



ANNUAL REPORT 2020 -2021

Mission

Enable people as they age to live connected, enriched lives as valued members of the Capes community.

Vision

Capecare is the leading provider in the Capes community of high quality care and end-to-end support services for people as they age.

Values

Compassion

To act with honesty, empathy and kindness

Respect

To be attentive and present so people feel heard, valued and acknowledged.

Partnership

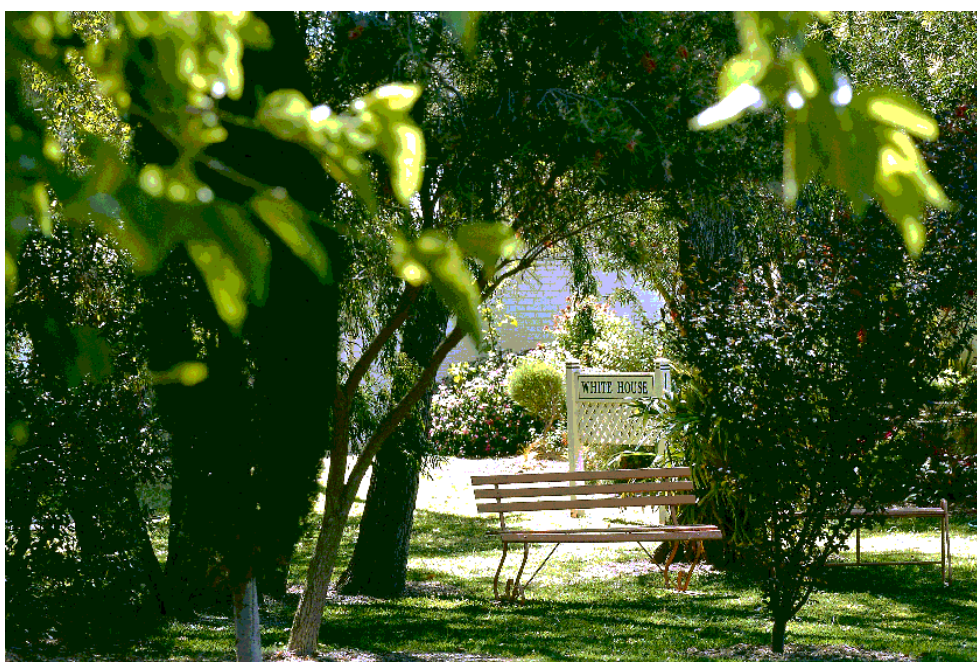
To engage and work collaboratively through shared purpose to achieve goals.

Commitment

To take responsibility and strive for excellence with passion, positivity and integrity.

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CHAIRPERSON AND CEO STATEMENT

It is with great pleasure that we present the 2020/21 Capecare Annual Report and reflect on a year of great changes and challenges, but amongst this backdrop, significant celebrations.

In the year that marked the organisations 60th anniversary of care to the most vulnerable in the Capes region, the world continued to experience a health crisis unlike anything we have seen before in our lifetime. The coronavirus pandemic has changed the world in many ways for families, friends, neighbours and communities. Not least it has continued to have an immediate and severe impact on aged care globally and throughout Australia. We are forever thankful at this time to be living and caring for loved ones in regional Western Australia. Capecare's commitment to providing safe quality care has remained steadfast, with our staff and volunteers showing extraordinary commitment, resourcefulness and energy in supporting our mission in the face of the COVID-19 challenges. Their efforts and adaptability have made possible the achievements described within this report.

The Royal Commission into Aged Care Quality and Safety delivered its much anticipated final report entitled 'Care, Dignity and Respect' on 1 March 2021. The report contained 148 recommendations and sets out a comprehensive reform program to be rolled out over an ambitious five year timeline. Capecare has welcomed the report and the endorsed recommendations of the Federal Government, seeing the opportunity for sector wide transformational change. The organisation is well advanced in assessing impacts and developing a prioritised implementation plan.

Over the past twelve months Capecare has remained committed to our purpose and has made significant progress with the continued implementation of the organisation's 2019 - 2021 Strategic Plan objectives. This cumulated in the much anticipated construction of the new Dunsborough integrated aged care complex, including facilities for the local Country Women's Association. It has been a long held vision to be able to deliver this much needed aged care infrastructure and services to the local Capes community and wider south west. This has been a momentous achievement for Capecare as a regional, community not-for-profit organisation and would not have been possible without the long held vision of Naturaliste Care Services and the tenacity of Mr John Reid OAM. We cannot begin to acknowledge everyone's contribution to this successful project, however special mention is given to the support of the Federal and State Governments, our state and local partners, the CWA, the visionary architects Gary Batt & Associates, Perkins Builders and the broader Capecare Team under the strong leadership of CEO Mrs Elizabeth Hogarth.

A further significant highlight has been the continued planned growth of community care and respite services, as Capecare positioned itself as the provider of choice in the region. Capecare has not been immune to the ever increasing workforce shortage challenges in the south west, primarily associated with the impact of COVID-19 globally and nationally. This has driven

CHAIRPERSON AND CEO STATEMENT

innovation in workforce planning with the establishment of a very successful traineeship program and new staffing models. Capecare has further continued to grow its innovation in service offerings in allied health and catering through successful strategic business alliances with Concentric Rehabilitation Services and Cater Care.

