



2018 2019

Annual Report



Helping you live well! 

capecare

Your One Link for South West Aged Care



EMERGENCY ASSEMBLY AREA 2

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Chairperson and CEO Report



It is with great pleasure that we present the 2018/19 Annual Report. We reflect on the exciting year that has passed; it contained many challenges, new developments, changes, and significant progress for Capecare as an organisation.

Our approach to needs of the people who choose our care is motivated by our History

At Capecare, we are inspired by our history and the generous legacy left to the community of Busselton and surrounding regions by Kalgarin farmers, Maud and Jack Ray, with the original donation of land. As a consequence of this great gift, for over 55 years Capecare has strived to do its part in ensuring that people of the Capes and surrounding regions, live rich, connected, and valued lives as they age. Our proud history constantly reminds all who work for Capecare the reason for which we exist.



This year the Board, Executive Leadership Team and staff revisited our Purpose and how we can continue to improve our offerings to the community. We do this by creating infrastructure and tailored services that assist individuals to live the life they choose in their community. ***We are committed to deliver quality care, infrastructure and partnerships that enable people of the Capes' region to thrive in their community as they age.*** With this clear Purpose we are dedicated to the wellbeing of those who choose Capecare, and provide services and support for the choices they make to enhance their life and wellbeing.



We understand that all people are individual, having different lived experience, unique expectations, interests and ways of being. Our people appreciate the diversity of those who choose to use Capecare's services and that everyone has needs that reflect this individuality. Whether receiving home care, respite services, living within Capecare's Retirement Village, or as a resident in our

Residential Care Home, those who choose Capecare will have access to a range of services to help them stay at home, irrespective of how they are currently experiencing life.

The Landscape is changing

The landscape of caring for people as they age is changing.

Both the Aged Care industry and our services within Capecare have been considerably changed as a consequence. The introduction of the new Aged Care Quality Standards, the establishment of the Aged Care Safety and Quality Commission and, the instigation of the Royal Commission into Aged Care Quality and Safety, has seen heightened focus on the challenges of the ageing population within Australia. We look forward to the transformation of the way Australian's will prepare for, and experience ageing.

Our Clinical and Human Resources leadership team have been working assiduously toward introducing the New Aged Care Quality Standards that apply to both Residential and Community services from 1 July 2019. Frontline Care Solutions have been engaged to help Capecare develop an enhanced, robust clinical governance framework and associated policies and procedures. Frontline Care Solution's Director, Dr Drew Dwyer, is a nationally regarded Gerontologist, renowned as one of the most dynamic and passionate consultants in learning and development for the aged and community care sectors. Being engaged in this process has brought our organization a depth of understanding of the New Standards, and in the current environment, provided confidence to Capecare's leadership team that we provide industry leading quality and safe care.

Capecare is growing

This year our service offerings are in demand with a growing wait list for Residential Care. Capecare Community Care is growing too, where we are assisting 55 people with their Home Care Packages and with further packages in the pipeline. Currently Capecare supports 380 clients within the Community Home Support Program and the new beach front Cottage Respite is meeting a great need in the community and remains in very high demand.



In addition, Capecare is making enormous strides in bringing new services to people in the South West. Capecare's Board has signed contracts with Perkins Construction as the appointed builder for the new integrated dementia enabling aged care complex in Dunsborough. With construction commencing in November 2019, the development will deliver 80 residential care beds, new facilities for the Country Women's Association and 21 independent living apartments to be ready for occupation by mid-2021.



Capecare's gratitude

It is an exciting time to be at Capecare, and we acknowledge the hard work and skills of all who provide care or support care services within the organisation. We sincerely thank our volunteers and staff for the compassion, commitment and excellent care provided to those requiring our services. Over nearly 60 years, the staff and volunteers at Capecare have endeavored to ensure that people of the Capes, and surrounding regions, live rich, connected and valued lives as they age.

