 35     | 88,735           | -                |
| Held-to-maturity investments                               | 8, 35     | -                | 66,789           |
| Other current assets                                       |           | 34,374           | 24,261           |
| <b>Total current assets</b>                                |           | <b>2,899,062</b> | <b>2,684,219</b> |
| <b>Non-current assets</b>                                  |           |                  |                  |
| Loans and advances                                         | 6, 35     | 689,396          | 744,828          |
| Financial assets at fair value through profit or loss      | 7         | 30,307           | 20,733           |
| Investments in associates and joint ventures               |           | 21,986           | 22,736           |
| Property, plant and equipment                              | 12        | 184,555          | 177,352          |
| Investment properties                                      | 13        | 976,799          | 820,885          |
| Intangible assets                                          | 14        | 372,618          | 350,513          |
| Other non-current assets                                   |           | 11,014           | 3,523            |
| <b>Total non-current assets</b>                            |           | <b>2,286,675</b> | <b>2,140,570</b> |
| <b>Total assets</b>                                        |           | <b>5,185,737</b> | <b>4,824,789</b> |
| <b>LIABILITIES</b>                                         |           |                  |                  |
| <b>Current liabilities</b>                                 |           |                  |                  |
| Trade and other payables                                   |           | 140,153          | 114,705          |
| Borrowings                                                 | 9         | 774,605          | 813,645          |
| Current tax liabilities                                    |           | -                | 15,879           |
| Provisions                                                 | 16        | 142,413          | 121,045          |
| Other current liabilities                                  | 10        | 1,007,056        | 828,183          |
| Benefit fund policy liabilities                            | 32        | 353,014          | 179,610          |
| <b>Total current liabilities</b>                           |           | <b>2,417,241</b> | <b>2,073,067</b> |
| <b>Non-current liabilities</b>                             |           |                  |                  |
| Borrowings                                                 | 9         | 314,266          | 318,639          |
| Deferred tax liabilities                                   | 15        | 59,382           | 61,640           |
| Provisions                                                 |           | 7,191            | 9,861            |
| Other non-current liabilities                              |           | 3,232            | 5,639            |
| Benefit fund policy liabilities                            | 32        | 1,763,450        | 1,776,420        |
| <b>Total non-current liabilities</b>                       |           | <b>2,147,521</b> | <b>2,172,199</b> |
| <b>Total liabilities</b>                                   |           | <b>4,564,762</b> | <b>4,245,266</b> |
| <b>Net assets</b>                                          |           | <b>620,975</b>   | <b>579,523</b>   |
| <b>EQUITY</b>                                              |           |                  |                  |
| Members' balances                                          |           | 255,919          | 255,919          |
| Reserves                                                   | 17(a), 35 | 4,369            | 3,382            |
| Retained earnings                                          | 17(b), 35 | 360,687          | 320,222          |
| Equity attributable to members of Australian Unity Limited |           | <b>620,975</b>   | <b>579,523</b>   |
| <b>Total equity</b>                                        |           | <b>620,975</b>   | <b>579,523</b>   |

The above consolidated balance sheet should be read in conjunction with the accompanying notes.



**Australian Unity Limited**  
**Consolidated statement of changes in equity**  
**For the year ended 30 June 2017**

|                                                              | Notes | Members' balances<br>\$'000 | Reserves<br>\$'000 | Retained earnings<br>\$'000 | Total equity<br>\$'000 |
|--------------------------------------------------------------|-------|-----------------------------|--------------------|-----------------------------|------------------------|
| <b>Balance at 1 July 2015</b>                                |       | 255,919                     | 1,956              | 285,004                     | 542,879                |
| Profit for the year                                          |       | -                           | -                  | 35,562                      | 35,562                 |
| Other comprehensive income                                   |       |                             |                    |                             |                        |
| - Cash flow hedges                                           | 17(a) | -                           | 1,082              | -                           | 1,082                  |
| <b>Total comprehensive income</b>                            |       | -                           | 1,082              | 35,562                      | 36,644                 |
| <b>Transactions with owners in their capacity as owners:</b> |       |                             |                    |                             |                        |
| Transfers within equity                                      | 17    | -                           | 344                | (344)                       | -                      |
|                                                              |       | -                           | 344                | (344)                       | -                      |
| <b>Balance at 30 June 2016</b>                               |       | 255,919                     | 3,382              | 320,222                     | 579,523                |
| <b>Balance at 1 July 2016</b>                                |       | 255,919                     | 3,382              | 320,222                     | 579,523                |
| Adjustment on adoption of AASB 9, net of tax                 | 35    | -                           | (2,043)            | (6,382)                     | (8,425)                |
| Profit for the year                                          |       | -                           | -                  | 46,848                      | 46,848                 |
| Other comprehensive income                                   |       |                             |                    |                             |                        |
| - Cash flow hedges                                           | 17(a) | -                           | 18                 | -                           | 18                     |
| - Post-employment benefits                                   | 17(a) | -                           | 3,011              | -                           | 3,011                  |
| <b>Total comprehensive income</b>                            |       | -                           | 986                | 40,466                      | 41,452                 |
| <b>Transactions with owners in their capacity as owners:</b> |       |                             |                    |                             |                        |
| Transfers within equity                                      | 17    | -                           | 1                  | (1)                         | -                      |
|                                                              |       | -                           | 1                  | (1)                         | -                      |
| <b>Balance at 30 June 2017</b>                               |       | 255,919                     | 4,369              | 360,687                     | 620,975                |

*The above consolidated statement of changes in equity should be read in conjunction with the accompanying notes.*

**Australian Unity Limited**  
**Consolidated statement of cash flows**  
**For the year ended 30 June 2017**

|                                                                   | 2017                 | 2016             |
|-------------------------------------------------------------------|----------------------|------------------|
| Notes                                                             | \$'000               | \$'000           |
| <b>Cash flows from operating activities</b>                       |                      |                  |
| Receipts from customers                                           | 1,408,435            | 1,250,164        |
| Claims and benefits paid                                          | (679,464)            | (626,939)        |
| Payments to suppliers and employees                               | (681,287)            | (502,383)        |
| Life investment contracts - Contributions received                | 481,131              | 175,531          |
| Life investment contracts - Withdrawals                           | (351,356)            | (177,865)        |
| Life insurance - Premiums received                                | 387                  | 282              |
| Life insurance - Policy claims paid                               | (1,659)              | (1,800)          |
| Net receipts/(payments) of loans asset                            | 23,727               | (92,671)         |
| Net receipts/(payments) of deposits liability                     | (32,036)             | 99,822           |
| Interest received                                                 | 40,327               | 41,023           |
| Dividends and distributions received                              | 6,710                | 7,479            |
| Interest and finance charges paid                                 | (34,555)             | (42,220)         |
| Income tax payments                                               | (15,766)             | (14,994)         |
| <b>Net cash inflow from operating activities</b>                  | 18(a) <u>164,594</u> | <u>115,429</u>   |
| <b>Cash flows from investing activities</b>                       |                      |                  |
| Payments for business combination, net of cash receipt            | (2,459)              | (100,935)        |
| Payments for investments                                          | (788,639)            | (639,161)        |
| Payments for property, plant and equipment                        | (16,675)             | (11,891)         |
| Payments for investment properties                                | (157,098)            | (65,469)         |
| Payments for intangible assets                                    | (29,514)             | (29,906)         |
| Payments for investments in associates and joint ventures         | (9,698)              | (6,305)          |
| Receipts from/(payments for) loans to related entities            | 14,400               | (29)             |
| Receipts from transfers of investment property development rights | 17,380               | -                |
| Receipts from investments                                         | 637,867              | 543,582          |
| Dividends received from joint ventures                            | 154                  | 1,081            |
| Proceeds from disposal of intangible assets                       | -                    | 3,388            |
| <b>Net cash outflow from investing activities</b>                 | <u>(334,282)</u>     | <u>(305,645)</u> |
| <b>Cash flows from financing activities</b>                       |                      |                  |
| Receipts from/(payments of) borrowings                            | (12,692)             | 99,234           |
| Receipts from refundable lease deposits and resident liabilities  | 159,377              | 104,403          |
| <b>Net cash inflow from financing activities</b>                  | <u>146,685</u>       | <u>203,637</u>   |
| <b>Net increase/(decrease) in cash and cash equivalents</b>       | (23,003)             | 13,421           |
| Cash and cash equivalents at the beginning of the financial year  | 916,728              | 903,307          |
| <b>Cash and cash equivalents at the end of the financial year</b> | 5 <u>893,725</u>     | <u>916,728</u>   |

The above consolidated statement of cash flows should be read in conjunction with the accompanying notes.

## Notes to the consolidated financial statements

|                                                                                 | Page |
|---------------------------------------------------------------------------------|------|
| <b>How numbers are calculated</b>                                               | 34   |
| 1 Segment information                                                           | 34   |
| 2 Revenue and other income                                                      | 39   |
| 3 Expenses                                                                      | 39   |
| 4 Income tax expense/(benefit)                                                  | 40   |
| <b>Financial assets and liabilities</b>                                         | 41   |
| 5 Financial assets - Cash and cash equivalents                                  | 41   |
| 6 Financial assets - Loans and advances                                         | 41   |
| 7 Financial assets at fair value through profit or loss                         | 42   |
| 8 Financial assets - Other financial assets at amortised cost                   | 43   |
| 9 Financial liabilities - Borrowings                                            | 44   |
| 10 Other current liabilities                                                    | 47   |
| 11 Fair value measurements                                                      | 48   |
| <b>Non-financial assets and liabilities</b>                                     | 53   |
| 12 Non-financial assets - Property, plant and equipment                         | 53   |
| 13 Non-financial assets - Investment properties                                 | 53   |
| 14 Non-financial assets - Intangible assets                                     | 54   |
| 15 Non-financial liabilities - Deferred tax balances                            | 56   |
| 16 Non-financial liabilities - Provisions                                       | 56   |
| 17 Equity                                                                       | 57   |
| 18 Cash flow information                                                        | 58   |
| <b>Risk Management</b>                                                          | 59   |
| 19 Critical accounting estimates and judgements                                 | 59   |
| 20 Financial risk management                                                    | 60   |
| <b>Group structure</b>                                                          | 69   |
| 21 Subsidiaries                                                                 | 69   |
| 22 Parent entity financial information                                          | 70   |
| 23 Health insurance financial information                                       | 71   |
| 24 Building society financial information                                       | 73   |
| 25 Reconciliation of profit attributable to members of Australian Unity Limited | 74   |
| <b>Unrecognised items</b>                                                       | 75   |
| 26 Commitments                                                                  | 75   |
| 27 Contingencies                                                                | 76   |
| 28 Events occurring after the reporting period                                  | 76   |
| <b>Other information</b>                                                        | 76   |
| 29 Related party transactions                                                   | 76   |
| 30 Key management personnel disclosures                                         | 77   |
| 31 Remuneration of auditors                                                     | 78   |



**Australian Unity Limited**  
**Notes to the consolidated financial statements**  
**30 June 2017**  
(continued)

|    |                                            |     |
|----|--------------------------------------------|-----|
| 32 | Benefit fund policy liabilities            | 79  |
| 33 | Disaggregated information - Benefit funds  | 86  |
| 34 | Summary of significant accounting policies | 90  |
| 35 | Changes in accounting policies             | 109 |

## How numbers are calculated

This section provides additional information about those individual line items in the financial statements that the directors consider most relevant in the context of the operations of Australian Unity Limited and the entities it controlled (the Group).

### 1 Segment information

#### (a) Description of segments

Management has determined the operating segments based on the reports reviewed by the Group Executive Committee that are used to make strategic decisions including the allocation of resources and to assess the performance of an operating segment.

For management reporting purposes the Group is organised into six reportable operating segments based on their products and services. The Group's reportable operating segments are as follows:

|                               |                                                                                                                                                                                 |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health Insurance              | Provision of private health insurance and management of the customer service centre.                                                                                            |
| Healthcare Services           | Provision of dental and other healthcare services, including preventative health and chronic disease management services.                                                       |
| Independent & Assisted Living | Provision of retirement communities, aged care facilities, and home care and disability services.                                                                               |
| Personal Financial Services   | Provision of financial planning, finance and general broking services, estate planning and trustee services.                                                                    |
| Wealth                        | Management of investment funds in property, mortgages, Australian equities, international equities, fixed interest and bonds. Operation of Approved Deposit-taking Institution. |
| Corporate Functions           | Provision of shared services, fraternal activities and management of properties and other strategic investments and group liquidity.                                            |

Although the Healthcare Services, Personal Financial Services and Corporate Functions segments do not meet the quantitative thresholds required by AASB 8 *Operating Segments*, the board has concluded that these segments should be reported, as they are closely monitored by management.

## 1 Segment information (continued)

### (b) Segment information

The segment information provided to the Group Executive Committee for the reportable segments for the year ended 30 June 2017 is as follows:

| 2017                                                                      | Health Insurance<br>\$'000 | Healthcare Services<br>\$'000 | Independent & Assisted Living<br>\$'000 | Personal Financial Services<br>\$'000 | Wealth<br>\$'000 | Corporate Functions and Eliminations<br>\$'000 | Total<br>\$'000  |
|---------------------------------------------------------------------------|----------------------------|-------------------------------|-----------------------------------------|---------------------------------------|------------------|------------------------------------------------|------------------|
| Total segment revenue                                                     | 846,944                    | 34,888                        | 404,180                                 | 65,827                                | 143,304          | (19,512)                                       | 1,475,631        |
| Inter-segment revenue                                                     | -                          | (8,912)                       | (2,638)                                 | -                                     | -                | 11,550                                         | -                |
| Revenue from external customers                                           | 846,944                    | 25,976                        | 401,542                                 | 65,827                                | 143,304          | (7,962)                                        | 1,475,631        |
| <b>Adjusted EBITDA</b>                                                    | <b>69,699</b>              | <b>5,249</b>                  | <b>4,485</b>                            | <b>1,913</b>                          | <b>30,500</b>    | <b>(39,824)</b>                                | <b>72,022</b>    |
| Depreciation and amortisation                                             |                            |                               |                                         |                                       |                  |                                                | (27,878)         |
| Interest expense                                                          |                            |                               |                                         |                                       |                  |                                                | (25,955)         |
| Investment income                                                         |                            |                               |                                         |                                       |                  |                                                | 15,043           |
| Income tax expense                                                        |                            |                               |                                         |                                       |                  |                                                | 13,616           |
| <b>Profit after income tax</b>                                            |                            |                               |                                         |                                       |                  |                                                | <b>46,848</b>    |
| Share of loss after tax from joint ventures (included in adjusted EBITDA) |                            |                               |                                         |                                       |                  |                                                | (2,189)          |
| <b>Total segment assets include:</b>                                      |                            |                               |                                         |                                       |                  |                                                |                  |
| Income producing assets                                                   | 414,929                    | 762                           | 15,440                                  | 11,544                                | 878,335          | 18,697                                         | 1,339,707        |
| Working capital assets                                                    | 69,152                     | 4,720                         | 42,945                                  | 7,561                                 | 19,524           | 29,361                                         | 173,263          |
| Non-interest bearing assets                                               | 11,267                     | 9,275                         | 539,232                                 | 60,487                                | 75,529           | 101,023                                        | 796,813          |
| <b>Total segment assets</b>                                               | <b>495,348</b>             | <b>14,757</b>                 | <b>597,617</b>                          | <b>79,592</b>                         | <b>973,388</b>   | <b>149,081</b>                                 | <b>2,309,783</b> |
| <b>Total segment liabilities include:</b>                                 |                            |                               |                                         |                                       |                  |                                                |                  |
| Borrowings and net inter-segment lending                                  | 20,000                     | -                             | 191,775                                 | 800                                   | 761,998          | 119,005                                        | 1,093,578        |
| Working capital liabilities                                               | 262,258                    | 3,376                         | 63,229                                  | 7,476                                 | 52,095           | 46,027                                         | 434,461          |
| Non-interest bearing liabilities                                          | 14,717                     | 585                           | 98,030                                  | 10,572                                | 14,224           | 22,641                                         | 160,769          |
| <b>Total segment liabilities</b>                                          | <b>296,975</b>             | <b>3,961</b>                  | <b>353,034</b>                          | <b>18,848</b>                         | <b>828,317</b>   | <b>187,673</b>                                 | <b>1,688,808</b> |



## 1 Segment information (continued)

### (b) Segment information (continued)

The segment information provided to the Group Executive Committee for the reportable segments for the year ended 30 June 2016 is as follows:

| 2016                                                                      | Health Insurance<br>\$'000 | Healthcare Services<br>\$'000 | Independent & Assisted Living<br>\$'000 | Personal Financial Services<br>\$'000 | Wealth<br>\$'000 | Corporate Functions and Eliminations<br>\$'000 | Total<br>\$'000  |
|---------------------------------------------------------------------------|----------------------------|-------------------------------|-----------------------------------------|---------------------------------------|------------------|------------------------------------------------|------------------|
| Total segment revenue                                                     | 806,969                    | 30,343                        | 222,986                                 | 65,559                                | 123,086          | (15,952)                                       | 1,232,991        |
| Inter-segment revenue                                                     | -                          | (7,322)                       | -                                       | (1,221)                               | -                | 8,543                                          | -                |
| <b>Revenue from external customers</b>                                    | <b>806,969</b>             | <b>23,021</b>                 | <b>222,986</b>                          | <b>64,338</b>                         | <b>123,086</b>   | <b>(7,409)</b>                                 | <b>1,232,991</b> |
| <b>Adjusted EBITDA</b>                                                    | <b>60,285</b>              | <b>4,602</b>                  | <b>24,784</b>                           | <b>2,163</b>                          | <b>20,305</b>    | <b>(36,105)</b>                                | <b>76,034</b>    |
| Depreciation and amortisation                                             |                            |                               |                                         |                                       |                  |                                                | (24,602)         |
| Interest expense                                                          |                            |                               |                                         |                                       |                  |                                                | (27,326)         |
| Investment income                                                         |                            |                               |                                         |                                       |                  |                                                | 13,154           |
| Income tax expense                                                        |                            |                               |                                         |                                       |                  |                                                | (1,696)          |
| <b>Profit after income tax</b>                                            |                            |                               |                                         |                                       |                  |                                                | <b>35,562</b>    |
| Share of loss after tax from joint ventures (included in adjusted EBITDA) |                            |                               |                                         |                                       |                  |                                                | (1,074)          |
| <b>Total segment assets include:</b>                                      |                            |                               |                                         |                                       |                  |                                                |                  |
| Income producing assets                                                   | 392,789                    | 1,023                         | 13,120                                  | 4,544                                 | 910,267          | 23,104                                         | 1,344,847        |
| Working capital assets                                                    | 64,354                     | 5,254                         | 12,468                                  | 9,859                                 | 21,856           | 17,435                                         | 131,226          |
| Non-interest bearing assets                                               | 12,014                     | 9,460                         | 512,701                                 | 55,425                                | 54,074           | 117,652                                        | 761,326          |
| <b>Total segment assets</b>                                               | <b>469,157</b>             | <b>15,737</b>                 | <b>538,289</b>                          | <b>69,828</b>                         | <b>986,197</b>   | <b>158,191</b>                                 | <b>2,237,399</b> |
| <b>Total segment liabilities include:</b>                                 |                            |                               |                                         |                                       |                  |                                                |                  |
| Borrowings and net inter-segment lending                                  | 20,000                     | 560                           | 174,244                                 | 1,600                                 | 795,688          | 146,214                                        | 1,138,306        |
| Working capital liabilities                                               | 250,686                    | 4,797                         | 40,815                                  | 8,714                                 | 28,492           | 55,384                                         | 388,888          |
| Non-interest bearing liabilities                                          | 12,941                     | 670                           | 81,078                                  | 8,912                                 | 4,221            | 22,860                                         | 130,682          |
| <b>Total segment liabilities</b>                                          | <b>283,627</b>             | <b>6,027</b>                  | <b>296,137</b>                          | <b>19,226</b>                         | <b>828,401</b>   | <b>224,458</b>                                 | <b>1,657,876</b> |

### (c) Other segment information

Management monthly reports exclude information relating to the benefit funds that are managed by the Group, as the revenues, expenses, assets and liabilities of benefit funds are not attributable to the members of the Group. In accordance with AASB 10 *Consolidated Financial Statements* the revenues, expenses, assets and liabilities of benefit funds managed by the Group are included in the consolidated financial statements.

Management monthly reports present investment property on a net basis with resident liabilities and refundable lease deposits of the retirement village residents. In accordance with AASB 101 *Presentation of Financial Statements*, these items are disclosed on a gross basis within the consolidated financial statements.

#### (i) Segment revenue

Revenue transactions between segments are carried out at arm's length and eliminated on consolidation. The revenue from external parties reported to management is measured in a manner consistent with that in the profit or loss, except for dividends and distributions and other net investment gains/(losses) which are presented below the adjusted EBITDA line. Included in the Wealth's segment revenue from external customers is Building Society interest expense on external borrowings.

## 1 Segment information (continued)

### (c) Other segment information (continued)

Segment revenue reconciles to total revenue as follows:

|                                                                              | 2017<br>\$'000     | 2016<br>\$'000     |
|------------------------------------------------------------------------------|--------------------|--------------------|
| <b>Total segment revenue</b>                                                 | <b>1,475,631</b>   | <b>1,232,991</b>   |
| Dividends and distributions (note 2)                                         | 6,135              | 7,479              |
| Investment income (note 2)                                                   | 15,598             | 6,508              |
| Accommodation bond interest reclassification                                 | (5,266)            | (6,121)            |
| Other                                                                        | 6,102              | 4,880              |
| <b>Revenue attributable to members of Australian Unity Limited (note 25)</b> | <b>1,498,200</b>   | <b>1,245,737</b>   |
| <br>Revenue from benefit funds (note 25)                                     | <br><b>247,672</b> | <br><b>148,550</b> |
| <b>Total revenue and other income</b>                                        | <b>1,745,872</b>   | <b>1,394,287</b>   |

### (ii) Adjusted EBITDA

Management assesses the performance of the operating segments based on a measure of adjusted EBITDA. This measurement basis excludes the effects of depreciation and amortisation, interest on external borrowings and investment income. It also excludes other non-recurring expenditure.

A reconciliation of adjusted EBITDA to operating profit before income tax is provided as follows:

|                                                                                                   | 2017<br>\$'000  | 2016<br>\$'000  |
|---------------------------------------------------------------------------------------------------|-----------------|-----------------|
| <b>Adjusted EBITDA</b>                                                                            | <b>72,022</b>   | <b>76,034</b>   |
| <br><b>Depreciation and amortisation expense:</b>                                                 |                 |                 |
| Depreciation and amortisation expense (note 3)                                                    | (25,912)        | (20,543)        |
| Merger and acquisition expenses                                                                   | (134)           | (2,968)         |
| Other                                                                                             | (1,832)         | (1,091)         |
|                                                                                                   | <b>(27,878)</b> | <b>(24,602)</b> |
| <br><b>Interest expense</b>                                                                       |                 |                 |
| Finance costs (note 3)                                                                            | (20,644)        | (21,095)        |
| Accommodation bond interest reclassification                                                      | (5,266)         | (6,121)         |
| Other                                                                                             | (45)            | (110)           |
|                                                                                                   | <b>(25,955)</b> | <b>(27,326)</b> |
| <br><b>Investment income:</b>                                                                     |                 |                 |
| Dividends and distributions (note 2)                                                              | 6,135           | 7,479           |
| Investment income (note 2)                                                                        | 15,598          | 6,508           |
| Impairment of joint venture investments (note 3)                                                  | (6,690)         | (833)           |
|                                                                                                   | <b>15,043</b>   | <b>13,154</b>   |
| <br><b>Profit before income tax attributable to members of Australian Unity Limited (note 25)</b> | <b>33,232</b>   | <b>37,260</b>   |
| <br>Profit before income tax of benefit funds (note 25)                                           | <b>12,034</b>   | <b>17,912</b>   |
| <b>Profit before income tax</b>                                                                   | <b>45,266</b>   | <b>55,172</b>   |

## 1 Segment information (continued)

### (c) Other segment information (continued)

#### (iii) Segment assets

Segment assets are split into three categories: income producing, working capital and non-interest bearing assets. Income producing assets include cash and investments including those held in funds managed by related entities. Working capital assets include trade debtors, inventory, reinsurance receivables, and inter entity trading. Non-interest bearing assets include property, plant and equipment, investment property, intangible assets, investments in associates and joint ventures, intercompany investments and other non-current assets.

The total assets reported to management are measured in a manner consistent with the amounts in these financial statements, except for investment property which is presented on a net basis of investment property, resident liabilities and refundable lease deposits. All assets are allocated based on the operations of the segment.

Reportable segments' assets are reconciled to total assets as follows:

|                                                                         | 2017<br>\$'000   | 2016<br>\$'000 |
|-------------------------------------------------------------------------|------------------|----------------|
| <b>Segment assets</b>                                                   | <b>2,309,783</b> | 2,237,399      |
| Resident liabilities and refundable lease deposits                      | 793,313          | 639,284        |
| Retirement Village Property Fund consolidation                          | 55,798           | 50,441         |
| Netting of eligible deferred tax balances                               | (95,185)         | (55,079)       |
| Other reclassifications between assets and liabilities                  | (16,591)         | (16,188)       |
| <b>Total assets attributable to members of Australian Unity Limited</b> | <b>3,047,118</b> | 2,855,857      |
| <br>Benefit fund assets (note 33)                                       | <br>2,140,832    | <br>1,989,337  |
| Netting of eligible deferred tax balances                               | (10,440)         | (27,443)       |
| <b>Total assets</b>                                                     | <b>5,177,510</b> | 4,817,751      |

#### (iv) Segment liabilities

Segment liabilities are split into three categories: borrowings, working capital liabilities and non interest bearing liabilities. Borrowings include those held externally and also inter entity lending. Working capital liabilities include trade creditors, claims and other payables, current provisions and other liabilities and unearned income. Non-interest bearing liabilities include non-current provisions and resident ingoing fees.

The total liabilities reported to management are measured in a manner consistent with the amounts in these financial statements, except for resident liabilities and refundable lease deposits which are managed on a net basis with investment property and included in segment assets reported to management. These liabilities are allocated based on the operations of the segment.

Reportable segments' liabilities are reconciled to total liabilities as follows:

|                                                                              | 2017<br>\$'000   | 2016<br>\$'000 |
|------------------------------------------------------------------------------|------------------|----------------|
| <b>Segment liabilities</b>                                                   | <b>1,688,808</b> | 1,657,876      |
| Resident liabilities and refundable lease deposits                           | 793,313          | 639,284        |
| Retirement Village Property Fund consolidation                               | 55,798           | 50,441         |
| Netting of eligible deferred tax balances                                    | (95,185)         | (55,079)       |
| Other reclassifications between assets and liabilities                       | (16,591)         | (16,188)       |
| <b>Total liabilities attributable to members of Australian Unity Limited</b> | <b>2,426,143</b> | 2,276,334      |
| <br>Benefit fund policy liabilities (note 32)                                | <br>2,116,464    | <br>1,956,030  |
| Benefit fund other liabilities (note 33)                                     | 24,368           | 33,307         |
| Netting of eligible deferred tax balances                                    | (10,440)         | (27,443)       |
| <b>Total liabilities</b>                                                     | <b>4,556,535</b> | 4,238,228      |

## 2 Revenue and other income

|                                                                                 | 2017<br>\$'000   | 2016<br>\$'000   |
|---------------------------------------------------------------------------------|------------------|------------------|
| Commission income                                                               | 64,726           | 60,675           |
| Healthcare services revenue                                                     | 25,555           | 23,008           |
| Dividends and distributions                                                     | 6,135            | 7,479            |
| Fair value gains on investment property                                         | 16,930           | 18,156           |
| Health insurance net premium revenue (note 23)                                  | 843,785          | 804,312          |
| Interest income of building society                                             | 33,687           | 33,504           |
| Investment income                                                               | 15,598           | 6,508            |
| Management fees revenue                                                         | 92,613           | 76,017           |
| Rental income                                                                   | 2,640            | 2,461            |
| Independent & assisted living fees, subsidies and development activities income | 374,450          | 194,474          |
| Revenue of benefit funds (note 32)                                              | 247,672          | 148,550          |
| Other income                                                                    | 22,081           | 19,143           |
|                                                                                 | <b>1,745,872</b> | <b>1,394,287</b> |

## 3 Expenses

|                                                                                                | 2017<br>\$'000   | 2016<br>\$'000   |
|------------------------------------------------------------------------------------------------|------------------|------------------|
| <b>Expenses, excluding finance costs, included in the profit or loss classified by nature:</b> |                  |                  |
| Bank charges                                                                                   | 4,082            | 3,310            |
| Commission expense                                                                             | 64,275           | 56,701           |
| Communication costs                                                                            | 8,671            | 6,211            |
| Computer and equipment costs                                                                   | 20,195           | 14,559           |
| Depreciation and amortisation expense                                                          | 25,912           | 20,543           |
| Employee benefits expense                                                                      | 464,815          | 292,939          |
| Expenses in relation to benefit funds (note 32)                                                | 235,638          | 130,638          |
| Financial and insurance costs                                                                  | 6,589            | 3,948            |
| Fund manager and administration fees                                                           | 21,991           | 22,861           |
| Health insurance net claims expense                                                            | 710,553          | 687,420          |
| Health insurance claims recoveries - Net Risk Equalisation Special Account                     | (30,841)         | (35,373)         |
| Impairment of joint venture investments*                                                       | 6,690            | 838              |
| Interest expense of building society                                                           | 15,272           | 15,191           |
| Legal and professional fees                                                                    | 30,155           | 21,758           |
| Marketing expenses                                                                             | 17,504           | 15,491           |
| Occupancy costs                                                                                | 26,414           | 16,574           |
| Other direct expenses                                                                          | 9,048            | 7,912            |
| Other expenses                                                                                 | 40,810           | 35,425           |
|                                                                                                | <b>1,677,773</b> | <b>1,316,946</b> |

\* The impairment of joint venture investments for the financial year ended 30 June 2017 was mainly related to the disposal of an investment in the Seres Asset Management joint venture.

|                                               | 2017<br>\$'000 | 2016<br>\$'000 |
|-----------------------------------------------|----------------|----------------|
| <b>Depreciation and amortisation</b>          |                |                |
| Depreciation of property, plant and equipment | 9,485          | 7,899          |
| Amortisation of intangible assets             | 16,427         | 12,644         |
|                                               | <b>25,912</b>  | <b>20,543</b>  |
| <b>Finance costs</b>                          |                |                |
| Interest and finance charges                  | 20,831         | 22,401         |
| Amount capitalised                            | (187)          | (1,306)        |
| Finance costs expensed                        | <b>20,644</b>  | <b>21,095</b>  |



#### 4 Income tax expense/(benefit)

##### (a) Income tax expense/(benefit)

|                                                                                 | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------------------------------------------------------|----------------|----------------|
| Current tax                                                                     | (9,072)        | (379)          |
| Current tax - benefit funds                                                     | 21,593         | 14,344         |
| Deferred tax                                                                    | 11,310         | 6,419          |
| Deferred tax - benefit funds                                                    | (9,106)        | (2,102)        |
| Adjustments for current tax of prior periods                                    | (15,854)       | (4,342)        |
| Adjustments for current tax of prior periods - benefit funds                    | (453)          | 5,670          |
|                                                                                 | <u>(1,582)</u> | <u>19,610</u>  |
| Deferred income tax expense/(benefit) included in income tax expense comprises: |                |                |
| Increase in deferred tax assets                                                 | (12,082)       | (9,941)        |
| Increase in deferred tax liabilities                                            | 14,286         | 14,258         |
|                                                                                 | <u>2,204</u>   | <u>4,317</u>   |

##### (b) Reconciliation of income tax expense/(benefit) to prima facie tax payable

|                                                   | 2017<br>\$'000  | 2016<br>\$'000  |
|---------------------------------------------------|-----------------|-----------------|
| Profit before income tax                          | 45,266          | 55,172          |
| Less: profit in benefit funds                     | <u>(12,034)</u> | <u>(17,912)</u> |
|                                                   | 33,232          | 37,260          |
| Tax at the Australian tax rate of 30% (2016: 30%) | 9,970           | 11,178          |
| Non-assessable income                             | (12,315)        | (3,005)         |
| Non-deductible expenditure                        | 3,953           | 1,721           |
| Other deductible expenditure                      | (3,549)         | -               |
| Other deferred tax adjustments                    | -               | (8,191)         |
| Tax in benefit funds                              | 12,034          | 17,912          |
| Tax credits                                       | (6)             | (5)             |
| Over provision in prior years                     | (11,669)        | -               |
| Income tax expense/(benefit)                      | <u>(1,582)</u>  | <u>19,610</u>   |

The significant reduction in income tax expense for the year ended 30 June 2017 was mainly due to a large adjustment of prior periods' income tax benefit of \$10.4 million in relation to the receipts of loan amounts upon residents entering a retirement village and these receipts are non-assessable income. The income tax position was confirmed by the Australian Taxation Office via a private binding ruling covering multiple financial years.