The New Year saw Capecare, undertake a comprehensive strategic review process culminating in the delivery of the 2021 -2025 Strategic Plan. This plan provides a very clear roadmap to ensure a sustainable and exciting future for the organisation. Underpinning this business strategy is our continued commitment to good corporate governance, risk management and sustainability. As the Royal Commission has shown, good governance is the foundation of excellent care for aged care providers and we are proud of the work undertaken by the Board and Executive over recent years, refining our governance framework to ensure it represents contemporary best practice.

The dedication, effort and commitment of the Capecare CEO, Executive, staff, volunteers and contractors who delivered on these important initiatives and continuing quality care is to be commended and we congratulate everyone involved. The Board says a heartfelt thank you. During the year the Board farewelled Mr Kieren Kinsella and we thank him for his excellent service to Capecare and the broader community. We would like to wholeheartedly thank Board Members for their significant contributions and support throughout another challenging year. Capecare has a volunteer Board and their time, wisdom and commitment given so freely is to be applauded.

In closing, as I personally reflect on my ten years on the Board of Capecare first as a Board Member and then as Chair, I am proud to have been a part of this great organisation and feel a positive sense of anticipation for the next chapter. In my time as Chair there have been so many defining moments as the organisation cemented itself as the largest regional independent not-for-profit aged care service provider in Western Australia. The last few years have been something of a transformative period for Capecare and the aged care industry as a whole and I remain humbled to have been a part of this journey.

It has been an absolute privilege to be a part of the Capecare team and I wish the incoming Chair Ms Martha Ryan and the Board continued success. With every challenge comes opportunities and I am confident that guided by our vision, mission and values Capecare will continue to provide the much needed aged care and support services to the most vulnerable in our Cape's community for at least another sixty years.

Thank you for your ongoing support and interest in Capecare.

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 Subcommittee. 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).



Martha Ryan
Deputy Chairperson

Martha was appointed to the Board of Capecare in October 2017 becoming Deputy Chair in 2020, and is a member of the Finance, Audit and Risk Subcommittee.

Martha 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 organisations and becoming involved in the community.



John Reid OAM

John was appointed to the Board of Capecare in October 1982. John served on the Board of Capecare as Chair from 2007 to 2016 and Deputy Chair from 2016 to 2020.

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 has 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 a member of the Finance, Audit and Risk Subcommittee.

Peter holds a Bachelor of Business Degree and a Master of Taxation Laws Degree. 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 organisations that benefit the local community.

BOARD MEMBERS



Glyn Palmer

Glyn was appointed to the Board of Capecare in October 2019 and is a member of the Clinical Governance Subcommittee.

Glyn joins the Board bringing a wealth of experience as a clinician and also a respected senior leader in the private not for profit and public health care sector, including positions of Chief Executive Officer at St John of God Hospital Murdoch and Regional Director East Metropolitan Health Service. Glyn has had numerous Board appointments comprising of Member of the Advisory Committee's at three of Perth's universities and later serving as Chairman of the Nursing Advisory Committee and Member of the Medical Advisory Committee at Notre Dame University. Glyn is a Registered General Nurse with a Masters in Health Administration.



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 Subcommittee.

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.



Yvonne Robinson

Yvonne was appointed to the Board of Capecare in May 2016 and is the Chair of the Clinical Governance Subcommittee.

Yvonne, and 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.



Jeffrey Dick

Jeffrey was appointed to the Board of Capecare in October 2019 and is Chair of the Finance, Audit and Risk Subcommittee.

Jeffrey has had an extensive career at Board level in investment and asset management in Australia and overseas, holding both a MA Honours and Masters in Economics. Jeffrey is now retired and residing in Dunsborough and continues his investment practice as a Senior Fellow of the Financial Services Institute of Australia and is an active mentor of young Finance professionals through FINSIA. Jeffrey is committed to assisting organisations that benefit the local community and to apply his experience and expertise to Capecare.

LEADERSHIP TEAM



Elizabeth Hogarth
Chief Executive Officer

Elizabeth has been employed at Capecare since June 2017 and holds a Bachelor of Commerce degree majoring in Business Law and Management from Curtin University. She also brings a range of clinical expertise and knowledge having trained as a Registered Nurse in Scotland and worked in the UK, New Zealand and Australia in Intensive Care, Accident and Emergency as well as acute environments. In amongst that time, Elizabeth worked for a number of years in a commercial role with Siemens and GE Medical.

After moving to Australia in 2005 Elizabeth has been a partner in a successful small business whilst working and raising a family. She is an active member of her local community volunteering her time and as a Board member for Arts Margaret River.

Elizabeth is committed to leading the organisation to meet Strategic and Operational goals. Previously in the organisation, Elizabeth led Capecare's operational and clinical teams across all areas of the business, ensuring quality of care and service delivery whilst maintaining business efficiencies to ensure the business remains in a strong position into the future.



