



ANNUAL REPORT

2017/18

Ray Village Aged Services Inc
trading as Capecare



Review of Ray Village Aged Services Constitution

The Board, under the guidance of Jackson McDonald Lawyers, undertook a review and redrafting of CapeCare's Rules of Association to ensure compliance with the changes to the Associations Incorporation Act 2015.

Royal Commission into the Aged Care Sector

On 16 September, 2018 the Federal Government announced the Royal Commission into Aged Care Quality and Safety. The Board of CapeCare supports the establishment of the Royal Commission as it will provide an opportunity to demonstrate to the Government and the broader community that there are many excellent and caring aged care facilities operating throughout Australia. CapeCare also welcomes the opportunity to raise important issues on the continued sustainability of providers of Regional Aged Care Services and the challenges facing them.

New Aged Care Standards

In July 2019 the new Aged Care Quality Standards will come into force in Australia. The CapeCare Team has been working hard to ensure that CapeCare is prepared to be fully compliant with the Standards once introduced.

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Chairperson & CEO Report

It is with great pleasure that we present the 2017/18 Annual Report and reflect on Capecare's exciting year, with many challenges, changes, celebrations and new developments.

The aged care sector continues to be impacted by ongoing Government reforms, increased regulation and compliance, funding changes and the recent announcement of the Royal Commission into Aged Care Quality and Safety. Nonetheless, Capecare as an independent not for profit provider of aged services which has served the community for over fifty years remains steadfast in its commitment to high quality and safe care. We remain absolutely dedicated to helping people live well as they age in our south west communities. As a result, this year has seen changes in both the Board and Executive of Capecare as we work to formulate a strong governance and leadership team to transform and navigate Capecare into the future. Our focus has been to ensure that the organisation has the necessary skills and experience to build a sustainable regional business model that allows us to continue to provide the highest level of care and services to our clients now and well into the future.

The Board welcomed the organisations new Chief Executive Officer, Mr Stephen Carmody who commenced with Capecare in October 2017 bringing a wealth of experience as a clinician and also a leader in aged care and health services. Stephen has recruited some outstanding people to the Capecare executive team including Mr Nicholas Hopkin as Chief Financial Officer and Ms Joanne Lister, Executive Manager of Community and Business Excellence, both of whom join Ms Elizabeth Hogarth who has moved into the position of Chief Operating Officer. We are confident Capecare has a very solid team in place to take the organisation into the future.

Despite the challenges and inherent opportunities posed by the current and changing aged care environment, Capecare remains focused on its long term strategy. This year has seen significant progress achieved on the proposed Armstrong Village development in Dunsborough. The Capecare design team has worked extensively with the engaged architect culminating in the lodgement of the Development Application with the City of Busselton in August 2018. Armstrong Village is an integrated aged care complex which will comprise of an 80 bed residential facility and 21 independent living units together with a new facility for the Dunsborough Country Women's Association. This is an exciting time for Capecare and for the Dunsborough community with a first class best practice facility being proposed to meet the needs of the town and wider south west communities. The design process has also involved a high degree of community and stakeholder engagement and the Board is appreciative of all who have been involved and contributed to this long awaited project. Capecare has also delivered on meeting the growing demand and changing nature of community care through the provision of additional short term respite care services within the recently refurbished Ray Lodge. We are proud to provide new and continuing services to meet the needs of individuals and families in our south west communities across our residential, home care, independent living and day centre operations.



Highlights 2017/18

Capecare is governed by a Board of thoughtful, committed and successful professionals and this year we welcomed two new members, Ms Martha Ryan and Mr Peter Manolas. Ms Ryan has a strong background in law, compliance risk and governance with more than 25 years working as a corporate lawyer. Mr Manolas comes to Capecare with a background in finance and accounting following a successful career as partner of a major accountancy firm the South West.

We farewelled Mr Rob Davis, Ms Coralie Tarbotton and Mr Stuart Robinson who retired from the Board in 2017 and extend our deep appreciation for the volunteer contribution of each of these Board members during their time with Capecare. In addition, we would also like to particularly acknowledge and honour Mr Dom Trombetta for his twenty five year service to the organisation as a long standing and highly regarded employee prior to leaving his role in 2018.