##### *Tax Transparency Code*

In 2016 the Australian Taxation Office issued the Tax Transparency Code (TTC) which is a set of principles and minimum standards to guide medium and large businesses on public disclosure of tax information. Adoption of the TTC is voluntary and intended to complement Australia's existing tax transparency measures. The Group has signed up to the TTC and supports greater tax disclosure in Australia, reflecting the Group's commitment to compliance from a regulatory and financial perspective, and transparency with respect to the Group's strategy and corporate governance. The Group will publish its 2017 Tax Transparency Reports in its website:

<https://www.australianunity.com.au/media-centre/news-and-media/tax-transparency-report-2017>

## Financial assets and liabilities

### 5 Financial assets - Cash and cash equivalents

|                          | 2017<br>\$'000 | 2016<br>\$'000 |
|--------------------------|----------------|----------------|
| Cash at bank and on hand | 77             | 83             |
| Bank balances            | 47,515         | 36,464         |
| Deposits at call         | 846,133        | 880,181        |
|                          | <u>893,725</u> | <u>916,728</u> |

#### (a) Deposits at call

Deposits at call include \$603,000,000 (2016: \$686,671,000) held in the Australian Unity Wholesale Cash Fund.

#### (b) Fair value and risk exposures

The carrying amount of cash and cash equivalents equals their fair value. Information about the Group exposure to interest rate risk is provided in note 20.

### 6 Financial assets - Loans and advances

|                                 | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------|----------------|----------------|
| <b>Current</b>                  |                |                |
| Mortgage loans                  | 16,177         | 17,288         |
| Personal loans                  | 6,288          | 7,247          |
| Loans to related entities       | 16,452         | -              |
| Provision for impairment        | (7,145)        | (901)          |
| <b>Total - current</b>          | <u>31,772</u>  | <u>23,634</u>  |
| <b>Non-current</b>              |                |                |
| Mortgage loans                  | 683,668        | 699,573        |
| Personal loans                  | 3,851          | 9,942          |
| Provision for impairment        | (4,470)        | -              |
| Loans to related entities       | -              | 31,346         |
| Advances                        | 6,347          | 3,967          |
| <b>Total - non-current</b>      | <u>689,396</u> | <u>744,828</u> |
| <b>Total loans and advances</b> | <u>721,168</u> | <u>768,462</u> |

Further information relating to loans to related parties is set out in note 29.

#### (a) Mortgage loans

The mortgage loans are receivable by a controlled entity and by benefit funds managed by a controlled entity and are secured on real property. These loans mature at various dates up to 1 June 2047 and earn interest at annual interest rates between 3.73% and 6.51% (2016: between 3.71% and 6.51%).

#### (b) Personal loans

The personal loans mature at various dates up to 5 July 2024 and earn interest at annual rates between 6.00% and 14.18% (2016: between 5.06% and 13.58%).

## 6 Financial assets - Loans and advances (continued)

### (c) Provision for impairment

The provision for impairment is related to the mortgage and personal loans provided by the building society. The increase in the amount of provision was mainly due to the adoption of the AASB 9 expected credit loss model which resulted in additional provision totalling to \$10,210,000 for the loans already in place as at 1 July 2016. Refer to note 35 for further information.

### (d) Loans to related entities

The loans to related entities were made for the purpose of the development of retirement villages under joint development arrangements. These loans are secured by a second mortgage on the properties of the related entities and by personal guarantees from the directors of the related entities. Included in these loans are fixed rate loans of \$8,853,000 (2016: \$9,347,000) which accrue interest on a monthly basis at an annual fixed rate of 15% (2016: 15%) and fixed rate loans of \$7,599,000 (2016: \$21,999,000) which accrue interest on a monthly basis at an annual fixed rate of 12% (2016: 12%). As the development has been completed and the retirement villages are occupied, these loans will be settled within 12 months.

### (e) Past due but not impaired

At 30 June 2017, the current portion of loans and advances that were past due but not impaired amounted to \$377,000 (2016: \$632,000), while the non-current portion amounted to \$13,468,000 (2016: \$22,893,000). These relate to a number of borrowers from whom there is no recent history of default.

### (f) Fair value and risk exposures

The fair value of current and non-current loans and advances are provided in note 11. Information about the Group's exposure to credit risk and interest rate risk is provided in note 20.

## 7 Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss consist of the following:

|                                                                       | 2017<br>\$'000   | 2016<br>\$'000   |
|-----------------------------------------------------------------------|------------------|------------------|
| Securities held by benefit funds                                      | 1,546,964        | 1,383,612        |
| Securities held in funds managed by subsidiaries and related entities | 159,633          | 192,041          |
|                                                                       | <u>1,706,597</u> | <u>1,575,653</u> |

Changes in fair values of financial assets at fair value through profit or loss are recorded in investment income in the profit or loss.

### (a) Securities held by benefit funds comprise the following:

|                                          | 2017<br>\$'000   | 2016<br>\$'000   |
|------------------------------------------|------------------|------------------|
| Equities                                 | 1,060,816        | 894,853          |
| Fixed interest and other debt securities | 410,559          | 419,411          |
| Mortgage trusts                          | 12,522           | 7,159            |
| Property syndicates and trusts           | 63,067           | 62,189           |
|                                          | <u>1,546,964</u> | <u>1,383,612</u> |

## 7 Financial assets at fair value through profit or loss (continued)

(b) Securities held in funds managed by related entities comprise the following:

|                                          | 2017<br>\$'000 | 2016<br>\$'000 |
|------------------------------------------|----------------|----------------|
| Equities                                 | 40,271         | 49,013         |
| Fixed interest and other debt securities | 84,383         | 92,157         |
| Mortgage trusts                          | 5,512          | 11,287         |
| Property syndicates and trusts           | 29,467         | 39,584         |
|                                          | <u>159,633</u> | <u>192,041</u> |

### (c) Current and non-current split

The redemption terms for investments in certain managed trusts can be varied by their responsible entities in response to market conditions. For those investments which cannot be redeemed entirely within one year from reporting date, the amounts have been allocated between current and non-current in accordance with the maximum percentage redeemable within one year as per the most recent advice from the manager at the end of the reporting period.

The carrying amounts of the above financial assets have been designated at fair value on initial recognition and are classified as follows:

|             | 2017<br>\$'000   | 2016<br>\$'000   |
|-------------|------------------|------------------|
| Current     | 1,676,290        | 1,554,920        |
| Non-current | 30,307           | 20,733           |
|             | <u>1,706,597</u> | <u>1,575,653</u> |

### (d) Fair value and risk exposures

Information on the fair value measurement basis is provided in note 11 while information about the Group's exposure to market risk is provided in note 20.

## 8 Financial assets - Other financial assets at amortised cost

In prior year, bank bills and term deposits were classified as Held-to-maturity investments. With the application of AASB 9 *Financial instruments*, from 1 July 2016 these assets are classified as Other financial assets at amortised cost. Refer to note 35 for further information on this change.

|                                                                         | 2017<br>\$'000 | 2016<br>\$'000 |
|-------------------------------------------------------------------------|----------------|----------------|
| Other financial assets at amortised cost - Bank bills and term deposits | 88,735         | -              |
| Held-to-maturity investments - Bank bills and term deposits             | -              | 66,789         |

### Fair value and risk exposures

Due to the short term nature of these investments, their carrying amount is assumed to approximate their fair value. Information about the Group's exposure to credit risk and the credit quality in relation to these investments is provided in note 20.



## 9 Financial liabilities - Borrowings

|                                                 | 2017<br>\$'000   | 2016<br>\$'000   |
|-------------------------------------------------|------------------|------------------|
| <b>Current</b>                                  |                  |                  |
| <u>Secured interest bearing liabilities</u>     |                  |                  |
| Mortgage offset savings accounts                | 83,565           | 77,710           |
| Retirement Village Investments Notes            | 27,830           | 18,642           |
|                                                 | <u>111,395</u>   | <u>96,352</u>    |
| <u>Secured non-interest bearing liabilities</u> |                  |                  |
| Retirement Village Investment Notes             | -                | 4,411            |
| <u>Unsecured interest bearing liabilities</u>   |                  |                  |
| Call deposits                                   | 356,734          | 297,687          |
| Term deposits                                   | 301,364          | 401,574          |
| Development finance loans                       | 12               | 8,521            |
| Loan payable to related entity                  | 5,100            | 5,100            |
|                                                 | <u>663,210</u>   | <u>712,882</u>   |
| <b>Total current borrowings</b>                 | <u>774,605</u>   | <u>813,645</u>   |
| <b>Non-current</b>                              |                  |                  |
| <u>Secured interest bearing liabilities</u>     |                  |                  |
| Retirement Village Investment Notes             | 23,766           | 33,253           |
| <u>Unsecured interest bearing liabilities</u>   |                  |                  |
| Australian Unity Bonds - face value             | 250,000          | 250,000          |
| Valuation at amortised cost                     | (4,711)          | (6,026)          |
| Australian Unity Bonds - at amortised cost      | <u>245,289</u>   | <u>243,974</u>   |
| Subordinated capital notes                      | 30,000           | 30,000           |
| Term deposits                                   | 14,684           | 11,412           |
| Development finance loans                       | 527              | -                |
| Total unsecured non-current borrowings          | <u>290,500</u>   | <u>285,386</u>   |
| <b>Total non-current borrowings</b>             | <u>314,266</u>   | <u>318,639</u>   |
| <b>Total borrowings</b>                         | <u>1,088,871</u> | <u>1,132,284</u> |

### (a) Australian Unity Bonds

On 15 December 2015, the Company issued 2,500,000 Australian Unity Bonds of \$100 each pursuant to the prospectus dated 9 November 2015, raising \$250,000,000 (excluding issuance costs). Australian Unity Bonds are unsubordinated and unsecured simple corporate bonds that are listed on the Australian Securities Exchange (code: AYUHB). The bonds have a five-year term maturing on 15 December 2020 and bear interest at the three month bank bill rate (BBSW) plus a margin of 2.80% per annum. The interest is payable quarterly in arrears on 14 January, 14 April, 14 July and 14 October each year.

As specified in the prospectus, the proceeds from the issue were used to refinance the \$120,000,000 Australian Unity Notes, partly finance the acquisition of Home Care NSW and for general corporate purposes.

The Australian Unity Bonds are redeemable by the Company for reasons related to taxation, a change of control or when less than 10% of the bonds remain on issue. An early redemption payment is applied pursuant to the prospectus. Bond holders have the right to require early redemption through a resolution only on the occurrence of a change of control.

## **9 Financial liabilities - Borrowings (continued)**

### **(a) Australian Unity Bonds (continued)**

Under the terms of the bonds, Australian Unity Limited is required to maintain a Covenant Gearing Ratio of less than 50% as at 30 June and 31 December each year. The Covenant Gearing Ratio represents the aggregate of interest bearing liabilities and guarantees divided by the aggregate of interest bearing liabilities and guarantees plus total equity. The ratio is calculated based on the financial position of the Group, excluding the Group's authorised deposit-taking institution and benefit funds. Interest bearing liabilities and guarantees are further reduced by cash and cash equivalents of the Company. Junior Ranking Obligations, if any, also reduce interest bearing liabilities and guarantees but increase total equity in the calculation. Junior Ranking Obligations represent equity or subordinated debt of the Company which would, in a winding up situation, rank behind the Company's obligations under the Australian Unity Bonds. As at 30 June 2017, the Australian Unity Bonds Covenant Gearing Ratio was 39.9% (30 June 2016: 39.7%).

Since the issue of the bonds, the Company has not issued any debt securities which are subject to the negative pledge clauses of the terms of the bonds.

### **(b) Development finance loans**

The balance of development finance loans represented bank loan facilities for the development of retirement village in Mornington, Victoria (Peninsula Grange).

### **(c) Retirement Village Investment Notes (RVIN)**

RVIN are debt obligations issued by the Group and are secured in the form of a registered security over specific assets. The proceeds from RVIN issue were utilised by the Group for the purpose of expanding the Independent & Assisted Living business. The RVIN are secured by a first ranking registered security interest over intra-group loans in relation to the RVIN proceeds and the mortgages, granted as security for the loans, over allotments of units held in Australian Unity Retirement Village Trust #1 (in respect of Series 1, 2 and 4 Notes) and Australian Unity Retirement Village Trust #2 (in respect of Series 3 and 4 Notes).

Australian Unity Retirement Village Trust #1 (AURVT#1) comprises three retirement villages - Willandra Village and Willandra Bungalows in New South Wales and Walmsley Friendship Village in Victoria, whilst Australian Unity Retirement Village Trust #2 (AURVT#2) comprises three other villages - Constitution Hill, Karagi Court and Kiah Lodge, all located in New South Wales. All of these villages are managed by a related entity Australian Unity Retirement Living Management Pty Ltd. The Group does not hold any security over these retirement village assets nor any other assets of AURVT#1, AURVT#2 or Australian Unity Retirement Living Services Limited (the parent entity of Independent & Assisted Living business).

During the financial year, the Group repaid \$4,710,000 of maturing RVIN. The Group also extended the term of the maturing RVIN amounting to \$2,022,000 for a two-year period with an option for the Group to repurchase the notes and make an early repayment in full before the maturity date. The extended RVIN bear a lower interest rate. In May 2017, the Group issued prospectuses to facilitate the replacement of Series 3 and 4 of RVIN totalling to \$16,321,000 which matured on 30 June 2017. The prospectuses were fully subscribed with the majority of existing investors rolling over into the new issues which mature on 30 June 2019.

The balance of RVIN as at 30 June 2017 amounted to \$51,596,000 of interest bearing liabilities (30 June 2016: \$51,912,000 interest bearing liabilities and \$4,411,000 non-interest bearing liabilities).

## 9 Financial liabilities - Borrowings (continued)

### (c) Retirement Village Investment Notes (RVIN) (continued)

The following table summarises the details of RVIN:

| Name                                       | Prospectus | Maturity date    | Interest rate | 30 June<br>2017<br>\$'000 | 30 June<br>2016<br>\$'000 |
|--------------------------------------------|------------|------------------|---------------|---------------------------|---------------------------|
| RVIN - Series 1                            | 5          | 30 November 2017 | 7.50%         | 620                       | -                         |
|                                            | 6          | 30 November 2017 | 6.50%         | 8,581                     | -                         |
|                                            | 7          | 30 November 2017 | 5.60%         | 6,770                     | -                         |
|                                            | 4          | 30 November 2016 | 8.50%         | -                         | 1,318                     |
| RVIN - Series 2                            | 6          | 31 March 2018    | 6.10%         | 2,912                     | -                         |
|                                            | 5          | 31 December 2017 | 6.50%         | 4,118                     | -                         |
|                                            | 3          | 31 December 2016 | 8.50%         | -                         | 770                       |
| RVIN - Series 3                            | 10         | 31 March 2018    | 6.10%         | 4,514                     | -                         |
|                                            | 8          | 31 December 2017 | 7.50%         | 315                       | -                         |
|                                            | 9          | 30 June 2017     | 6.50%         | -                         | 6,321                     |
|                                            | 3          | 31 December 2016 | 8.50%         | -                         | 233                       |
| RVIN - Series 4                            | 1          | 30 June 2017     | 6.50%         | -                         | 10,000                    |
| <b>Interest bearing RVIN - current</b>     |            |                  |               | <b>27,830</b>             | <b>18,642</b>             |
| RVIN - Series 1                            | 4          | 30 November 2018 | 5.15%         | 1,288                     | -                         |
|                                            | 5          | 30 November 2019 | 7.50%         | 5,408                     | 5,408                     |
|                                            | 5          | 30 November 2017 | 7.50%         | -                         | 620                       |
|                                            | 6          | 30 November 2017 | 6.50%         | -                         | 8,581                     |
|                                            | 7          | 30 November 2017 | 5.60%         | -                         | 6,770                     |
| RVIN - Series 2                            | 3          | 31 December 2018 | 5.15%         | 734                       | -                         |
|                                            | 6          | 31 March 2018    | 6.10%         | -                         | 2,912                     |
|                                            | 5          | 31 December 2017 | 6.50%         | -                         | 4,118                     |
| RVIN - Series 3                            | 8          | 31 December 2019 | 7.50%         | 15                        | 15                        |
|                                            | 11         | 30 June 2019     | 5.00%         | 6,321                     | -                         |
|                                            | 10         | 31 March 2018    | 6.10%         | -                         | 4,514                     |
|                                            | 8          | 31 December 2017 | 7.50%         | -                         | 315                       |
| RVIN - Series 4                            | 2          | 30 June 2019     | 5.00%         | 10,000                    | -                         |
| <b>Interest bearing RVIN - non-current</b> |            |                  |               | <b>23,766</b>             | <b>33,253</b>             |
| <b>Total interest bearing RVIN</b>         |            |                  |               | <b>51,596</b>             | <b>51,895</b>             |
| RVIN - Series 3                            | 2          | 30 June 2016     | -             | -                         | 890                       |
|                                            | 5          | 30 June 2016     | -             | -                         | 3,521                     |
| <b>Non-interest bearing RVIN - current</b> |            |                  |               | <b>-</b>                  | <b>4,411</b>              |
| <b>Total RVIN</b>                          |            |                  |               | <b>51,596</b>             | <b>56,306</b>             |

## 9 Financial liabilities - Borrowings (continued)

### (d) Subordinated capital notes

On 11 July 2013, the Group issued \$30,000,000 of subordinated capital notes. The notes have a maturity of 10 years with a non-call 5 year period and bear a floating interest rate equal to the 90-day BBSW rate plus a margin of 3.00% per annum. The interest rate is set quarterly on 11 July, 11 October, 11 January and 11 April. As at 30 June 2017, the interest rate applicable to the quarter commencing 11 April 2017 was 4.77% (30 June 2016: 5.26%).

On the same day, the Group entered into a hedge contract for five years to swap the variable component of the interest rate at 3.71% per annum. With the hedge contract, the effective interest rate of the new notes is fixed at 6.71% per annum until 11 July 2018.

### (e) Call deposits

The call deposits are repayable on demand and accrue interest on a daily basis. At 30 June 2017, this rate amounted to between 0.01% and 2.05% (2016: between nil% and 2.05%).

### (f) Term deposits

Term deposits are repayable on maturity and accrue interest on a monthly basis with annual fixed interest rates at 30 June 2017 ranging between 1.45% and 4.90% (2016: between 2.00% and 7.10%).

### (g) Mortgage offset savings accounts

The amounts represent customer savings accounts with the interest offsetting the interest of the respective mortgage loan accounts.

### (h) Loan payable to related entity

The loan from related entity is repayable on demand and accrues interest on a monthly basis at the 90 day bank bill rate plus a margin of 2%. At 30 June 2017 this rate amounted to 3.72% (2016: 3.96%).

### (i) Fair value and risk exposures

The fair values of borrowings are set out in note 11. Information about the Group's exposure to risk arising from borrowings is set out in note 20.

## 10 Other current liabilities

|                                        | 2017<br>\$'000   | 2016<br>\$'000 |
|----------------------------------------|------------------|----------------|
| <b>Financial liabilities</b>           |                  |                |
| Refundable accommodation deposits      | 188,500          | 173,373        |
| Resident loan liabilities              | 660,652          | 516,402        |
|                                        | <u>849,152</u>   | <u>689,775</u> |
| <b>Non-financial liabilities</b>       |                  |                |
| Unearned income                        | 152,201          | 131,050        |
| Others                                 | 5,703            | 7,358          |
|                                        | <u>157,904</u>   | <u>138,408</u> |
| <b>Total other current liabilities</b> | <u>1,007,056</u> | <u>828,183</u> |



## 10 Other current liabilities (continued)

### (a) Unearned income

Unearned income represents health insurance premium revenue not yet recognised in the profit or loss.

### (b) Refundable accommodation deposits

Refundable accommodation deposits represent payments received from the residents of aged care facilities as upfront deposits for their aged care accommodation. Residents have the ability to pay the deposits up to six months after moving into an aged care facility. These deposits are non-interest bearing and are repayable within 14 days of a resident's departure from the facility, or in instances whereby the resident becomes deceased, within 14 days of the granting of probate. Regulations restrict the permitted use of the accommodation deposits to repayment of accommodation deposit balances, capital expenditures of residential aged care facilities and investments in qualified financial products.

### (c) Resident loan liabilities

Resident loan liabilities relate to residents who occupy the investment properties referred to in note 13. These liabilities represent the initial ingoing contribution less accrued deferred management fees. Resident loan liabilities are repayable at the earlier of a subsequent resident leasing the unit or a maximum repayment date. The maximum repayment date can vary between agreements however the typical repayment term is two years from vacation of the unit.

### (d) Fair value and risk exposures

Due to the short term nature of these other current liabilities, their carrying value is assumed to approximate their fair value. Details of the Group's exposure to risk arising from other current liabilities are set out in note 20.

## 11 Fair value measurements

### (a) Recognised fair value measurements

The Group measures and recognises the following assets and liabilities at fair value on a recurring basis:

- Financial assets at fair value through profit or loss
- Derivative financial instruments
- Investment properties
- Life investment contract policy liabilities

The Group did not measure any financial assets or financial liabilities at fair value on a non-recurring basis as at 30 June 2017.

### (i) Fair value hierarchy

AASB 13 *Fair Value Measurement* requires disclosure of fair value measurements according to the following hierarchy:

- level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities,
- level 2: inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly or indirectly, and
- level 3: inputs for the asset or liability that are not based on observable market data (unobservable inputs).

The following table presents the Group's financial assets and liabilities measured and recognised at fair value at 30 June 2017 and 2016 on a recurring basis.

## 11 Fair value measurements (continued)

|                                                       | Level 1<br>\$'000 | Level 2<br>\$'000 | Level 3<br>\$'000 | Total<br>\$'000 |
|-------------------------------------------------------|-------------------|-------------------|-------------------|-----------------|
| <b>30 June 2017</b>                                   |                   |                   |                   |                 |
| <b><i>Recurring fair value measurement</i></b>        |                   |                   |                   |                 |
| <b>Financial assets</b>                               |                   |                   |                   |                 |
| Financial assets at fair value through profit or loss |                   |                   |                   |                 |
| Equity trusts                                         | 2,712             | 1,098,375         | -                 | 1,101,087       |
| Fixed interest and other debt security trusts         | -                 | 494,942           | -                 | 494,942         |
| Mortgage trusts                                       | -                 | 18,034            | -                 | 18,034          |
| Property syndicates and trusts                        | 12,911            | 79,623            | -                 | 92,534          |
| Other financial assets                                | -                 | -                 | 7,048             | 7,048           |
| Total financial assets                                | 15,623            | 1,690,974         | 7,048             | 1,713,645       |
| <b>Non-financial assets</b>                           |                   |                   |                   |                 |
| Investment properties                                 | -                 | -                 | 976,799           | 976,799         |
| Total non-financial assets                            | -                 | -                 | 976,799           | 976,799         |
| <b>Financial liabilities</b>                          |                   |                   |                   |                 |
| Interest rate swaps                                   | -                 | 1,577             | -                 | 1,577           |
| Life investment contract policy liabilities           | -                 | 1,071,464         | -                 | 1,071,464       |
| Total financial liabilities                           | -                 | 1,073,041         | -                 | 1,073,041       |
| <b>30 June 2016</b>                                   |                   |                   |                   |                 |
| <b><i>Recurring fair value measurement</i></b>        |                   |                   |                   |                 |
| <b>Financial assets</b>                               |                   |                   |                   |                 |
| Financial assets at fair value through profit or loss |                   |                   |                   |                 |
| Equity trusts                                         | -                 | 943,866           | -                 | 943,866         |
| Fixed interest and other debt security trusts         | -                 | 511,568           | -                 | 511,568         |
| Mortgage trusts                                       | -                 | 18,446            | -                 | 18,446          |
| Property syndicates and trusts                        | 13,845            | 87,928            | -                 | 101,773         |
| Other financial assets                                | -                 | -                 | 332               | 332             |
| Total financial assets                                | 13,845            | 1,561,808         | 332               | 1,575,985       |
| <b>Non-financial assets</b>                           |                   |                   |                   |                 |
| Investment properties                                 | -                 | -                 | 820,885           | 820,885         |
| Total non-financial assets                            | -                 | -                 | 820,885           | 820,885         |
| <b>Financial liabilities</b>                          |                   |                   |                   |                 |
| Interest rate swaps                                   | -                 | 1,602             | -                 | 1,602           |
| Life investment contract policy liabilities           | -                 | 858,016           | -                 | 858,016         |
| Total financial liabilities                           | -                 | 859,618           | -                 | 859,618         |

The majority of the financial assets at fair value through profit or loss are held through unlisted managed investment schemes operated by related entities. These unlisted managed investment schemes also hold investments from external investors.

The Group's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period. There were no transfers between levels 1 and 2 for the recurring fair value measurements during the year. The transfers in and out of level 3 measurements are summarised in note (iii) below.

## 11 Fair value measurements (continued)

### (ii) Valuation techniques used to derive level 2 and level 3 fair values

#### *Financial instruments*

The fair value of financial instruments that are not traded in an active market (for example, over-the-counter derivatives) is determined using valuation techniques. These valuation techniques maximise the use of observable market data where it is available and rely as little as possible on entity specific estimates. If all significant inputs required to fair value an instrument are observable, the instrument is included in level 2. If one or more of the significant inputs are not based on observable market data, the instrument is included in level 3.

Specific valuation techniques used to value financial instruments include:

- The use of quoted market prices or dealer quotes for similar instruments.
- The fair value of interest rate swaps is calculated as the present value of the estimated future cash flows based on observable yield curves.
- Other techniques, such as discounted cash flow analysis, are used to determine fair value for the remaining financial instruments.

All of the resulting fair value estimates are included in level 2 except for unlisted equity securities which are included in level 3 as disclosed in section (iii) below.

#### *Investment properties*

Investment properties comprise the Group's interests in retirement village independent living units, development sites and other non-owner occupied investment properties.

At the end of each reporting period, the directors update their assessment of the fair value of each property, taking into account the most recent valuations. The directors determine a property's value using a reasonable fair value estimate as applicable to each type of investment property. Development sites are recognised at cost.

Fair value for completed retirement villages is determined using a financial model which calculates the net present value of future cash flows. The major inputs used in the financial models include:

- current prices in an active market for properties of a similar nature;
- resident turnover rates based on business experience, including the expected average length of residence based on mortality assumptions and voluntary turnover, average incoming ages and distributions;
- property growth rates based on analysis of property markets, historical experience and retirement village outlook; and
- discount rates appropriately set based on the view of risk and by reference to market transactions and conditions.

Fair value of other non-owner occupied property is based on periodic, but at least triennial, valuations by external accredited independent valuers.

All of the resulting fair value estimates of the investment properties are included in level 3 as explained in section (iii) below.



## 11 Fair value measurements (continued)

### (iii) Fair value measurements using significant unobservable inputs (level 3)

The following table presents the changes in level 3 instruments for the financial year ended 30 June 2017:

|                                                                                                                                                                       | Other<br>financial<br>assets<br>\$'000 | Investment<br>properties<br>\$'000 | Total<br>\$'000 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|------------------------------------|-----------------|
| Opening balance 1 July 2015                                                                                                                                           | 320                                    | 745,194                            | 745,514         |
| Additions                                                                                                                                                             | -                                      | 65,469                             | 65,469          |
| Disposals                                                                                                                                                             | -                                      | (3,388)                            | (3,388)         |
| Transfers                                                                                                                                                             | -                                      | (4,546)                            | (4,546)         |
| Gain recognised in other income*                                                                                                                                      | 12                                     | 18,156                             | 18,168          |
| <b>Closing balance 30 June 2016</b>                                                                                                                                   | <b>332</b>                             | <b>820,885</b>                     | <b>821,217</b>  |
| Opening balance 1 July 2016                                                                                                                                           | 332                                    | 820,885                            | 821,217         |
| Additions                                                                                                                                                             | 6,750                                  | 157,098                            | 163,848         |
| Disposals                                                                                                                                                             | -                                      | -                                  | -               |
| Depreciation                                                                                                                                                          | -                                      | -                                  | -               |
| Transfers                                                                                                                                                             | -                                      | (13,500)                           | (13,500)        |
| Transfers of development rights                                                                                                                                       | -                                      | (4,614)                            | (4,614)         |
| Gains/(losses) recognised in other income*                                                                                                                            | (34)                                   | 16,930                             | 16,896          |
| <b>Closing balance 30 June 2017</b>                                                                                                                                   | <b>7,048</b>                           | <b>976,799</b>                     | <b>983,847</b>  |
| *Included in the gain recognised in other income:<br>Unrealised gain recognised in the profit or loss attributable to<br>assets held at the end of the financial year |                                        |                                    |                 |
| <b>2017</b>                                                                                                                                                           | <b>(34)</b>                            | <b>12,316</b>                      | <b>12,282</b>   |
| <b>2016</b>                                                                                                                                                           | <b>12</b>                              | <b>18,156</b>                      | <b>18,168</b>   |

#### Valuation inputs and relationships to fair value

The following table summarises the quantitative information about the significant unobservable inputs used in level 3 fair value measurements:

| Description              | Fair value at<br>30 June 2017<br>\$'000 | Unobservable<br>inputs            | Range of inputs                                                          | Relationship of unobservable inputs<br>to fair value                                                                                                               |
|--------------------------|-----------------------------------------|-----------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Investment<br>properties | 976,799                                 | Discount rate                     | 10.0% - 14.0%                                                            | Increase/decrease in discount rate by +/- 50 basis points change the fair value by -10.3 million/+\$12.6 million (2016: -\$8.7 million/+\$11.3 million).           |
|                          |                                         | Property growth rate              | 0.0% - 4.0%                                                              | Increase/decrease in property growth rate by +/- 50 basis points change the fair value by +\$19.0 million/-\$17.2 million (2016: +\$16.2 million/-\$14.8 million). |
|                          |                                         | Average length of residents' stay | 4-8 years for serviced apartment, 9-14 years for independent living unit | The higher the average length of stay, the lower the fair value.                                                                                                   |



## 11 Fair value measurements (continued)

### (iii) Fair value measurements using significant unobservable inputs (level 3) (continued)

#### Valuation processes

The Group's Independent & Assisted Living Services business unit includes a team that performs the valuations of the retirement village independent living units required for financial reporting purposes, including level 3 fair values. This team reports valuation recommendations to the CEO Independent & Assisted Living, the Chief Financial Officer and the Audit & Compliance Committee. Discussions of valuation processes and results are held between the valuation team, the Audit & Compliance Committee, the Chief Financial Officer and the CEO Independent & Assisted Living every six months in line with the Group's half-yearly reporting timelines. The results of the valuations are subject to audit or review every six months. The valuation method used in determining the fair value of these investment properties is drawn upon an actuarial model for property valuation. The main level 3 inputs used in measuring the fair value of investment properties, which include resident turnover rates, property growth rates and discount rates, are estimated by management based on comparable transactions and industry data. The key assumptions used in the valuation are reviewed by an independent qualified valuer on a yearly basis.

#### (b) Disclosed fair values

The Group also has a number of financial instruments which are not measured at fair value on the balance sheet. As at the end of the reporting period, those which fair values differ from their amortised cost are as follows:

|                                            | 2017                        |                      | 2016                        |                      |
|--------------------------------------------|-----------------------------|----------------------|-----------------------------|----------------------|
|                                            | Amortised<br>cost<br>\$'000 | Fair value<br>\$'000 | Amortised<br>cost<br>\$'000 | Fair value<br>\$'000 |
| <b>Current and non-current assets</b>      |                             |                      |                             |                      |
| Mortgage loans                             | 699,845                     | 700,279              | 716,861                     | 717,412              |
| Advances                                   | 6,347                       | 6,347                | 3,967                       | 3,659                |
|                                            | <b>706,192</b>              | <b>706,626</b>       | <b>720,828</b>              | <b>721,071</b>       |
| <b>Current and non-current liabilities</b> |                             |                      |                             |                      |
| Australian Unity Bonds                     | 245,289                     | 261,750              | 243,974                     | 262,500              |
| Development finance loans                  | 539                         | 549                  | 8,521                       | 8,271                |
| Retirement Village Investment Notes        | 51,596                      | 52,019               | 56,306                      | 56,677               |
| Subordinated capital notes                 | 30,000                      | 29,462               | 30,000                      | 29,942               |
| Term deposits                              | 316,048                     | 315,801              | 412,986                     | 412,807              |
|                                            | <b>643,472</b>              | <b>659,581</b>       | <b>751,787</b>              | <b>770,197</b>       |

The fair values of loans, advances and borrowings disclosed above are estimated by discounting the future contractual cash flows at the current applicable market interest rate.