Tiffanie Rushton
Residential Manager

Tiffanie has been employed at Capecare since January 2019 and holds a Bachelor Nursing and has post graduate qualifications in Infection Prevention and Control. Tiffanie has held numerous clinical and management roles in community and residential care across regional Western Australia in both private and not-for-profit sectors.

This role brought Tiffanie "back home" to the South West where she is happy to be close to family and the amazing beaches.

With over 25 years' experience in aged care, Tiffanie brings a wealth of industry-specific knowledge to the team and is committed to using this experience to deliver quality care and services. This commitment is fed by a desire to see the recent change and growth in aged care continue as Capecare responds to the changing needs of our community.



Michelle McKivett
Community Manager

Michelle has been employed at Capecare since October 2019. She holds a Bachelor of Nursing and Graduate Certificate in Clinical Nursing, and has been nursing for over 32 years. Michelle has worked in both Acute and Community nursing, working the last 10 years predominantly in Community. Michelle and her husband moved to Busselton 2 years ago to enjoy the quieter life and their love of the ocean.

Michelle has a passion for care of the elderly in our communities and ensuring all have access to quality care, of their own choosing and that will provide them the best life possible.

LEADERSHIP TEAM



Philippa Ayre
Human Resources Manager

Philippa has been employed at Capecare since May 2019 and holds a Bachelor of Commerce (Honours) degree in Human Resources (HR) and Industrial Relations (IR), working as a Human Resources Professional for over 10 years. Prior to joining Capecare, Philippa worked predominately within the resources sector where she held both corporate and operational roles within HR/IR fields working across Australia, Canada and Africa.

Philippa enjoys spending time with her husband and son on their family farm.

Philippa will look to turn her passion for people and organisational culture towards supporting the executive team in all aspects of employee engagement and workforce development.



Susan Stevenson
General Manager Finance

Susan has been employed at Capecare since March 2021. She holds an Honours Degree in Economics and is both a qualified Management Accountant (ACMA) and Certified Practising Accountant (CPA).

Prior to joining the Executive Management Team at Capecare, Susan has held a variety of financial management positions in private and not-for-profit sectors. Susan has more than 25 years' experience in financial management and executive management roles in both the UK and Australia.

As the General Manager of Finance, Susan's aim is to lead the finance team to deliver transparent and accurate accounts. She also aims to provide consistent management information to inform decision-making ensuring financial stability and sustainability of Capecare.

GENERAL MANAGER FINANCE STATEMENT

The Aged Care sector continued to be a changing and challenging environment throughout the 2020-21 financial year. The continued threat of COVID-19 brought uncertainty and added pressure to the sector particularly with respect to staffing which is an on-going issue across the aged care industry. This remains the primary challenge for Capecare going forward.

The new Dunsborough facility was largely complete by the end of the financial year with final fit out underway in preparation for welcoming our first residential facility and independent living clients. Cash reserves remained unchanged year on year at \$17m despite the outlay of funds on the Dunsborough facility due to the drawdown of \$13.9m in borrowings, cash grant receipts of \$5.1m and Independent Living apartment sales of \$7.2m. The project overall has attracted funding of \$2.5m from a State Royalty for Regions grant and \$7.1m from the federal government's Building Better Regions Fund. This has been of huge assistance in funding the project.

Capecare's balance sheet remains well positioned for future growth, with equity of \$47.2m. A summary of key financial performance indicators are as follows:

- Operational revenue increased by 6.1% over the previous year to \$16.1m.
- Operating Earnings before interest, tax, depreciation and amortisation (EBITDA) for the year ending 30 June 2021 was (\$1.3m) partly due to some exceptional non-recurring costs booked in the year.
- Operating cash for the year ending 30 June 2021 remained stable at \$17.4m compared to \$17.1m for 2020.
- Total Cash to Accommodation Bond cover was 103.3% (\$17.4m/\$16.8m) compared to 99.4% (\$17.1m/\$17.2m) for 2020 giving comfort of meeting all RAD/Bond obligations.
- Employee expenses for year ending 30 June 2021 amounted to 86% of operating revenue (above 2020 – 74%).
- Net Profit for the year ending 30 June 2021 was \$3.69m (compared to the 2020 result of \$1.85m).
- The value of Accommodation Bonds and Residential Accommodation deposits as at 30 June 2021 amounted to \$16.8m (a decrease on the 2020 figure of \$17.2m).
- Net Assets of Capecare as at 30 June 2021 were \$47.2m (an increase on the restated 2020 figure of \$37.6m). This was due to a prior year adjustment due to asset reclassification.

Continuous business improvement will ensure the stability of Capecare's finances as it continues to grow in to the future.