We recognise and acknowledge the significant contributions and partnerships of individuals, groups and businesses over the 2017-18 year. It has been humbling to receive the support from the Perth business community and in particular we would like to recognise Jackson McDonald Lawyers, Deloitte, Lester Blades and John Le Cras & Associates P/L for their expertise and generosity.

In closing, we would like to pay tribute to all of our staff and volunteers and sincerely thank them for their tireless efforts, contributions and commitment over the past year, working to ensure consumers receive the best opportunity to live well as they age in our south west communities.



Nadine Carter
Board Chairperson



Stephen Carmody
Chief Executive Officer



Chief Operating Officer's Report

The last twelve months have seen many changes, challenges and celebrations within Residential Care. Residents, staff, volunteers and community groups continue to work together to make Residential Care a safe and comfortable environment for the people who have chosen to make Capecare their home.

We have seen continued growth in our respite services within Residential Care, offering families caring for a loved one at home the chance to take some rest from their carers role before continuing with care at home. Due to the increase in demand and the changing nature of community care, it was decided that the former residential facility at Ray Lodge could be utilised to provide an alternative, much needed respite service for those requiring a shorter respite stay or urgent respite placement. We are currently working to finalise the transformation and utilise the building to provide this service to the local community. As an organisation we are proud to strengthen our commitment to respite care and are very excited to be offering more options for the local community.

Our continued relationship with South Regional TAFE and Edith Cowan University has enabled us to play an important role in the training and nurturing of the future generations of carers, Enrolled and Registered Nurses. Some of these students then work at Capecare while they continue their nursing studies. This year we have trialled a program to bring on board a small number of new graduate nurses where aged care is their preferred area of speciality. Through mentoring and a gradual introduction to the role, we have been able to transition these graduate nurses into the role of Registered Nurse at Capecare. Our stable and highly skilled workforce has enabled us to offer this program and see this process through with success.



A program to “blur the lines” between those in non- resident facing roles and our volunteers, direct care and services staff has provided the opportunity to develop an appreciation for what is involved in the day to day care of Residents at Ray Village and also provide an opportunity for non-resident facing staff to better get to know many of our Residents.

Capecare values highly the work of our volunteer community. As a show of our appreciation and gratitude, the executive team has hosted two events to celebrate volunteer work at Capecare and acknowledge the great value that each of our volunteers add to the lives of our Residents.

There has also been great participation in a staff and resident walking group. The group heads out twice per week, weather permitting. This initiative has strengthened our commitment to go beyond providing best care but also to enhance the quality of life for the Residents.

The partnership between our staff and the families of our Residents through face-to-face interactions, resident’s morning teas and the Consumer Advisory Committee has continued to enable us to strengthen our relationships to the ultimate benefit of our Residents.

Elizabeth Hogarth
Chief Operating Officer

Our Team



Stephen Carmody - Incoming Chief Executive Officer

Capecare is pleased to welcome Stephen Carmody into the CEO role. Stephen brings with him a wealth of experience as a clinician and also a leader in aged care and health services. He was awarded the honour of Adjunct Associate Professor in the School of Nursing and Midwifery, Health Sciences from Curtin University in 2011 in recognition of his outstanding leadership and contribution to health care delivery and development in Western Australia. Stephen holds a Diploma of Nursing, Bachelor of Health Science, Master of Business, Graduate Diploma in Pastoral Studies and has completed the Australian Institute of Company Directors Program.

Elizabeth Hogarth - Chief Operating Officer

Elizabeth brings a range of clinical expertise and knowledge as a Registered Nurse having trained in Scotland and worked in the UK, New Zealand and more recently here in Australia. Elizabeth also holds a Bachelor of Commerce degree with Business Law and Management from Curtin University. Elizabeth will look to turn her passion for quality care and business efficiency to lead a strong clinical team, providing first class care to our residents, and assist Capecare in becoming the aged care employer of choice in the region.