## Non-financial assets and liabilities

### 12 Non-financial assets - Property, plant and equipment

|                                      | Land<br>\$'000 | Buildings<br>\$'000 | Plant and<br>equipment<br>\$'000 | Leasehold<br>improvements<br>\$'000 | Total<br>\$'000 |
|--------------------------------------|----------------|---------------------|----------------------------------|-------------------------------------|-----------------|
| <b>At 1 July 2015</b>                |                |                     |                                  |                                     |                 |
| Cost                                 | 14,714         | 146,019             | 34,025                           | 22,936                              | 217,694         |
| Accumulated depreciation             | -              | (11,878)            | (21,213)                         | (19,678)                            | (52,769)        |
| Net book amount                      | 14,714         | 134,141             | 12,812                           | 3,258                               | 164,925         |
| <b>Year ended 30 June 2016</b>       |                |                     |                                  |                                     |                 |
| Opening net book amount              | 14,714         | 134,141             | 12,812                           | 3,258                               | 164,925         |
| Additions                            | 70             | 6,001               | 4,804                            | 5,022                               | 15,897          |
| Transfers from investment properties | -              | 4,546               | -                                | -                                   | 4,546           |
| Disposals                            | -              | -                   | (117)                            | -                                   | (117)           |
| Depreciation charge                  | -              | (3,882)             | (2,693)                          | (1,324)                             | (7,899)         |
| Closing net book amount              | 14,784         | 140,806             | 14,806                           | 6,956                               | 177,352         |
| <b>At 30 June 2016</b>               |                |                     |                                  |                                     |                 |
| Cost                                 | 14,784         | 156,566             | 38,033                           | 27,066                              | 236,449         |
| Accumulated depreciation             | -              | (15,760)            | (23,227)                         | (20,110)                            | (59,097)        |
| Net book amount                      | 14,784         | 140,806             | 14,806                           | 6,956                               | 177,352         |
| <b>Year ended 30 June 2017</b>       |                |                     |                                  |                                     |                 |
| Opening net book amount              | 14,784         | 140,806             | 14,806                           | 6,956                               | 177,352         |
| Additions                            | 22             | 6,135               | 5,085                            | 5,433                               | 16,675          |
| Transfers from investment properties | 13,500         | -                   | -                                | -                                   | 13,500          |
| Transfers of development rights      | (8,380)        | -                   | -                                | -                                   | (8,380)         |
| Transfers to intangibles             | -              | -                   | (1,800)                          | -                                   | (1,800)         |
| Other transfers                      | 6,000          | (6,000)             | -                                | -                                   | -               |
| Disposals                            | -              | (64)                | (932)                            | (2,311)                             | (3,307)         |
| Depreciation charge                  | -              | (4,536)             | (3,068)                          | (1,881)                             | (9,485)         |
| Closing net book amount              | 25,926         | 136,341             | 14,091                           | 8,197                               | 184,555         |
| <b>At 30 June 2017</b>               |                |                     |                                  |                                     |                 |
| Cost                                 | 25,926         | 156,613             | 34,595                           | 28,938                              | 246,072         |
| Accumulated depreciation             | -              | (20,272)            | (20,504)                         | (20,741)                            | (61,517)        |
| Net book amount                      | 25,926         | 136,341             | 14,091                           | 8,197                               | 184,555         |

### 13 Non-financial assets - Investment properties

Investment properties consist of the Group's interests in retirement village independent living units, development sites and other non-owner occupied property as specified below. The development sites are held within the development entities. Upon completion of the development and the required occupancy targets being met, a number of the development sites will be sold to retirement village operators.

|                                             | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------------------|----------------|----------------|
| Retirement village independent living units | 637,372        | 501,048        |
| Retirement village property funds           | 79,498         | 72,841         |
| Development sites                           | 259,929        | 242,382        |
| Non-owner occupied property                 | -              | 4,614          |
|                                             | <b>976,799</b> | <b>820,885</b> |

### 13 Non-financial assets - Investment properties (continued)

#### (a) Movements of investment properties

|                                                | 2017<br>\$'000 | 2016<br>\$'000 |
|------------------------------------------------|----------------|----------------|
| <b>At fair value</b>                           |                |                |
| Balance at the beginning of the financial year | 820,885        | 745,194        |
| Additions                                      | 157,098        | 65,469         |
| Transfer of development rights                 | (4,614)        | -              |
| Transfers to property, plant and equipment     | (13,500)       | (4,546)        |
| Disposals                                      | -              | (3,388)        |
| Net fair value movements                       | 16,930         | 18,156         |
| Balance at the end of the financial year       | 976,799        | 820,885        |

#### (b) Amounts recognised in profit or loss for investment properties

|                                                    | 2017<br>\$'000 | 2016<br>\$'000 |
|----------------------------------------------------|----------------|----------------|
| Revenue                                            | 99,989         | 49,101         |
| Expenses                                           | (44,127)       | (26,006)       |
| Changes in fair value recognised in profit or loss | 12,316         | 18,156         |
|                                                    | 68,178         | 41,251         |

### 14 Non-financial assets - Intangible assets

|                                        | Goodwill<br>\$'000 | Computer<br>software<br>\$'000 | Bed and<br>other<br>licences<br>\$'000 | Management<br>rights and<br>other<br>intangible<br>assets<br>\$'000 | Total<br>\$'000 |
|----------------------------------------|--------------------|--------------------------------|----------------------------------------|---------------------------------------------------------------------|-----------------|
| <b>At 1 July 2015</b>                  |                    |                                |                                        |                                                                     |                 |
| Cost                                   | 25,590             | 82,623                         | 12,655                                 | 79,402                                                              | 200,270         |
| Accumulation amortisation              | -                  | (31,004)                       | (64)                                   | (8,290)                                                             | (39,358)        |
| Net book amount                        | 25,590             | 51,619                         | 12,591                                 | 71,112                                                              | 160,912         |
| <b>Year ended 30 June 2016</b>         |                    |                                |                                        |                                                                     |                 |
| Opening net book amount                | 25,590             | 51,619                         | 12,591                                 | 71,112                                                              | 160,912         |
| Acquisition of subsidiaries/businesses | 151,369            | 137                            | -                                      | 23,793                                                              | 175,299         |
| Additions                              | -                  | 24,160                         | -                                      | 4,293                                                               | 28,453          |
| Reclassification                       | (887)              | -                              | -                                      | 887                                                                 | -               |
| Disposals                              | -                  | (1,507)                        | -                                      | -                                                                   | (1,507)         |
| Amortisation charge                    | -                  | (9,892)                        | (96)                                   | (2,656)                                                             | (12,644)        |
| Closing net book amount                | 176,072            | 64,517                         | 12,495                                 | 97,429                                                              | 350,513         |
| <b>At 30 June 2016</b>                 |                    |                                |                                        |                                                                     |                 |
| Cost                                   | 176,072            | 103,110                        | 12,655                                 | 108,375                                                             | 400,212         |
| Accumulation amortisation              | -                  | (38,593)                       | (160)                                  | (10,946)                                                            | (49,699)        |
| Net book amount                        | 176,072            | 64,517                         | 12,495                                 | 97,429                                                              | 350,513         |

#### 14 Non-financial assets - Intangible assets (continued)

|                                                  | Goodwill<br>\$'000 | Computer<br>software<br>\$'000 | Bed and<br>other<br>licences<br>\$'000 | Management<br>rights and<br>other<br>intangible<br>assets<br>\$'000 | Total<br>\$'000 |
|--------------------------------------------------|--------------------|--------------------------------|----------------------------------------|---------------------------------------------------------------------|-----------------|
| <b>Year ended 30 June 2017</b>                   |                    |                                |                                        |                                                                     |                 |
| Opening net book amount                          | 176,072            | 64,517                         | 12,495                                 | 97,429                                                              | 350,513         |
| Acquisition of subsidiaries/businesses           | 2,937              | -                              | -                                      | -                                                                   | 2,937           |
| Additions                                        | 6,414              | 19,530                         | -                                      | 9,289                                                               | 35,233          |
| Adjustments                                      | (129)              | -                              | -                                      | -                                                                   | (129)           |
| Transfers from/(to) property plant and equipment | 1,800              | -                              | -                                      | -                                                                   | 1,800           |
| Disposals                                        | -                  | (1,309)                        | -                                      | -                                                                   | (1,309)         |
| Amortisation charge                              | -                  | (12,110)                       | (1,542)                                | (2,775)                                                             | (16,427)        |
| Closing net book amount                          | 187,094            | 70,628                         | 10,953                                 | 103,943                                                             | 372,618         |
| <b>At 30 June 2017</b>                           |                    |                                |                                        |                                                                     |                 |
| Cost                                             | 187,094            | 117,086                        | 12,655                                 | 120,514                                                             | 437,349         |
| Accumulated amortisation                         | -                  | (46,458)                       | (1,702)                                | (16,571)                                                            | (64,731)        |
| Net book amount                                  | 187,094            | 70,628                         | 10,953                                 | 103,943                                                             | 372,618         |

The management rights and other intangibles include those with an indefinite life of \$35,910,000 as at 30 June 2017 (2016: \$35,910,000). A total of \$24,757,000 of the management rights is related to the acquisitions of responsible entities of investment funds and trusts. The responsible entities are profitable and expected to continue their operations on a going concern basis. The balance of \$11,153,000 is the value of Home Care Service of NSW brand name that was recognised in the business acquisition. The brand name is a registered trade mark and given the ability of the Group to leverage this brand name to maintain its presence or expand in the home care sector, it is reasonably justified that the brand name has an indefinite useful life.

Residential Care Places (high care and low care) under the *Aged Care Act 1997* (bed licences) purchased from other approved providers are valued at cost. Residential Care Places (high care and low care) under the *Aged Care Act 1997* (bed licences) initially granted to the Group by the Department of Health and Ageing are not ascribed a value. At 30 June 2017, the Group held 225 purchased licences and 660 granted licences (2016: 231 purchased licences and 654 granted licences).

##### (a) Impairment tests for goodwill and management rights

The carrying amount of goodwill and management rights is allocated to the Group's cash generating units (CGUs) identified according to entities within each business segment.

A segment-level summary of the goodwill and management rights allocation is presented below:

|                               | 2017<br>\$'000 | 2016<br>\$'000 |
|-------------------------------|----------------|----------------|
| Healthcare                    | 8,293          | 9,063          |
| Independent & assisted living | 179,513        | 178,534        |
| Personal financial services   | 57,137         | 53,169         |
| Wealth                        | 38,972         | 32,735         |
|                               | <b>283,915</b> | <b>273,501</b> |

The recoverable amount of a CGU is determined based on a value in use calculation using cash flow projections based upon financial forecast approved by the directors, covering a four year financial period. Cash flows beyond the four year financial period are extrapolated using estimated growth rates appropriate for the CGU.

##### (b) Key assumptions used for value-in-use calculations

Pre-tax discount rates of 9.3% to 13.6% were applied to cash flow projections to the relevant CGU which represent the weighted average cost of capital (2016: 9.00%). Growth rates ranging from 2.1% to 4.1% (2016: 1.30%) were applied to cash flows beyond the four year period for which financial budgets were available.



## 14 Non-financial assets - Intangible assets (continued)

### (c) Impact of possible changes in key assumptions

It is recognised that actual time value of money may vary to what has been estimated. Based on this, it is concluded that, assuming a zero growth rate, any possible change in the pre-tax discount rate of up to 13.5% (2016: 18.6%) per annum would not cause the recoverable amount of goodwill to fall below its carrying amount.

## 15 Non-financial liabilities - Deferred tax balances

|                                                              | 2017<br>\$'000 | 2016<br>\$'000 |
|--------------------------------------------------------------|----------------|----------------|
| The balance comprises temporary differences attributable to: |                |                |
| <b>Deferred tax assets</b>                                   |                |                |
| Accrued expenses                                             | 13,357         | 8,091          |
| Fixed assets                                                 | 10,782         | 12,078         |
| Capitalised expenditure                                      | 3,166          | 2,701          |
| Derived consortium management fee                            | 3,030          | -              |
| Policy bonus credits                                         | 26,728         | 23,776         |
| Provisions                                                   | 25,398         | 15,821         |
| Risk Equalisation Special Account                            | 3,828          | 2,759          |
| Tax losses                                                   | 8,704          | 2,061          |
| Trust distribution                                           | 6,117          | 11,431         |
| Unrealised losses                                            | 531            | 1,308          |
| Other assessable items                                       | 3,725          | 1,277          |
| Total deferred tax assets                                    | <u>105,366</u> | <u>81,303</u>  |
|                                                              | 2017<br>\$'000 | 2016<br>\$'000 |
| <b>Deferred tax liabilities</b>                              |                |                |
| Allocable cost adjustment on consolidation                   | 1,013          | 1,013          |
| Fixed assets and investment properties                       | 83,422         | 65,628         |
| Management rights                                            | 29,187         | 19,698         |
| Risk Equalisation Special Account                            | 11,249         | 9,145          |
| Tax deferred                                                 | 3,015          | 2,755          |
| Unrealised gains                                             | 24,816         | 40,752         |
| Other deductible items                                       | 12,046         | 3,952          |
| Total deferred tax liabilities                               | <u>164,748</u> | <u>142,943</u> |
| <b>Net Deferred tax liabilities</b>                          | <u>59,382</u>  | <u>61,640</u>  |

## 16 Non-financial liabilities - Provisions

|                             | 2017<br>\$'000 | 2016<br>\$'000 |
|-----------------------------|----------------|----------------|
| <b>Current provisions</b>   |                |                |
| Employee benefits provision | 65,102         | 48,870         |
| Outstanding claims          | 69,839         | 63,336         |
| Other provisions            | 7,472          | 8,839          |
|                             | <u>142,413</u> | <u>121,045</u> |

## 16 Non-financial liabilities - Provisions (continued)

### Outstanding claims provision

Provision is made for claims outstanding at the end of the financial year, being claims for services incurred but not yet reported, the economic cost of which will arise in a later period. Claims reported but not yet paid are included as payables. Claims provisions are determined on an actuarial basis and amounts paid or payable are recognised as part of expenses in the profit or loss. Refer to note 23 for the movements in outstanding claims provision.

## 17 Equity

### (a) Reserves

|                           | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------|----------------|----------------|
| Asset revaluation reserve | 2,462          | 2,462          |
| Defined benefit reserve   | 3,011          | -              |
| Reserve for credit losses | -              | 2,042          |
| Cash flow hedges reserve  | (1,104)        | (1,122)        |
|                           | <u>4,369</u>   | <u>3,382</u>   |

### Movements:

|                                                        |                |                |
|--------------------------------------------------------|----------------|----------------|
| <i>Asset revaluation reserve</i>                       |                |                |
| Balance at the beginning of the financial year         | 2,462          | 2,462          |
| Balance at the end of the financial year               | <u>2,462</u>   | <u>2,462</u>   |
| <i>Defined benefit reserve</i>                         |                |                |
| Balance at the beginning of the financial year         | -              | -              |
| Transfer from retained earnings                        | 3,011          | -              |
| Balance at the end of the financial year               | <u>3,011</u>   | <u>-</u>       |
| <i>Reserve for credit losses</i>                       |                |                |
| Balance at the beginning of the financial year         | 2,042          | 1,698          |
| Adjustment on adoption of AASB 9, net of tax (note 35) | (2,043)        | -              |
| Transfer from retained earnings                        | 1              | 344            |
| Balance at the end of the financial year               | <u>-</u>       | <u>2,042</u>   |
| <i>Cash flow hedges reserve</i>                        |                |                |
| Balance at the beginning of the financial year         | (1,122)        | (2,204)        |
| Movements in hedging value during the year             | 25             | 1,546          |
| Deferred tax                                           | (7)            | (464)          |
| Balance at the end of the financial year               | <u>(1,104)</u> | <u>(1,122)</u> |

#### (i) Defined benefit reserve

The defined benefit reserve is used to record actuarial gains or losses on defined benefit liabilities and actual returns on fund assets (excluding interest income) which are recognised in other comprehensive income.

#### (ii) Cash flow hedges reserve

The cash flow hedges reserve is used to record gains or losses on a hedging instrument in a cash flow hedge that are recognised directly in equity. The amounts are recognised in the profit or loss when the associated hedged transaction affects profit or loss.

## 17 Equity (continued)

### (b) Retained earnings

Movements in retained earnings were as follows:

|                                                        | 2017<br>\$'000 | 2016<br>\$'000 |
|--------------------------------------------------------|----------------|----------------|
| Balance at the beginning of the financial year         | 320,222        | 285,004        |
| Adjustment on adoption of AASB 9, net of tax (note 35) | (6,382)        | -              |
| Transfer to reserve for credit losses                  | (1)            | (344)          |
| Profit for the year                                    | 46,848         | 35,562         |
| Balance at the end of the financial year               | <u>360,687</u> | <u>320,222</u> |

## 18 Cash flow information

### (a) Reconciliation of profit after income tax to net cash inflow/(outflow) from operating activities

|                                                       | 2017<br>\$'000 | 2016<br>\$'000 |
|-------------------------------------------------------|----------------|----------------|
| Profit after income tax for the year                  | 46,848         | 35,562         |
| Depreciation and amortisation                         | 25,912         | 20,543         |
| Impairment provision on investments in joint ventures | 6,690          | 838            |
| Investment gains                                      | (9,045)        | 1,379          |
| Fair value gains on investment property               | (16,930)       | (18,156)       |
| Loss/(gain) on disposal of assets                     | (5,079)        | 1,507          |
| Share of net profit or loss of joint ventures         | 2,189          | 1,074          |
| Changes in operating assets and liabilities:          |                |                |
| Decrease/(increase) in trade and other receivables    | (70,508)       | 2,394          |
| Decrease/(increase) in loans and advances             | 25,841         | (92,522)       |
| Increase in current tax assets                        | (1,222)        | -              |
| Increase in other operating assets                    | (10,888)       | (1,840)        |
| Increase in trade and other payables                  | 20,087         | 13,543         |
| Increase/(decrease) in deposits liability             | (32,036)       | 99,822         |
| Increase/(decrease) in current tax liabilities        | (15,879)       | 521            |
| Increase/(decrease) in deferred tax liabilities       | (5,406)        | 3,011          |
| Increase in provisions                                | 18,698         | 7,896          |
| Increase in benefit fund policy liabilities           | 162,227        | 58,398         |
| Increase/(decrease) in other operating liabilities    | 23,095         | (18,541)       |
| Net cash inflow from operating activities             | <u>164,594</u> | <u>115,429</u> |

## Risk Management

This section of the notes discusses the Group's exposure to various risks and shows how these could affect the Group's financial position and performance.

### 19 Critical accounting estimates and judgements

The preparation of financial statements in conformity with Australian Accounting Standards requires the use of certain critical accounting estimates. It also requires management to exercise their judgement in the process of applying the Group'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 below.

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that may have a financial impact on the entity and that are believed to be reasonable under the circumstances.

#### (a) Critical accounting estimates and assumptions

The Group makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

##### (i) Fair value of financial instruments

In the measurement of financial instruments, the best evidence of fair value is a quoted price in an active market. In the event that there is no active market for the instrument, the fair value is measured based on present value estimates or other market accepted valuation techniques. The valuation models incorporate the impact of bid/ask spread, counterparty credit spreads and other factors that would influence the fair value determined by a market participant. The majority of valuation techniques employ only observable market data. However, in the case where market observable data for certain valuation component is not available, the fair value is determined using data derived and extrapolated from market data and tested against historic transactions and observed market trends. These valuations are based upon assumptions established by application of professional judgement to analyse the data available to support each assumption. Changing the assumptions may change the resulting estimate of fair value.

##### (ii) Estimated impairment of loans and advances

The accounting policy requires the Group to assess impairment of loan assets upon initial recognition of the assets and whether there has been a significant increase in credit risk as at the reporting date comparing with the risk as at the date of initial recognition. A provision for expected credit loss is estimated based on the cash shortfalls over the expected life of the assets. Individual provisioning is applied when the full collectability of a loan is identified as being doubtful. The collective provision is estimated on the basis of historical loss experience for assets with credit characteristics similar to those in the collective pool. The historical loss experience is adjusted based on current observable data and events and an assessment of the impact of model risk. The provision also takes into account the impact of large concentrated losses within the portfolio and the economic cycle. The use of such judgements and reasonable estimates is considered by management to be an essential part of the process and does not impact on reliability.

##### (iii) Impairment of goodwill and intangibles with indefinite useful lives

The Group tests annually whether goodwill or other intangibles have suffered any impairment. This requires an estimation of the recoverable amount of the cash generating units to which the goodwill and intangibles with indefinite useful lives are allocated. The recoverable amounts of cash generating units have been determined based on value-in-use calculations using certain assumptions.

##### (iv) Retirement village investment property

The fair value of retirement village investment property is determined as the present value of future cash flows based upon statistical modelling of expected cash flows from incoming and outgoing residents and includes assumptions in respect of a number of factors, including average length of residency and expected changes in property prices.

##### (v) Insurance liabilities

The estimates, assumptions and judgements arising as a result of the Group's health and life insurance operations are detailed in notes 23 and 32.



## 19 Critical accounting estimates and judgements (continued)

### (a) Critical accounting estimates and assumptions (continued)

#### (vi) Income taxes

The Group is subject to income taxes in Australia. There are certain transactions and calculations undertaken during the ordinary course of business for which the ultimate tax determination is uncertain. The Group estimates its tax liabilities based on the Group's understanding of the tax law. Where the final tax outcome of these matters is different from the amounts that were initially recorded, such differences will impact the current and deferred income tax assets and liabilities in the period in which such determination is made.

### (b) Critical judgements in applying the Group's accounting policies

#### (i) Classification of life insurance liabilities

Life insurance liabilities held within benefit funds managed by the Group are classified for accounting purposes as either life insurance contract liabilities, participating life investment contract liabilities or non participating life investment contract liabilities in accordance with AASB 1038 *Life Insurance Contracts*.

#### (ii) Interest in subsidiaries, associates and joint ventures

The Group has investments in other entities and managed investment schemes where Group entities act as the responsible entity for the schemes. In applying the accounting policy the Group exercises significant judgements to determine which entities and investment schemes are controlled and, therefore, are required to be consolidated. The Group has consolidated those entities determined as being controlled, with principal subsidiaries listed in note 21. For the interests in managed investment schemes, the Group considers its relationship with the majority of the schemes is that of an agent rather than a principal. Where the relationship is that of an agent, the Group does not have the power to control.

For interests in other entities where the Group does not have control, the Group exercises significant judgements to determine whether it has significant influence over the entity or joint control of an arrangement. Where there is a joint arrangement, the Group further determines whether it is structured as a joint operation or a joint venture. The Group has determined as investments in associates those relationships where significant influence over another entity exists. The Group has concluded that the joint arrangement investments in Acorn Capital Limited, Platypus Asset Management Pty Ltd and Fedinvest Limited are joint ventures. The Group does not have power to control these entities.

## 20 Financial risk management

The board of directors has overall responsibility for the establishment and oversight of the risk management framework. The board has established the Risk Committee, which is responsible for developing and monitoring risk management policies.

The Group's Risk Management Framework (RMF) is based upon a top-down policy approach and a bottom-up process for identifying risks. It sets out the risk management principles, mandatory requirements and minimum standards that are to be applied to risk management practices across the Group. The RMF is consistent with AS/NZS ISO 31000 2009: Risk Management in identifying, assessing, controlling and treating its material risks. This analysis is recorded in business unit Risk Registers, which are fully reviewed annually by the Risk Committee. Senior Management are required to keep their business unit Risk Register current and to report regularly, including against any treatment or action plans recorded in the Risk Register. Senior Management are also required to provide regular attestations of compliance with the RMF and other applicable Group policies.

Risk management policies are established to identify and analyse the risks faced by the Group, to set appropriate risk limits and controls, and to monitor risks and adherence to limits. Risk management policies and systems are reviewed regularly to reflect changes in market conditions and the Group's activities. The Group through its training and management standards and procedures, aims to develop a disciplined and constructive control environment in which all employees understand their roles and obligations.

In addition, the board has established the Group Investment Committee to oversee the particular activities and risks associated with the Group's investment responsibilities.

The Group Audit and Compliance Committee oversees how management monitors compliance with the Group's risk management policies and procedures. The Group Audit and Compliance Committee is assisted in its role by Group Audit, Group Compliance and Finance & Strategy. Group Audit undertakes both regular and ad hoc reviews of risk management controls and procedures, Group Compliance oversees compliance with controls and procedures and Finance & Strategy measures the quantitative aspects of the controls. The results of these reviews are reported to the Group Audit and Compliance Committee and the board.

## 20 Financial risk management (continued)

### (a) Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: foreign currency risk, price risk and interest rate risk. Market risk is managed and monitored using sensitivity analysis, and minimised through ensuring that all investment activities are undertaken in accordance with established mandates and investment strategies.

Financial instruments held by the benefit funds managed by the Group do not expose the Group to market risk as any movement in the carrying value of financial instruments held by the benefit funds has an equal and opposite effect on policyholder liabilities.

#### (i) Foreign exchange risk

Foreign exchange risk is the risk that the fair value of future cash flows of an overseas financial investment will fluctuate as a result of movements in international exchange rates. The Group's main foreign exchange risk arises from its holding in foreign investment funds.

As at the end of the reporting period, if foreign exchange rates had increased or decreased by 10% (2016: 10%), with all other variables held constant, the impact would have been as follows:

| Judgements of reasonably possible movements | Impact on post-tax profit |                | Impact on equity |                |
|---------------------------------------------|---------------------------|----------------|------------------|----------------|
|                                             | 2017<br>\$'000            | 2016<br>\$'000 | 2017<br>\$'000   | 2016<br>\$'000 |
| Exchange rates +10% (2016: +10%)            | (1,718)                   | (1,929)        | (1,718)          | (1,929)        |
| Exchange rates -10% (2016: -10%)            | 1,718                     | 1,929          | 1,718            | 1,929          |

#### (ii) Price risk

Price risk is the risk that the fair value of future cash flows of a financial instrument may fluctuate because of changes in market prices. The Group is exposed to equity securities price risk. This arises from investments held by the Group and classified on the balance sheet as financial assets at fair value through profit or loss. The Group is not directly exposed to commodity price risk.

To manage its price risk arising from equity investments, the Group diversifies its portfolio in accordance with investment policies overseen by the Group Investment Committee, the objective of which is to manage risk within acceptable limits.

The majority of the Group's equity investments are held through investments in trusts managed by related entities. The equity investments held by these trusts are publicly traded.

The table below summarises the impact of changes in securities prices assuming the prices had increased or decreased by 10% (2016: 10%) at the end of the reporting period with all other variables held constant and all the Group's equity instruments moved according to the historical correlation with the security prices.

| Judgements of reasonably possible movements | Impact on post-tax profit |                | Impact on equity |                |
|---------------------------------------------|---------------------------|----------------|------------------|----------------|
|                                             | 2017<br>\$'000            | 2016<br>\$'000 | 2017<br>\$'000   | 2016<br>\$'000 |
| Securities prices +10% (2016: +10%)         | 5,489                     | 5,443          | 5,489            | 5,443          |
| Securities prices -10% (2016: -10%)         | (5,489)                   | (5,443)        | (5,489)          | (5,443)        |

The price risk for unlisted securities is immaterial and therefore it was not included in the sensitivity analysis.

The assumptions used in the sensitivity analysis are based on an analysis of published economic data.

#### (iii) Cash flow and fair value interest rate risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Group's main interest rate risk arises from cash and cash equivalents and borrowings. Borrowings issued at variable rates expose the Group to cash flow interest rate risk. Borrowings issued at fixed rates expose the Group to fair value interest rate risk. The Group analyses variable interest rate exposures on borrowings and will hedge at a fixed rate using interest rate swaps where this is in line with current management view of potential benefit. During the years ended 30 June 2017 and 2016, the Group's borrowings at variable rate were denominated in Australian Dollars.



## 20 Financial risk management (continued)

### (a) Market risk (continued)

As at the end of the reporting period, the Group had the following financial assets and liabilities exposed to variable interest rate risk:

|                                                       | 2017<br>\$'000   | 2016<br>\$'000 |
|-------------------------------------------------------|------------------|----------------|
| <b>Financial assets</b>                               |                  |                |
| Cash and cash equivalents                             | 393,793          | 358,302        |
| Financial assets at fair value through profit or loss | 103,758          | 81,923         |
| Loans and advances                                    | 518,843          | 557,381        |
|                                                       | <b>1,016,394</b> | <b>997,606</b> |
| <b>Financial liabilities</b>                          |                  |                |
| Australian Unity Bonds (i)                            | 250,000          | 250,000        |
| Call deposits                                         | 356,734          | 297,687        |
| Development finance loans                             | 539              | 8,521          |
| Loan payable to related entity                        | 5,100            | 5,100          |
| Subordinated capital notes (ii)                       | 30,000           | 30,000         |
| Interest rate swap, at notional principal amounts     | (280,000)        | (30,000)       |
|                                                       | <b>362,373</b>   | <b>561,308</b> |
| <b>Net position</b>                                   | <b>654,021</b>   | <b>436,298</b> |

(i) The Australian Unity Bonds carry a 2.80% fixed margin (2016: 2.80%) resulting in a total interest rate at 30 June 2017 of 4.57% (2016: 5.09%). The variable interest component of the bonds was hedged via an interest rate swap at 2.20% effective from 14 July 2016 and will expire on the maturity of the bonds.

(ii) The subordinated capital notes carry a 3.00% fixed margin (2016: 3.00%) resulting in a total interest rate at 30 June 2017 of 4.77% (2016: 5.26%). Only the variable interest portion is hedged via an interest rate swap.

The Group analyses its interest rate exposure on a dynamic basis. Various scenarios are simulated taking into consideration refinancing, renewal of existing positions, alternative financing and hedging. Based on these scenarios, the Group calculates the impact on profit or loss of a defined interest rate shift. The scenarios are run only for interest bearing liabilities. The simulation is done on a quarterly basis to verify that the maximum loss potential is within the limit given by the board and monitored by management.

Based on the various scenarios, the Group manages its cash flow interest rate risk by using floating to fixed interest rate swaps. Such interest rate swaps have the economic effect of converting borrowings from floating rates to fixed rates. Generally, the Group raises long term borrowings at floating rates and swaps them into fixed rates that are lower than those available if the Group borrowed at fixed rates directly. Under the interest rate swaps, the Group agrees with other parties to exchange, at specified intervals (mainly quarterly), the difference between fixed contract rates and floating rate interest amounts calculated by reference to the agreed notional principal amounts.

As at the end of the reporting period, if interest rates had increased or decreased by 0.50% (2016: 0.50%), with all other variables held constant, the impact would have been as follows:

| Judgements of reasonably possible movements | Impact on post-tax profit |                | Impact on equity |                |
|---------------------------------------------|---------------------------|----------------|------------------|----------------|
|                                             | 2017<br>\$'000            | 2016<br>\$'000 | 2017<br>\$'000   | 2016<br>\$'000 |
| Interest rates +0.50% (2016: +0.50%)        | 1,847                     | (490)          | 1,847            | (490)          |
| Interest rates -0.50% (2016: -0.50%)        | (1,847)                   | 490            | (1,847)          | 490            |

## 20 Financial risk management (continued)

### (b) Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. Credit risk is managed on a group basis to ensure that this risk is minimised. Credit risk arises from derivative financial assets, as well as credit exposures to wholesale and retail customers, including outstanding receivables and committed transactions. For banks and financial institutions, only independently rated parties with a minimum rating of 'A-' are accepted. If wholesale customers are independently rated, these ratings are used. Otherwise, if there is no independent rating, an internal assessment is made in relation to the credit quality of the customer, taking into account its financial position, past experience and other factors. Individual risk limits are set based on internal or external ratings in accordance with limits set by the board. The compliance with credit limits by wholesale customers is regularly monitored by line management. Sales to retail customers are required to be settled in cash or using major credit cards to mitigate credit risk.

For financial assets originated from 1 July 2016, the credit risk modelling has been amended in line with AASB 9 requirements. The Group considers the probability of default upon initial recognition of asset and whether there has been a significant increase in credit risk on an ongoing basis throughout each reporting period. To assess whether there is a significant increase in credit risk, the Group compares the risk of a default occurring on the asset as at the reporting date with the risk of default as at the date of initial recognition. It considers available reasonable and supportive forward-looking information. Regardless of the analysis, a significant increase in credit risk is presumed if a debtor or borrower is more than 30 days past due in making a contractual payment. A default on a financial asset is when the counterparty fails to make contractual payments within the prescribed days of when they fall due as determined by each business segment.