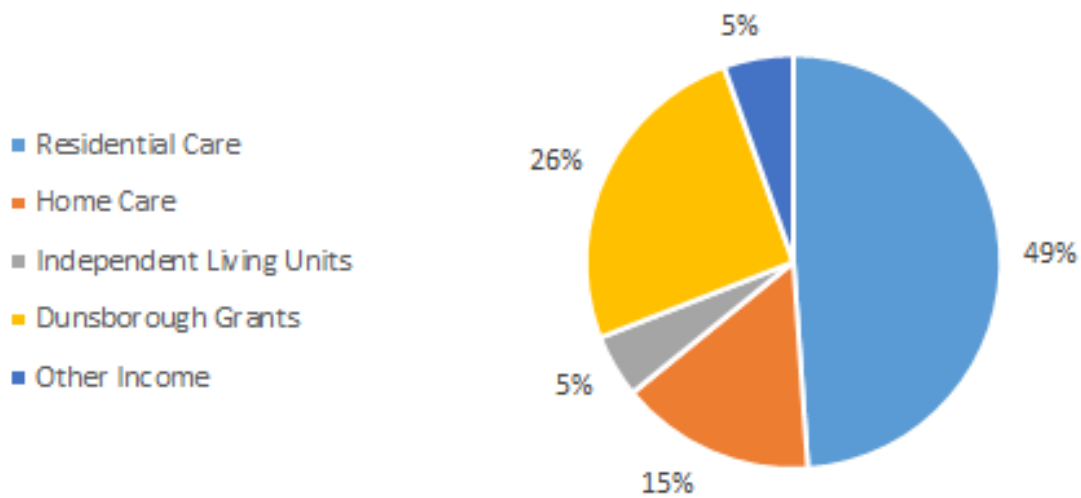
FINANCIAL STATEMENTS

2020 - 2021

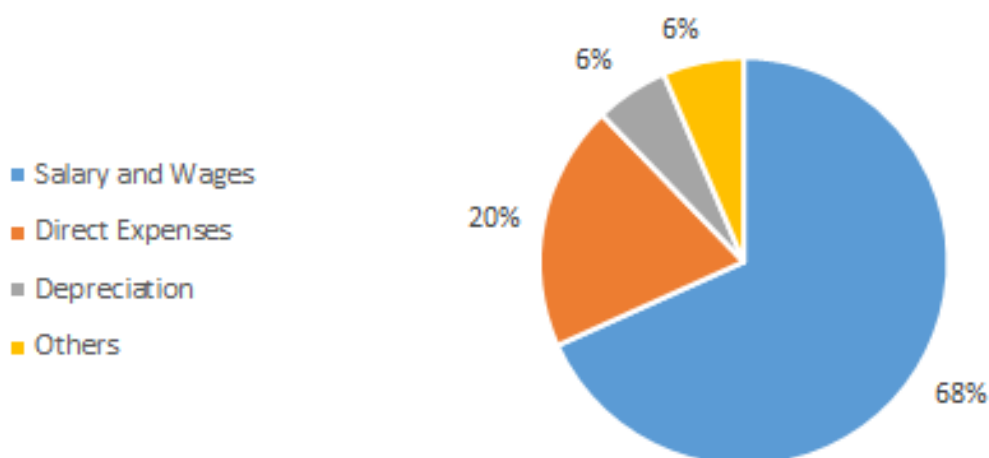
	\$'000s	\$'000s
Summary of Statement of Comprehensive Income	2020-21	2019-20
Income		
Operating Income	16,068	15,138
Investment Income	58	365
Other Income	0	328
Total Operating Income	16,126	15,831
Non Operating Income (Grant Income)	6,142	3,163
Other Non Operating Income	1,853	0
Total Non-Operating Income	7,995	3,163
Total Revenue	24,120	18,993
Expenditure		
Employee Costs	13,949	11,784
Catering costs	1,208	429
Depreciation	1,181	1,080
IT Support and Professional Services	562	458
Utilities and Insurances	485	417
Maintenance and repairs	412	508
Other Operating Expenses	2,560	905
Total Operating Expense	20,358	15,581
Non Operating Expense	72	999
Total Expenses	20,430	16,580
Profit/(loss) from Operating Activities	3,762	250
Total Profit/(loss) for the year	3,691	2,413
	\$'000s	\$'000s
Summary of Statement of Financial Position	2020-21	2019-20
Assets	109,662	78,170
Liabilities	(62,427)	(40,521)
Net Assets	47,235	37,649
Equity	47,235	37,649

