



Annual Report 2013 - 2014

Our Mission

Capecare, the people's choice for high quality care services in our South West Communities

Our Vision

People living well as they age

Our Values

Our core values define the way individuals, teams and our organisation operates to deliver our services.

We commit to:

- | | | |
|--------------|---|--|
| Respect | - | Treating people with respect and dignity |
| Equity | - | Valuing people |
| Service | - | Showing true hospitality |
| Professional | - | Being professional |
| Empathy | - | Being caring and empathetic |
| Compassion | - | Valuing people |
| Tolerance | - | Being caring and empathetic |





CHAIRMAN'S REPORT

It seems that each year when I write the Chairman's Report that the year just gone has thrown up many challenges for our organisation and 2013/14 is no exception.

The changes in the aged care system as a result of the Federal Governments Living Longer Living Better programme have presented all providers with significant challenges in understanding the detail and then providing advice to potential residents. We are also well on the way to finishing the construction of 54 new rooms to replace our old Hostel. This has been a complex task as it is being grafted onto existing buildings in the middle of our facility and I must thank our staff and residents for the patience they have shown in working around a building site.

Our plans for our land in Naturaliste Terrace (now called Armstrong Park) in Dunsborough are close to completion and we hope to present the detail to the public before the end of the year.

It seems certain that we will build approximately 35 x 2 bedroom, 2 bathroom apartments (over 3 levels) which will be for independent living but designed so we can deliver high levels of care into the apartments should the need arise. The Board has recently decided to pursue a plan for a 60 bed nursing home on the land as we believe there will be a need for care beds in Dunsborough in the future. Coupled with a community centre and hopefully a hydro-therapy pool Armstrong Park will provide a complete range of services for the aged in Dunsborough.

Together with the challenges there have also been positives, our new CEO Mark Sheldon-Stemm has brought a wealth of aged care experience since joining us in November last year and his understanding of and contacts in the aged care industry have proved invaluable.

New Care and HR systems that have been introduced will deliver better outcomes for residents and staff.

Our Board is undertaking education to ensure that our governance and financial control of Capecare's operations is current and compliant. Through AICD courses and attendance at industry conferences we endeavour to deliver best practice in our care of the older members of the community.

My sincere thanks to all Capecare staff and our wonderful volunteers for providing care and comfort to our residents and community clients at the highest level.

I work with a dedicated Board whose members give their time and expertise for no great reward and I thank them for their continuing contributions both individually and collectively.

I look forward to the challenges that 2014/15 will no doubt bring.

John Reid - Chairman of the Board

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Meet our Board

Mr John Reid (Chairman)



Mrs Nadine Carter (Deputy Chair)



Mr Max Jensen



Mrs Kristine Carter



Dr Michael Massey



Mrs Linda Nixon OAM



Mrs Barbara Jeffery



Dr Jon Mulligan



Mrs Coralie Tarbotton



Mr Rob Davis



Chief Executive Officers Report

The 2013/14 financial year has seen a number of changes at Capecare as we prepare for the new aged care system introduced as from the 1st of July 2014. Capecare has always been proud of the level of service it provides to its clients and the community, in general, and every effort has been made this year to underpin the various systems that help Capecare continue to provide such a service. The aged care reforms have been driven by legislative changes designed to provide the consumer with a greater choice and an emphasis on empowering the clients.

In preparation for the changes Capecare has undertaken a number of key initiatives to improve the environment and systems, including:

- The redevelopment of its low care facility with 54 new rooms being added to replace older buildings. This work is due for completion in March 2015.
- The introduction of a number of new systems throughout the organisation which will improve the way that care is provided to residents and clients.
- Capecare continues to develop plans for its Dunsborough site where provision will be made for aged accommodation.
- The divestment of the Strelley Grange property at Broadwater, which has been replaced by a new Community Centre based at Ray Village.
- The development of systems to cater for the new changes in aged care including an updated website and information included in the Government's new My Aged Care website.
- An updating of the marketing material which better reflects Capecare and emphasising its three key elements:
 - A Local provider
 - A Location on the beach
 - A Provider of a complete service
- An extensive training program to ready staff for the changes in aged care and prepare them for the new way of working.
- Preparing for the changes to Community Care (now called Home Care) as the systems from the 1st of July 2015 will be changed to provide Consumer Directed Care to all clients receiving packages.
- The extensive connection with the local community through its volunteer program. Over the past year the numbers of volunteers has significantly increased and this adds a great deal of value to the lives of the residents and clients of Capecare.