#### *Trade and other receivables*

The Group trades only with recognised, creditworthy third parties, and as such collateral is not requested nor is it the Group's policy to securitise its trade and other receivables.

There is generally no significant concentration of credit risks as the organisation transacts with a large number of individually immaterial debtors. This is further mitigated in relation to health insurance policy debtors where the credit risk will only continue during the grace period as specified by legislation and/or in the policy document, after this period the policy is either paid up or terminated.

In relation to any other individually material debtors, it is the Group's policy that any customers who are likely to have such material balances owing and wish to trade on credit terms are subject to credit verification procedures including an assessment of their independent credit rating, financial position, past experience and industry reputation. Risk limits are set for each individual customer in accordance with parameters set by the board. These risk limits are regularly monitored. In addition, debtor balances are monitored on an ongoing basis with the result that the Group's exposure to bad debts is not significant.

With the adoption of AASB 9, from 1 July 2016 the Group applies the simplified expected credit loss (ECL) approach as permitted by the standard. Under the simplified ECL approach, the Group estimates the expected lifetime losses to be recognised from initial recognition of the receivables. In estimating the lifetime ECL, the Group conducts an internal credit review that takes into account the historical loss experience, current observable data and reasonable forward-looking information as available, which include the significant changes in the performance and payment status of the debtors and anticipated significant adverse changes in business, financial or economic conditions that may impact the debtors' ability to meet its obligations. As disclosed in note 35, a credit loss provision of \$645,000 based on a lifetime ECL has been raised against retained earnings as at 1 July 2016. The additional provision during the current financial year was immaterial.

#### *Loans provided by the building society to customers*

The Group's subsidiary, Big Sky Building Society Ltd, provides mortgage and personal loans to customers. The mortgage loans consist of residential housing loans and commercial property loans. The Group is exposed to the risk of loss in relation to these loans due to the failure by customers to meet their obligation in accordance with the agreed terms. To mitigate the risk of potential losses that may arise from any default, the building society holds collateral when required, as security for the loans. The maximum exposure to credit risk at the end of each reporting period is the carrying amount of loans, net of any provisions for impairment. Loan mortgage insurance is generally taken out for any residential mortgages with an LVR in excess of 80%. Accordingly, the financial effect of these measures is that remaining credit risk on loans is very low. Some lending products will be mostly unsecured (e.g. personal loans). Loans impairment experience supports the assignment of a credit risk rating of satisfactory or better. Individual risk limits are set based on internal or external ratings in accordance with limits set by the Group Board. The compliance with credit limits by wholesale customers is regularly monitored by management.



## 20 Financial risk management (continued)

### (b) Credit risk (continued)

With the adoption of AASB 9 from 1 July 2016, the Group makes an assessment whether there is a significant increase in credit risk at each reporting date. In this assessment, the Group considers historical loss experience and adjust this with the current observable data and reasonable forecast of future economic condition which includes macroeconomic factors to detect any indication of a significant increase in credit risk. An analysis to estimate the expected credit loss is performed on each portfolio of accounts with shared risk characteristics. As disclosed in the accounting policy note, the Group applies a three-stage approach to distinguish the categories of loans which reflect their credit risk and how the loan loss provision is determined for each of those categories. For the loans already in place as at 1 July 2016, a credit loss provision of \$11,053,000 was raised against the opening retained earnings and credit loss reserve. The addition to credit loss provision during the current financial year was immaterial.

#### *Other loans and advances*

The Group has loans to related entities and advances to other parties. To assess whether there is a significant increase in credit risk, the Group considers the financial or economic conditions that may cause a significant change to the borrower's ability to meet its obligations, the actual or anticipated significant adverse changes in the performance of the borrowers and significant changes in the value of the collateral supporting the obligation.

The loans to related entities are secured by a second mortgage on the properties of the related entities and by a personal guarantee from the directors of the related entities. There is no significant increase in credit risk and these loans are expected to be repaid within a year.

The advances included an amount that has been assessed to have an increased credit risk due to the significant changes in the value of the collateral. A credit loss provision based on a lifetime ECL of \$843,000 was raised against the retained earnings for the balance as at 1 July 2016. In the current financial year, the balance of advances was settled and the provision was written off.

The following table represents the credit quality of financial assets:

|                                                          | Neither past due nor<br>impaired |                       | Past due but<br>not impaired | Past due and<br>impaired | Total            |
|----------------------------------------------------------|----------------------------------|-----------------------|------------------------------|--------------------------|------------------|
|                                                          | High grade<br>\$'000             | Other grade<br>\$'000 | \$'000                       | \$'000                   | \$'000           |
| <b>At 30 June 2017</b>                                   |                                  |                       |                              |                          |                  |
| Cash and cash equivalents                                | 893,725                          | -                     | -                            | -                        | 893,725          |
| Trade and other receivables                              | 379                              | 113,352               | 59,213                       | 2,475                    | 175,419          |
| Financial assets at fair value through profit or<br>loss | 494,942                          | 1,211,655             | -                            | -                        | 1,706,597        |
| Other financial assets at amortised cost                 | 88,735                           | -                     | -                            | -                        | 88,735           |
| Loans and advances                                       | 590,895                          | 128,043               | 10,603                       | 3,242                    | 732,783          |
| Other financial assets                                   | -                                | 40,929                | -                            | -                        | 40,929           |
|                                                          | <b>2,068,676</b>                 | <b>1,493,979</b>      | <b>69,816</b>                | <b>5,717</b>             | <b>3,638,188</b> |
| <b>At 30 June 2016</b>                                   |                                  |                       |                              |                          |                  |
| Cash and cash equivalents                                | 916,728                          | -                     | -                            | -                        | 916,728          |
| Trade and other receivables                              | 440                              | 80,605                | 16,842                       | 1,680                    | 99,567           |
| Financial assets at fair value through profit or<br>loss | 511,568                          | 1,064,085             | -                            | -                        | 1,575,653        |
| Loans and advances                                       | 609,500                          | 134,233               | 23,525                       | 2,105                    | 769,363          |
| Held-to-maturity investments                             | 66,789                           | -                     | -                            | -                        | 66,789           |
| Other financial assets                                   | -                                | 24,057                | -                            | -                        | 24,057           |
|                                                          | <b>2,105,025</b>                 | <b>1,302,980</b>      | <b>40,367</b>                | <b>3,785</b>             | <b>3,452,157</b> |

The credit risk on the above financial assets of the Group which have been recognised in the balance sheet, other than investments in shares, is generally the carrying amount, net of any provisions for impairment. Credit risk for physical securities and derivative instruments are monitored by exposure limits to counterparties. These limits are determined by reference to third party credit ratings. The maximum credit risk exposure of the financial assets at the end of each reporting period is their carrying amount.

## 20 Financial risk management (continued)

### (b) Credit risk (continued)

Credit risk further arises in relation to irrevocable loan commitments provided to the customers of the Building Society. The irrevocable loan commitments are binding contracts to extend credit to customers as long as no violation of any condition in the contracts. The maximum credit risk exposure of the loan commitments is the full amount of irrevocable approved undrawn loans of \$9,683,000 (2016: \$10,991,000).

The Group provides financial guarantees to certain parties amounting to \$57,488,000 (2016: \$26,744,000). These financial guarantees are only provided in exceptional circumstances and are subject to specific board approval. The maximum credit risk exposure of the financial guarantees is the maximum amount that could be paid if the guarantee is called on.

Mortgage and policy loans held by the benefit funds managed by the Group do not expose the Group to credit risk as any movement in the carrying value of financial instruments held by the benefit funds has an equal and opposite effect on policyholder liabilities.

### (c) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

Prudent liquidity risk management implies maintaining sufficient cash and marketable securities, the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. The Group manages liquidity risk by continuously monitoring forecast and actual cash flows and matching the maturity profiles of financial assets and liabilities. Surplus funds are generally only invested in instruments that are tradeable in highly liquid markets.

#### *Maturities of financial liabilities*

The tables below analyse the Group's financial liabilities based on the contractual maturities remaining at the end of each reporting period. The Group expects that certain liabilities will be settled at maturities which are different to their initial contractual maturities, including deposits where the Group expects (as part of the subsidiary's normal banking operations) that a large proportion of these balances will roll over.

The amounts disclosed in the table are the contractual undiscounted principal and interest cash flows and hence may differ to the amounts reported on the balance sheet. Balances due within 12 months equal their carrying amounts as the impact of discounting is not significant.

For the financial guarantee and building society credit commitments as at 30 June 2017 (refer to notes 26 and 27), as the probability and value of the obligation that may be called on is unpredictable; it is not practical to state the timing of any potential payment. However, there is a contractual obligation for the Group to provide the funds when they are called upon by the counterparties.

## 20 Financial risk management (continued)

### (c) Liquidity risk (continued)

|                                     | Less than<br>6 months<br>\$'000 | 6 - 12<br>months<br>\$'000 | 1 - 5<br>years<br>\$'000 | Over 5<br>years<br>\$'000 | No<br>specific<br>maturity<br>\$'000 | Total<br>\$'000  |
|-------------------------------------|---------------------------------|----------------------------|--------------------------|---------------------------|--------------------------------------|------------------|
| <b>At 30 June 2017</b>              |                                 |                            |                          |                           |                                      |                  |
| Trade and other payables            | 140,153                         | -                          | -                        | -                         | -                                    | 140,153          |
| Interest bearing liabilities        |                                 |                            |                          |                           |                                      |                  |
| AU Bonds                            | 6,247                           | 6,247                      | 280,714                  | -                         | -                                    | 293,208          |
| Subordinated capital notes          | 1,007                           | 1,007                      | 5,718                    | 31,489                    | -                                    | 39,221           |
| Development finance loan            | 17                              | 29                         | 598                      | -                         | -                                    | 644              |
| Call deposits                       | 362,321                         | -                          | -                        | -                         | -                                    | 362,321          |
| Term deposits                       | 255,443                         | 48,185                     | 22,602                   | -                         | -                                    | 326,230          |
| Mortgage offset savings accounts    | 83,565                          | -                          | -                        | -                         | -                                    | 83,565           |
| Retirement Village Investment Notes | 21,867                          | 3,758                      | 29,771                   | -                         | -                                    | 55,396           |
| Loan payable to related entity      | 5,148                           | -                          | -                        | -                         | -                                    | 5,148            |
|                                     | 735,615                         | 59,226                     | 339,403                  | 31,489                    | -                                    | 1,165,733        |
| Benefit fund policy liabilities     | 106,100                         | 246,914                    | -                        | -                         | 1,763,450                            | 2,116,464        |
| Other liabilities                   | 281                             | -                          | 1,621                    | -                         | 852,953                              | 854,855          |
| <b>Total liabilities</b>            | <b>982,149</b>                  | <b>306,140</b>             | <b>341,024</b>           | <b>31,489</b>             | <b>2,616,403</b>                     | <b>4,277,205</b> |
| <b>At 30 June 2016</b>              |                                 |                            |                          |                           |                                      |                  |
| Trade and other payables            | 114,705                         | -                          | -                        | -                         | -                                    | 114,705          |
| Current tax liabilities             | 15,879                          | -                          | -                        | -                         | -                                    | 15,879           |
| Interest bearing liabilities        |                                 |                            |                          |                           |                                      |                  |
| AU Bonds                            | 6,247                           | 6,247                      | 293,208                  | -                         | -                                    | 305,702          |
| Subordinated capital notes          | 1,007                           | 1,007                      | 6,750                    | 33,224                    | -                                    | 41,988           |
| Development finance loan            | 8,665                           | -                          | -                        | -                         | -                                    | 8,665            |
| Call deposits                       | 304,995                         | -                          | -                        | -                         | -                                    | 304,995          |
| Term deposits                       | 287,952                         | 117,998                    | 12,190                   | -                         | -                                    | 418,140          |
| Mortgage offset savings accounts    | 77,710                          | -                          | -                        | -                         | -                                    | 77,710           |
| Retirement Village Investment Notes | 8,419                           | 17,919                     | 34,906                   | -                         | -                                    | 61,244           |
| Loan payable to related entity      | 5,150                           | -                          | -                        | -                         | -                                    | 5,150            |
|                                     | 700,145                         | 143,171                    | 347,054                  | 33,224                    | -                                    | 1,223,594        |
| Benefit fund policy liabilities     | 90,536                          | 89,074                     | -                        | -                         | 1,776,420                            | 1,956,030        |
| Other liabilities                   | 4,160                           | -                          | -                        | -                         | 692,298                              | 696,458          |
| <b>Total liabilities</b>            | <b>925,425</b>                  | <b>232,245</b>             | <b>347,054</b>           | <b>33,224</b>             | <b>2,468,718</b>                     | <b>4,006,666</b> |

## 20 Financial risk management (continued)

### (d) Capital risk management

Capital is represented by members' funds and comprises earnings retained in relation to past activities of Australian Unity Limited. It is the board's policy to maintain a strong capital base so as to maintain member, stakeholder, creditor and market confidence and to sustain future development of the business.

Capital management plays a central role in managing risk to create member value whilst also ensuring that the interests of all stakeholders including investors, policyholders, lenders and regulators are met.

Capital is utilised to finance growth, non-current asset acquisitions and business plans and also provides support if adverse outcomes arise from health insurance, investment performance or other activities.

The appropriate level of capital is determined by the board based on both regulatory and economic considerations.

Legislation requires a number of the controlled entities to maintain certain levels of capital, the specific details of which are discussed in the relevant individual controlled entities' financial statements. Throughout the 2017 financial year and currently, these controlled entities have maintained capital in excess of prudential requirements at all times. For entities not subject to specific legislation, capital risk management is determined in conjunction with the above mentioned considerations, the economic, operational and capital needs of the business.

There were no changes in the Group's approach to capital management during the year.

### (e) Insurance risk

The health insurance segment of the Group provides private health insurance which provides benefits to cover costs arising from a range of services, including hospital services, medical services, prostheses and ancillary services. Some contracts cover all services, some cover only ancillary services and others cover all services excluding ancillary services. The benefits are provided under two types of contracts, health insurance contracts and health related insurance contracts. The latter provides cover for overseas visitors.

Insurance risk is managed through appropriate product design, claims management, close monitoring of insurance risk and experience, holding capital in excess of prudential requirements, risk equalisation, varying premiums and the operation of preventative health programs.

#### *Product design*

Robust product development and review processes including appropriate sign-off requirements are applied to mitigate the risk of the insurer's products attracting a disproportionately large number of high claimers.

#### *Claims management*

Comprehensive claims management procedures and controls are applied to ensure correct and timely settlement of claims in accordance with policy conditions and provider contracts. Claims are monitored on a monthly basis to track the experience of the portfolios.

#### *Insurance risk and experience monitoring*

The Group's Risk Committee and the board review the monthly financial and operational results, including insurance operating measures and prudential capital requirements. The insurance risks and experience for the industry are also monitored by the Australian Prudential Regulation Authority (APRA).

#### *Prudential capital requirements*

Private health insurers must comply with prudential capital requirements providing a safeguard against certain adverse experience. The board has adopted a conservative approach by applying a target level of capital in excess of the prudential requirements.

#### *Risk equalisation*

The *Private Health Insurance Act 2007* requires resident private health insurance contracts to meet community rating requirements, prohibiting health insurers from discriminating between people on the basis of their health status, gender, race, sexual orientation, religious belief, age, lifestyle, frequency of need for treatment or claims history. To support these restrictions, all private health insurers must participate in the Risk Equalisation Trust Fund under which the cost of proportions of the eligible claims of all persons aged 55 years and over and those claims meeting the high cost claim criteria are shared across all private health insurers.

#### *Concentration of insurance risk*

The health insurance contracts written cover a large number of members across Australia. The Group has no exposure to concentration of risk.



## 20 Financial risk management (continued)

### (e) Insurance risk (continued)

#### *Ability to vary premium rates*

The Group is able to vary premium rates annually under a process which requires the approval of the Minister for Health and Ageing for all premium changes.

#### *Preventative health programs*

The Group operates preventative health programs to contribute to members' health and reduce the risk of hospitalisation and thus claims.

### (f) Operational risk management

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. This includes legal risk, and the risk of reputational loss or damage arising from inadequate or failed internal processes, people and systems, but excludes strategic risk.

While the Group Risk Committee has delegated responsibility for developing and monitoring risk management policies and reviewing the adequacy of the risk management framework, each business unit has a risk officer and risk management processes and practices which provide oversight of operational risk undertaken in each business. Each business unit works closely with the Group Risk Management team. There are documented risk procedures to manage and maintain oversight of operational risks. These procedures include thresholds for escalation and monitoring. Group Risk is responsible for exercising governance over operational risk through the management of the group risk management framework, policy development, risk analysis, fraud prevention and reporting of risk matters to the Group Risk Committee.

The Group's risk framework is supported by specific policies and procedures with the effectiveness of the framework assessed through a series of independent assurance reviews conducted by Group Audit.

The Group has adopted an operational risk management process which consists of a staged approach involving establishing the context, identification, analysis, assessment, treatment and monitoring of current, emerging and potential future operational risks.

Business disruption is a critical risk to the ability to operate, so the Group has comprehensive business continuity, recovery and crisis management plans. These are intended to ensure critical business functions can be maintained, or restored in a timely fashion, in the event of material disruptions arising from internal or external events.

The Group obtains insurance cover from third party providers to cover those operational risks where cost effective premiums can be obtained, however, insurance is not treated as a guaranteed mitigation for operational risk.

## Group structure

This section provides information which will help users understand how the Group structure affects the financial position and performance of the Group as a whole. In particular, there is information about:

- principal subsidiaries included in the consolidated financial statements,
- parent entity, health insurance and building society financial information, and
- reconciliation of profit attributable to members of Australian Unity Limited.

## 21 Subsidiaries

The consolidated financial statements incorporate the assets, liabilities and results of the controlled entities. The table below lists the principal controlled entities. All these entities are wholly-owned by the Group and are incorporated in Australia.

| Wholly-owned by the Parent entity                      | Wholly-owned by the controlled entities                    |
|--------------------------------------------------------|------------------------------------------------------------|
| Australian Unity Advice Pty Ltd                        | Albert Road Development Manager Pty Ltd                    |
| Australian Unity Finance Limited                       | Australian Unity Aged Care Investments Pty Ltd             |
| Australian Unity Funds Management Limited              | Australian Unity Aged Care Trust #1                        |
| Australian Unity Group Services Proprietary Limited    | Australian Unity Aged Care Trust #2                        |
| Australian Unity Health Care Pty Ltd                   | Australian Unity Aged Care Trust #4                        |
| Australian Unity Health Limited                        | Australian Unity Aged Care Trust #5                        |
| Australian Unity Investment Real Estate Ltd            | Australian Unity Aurora Operations Trust                   |
| Australian Unity Personal Financial Services Limited   | Australian Unity Bondi Trust                               |
| Australian Unity Property Limited                      | Australian Unity Campbell Place AC Land Trust              |
| Australian Unity Retirement Living Holding Pty Ltd     | Australian Unity Campbell Place RV Land Trust              |
| Australian Unity Retirement Living Investments Limited | Australian Unity Care Services Pty Ltd                     |
| Australian Unity Retirement Living Services Limited    | Australian Unity Carlton Aged Care Trust                   |
| Australian Unity Strategic Holdings Pty Limited        | Australian Unity Carlton Retirement Trust #1               |
| Australian Unity Strategic Investments Pty Ltd         | Australian Unity Home Care Pty Ltd                         |
| Big Sky Building Society Limited                       | Australian Unity Home Care Service #2 Pty Ltd              |
| Big Sky Financial Planning Pty Ltd                     | Australian Unity Home Care Service Pty Ltd                 |
| Grand United Corporate Health Limited                  | Australian Unity Investments Trust                         |
| Herston Pty Ltd                                        | Australian Unity Lilydale Development Trust                |
| Lifepan Australia Friendly Society Limited             | Australian Unity Peninsula Grange RACF Land Trust          |
| Remedy Healthcare Group Pty Ltd                        | Australian Unity Retirement Development Management Pty Ltd |
|                                                        | Australian Unity Retirement Living Holdings Pty Ltd        |
|                                                        | Australian Unity Retirement Living Management Pty Ltd      |
|                                                        | Australian Unity Retirement Village Trust #1               |
|                                                        | Australian Unity Retirement Village Trust #2               |
|                                                        | Australian Unity Retirement Village Trust #5               |
|                                                        | Australian Unity Trustees Ltd                              |
|                                                        | Better Home Care Pty Ltd                                   |
|                                                        | Campbell Place Development Manager Pty Ltd                 |
|                                                        | Certainty Financial Pty Ltd                                |
|                                                        | Herston Development Company Pty Ltd                        |
|                                                        | Rathdowne Place Residences Project Manager Pty Ltd         |
|                                                        | The Australian Unity Mornington Development Trust          |
|                                                        | The Australian Unity Sienna Grange Development Trust       |
|                                                        | The Australian Unity Victoria Grange Development Trust     |
|                                                        | The Governor's Retirement Resort Pty Ltd                   |
|                                                        | Victoria Grange Sub-Trust                                  |

## 22 Parent entity financial information

### (a) Summary financial information

The individual financial statements for the Parent entity show the following aggregate amounts:

|                                                | 2017<br>\$'000 | 2016<br>\$'000 |
|------------------------------------------------|----------------|----------------|
| <b>Balance sheet</b>                           |                |                |
| Cash and cash equivalents                      | 22,262         | 28,452         |
| Other current assets                           | 48,205         | 22,569         |
| Current assets                                 | 70,467         | 51,021         |
| Non-current assets                             | 784,694        | 775,788        |
| <b>Total assets</b>                            | 855,161        | 826,809        |
| <br>                                           |                |                |
| Current liabilities                            | 19,123         | 35,028         |
| Non-current liabilities                        | 250,932        | 254,900        |
| <b>Total liabilities</b>                       | 270,055        | 289,928        |
| <br>                                           |                |                |
| Members' balances                              | 255,625        | 255,625        |
| Reserves                                       | (496)          | -              |
| Retained earnings                              | 329,977        | 281,256        |
| <b>Total equity</b>                            | 585,106        | 536,881        |
| <br>                                           |                |                |
| <b>Profit for the year</b>                     | 48,721         | 33,074         |
| <br>                                           |                |                |
| <b>Total comprehensive income for the year</b> | 48,721         | 33,074         |

### (b) Guarantees entered into by the Parent entity

The Parent entity provides a financial guarantee of up to \$5 million for computer equipment lease transactions entered into by a wholly-owned subsidiary company. This guarantee will expire in October 2017.

### (c) Contingent liabilities of the Parent entity

The Parent entity did not have any contingent liabilities as at 30 June 2017 and 2016.

### (d) Commitments entered into by the Parent entity

The Parent entity did not have any commitments as at 30 June 2017 and 2016.

## 23 Health insurance financial information

The disclosures below relate only to the health insurance activities of the relevant controlled entities and do not therefore include the non-insurance activities of the healthcare businesses.

### (a) Details of income and expenses

|                                  | 2017<br>\$'000   | 2016<br>\$'000   |
|----------------------------------|------------------|------------------|
| <b>Revenue</b>                   |                  |                  |
| Premium revenue                  | 880,351          | 833,642          |
| Outwards reinsurance expense     | (36,566)         | (29,330)         |
| <b>Net premium revenue</b>       | <u>843,785</u>   | <u>804,312</u>   |
| <b>Expenses</b>                  |                  |                  |
| Claims expense                   | (733,727)        | (706,792)        |
| Reinsurance recoveries           | 16,070           | 13,154           |
| Risk equalisation                | 30,841           | 35,372           |
| State levies                     | (5,817)          | (5,559)          |
| <b>Net claims expense</b>        | <u>(692,633)</u> | <u>(663,825)</u> |
| <b>Gross underwriting result</b> | <u>151,152</u>   | <u>140,487</u>   |
| <b>Other revenue</b>             | <u>3,159</u>     | <u>2,655</u>     |
| <b>Management expenses</b>       |                  |                  |
| Commission                       | (19,467)         | (16,971)         |
| Employee benefit expense         | (35,871)         | (38,388)         |
| Marketing                        | (7,482)          | (5,740)          |
| Technology                       | (10,716)         | (10,457)         |
| Other management expenses        | (22,302)         | (23,521)         |
| <b>Total management expenses</b> | <u>(95,838)</u>  | <u>(95,077)</u>  |
| <b>Net underwriting result</b>   | <u>58,473</u>    | <u>48,065</u>    |
| Investment income                | 13,888           | 13,883           |
| Finance costs                    | (3,641)          | (3,403)          |
| <b>Profit before income tax</b>  | <u>68,720</u>    | <u>58,545</u>    |
| Income tax expense               | (20,151)         | (15,887)         |
| <b>Profit after income tax</b>   | <u>48,569</u>    | <u>42,658</u>    |

### (b) Net Risk Equalisation Special Account (RESA) receivable

|                                                | 2017<br>\$'000 | 2016<br>\$'000 |
|------------------------------------------------|----------------|----------------|
| <b>Movement in net RESA receivable</b>         |                |                |
| Balance at the beginning of the financial year | 6,809          | 7,591          |
| Net RESA raised during the year                | 30,841         | 35,373         |
| Net RESA received during the year              | (29,046)       | (36,155)       |
| Balance at the end of the financial year       | <u>8,604</u>   | <u>6,809</u>   |



## 23 Health insurance financial information (continued)

### (c) Outstanding claims provision

|                                                                                                            | 2017<br>\$'000 | 2016<br>\$'000 |
|------------------------------------------------------------------------------------------------------------|----------------|----------------|
| Outstanding claims - central estimate of the expected present value of future payments for claims incurred | 62,237         | 56,571         |
| Risk margin                                                                                                | 6,056          | 5,383          |
| Claims handling costs                                                                                      | 1,546          | 1,382          |
| Gross outstanding claims liability                                                                         | <u>69,839</u>  | <u>63,336</u>  |
| <b>Movement in the gross outstanding claims provision (current liabilities)</b>                            |                |                |
| Balance at the beginning of the financial year                                                             | 63,336         | 58,556         |
| Claims incurred during the year                                                                            | 740,044        | 710,176        |
| Claims paid during the year                                                                                | (727,209)      | (701,979)      |
| Movement in other components                                                                               | (6,332)        | (3,417)        |
| Balance at the end of the financial year                                                                   | <u>69,839</u>  | <u>63,336</u>  |

The expected future payments for claims incurred are expected to be settled within one year and as such the undiscounted value approximates their present value.

The risk margin of 9.5% (2016: 9.3%) combined with the central estimate, is estimated to equate to a probability of adequacy of at least 95% (2016: 95%). The risk margin has been based on an analysis of the Group's past experience. This analysis modelled the volatility of past payments that is not explained by the model adopted to determine the central estimate and the results are assumed to be indicative of future volatility.

The outstanding claims estimates are based on the hospital and ancillary valuation classes. Estimated outstanding claims are calculated using two methods. For services months May 2017 and earlier, a chain ladder method is used; adjustments are then applied to reflect changes or uncertainties which may create distortions in the underlying statistics or which might cause the cost of unsettled claims to increase or reduce when compared with the cost of previously settled claims, including changes in the Company's processes which might accelerate or slow down the development and/or recording of paid or incurred claims, compared with the statistics from previous periods. For the service month of June 2017, the estimate is based on the business latest forecast of incurred claims costs. The critical assumption in determining the outstanding claims liability is the extent to which claim incidence and development patterns are consistent with past experience.

The weighted average expected term to settlement of claims from the end of the reporting period is estimated to be 1.87 months (2016: 1.84 months).

#### Impact of changes in key variables

The central estimate is based on statistical analysis of historical experience which assumes an underlying pattern of claims development and payment. A 10 percent increase/decrease in the central estimate would result in a \$4.36 million decrease/increase to profit after tax (2016: \$3.96 million) and a \$4.36 million decrease/increase to equity (2016: \$3.96 million). A 10 percent movement in other key outstanding claims variables, including risk margin and claims handling costs would result in an insignificant decrease/increase to profit after tax and equity.

### (d) Unexpired risk liability

The calculation of the liability adequacy test has found that there is no need to provide for an unexpired risk liability at 30 June 2017 (2016: \$nil) at a 75% (2016: 75%) and below probability of adequacy. The lower level of probability of adequacy used in the liability adequacy test compared to that used in the outstanding claims liability calculation is due to the Group accepting a lower level of certainty given that actions can be taken to reduce the impact of an adverse event should it occur in future periods.

## 24 Building society financial information

The disclosures below relate only to the building society activities of the wholly owned subsidiary, Big Sky Building Society Limited as an individual entity.

### (a) Financial performance summary

|                                 | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------|----------------|----------------|
| Interest income                 | 33,687         | 33,504         |
| Interest expense                | (15,346)       | (15,317)       |
| <b>Net interest income</b>      | <b>18,341</b>  | <b>18,187</b>  |
| Non-interest income             | 2,897          | 3,438          |
| <b>Total income</b>             | <b>21,238</b>  | <b>21,625</b>  |
| Other operating expenses        | (18,858)       | (16,748)       |
| <b>Profit before income tax</b> | <b>2,380</b>   | <b>4,877</b>   |
| Income tax expense              | (716)          | (1,468)        |
| <b>Profit after income tax</b>  | <b>1,664</b>   | <b>3,409</b>   |

### (b) Financial position summary

|                                                       | 2017<br>\$'000 | 2016<br>\$'000 |
|-------------------------------------------------------|----------------|----------------|
| Cash and cash equivalents                             | 13,149         | 31,157         |
| Financial assets at fair value through profit or loss | 30,590         | 39,165         |
| Other financial assets at amortised cost              | 79,421         | -              |
| Held-to-maturity investments                          | -              | 57,125         |
| Loans and advances                                    | 698,013        | 731,272        |
| Other assets                                          | 6,178          | 2,844          |
| <b>Total assets</b>                                   | <b>827,351</b> | <b>861,563</b> |
| Interest bearing liabilities                          | 761,476        | 795,691        |
| Other liabilities                                     | 6,096          | 7,771          |
| <b>Total liabilities</b>                              | <b>767,572</b> | <b>803,462</b> |
| <b>Net assets (Equity)</b>                            | <b>59,779</b>  | <b>58,101</b>  |

### (c) Capital adequacy

|                                        | 2017<br>\$'000 | 2016<br>\$'000 |
|----------------------------------------|----------------|----------------|
| Reserves and retained earnings         | 70,281         | 58,101         |
| Less regulatory prescribed adjustments | (4,498)        | (836)          |
| <b>Regulatory capital base</b>         | <b>65,783</b>  | <b>57,265</b>  |
| Risk weighted exposures                | 402,144        | 406,672        |
| <b>Capital adequacy ratio</b>          | <b>16.36%</b>  | <b>14.08%</b>  |

## 25 Reconciliation of profit attributable to members of Australian Unity Limited

|                                                                | Attributable to<br>members of<br>Australian Unity<br>Limited<br>\$'000 | Attributable to<br>benefit fund<br>policyholders<br>\$'000 | Consolidated<br>Profit or Loss<br>\$'000 |
|----------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------|
| <b>For the year ended 30 June 2017</b>                         |                                                                        |                                                            |                                          |
| Revenue and other income                                       | 1,498,200                                                              | -                                                          | 1,498,200                                |
| Direct life insurance premium revenue                          | -                                                                      | 632                                                        | 632                                      |
| Outwards reinsurance expense                                   | -                                                                      | (245)                                                      | (245)                                    |
| Deposits received - investment contracts with DPF*             | -                                                                      | 179,118                                                    | 179,118                                  |
| Investment income                                              | -                                                                      | 68,005                                                     | 68,005                                   |
| Other                                                          | -                                                                      | 162                                                        | 162                                      |
| <b>Total revenue and other income</b>                          | <b>1,498,200</b>                                                       | <b>247,672</b>                                             | <b>1,745,872</b>                         |
| Life insurance claims expense                                  | -                                                                      | 1,659                                                      | 1,659                                    |
| Benefits and withdrawals paid - investment contracts with DPF* | -                                                                      | 219,154                                                    | 219,154                                  |
| Expenses, excluding finance costs                              | 1,442,135                                                              | 14,825                                                     | 1,456,960                                |
| <b>Total expenses, excluding finance costs</b>                 | <b>1,442,135</b>                                                       | <b>235,638</b>                                             | <b>1,677,773</b>                         |
| Finance costs                                                  | (20,644)                                                               | -                                                          | (20,644)                                 |
| Share of net losses of joint ventures                          | (2,189)                                                                | -                                                          | (2,189)                                  |
| <b>Profit before income tax</b>                                | <b>33,232</b>                                                          | <b>12,034</b>                                              | <b>45,266</b>                            |
| Income tax benefit/(expense)                                   | 13,616                                                                 | (12,034)                                                   | 1,582                                    |
| <b>Profit after income tax</b>                                 | <b>46,848</b>                                                          | <b>-</b>                                                   | <b>46,848</b>                            |
| <b>For the year ended 30 June 2016</b>                         |                                                                        |                                                            |                                          |
| Revenue and other income                                       | 1,245,737                                                              | -                                                          | 1,245,737                                |
| Direct life insurance premium revenue                          | -                                                                      | 540                                                        | 540                                      |
| Outwards reinsurance expense                                   | -                                                                      | (258)                                                      | (258)                                    |
| Deposits received - investment contracts with DPF*             | -                                                                      | 43,837                                                     | 43,837                                   |
| Investment income                                              | -                                                                      | 100,500                                                    | 100,500                                  |
| Other                                                          | -                                                                      | 3,931                                                      | 3,931                                    |
| <b>Total revenue and other income</b>                          | <b>1,245,737</b>                                                       | <b>148,550</b>                                             | <b>1,394,287</b>                         |
| Life insurance claims expense                                  | -                                                                      | 1,800                                                      | 1,800                                    |
| Benefits and withdrawals paid - investment contracts with DPF* | -                                                                      | 98,276                                                     | 98,276                                   |
| Expenses, excluding finance costs                              | 1,186,308                                                              | 30,562                                                     | 1,216,870                                |
| <b>Total expenses, excluding finance costs</b>                 | <b>1,186,308</b>                                                       | <b>130,638</b>                                             | <b>1,316,946</b>                         |
| Finance costs                                                  | (21,095)                                                               | -                                                          | (21,095)                                 |
| Share of net losses of joint ventures                          | (1,074)                                                                | -                                                          | (1,074)                                  |
| <b>Profit before income tax</b>                                | <b>37,260</b>                                                          | <b>17,912</b>                                              | <b>55,172</b>                            |
| Income tax benefit/(expense)                                   | (1,698)                                                                | (17,912)                                                   | (19,610)                                 |
| <b>Profit after income tax</b>                                 | <b>35,562</b>                                                          | <b>-</b>                                                   | <b>35,562</b>                            |

\*DPF = Discretionary Participating Feature

## Unrecognised items

This section of the notes provides information about items that are not recognised in the financial statements as they do not satisfy the recognition criteria.