FINANCIAL STATEMENTS 2020 - 2021

Total Revenue \$24.1m

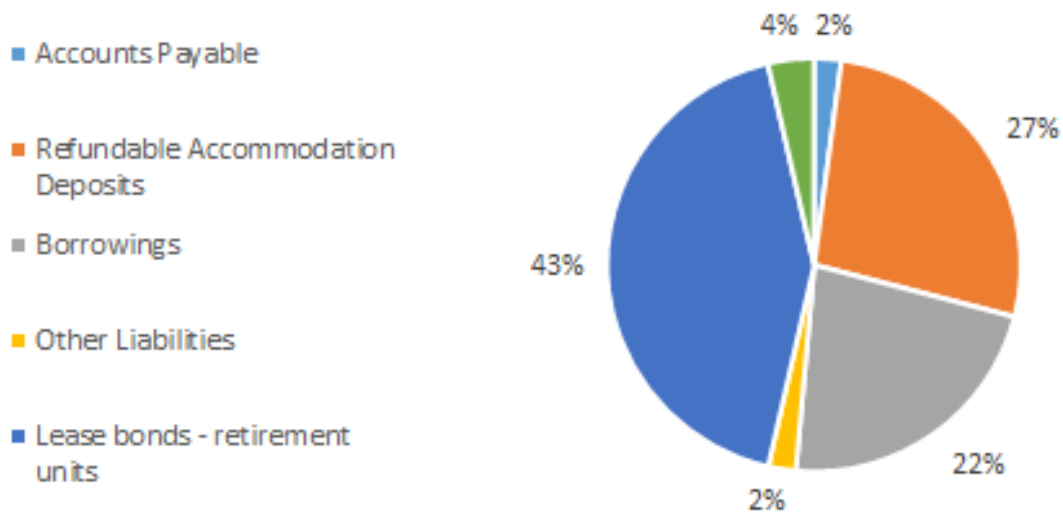


Total Expenses \$20.4m

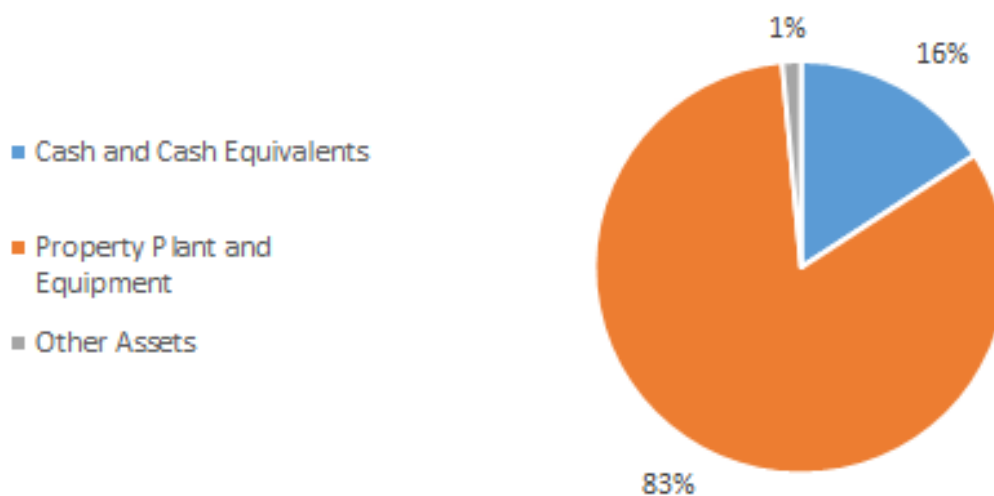


FINANCIAL STATEMENTS 2020 - 2021

Liabilities \$62.4m



Assets \$109.6m



HIGHLIGHTS 2020 - 2021



\$24.1 Million Revenue



224 Staff Members



70 Volunteers giving
10,600 volunteer hours



60 Years Servicing the
Community



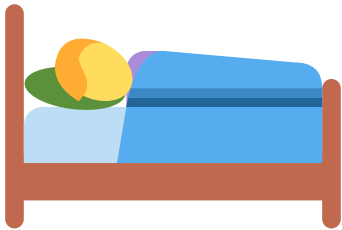
89% Residential
Care occupancy



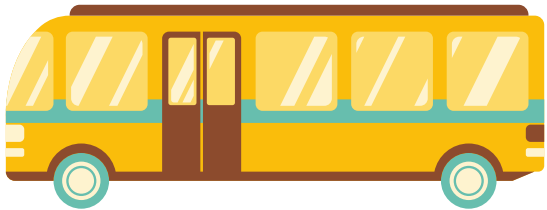
55 Independent
Living Units



500+ Community Clients



174 Respite Consumers in
the Wellness Centre



2,600 Lifestyle Activities

OUR PEOPLE

This year has presented a number of challenges for our industry and as always, our people rise to the challenge. With the changes that COVID-19 has presented in how we go about our work each day, in addition to responding to the ongoing workforce shortage faced by the aged care industry, our close to 230 people consistently show immense commitment to Capecare and the consumers that we care for.

The introduction of a new Carer Support role within the residential team has provided the opportunity for our Carers to concentrate on continuing to provide the high level of personal care to our consumers. This role simultaneously has created a career path into our Traineeship program and provides an introduction into the industry.

Our Traineeship Program has just entered its third intake and we currently have 5 Trainees working towards gaining their Cert III in Individual Support (Aging), in addition to celebrating 5 graduates from the program this year. This program is an integral part of our Strategic Workforce Plan and aims to offer development opportunities to our existing staff, while also attracting new individuals to the industry and Capecare.

The year ahead will be focused on continuing to implement the Strategic Workforce Plan to ensure we have a sustainable and skilled workforce to maintain the high level of care and support provided to our consumers and prepare Capecare to grow to a two site operation. A continued focus on training and development will ensure that we are well placed to meet the challenges of the expected changes the industry will be facing in the coming years.

Our focus in the health and safety space this year has included the introduction of a Manual Handling Champion model which has provided additional support to staff and encouraged best practice. Employing a dedicated WHS/Training Coordinator has allowed Capecare to formalise a number of processes and procedures, and implement a number of safety initiatives based on staff feedback. This role has also allowed for further mentoring and development of our WHS Committee providing another layer of support to staff across Capecare.