Nicholas Hopkin - Chief Financial Officer

Prior to starting in the role of Chief Financial Officer for Capecare Nick, was a management consultant offering specialist financial advice to the Aged Care sector. Before moving into consultancy, Nick worked as Chief Financial Officer (CFO) at the St Ives Group (Aged Care) in Perth for over 7 years. Areas of expertise included Financial Management, Strategy, Corporate Governance and Risk Management. Nick is also currently the Treasurer and Chairman of the Audit & Risk Committee at MIFWA and was instrumental in building the current strategic statement for the organisation, which includes targeting growth in the NDIS/DSC sector. Nick brings insight and commercial rigour to the strategic challenges facing community organisations, and he is passionate about helping not for profit organisations to realise its competitive advantage and to deliver valued services that meet the needs of the community.



Joanne Lister - Executive Manager Community & Business Excellence

Joanne Lister is a highly successful management professional with a track record in the Aged Care and Health Sectors. Prior to commencing with Capecare Joanne worked for the Silver Chain Group for 22 years. During this time Joanne managed Silver Chain's quality management systems, risk and assurance and consumer partnership portfolios nationally. Joanne has also been the WA representative on the Commonwealth CHSP Fees Subcommittee as well as the National Palliative Care Outcomes Collaboration Data Sub Committee. Joanne's proven success in implementing new services, quality management systems and ongoing service delivery will be a great asset to Capecare's new Management Structure.

Our People

At Capecare, our people are one of our greatest strengths, bringing commitment and skill to everything that Capecare does.

Capecare employs over 220 staff across a variety of areas to ensure the best possible experience to our Ray Village residents, respite clients and to home care consumers. Our employees include a dedicated team of clinical staff, carers, hospitality and laundry staff, the lifestyle team, support workers, administration and management. Together this team ensures that those within our care are provided with everything they require to live well as they age.

In 2018 Capecare was pleased to honour those employees whose commitment to Capecare extended for commendable periods of time, including 5, 10, 15 and 25 years of service.

The Capecare Way Champion Award 2018

Cindy Brovadan – Hospitality

Michaela Ablett – Residential Care

25 Years of Service

Dominic Trombetta – Senior Management

15 Years of Service

Robyn Pearce – Care Services

Susan Erceg – Residential Care

10 Years of Service

Kristie Sleator – Home Care

Nola Nicol – Hospitality

5 Years of Service

Amy Burton – Residential Care

Virginia Wrigglesworth – Residential Care

Lauren Carroll (nee Douce) – Residential Care

Nina Reissinger – Allied Health

Karen Trutwein – Allied Health

Carolyn Reeve – Home Care

Brenda Nelson – Home Care

Sonia Williamson – Home Care

Elizabeth Fenn – Lifestyle

Denise Parkes – Hospitality

Jody Parkes – Residential Care

Michaela Ablett – Residential Care

Sonia Swangler – Residential Care

Community and Home Care

This year has seen a number of changes occur in relation to the provision and funding of home care services by Capecare and the broader community of service providers.

This has been largely driven by the change from the state funded Home and Community Care Service (HACC) to the Commonwealth funded Community Home Support program (CHS).

While the changes have presented challenges they have also presented some great opportunities for Capecare. The highlight of these has been the re-allocation of funding to allow Capecare to increase its respite offerings which are highly needed in the southwest area.

Traditionally Capecare has been one of the major providers of residential respite care in the Busselton region. However, the opening of Ray Lodge will enable Capecare to provide short term regular respite care allowing home carers to have a much-needed break so that they may rest and rejuvenate.

Currently the Day Centre occupies the building as you enter Ray Village. The Day Centre will re-locate to the newly refurbished Ray Lodge and occupy it with the respite centre. This will facilitate inclusion of the respite clients in Day Centre activities during the day allowing them to maintain social connections as well as providing current Day Centre clients with a beautiful new location directly on the beachfront.

We look forward to an exciting year moving forward and the team continue to partner with our clients to find new and innovative ways to help them remain in their residence of choice wherever possible.

Joanne Lister
Executive Manager Community & Business Excellence

Living Well Program

Capecare's Leisure and Lifestyle program continues to provide activities of interest and stimulating in nature for our Residents.

During 2018 we saw some enhancements for our Residents including:

Bird Aviary

A Bird Aviary has been constructed in our secure outdoor area providing a visual tranquil outdoor experience for our Residents who need a secure and safe living environment. Residents are also able to feed and care for the birds assisted by lifestyle staff.