### 26 Commitments

#### (a) Capital commitments

Capital expenditure contracted for at the end of the reporting period but not recognised as liabilities is as follows:

|                                 | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------|----------------|----------------|
| <i>Payable within one year:</i> |                |                |
| Investment property             | 8,268          | 11,212         |
| Total capital commitments       | <u>8,268</u>   | <u>11,212</u>  |

#### (b) Lease commitments: where the Group is the lessee

Commitments for minimum lease payments in relation to non-cancellable operating leases contracted for at the end of the reporting period but not recognised as liabilities are payable as follows:

|                                                   | 2017<br>\$'000 | 2016<br>\$'000 |
|---------------------------------------------------|----------------|----------------|
| Within one year                                   | 13,068         | 11,380         |
| Later than one year but not later than five years | 23,295         | 19,421         |
| Later than five years                             | 638            | 1,816          |
|                                                   | <u>37,001</u>  | <u>32,617</u>  |

The Group leases various commercial premises under non-cancellable operating leases with an average outstanding lease term of 2.59 years. The leases have varying terms, escalation clauses and renewal rights. On renewal, the terms of the leases are renegotiated.

#### (c) Credit related commitments

The Group has binding commitments to extend credit which are agreements to lend to a customer as long as there is no violation of any condition established in the contract. Since many of the commitments are expected to expire without being drawn upon, the total commitment amounts do not necessarily represent future cash requirements.

|                                                                | 2017<br>\$'000 | 2016<br>\$'000 |
|----------------------------------------------------------------|----------------|----------------|
| Irrevocable approved but undrawn loans                         | 9,683          | 10,991         |
| Revocable loans with balances available for redraw             | 44,698         | 40,591         |
| Revocable undrawn lines of credit, credit cards and overdrafts | <u>24,972</u>  | <u>28,739</u>  |
|                                                                | <u>79,353</u>  | <u>80,321</u>  |



## **27 Contingencies**

### **Contingent liabilities**

As at 30 June 2017, the Group had contingent liabilities in relation to future development activities of the Herston Quarter site in Brisbane, Queensland totalling to \$78,830,000.

There have been legal claims lodged for damages against the Group for which no provision has been raised, due to the belief it is not probable that these claims will succeed and that it is not practical to estimate the potential effect of these claims. The Directors are of the view that none of these claims are likely to result in material exposure.

### **Guarantees**

#### *Guarantee for computer equipment*

The Parent entity provides a financial guarantee of up to \$5 million for computer equipment lease transactions entered into by a wholly owned subsidiary company. As at 30 June 2017, there was \$14,000 (2016: \$183,000) of liabilities covered by this guarantee. The guarantee will expire in October 2017.

#### *Bank guarantees*

The Group has entered into bank guarantee arrangements totalling \$57,474,000 (2016: \$26,561,000) as part of its normal operations and under business transfer arrangements in order to secure the Group's performance under contracts. The bank guarantees only become payable upon the non-performance of the Group.

The Group had no other contingent assets or liabilities at 30 June 2017.

## **28 Events occurring after the reporting period**

The board is not aware of any matter or circumstance arising since 30 June 2017 which has significantly affected or may significantly affect the financial status or results of the Group and which has not been separately disclosed in this report.

## **Other information**

This section of the notes includes other information that must be disclosed to comply with the accounting standards and other pronouncements, but that is not immediately related to individual line items in the financial statements.

## **29 Related party transactions**

### **(a) Parent entity**

Australian Unity Limited is the parent entity and the ultimate parent entity of the Australian Unity Group.

### **(b) Subsidiaries**

Interests in subsidiaries are set out in note 21.

### **(c) Key management personnel**

Disclosures relating to key management personnel are set out in note 30.

## 29 Related party transactions (continued)

### (d) Transactions and balances with related parties

Transactions between the Group and related parties for the financial years ended 30 June 2017 and 2016 were as follows:

- Dividends received from joint ventures, \$154,310 (2016: \$1,080,550).
- Investment management fees charged by joint ventures, \$3,345,958 (2016: \$4,370,871).
- Commission, director fees and other costs charged to joint ventures, \$819,978 (2016: \$659,421).
- Performance fees charged by joint ventures, \$730,219 (2016: \$4,849,159).
- Donations to a related charity organisation, \$323,406 (2016: \$376,363).
- Rental income from related entity, \$nil (2016: \$177,668).
- Loans repaid by related entities, \$14,893,749 (2016: Loans provided to related entities \$28,887).
- Investment income from related entities, \$15,598,049 (2016: \$6,507,720).
- Transfers of retirement and aged care facility development rights to associates, \$21,380,000 (2016: \$nil).

Balances with related parties as at the end of the reporting period were as follows:

- Trade and other receivables from related entities as at 30 June 2017, \$4,071,521 (2016: \$14,164).
- Trade and other payables to related entities as at 30 June 2017, \$698,863 (2016: \$822,444).
- Loans receivable from related entities as at 30 June 2017, \$16,452,391 (2016: \$31,346,140).
- Loan payable to related entity as at 30 June 2017, \$5,100,000 (2016: \$5,100,000).
- Wholesale cash fund and financial assets at fair values through profit or loss managed by related entities are disclosed in notes 5 and 7.

Remedy Healthcare Group Pty Ltd has partnered with Transport Accident Commission (TAC) to establish a new healthcare pathway for TAC's injured clients. Mr Paul Kirk, a Non-Executive Director of the Group, is also a director of TAC. In the 2017 financial year, the Group earned \$101,511 (2016: \$nil) from its transactions with TAC. An amount of \$21,064 was receivable from TAC as at 30 June 2017 (2016: \$nil).

All transactions with related entities are entered into on normal commercial terms and conditions and at market rates as applicable.

## 30 Key management personnel disclosures

### (a) Key management personnel compensation

|                              | 2017<br>\$       | 2016<br>\$       |
|------------------------------|------------------|------------------|
| Short term employee benefits | 6,391,442        | 6,573,882        |
| Post employment benefits     | 254,435          | 255,235          |
| Long term benefits           | 514,935          | 688,183          |
|                              | <u>7,160,812</u> | <u>7,517,300</u> |

Detailed remuneration disclosures are provided in the Remuneration report in the Directors' report.

### (b) Other transactions with key management personnel

From time to time the directors of the Parent entity and its controlled entities may purchase or subscribe to the various products or securities offered by the Group. These transactions are on the same terms and conditions as those entered into by other Group employees or customers and are trivial or domestic in nature.

### 31 Remuneration of auditors

PricewaterhouseCoopers Australia is the external auditor for the 2017 financial year (2016: Ernst & Young Australia). During the year the following fees were paid or payable for services provided by the auditor of the Parent entity, its related practices and non-related audit firms:

#### (a) Audit and other assurance services

|                                                                  | 2017<br>\$       | 2016<br>\$       |
|------------------------------------------------------------------|------------------|------------------|
| PricewaterhouseCoopers Australia (2016: Ernst & Young Australia) |                  |                  |
| Audit and review of financial statements                         | 1,627,078        | 1,201,833        |
| Audit of regulatory returns                                      | 281,847          | 330,000          |
| Total remuneration for audit and other assurance services        | <u>1,908,925</u> | <u>1,531,833</u> |

#### (b) Taxation and other services

|                                                                  |                  |                  |
|------------------------------------------------------------------|------------------|------------------|
| PricewaterhouseCoopers Australia (2016: Ernst & Young Australia) |                  |                  |
| Tax compliance services                                          | 212,049          | 190,000          |
| Tax consulting services                                          | 160,000          | 925,000          |
| Other services*                                                  | 1,220,832        | -                |
| Total remuneration for taxation and other services               | <u>1,592,881</u> | <u>1,115,000</u> |

|                                     |                         |                         |
|-------------------------------------|-------------------------|-------------------------|
| <b>Total auditors' remuneration</b> | <b><u>3,501,806</u></b> | <b><u>2,646,833</u></b> |
|-------------------------------------|-------------------------|-------------------------|

\* Other services included \$827,728 that was related to the services provided before PricewaterhouseCoopers' appointment as auditor in October 2016.

It is Australian Unity Limited's policy to employ PricewaterhouseCoopers on assignments additional to their statutory audit duties only where PricewaterhouseCoopers' expertise and experience with Australian Unity Limited's business are essential to the efficient completion of the assignment; these assignments are principally the completion of tax returns. It is Australian Unity Limited's policy to seek competitive tenders for all major consulting projects.

### 32 Benefit fund policy liabilities

The Group's life insurance disclosures are set out below and reflect the operations of the benefit funds managed by the Group.

#### (a) Analysis of policy liabilities

|                                                          | 2017<br>\$'000   | 2016<br>\$'000   |
|----------------------------------------------------------|------------------|------------------|
| Life investment contract liabilities                     | 1,071,464        | 858,016          |
| Life insurance contract liabilities - guaranteed element | 945,048          | 1,001,332        |
| Life insurance contract liabilities - other              | 592              | 489              |
| Unvested policyholder liabilities                        | 99,360           | 96,193           |
| <b>Total policy liabilities</b>                          | <b>2,116,464</b> | <b>1,956,030</b> |
| Expected to be realised within 12 months                 | 353,014          | 179,610          |
| Expected to be realised in more than 12 months           | 1,763,450        | 1,776,420        |
|                                                          | <b>2,116,464</b> | <b>1,956,030</b> |

There are no investment linked contracts where policy liabilities are subject to investment performance guarantees. There are no other contracts except as already disclosed in this note with a fixed or guaranteed termination value.

#### (b) Reconciliation of changes in policy liabilities

|                                                                | 2017<br>\$'000   | 2016<br>\$'000   |
|----------------------------------------------------------------|------------------|------------------|
| <b>Life investment contract liabilities</b>                    |                  |                  |
| Balance at the beginning of the financial year                 | 858,016          | 796,482          |
| Increase recognised in the profit or loss                      | 43,637           | 9,429            |
| Premiums recognised as a change in contract liabilities        | 302,013          | 131,694          |
| Claims recognised as a change in contract liabilities          | (132,202)        | (79,589)         |
| Balance at the end of the financial year                       | <b>1,071,464</b> | <b>858,016</b>   |
| <b>Life insurance contract liabilities</b>                     |                  |                  |
| Balance at the beginning of the financial year                 | 1,001,821        | 1,039,577        |
| Increase/(decrease) recognised in the profit or loss           | (56,181)         | (37,756)         |
| Balance at the end of the financial year                       | <b>945,640</b>   | <b>1,001,821</b> |
| <b>Unvested policyholder liabilities</b>                       |                  |                  |
| Balance at the beginning of the financial year                 | 96,193           | 61,573           |
| Decrease recognised in the profit or loss                      | 3,167            | 34,620           |
| Balance at the end of the financial year                       | <b>99,360</b>    | <b>96,193</b>    |
| <b>Net policy liabilities at the end of the financial year</b> | <b>2,116,464</b> | <b>1,956,030</b> |



### 32 Benefit fund policy liabilities (continued)

#### (c) Analysis of policy liability revenue and expenses

|                                                                | 2017<br>\$'000 | 2016<br>\$'000 |
|----------------------------------------------------------------|----------------|----------------|
| <b>Revenue and other income</b>                                |                |                |
| Total life insurance contract premium revenue                  | 179,750        | 44,377         |
| Reinsurance expense                                            | (245)          | (258)          |
| Life insurance contract claims revenue                         | 179,505        | 44,119         |
| <br>Interest income                                            | <br>7,153      | <br>5,281      |
| Distribution income                                            | 125,562        | 70,707         |
| Realised gains                                                 | 3,406          | 6,843          |
| Unrealised gains/(losses)                                      | (68,116)       | 17,669         |
| Other income                                                   | 162            | 3,931          |
| Total revenue from life insurance business                     | 247,672        | 148,550        |
| <br><b>Expenses</b>                                            |                |                |
| Total life insurance and participating contract claims expense | 220,813        | 100,076        |
| Life insurance contract claims expense                         | 220,813        | 100,076        |
| <br>Management fees                                            | <br>24,067     | <br>23,779     |
| Other expenses                                                 | 135            | 490            |
| Movement in life insurance contract liabilities                | (56,181)       | (37,756)       |
| Movement in unvested policyholder liabilities                  | 3,167          | 34,620         |
| Movement in life investment contract liabilities               | 43,637         | 9,429          |
| Total expenses from life insurance business                    | 235,638        | 130,638        |

#### (d) Actuarial methods and assumptions

The effective date of the actuarial financial condition report on policy liabilities and solvency reserves is 30 June 2017. The actuarial report was prepared by the appointed actuary Mr Richard Land BCom FIAA, Representative of Mercer Consulting (Australia) Pty Ltd, AFS Licence #411770. The appointed actuary is satisfied as to the accuracy of the data from which the amount of policy liabilities has been determined. The policy liabilities have been determined in accordance with the requirements of the *Life Insurance Act 1995* consistent with the relevant accounting standards.

#### Policy Liability Valuations for Defined Benefit Funds

The defined benefit funds comprise the following:

- Personal Risk Insurance Fund;
- Assurance Benefit Fund;
- Endowment and Funeral Fund (denoted as the Funeral Fund);
- Life Assurance Benefit Fund;
- Central Sick and Funeral Fund;
- Funeral and Ancillary Benefits Fund;
- Travel Protection Fund;
- Whole of Life Funeral Fund; and
- Accidental Death Benefits Fund, Adult Accident Fund and Student Accident Fund, collectively referred to as the "Accident Funds"

The policy liabilities for the defined benefit funds are determined in accordance with Prudential Standard LPS 340 issued by the Australian Prudential Regulation Authority ("APRA") under the *Life Insurance Act 1995*.

## 32 Benefit fund policy liabilities (continued)

### (d) Actuarial methods and assumptions (continued)

Policy liabilities are valued using the projection method (with the exception of the Personal Risk Insurance Fund, the Assurance Benefit Fund and the Accident Funds). Under the projection method, estimates of future cash flows (i.e. premiums, expenses, interest and benefits) are projected into the future. The policy liability is then calculated as the net present value of these projected cash flows. Allowance has been made for tax and fees where appropriate. The balance of the benefit fund represents unvested policyholder liabilities, which will ultimately be distributed to members or transferred to the management fund (depending on the benefit fund rules).

The key assumptions for the policy liability calculations for the various defined benefit funds at 30 June 2017 were as follows:

| Fund Name                          | Mean<br>Guaranteed<br>Liability<br>Term (Yrs) | Discount<br>Rate <sup>1</sup> | Fees (% of<br>assets) | Investment<br>Tax Rate | Discount<br>Rate Net of<br>Tax and<br>Fees | Mortality<br>Basis (% of<br>ALT2012-14) <sup>2</sup> |
|------------------------------------|-----------------------------------------------|-------------------------------|-----------------------|------------------------|--------------------------------------------|------------------------------------------------------|
| Funeral Fund                       | 15.0                                          | 3.32%                         | 0.70%                 | 0%                     | 2.62%                                      | 70%                                                  |
| Life Assurance Benefit Fund        | 10.0                                          | 2.67%                         | 2.25%                 | 30%                    | 0.29%                                      | 75%                                                  |
| Central Sick and Funeral Fund      | 10.0                                          | 2.67%                         | 2.00%                 | 0%                     | 0.67%                                      | 60%                                                  |
| Funeral and Ancillary Benefit Fund | 14.0                                          | 2.96%                         | 2.00%                 | 0%                     | 0.96%                                      | 100%                                                 |
| Travel Protection Fund             | 13.5                                          | 2.92%                         | 2.00%                 | 0%                     | 0.92%                                      | 100%                                                 |
| Whole of Life Funeral Fund         | 11.0                                          | 2.74%                         | 1.50%                 | 0%                     | 1.24%                                      | 100%                                                 |

The key assumptions for the policy liability calculations for these defined benefit funds at 30 June 2016 were as follows:

| Fund Name                          | Mean<br>Guaranteed<br>Liability<br>Term (Yrs) | Discount<br>Rate <sup>1</sup> | Fees (% of<br>assets) | Investment<br>Tax Rate | Discount<br>Rate Net of<br>Tax and<br>Fees | Mortality Basis<br>(% of<br>ALT2012-14) <sup>2</sup> |
|------------------------------------|-----------------------------------------------|-------------------------------|-----------------------|------------------------|--------------------------------------------|------------------------------------------------------|
| Assurance Benefit Fund             | 13.5                                          | 2.29%                         | 1.80%                 | 30%                    | 0.34%                                      | 100%                                                 |
| Funeral Fund                       | 17.5                                          | 2.53%                         | 0.70%                 | 0%                     | 1.83%                                      | 70%                                                  |
| Life Assurance Benefit Fund        | 11.0                                          | 2.10%                         | 2.25%                 | 30%                    | -0.11%                                     | 75%                                                  |
| Central Sick and Funeral Fund      | 11.0                                          | 2.10%                         | 2.00%                 | 0%                     | 0.10%                                      | 60%                                                  |
| Funeral and Ancillary Benefit Fund | 15.0                                          | 2.40%                         | 2.00%                 | 0%                     | 0.40%                                      | 100%                                                 |
| Travel Protection Fund             | 14.0                                          | 2.33%                         | 1.50%                 | 0%                     | 0.83%                                      | 100%                                                 |
| Whole of Life Funeral Fund         | 12.5                                          | 2.21%                         | 1.50%                 | 0%                     | 0.71%                                      | 100%                                                 |

#### Notes:

1 The zero coupon Commonwealth Government Security rate corresponding to the mean guaranteed liability term.

2 ALT 2012-14 refers to Australian Life Tables (Male and Female) 2012-2014.

The mortality assumptions were derived by analysis of the recent past experience of the funds, the experience of similar funds and actuarial judgment. The fee assumptions were based on the allowable fee transfers to the Management Fund in the fund rules.

The following additional assumptions apply:

- For the Funeral and Ancillary Benefit Fund, the proportion married varies by age as set out in the relevant valuation report;
- For the Funeral and Ancillary Benefit Fund, where benefits are indexed to inflation (as required by the benefit fund rules) the future inflation assumption is 2.5 percent (2016: 2.5 percent) per annum; and
- Also for the Funeral and Ancillary Benefit Fund, an assumption for reinstatement of previously lapsed members has been adopted, based on past experience.
- For the Travel Protection Fund, the assumption is that 4.0 percent (2016: 4.0 percent) of deaths will result in claims and the average claim amount is \$1,000 (2016: \$1,000) inflating at 2.5 percent (2016: 2.5 percent) per annum.
- In addition, policy liabilities are held in the Management Fund in relation to non-contactable members of the Assurance Benefit Fund and the Funeral Fund for which insufficient data exists to accurately calculate a member level liability.

### 32 Benefit fund policy liabilities (continued)

#### (d) Actuarial methods and assumptions (continued)

For the remaining defined benefit funds, policy liabilities are valued using the accumulation method. For the Personal Risk Insurance Fund the policy liability is equal to 100% of the annual premium. For the Accidental Death Benefits Fund the policy liability is equal to 50% of the annual premium. For the Adult Accident Fund and Student Accident Fund the policy liability is equal to the unearned premium plus the outstanding claim liability, determined by reference to the past delay pattern of claim payments. Members of the Assurance Benefit Fund have voted to terminate the fund and this is expected to take effect prior to the end of August. As such, the policy liabilities are set equal to the termination values advised to members.

#### Policy Liability Valuation for Defined Contribution Funds

The defined contribution funds comprise the following:

- Capital Guaranteed Bond;
- Capital Guaranteed Mortgage Bond;
- Grand Bonds Assurance Fund;
- Capital Guaranteed Funeral Fund (Non Taxable);
- Capital Guaranteed Funeral Fund (Taxable);
- Capital Secure Funeral Fund;
- Bonus Accumulation Fund;
- Bonus Bond;
- Capital Guaranteed Deferred Annuity Fund;
- Community Bond Fund;
- Education Savings Plan;
- Flexishield Bond Fund;
- NextGen Capital Guaranteed Fund;
- Telecom Rollover Fund;
- Funeral Bond Fund;
- Prepaid Funeral Fund;
- Funeral Fund No. 2; and
- Tax Minimiser Funeral Fund.

The policy liabilities for defined contribution funds are determined in accordance with Prudential Standard LPS 340 issued by APRA under the *Life Insurance Act 1995*.

For the investment account funds other than the funeral funds, the policy liabilities are valued using the accumulation method and are equal to the contributions made by members, net of contribution fees, together with bonus additions to date. The balance of the fund represents unvested policyholder liabilities, which will ultimately be distributed to members by way of future bonus declarations.

The Grand Bonds Assurance Fund has an additional death benefit and bonus guarantee. The liability for bonus guarantees has been evaluated by inspecting individual policies that may give rise to bonus guarantees. The liability for death benefits was determined using the projection method in which estimates of future death benefit payouts are projected into the future. The liability is then calculated as the net present value of these projected death payouts. Allowance has been made for tax and fees where appropriate.

In addition to the above, for the Flexishield Bond Fund and the Community Bond Fund a small liability for early death risk is maintained. A deferred tax liability in respect of future termination bonuses is included in the policy liability for the Education Savings Plan.

## 32 Benefit fund policy liabilities (continued)

### (d) Actuarial methods and assumptions (continued)

For the seven funeral funds, the policy liability has been valued using the same discounted cash flow methods adopted for the defined benefit funds but using a yield curve rather than a risk-free rate for the average liability duration. The key assumptions for the policy liability calculations for the funeral funds at 30 June 2017 were as follows:

| Fund Name                                     | Mean<br>Guaranteed<br>Liability<br>Term (Yrs) | Discount<br>Rate <sup>1</sup> | Fees (% of<br>assets) | Investment<br>Tax Rate | Discount<br>Rate Net of<br>Tax and<br>Fees | Mortality<br>Basis (% of<br>ALT2012-14) <sup>2</sup> |
|-----------------------------------------------|-----------------------------------------------|-------------------------------|-----------------------|------------------------|--------------------------------------------|------------------------------------------------------|
| Capital Guaranteed Funeral Fund (Non Taxable) | 8.0                                           | 0%                            | 3.00%                 | 0%                     | 0%                                         | 105%                                                 |
| Capital Guaranteed Funeral Fund (Taxable)     | 10.0                                          | 0%                            | 3.00%                 | 30%                    | 0%                                         | 115%                                                 |
| Capital Secured Funeral Fund                  | 7.0                                           | 0%                            | 3.00%                 | 0%                     | 0%                                         | 100%                                                 |
| Funeral Bond Fund                             | 6.5                                           | 0%                            | 1.50%                 | 0%                     | 0%                                         | 100%                                                 |
| Prepaid Funeral Fund                          | 6.5                                           | 0%                            | 1.50%                 | 0%                     | 0%                                         | 110%                                                 |
| Funeral Fund No 2 - Non Taxable               | 8.5                                           | 0%                            | 2.50%                 | 0%                     | 0%                                         | 110%                                                 |
| Funeral Fund No 2 - Taxable                   | 8.5                                           | 0%                            | 2.50%                 | 30%                    | 0%                                         | 110%                                                 |
| Tax Minimiser Funeral Fund                    | 9.0                                           | 0%                            | 1.50%                 | 30%                    | 0%                                         | 150%                                                 |

The key assumptions for the policy liability calculations for the funeral funds at 30 June 2016 were as follows:

| Fund Name                                     | Mean<br>Guaranteed<br>Liability<br>Term (Yrs) | Discount<br>Rate <sup>1</sup> | Fees (% of<br>assets) | Investment<br>Tax Rate | Discount<br>Rate Net of<br>Tax and<br>Fees | Mortality<br>Basis<br>(% of<br>ALT2012-14) <sup>2</sup> |
|-----------------------------------------------|-----------------------------------------------|-------------------------------|-----------------------|------------------------|--------------------------------------------|---------------------------------------------------------|
| Capital Guaranteed Funeral Fund (Non Taxable) | 8.5                                           | 2.36%                         | 2.83%                 | 0%                     | -0.47%                                     | 110%                                                    |
| Capital Guaranteed Funeral Fund (Taxable)     | 10.5                                          | 2.47%                         | 2.83%                 | 30%                    | -0.25%                                     | 115%                                                    |
| Capital Secured Funeral Fund                  | 7.5                                           | 2.29%                         | 3.00%                 | 0%                     | -0.71%                                     | 100%                                                    |
| Funeral Bond Fund                             | 7.0                                           | 2.25%                         | 1.50%                 | 0%                     | 0.75%                                      | 100%                                                    |
| Prepaid Funeral Fund                          | 7.5                                           | 2.29%                         | 1.50%                 | 0%                     | 0.79%                                      | 110%                                                    |
| Funeral Fund No 2 - Non Taxable               | 9.0                                           | 2.38%                         | 2.23%                 | 0%                     | 0.15%                                      | 110%                                                    |
| Funeral Fund No 2 - Taxable                   | 9.0                                           | 2.38%                         | 2.23%                 | 30%                    | 0.10%                                      | 110%                                                    |
| Tax Minimiser Funeral Fund                    | 9.5                                           | 2.41%                         | 1.50%                 | 30%                    | 0.63%                                      | 150%                                                    |

#### Notes

1 The zero coupon Commonwealth Government Security yield curve plus illiquidity premium have been used to discount cash flows.

2 ALT2012-14 refers to Australian Life Tables (Male and Female) 2012-2014.

The assumptions were derived by analysis of the recent past experience of the funds, the experience of similar funds and actuarial judgment. The fee assumptions were based on the allowable fee transfers to the Management Fund in the fund rules.

For the Capital Guaranteed Funeral Fund (Taxable), Tax Minimiser Funeral Fund and Funeral Benefits Fund No. 2, a deferred tax benefit in respect of future termination bonuses is added to the policy liability.

#### Taxation

Rates of taxation in Australia are assumed to continue at current levels, in accordance with legislation known at the valuation date.

#### Surrender values

Where a surrender option exists, surrender values are based on the provisions specified within the policy contract. Surrender values assumed are those current at the end of each reporting period. Discontinuance rates are based on the fund's experience.



## 32 Benefit fund policy liabilities (continued)

### (d) Actuarial methods and assumptions (continued)

#### Profit carriers

Each benefit fund contributes to the management fund via any fee transfers authorised in the benefit fund rules and transfers of a part of surplus disclosed in authorised fund valuations. Profit is equivalent to the authorised surplus transfers to the management fund and therefore profit carriers are not applicable. For the investment account funds there is no provision in the funds' rules for any surplus to be transferred to the management fund. The management fund receives specified fee transfers from the funds to cover expenses. All remaining assets are to be used to provide benefits to members and hence there is no profit and consequently, no need for a profit carrier.

#### Restrictions on assets

Assets held in benefit funds for the benefit of policyholders can only be used in accordance with *Life Insurance Act 1995* regulations.

#### Assets backing policy liabilities

Assets backing benefit fund policy liabilities are measured at fair value through profit or loss. All of the assets backing life insurance and investment contract liabilities are included within the benefit funds and are separately identifiable.

#### Future participating benefits

The bonus rates assumed are those supported by policy liabilities. The bonus rates are based on investment returns net of ongoing expenses and taxation after allowing for a suitable safety margin.

The level of future bonus rates are not guaranteed. Given the nature of the underlying assets held by the various benefit funds the level of any future bonuses declared will be subject to the performance of the investment markets and assets that the benefit funds are invested in.

#### Sensitivity analysis

The Group has no material sensitivity analysis to disclose. If experience varies from expectations then the member liabilities and the unvested policyholder liabilities will change by equal and opposite amounts, except for Personal Risk Insurance Fund (PRIF). As the Group maintains sufficient unallocated surplus to cover fluctuations in experience, there is no impact on equity.

#### Effects of changes in assumptions

There are no material changes in actuarial assumptions which affect the valuation of policy liabilities at 30 June 2017. Actuarial assumptions are derived by analysis of the experience of the funds, the experience of similar funds and actuarial judgement. The expense assumptions are based on the allowable fee transfers to the management fund in the fund rules.

### (e) Nature of risks arising from insurance contracts

The benefit funds are exposed to insurance risk and the principal risk arising under insurance contracts is that benefit payments exceed the carrying amount of insurance liabilities.

Life insurance contracts included within the benefit funds include endowments, contracts for lump sum risk and benefits paid for death or ill health. For endowment contracts the sum assured plus bonuses is paid automatically upon reaching required age. For whole of life endowment contracts the sum assured plus bonus is paid on death. For lump sum risk and benefits paid on death or ill health, benefits are payable upon death, disablement or defined trauma events.

Some benefit funds limit exposure to insurance risk by ceding part of the liabilities assumed through reinsurance. For the unit linked business the financial risks on these contracts are borne by the policyholder because there is a direct link between the investments and the liability obligations.

Bonuses declared are recommended and reviewed by the Group's Investment Committee. The Group also uses the appointed actuary's annual financial condition report to inform decisions on capital management issues.

Changes in economic conditions and demographics may alter the unallocated surplus. The Capital Requirements are designed to ensure there is sufficient unallocated surplus to cover the effect of these changes. The equity will not change. For all the defined benefit funds other than the PRIF, if experience varies from expectation, then the member liability and the unallocated benefit funds will change by equal and opposite amounts. As the management fund has sufficient unallocated benefit funds to cover fluctuations in experience, the equity will not change. Due to the simplifications employed in the valuation of the PRIF, reasonable changes in assumptions will not impact the liability. Due to the small size of the fund, any changes in equity will not be significant for the Group.

## **32 Benefit fund policy liabilities (continued)**

### **(e) Nature of risks arising from insurance contracts (continued)**

#### **Concentrations**

The Group is not exposed to large concentrations of insurance risk. Mortality risk is adequately reinsured with highly rated counterparties thereby reducing concentration risk.

#### **Interest rate risk**

The management of the risks associated with investments undertaken by benefit funds, including interest rate risk, is subject to the requirements of the relevant regulatory requirements, which are governed by the *Life Insurance Act 1995*. This includes satisfying solvency requirements, which requires statutory reserves to be held specifically to address interest rate risk to the extent that assets are not matched against liabilities.

#### **Credit risk**

Credit risk arises in relation to investments in financial assets. Credit risk is monitored by exposure limits to counter parties. These limits are determined by reference to third party credit ratings. The Group does not have any significant concentrations of credit risk. The maximum exposure to credit risk at balance date in relation to financial assets is the carrying amount of those assets as indicated in the balance sheet.

### **(f) Solvency and capital adequacy information**

The Group is required by APRA to hold a prudential capital requirement over and above their policy liabilities, as laid down by the *Life Insurance Act 1995* and the accompanying Prudential Standards. These standards are Prudential Standards LPS110, LPS112, LPS114, LPS115, LPS117 and LPS118. These standards have been met for all benefit funds as at 30 June 2017 and 2016.