At Capecare we believe that a healthy community is only possible with the synergies of like-minded people and organizations working together. We recognize the many contributions, partnerships and collaborations made with individuals and organisations within our region and broader environments. In particular, Capecare acknowledges the Dunsborough and State Country Women's Association, South West Development Commission, City of Busselton, Aged and Community Services Australia, local National and State Members of Parliament, Activ, Bright Communications, Juniper, RSLWA, South West Research Collaborative, Deloitte, Gary Batt and Associates, De Fiddes Design, Perkins Construction, Mark Ashton and Associates, and many others.

Finally we extend our gratitude to Capecare's Board Members for their continued commitment, contribution and support throughout the year. Their professional expertise and guidance have been invaluable, generous and greatly appreciated.

Thank you for your ongoing support and interest in Capecare

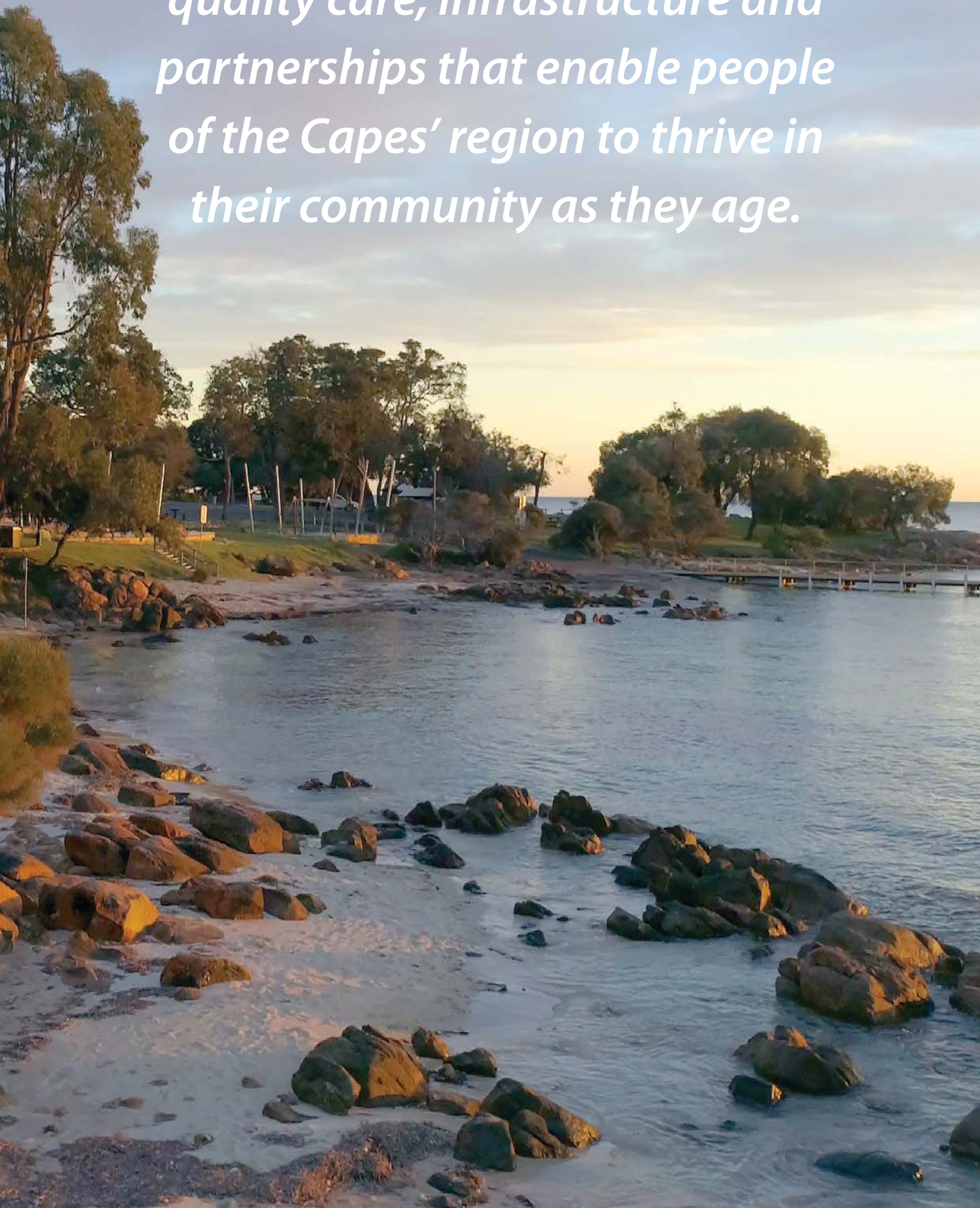


Nadine Carter
Board Chair



Stephen Carmody
Chief Executive Officer

*We are committed to deliver
quality care, infrastructure and
partnerships that enable people
of the Capes' region to thrive in
their community as they age.*



Our Team



Stephen Carmody - Chief Executive Officer

Into his third year as Capecare's CEO, Stephen Carmody has brought a wealth of experience (as a clinician and also a leader in aged care and health services) into the Aged Care sector. 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.



Denise Quathammer - Chief Financial Officer

After growing up in Perth, Denise decided to make the move to Busselton with her husband and 2 young children, joining the Executive team at Capecare. Denise has over 18 years' experience within Financial and Management Accounting, with experience in a range of industries from manufacturing, facilities management in Health, Insurance and Not for Profit. Denise's most recent roles were with Telethon Kids Institute and Amana Living aged care as Financial Controller. Denise holds a Bachelor of Commerce – Major in Accounting and is a qualified CPA.

Denise looks forward to leading the finance team to provide business support across all areas of Capecare to initiate business efficiencies and process improvements. Denise is excited about the strategic vision into the future especially leading into the exciting phase with the development of Capecare Dunsborough.



Stuart Sibbald – Client Representative – Capecare Dunsborough