2021 Trainee Graduates

Pictured Left to Right: Lee Thackrah, Trisha Scott, Kristy-Lee Page & Ben Boehme with South Regional TAFE Lecturer Nichola Campbell.

OUR PEOPLE

Every year we celebrate those staff reaching significant service milestones with Capecare at our annual Winter Warmer event. This year we were fortunate enough to celebrate at our new Dunsborough site allowing our staff to have their first look at the new facility. The recipients of this years' service awards were:

The Capecare Way Champion Award 2021

(Awarded for consistently demonstrating the Capecare values)

Rose Parkes, Carer

15 Year Service Award Recipients

Karen Moylan, Residential Carer

Tanya Chatfield, Therapy Assistant

10 Year Service Award Recipients

Barbara Gillian, Carer Support

Gail Barnett, Hospitality Team member

Paula Watkins, Carer Support

Violet Angel, Team Leader Residential

5 Year Service Award Recipients

Alicia Higgins, Registered Nurse

Cindy Brovadan, Carer Support

Benjamin Boehme, Carer

Helen Linwood, Receptionist

Helene Hazebroek, Administration & Staff Liaison Officer

Henry Hazebroek, Support Worker

Lois Strauss, Carer

Leanne Thackrah, Carer

Masooma Gulzari, Carer

Natasha Holtmeulen, Registered Nurse

Pauline Warburton, Receptionist



OUR PEOPLE

An honourable mention to Brenda Drummond of our Lifestyle team who next year will be celebrating 40 years with Capecare!

Capecare is privileged to have an amazingly committed and driven workforce who underpin and demonstrate our values on a daily basis, confirming time and time again that our people are our most valuable asset.



Staff and Board members attending our annual Winter Warmer evening in our new Dunsborough facility.

RESIDENTIAL CARE

2020/2021 presented Capecare residential teams with diverse challenges and opportunities, as we continue to deliver quality services in a time of significant aged care reform.

Our residential partnerships allow the organisation to focus on the provision of excellent care as our core business. The catering team at Busselton are continuing to refine their meal service offering based on resident feedback. Our allied health partners at Concentric Rehabilitation Services go from strength to strength. After a successful opening of the rebranded Rehabilitation Centre, its client base has expanded from Capecare clients to the broader community. Concentric continues to provide a high quality service to residents both within the facility and as additional services packages in our dedicated on-site "gym".

March 2021 saw the tabling in parliament of the Final Report of the Royal Commission into Aged Care Quality and Safety. The senior clinical and executive teams spent a great deal of time in the following months analysing the report and providing commentary to stakeholders on what this means for our ongoing care and services. In May 2021, the Commonwealth Government's released its response to the report, which gave providers an indication of requirements and timeframes for compliance. While many of the recommendations do not require action in the near-term, Capecare has taken a proactive approach and aligned planning in those areas to ensure that issues raised by the Royal Commission are well in hand. A number of new policies and procedures have already been endorsed, with many more in the draft and consultation phases.

Of particular interest to residential care facilities was how the government would respond to calls for mandated staffing ratios. Capecare was heartened by the Commonwealth's commitment to a minimum level of care for each resident per day, and have reviewed staffing plans into the next financial year to ensure that we are well positioned to meet or exceed these minimum requirements.

As we move towards a two-site residential model, Capecare looks forward to opportunities to engage more fully with the Capes community and continue to deliver high quality individualised care and services.

COMMUNITY CARE

Capecare Community Services, made up of a team of clinical, allied health, care coordinators and support workers, has continued to provide services to over 500 clients in the Capes community. We have had a strong focus over the year on promoting independence and wellbeing for our clients to remain living the life they choose in their own home.

The Community Services team has continued to face the challenges of the current shortages in workforce and strives to ensure that we have the capacity to deliver quality care to the current client base.

The impacts of COVID-19 has become something that is now embedded in our day to day practice while delivering care to those receiving our Community services. Our Wellness Centre has had small periods of closure but we continue to support the Community via other methods such as individual home visits and telephone welfare checks. Increased training continues to occur during this time to ensure quality of service and to provide our care staff with the confidence to face these challenging times in our Community.

For Capecare Community 2020/2021 has been about strengthening our care management to ensure we are well placed for any increase in Home Care Package referrals. We have spent the year growing our partnership with Concentric to enable referrals to Allied Health services and growing our nursing offering. This has meant a change to a proactive, wellness approach to Care Management, and ensuring we work to maintain good health outcomes for our clients as much as possible. Our Care Management team have had a strong focus on ensuring that each client has an understanding of the funding available to them and working with each client to provide services that will support their goals.

The Wellness Centre staff have spent time assessing their Day Club clients, their goals and interests and realigning the program to ensure that we are focusing our efforts to meet these goals. We have welcomed Third Space Therapy to provide sessions at Day Club. Third Space Therapy is a mobile service using food and cooking as a way to build confidence, health, life skills and connections for groups. This has allowed our clients to reminisce on their favourite foods, family times and memories that food and cooking evokes.