For each benefit fund subject to a solvency requirement, the figures in note 33 below represent the ratio of the solvency reserve requirement to the assets available for solvency.

The Group has maintained adequate levels of capital in accordance with the prudential standards specified by the *Life Insurance Act 1995*.

### **(g) Disaggregated information - Benefit Funds**

Note 33 details the income statement and balance sheet for the individual benefit funds aggregated within these financial statements.

### 33 Disaggregated information - Benefit funds

#### (a) Summarised information by investment type

|                                                                       | Revenue                               |                      | Expenses        |                  | Profit/(loss) for the year |                      |                     |
|-----------------------------------------------------------------------|---------------------------------------|----------------------|-----------------|------------------|----------------------------|----------------------|---------------------|
|                                                                       | Net<br>Premium/<br>Deposits<br>\$'000 | Investment<br>\$'000 | Other<br>\$'000 | Claims<br>\$'000 | Other<br>\$'000            | Before Tax<br>\$'000 | After Tax<br>\$'000 |
| <b>30 June 2017</b>                                                   |                                       |                      |                 |                  |                            |                      |                     |
| Non-investment linked benefit funds - Life insurance contracts        | 387                                   | (2,399)              | 2               | 1,659            | (3,442)                    | (227)                | -                   |
| Investment linked benefit funds - Life investment contracts with DPF* | 179,118                               | 4,784                | 228             | 219,154          | (33,046)                   | (1,978)              | -                   |
| Investment contracts without DPF*                                     | -                                     | 65,620               | (68)            | -                | 51,313                     | 14,239               | -                   |
| <b>Total</b>                                                          | <b>179,505</b>                        | <b>68,005</b>        | <b>162</b>      | <b>220,813</b>   | <b>14,825</b>              | <b>12,034</b>        | <b>-</b>            |

#### 30 June 2016

|                                                                       |               |                |              |                |               |               |          |
|-----------------------------------------------------------------------|---------------|----------------|--------------|----------------|---------------|---------------|----------|
| Non-investment linked benefit funds - Life insurance contracts        | 282           | 8,440          | 37           | 1,800          | 6,450         | 509           | -        |
| Investment linked benefit funds - Life investment contracts with DPF* | 43,837        | 72,181         | 3,722        | 98,276         | 7,481         | 13,983        | -        |
| Investment contracts without DPF*                                     | -             | 19,879         | 172          | -              | 16,631        | 3,420         | -        |
| <b>Total</b>                                                          | <b>44,119</b> | <b>100,500</b> | <b>3,931</b> | <b>100,076</b> | <b>30,562</b> | <b>17,912</b> | <b>-</b> |

\*DPF = Discretionary Participating Features

|                                                                       | Assets                |                 | Liabilities                 |                 | Equity   |
|-----------------------------------------------------------------------|-----------------------|-----------------|-----------------------------|-----------------|----------|
|                                                                       | Investments<br>\$'000 | Other<br>\$'000 | Life<br>Insurance<br>\$'000 | Other<br>\$'000 | \$'000   |
| <b>30 June 2017</b>                                                   |                       |                 |                             |                 |          |
| Non-investment linked benefit funds - Life insurance contracts        | 57,644                | 1,267           | 58,432                      | 479             | -        |
| Investment linked benefit funds - Life investment contracts with DPF* | 953,370               | 32,974          | 986,568                     | (224)           | -        |
| Investment contracts without DPF*                                     | 1,043,832             | 51,745          | 1,071,464                   | 24,113          | -        |
| <b>Total</b>                                                          | <b>2,054,846</b>      | <b>85,986</b>   | <b>2,116,464</b>            | <b>24,368</b>   | <b>-</b> |
| <b>30 June 2016</b>                                                   |                       |                 |                             |                 |          |
| Non-investment linked benefit funds - Life insurance contracts        | 62,651                | 1,728           | 62,845                      | 1,534           | -        |
| Investment linked benefit funds - Life investment contracts with DPF* | 864,843               | 180,531         | 1,035,169                   | 10,205          | -        |
| Investment contracts without DPF*                                     | 845,451               | 34,133          | 858,016                     | 21,568          | -        |
| <b>Total</b>                                                          | <b>1,772,945</b>      | <b>216,392</b>  | <b>1,956,030</b>            | <b>33,307</b>   | <b>-</b> |

Benefit Fund investments assets include all their income producing assets, principally Cash and cash equivalents and Financial assets at fair value through profit or loss.

\*DPF = Discretionary Participating Features



### 33 Disaggregated information - Benefit funds (continued)

#### (b) Non-investment linked benefit funds - Life insurance contracts

|                                     | Revenue               |                      |                 | Expenses         |                 | Profit/(loss) for the year |                     |
|-------------------------------------|-----------------------|----------------------|-----------------|------------------|-----------------|----------------------------|---------------------|
|                                     | Net premium<br>\$'000 | Investment<br>\$'000 | Other<br>\$'000 | Claims<br>\$'000 | Other<br>\$'000 | Before tax<br>\$'000       | After tax<br>\$'000 |
| <b>30 June 2017</b>                 |                       |                      |                 |                  |                 |                            |                     |
| Assurance benefit fund              | -                     | (352)                | -               | 136              | (334)           | (154)                      | -                   |
| Central sick and funeral fund       | -                     | (198)                | -               | 218              | (416)           | -                          | -                   |
| Funeral and ancillary benefits fund | 6                     | (841)                | -               | 570              | (1,405)         | -                          | -                   |
| Funeral fund                        | -                     | (593)                | -               | 208              | (801)           | -                          | -                   |
| Life assurance benefit fund         | -                     | (397)                | -               | 484              | (768)           | (113)                      | -                   |
| Other                               | 381                   | (18)                 | 2               | 43               | 282             | 40                         | -                   |
| <b>Total</b>                        | <b>387</b>            | <b>(2,399)</b>       | <b>2</b>        | <b>1,659</b>     | <b>(3,442)</b>  | <b>(227)</b>               | <b>-</b>            |

|                                     |            |              |           |              |              |            |          |
|-------------------------------------|------------|--------------|-----------|--------------|--------------|------------|----------|
| <b>30 June 2016</b>                 |            |              |           |              |              |            |          |
| Assurance benefit fund              | -          | 1,453        | -         | 630          | 757          | 66         | -        |
| Central sick and funeral fund       | -          | 796          | -         | 149          | 647          | -          | -        |
| Funeral and ancillary benefits fund | 7          | 2,303        | -         | 657          | 1,653        | -          | -        |
| Funeral fund                        | -          | 2,063        | -         | 193          | 1,869        | 1          | -        |
| Life assurance benefit fund         | -          | 1,635        | -         | 131          | 1,054        | 450        | -        |
| Other                               | 275        | 190          | 37        | 40           | 470          | (8)        | -        |
| <b>Total</b>                        | <b>282</b> | <b>8,440</b> | <b>37</b> | <b>1,800</b> | <b>6,450</b> | <b>509</b> | <b>-</b> |

|                                     | Assets                |                 | Liabilities              |                 | Equity   | Capital in excess of prescribed capital amount | Capital adequacy multiple |
|-------------------------------------|-----------------------|-----------------|--------------------------|-----------------|----------|------------------------------------------------|---------------------------|
|                                     | Investments<br>\$'000 | Other<br>\$'000 | Life insurance<br>\$'000 | Other<br>\$'000 | \$'000   | \$'000                                         |                           |
| <b>30 June 2017</b>                 |                       |                 |                          |                 |          |                                                |                           |
| Assurance benefit fund              | 9,474                 | 82              | 9,411                    | 145             | -        | 1,869                                          | 16                        |
| Central sick and funeral fund       | 6,666                 | 130             | 6,785                    | 11              | -        | 651                                            | 8                         |
| Funeral and ancillary benefits fund | 13,342                | 389             | 13,704                   | 27              | -        | -                                              | 1                         |
| Funeral fund                        | 13,298                | 195             | 13,488                   | 5               | -        | 571                                            | 2                         |
| Life assurance benefit fund         | 12,655                | 248             | 12,809                   | 94              | -        | 374                                            | 5                         |
| Other                               | 2,209                 | 223             | 2,235                    | 197             | -        | 477                                            | -                         |
| <b>Total</b>                        | <b>57,644</b>         | <b>1,267</b>    | <b>58,432</b>            | <b>479</b>      | <b>-</b> | <b>3,942</b>                                   |                           |

|                                     |               |              |               |              |          |              |   |
|-------------------------------------|---------------|--------------|---------------|--------------|----------|--------------|---|
| <b>30 June 2016</b>                 |               |              |               |              |          |              |   |
| Assurance benefit fund              | 10,617        | (45)         | 9,907         | 665          | -        | 2,417        | - |
| Central sick and funeral fund       | 7,321         | -            | 7,311         | 10           | -        | 697          | - |
| Funeral and ancillary benefits fund | 14,904        | 677          | 15,323        | 258          | -        | -            | - |
| Funeral fund                        | 14,156        | 84           | 14,290        | (50)         | -        | -            | - |
| Life assurance benefit fund         | 14,091        | (16)         | 13,837        | 238          | -        | 336          | - |
| Other                               | 1,562         | 1,028        | 2,177         | 413          | -        | 388          | - |
| <b>Total</b>                        | <b>62,651</b> | <b>1,728</b> | <b>62,845</b> | <b>1,534</b> | <b>-</b> | <b>3,838</b> |   |



### 33 Disaggregated information - Benefit funds (continued)

#### (c) Investment linked benefit funds - Life investment contracts with discretionary participating features (DPF)

|                                             | Revenue            |                      |                 | Expenses         |                 | Profit/(loss) for the year |                     |
|---------------------------------------------|--------------------|----------------------|-----------------|------------------|-----------------|----------------------------|---------------------|
|                                             | Deposits<br>\$'000 | Investment<br>\$'000 | Other<br>\$'000 | Claims<br>\$'000 | Other<br>\$'000 | Before Tax<br>\$'000       | After Tax<br>\$'000 |
| <b>30 June 2017</b>                         |                    |                      |                 |                  |                 |                            |                     |
| Bonus accumulation fund                     | 1,074              | 1,644                | -               | 21,326           | (19,168)        | 560                        | -                   |
| Capital guaranteed bond                     | 133                | 1,787                | -               | 11,839           | (10,055)        | 136                        | -                   |
| Funeral fund no 2                           | 1,348              | 963                  | 185             | 16,826           | (13,622)        | (708)                      | -                   |
| NextGen investments capital guaranteed fund | 115,192            | 1,907                | -               | 119,432          | (2,726)         | 393                        | -                   |
| Tax minimiser funeral fund                  | 57,677             | (4,274)              | -               | 20,255           | 35,363          | (2,215)                    | -                   |
| Other                                       | 3,694              | 2,757                | 43              | 29,476           | (22,838)        | (144)                      | -                   |
| <b>Total</b>                                | <b>179,118</b>     | <b>4,784</b>         | <b>228</b>      | <b>219,154</b>   | <b>(33,046)</b> | <b>(1,978)</b>             | <b>-</b>            |

|                                             |               |               |              |               |              |               |          |
|---------------------------------------------|---------------|---------------|--------------|---------------|--------------|---------------|----------|
| <b>30 June 2016</b>                         |               |               |              |               |              |               |          |
| Bonus accumulation fund                     | 310           | 2,105         | -            | 12,844        | (11,124)     | 695           | -        |
| Capital guaranteed bond                     | 241           | 2,019         | -            | 12,594        | (10,543)     | 209           | -        |
| Funeral fund no 2                           | 1,115         | 25,124        | 2,971        | 17,260        | 7,468        | 4,482         | -        |
| NextGen investments capital guaranteed fund | 4,869         | 1,297         | -            | 8,600         | (2,635)      | 201           | -        |
| Tax minimiser funeral fund                  | 32,744        | 22,426        | -            | 18,307        | 30,951       | 5,912         | -        |
| Other                                       | 4,558         | 19,210        | 751          | 28,671        | (6,636)      | 2,484         | -        |
| <b>Total</b>                                | <b>43,837</b> | <b>72,181</b> | <b>3,722</b> | <b>98,276</b> | <b>7,481</b> | <b>13,983</b> | <b>-</b> |

|                                             | Assets                |                 | Liabilities                 |                 | Equity   |
|---------------------------------------------|-----------------------|-----------------|-----------------------------|-----------------|----------|
|                                             | Investments<br>\$'000 | Other<br>\$'000 | Life<br>Insurance<br>\$'000 | Other<br>\$'000 | \$'000   |
| <b>30 June 2017</b>                         |                       |                 |                             |                 |          |
| Bonus accumulation fund                     | 80,768                | 173             | 80,713                      | 228             | -        |
| Capital guaranteed bond                     | 80,324                | 39              | 80,055                      | 308             | -        |
| Funeral fund no 2                           | 197,639               | 11,815          | 209,422                     | 32              | -        |
| NextGen investments capital guaranteed fund | 61,458                | 1,144           | 61,612                      | 990             | -        |
| Tax minimiser funeral fund                  | 272,159               | 12,329          | 286,909                     | (2,421)         | -        |
| Other                                       | 261,022               | 7,474           | 267,857                     | 639             | -        |
| <b>Total</b>                                | <b>953,370</b>        | <b>32,974</b>   | <b>986,568</b>              | <b>(224)</b>    | <b>-</b> |
| <b>30 June 2016</b>                         |                       |                 |                             |                 |          |
| Bonus accumulation fund                     | 101,260               | (101)           | 100,699                     | 460             | -        |
| Capital guaranteed bond                     | 91,559                | 71              | 91,457                      | 173             | -        |
| Funeral fund no 2                           | 214,054               | 18,100          | 227,386                     | 4,768           | -        |
| NextGen investments capital guaranteed fund | 64,699                | 121             | 64,604                      | 216             | -        |
| Tax minimiser funeral fund                  | 206,741               | 50,606          | 254,655                     | 2,692           | -        |
| Other                                       | 186,530               | 111,734         | 296,368                     | 1,896           | -        |
| <b>Total</b>                                | <b>864,843</b>        | <b>180,531</b>  | <b>1,035,169</b>            | <b>10,205</b>   | <b>-</b> |

### 33 Disaggregated information - Benefit funds (continued)

(d) Investment linked benefit funds - Investment contracts without discretionary participating features (DPF)

|                        | Revenue       |             | Expenses      | Profit/(loss) for the year |           |
|------------------------|---------------|-------------|---------------|----------------------------|-----------|
|                        | Investment    | Other       | Other         | Before Tax                 | After Tax |
|                        | \$'000        | \$'000      | \$'000        | \$'000                     | \$'000    |
| <b>30 June 2017</b>    |               |             |               |                            |           |
| Education savings plan | 11,069        | -           | 8,815         | 2,254                      | -         |
| Growth investment      | 1,866         | -           | 1,597         | 269                        | -         |
| Managed investment     | 2,679         | -           | 2,296         | 383                        | -         |
| NextGen investments    | 37,420        | -           | 28,837        | 8,583                      | -         |
| Select strategies      | 9,052         | -           | 6,867         | 2,185                      | -         |
| Other                  | 3,534         | (68)        | 2,901         | 565                        | -         |
| <b>Total</b>           | <b>65,620</b> | <b>(68)</b> | <b>51,313</b> | <b>14,239</b>              | <b>-</b>  |

|                        |               |            |               |              |          |
|------------------------|---------------|------------|---------------|--------------|----------|
| <b>30 June 2016</b>    |               |            |               |              |          |
| Education savings plan | 2,609         | -          | 2,466         | 143          | -        |
| Growth investment      | 676           | -          | 389           | 287          | -        |
| Managed investment     | 2,034         | -          | 1,351         | 683          | -        |
| NextGen investments    | 7,762         | -          | 7,052         | 710          | -        |
| Select strategies      | 3,480         | -          | 2,742         | 738          | -        |
| Other                  | 3,318         | 172        | 2,631         | 859          | -        |
| <b>Total</b>           | <b>19,879</b> | <b>172</b> | <b>16,631</b> | <b>3,420</b> | <b>-</b> |

|                        | Assets           |               | Liabilities      |               | Equity   |
|------------------------|------------------|---------------|------------------|---------------|----------|
|                        | Investments      | Other         | Life insurance   | Other         |          |
|                        | \$'000           | \$'000        | \$'000           | \$'000        | \$'000   |
| <b>30 June 2017</b>    |                  |               |                  |               |          |
| Education savings plan | 152,507          | 15,040        | 163,480          | 4,067         | -        |
| Growth investment      | 20,767           | 922           | 20,702           | 987           | -        |
| Managed investment     | 51,752           | 2,017         | 53,143           | 626           | -        |
| NextGen investments    | 617,617          | 24,210        | 632,234          | 9,593         | -        |
| Select strategies      | 110,109          | 7,289         | 111,894          | 5,504         | -        |
| Other                  | 91,080           | 2,267         | 90,011           | 3,336         | -        |
| <b>Total</b>           | <b>1,043,832</b> | <b>51,745</b> | <b>1,071,464</b> | <b>24,113</b> | <b>-</b> |

|                        |                |               |                |               |          |
|------------------------|----------------|---------------|----------------|---------------|----------|
| <b>30 June 2016</b>    |                |               |                |               |          |
| Education savings plan | 132,269        | 9,435         | 139,482        | 2,222         | -        |
| Growth investment      | 22,414         | 442           | 21,779         | 1,077         | -        |
| Managed investment     | 59,855         | 647           | 59,641         | 861           | -        |
| NextGen investments    | 414,361        | 5,583         | 412,893        | 7,051         | -        |
| Select strategies      | 128,917        | 1,198         | 123,171        | 6,944         | -        |
| Other                  | 87,635         | 16,828        | 101,050        | 3,413         | -        |
| <b>Total</b>           | <b>845,451</b> | <b>34,133</b> | <b>858,016</b> | <b>21,568</b> | <b>-</b> |

### 34 Summary of significant accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated. Where appropriate, comparatives have been reclassified to enhance comparability with current year disclosures. The financial statements are for the consolidated entity consisting of Australian Unity Limited (Parent entity) and its subsidiaries, referred to in these financial statements as the Group.

#### (a) Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board and the *Corporations Act 2001*.

##### (i) Compliance with IFRS

The consolidated financial statements of the Group also comply with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB).

##### (ii) Historical cost convention

The financial statements have been prepared under the historical cost convention, as modified by the revaluation of financial assets and liabilities at fair value (including derivative instruments and insurance liabilities at present value of expected future cash flows), certain classes of property, plant and equipment and investment property.

##### (iii) New and amended accounting standards adopted by the Group

The Group has applied the following standards and amendments for the first time for their annual reporting period commencing 1 July 2016:

| AASB                 | Title                                                                                                                                   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| AASB 14              | Regulatory Deferral Accounts                                                                                                            |
| AASB 2014-1 (Part D) | Amendments to Australian Accounting Standards                                                                                           |
| AASB 2014-3          | Amendments to Australian Accounting Standards – Accounting for Acquisitions of Interests in Joint Operations                            |
| AASB 2014-4          | Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation                    |
| AASB 2014-9          | Amendments to Australian Accounting Standards – Equity Method in Separate Financial Statements [AASB 1, 127 & 128]                      |
| AASB 2015-1          | Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012–2014 Cycle                  |
| AASB 2015-2          | Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101                                           |
| AASB 2015-5          | Amendments to Australian Accounting Standards – Investment Entities: Applying the Consolidation Exception [AASB 10, AASB 12 & AASB 128] |

The adoption of accounting standards noted above did not have material impact to the Group's financial statements.

#### Early adoption of AASB 9 Financial Instruments

The Group has elected to apply AASB 9 *Financial Instruments* as issued in December 2014, because the new accounting policies provide more reliable and relevant information for users to assess the amounts, timing and uncertainty of future cash flows. In accordance with the transitional provisions in AASB 9, comparative figures were not restated. See note 35 for further details on the impact of the change in accounting policy.

## 34 Summary of significant accounting policies (continued)

### (b) Principles of consolidation

#### (i) Subsidiaries

Subsidiaries are all entities (including structured entities) over which the Group has control. The Group controls an entity when the Group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the Group. They are deconsolidated from the date that control ceases.

The acquisition method of accounting is used to account for business combinations by the Group (refer to note 34(f)).

Intercompany transactions, balances and unrealised gains on transactions between Group companies are eliminated. Unrealised losses are also eliminated unless the transaction provides evidence of the impairment of the asset transferred. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the Group.

Non-controlling interests in the results and equity of subsidiaries are shown separately in the consolidated statement of comprehensive income, balance sheet and statement of changes in equity respectively.

#### (ii) Associates

Associates are all entities over which the Group has significant influence but not control, generally accompanying a shareholding of between 20% and 50% of the voting rights. Investments in associates are accounted for using the equity method of accounting (refer to (iv) below), after initially being recognised at cost.

#### (iii) Joint arrangements

Investments in joint arrangements are classified as either joint operations or joint ventures. The classification depends on the contractual rights and obligations of each investor, rather than the legal structure of the joint arrangement. The Group has joint ventures, but not joint operations.

Interests in joint ventures are accounted for using the equity method (see (iv) below), after initially being recognised at cost in the consolidated balance sheet.

#### (iv) Equity method

Under the equity method of accounting, the investments are initially recognised at cost and adjusted thereafter to recognise the Group's share of the post-acquisition profits or losses of the investee in profit or loss, and the Group's share of movements in other comprehensive income of the investee in other comprehensive income. Dividends received or receivable from associates and joint ventures are recognised as a reduction in the carrying amount of the investment.

When the Group's share of losses in an equity-accounted investment equals or exceeds its interest in the entity, including any other unsecured long-term receivables, the Group does not recognise further losses, unless it has incurred obligations or made payments on behalf of the other entity.

Unrealised gains on transactions between the Group and its associates and joint ventures are eliminated to the extent of the Group's interest in these entities. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred. Accounting policies of equity accounted investees are changed where necessary to ensure consistency with the policies adopted by the Group.

The carrying amount of equity-accounted investments is tested for impairment in accordance with the policy described in note 34(p).

#### (v) Changes in ownership interests

The Group treats transactions with non-controlling interests that do not result in a loss of control as transactions with members of the Group. A change in ownership interest results in an adjustment between the carrying amounts of the controlling and non-controlling interests to reflect their relative interests in the subsidiary. Any difference between the amount of the adjustment to non-controlling interests and any consideration paid or received is recognised in a separate reserve within equity attributable to members of Australian Unity Limited.



## 34 Summary of significant accounting policies (continued)

### (b) Principles of consolidation (continued)

When the Group ceases to have control, joint control or significant influence, any retained interest in the entity is remeasured to its fair value with the change in carrying amount recognised in profit or loss. The fair value is the initial carrying amount for the purposes of subsequently accounting for the retained interest as an associate, jointly controlled entity or financial asset. In addition, any amounts previously recognised in other comprehensive income in respect of that entity are accounted for as if the Group had directly disposed of the related assets or liabilities. This may mean that amounts previously recognised in other comprehensive income are reclassified to profit or loss.

If the ownership interest in a jointly-controlled entity or an associate is reduced but joint control or significant influence is retained, only a proportionate share of the amounts previously recognised in other comprehensive income are reclassified to profit or loss where appropriate.

#### (vi) Life insurance benefit funds

The Group's life insurance operations are conducted within separate benefit funds as required by the *Life Insurance Act 1995*. The assets, liabilities, revenue and expenses of the benefit funds are consolidated in the Group's financial statements.

### (c) Benefit fund policy liabilities

#### (i) Classification

The Group's life insurance liabilities are held within separate benefit funds as required by the *Life Insurance Act 1995*. The activities of the benefit funds are included within the consolidated financial statements but are governed and managed separately. Life insurance liabilities are classified for accounting purposes as either life insurance contract liabilities, participating life investment contract liabilities or non-participating life investment contract liabilities in accordance with AASB 1038 *Life Insurance Contracts*.

Life insurance contracts are contracts which transfer significant insurance risk at the inception of the contract. Insurance risk is considered to be significant if, and only if, an insured event could cause an insurer to pay significant additional benefits in any scenario, excluding scenarios that lack commercial substance.

Life investment contracts are contracts regulated under the *Life Insurance Act 1995* but that do not transfer significant insurance risk. Life investment contracts are further categorised into participating and non-participating contracts. Participating life investment contracts are contracts that contain a discretionary participation feature ("DPF"). A DPF is a contractual right to receive as a supplement to guaranteed benefits, additional benefits: (i) that are likely to be a significant portion of the total benefits; (ii) whose amount or timing is contractually at the discretion of the issuer; and (iii) that are based on the performance of a specified pool of assets.

Participating life investment contract liabilities are classified and accounted for in the same manner as life insurance contract liabilities, that is under the requirements of AASB 1038 *Life Insurance Contracts* and are referred to in these financial statements as life insurance contract liabilities. Non-participating life investment contract liabilities are classified and accounted for under the requirements of AASB 9 *Financial Instruments* and are referred to in these financial statements as life investment contract liabilities.

Life investment contract liabilities include investment linked contracts in which the Group issues a contract where the benefit amount is directly linked to the market value of the investments held by the benefit fund. While the underlying assets are registered in the name of the benefit fund and the investment linked policyowner has no direct access to the specific assets, the contractual arrangements are such that the investment linked policyowner bears the risks and rewards of the benefit fund's investment performance. The Group derives fee income from the administration of the investment linked contracts.

Non-investment linked business is business in which the Group issues a policy contract where the insured benefit is not directly linked to the market value of the investments held. These benefits are payable on death, or on the occurrence of an insured event.

#### (ii) Valuation

The fair value of life insurance contract liabilities are determined using a projection method. The participating investment contract liabilities, which are classified as life insurance contracts, are valued under an accumulation method. Further details of the actuarial assumptions used in the calculation of these policy liabilities are set out in note 32.

The unit linked funds are classified as life investment contract liabilities and measured at fair value. The contracts consist of a financial instrument and an investment management services element both of which are measured at fair value. The liability to policyholders is linked to the performance and value of the assets that back the liabilities. The liabilities are therefore the same as the fair value of the assets.

## 34 Summary of significant accounting policies (continued)

### (c) Benefit fund policy liabilities (continued)

#### (iii) Claims expense

For life insurance contract liabilities and participating investment contract liabilities, claims are recognised when the liability to the policyholder under the contract has been established (i.e. on notification of death, at time of admittance, or when payment is due).

For life investment contract liabilities there are no claims expense. Surrenders and withdrawals are not included in the profit or loss but are instead deducted from investment contract liabilities.

### (d) Borrowing costs

Borrowing costs incurred for the construction of any qualifying asset are capitalised during the period of time that is required to complete and prepare the asset for its intended use or sale. Other borrowing costs are expensed.

### (e) Borrowings

Borrowings are initially recognised at fair value, including transaction costs that are directly attributable to the acquisition or issue of the borrowings. Borrowings are subsequently measured at amortised cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognised in profit or loss over the period of the borrowings using the effective interest method. Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is capitalised as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Borrowings are removed from the balance sheet when the obligation specified in the contract is discharged, cancelled or expired. The difference between the carrying amount of a financial liability that has been extinguished or transferred to another party and the consideration paid, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss as other income or finance costs.

Borrowings are classified as current liabilities unless the Group has an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

### (f) Business combinations

The acquisition method of accounting is used to account for all business combinations. The excess of the consideration transferred, the amount of any non-controlling interest in the acquiree and the acquisition date fair value of any previous equity interest in the acquiree over the fair value of the Group's share of the net identifiable assets acquired is recorded as goodwill. If those amounts are less than the Group's share of the net identifiable assets of the subsidiary acquired, and the measurement of all amounts has been reviewed, the difference is recognised directly in the profit or loss as a bargain purchase.

The consideration transferred for the acquisition of a subsidiary comprises the fair values of the assets transferred, the liabilities incurred and the equity interests issued by the Group. The consideration transferred also includes the fair value of any contingent consideration arrangement.

Where settlement of any part of cash consideration is deferred, the amounts payable in the future are discounted to their present value as at the date of exchange. The discount rate used is the entity's incremental borrowing rate, being the rate at which a similar borrowing could be obtained from an independent financier under comparable terms and conditions.

Contingent consideration is classified either as equity or a financial liability. Amounts classified as a financial liability are subsequently remeasured to fair value with changes in fair value recognised in profit or loss.

If the business combination is achieved in stages, the acquisition date carrying value of the acquirer's previously held equity interest in the acquiree is remeasured to fair value at the acquisition date. Any gains or losses arising from such re-measurement are recognised in profit or loss.

Acquisition-related costs are expensed as incurred.

Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are, with limited exceptions, measured initially at their fair values at the acquisition date.



## 34 Summary of significant accounting policies (continued)

### (g) Cash and cash equivalents

For the purpose of presentation in the statement of cash flows, cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the balance sheet.

### (h) Deferred acquisition costs

Acquisition costs represent commission and other expenses incurred in relation to the acquisition of health insurance contracts. These costs are deferred and recognised as assets where they can be reliably measured and where it is probable that they will give rise to premium revenue that will be recognised in the profit or loss in subsequent reporting periods.

Deferred acquisition costs are amortised on a straight line basis over a period in line with the average expected duration of the customer relationships to which they relate. This pattern of amortisation corresponds to the earning pattern of the corresponding premium revenue. The average expected duration of the customer relationships is reassessed annually.

### (i) Derivatives and hedging activities

Derivatives are initially recognised at fair value on the date a derivative contract is entered into and are subsequently re-measured to their fair value at the end of each reporting period. The accounting for subsequent changes in fair value depends on whether the derivative is designated as a hedging instrument, and if so, the nature of the item being hedged and the type of hedging relationship designated.

The Group designates their derivatives as hedges of interest rate risk associated with the cash flows of recognised liabilities (cash flow hedges).

The Group documents at the inception of the hedging transaction the economic relationship between hedging instruments and hedged items including whether the hedging instrument is expected to offset changes in cash flows of hedged items. The Group documents its risk management objective and strategy for undertaking various hedge transactions at the inception of each hedge relationship.

The fair values of derivative financial instruments used for hedging purposes are included in other assets or other liabilities as applicable. Movements in the hedging reserve are shown in the Statement of Changes in Equity. The full fair value of a hedging derivative is classified as a non-current asset or liability when the remaining maturity of the hedged item is more than 12 months; it is classified as a current asset or liability when the remaining maturity of the hedged item is less than 12 months. Trading derivatives are classified as a current asset or liability.

#### *Cash flow hedges that qualify for hedge accounting*

The effective portion of changes in the fair value of derivatives that are designated and qualify as cash flow hedges is recognised in other comprehensive income and the cash flow hedge reserve within equity, limited to the cumulative change in fair value of the hedged item on a present value basis from the inception of the hedge. The gain or loss relating to the ineffective portion is recognised immediately in profit or loss. Amounts accumulated in equity are reclassified to profit or loss in the periods when the hedged item affects profit or loss.

When a hedging instrument expires, or is sold or terminated, or when a hedge no longer meets the criteria for hedge accounting, any cumulative deferred gain or loss and deferred costs of hedging in equity at that time remains in equity until the forecast transaction occurs. When the forecast transaction is no longer expected to occur, the cumulative gain or loss and deferred costs of hedging that were reported in equity are immediately reclassified to profit or loss.

If the hedge ratio for risk management purposes is no longer optimal but the risk management objective remains unchanged and the hedge continues to qualify for hedge accounting, the hedge relationship will be rebalanced by adjusting either the volume of the hedging instrument or the volume of the hedged item so that the hedge ratio aligns with the ratio used for risk management purposes. Any hedge ineffectiveness is calculated and accounted for in profit or loss at the time of the hedge relationship rebalancing.

### (j) Employee benefits

Employees engaged in the Group's operations are employed by subsidiary entities, Australian Unity Group Services Proprietary Limited, Australian Unity Home Care Service Pty Ltd, Big Sky Building Society Limited and Lifeplan Australia Friendly Society Limited.

### 34 Summary of significant accounting policies (continued)

#### (j) Employee benefits (continued)

##### (i) Wages and salaries, annual leave and sick leave

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulating sick leave expected to be settled within 12 months after the end of each reporting period are recognised in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled. Liabilities for non-accumulating sick leave are recognised when the leave is taken and measured at the rates paid or payable.

##### (ii) Long service leave

The liability for long service leave is measured as the present value of expected future payments to be made in respect of services provided by employees up to the end of each reporting period using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the end of each reporting period on high quality corporate bond rates with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

##### (iii) Termination benefits

Termination benefits are payable when employment is terminated before the normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognises termination benefits when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or to providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

##### (iv) Superannuation

The employer contributes to the Australian Unity Staff Superannuation Plan (a sub plan of the MLC employer sponsored superannuation plan), the Hesta Superannuation Fund and other complying superannuation funds nominated by employees. The Australian Unity Staff Superannuation Plan is open to new members and is an accumulation fund, where the employer contributions are fully vested in the member. The Hesta Superannuation Fund is an industry based fund for employees working in the retirement village complexes and aged care facilities. The employer is required to contribute to the above mentioned plans in accordance with the Superannuation Guarantee Legislation.