Stuart Sibbald brings enormous experience and skills to the Capecare aged care campus build at Dunsborough. An Electrical Engineer holding a Masters of Sustainability from Curtin University. Stuart came to Dunsborough 22 years ago following 10 year career with Woodside Petroleum. Over the years, he has been involved in a number of sustainability and progressive ventures projects within the Dunsborough region. Since settling in Dunsborough, Stuart has held a number of senior roles, including Dunsborough's innovative car suspension developer Kinetic Pty Ltd, Georgiana Molloy Anglican School, Busselton Jetty redevelopment and Nauti-Craft Pty Ltd. Capecare has been fortunate to have such strong project management skills.

Chief Operating Officers **Report**

Elizabeth Hogarth, Chief Operating Officer



As with my 2017/18 Annual Report reflection, again in 2018/19 the organisation and the industry has seen even more changes and challenges and I would like to think celebrations.

At CapeCare we continue to be very grateful to have a great team of direct and indirect staff, alongside our volunteer community and this remains our most powerful and valuable asset. It is never to be taken for granted in such a competitive employment market that we are lucky to hold on to the best people that we can, who in turn directly affect the outcomes for our consumers across residential, home care, respite services and independent living areas. This year has seen unprecedented waiting lists for residential beds and short refill time. We attribute this to a team effort and our continued collective commitment to provide great care and services.

Last year we reported on the development of Ray Lodge into a short stay respite offering. Although we had researched this offering and felt confident in providing the service and the need for the service, we have received overwhelming support from the community and indeed other providers. The strength in the service necessitating us applying for a reallocation of service allocation in order to meet the demand. The feedback from those directly experiencing the service has been very positive. We believe this is one way CapeCare is able to meet the unfilled gaps in our local community.



The end of 2018 saw a Royal Commission into Aged Care services being announced and, with the support of the CEO and the Board, the team were able to look back through the last 5 years of service delivery in order to make a concise and informed submission to the Commissioner. This was indeed no mean feat and required a lot of resourcing to happen. Organisationally we support the need for an overhaul in the Aged Care Services nationally and welcome any finding from the Commission that may enable better outcomes, not only for consumers, but also the people who are committed to working in the industry.

