



Annual Report

2021 | 2022





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We acknowledge the Wardandi people as the traditional owners of the land we work on, and pay tribute to their elders past, present and emerging.

Our History

1960

In the early 1960's Jack and Maud Ray purchased 20 acres of beachfront land in Busselton. It was their vision to use the land for charitable purposes, specifically care of the aged.



1962

Development of the site commenced in 1962



1969

The hostel opened in 1969



1980

The nursing home, named for Monsignor Cunningham, opened in 1980



2021

The new facility in Dunsborough opened in 2021



Today

Capecare is today the largest regionally based independent aged care provider in WA, employing over 200 staff and assisted by more than 100 volunteers, and remains a tribute to the vision of Jack and Maud Ray and Charles Cunningham.



"The object is to take care of the poorer people who are unable to do anything themselves. It could grow into something quite big... Our object is to look after the aged people but later we may find that we want to do something else for charity."

– Maud Ray

Chairperson and CEO Statement

We are delighted to present the 2021/22 Capecare Annual Report. As newly-appointed Chair (October 2021) and CEO (October 2021) we celebrate the wonderful achievements and unprecedented challenges of the year that was.

Capecare's vision to service the Capes community with high quality care and support services across a continuum of care was further realised in 2021/22. In October 2021, Capecare proudly opened the new Capecare Dunsborough integrated aged care complex, comprising 82 residential aged care places and 21 beautifully appointed retirement living apartments. The completion and commissioning of this state-of-the-art development was the culmination of many years of planning and work, and central to Capecare's key strategic objective for growth and expansion of local aged care services in the South West.

We would like to acknowledge the incredible contribution of the many past and present Board members and staff, as well as our partners and many local community members in the planning and realisation of Capecare Dunsborough. In particular, we would like to acknowledge the long-term commitment of Mr John Reid (OAM) whose vision and direction were instrumental in making the dream a reality.

Meanwhile Capecare's Busselton site (Ray Village) continues to be the foundation that underpins the organisation during this period of growth. Despite an unstable operating environment, the Capecare team maintained a business-as-usual approach under difficult circumstances and unprecedented challenges for the entire aged care sector.

The COVID pandemic remained a key challenge with the health and safety of our consumers, staff, volunteers and the Capecare community being our top priority. Our response required enhanced infection prevention and control measures, planning and implementation. In WA, we were fortunate to have the opportunity to apply lessons learned from the crisis we witnessed unfolding in other states. When WA borders opened in March 2022, we were well prepared. This included high rates of vaccination, sourcing appropriate personal protection equipment, access to anti-viral medication and

careful outbreak management and response planning. Despite several outbreaks of COVID within our facilities, Capecare was well positioned to minimise any impact on our vulnerable community. We are extremely proud of Capecare's response and are grateful to our wonderful staff, volunteers, consumers, families and visitors who were at the heart of our success. Capecare remains fully committed to the implementation of reforms recommended by the Aged Care Royal Commission into Quality and Safety. Over the previous 12 months we have been proactive and prioritised all key





recommendations into our planning so we are well placed to meet all reforms.

Capecare's financial management has remained sound throughout 2021/2022. While there is strong demand for Residential and Community based aged care services in the region, achieving full occupancy at Dunsborough and Busselton remains a key challenge due to workforce shortages. We will continue to be innovative and creative in solving the problems we face.

In the past 12 months we farewelled some exceptional people who have each made a significant contribution. In October 2021 we farewelled outgoing Chairperson, Ms Nadine Carter. Nadine was on the Board of Capecare for 10 years including 5 years as Chair. Nadine devoted herself and a great deal of her time and professional experience to the success of Capecare. We sincerely thank her for her contribution.

Mr John Reid (OAM) retired from the Capecare Board in October 2021. John served for an extraordinary 37 years including a period of 12 years as Board Chair. John gave freely of his time and expertise to Capecare and the community and we are grateful to John for his contribution.

We also farewelled Mr Peter Manolas who was a Board member and Chair of the Finance Audit and Risk Committee from 2018. Peter made a strong contribution to the financial governance of Capecare during this time with the Board and for this we are thankful.

Ms Elizabeth Hogarth departed Capecare after 4 years which included time as Capecare's Chief Operating Officer and later as CEO. We thank Elizabeth for her hard work and contribution to Capecare.