One of the Group's subsidiaries makes contributions to three external defined benefit superannuation schemes that provide defined benefit amounts for employees on retirement. These schemes are closed to new members from the Group. The net obligation in respect of these defined benefit schemes is calculated separately for each of the relevant Group employees by estimating the amount of future benefits that they have earned in return for their service in the current and prior periods. The benefit is discounted in order to determine its present value and the fair value of any plan assets is deducted. All actuarial gains and losses are recognised directly in equity. The Group does not consider its net obligation in respect of these defined benefit schemes to be material as at the end of each reporting period.

#### (k) Financial guarantee contracts

A financial guarantee contract is a contract requiring the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make a payment when due in accordance with terms of the debt instrument.

Financial guarantee contracts are recognised as a financial liability at the time the guarantee is issued. The liability is initially measured at fair value and subsequently at the higher of the amount determined in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* and the amount initially recognised less cumulative amortisation, where appropriate.

The fair value of financial guarantees is determined as the present value of the difference in net cash flows between the contractual payments under the debt instrument and the payments that would be required without the guarantee, or the estimated amount that would be payable to a third party for assuming the obligations.

Where guarantees in relation to loans or other payables of subsidiaries or associates are provided for no compensation, the fair values are accounted for as contributions and recognised as part of the cost of the investment.

#### (l) Foreign currency translation

##### (i) Functional and presentation currency

Items included in the financial statements of each of the Group's operations are measured using the currency of the primary economic environment in which it operates ('the functional currency'). The consolidated financial statements are presented in Australian dollars, which is Australian Unity Limited's functional and presentation currency.



## 34 Summary of significant accounting policies (continued)

### (l) Foreign currency translation (continued)

#### (ii) Transactions and balances

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains/(losses) resulting from the settlement of such transactions and from the translation at year end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the profit or loss, except when they are deferred in equity as qualifying cash flow hedges and qualifying net investment hedges or are attributable to part of the net investment in a foreign operation.

Non-monetary items that are measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined. Translation differences on assets and liabilities carried at fair value are reported as part of the fair value gain/(loss). For example, translation differences on non-monetary assets and liabilities such as equities held at fair value through profit or loss are recognised in the profit or loss as part of the fair value gain/(loss) and translation differences on non-monetary assets such as equities classified as available-for-sale financial assets are included in other comprehensive income and accumulated in reserves as equity.

### (m) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of associated GST except:

- When the GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item as applicable; and
- Receivables and payables, which are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the taxation authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

### (n) Government grants and subsidies

Grants and subsidies from the government are recognised at their fair value where there is a reasonable assurance that the grant and subsidies will be received and the Group will comply with all attached conditions.

Government grants and subsidies relating to costs are deferred and recognised in profit or loss over the period necessary to match them with the costs that they are intended to compensate.

Government grants and subsidies relating to the purchase of property, plant and equipment are included in non-current liabilities as deferred income and are credited to profit or loss on a straight-line basis over the expected lives of the related assets.

### (o) Health insurance

#### (i) Classification

Health insurance contracts are defined as those containing significant insurance risk at the inception of the contract, or those where at the inception of the contract there is a scenario with commercial substance where the level of insurance risk may be significant over time. The significance of insurance risk is dependent on both the probability of an insurance event and the magnitude of its potential effect.

Once a contract has been classified as a health insurance contract, it remains as a health insurance contract for the remainder of its lifetime, even if the insurance risk reduces significantly during the period.

The Group has determined that all current contracts with health insurance policyholders are health insurance contracts.

#### (ii) Claims expense

Health insurance claims include all claim losses occurring during the year, whether reported or not, and any adjustments to claims outstanding from previous years.

### 34 Summary of significant accounting policies (continued)

#### (p) Impairment of assets

Goodwill and intangible assets that have an indefinite useful life are not subject to amortisation and are tested annually for impairment, or more frequently if events or changes in circumstances indicate that they might be impaired. Other assets are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash inflows which are largely independent of the cash inflows from other assets or groups of assets (cash-generating units). Non-financial assets other than goodwill that suffered impairment are reviewed for possible reversal of the impairment at the end of each reporting period.

#### (q) Income tax

Current and deferred tax is recognised in profit or loss, except to the extent that it relates to items recognised in other comprehensive income or directly in equity. In this case, the tax is also recognised in other comprehensive income or directly in equity, respectively.

The income tax expense or revenue for the period is the tax payable on the current period's taxable income based on the applicable income tax rate adjusted by changes in deferred tax assets and liabilities attributable to temporary differences and to unused tax losses.

Current income tax assets and liabilities for the current and prior periods are measured at the amount expected to be recovered from or paid to the taxation authorities based on the current period's taxable income. The tax rates and tax laws used to compute the amount are those that are enacted or substantively enacted by the end of the reporting period.

Deferred income tax is provided on all temporary differences at the end of the reporting period between the tax bases of assets and liabilities and their carrying amounts in the financial statements.

Deferred income tax liabilities are recognised for all taxable temporary differences except:

- When the deferred income tax liability arises from the initial recognition of goodwill or of an asset or liability in a transaction that is not a business combination and that, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; or
- When the taxable temporary difference is associated with investments in subsidiaries, associates or interests in joint ventures, and the timing of the reversal of the temporary difference can be controlled and it is probable that the temporary difference will not reverse in the foreseeable future.

Deferred income tax assets are recognised for all deductible temporary differences, carry-forward of unused tax credits and unused tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences and the carrying forward of unused tax credits and unused tax losses can be utilised, except:

- When the deferred income tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; or
- When the deductible temporary difference is associated with investments in subsidiaries, associates or interest in joint ventures, in which case a deferred tax asset is only recognised to the extent that it is probable that the temporary difference will reverse in the foreseeable future and taxable profit will be available against which the temporary difference can be utilised.

The carrying amount of deferred income tax assets is reviewed at the end of each reporting period and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred income tax asset to be utilised.

Unrecognised deferred income tax assets are reassessed at the end of each reporting period and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax assets to be recovered.

Deferred income tax assets and liabilities are measured at the tax rates that are expected to apply to the year when the asset is realised or the liability is settled, based on tax rates (and tax laws) that have been enacted or substantively enacted at the end of the reporting period.



## 34 Summary of significant accounting policies (continued)

### (q) Income tax (continued)

Deferred tax assets and deferred tax liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and the deferred tax assets and liabilities relate to the same taxable entity and the same taxation authority. Current tax assets and tax liabilities are offset where the entity has a legally enforceable right to offset and intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

#### **Tax consolidation**

Australian Unity Limited (Parent entity) and its wholly-owned Australian controlled entities have implemented the tax consolidation legislation. As a consequence, these entities are taxed as a single entity and the deferred tax assets and liabilities of these entities are set off in the consolidated financial statements.

The Parent entity, as head entity, and the controlled entities in the tax consolidation group continue to account for their own current and deferred tax amounts. These tax amounts are measured as if each entity in the tax consolidated group continues to be a stand-alone taxpayer in its own right. The Parent entity also recognises the current tax assets or liabilities, and the deferred tax assets arising from unused tax losses and unused tax credits assumed from controlled entities in the tax consolidation group.

The entities under the tax consolidated group entered into a tax funding agreement under which the wholly-owned entities fully compensate the Parent entity for any current tax payable assumed and are compensated by the Parent entity for any current tax receivable and deferred tax assets relating to unused tax losses or unused tax credits that are transferred to the Parent entity under the tax consolidation legislation. The funding amounts are determined by reference to the amounts recognised in the wholly-owned entities' financial statements.

The amounts receivable/payable under the tax funding agreement are due upon receipt of the funding advice from the head entity, which is issued as soon as practicable after the end of each financial year. The Parent entity may also require payment of interim funding amounts to assist with its obligations to pay tax instalments.

Assets or liabilities arising under tax funding agreements with the tax consolidated entities are recognised as amounts receivable from or payable to other entities in the Group. Any difference between the amounts assumed and amounts receivable or payable under the tax funding agreement are recognised as a contribution to (or distribution from) wholly-owned tax consolidated entities.

### (r) Intangible assets

#### *(i) Goodwill*

Goodwill is measured as described in note 34(f). Goodwill on acquisitions of subsidiaries is included in intangible assets. Goodwill is not amortised but it is tested for impairment annually, or more frequently if events or changes in circumstances indicate that it might be impaired, and is carried at cost less accumulated impairment losses. Gains/(losses) on the disposal of an entity include the carrying amount of goodwill relating to the entity sold.

Goodwill is allocated to cash generating units for the purpose of impairment testing. The allocation is made to those cash generating units or groups of cash generating units that are expected to benefit from the business combination in which the goodwill arose. The units or groups of units are identified at the lowest level at which goodwill is monitored for internal management purposes.

Impairment is determined by assessing the recoverable amount, based on value in use calculations, of the cash generating unit to which the goodwill relates. When the recoverable amount of the cash generating unit is less than the carrying amount, an impairment loss is recognised. When goodwill forms part of a cash generating unit and an operation within that unit is disposed of, the goodwill associated with the operation disposed of is included in the carrying amount of the operation when determining the gain or loss on disposal of the operation. Goodwill disposed of in this manner is measured based on the relative values of the operation disposed and of the portion of the cash generating unit retained.

Impairment losses recognised for goodwill are not subsequently reversed.

#### *(ii) Aged care bed licences*

Bed licences for aged care facilities are recognised at cost of acquisition. No amortisation has been provided as these licences are perpetual and so the Group considers the useful life of these assets to be indefinite. Bed licences are reviewed annually for impairment, or more frequently if events or changes in circumstances indicate that they might be impaired.

### 34 Summary of significant accounting policies (continued)

#### (r) Intangible assets (continued)

##### (iii) Management rights

Management rights acquired separately are initially recognised at cost. The cost of management rights acquired in a business combination is their fair value as at the date of acquisition. Management rights with finite lives are carried at cost less accumulated amortisation and accumulated impairment losses. Amortisation is calculated using the straight line method to allocate the cost of management rights over their estimated useful lives, which vary from 4 to 20 years. These management rights are assessed for impairment whenever there is an indication that they may be impaired. Management rights with indefinite useful lives are not amortised, but are tested for impairment annually, either individually or at the cash generating unit level. The assessment of indefinite life is reviewed annually to determine whether the indefinite life continues to be supportable. If not, the change in useful life from indefinite to finite is made on a prospective basis.

##### (iv) Computer software

Costs incurred in acquiring software and licenses that will contribute to future period financial benefits through revenue generation and/or cost reduction are capitalised as computer software. Computer software is initially recognised at cost. Following initial recognition, computer software is carried at cost less accumulated amortisation and accumulated impairment losses. Amortisation is calculated using the straight line method to allocate the cost of software and licences over their estimated useful lives, which vary from 4 to 7 years.

#### (s) Inventories

Inventories are stated at the lower of cost and net realisable value on a first in and first out basis.

#### (t) Investment properties

Initially, investment properties are measured at cost including transaction costs. Subsequent to initial recognition, investment properties other than the development sites are stated at fair value. Gains/(losses) arising from changes in the fair values of investment properties are included in the profit or loss in the year in which they arise. Development sites are recognised at cost.

Retirement village investment property relates to interests in retirement village independent living units and aged care facilities where the aged care facilities are managed by operators which are not part of the Group. These investments are initially measured at cost and when the facilities are complete, or substantially complete, they are stated at fair value. The fair value represents the present value of future cash flows based upon statistical modelling of incoming and outgoing residents and includes assumptions in respect of a number of factors, such as average length of residence and expected changes in property prices.

Land held for development purposes of investment property is also classified as investment property.

Retirement village development sites are built in stages and usually take several years to complete. After each stage is built the developer operates it during the village's remaining construction phases and earns rentals and may earn capital appreciation from the completed stages during this period. Upon completion and initial occupancy of the entire village, the property will be reclassified as a held for sale asset (refer to note 34(w)) and sold to a retirement village operator.

Investment properties are derecognised when they have either been disposed of or when the investment property is permanently withdrawn from use and no future benefit is expected from its disposal. Any gains/(losses) on the derecognition of an investment property are recognised in the profit or loss in the year of derecognition.

#### (u) Investments and other financial assets

##### **Accounting policies applied from 1 July 2016**

##### Classification

In line with AASB 9 requirements, from 1 July 2016 the Group classifies its financial assets into the following measurement categories:

- those to be measured at fair value (either through other comprehensive income, or through profit or loss), and
- those to be measured at amortised cost.

The classification depends on the Group's business model for managing the financial assets and the contractual terms of the relevant cash flows.

A financial asset is measured at amortised cost only if both of the following conditions are met:

- it is held within a business model which objective is to hold assets in order to collect contractual cash flows, and
- the contractual terms of the financial asset represent contractual cash flows that are solely payments of principal and interest.



### 34 Summary of significant accounting policies (continued)

#### (u) Investments and other financial assets (continued)

##### Recognition and derecognition

A financial asset is recognised in the balance sheet when the Group becomes a party to the contractual provisions of the instrument, which is generally at trade date. Loans and receivables are recognised when cash is advanced to the borrowers.

A financial asset is derecognised when the contractual cash flows from the asset expire or the rights to receive contractual cash flows are transferred in a transaction in which substantially all the risks and rewards of the ownership are transferred. Any interest in a transferred financial asset that is created or retained by the Group is recognised as a separate asset or liability.

##### Measurement

Financial assets at fair value through profit or loss are recognised initially at fair value. All other financial assets are recognised initially at fair value plus directly attributable transaction costs.

Subsequent to the initial recognition, for financial assets measured at fair value, gains and losses will either be recorded in profit or loss or other comprehensive income. For investments in debt instruments, this will depend on the business model in which the investment is held as described below. The Group reclassifies debt investments when and only when its business model for managing those assets changes. For investments in equity instruments, the fair value will be recorded in profit or loss, unless the Group has made an irrevocable election at the time of initial recognition to account for the equity investment at fair value through other comprehensive income (FVOCI).

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely payment of principal and interest.

##### Debt instruments

Subsequent measurement of debt instruments depends on the Group's business model for managing the asset and the cash flow characteristics of the asset. There are three measurement categories into which the company classifies its debt instruments:

- **Amortised cost**  
Assets that are held for collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortised cost. A gain or loss on a debt investment that is subsequently measured at amortised cost and is not part of a hedging relationship is recognised in profit or loss when the asset is derecognised or impaired. Interest income from these financial assets is included in profit or loss using the effective interest rate method.
- **Fair value through other comprehensive income (FVOCI)**  
Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at FVOCI. Movements in the carrying amount are taken through OCI, except for the recognition of impairment losses or reversal of impairment losses, interest revenue and foreign exchange gains and losses which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in OCI is reclassified from equity to profit or loss. Interest income from these financial assets is included in profit or loss using the effective interest rate method.
- **Fair value through profit or loss (FVPL)**  
Assets that do not meet the criteria for amortised cost or FVOCI are measured at fair value through profit or loss. A gain or loss on a debt investment that is subsequently measured at FVPL and is not part of a hedging relationship is recognised in profit or loss and presented net within investment gains/(losses) in the period in which it arises. Interest income from these financial assets is included in the profit or loss using the effective interest rate method.

##### Equity instruments

The Group subsequently measures all investments in equity instruments at fair value. Where the Group's management has elected to present fair value gains and losses on equity investments in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss. Dividends and distributions from such investments continue to be recognised in profit or loss when the Group's right to receive payments is established.

Changes in the fair value of financial assets at fair value through profit or loss are recognised in investment gains/(losses) in the statement of profit or loss. Impairment losses (and reversal of impairment losses) on equity investments measured at FVOCI are not reported separately from other changes in fair value.

### 34 Summary of significant accounting policies (continued)

#### (u) Investments and other financial assets (continued)

##### Impairment

The Group assesses on a forward looking basis the expected credit losses (ECL) associated with its financial assets carried at amortised cost and FVOCI. The recognition of impairment depends on whether there has been a significant increase in credit risk.

Debt investments at amortised cost are considered to be low credit risk, and thus the impairment provision is determined as 12 months ECL.

For loans to customers, the Group applies a three-stage approach to measuring ECL. Assets migrate through the following three stages based on the change in credit quality since initial recognition.

- **Stage 1: 12-months ECL**  
For exposures where there has not been a significant increase in credit risk since initial recognition and that are not credit impaired upon origination, the portion of the lifetime ECL associated with the probability of default events occurring within the next 12 months is recognised.
- **Stage 2: Lifetime ECL- not credit impaired**  
For credit exposures where there has been a significant increase in credit risk since initial recognition but that are not credit impaired, a lifetime ECL is recognised.
- **Stage 3: Lifetime ECL - credit impaired**  
Financial assets are assessed as credit impaired when one or more events that have a detrimental impact on the estimated future cash flows of that asset have occurred. For financial assets that have become credit impaired, a lifetime ECL is recognised and interest revenue is calculated by applying the effective interest rate to the amortised cost (net of provision) rather than the gross carrying amount.

At each reporting date, the Group assesses whether there has been a significant increase in credit risk for financial assets since initial recognition by comparing the risk of default occurring over the expected life between the reporting date and the date of initial recognition.

The Group assesses whether the credit risk on a financial asset has increased significantly on an individual or collective basis. For the purposes of a collective evaluation of significant increase in credit risk, loans are grouped on the basis of shared credit risk characteristics, taking into account the type of loans, days in arrears, loan collaterals, remaining term to maturity, geographical location of the borrower and other relevant factors.

The amount of ECL is measured as the probability-weighted amount of the present value of all reasonable cash shortfalls over the expected life of the loans discounted at the effective interest rate. The cash shortfall is the difference between all contractual cash flows that are due to the Group and all the cash flows that the Group expects to receive.

The Group considers its historical loss experience and adjusts this for current observable data. In addition, the Group uses reasonable and supportable forecasts of future economic conditions including macroeconomic factors and how changes in these factors will affect ECL. The methodology and assumptions including any forecasts of future economic conditions are reviewed regularly.

The amount of ECL is recognised using a provision for doubtful debts account. If, in a subsequent period, credit quality improves and reverses any previously assessed significant increase in credit risk since origination, then the provision for doubtful debts reverts from lifetime ECL to 12-months ECL.

#### **Accounting policies applied prior to 1 July 2016**

The Group has applied AASB 9 retrospectively, but has elected not to restate comparative information. As a result, the comparative information provided continues to be accounted for in accordance with the Group's previous accounting policy.

##### Classification

The Group classifies its investments into the following categories: financial assets at fair value through profit or loss, loans and advances and held-to-maturity investments. The classification depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition.

#### *(i) Financial assets at fair value through profit or loss*

Financial assets at fair value through profit or loss are financial assets held for trading. A financial asset is classified in this category if acquired principally for the purpose of selling in the short term. Derivatives are also categorised as held for trading unless they are designated as hedges. Assets in this category are classified as current assets if they are expected to be settled within 12 months of the end of the reporting period; otherwise they are classified as non-current.



## 34 Summary of significant accounting policies (continued)

### (u) Investments and other financial assets (continued)

#### (ii) Loans and advances

Loans and advances are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for those with maturities greater than 12 months after the end of the reporting period, which are classified as non-current assets.

#### (iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturities that the Group's management has the positive intention and ability to hold to maturity. They are included in non-current assets, except for those with maturities within 12 months of the end of the reporting period, which are classified as current assets.

Any sale or reclassification of a more than insignificant amount of held-to-maturity investments would result in a reclassification of all held-to-maturity investments as available-for-sale, other than certain sales or reclassifications, such as those that are close to an asset's maturity or those that are attributable to an isolated event that could not have been reasonably anticipated (for example, a significant deterioration in an issuer's credit worthiness). Following a sale or reclassification of held-to-maturity investments to available-for-sale in circumstances other than those noted above, the Group would be prevented from classifying financial assets as held-to-maturity in the financial year of the sale or reclassification and the following two financial years.

#### Recognition and derecognition

Purchases and sales of investments are recognised on trade date, which is the date on which the Group commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and there has been a transfer of substantially all the risks and rewards of ownership.

#### Measurement

Financial assets are initially measured at fair value plus, where they are not financial assets at fair value through profit or loss, transaction costs that are directly attributable to their acquisition. Transaction costs of financial assets at fair value through profit or loss are expensed. Loans and advances and held-to-maturity investments are subsequently carried at amortised cost using the effective interest method. Financial assets at fair value through profit or loss are subsequently carried at fair value. Gains/(losses) arising from changes in the fair value of the financial assets at fair value through profit or loss category are included in the profit or loss in the period in which they arise.

The fair values of quoted investments are based on closing bid prices. If the market prices are not available (e.g. for unlisted securities), the Group establishes fair value by using valuation techniques. These include reference to the fair values of recent arm's length transactions, involving the same instruments or other instruments that are substantially the same, discounted cash flow analysis, and option pricing models refined to reflect the issuer's specific circumstances.

#### Impairment

At the end of each reporting period, the Group assesses whether there is objective evidence that a financial asset or group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred only if there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a 'loss event') and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated.

#### (i) Loans and advances

Loans and advances are subject to recurring review and assessed for possible impairment. Indicators of objective impairment include an accumulation of repayment defaults, knowledge of financial difficulty of borrowers, probability of bankruptcy of borrowers and difficulties with the borrower to negotiate arrangements to repay arrears or pay out the loan balance.

Impairment is assessed for assets that are individually significant (or on a portfolio basis for small value loans) and then on a collective basis for those exposures not individually known to be impaired. Exposures that are assessed collectively are placed in pools of similar assets with similar risk characteristics. The required provision is estimated on the basis of historical loss experience for assets with credit risk characteristics similar to those in the collective pool. The historical loss experience is adjusted based on current observable data such as changed economic conditions. The provision also takes account of the impact of inherent risk of large concentrated losses within the portfolio and an assessment of the economic cycle.

### 34 Summary of significant accounting policies (continued)

#### (u) Investments and other financial assets (continued)

If there is objective evidence that an impairment loss on the assets has been incurred, the amount of the loss is measured as the difference between the assets' carrying amount and the present value of estimated future cash flows (excluding future credit losses that have not been incurred but including an allowance for proceeds of realisation of collateral and other credit enhancements) discounted at the original effective interest rate for fixed rate loans and at the current effective interest rate for variable rate loans. The carrying amount of the assets is reduced through the use of a provision account and the amount of the loss is recognised in profit or loss. If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised (such as an improvement in the debtor's credit rating), the reversal of the previously recognised impairment loss is recognised in profit or loss.

In the case where a loan is restructured, the process may involve extending payment arrangements and agreement of new loan conditions. Once the terms have been renegotiated, the arrears profile of the member is extinguished after six months if the member has complied with the renegotiated terms.

When there is no realistic prospect of future recovery and all collateral has been realised, impaired loans are written off against the relevant provision for impairment.

#### (ii) Held-to-maturity investments

The Group assesses individually whether there is objective evidence of impairment. If there is objective evidence that an impairment loss has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the original effective interest rate. The carrying amount of the asset is reduced and the amount of the loss is recognised in the profit or loss. If in a subsequent year, the amount of the estimated impairment loss decreases because of an event occurring after the impairment was recognised, any amounts formerly charged are credited to the profit or loss.

#### (v) 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.

##### *Group as a lessee*

Leases of assets where the Group has substantially all the risks and rewards of ownership are classified as finance leases. Finance leases are capitalised at the lease's inception at the lower of the leased assets' fair value or the present value of the minimum lease payments. The corresponding lease obligations, net of finance charges, are included in liabilities. Each lease payment is allocated between the lease liability and finance cost. The finance cost is charged to the profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. The assets acquired under finance leases are depreciated over their useful life. However, if there is no reasonable certainty that the Group will obtain ownership at the end of the lease term, the assets are depreciated over the shorter of the asset's useful life and the lease term.

Leases in which a significant portion of the risks and rewards of ownership are not transferred to the Group are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to profit or loss on a straight line basis over the period of the lease.

##### *Group as a lessor*

Lease income from operating leases is recognised in income on a straight-line basis over the lease term. The respective leased assets are included in the balance sheet based on their nature.

#### (w) Non-current assets held for sale

Non-current assets are classified as held for sale if their carrying amount will be recovered principally through a sale transaction rather than through continuing use and a sale is considered highly probable. They are measured at the lower of their carrying amount and fair value less costs to sell, except for assets such as deferred tax assets, assets arising from employee benefits, financial assets and investment property that are carried at fair value and contractual rights under insurance contracts, which are specifically exempt from this requirement.

An impairment loss is recognised for any initial or subsequent write-down of the asset to fair value less costs to sell. A gain is recognised for any subsequent increases in fair value less costs to sell of an asset, but not in excess of any cumulative impairment loss previously recognised. A gain or loss not previously recognised by the date of the sale of the non-current asset is recognised at the date of derecognition.

Non-current assets are not depreciated or amortised while they are classified as held for sale. Non-current assets classified as held for sale are presented separately from the other assets in the consolidated balance sheet.



### 34 Summary of significant accounting policies (continued)

#### (x) Outstanding claims liability

The liability for outstanding claims is measured as the central estimate of the present value of expected future payments against claims incurred at the end of each reporting period under insurance contracts issued by the Group, with an additional risk margin to allow for the inherent uncertainty in the central estimate.

The expected future payments include those in relation to claims reported but not yet paid, claims Incurred But Not Reported (IBNR), claims Incurred But Not Enough Reported (IBNER) and anticipated claims handling costs.

Claims handling costs include costs that can be associated directly with individual claims, such as legal and other professional fees, and costs that can only be indirectly associated with individual claims, such as claims administration costs.

The expected future payments of claims expected to be settled within one year are not discounted as the undiscounted value approximates their present value. The expected future payments of other claims are discounted to present value using a risk free rate.

A risk margin is applied to the outstanding claims liability, net of reinsurance and other recoveries, to reflect the inherent uncertainty in the central estimate of the outstanding claims liability.

#### (y) Property, plant and equipment

##### (i) Cost

Property, plant and equipment are measured at cost less accumulated depreciation and any accumulated impairment losses.

##### (ii) Depreciation

Land is not depreciated. Depreciation on other property, plant and equipment is calculated on a straight line basis to write off the net cost or revalued amount of each asset over its expected useful life. Estimates of remaining useful lives are reassessed annually for major items.

The expected useful lives are as follows:

| Category               | Useful life  |
|------------------------|--------------|
| Buildings              | 40 years     |
| Plant and equipment    | 5 - 20 years |
| Leasehold improvements | 5 years      |

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains/(losses) on disposals are determined by comparing proceeds with carrying amount and included in the profit or loss. When revalued assets are sold, any amounts included in other reserves in respect of those assets are transferred to retained earnings.

Non-property assets under construction are recorded at cost within plant and equipment. These assets are transferred to an appropriate asset category on completion and depreciation commences only when the assets come into operational service.

#### (z) Provisions

Provisions are recognised when the Group has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation and the amount can be reliably estimated.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the end of the reporting period. The discount rate used to determine the present value is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the passage of time is recognised as interest expense.

#### (aa) Refundable lease deposits

Retirement village residents, upon entering certain accommodation types, provide a deposit from which fees are deducted in respect of the provision of certain services and facilities. The actual amount refundable upon departure from the retirement village is determined by the terms of the existing tenancy contracts. As these amounts are payable on demand, they are treated as a current liability and are carried at amortised cost using the effective interest method even though they relate to occupancy of the investment properties which are non-current assets and on average only a small proportion is repaid in any one year.

### 34 Summary of significant accounting policies (continued)

#### (ab) Reinsurance and other recoveries receivable

Reinsurance and other recoveries receivable on paid claims, reported claims not yet paid, IBNR, IBNER and unexpired risk liabilities are recognised as revenue.

Recoveries receivable are assessed in a manner similar to the assessment of outstanding claims. Recoveries are measured as the present value of the expected future receipts, calculated on the same basis as the liability for outstanding claims.

#### (ac) Reserve for credit losses

The reserve for credit losses is used by a building society subsidiary company to recognise an additional impairment allowance for credit losses required by the Australian Prudential Regulation Authority (APRA) when reporting financial results to this regulatory authority. It is recognised as an appropriation of retained earnings to non distributable reserves. This additional impairment allowance is not permitted by Australian Accounting Standards to be recognised as an impairment charge against loans and overdrafts or recognised as an expense in the Consolidated Statement of Comprehensive Income.

#### (ad) Resident loans

Retirement village residents, upon entering certain accommodation types, provide a loan to the village operator, from which deferred management fees are deducted in respect of the provision of certain services and facilities. The actual amount repayable upon departure from the accommodation is determined by the terms of the existing tenancy contracts. In certain cases, the amount repayable includes the resident's share of any increase in the value of the property occupied by the resident during the period of tenancy. As these amounts are payable on demand, they are treated as a current liability and are carried at amortised cost using the effective interest method even though they relate to occupancy of the investment properties which are non-current assets and on average only a small proportion is repaid in any one year.

#### (ae) Revenue recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Group and the revenue can be reliably measured. The following specific recognition criteria must also be met before revenue is recognised:

##### (i) Aged care income

Income and government subsidies for the provision of aged care facilities and related services are recognised as the services are provided.

##### (ii) Deferred management fee

Deferred management fee represents income relating to managed retirement village assets is recognised on the turnover from one resident to another of independent living units in the retirement village and is linked to the resale value of a resident's unit and the resident's length of occupancy of the unit.

##### (iii) Dividends and distributions

Dividends and distributions are recognised when the Group's right to receive the income is established. This applies even if they are paid out of pre-acquisition profits. However, the investment may need to be tested for impairment as a consequence, refer note 34(p).

##### (iv) Fair value gains on investment properties

Fair value gains on investment properties are recognised when they arise.

##### (v) Health insurance premium revenue

Health insurance premium revenue is recognised in the profit or loss from the attachment date, as soon as there is a basis on which it can be reliably measured. Revenue is recognised in accordance with the pattern of the incidence of risk expected over the term of the contract. The proportion of premium received or receivable not earned in the profit or loss at the end of each reporting period is recognised in the balance sheet as unearned premium liability.

##### (vi) Interest income

Interest income is recognised using the effective interest method when the Group has control of the right to receive the interest payment. The effective interest rate method calculates the amortised cost of a financial asset or financial liability and allocates the interest income or interest expense over the expected life of the financial asset or financial liability so as to achieve a constant yield on the financial asset or liability.



### 34 Summary of significant accounting policies (continued)

#### (ae) Revenue recognition (continued)

##### (vii) Life insurance premium revenue and fees

For life insurance contract liabilities and participating investment contract liabilities, premiums are recognised when the liabilities arising from them are created. For life investment contract liabilities, amounts collected as premiums are reported as deposits to investment contract liabilities in the balance sheet (rather than being included in the profit or loss).

##### (viii) Other revenue

Commissions from reinsurance are recognised when the Group's right to receive the commission is established.

##### (ix) Property, funds management and administration fee income

Fee income is recognised based upon the contractual obligations of the Group to perform certain tasks.

##### (x) Rental income

Rental income from investment properties is accounted for on a straight line basis over the lease term. Contingent rental income is recognised as income in the periods in which it is earned. Lease incentives granted are recognised as an integral part of the total rental income.

##### (xi) Resident levies

Income from the provision of services to retirement village residents is recognised as the services are provided.

##### (xii) Retirement village and aged care facility management fees

Fees for the management of retirement villages and aged care facilities are recognised as management services are provided.

#### (af) Risk Equalisation Special Account

Under the provisions of the *Private Health Insurance Act 2007*, stipulated in the *Private Health Insurance (Risk Equalisation Administration) Rules 2007*, all health insurers must participate in the Risk Equalisation Trust Fund (RESA). These rules charge a levy to all health insurers and share a proportion of the hospital claims on a sliding scale (by age) for all persons aged 55 years and over regardless of their length of stay in hospital. In certain circumstances, these rules also provide for a High Cost Claimants Pool.

The amounts receivable from the RESA are determined by the Private Health Insurance Administration Council after the end of each calendar quarter. Estimated provisions for amounts payable and income receivable are recognised on an accruals basis.

#### (ag) Segment reporting

Operating segments are reported in a manner consistent with the internal reporting provided as part of the monthly management reporting document. The chief operating decision maker has been identified as the Group Executive Committee that has delegated responsibility from the board for the achievement of the business strategic and operational plans approved by the board.

#### (ah) Trade and other payables

Trade and other payables represent liabilities for goods and services provided to the Group prior to the end of the financial year that are unpaid. These payables, which are generally settled on 30-90 day terms and are unsecured, are carried at amortised cost. They are presented as current liabilities unless payment is not due within 12 months after the end of each reporting period.

#### (ai) Trade and other receivables

Trade and other receivables, which are generally settled on 30-90 day terms, are recognised and carried at original invoice amount less an allowance for any uncollectible amounts.