Much work has happened with the Executive team and the Board to deliver our strategic plan for the next 3 years. This process also provided an opportunity for us all to be in agreement in reforming our organisational values. The suggested values were then taken to the leadership team across all areas of the business and finally we settled on the 4 values of **Compassion, Respect, Partnership and Commitment**. These values are represented in our strategic and operational plans, but more importantly, displayed through our actions across and at every level of the organisation.

This year has seen staff changes and the structure change in residential care to a Facility Manager led model. Tiffanie Rushton has been on board since early January and has worked hard to lead the team through the many imposed changes from the Government, whilst promoting a positive and inclusive culture. The new standards which came into effect on 1st July 2019 required months of work beforehand to ensure we were ready to be audited against these new standards. Along with the new standards we have also undertaken to have a full review and new start on our Clinical Governance Framework and a whole suite of policies and procedures to support the delivery of care. This has been a huge focus for the year and will go on to half way through the next financial year, which will see full implementation.

The Clinical Team have worked very hard to change to a partnership model with our consumers and their representatives. This is a requirement from the Department but we believe a positive response to the changing expectations of consumers and representatives. We believe through this input we can provide even better and more tailored services.

Philippa Ayre came on board a few months before the end of this financial year to lead the Human Resources function at Capecare. It would be fair to say that Philippa has hit the ground running and is really transforming this vital area of the business. Early work has begun for workforce planning, looking ahead for Capecare Dunsborough, and for the workforce we currently have at Busselton and will need into the future. Our commitment to training and having a safe workplace continue to be another focus. There will be developments in the coming year towards strengthening these areas.

Unannounced visits from the Aged Care Quality and Safety Commission continue and we work to prepare the workforce for these visits and to minimise disruption to our purpose of delivering great care.

The year ahead promises the continuation of challenges and changes in the Aged Care Sector as a whole. I believe the team is strong and ready for whatever the industry requires of us.



*“The landscape of
caring for people as
they age is changing.”*



Highlights



CUSTOMERS ACCESSING
COMMUNITY CARE PROGRAMS



NUMBER OF
CONSUMERS
VISITS TO
THE DAY
CENTRE



OCCUPANCY IN RESIDENTIAL CARE



Our People



Capecare's capacity to deliver on its Purpose is a consequence of the hard work and skills of all who provide care or support care services within the organisation. Whether paid staff (over 220 employees), or members of our team of over 100 volunteers, each comes to work with an attitude of service and deliver excellence in whatever role they play. The compassion, commitment and care provided to those requiring our services is the hallmark of why we exist.

Over the last 60 years, the staff and volunteers at Capecare have endeavored to ensure that people of the Capes, and surrounding regions, live rich, connected and valued lives as they age.

Our volunteers provide many additional options to those who choose Capecare for their services. From musicians, pet visitors, café and shop attendants, bus drivers, Board members, social visitors, chaplaincy services and many other tasks. Volunteers are a critical component to our service offerings.

In 2019, Capecare was pleased to honour those employees whose longer term commitment to delivering high quality services to our clients or in other roles within the organization.

The 2019 awards recipients include:

• The Capecare Way Champion Award 2019

Kerry Rickert – Hospitality

• 25 Years of Service

Leonie Cullen – Home Care

• 20 Years of Service

Tracey Huitson – Residential Care

Sandra Vernon-Rose – Residential Care

• 15 Years of Service

Barbara Jenkins – Residential Care

Gary Joyce – Property/Maintenance

• 10 Years of Service

Patricia Costello – Home Care

Patricia Murray – Hospitality

• 5 Years of Service

Lorraine Dodd – Residential Care

Val Hornibrook – Residential Care

Robyn Organ – Residential Care

Martin Organ – Residential Care

Anna Santos – Hospitality

Tara Small – Home Care

Suzanne Morley – Home Care

Aivars Gulans – Property

Frances Robinson – Volunteer Coordinator

Rosemary Boardman – Hospitality

Our Volunteers



In November 2019 Capecare's Volunteer Program had a total of 105 active volunteers. In the 2018/2019 period, 28 new volunteers were welcomed to our volunteer team. From January to November 2019 Capecare volunteers have contributed a total of 8808 volunteer hours.