Also, as part of the changes Capecare has introduced a new set of values called: RESPECT which stands for:

Respect – Equity – Service – Professional – Empathy – Compassion – Tolerance

This RESPECT has two levels. The first level is the fundamental human right that we RESPECT each other as humans and we do “no harm to each other”, either physically or emotionally. Therefore, we should show RESPECT to each other and not do things that will harm others, either by the things we say or do.



The second level of RESPECT is the one more often used and it is about earning RESPECT. This is about how we perform our work and the way we act. We all like to be RESPECTED, but at this level we have to earn it.

The emphasis on RESPECT is one that all of our staff and stakeholders are well versed in and it is something that they all subscribe to when carrying out their work at Capecare.

In conjunction with the Values the Vision for Capecare is also being embedded within its culture as each and everything that Capecare carries out is based on the one vision.

Capecare's vision is spelt out very clearly – “People Living Well as They Age”. Added to this is the piece we have on our logo – Helping You Live Well. Therefore, what exists at the very base of what Capecare does is that we: - Help You Live Well and People Living Well as They Age.

This past year has seen all of those involved in care and services follow this vision and Capecare's residents and clients have benefited accordingly.

Financial Results:

The overall financial result for the 2013/14 showed a loss, but this was attributable to the write-off of the old low care buildings which resulted in a loss on the sale of fixed assets. The true operating result was a \$322,766 surplus which was slightly down on the previous year and includes the development costs involved in introducing new systems and preparation for the changes in aged care. The budget for future years shows increases in surpluses as Capecare moves to a more sustainable long term base. Capecare continues to maintain a healthy balance sheet and is well positioned to make the necessary adjustments to changes in the aged care system.

Conclusion:

Capecare is committed to the local community and ensuring that there are services available to them when they need them. The overall vision and philosophy of Helping People Age Well will drive Capecare into the future.

I wish to thank the Board for their continued commitment to the community and the way in which they work diligently in governing Capecare. I also wish to thank my Senior Management team for all of their hard work as this has been a time of great change and they have worked through all of the changes and implemented them successfully. To Nardeen, Amy, Dominic and David, thank you and finally to Pam, thank you for the support you provide the Senior Management Team. I also wish to thank all of the staff for the warm welcome they have provided me at Capecare and for the ongoing commitment and dedication to what Capecare stands for. I look forward to the coming year and further development.

Mark Sheldon-Stemm - CEO



Meet Our Senior Management Team



Mr Mark Sheldon-Stemm (Chief Executive Officer)



Mr Dominic Trombetta (Director Facility Services)



Mrs Nardeen Fenton (Director Care Services)



Mrs Amy Beaton (Human Resources Manager)



Mr David Mottrom (Director Business Services)



Balance Sheet as at 30th June 2014

This Year		Last Year
	Accumulated Funds	
\$10,842,615	Reserves	\$11,127,405
\$14,289,248	Accumulated Surplus (Retained Earnings)	\$15,399,087
\$26,526,492	TOTAL FUNDS	\$26,526,492
	Represented By:	
	Fixed Assets	
\$15,111,014	Current Assets	\$22,590,099
\$49,347,452	Non-Current Assets	\$40,534,243
\$64,548,466	TOTAL ASSETS	\$63,124,342
	Current Liabilities	\$15,417,592
\$17,225,402	Non-Current Liabilities	\$21,180,258
\$22,101,201		
\$39,326,603	TOTAL LIABILITIES	\$36,597,850
\$25,131,863	TOTAL NET ASSETS	\$26,526,492

Profit & Loss Account for the year to 30th June 2014

This Year		Last Year
	INCOME	
\$2,883,799	Customer charges	\$2,745,888
\$8,154,234	Govt. Funding	\$7,382,040
\$1,788,264	Other Income	\$1,993,406
	Less: EXPENDITURE	
\$8726,419	Wages and wage related expenses	\$8,087,029
\$3,777,102	Other expenses	\$3,537,376
\$322,776	OPERATING Result	\$496,925
	Disposal & impairment of assets	\$17,004
\$1,592,405		
(\$1,269,629)	NET RESULT	\$479,925

Helping you live well!



capecare

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Helping you live well!