With the adoption of AASB 9, from 1 July 2016 the Group applies the simplified expected credit loss approach in replace of the incurred credit loss. Under the expected credit loss approach, the Group estimates the expected lifetime losses to be recognised from initial recognition of the receivables.

Prior to 1 July 2016, individual receivables which are known to be uncollectible are written off by reducing the carrying amount directly. Other receivables are assessed collectively to determine whether there is objective evidence of impairment. For these receivables the estimated impairment losses are recognised in a separate provision for impairment. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation, and default or delinquency in payments (more than 30 days overdue) are considered indicators of impairment. The amount of the impairment provision is the difference between the asset's carrying amount and the present value of estimated future cash flows. In measuring the present value, cash flows relating to short term receivables are not discounted if the effect of discounting is immaterial.

### 34 Summary of significant accounting policies (continued)

#### (ai) Trade and other receivables (continued)

The amount of the impairment loss is recognised in the profit or loss within other expenses. When a trade receivable for which an impairment provision had been recognised becomes uncollectible in a subsequent period, it is written off against the provision account. Subsequent recoveries of amounts previously written off are credited against other expenses in the profit or loss.

#### (aj) Unexpired risk liability

At the end of each reporting period the Group assesses whether the unearned premium liability is sufficient to cover all expected future cash flows relating to future claims against current insurance contracts. This assessment is referred to as the liability adequacy test and is performed separately for each group of contracts subject to broadly similar risks and managed together as a single portfolio.

If the present value of the expected future cash flows relating to future claims, plus the additional risk margin to reflect the inherent uncertainty in the central estimate exceeds the unearned premium liability less related intangible assets and related deferred acquisition costs, then the unearned premium liability is deemed to be deficient. The Group applies a risk margin to achieve the same probability of sufficiency for future claims as is achieved by the estimate of the outstanding claims liability.

The entire deficiency, net of reinsurance, is recognised immediately in the profit or loss. The deficiency is recognised first by writing down any related intangible assets and then related deferred acquisition costs, with any excess being recorded in the balance sheet as an unexpired risk liability.

#### (ak) New standards and interpretations not yet adopted

The following table sets out the new and amended accounting standards issued by the Australian Accounting Standards Board that are not mandatory for 30 June 2017 reporting period and have not been adopted by the Group.

| AASB        | Title                                                                                                                                      | Operative Date *) |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| AASB 15     | Revenue from contracts with customers                                                                                                      | 1 January 2018    |
| AASB 2014-5 | Amendments to Australian Accounting Standards arising from AASB 15                                                                         |                   |
| AASB 2015-8 | Amendments to Australian Accounting Standards – Effective Date of AASB 15                                                                  |                   |
| AASB 2016-3 | Amendments to Australian Accounting Standards – Clarifications to AASB 15                                                                  |                   |
| AASB 16     | Leases                                                                                                                                     | 1 January 2019    |
| AASB 2016-1 | Amendments to Australian Accounting Standards – Recognition of Deferred Tax Assets for Unrealised Losses [AASB 112]                        | 1 January 2017    |
| AASB 2016-2 | Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107                                              | 1 January 2017    |
| AASB 2016-6 | Amendments to Australian Accounting Standards – Applying AASB 9 Financial Instruments with AASB 4 Insurance Contracts                      | 1 January 2018    |
| AASB 2017-1 | Amendments to Australian Accounting Standards – Transfers of Investment Property, Annual Improvements 2014-2016 Cycle and Other Amendments | 1 January 2018    |
| AASB 2017-2 | Amendments to Australian Accounting Standards – Further Annual Improvements 2014-2016 Cycle                                                | 1 January 2017    |
| AASB 17     | Insurance contracts                                                                                                                        | 1 January 2021    |

\*) Operative date is for the annual reporting periods beginning on or after the date shown in the above table, unless otherwise stated.

The Group's assessment on the potential impact of AASB 15, AASB 16 and IFRS 17 is set out in the following paragraphs. The other standard amendments noted above are not expected to have a material impact to the amounts reported in the consolidated financial statements. Where applicable the Group will apply these standards to the annual reporting periods beginning on or after the operative dates set out above.



### 34 Summary of significant accounting policies (continued)

#### (ak) New standards and interpretations not yet adopted (continued)

##### (i) AASB 15 Revenue from contracts with customers

AASB 15 sets out the requirements for recognising revenue that apply to all contracts with customers, except for contracts that are within the scope of the accounting standards for leases, insurance contracts and financial instruments. AASB 15 outlines a single, principles based five-step model for entities to use in accounting for revenue arising from contracts with customers. The core principle is that an entity recognises revenue to depict the transfer of promised goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. Revenue is recognised only when the control of a good or service transfers to a customer. The standard requires enhanced disclosures about revenue and provides guidance for transactions that were not previously addressed comprehensively. AASB 15 applies to an annual reporting period beginning on or after 1 January 2018 with early adoption permitted. Based on the current assessment on the existing transactions, the application of AASB 15 will not have a material impact to the consolidated financial statements. Further review will be conducted within the next twelve months, particularly relating to new contracts, in preparation for the Group to adopt this standard as it becomes applicable to the Group in the 2019 financial year.

##### (ii) AASB 16 Leases

AASB 16 will primarily affect accounting by lessees and will result in the recognition of almost all leases on the balance sheet. The standard removes the current distinction between operating and financing leases and requires recognition of an asset (a right to use the leased item) and a financial liability to pay rentals for all lease contracts with a term of more than 12 months, unless the underlying asset is of low value. Accounting by lessors will not significantly change. The standard also requires enhanced disclosures. AASB 16 is applicable to annual reporting periods beginning on or after 1 January 2019. The Group has started to consider the extent of impact this standard will have on the Group's operations and its financial statements. The application of this standard will not have any impact on the gearing ratio covenant of the Australian Unity Bonds.

##### (iii) AASB 17 Insurance contracts

AASB 17 will replace AASB 1023 *General Insurance Contracts* and AASB 1038 *Life Insurance Contracts*. The standard is applicable to annual reporting periods beginning on or after 1 January 2021. The standard will fundamentally change the accounting by all entities that issue insurance contracts and investment contracts with discretionary participation features. It requires a current measurement model, where estimates are remeasured in each reporting period. The measurement is based on the building blocks of discounted, probability-weighted cash flows, a risk adjustment and a contractual service margin (CSM) representing the unearned profit of the contract. A simplified premium allocation approach is permitted for the liability with a period of one year or less. Claims incurred will need to be measured based on the building blocks of discounted, risk-adjusted, probability weighted cash flows. Changes in cash flows related to future services should be recognised against the CSM. The CSM cannot be negative, so changes in future cash flows that are greater than the remaining CSM are recognised in profit or loss. Interest is accreted on the CSM at rates locked in at initial recognition of a contract. To reflect the service provided, the CSM is released to profit or loss in each period on the basis of passage of time. The Group has started to consider the impact this standard will have on the Group's operations and its financial statements. The application of this standard will impact the health insurance and life insurance businesses of the Group.

#### (al) Parent entity financial information

The financial information for the Parent entity, Australian Unity Limited, disclosed in note 22 has been prepared on the same basis as the consolidated financial statements, except as set out below.

##### *Investments in subsidiaries, associates and joint venture entities*

Investments in subsidiaries, associates and joint venture entities are accounted for at cost less any adjustments for impairment losses. Dividends received from associates are recognised in the parent entity's profit or loss, rather than being deducted from the carrying amount of these investments.

#### (am) Comparative Information

During the year, the Group has reassessed the accounting for a health insurance business arrangement with a third party relating to the degree of insurance risk attaching to a part of the business. Accordingly the presentation of prior year balances has been restated. There is no impact to the Group's profit before or after income tax or to retained earnings as a result of this change. The impact has been to reduce the Group's health insurance net premium revenue by \$29,096,000, health insurance net claims expense by \$13,121,000 and other direct expenses by \$13,320,000, and to increase other income by \$2,655,000. The impact of this within the balance sheet has been to increase trade and other receivables by \$7,038,000 and increase trade and other payables by the same amount.

### 35 Changes in accounting policies

As disclosed in note 34, the Group has elected to early adopt AASB 9 which is applied retrospectively from 1 July 2016. This resulted in changes in accounting policies and adjustments to the amounts recognised in the financial statements. In line with the transitional provision of AASB 9, comparative figures are not restated.

The following summarises the impacts of AASB 9 adoption on the accounting policies and the Group's recognition and measurement of financial assets and liabilities:

#### (i) Financial assets

The Group classifies its financial assets as subsequently measured at either amortised cost or fair value depending on the Group's business model for managing the financial assets and the contractual cash flow characteristics of the financial assets.

The following summarises the impacts on the Group's recognition and measurement of financial assets:

- Classification of loans and advances remained unchanged. They continue to be recognised at amortised cost.
- Classification of Financial assets at fair value through profit or loss (FVPL) remain unchanged. They continue to be recognised at FVPL.
- Held to maturity investments category was removed. The investments in term deposits and negotiable certificates of deposit that were previously classified as Held to maturity investments have been assessed as having a business model of holding to collect contractual cash flows which comprise of solely payments of principal and interest. Accordingly these financial assets will continue to be measured at amortised cost. They are now presented as "Other financial assets at amortised cost" within "Other current assets" in the balance sheet.

#### (ii) Financial liabilities

Classification and measurement of the Group's financial liabilities remained unchanged.

#### (iii) Hedge accounting

On the adoption of AASB 9, the Group's current hedging relationship qualifies as continuing hedge and the hedge accounting remained unchanged.

#### (iv) Changes to impairment of financial assets

The AASB 9 impairment requirements are based on an expected credit loss (ECL) model, replacing the incurred credit loss model under AASB 139. Overall, impairment under AASB 9 could result in earlier recognition of credit losses than under AASB 139. The Group has elected not to restate comparative information and the additional provision incurred from the application of ECL method is recognised in the opening retained earnings at the date of initial application.

The Group has three types of financial assets subject to the requirements of AASB 9 to apply the ECL approach, trade receivables from customers, debt investments at amortised cost and loans provided to customers.

Key changes in the impairment of financial assets and the impact on the financial accounts as at 1 July 2016 are described below.

#### Trade receivables

For trade receivables, the Group applies the simplified ECL approach which requires the use of the lifetime expected loss provision for all trade receivables. As a result, an additional provision of \$645,000 was raised against the retained earnings as at 1 July 2016.

#### Debt instruments at amortised cost

Debt instruments at amortised cost are considered to be low credit risk as the majority of the investments are held within 12 months with financial institutions that have high credit ratings and there has been no significant increase in credit risk, and thus the impairment provision is determined as 12 months expected credit losses. No adjustment was made to the impairment loss provision as at 1 July 2016.

#### Loans and advances

For loans and advances, the application of ECL approach has resulted in an additional provision totalling to \$11,053,000 which was raised against the retained earnings and credit loss reserve as at 1 July 2016.

### 35 Changes in accounting policies (continued)

The following table summarises the impacts on classification and measurement of the Group's financial assets as at 1 July 2016:

| Original classification<br>under AASB 139                          | New classification<br>under AASB 9          | Notes | Original measurement<br>under AASB 139 | New measurement<br>under AASB 9 | Carrying amount<br>under AASB 139<br>\$'000 | Carrying amount<br>under AASB 9<br>\$'000 |
|--------------------------------------------------------------------|---------------------------------------------|-------|----------------------------------------|---------------------------------|---------------------------------------------|-------------------------------------------|
| <b>Financial assets</b>                                            |                                             |       |                                        |                                 |                                             |                                           |
| Trade and other<br>receivables                                     | Trade and other<br>receivables              |       | Amortised cost                         | Amortised cost                  | 90,849                                      | 90,204                                    |
| Loans and advances                                                 | Loans and advances                          | 6     | Amortised cost                         | Amortised cost                  | 768,462                                     | 757,409                                   |
| Financial assets at fair<br>value through profit or<br>loss (FVPL) | Financial assets at<br>FVPL                 | 7     | FVPL                                   | FVPL                            | 1,575,653                                   | 1,575,653                                 |
| Held to maturity<br>investments*                                   | Other financial assets<br>at amortised cost |       | Amortised cost                         | Amortised cost                  | 66,789                                      | 66,789                                    |

\* Investments that were previously classified as held to maturity and accounted for at amortised cost under AASB 139, have been assessed as having a business model of holding to collect contractual cash flows which comprise solely of payments of principal and interest. Accordingly these instruments are classified at amortised cost under the effective interest method. These instruments are now included in 'Other financial assets at amortised cost' on the balance sheet.

### 35 Changes in accounting policies (continued)

The following table is a reconciliation of the carrying amount of the impacted accounts in the Group's balance sheet from AASB 139 to AASB 9 as at 1 July 2016:

| Accounts                                                               | AASB 139<br>Carrying amount<br>30 June 2016<br>\$'000 | Reclassification<br>\$'000 | Remeasurement<br>\$'000 | AASB 9<br>Carrying amount<br>1 July 2016<br>\$'000 | Retained earnings<br>impact<br>1 July 2016<br>\$'000 |
|------------------------------------------------------------------------|-------------------------------------------------------|----------------------------|-------------------------|----------------------------------------------------|------------------------------------------------------|
| <b>Trade and other receivables</b>                                     |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | 90,849                                                | -                          | -                       | 90,849                                             | -                                                    |
| (-) Increase in expected credit losses                                 | -                                                     | -                          | (645)                   | (645)                                              | (645)                                                |
| <b>Adjusted balance</b>                                                | <b>90,849</b>                                         | <b>-</b>                   | <b>(645)</b>            | <b>90,204</b>                                      | <b>(645)</b>                                         |
| <b>Loans and advances</b>                                              |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | 768,462                                               | -                          | -                       | 768,462                                            | -                                                    |
| (-) Increase in expected credit losses                                 | -                                                     | -                          | (11,053)                | (11,053)                                           | (11,053)                                             |
| <b>Adjusted balance</b>                                                | <b>768,462</b>                                        | <b>-</b>                   | <b>(11,053)</b>         | <b>757,409</b>                                     | <b>(11,053)</b>                                      |
| <b>Held to maturity investments</b>                                    |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | 66,789                                                | -                          | -                       | 66,789                                             | -                                                    |
| (-) Reclassification to other financial assets at amortised cost       | -                                                     | (66,789)                   | -                       | (66,789)                                           | -                                                    |
| <b>Adjusted balance</b>                                                | <b>66,789</b>                                         | <b>(66,789)</b>            | <b>-</b>                | <b>-</b>                                           | <b>-</b>                                             |
| <b>Other current assets - Other financial assets at amortised cost</b> |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | -                                                     | -                          | -                       | -                                                  | -                                                    |
| (-) Reclassification from held to maturity investments                 | -                                                     | 66,789                     | -                       | 66,789                                             | -                                                    |
| <b>Adjusted balance</b>                                                | <b>-</b>                                              | <b>66,789</b>              | <b>-</b>                | <b>66,789</b>                                      | <b>-</b>                                             |
| <b>Deferred tax liabilities</b>                                        |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | (61,640)                                              | -                          | -                       | (61,640)                                           | -                                                    |
| (-) Remeasurement in expected credit losses                            | -                                                     | -                          | 3,273                   | 3,273                                              | 3,273                                                |
| <b>Adjusted balance</b>                                                | <b>(61,640)</b>                                       | <b>-</b>                   | <b>3,273</b>            | <b>(58,367)</b>                                    | <b>3,273</b>                                         |
| <b>Reserves</b>                                                        |                                                       |                            |                         |                                                    |                                                      |
| Opening balance                                                        | (3,382)                                               | -                          | -                       | (3,382)                                            | -                                                    |
| (-) Remeasurement of the general reserve for credit losses             | -                                                     | -                          | 2,043                   | 2,043                                              | 2,043                                                |
| <b>Adjusted balance</b>                                                | <b>(3,382)</b>                                        | <b>-</b>                   | <b>2,043</b>            | <b>(1,339)</b>                                     | <b>2,043</b>                                         |
| <b>Total changes to Assets, Reserves and Retained earnings</b>         | <b>861,078</b>                                        | <b>-</b>                   | <b>(6,382)</b>          | <b>854,696</b>                                     | <b>(6,382)</b>                                       |



### 35 Changes in accounting policies (continued)

The following table is a reconciliation of the closing impairment provision in accordance with AASB 139 to the opening impairment provision determined in accordance with AASB 9 as at 1 July 2016 due to re-measurement of impairment using the expected credit loss model.

| Impairment provision        | AASB 139<br>Carrying amount<br>30 June 2016<br>\$'000 | Remeasurement<br>\$'000 | AASB 9<br>Carrying amount<br>1 July 2016<br>\$'000 |
|-----------------------------|-------------------------------------------------------|-------------------------|----------------------------------------------------|
| Trade and other receivables | 1,680                                                 | 645                     | 2,325                                              |
| Loans and advances          | 901                                                   | 11,053                  | 11,954                                             |
| <b>Total</b>                | <b>2,581</b>                                          | <b>11,698</b>           | <b>14,279</b>                                      |

Reconciliation of the closing retained earnings as at 30 June 2016 to the opening retained earnings as at 1 July 2016 is as follows:

| Retained earnings                                                  | 1 July 2016<br>\$'000 |
|--------------------------------------------------------------------|-----------------------|
| Closing retained earnings - 30 June 2016                           | 320,222               |
| Increase in impairment provision for trade receivables, net of tax | (452)                 |
| Increase in impairment provision for loan and advances, net of tax | (5,930)               |
| <b>Closing retained earnings - 1 July 2016</b>                     | <b>313,840</b>        |

In the directors' opinion:

- (a) the financial statements and notes set out on pages 27 to 112 are in accordance with the *Corporations Act 2001*, including:
  - (i) complying with Accounting Standards, the *Corporations Regulations 2001* and other mandatory professional reporting requirements; and
  - (ii) giving a true and fair view of the Group's financial position as at 30 June 2017 and of its performance for the financial year ended on that date; and
- (b) the financial statements and notes also comply with International Financial Reporting Standards as disclosed in note 34; and
- (c) there are reasonable grounds to believe that the Parent entity will be able to pay its debts as and when they become due and payable.

The directors have been given the declarations by the Chief Executive Officer and Chief Financial Officer as required by section 295A of the *Corporations Act 2001*.

This declaration is made in accordance with a resolution of directors.



Peter Promnitz  
Chair



Rohan Mead  
Group Managing Director & CEO

South Melbourne  
30 August 2017



## *Independent auditor's report*

To the members of Australian Unity Limited

### *Report on the audit of the financial report*

#### *Our opinion*

In our opinion:

The accompanying financial report of Australian Unity Limited (the Company) and its controlled entities (together, the Group) is in accordance with the *Corporations Act 2001*, including:

- a) giving a true and fair view of the Group's financial position as at 30 June 2017 and of its financial performance for the year then ended
- b) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

#### **What we have audited**

The Group financial report comprises:

- the consolidated balance sheet as at 30 June 2017
- the consolidated statement of comprehensive income for the year then ended
- the consolidated statement of changes in equity for the year then ended
- the consolidated statement of cash flows for the year then ended
- the notes to the consolidated financial statements, which include a summary of significant accounting policies
- the directors' declaration.

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

#### **Independence**

We are independent of the Group in accordance with the auditor independence requirements of the *Corporations Act 2001* 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.

## Our audit approach

An audit is designed to provide reasonable assurance about whether the financial report is free from material misstatement. Misstatements may arise due to fraud or error. They are considered material if individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

We tailored the scope of our audit to ensure that we performed enough work to be able to give an opinion on the financial report as a whole, taking into account the management structure of the Group, its accounting processes and controls and the industry in which it operates.



### Materiality

- For the purpose of our audit, we used overall Group materiality of \$6 million which represents approximately 1% of Members' Funds of the Group.
- We applied this threshold, together with qualitative considerations, to determine the scope of our audit and the nature, timing and extent of our audit procedures and to evaluate the effect of misstatements on the financial report as a whole.
- We chose Members' Funds because, in our view, it is the key financial statement metric used by the primary users of the financial report.
- We selected 1% based on our professional judgement, noting that it is also within the range of commonly accepted balance sheet benchmarks for determining materiality.

### Audit scope

- Our audit focused on where the Group made subjective judgements; for example, significant accounting estimates involving assumptions and inherently uncertain future events.
- The Group is structured into six operating segments, being Health Insurance, Healthcare Services, Independent & Assisted Living (IAL), Personal Financial Services, Wealth, and Corporate Functions and Eliminations.
- We audited the most financially significant entities in the Health Insurance, IAL and Wealth segments.
- We performed an audit of Australian Unity Group Services Proprietary Limited, a subsidiary within the Corporate Functions and Eliminations segment, which provides payroll, accounts payable and corporate treasury services to the Group.
- We also performed specific risk-focused audit procedures on selected account balances of entities across the Group.
- At a Group level, we performed audit procedures over the consolidation process and the preparation of the financial report.



## Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial report for the current period. The key audit matters were addressed in the context of our audit of the financial report as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters. Further, any commentary on the outcomes of a particular audit procedure is made in that context. Amongst other relevant topics, we communicated the following key audit matters to the Audit and Compliance Committee:

| Key audit matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | How our audit addressed the key audit matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Valuation of investment properties</b><br/>(Refer to note 13 in the financial report)</p> <p>Investment properties consist of the Group's interest in retirement village independent living units and development sites. At 30 June 2017 the carrying value of the Group's investment properties was \$976.8 million.</p> <p>Investment properties are carried at fair value. Factors such as prevailing market conditions, the individual nature, condition and location of each property and the expected future income for each property impact fair values.</p> <p>The value of investment properties is dependent on the terms of the residents' contracts and the inputs to the Group's valuation model ("the model"). Amongst others, the following assumptions are key in establishing fair value:</p> <ul style="list-style-type: none"><li>• Discount rate</li><li>• Average length of stay</li><li>• Property growth rate</li></ul> <p>As at 30 June 2017, the Group engaged an independent valuation expert to review the key assumptions used in the model.</p> <p>We considered this a key audit matter because of the:</p> <ul style="list-style-type: none"><li>• Relative size of the investment property balance to net assets and related valuation movements</li><li>• Sensitivity of investment property valuations to changes in key inputs / assumptions.</li></ul> | <p>Our audit procedures over the valuation of investment properties included the following:</p> <ul style="list-style-type: none"><li>• We assessed the valuation methodology, inputs and key assumptions used in the model for the retirement village independent living units and development sites.</li><li>• For a sample of contracts with residents ("resident contracts") across the portfolio, we compared the key inputs used in the model to underlying contracts. We found that the key inputs used in the model were materially consistent with the sampled resident contracts.</li><li>• For the independent review of key valuation assumptions performed by the valuation expert, we performed the following procedures, amongst others:<ul style="list-style-type: none"><li>– Assessed the expert's independence, experience, competency and the results of their procedures.</li><li>– Read the expert's terms of engagement - we did not identify any terms that might affect their objectivity or impose limitations on their work relevant to their valuation.</li><li>– Compared the key assumptions used in the expert's valuation report to those used in the model.</li></ul></li></ul> |

**Revenue recognition: Revenue to provide services in IAL and revenue from developments**  
(Refer to note 2 in the financial report)

**Revenue to provide services in IAL**

Revenue to provide services relates to government subsidies received and is recognised as the relevant services are provided by the Group.

We considered this a key audit matter due to the high volume of revenue transactions and the possible uncertainty around determining when contractual service obligations under the funding agreements have been achieved.

**Revenue from developments**

Revenue from developments relates to development activities within IAL and Wealth and is recognised based on the contractual obligations in place.

We considered the recognition of this revenue to be a key audit matter because judgement is required by the Group to estimate:

- when the risks and rewards of ownership of the developments are transferred between parties
- the extent to which economic benefits will flow to the Group
- the stage of completion of the development activity
- total contract revenue and costs
- project completion dates.

For revenue to provide services in IAL, we performed the following procedures amongst others:

- Read a sample of executed government funding agreements and agreed the funding received by the Group to the supporting bank statements.
- Performed testing on a sample of revenue transactions by sighting evidence of completed service hours and delivery of contractual obligations.
- Calculated the proportion of services performed by the Group to the total services yet to be performed and compared this to the Group's estimate of revenue recognised at 30 June 2017.

For revenue from developments, we performed the following procedures amongst others:

- Read key contracts relating to a sample of developments, including the related funding agreements, and agreed the funding received per the relevant agreements to supporting bank statements.
- For a sample of developments, we considered the Group's estimate of the revenue recognised based on the terms of the relevant agreements and the stage of completion of development activity as recorded by the Group. We assessed the stage of completion with reference to the achievement of contractual key milestones.

**Valuation of intangible assets**  
(Refer to note 14 in the financial report)

The Group had \$366.2m of intangible assets at 30 June 2017. \$187.1m of this related to goodwill and a further \$35.9m related to management rights and customer contracts which had been acquired as part of historical acquisitions which were assessed by the Group to have an indefinite useful life. Australian Accounting Standards require an assessment, at least annually, to establish whether goodwill and indefinite lived intangible assets should continue to be recognised or if any impairment is required.

The Group's impairment assessment is performed at the level of the cash generating unit (CGU) to which the goodwill or intangible asset with indefinite useful life can be allocated.

The impairment assessment relied on the calculation of the value-in-use for each of the CGUs. This calculation was based on estimated future cash flows for each CGU discounted at a rate of return.

We considered this to be a key audit matter because the:

- Estimation of future cash flows, including long term growth rates and profitability, and the level to which they are discounted are inherently uncertain and require significant judgement by the Group.
- Carrying value of goodwill and indefinite life intangible assets is material to the financial report.

We performed the following procedures, amongst others, to assess the valuation of intangible assets:

- Assessed whether the level at which the impairment assessment was performed was consistent with our knowledge of the Group's operations and internal Group reporting.
- Assessed whether the CGUs appropriately included all assets, liabilities and cash flows directly attributable to each CGU for the purposes of impairment.
- Compared the forecast cash flows used in the impairment assessment to the Board approved Strategic Plan.
- Compared the performance of the CGUs against historical Strategic Plans to assess the reliability of the assumptions used in the Strategic Plans.
- Compared the discount rate and long term growth rates applied to the forecast cash flows to industry averages and those determined by PwC valuation experts.
- Considered the sensitivity of the value-in-use calculation by varying key assumptions and applying other values within a reasonably possible range, for example, by increasing the discount rate and reducing growth rates to assess the impact of deviations from forecast operating performance.



## Valuation of actuarially determined insurance liabilities

(Refer to notes 23 and 32 in the financial report)

Actuarially determined insurance liabilities include outstanding claims provisions relating to the Group's health insurance business (\$69.8m) and non-investment linked benefit fund policyholder liabilities (\$58.4m).

We considered this a key audit matter because of the judgements required by the Group in estimating claims liabilities and benefit fund policyholder liabilities.

These areas of judgement are discussed further below:

### a) Healthcare outstanding claims provisions

Our audit focussed on the central estimate component as changes in actuarial assumptions driving this component are most likely to result in material changes in the total provision. We focussed on the estimates relating to the last two months of the financial year as a lower proportion of claims for these months are received at balance date, and therefore greater judgement is required.

In particular judgements relate to estimating the type and amount of claims incurred but not yet received or processed.

### b) Benefit fund policyholder liabilities

In determining the valuation of the liabilities, the key actuarial assumptions made by the Group's valuation experts include mortality assumptions and the discount rate applied.

To assess the assumptions used by the Group to determine the value of insurance liabilities, we along with PwC independent actuarial experts performed the following procedures amongst others:

- Developed an understanding of the processes that the Group undertook to calculate the value of insurance liabilities, including the models used by the Group in calculating the actuarial liabilities.
- Compared the methodologies used by the Group to those commonly applied in the industry and used in the prior period year.
- Compared key actuarial assumptions used by the Group in forecasting expected payments to our own expectations based on the Group's historical experience, current trends and industry knowledge.

For healthcare outstanding claims, we also compared the level of claims received after the year end, which related to the current financial year, to the estimate of outstanding claims provisions recorded by the Group.

## Funding and capital management

(Refer to notes 9 and 19 in the financial report)

As disclosed in Note 9, Australian Unity Limited is required by the Australian Unity Bonds prospectus to maintain a Covenant Gearing Ratio of less than 50% as at 30 June and 31 December each year. A key input to the calculation of the Group's debt covenants is the amount of interest bearing liabilities in the Group's consolidated balance sheet.

The Group operates a number of development funds which utilise third party capital in conjunction with support from financiers to fund the development of new retirement village units and aged care beds. The Group has not consolidated the funds into the Group financial position as it does not consider it has control over these funds.

We considered this a key audit matter given:

- The judgement required by the Group in determining whether or not the development funds should be consolidated.
- The impact that the financing structure of the development funds may have on the Covenant Gearing Ratio if these funds were consolidated.

We performed the following procedures, amongst others:

- We considered the terms and conditions of key agreements (including Trust Deeds, Investment Information Memorandums and Financing agreements) and whether the Group's assessment of the accounting treatment of the development funds was in accordance with Australian Accounting Standards. We found the accounting treatment of the Development Funds was consistent with our understanding of the Development Funds.
- We assessed the Group's calculation of the Covenant Gearing Ratio as at 30 June 2017 by:
  - Comparing the methodology used to perform the calculation against the definition of the Gearing Ratio in the Australian Unity Bonds Base Prospectus.
  - Agreeing the key inputs to the calculation, such as the total of interest bearing liabilities and total equity, to the Group's accounting records.
  - Performing tests over the mathematical accuracy of the calculation.
  - Agreeing the Group's calculated ratio to note 9 in the financial report.

### **Operation of financial reporting Information Technology (IT) systems and controls**

We considered this a key audit matter because the Group's operations and financial reporting processes are heavily dependent on IT systems, including automated accounting procedures and IT dependent manual controls.

The Group's controls over IT systems include:

- The framework of governance over IT systems
- Program development and changes
- Access to process, data and IT operations
- Governance over generic and privileged user accounts.

Our procedures included evaluating and testing the design and operating effectiveness of certain controls over the continued integrity of the IT systems that are relevant to financial reporting.

We also carried out direct tests, on a sample basis, of system functionality that was key to our audit testing in order to assess the accuracy of certain system calculations, the generation of certain reports and the operation of certain system enforced access controls.

Where we noted design or operating effectiveness matters relating to IT systems and application controls relevant to our audit, we performed alternative or additional audit procedures.

---

### **Other information**

The directors are responsible for the other information. The other information included in the Group's annual report for the year ended 30 June 2017 comprises the Directors' Report (but does not include the financial report and our auditor's report thereon), which we obtained prior to the date of this auditor's report. We also expect other information to be made available to us after the date of this auditor's report, including the Chair's Report and the Group Managing Directors' Report.

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

In connection with our audit of the financial report, our responsibility is to read the other information identified above 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 that we 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.

When we read the other information not yet received as identified above, if we conclude that there is a material misstatement therein, we are required to communicate the matter to the directors and use our professional judgement to determine the appropriate action to take.

---

### **Responsibilities of the directors for the financial report**

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the 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 directors are responsible for assessing the ability of the Group to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or has 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 the 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 at: [www.anasb.gov.au/auditors\\_responsibilities/ari.pdf](http://www.anasb.gov.au/auditors_responsibilities/ari.pdf). This description forms part of our auditor's report.

### *Report on the remuneration report*

---

#### *Our opinion on the remuneration report*

We have audited the remuneration report included in the directors' report for the year ended 30 June 2017.

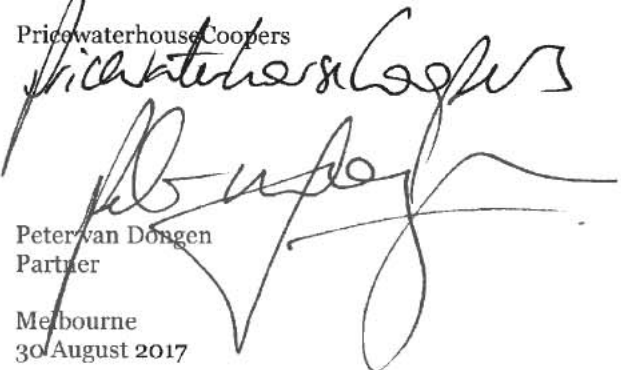
In our opinion, the remuneration report of Australian Unity Limited for the year ended 30 June 2017 complies with section 300A of the *Corporations Act 2001*.

---

### *Responsibilities*

The directors of the Company are responsible for the preparation and presentation of the remuneration report in accordance with section 300A of the *Corporations Act 2001*. Our responsibility is to express an opinion on the remuneration report, based on our audit conducted in accordance with Australian Auditing Standards.

PricewaterhouseCoopers



Peter van Dongen  
Partner

Melbourne  
30 August 2017