During the past 24 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. In the past 12 months, increasing numbers of Capecare volunteers have opted to access their volunteer schedules and communicate with Capecare using the Better Impact app.

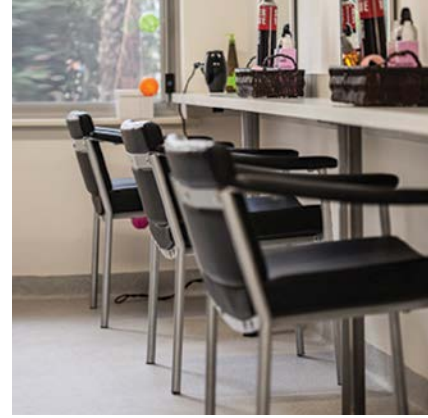
For the 2018/2019 period our achievements included:

- 2 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.
- Two volunteer recognition events were held for volunteers. A volunteer Thank You lunch to celebrate International Volunteers Day was held on December 14th 2018. On September 11th 2019 volunteers were invited to an Afternoon Dessert Tea Party where Capecare staff baked a delicious array of desserts for volunteers. Staff also served real coffee and a selection of teas to volunteers.
- A recognition of length of service reward system was established, with 38 volunteers receiving lapel pins for length of service between 5 and 15 years. 15 Year recipients: Evelyn Jennings and Yvonne Avery. 10 Year recipients: Maureen Embling and Peter and Thelma Chamston. Congratulations and thank you to all our long service Volunteers.
- 10 Volunteer Induction Training sessions were held.
- The development of a Volunteer Training Calendar which has increased volunteer access to training. Of our total volunteer pool, 44 volunteers are trained in the use of wheelchairs and walking aids and 17 Volunteers have attended dysphagia training.
- In 2019 a volunteer yearly review process was introduced to align with the new aged care standards. To date 75% of volunteers have participated in a yearly review. The review process has enabled the capture of more detailed training needs for volunteers, which has resulted in greater participation of volunteers in training opportunities.

Capecare's Volunteer Program continues to expand and evolve as new ideas and needs emerge. Future directions for the program include the increased use of social media platforms to acknowledge, attract and inform volunteers.

Fran Robinson
Volunteer Coordinator

Lifestyle Services



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

During the 2018/19 year Capecare's Lifestyle Department constantly sought to provide opportunities, improvements and inventions to assist Residents to have a range of choices that are enriching and responsive to their needs.

Inherently all people are different in terms of wants and needs to meet their physical, emotional and spiritual wellbeing. Our programs seek to acknowledge these needs and are designed to reflect the unique mix of interests, backgrounds and personalities of our Residents. We understand that each of our Residents are individuals with a rich past, hopes and goals for the future.

New Programs

This year our Lifestyle Team has introduced a number of new programs. Seated Yoga has proved very popular as it is designed for people who may be frailer and lack the balance and flexibility required in traditional yoga practice. We continue the summer swimming activity at the Leisure Centre which provides the buoyancy of water and the atmosphere of a busy activity centre in Busselton. We are looking forward to reintroducing the matting and an opportunity for residents, including those in a wheelchair, to access the beachfront at Capecare Broadwater for a swim.



As seen by the Australian public on the recent ABC television series Nursing Home for Kids broadcast, there are many benefits of intergenerational programs within a nursing home setting. Residents within Capecare have been fortunate to have access to intergenerational activities for a considerable time prior to this becoming mainstream. We feel that these programs not only enrich the lives of our residents but also add to the richness of our small local community, helping children and older adults interact in relationship to an unfamiliar environment and with

the Aged. Alongside the preschool activities there has been a number of other interactions with a number of Busselton community schools and groups.