Men's Shed

A men's shed has been constructed in the Rosabrook courtyard to allow our men to engage in some assisted activities and have a shandy while they work if they like.

Rays Café

Rays café is now open in the Monks dining room flowing out into the newly renovated courtyard. This provides a lovely atmosphere for Residents and their families. The Café operates 5 days a week

open from 9.30am till 11.30am. On Tuesday and Thursday the coffee shop hosts a popular activity run by Lifestyle and our volunteers for Residents from different areas of our facility allowing them the opportunity to socialise with other residents while enjoying great coffee and delicious cake.

Recreation Room

The recreation room has been re-styled to allow Residents and their families to play board games or use the computer, or even to have a family lunch or celebrate a significant milestone with their family or just have a cup of tea and catch up. The room is available to Residents seven days a week at anytime of the day.

There were many and varied special events throughout the year which our Residents enjoyed immensely. We will continue to organise such events to ensure that the lifestyle of our residents is enhanced.

Kerrie Larsen
Lifestyle Co-ordinator

Armstrong Village - Dunsborough

For many years now Capecare has been planning for a new residential care facility with independent living units at Dunsborough. Our vision has always been to create an environment for elderly residents of Dunsborough and surrounding areas to live and age well within their own community.

This has been an exciting year for the Armstrong Village project and we have achieved many milestones.

In April we appointed GBA Architects to assist in the design of Armstrong Village. The Capecare design team with the architects have designed an outstanding 80 bed residential care centre and 21 independent living units on a site at Armstrong Place in Dunsborough. The development will also be home to the local branch of the Country Women's Association and incorporate a café and other amenities for residents and their families to enjoy.

The design process involved extensive consultation with the local community and other interested parties. In addition, Capecare worked with Alzheimers Australia to ensure a state of the art facility that is well suited to residents with dementia.

In August 2018 Capecare submitted a Development Application to the City of Busselton that was approved by the Joint Development Assessment Panel on 8 November 2018.

It is a very exciting time at Capecare!

Independent Living

Capecare's Independent Living Units (ILU) provide a peaceful village community atmosphere for residents whilst maintaining a sense of privacy and independence. We have seen a high demand for our units with occupancy currently at 100%.

The Village Centre is used daily by residents for various activities such as a friendly game of cards or scrabble, gentle gym, pool table, table tennis, morning teas and a choir.

The residents also take great pride in their rose garden and communal market garden which provides fresh produce for them to share all year round.

The Residents Social Committee organises regular outings for residents throughout the year including visits to local wineries, restaurants and local events.

Many of our ILU residents also utilise Capecare's Home Care Services, which include domestic assistance, personal care, gardening and maintenance.

Capecare holds regular meetings with the ILU residents who participate in the Capecare Consumer Advisory Committee to address any potential issues and receive feedback.

Capecare ILUs provide residents with a unique beachside location, security, and a myriad of social opportunities to enjoy.

Our Finances

Despite operating in a challenging environment, Capecare continued to deliver strong financial results for a regional provider of aged care and services. The balance sheet position as at 30 June 2018 represents an organisation with a solid asset base that is well positioned for future growth. A summary of key financial performance indicators are as follows:

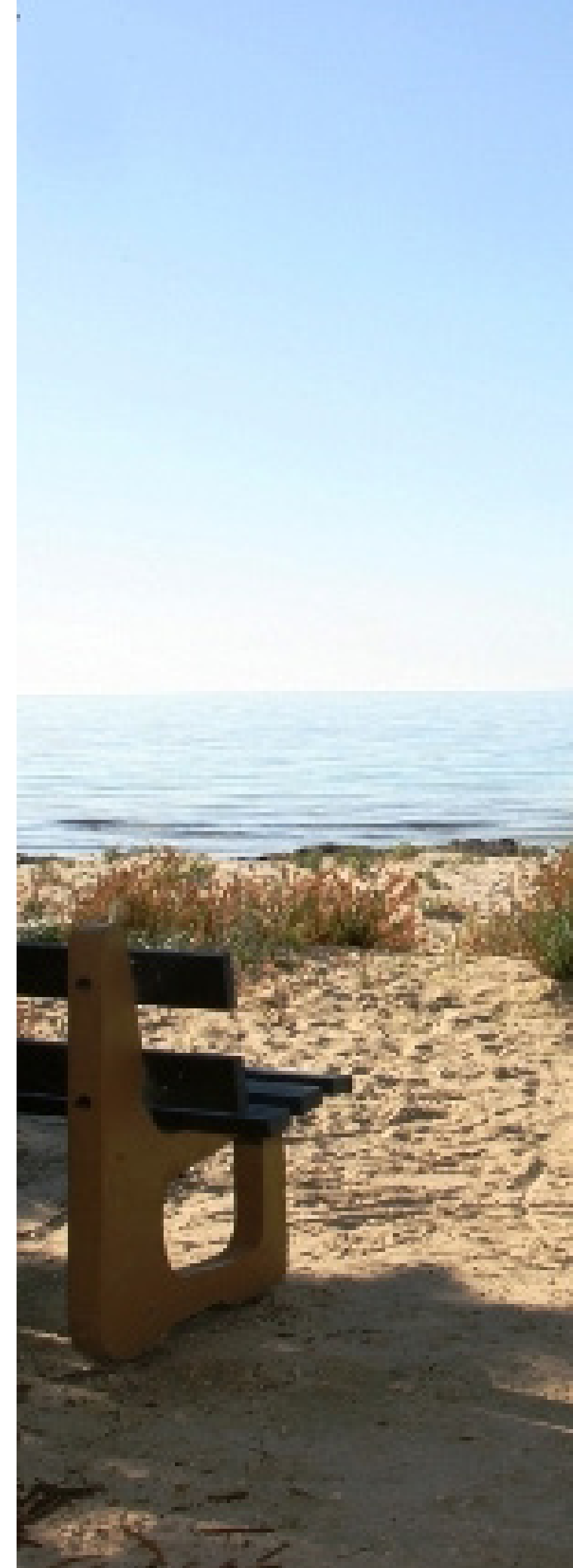
- Revenue increased by 2.7% over the previous year to \$14,927,000.
- Earnings before interest, tax, depreciation and amortisation (EBITDA) for the year ending 30 June 2018 was \$1,277,000 compared to \$1,426,000 for 2017.
- Operating cash for the year ending 30 June 2018 was \$2,266,000 compared to \$1,551,000 for 2017, an increase of \$71,000.
- Total Cash to Accommodation Bond cover was 127% (\$22,592,000/\$17,746,000) compared to 124% (\$18,108k/14,638k) for 2017.

Average occupancy statistics of greater than 97% for the year ending 30 June 2018 in the Residential Care facility and 100% occupancy of the Independent Living Units is a reflection of Capecare's strong reputation in the region.

- Employee expenses for year ending 30 June 2018 amounted to 67% of revenue (in line with 2017 – 67%).
- Earnings before Interest, Tax, Depreciation and amortisation (EBITDA) for the year ending 30 June 2018 was \$1,277,334 (compared to the 2017 result of \$1,426,429).
- Operating cash for the year ending 30 June 2018 was \$2,266,129 (compared to the 2017 result of - \$1,551,944).
- Cash increased for the year ending 30 June 2018 by \$4,483,426 to an amount of \$22,592,284 as at 30 June 2018. This increase consisted of operating cash inflow of \$2,266,129, payments (outflow) for Property, Plant and equipment of (\$892,010) and Refundable Accommodation Deposit bonds inflow of \$3,109,307.

- The value of Accommodation Bonds and Residential Accommodation deposits as at 30 June 2018 amounted to \$17,745,852 (an increase on the 2017 figure-\$14,638,733).
- Net Assets of Capecare as at 30 June 2018 were \$33,718,262 (a slight decrease on the 2017 figure of \$33,787,809).

Nicholas Hopkin
Chief Financial Officer





Volunteers at Capecare

In July 2018 Capecare's Volunteer Program had a total of 115 active volunteers. In the 2017/2018 period 33 new volunteers were welcomed to our volunteer team.

During the past 12 months the introduction of Better Impact Volunteer Management software has greatly increased the efficiency of the volunteer program. The software has enabled us to more easily generate rosters, fill vacancies from our existing volunteer pool and recognise the contributions and significant milestones of our volunteer team. Volunteers can now access their rosters and volunteer details from their mobile phones and devices. They can also view upcoming volunteer opportunities and sign up for them from their phones.