We could not have got through this difficult year without the extraordinary dedication, loyalty and hard work demonstrated by each and every one of our team of staff and volunteers at Capecare. We are very proud of them and thank them all.



Martha Ryan
Chairperson



Joanne Penman
Chief Executive Officer

Pictured: Carer Lilly Meyer with resident Jannette Rogers (opposite).
Capecare Dunsborough (above).

Board Members and Executive Team



Martha Ryan
Chairperson

Date appointed: October 2017. Appointed Chair of the Board in October 2021.

Martha enjoyed a long and successful legal career. She has extensive Board and senior executive experience with specialist knowledge in the areas of legal, corporate governance, strategy, risk and compliance, and is committed to assisting local not-for-profit organisations.



Glyn Palmer
Deputy Chairperson

Date appointed: October 2019. Deputy Board Chair and member of the Clinical Governance Subcommittee.

Glyn is a Registered General Nurse with a Masters in Health Administration. He has extensive Board experience and brings a wealth of experience as a clinician and respected senior leader in the private not-for-profit and public health care sectors.



Jeffrey Dick
Board Member

Date appointed: October 2019. Chair of the Finance, Audit and Risk Subcommittee.

Jeffrey has extensive Board experience including investment and asset management in Australia and overseas. Holding both a MA Honours and Masters in Economics Jeffrey is committed to assisting organisations that benefit the local community.



Dr Mostyn Hamdorf
Board Member

Date appointed April 2022. Member of the Clinical Governance Subcommittee.

Mostyn is a practicing General Practitioner and a Fellow of the College of Remote and Rural Medicine. Mostyn is committed to supporting the not-for-profit health care sector.



Peter Manolas
Board Member

Date appointed: October 2017. Date retired: April 2022. Member of the Finance, Audit and Risk Subcommittee.

Peter has had a successful career employed as a Certified Public Accountant and was Partner/Director of AMD Chartered Accountants.



Dr Michael Massey
Board Member

Date appointed: October 2012. Member of the Clinical Governance Subcommittee.

Michael is a General Practitioner and provided obstetric, anesthetic, emergency and inpatient services at Busselton Hospital. Michael was a long-serving member of the Medical Advisory Committee at the Busselton Hospital.



Alex Hearn
Board Member

Date appointed: October 2021. Member of the Finance, Audit and Risk Subcommittee.

Alex brings a wealth of experience as a senior executive leader in both the public and private not-for-profit health sector. He has a long-standing commitment to supporting aged care not-for-profit organisations in the region.



Yvonne Robinson
Board Member

Date appointed: May 2016. Chair of the Clinical Governance Subcommittee.

Yvonne is an experienced health executive and member and Graduate of the Australian Institute of Company Directors (GAICD) she brings strong skills in corporate governance, clinical governance and risk management.



Joanne Penman
Chief Executive Officer

Joanne Penman Chief Executive Officer
Appointed October 2021.

Jo is an experienced health and aged care executive having held senior executive, management and clinical roles, most recently with not-for-profit provider Mercy Care. Prior to joining Mercy Care, she was a Director with the Silver Chain Group.



Philippa Ayre
GM of People & Culture

Philippa joined Capecare in May 2019.

Pip is a highly skilled HR professional who brings more than 10 years of corporate and operational HR experience to Capecare. She holds a Bachelor of Commerce (Honours) degree in Human Resources (HR) and Industrial Relations (IR).



Susan Stevenson
GM of Finance

Susan joined Capecare in March 2021.