We are grateful to Bunnings for their continued support of the monthly gardening and wood workshop activities that they have contributed both resources and time to ensure smooth running and good attendance. These activities have been enjoyed by a number of residents with varying skills and capacity. Bus outings continue to be popular, with expeditions across the Capes and transporting groups to fishing at The Deck on Geographe Bay Road to name but a few. A collaboration with Simmos ice-cream has seen a fortnightly visit by the ice-cream van. This has been well received by residents and staff alike! There were many and varied special events throughout the year which were enjoyed immensely by our Residents and families. Diverse musicians and performers continue to entertain, events to celebrate or recognize significant occasions such as Christmas, Remembrance and ANZAC Days, NAIDOC week, St Patrick's Day, Seniors' Week, BBQs and other events ensure that there is never a dull moment at Capecare.



The lifestyle activities could not run as smoothly without our wonderful and dedicated volunteers.

Kerrie Larsen
Lifestyle Coordinator



Home Care



Our community services have grown strongly this year with continued innovation and a broader range of services.

Capecare is responding actively to the Community Home Support Program (CHSP), and additional Home Care Packages (HCP) as they are released in the region. While the changes in the way the Commonwealth manages home care services have challenges, it has also enabled Capecare to



expand our services to meet emerging needs in the Busselton and surrounding regions. An emerging need for short-term respite offerings became apparent and, negotiation with the Commonwealth for a reallocation of funding, has enabled Capecare to build a very popular intervention to respond to significant need for a respite offering in the South West.

This short term respite service is a complementary offering, along with the more traditional offering of planned residential respite that Capecare's Ray Village has provided for years. The benefit of offering a break to home carers, who often support relatives at home for long periods, ensures that the families' capacity to care is rejuvenated through access to rest and a break from caring duties.



This year the Day Centre relocated to a newly refurbished Ray Lodge. This enables those receiving respite to participate in the activities of the Day Centre during the day – including opportunities to go on Bus outings with other community participants. Ray Lodge is a unique facility right on the beachfront with fresh sea air in abundance, and the glistening Geographe Bay seen from most rooms in the building.

Capecare Community Services are excited by the opportunities to service our community better. We continue to seek ways to partner with our clients to find new and innovative ways to help them live the life they desire and to remain in the community they choose.

Capecare Dunsborough



A major contribution to the quality of life for people ageing in the Dunsborough and surrounding districts has commenced construction. Perkins Constructions were the successful contractor to undertake the build.

Following 15 years of endeavour and the last two years of design, community consultation, environmental responses and approval, seeking additional bed allocation and funding through grants, 2019 saw the Capecare Board approve the construction of the Capecare Dunsborough facility. This integrated care facility project incorporates an 80 bed dementia enabling Residential Aged Care Facility, 21 Retirement Living Apartments and a new home for the Dunsborough Country Women's Association.



The Board's decision was made less uncertain by significant grants from both Federal and State governments. Through the Building Better Regions Fund, a \$7.1 million grant was received through the Commonwealth Department of Infrastructure, Transport, Cities and Regional Development. In addition the State's Department of Regional Development, Agriculture and Food, Ports contributed a further \$2.5 million through their Regional Aged Accommodation Fund. Capecare is grateful for the support of local and federal members of Parliament for their strong support of this project.





This \$37.5 million project construction will not only provide options so that people can age well in the community they love, it will generate enormous job opportunities in Dunsborough and surrounding regions, as well as significant economic injection into the community. In addition to the 2 years of skilled construction roles sourced from the region, once complete Capecare Dunsborough will be the largest employer of skilled and semi-skill employees for years to come. It is anticipated that in excess of 90 full and part time employees will be required in the facility and community services.

It is expected that construction will be completed and the facility commissioned in the first half of 2021.

We are grateful to our appointed Architects, Gary Batt and Associates (GBA) and Builder Perkins Construction for their skills and commitment to this important piece of social infrastructure. This development has been oversaw with aptitude, skill and determination by Mr Stuart Sibbald (Ba Engineering/Ma Sustainability) as Client Representative for Capecare.