Respite remains a strong focus for Capecare Community Services and our ability to provide respite services to 174 clients in our dedicated 6 bed facility in the 2020/2021 year has been a great achievement. This has provided the opportunity for carers and family to take much needed time to rest and recharge.

COMMUNITY CARE

Capecare Community has been working with the regional palliative care team to provide much needed support to Palliative care clients in the Busselton/Dunsborough area. This is a gap noted for clients in the South West wishing to access end of life care at home and Capecare Community is proud to support such an initiative.

In the year ahead Capecare Community will look to embrace all opportunities to grow its services and work with the community to provide services that allow our clients to remain in their home and community.



VOLUNTEER PROGRAM

At the end of June 2021, we had 70 active, and welcomed 19 new volunteers into the program.

Our outstanding volunteer team has continuously supported staff and residents through the challenges of the past year and new volunteer roles have been created in response to the pandemic, including our concierge service. This role has been instrumental in Capecare's response to the visitor restrictions and we now can't remember a time before we had our friendly volunteer concierges assisting with health screening and directing visitors to the designated visiting areas. The volunteers have also continued to support residents to stay in contact with their loved ones by assisting with telephone and video calls. Following the government relaxing of visiting restrictions, our volunteers were able to return to support the lifestyle and allied health team running small leisure and exercise groups.

In May, we celebrated National Volunteer Week, thanking our volunteers with a decadent morning tea held at the St Mary's Family Centre. Staff hosted our volunteers, serving tea, coffee and a delicious array of sweet and savoury treats. A huge congratulations and thank you to the following volunteers receiving service awards:

1000 Volunteer Hours Award

Remy Alder Delyce Lohf
Debbie Veenvliet Trevor Hemmett
Kaye Buchholz Robyn Trigwell

20 Year Service Award

Joan Raitt

10 Year Service Award

Pru Pocock Leah Jones

5 Year Service Award

Kathy Jackson Ellen Stonehouse
Yvonne Robinson Gordon Rimmer

Capecare is extremely fortunate to have such an amazingly dedicated pool of volunteers who support our residents and business on a daily business.



Pictured Left to Right: Volunteer Coordinator Fran Robinson, with volunteers Remy, Delyce, Debbie, Trevor, Robyn and Kaye all receiving their 1000 hours of service award.

LIFESTYLE PROGRAM

The Lifestyle team continue to develop and run a varied program to meet the needs of our residents, and in response to feedback these are facilitated mostly through small groups within each wing.

With the pandemic still challenging us we are continuously grateful for the ongoing support received from the south west community. Debbie West from Bunnings in Busselton visits once a month donating craft supplies, plants and spends a special crafty afternoon with our residents in the residential facility, and the Wellness Centre. The intergenerational collaboration with the Dunsborough and Busselton Primary Schools continues, with students and residents writing heart-warming letters to each other. The Veteran Car Club of WA (Busselton Branch) visited, bringing their stunning vintage cars to our door step for the residents to admire, sharing their knowledge and stories reminiscent of the past.

Thank you to the Dunsborough Men's Shed for building our new sensory boards. The intent of the boards is to stimulate and/or calm residents who experience mood swings and cognitive impairment due to dementia by prompting special memories or a sense of usefulness and joy. The board is divided into four sections centred around work, car, garden and kitchen, to be used for reminiscing meaningful activities and initiate interaction between residents including different textured objects and visual impressions.

A special thank you goes to the Busselton Runners Club who fundraised and donated \$13,925. The generous donation has been used for the purchase and installation of a MobiMat, which will allow everyone with a mobility impairment to pass the sand and enter the ocean. This inclusive project will enable residents and community clients to access the beach and the ocean as a part of our therapy and activity program including aqua gymnastics, swimming, sensory walks and fishing. The lifestyle team and residents alike are looking forward to putting it to good use once the weather warms up.

LIFESTYLE PROGRAM



CAPECARE DUNSBOROUGH

Capecare's vision to provide a residential aged care facility to the Dunsborough community has been a number of years in the making and was underpinned by the following design objectives:

- To build a vibrant and cohesive community through innovative design.
- To harmonise with the unique natural and peaceful environment of the Bay.
- To provide a sense of place and belonging.
- To enhance service delivery for all aspects of ageing, including dementia.
- To design the village as a social place with community at the heart.
- To enable client choice through integrated living design and innovation.
- To utilise technology as an 'enabler of design'.

The Project comprised the establishment of an integrated model of care including residential and retirement living, located at Armstrong Reserve in Dunsborough, WA. The land available to Capecare for the development was 12,867m² with the development consisting of 21 Independent Living Apartments (ILA's) and an 80 bed residential care facility (RCF). The substantially reduced size of land allocated from the initial proposals, bushfire setbacks and environmental conditions required the overall facility village to be developed over 4 floors for the ILA's and 2 floors for the RCF. Incorporated into the Project was the building of a purpose built facility on the ground floor of the ILA building for the CWA of WA's Dunsborough Branch.