For the 2017/2018 period our achievements included:

- The recruitment and training of a team of 10 volunteers to assist with the Geographe Leisure Centre Swim Program on Friday mornings.
- The establishment of a regular reading program for Residents. A group of volunteers have been formed to read books to Residents.
- Two Capecare Volunteers were nominated for the inaugural Busselton Volunteer of the Year award. The Volunteers attended this event as guests of the City of Busselton. Both received certificates acknowledging their nominations.

- The Volunteer Program fundraised for three Friends of Capecare Comfort Care Trolleys. The trolleys are for the use of families of palliative Residents and have been consistently used since their inception.
- Two Volunteer Recognition events were held to celebrate National Volunteer Week in May and International Volunteer Day in on December.
- Thirteen Volunteer Induction Training sessions were held.
- We developed a Volunteer Training Calendar which has increased volunteer access to training. Of our total volunteer pool, 45 volunteers have received additional training in the use of wheelchairs and walking aids and 17 Volunteers have attended dysphagia training.

- Capecare's Volunteer Program continues to expand and evolve as new ideas and needs emerge. Future directions for the program include the planned implementation of an electronic volunteer sign in system that will further increase the efficiency of our program.

Fran Robinson
Volunteer Co-ordinator

Our Board Members

Nadine Carter – Chairperson



Nadine was appointed to the Board of Capecare in October 2011, becoming Chair in 2016 after previously serving as Deputy Chair from 2014. Nadine is a member of the Governance Risk and Compliance Sub-committee, the Clinical Governance, Strategic & Major Projects and Finance Sub-Committees. Nadine has a Bachelor of Business (Human Resources and Industrial Relations) and a Graduate Diploma (Management and Marketing) and has had an extensive career in Human Resource Management through positions held in Telstra, Modal and Leadership Management Australia. Living in Dunsborough with her husband and two children since 2000 Nadine has been actively involved in the community and has held voluntary roles with Volunteer South West and Uniting Outreach Busselton. Nadine is a member and Graduate of the Australian Institute of Company Directors (GAICD).

John Reid OAM, Deputy Chair



John was appointed to the Board of Capecare in October 1982 and became Deputy Chairman of the Board in 2016 after serving as Chair from 2007. John is a member of the Strategic and Major Projects Sub-Committee and member of the Finance Sub-committee. As a licenced Real Estate, Business Agent and Auctioneer John has extensive experience in property development, sales and management. Living in the Busselton and Dunsborough region since 1958, John been an active community member through the Busselton Repertory Club, Dunsborough Yallingup Chamber of Commerce and as both Councillor and Deputy Shire President for the then Shire of Busselton.

For his service to aged care and the Busselton community, John was awarded an Order of Australia Medal (OAM) in 2015.

Peter Manolas



Peter was appointed to the Board of Capecare in October 2017 and is the Chair of the Finance Committee. Mr Manolas holds a Bachelor of Business Degree and a Master of Taxation Law. Peter has had a long career employed as a Certified Public Accountant in public practice and as a sole practitioner before merging with AMD Chartered Accountants and becoming a Partner/Director. Peter has also served on a number of local not for profit Boards before retiring and is committed to assisting organizations that benefit the local community.

Dr Michael Massey, MBBS (UWA) FRACGP



Michael was appointed to the Board of Capecare in October 2012 and is a member of the Clinical Governance Sub-committee. Michael is a rural General Practitioner and joined as partner in a private medical practice in Busselton in 1998. In the time Michael has been in Busselton he has provided obstetric, anaesthetic, emergency and inpatient services at Busselton Hospital as well as family medical practice in the private setting. Prior to this, he spent time working and training in rural general practice in tertiary hospitals in Perth, Derby and Manjimup. Michael was a long serving member of the Medical Advisory Committee at the Busselton Hospital.

Michael Moore

Mike was appointed to the Board of Capecare in January 2017 and is the Chair of the Strategic & Major Projects Sub-committee. Mike holds a Bachelor of Mining Engineering and has held senior and executive management roles across a number of organisations. Mike has recently moved to Margaret River with his wife and three children and is currently serving as a Non- Executive Director with an international mining company. Mike brings extensive experience in business growth and development, project investment analysis, finance and strategy. Michael has developed a strong interest in aged care from his wife who has worked in the industry for many years. Mike is a member of the Australian Institute of Company Directors (AICD), the Australian Institute of Mining and Metallurgy (MAusIMM) and the Federation of Directors of Indigenous Organisations (FDIO).