“Our community services have grown strongly this year with continued innovation and a broader range of services.”

Annual Financial Information

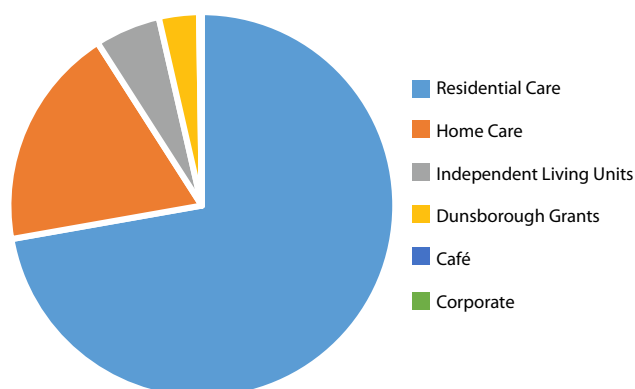


Financial Year 2018 - 2019

INCOME

Residential Care	10,760,143
Home Care	2,787,000
Independent Living Units	816,583
Dunsborough Grants	500,000
Café	18,293
Corporate	16,144

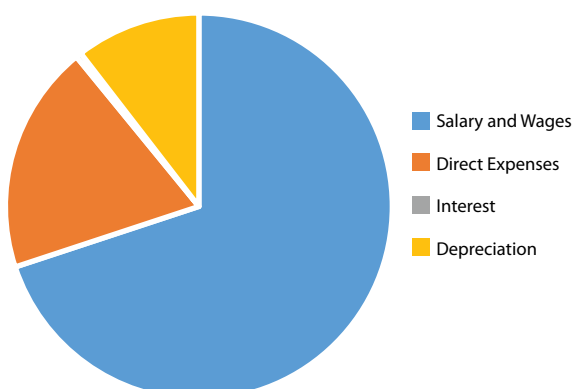
14,898,163



EXPENSES

Salary and Wages	10,406,896
Direct Expenses	2,850,354
Interest	68,114
Depreciation	1,555,794

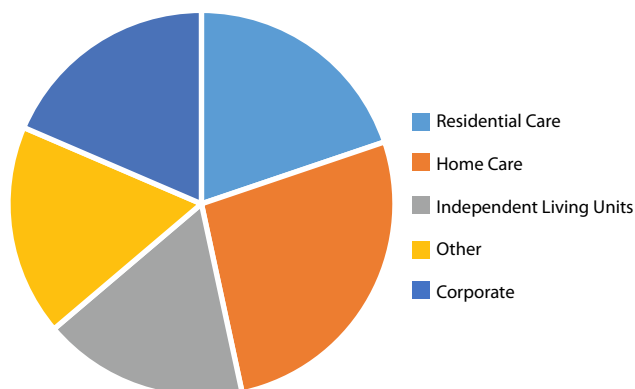
14,881,158



EBITDA

Residential Care	516,627
Home Care	699,253
Independent Living Units	448,039
Other	460,552
Corporate	-483,558

1,640,913



Annual Financial Information



Financial Year 2018 - 2019

BALANCE SHEET SUMMARY

Assets	79,689,625
Liabilities	-45,575,681
Net Assets	34,113,944

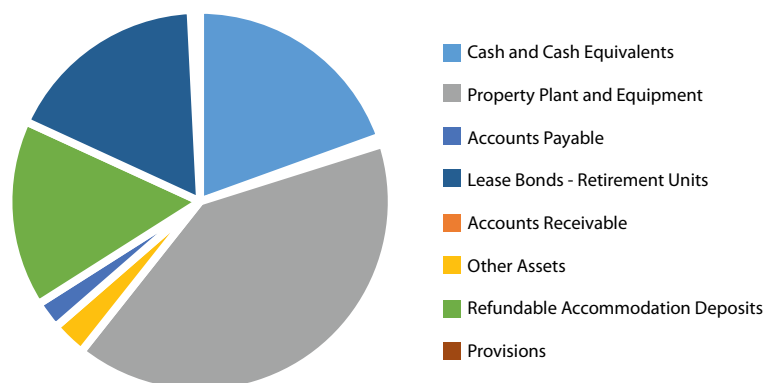
Equity 34,113,944

Cash and Cash Equivalents	24,406,701
Accounts Receivable	823,553
Property Plant and Equipment	50,754,195
Other Assets	3,705,176