Capecare's relationship with the CWA Dunsborough branch dates back 18 years when land at Armstrong Reserve on Naturaliste Terrace Dunsborough was first identified for aged care use by the then Shire of Busselton. This came as a result of meetings and consultation between the Shire of Busselton, Naturaliste Care Services and Capecare and viewing a number of sites around Dunsborough for suitability. The Shire had existing buildings on part of the land at Armstrong Reserve – a Shire Works Depot and a Fire Services Shed. The land was vested to the Shire. Adjacent to the Shire land was the CWA Hall.

The CWA had their own title on the land and expressed an interest in the relocation of their old premises to the new aged care complex. They agreed to transfer their portion of the land to the project on the basis Capecare agreed to provide them with a new facility. In March 2005, WA Planning & Infrastructure Minister, Alannah MacTiernan, gave the green light for transfer of the CWA site within the proposed aged care complex and agreed in principle for the balance of the land being retained for an aged care complex, subject to appropriate public consultation, formal support from the Shire (now City) of Busselton, rezoning and environmental approvals.

Consultation has been ongoing since that time as the development took shape, and the current Dunsborough CWA President Lesley Sproule, was handed the keys to their new HQ, complete with meeting space, commercial kitchen, storage and parking on 30 June 2021.

CAPECARE DUNSBOROUGH

The overall objectives for Capecare Dunsborough can be summarised as follows:

- To design and develop an integrated aged care facility, including residential (dementia enabling) and independent living units that meets existing and future community needs.
- To develop a sustainable and profitable business based on the above objective.
- To ensure an exceptional building designed on modern and clearly defined design objectives.
- To maximise organisational financial viability by ensuring the delivery of the project to budget and to timeline.

The completed project is to be of a high-quality finish and be fit for purpose for a design life of 30 years. The RCF is to provide a light, bright, welcoming and comfortable environment for both our residents and staff.

The design and planning phases of the Project was completed in mid 2019 by our architects, Gary Batt and Associates (GBA) and endorsed by Capecare Board to go out to tender. Following evaluation of the tenders, the building contract was awarded to Perkins Builders and work commenced in early October 2019 with a building timeline of 18 months.

Gary Batt & Associates were contracted to manage / administer the building contract on behalf of Capecare and a number of committees were implemented to manage the requirements of construction of a very large and complex aged services facility on an environmentally sensitive and restricted land mass. These included:

- Capecare Strategic Management & Planning Committee reporting to the Board - monthly
- Project Control Group – internal to Capecare Executive Management & GBA - monthly
- Builders Project Meeting – Perkins / GBA / Capecare Representatives – fortnightly

These regular meetings ensured the Project remained on target, both financially and from a timeline perspective, all issues were raised, discussed and managed promptly and in a very professional manner. Everyone from contractors to staff were of the same vision, working as a team to provide a high quality facility meeting the needs for the aged community of Dunsborough. We are pleased to advise that the Project remained within budget and is a credit to everyone involved.

With COVID-19 impacting Western Australia and the whole of Australia throughout 2020 and into 2021, there were disruptions to labour support for the Project, access to local supplies and overseas products were long delayed but overall, the Project was very well managed by Perkins resulting in COVID time extensions and wet weather adding only around 12 weeks to the overall building timeline.

CAPECARE DUNSBOROUGH

The Project was completed in 2 stages, with early Practical Completion granted for the ILA's so that Temporary Occupancy was effective from 29 June 2021, thus allowing the first residents (2 x Lessee's) to move in on that day followed by a managed progressive schedule over the following weeks for the remaining 15 x Lessees. Practical Completion for the RCF is programmed for 12 July and the first residents expected to move into their new home in the Bunker Bay Wing of the RCF in early August 2021.



STRATEGIC PLANNING

The Board and Executive Management Team spent considerable time developing CapeCare's 5 year Strategic Plan with the intent to provide direction and focus for the organisation in the upcoming years.



**STRATEGIC PLAN SNAPSHOT
2021-2025**

Our Mission
Enable people as they age to live connected, enriched lives as valued members of the Capes community.

Our Vision
CapeCare is the leading provider in the Capes community of high quality care and end-to-end support services for people as they age.

Our Values

- Compassion
- Respect
- Partnership
- Commitment

WHERE WE ARE HEADING Key Result Areas

WORKFORCE & CULTURE

Appropriate supply of suitable trained staff and volunteers

STRATEGIC GROWTH

Planned and measured growth

INNOVATION AND PARTNERSHIPS

Innovative services & partnership arrangements

SERVICE QUALITY & COMPLIANCE

High quality services that are fully compliant

GOVERNANCE & LEADERSHIP

Excellence in governance & leadership standards

CORPORATE SUPPORT

Efficient & effective corporate support to Board & operational areas

FINANCIAL VIABILITY & SUSTAINABILITY

Viable & sustainable organisation

ACKNOWLEDGEMENTS

Capecare wishes to acknowledge the many individuals, businesses and groups for their continued support throughout 2020 - 2021. Whilst too many to mention, your continuing support has enabled Capecare to deliver on the visions of Jack and Maud Ray some 60 years on.

A special thank you must go to those businesses who have acknowledged and supported our staff, consumers and their families, during the ongoing COVID-19 pandemic.

Capecare is extremely lucky to have many supporters in the Capes regions and looks forward to fostering new relationships and strengthening existing partnerships in the years ahead.





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