Neema Premji

Neema was appointed to the Capecare Board in January 2017 and is the Chair of the Governance, Risk and Compliance committee and member of the Finance Committee. Neema holds a Master of Business Administration (Technology & Management) and a Bachelor of Civil Engineering. Neema is a resident of Busselton and has lived in the area for the past twenty one years, bringing to Capecare a thorough understanding and appreciation of regional matters and community development. Neema has extensive Board and senior executive experience with specialist knowledge in the areas of corporate governance, strategy, risk, finance and business management. Neema is a Fellow of the Australian Institute of Company Directors (FAICD) and a Global Associate Auditor.



Yvonne Robinson

Yvonne was appointed to the Board of Capecare in May 2016 and is the Chair of the Clinical Governance Subcommittee. Yvonne, with her husband John established the Duchess Medical Practice in 1987 where Yvonne was the practice manager. She then joined the staff at GP Down South holding many roles' including CEO, delivering health related programs across the South West. She is now retired from paid employment and greatly enjoys spending time with her grandchildren.

Yvonne is a member and Graduate of the Australian Institute of Company Directors (GAICD). She has served on a number of Boards and Committees including Busselton Water, the District Health Advisory Committee and Uniting Outreach Busselton. Yvonne brings strong skills in corporate governance, clinical governance and risk management.



Martha Ryan

Martha was appointed to the Board of Capecare in October 2017 and is a member of the Strategic & Major Projects Committee and the Governance Risk & Compliance Committee. Ms Ryan has recently returned to WA after a long legal career in Sydney across financial services, insurance, general commercial law and employment law. Martha has extensive Board and senior executive experience with specialist knowledge in the areas of legal, corporate governance, strategy, risk and compliance. Martha is committed to assisting local not for profit organizations and becoming involved in the community.



Capecare would like to thank those organisations and individuals who provided letters of support for State and Federal funding for the proposed Armstrong Village project.

Regional Development Australia, South West
 Hon. Roger Cook, MLA - Deputy Premier, Minister for Health
 Hon. Mick Murray - Minister for Seniors & Ageing
 South West Development Commission
 Hon. Nola Marino - Member for Forrest
 Hon. Linda Reynolds - Senator for WA
 Hon. Slade Brockman - Senator for WA
 Hon. Libby Mettam - MLA
 Hon. Colin Holt - Member for South West
 Aged & Community Services Australia
 Alzheimer's Western Australia
 Catholic Lady of Southern Cross
 Country Women's Association
 Naturaliste Care Services
 St John of God Bunbury
 Busselton Hospice Care Inc
 National Australia Bank
 Southern Regional TAFE
 Dunsborough Pharmacy
 Down South Physio
 Enginuity Consulting
 Scott Horsburgh Fine Furniture
 Residents of Eagle Bay Association
 Ms Carol Douglas
 Ms Linda Nixon OAM
 Dunsborough Men's Shed
 Busselton Chamber of Commerce and Industry
 Mr David Naughton



Acknowledgements

Capecare takes this opportunity to acknowledge the significant contribution/partnership of the following individuals, groups and businesses over the 2017/18 year:

Capecare Employees	Busselton Library
Capecare Clients/ Families	Australian Aged Care Quality Agency
Capecare Volunteers	Regional Assessment Team
Capecare Board	Aged Care Assessment Team
City of Busselton	Southwest Regional Aged Care Team
City of Busselton Councillors	WA Country Health Services
Busselton Health Campus	Dunsborough Branch of the CWA
Local General Practitioners	Freemason South West & Grand Lodge
Hon. Libby Mettam (MLA)	Intergenerational Playgroup (Playgroup WA)
Hon. Nola Marino (MP)	Contractors & Suppliers
Lions Club of Busselton	Australian Red Cross.
Local Community	National Disability Insurance Agency (NDIA)

DSS – Commonwealth Respite and Carelink Services.



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