Total Assets 79,689,625

Accounts Payable	2,984,471
Refundable Accommodation Deposits	19,859,875
Lease Bonds - Retirement Units	21,735,001
Provisions	996,334

Total Liabilities 45,575,681



Annual Financial Information



Profit and Loss Summary 2018 - 2019

INCOME

Residential Care	10,760,143
Home Care	2,787,000
Independent Living Units	816,583
Other	534,437
Total Income	14,898,163

EXPENSES

Salary and Wages	10,406,896
Medical and Client supplies	414,554
Food Expenditure	380,092
Utility and Rates	332,158
Maintenance Costs	518,723
Professional Services	297,638
Other	907,188
Total Expenses	13,257,249

EBITDA	1,640,914
Interest Income	(579,582)
Interest Expense	68,114
Total Interest	(511,468)
Less Depreciation	1,555,794
Net Surplus / (Deficit)	596,588

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 Clinical Governance, Strategic & Major Projects and Finance Audit & Risk 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 Audit & Risk 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 Audit and Risk 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 was a member of the Finance Audit and Risk 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.

Neema resigned from the Board at the end of May 2019 to take up a senior position in the Aged Care Sector in Perth. Capecare is grateful for her expertise and knowledge of Board and Governance matters and wish her the very best in her future ventures.



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 Clinical Governance 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.

Acknowledgements




In 2018/19, Capecare enjoyed enormous support from the Community we serve. We would like to take this opportunity to acknowledge the significant support, contribution and partnership of the following members of our Community.

- Capecare Employees
- Clients and Families
- Capecare Volunteers
- City of Busselton
- City of Busselton Councillors
- South West Development Commission
- Hon. Nola Marino (MP)
- Hon. Libby Mettam (MLA)
- Local General Practitioners
- Dunsborough Branch of the CWA
- Intergenerational Playgroup (Playgroup WA)
- Lions Club of Busselton
- Gary Batt and Associates (Architects)
- Perkins Construction
- Contractors and Suppliers
- Local Community
- Busselton Library
- The Australian Aged Care Quality and Safety Commission
- Regional Assessment Team
- Aged Care Assessment Team
- WA Country Health Services
- Apex Busselton
- WA Primary Health Alliance
- Aged and Community Services Australia
- Dunsborough and Districts Progress Association
- Dunsborough and Districts Country Club
- Michael Fletcher
- Commonwealth Bank Australia
- Frontline Care Solutions

Capecare would like to thank those individuals and organizations who provided letter of support for State and Federal Funding for the Capecare Dunsborough development.

- Regional Development Australia, South West
- Hon Nola Marino – Member for Forest
- Hon Roger Cook, Deputy Premier, Minister for Health
- Hon Mick Murray – Minister for Seniors and Ageing
- Hon Linda Reynolds – Senator for WA
- Hon. Libby Mettam – MLA
- Hon. Colin Holt – Member for South West
- Aged and Community Services Australia
- Alzheimer’s Western Australia
- Our Lady of the Southern Cross Catholic Church
- Country Women’s Association
- Naturaliste Care Services
- St John of God Health Care Bunbury
- Busselton Hospice Care Inc.
- 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.

A paved path leads through a lush, tree-lined area towards a building. The path is flanked by greenery and wooden railings. In the background, a building with a sign that reads "RAYLODGE HOTEL" is visible. The scene is bright and sunny, with shadows cast on the path.

“Our approach to needs of the people who choose our care is motivated by our history.”



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