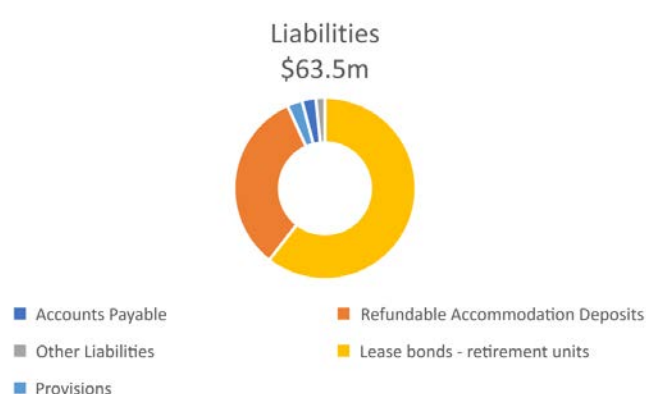
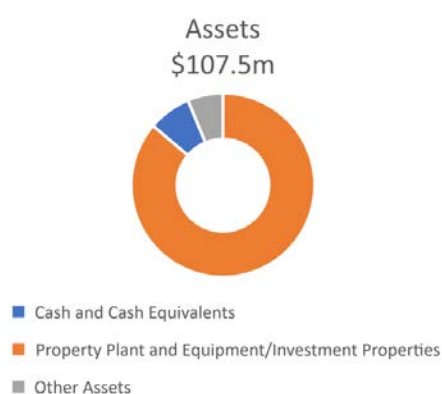
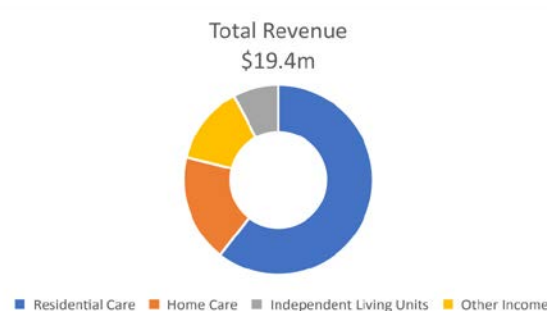
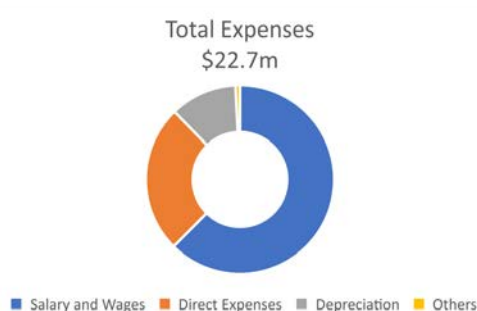
She holds an Honours Degree in Economics and is both a qualified Management Accountant (ACMA) and Certified Practising Accountant (CPA). Susan has more than 25 years' experience in financial management and executive management roles in both the UK and Australia.

General Manager Finance Statement

The final result for the 2022 financial year ended with a budget deficit. This was not unexpected as Capecare had undertaken the necessary financial modelling associated with the opening of Capecare Dunsborough in line with industry best practice. A gradual and staged opening means that we can safely open rooms and welcome new residents, supporting each individual to settle into the new Capecare Dunsborough. The facility was not expected to be fully

occupied in the FY22 resulting in fixed operating expenses exceeding income for the duration of the staged opening period. The capitalisation of the new building and associated plant and equipment at Dunsborough has resulted in higher depreciation expenses. In addition, in 2022 Capecare repaid, in full, its borrowings in relation to the construction of the Dunsborough development. The impacts of COVID and workforce shortages resulted in reduced

occupancy at Capecare Busselton and has impacted the speed at which we have been able to open Capecare Dunsborough facility in full. However, as COVID restrictions have eased, occupancy levels have increased at both facilities. Capecare expects this trend to continue into next financial year.



Financial Statements

2021/2022

Financials

	\$'000s 2021-22	\$'000s 2020-21
Summary of Statement of Comprehensive Income		
Income		
Operating Income	16,528	16,068
Investment Income	5	58
Other Income	0	0
Total Operating Income	16,532	16,126
Non Operating Income (Grant Income)	246	6,142
Other Non Operating Income	2,591	1,853
Total Non-Operating Income	2,837	7,995
Total Revenue	19,369	24,120
Expenditure		
Employee Costs	14,142	13,949
Catering costs	1,707	1,208
Depreciation	2,601	1,181
IT Support and Professional Services	1,012	562
Utilities and Insurances	649	485
Maintenance and repairs	556	412
Other Operating Expenses	1,779	2,560
Total Operating Expense	22,446	20,358
Non Operating Expense	205	72
Total Expenses	22,651	20,430
Profit/(loss) from Operating Activities	(3,077)	3,762
Total Profit/(loss) for the year	(3,282)	3,691

	\$'000s 2021-22	\$'000s 2020-21
Summary of Statement of Financial Position		
Assets	107,459	109,662
Liabilities	(63,512)	(62,427)
Net Assets	43,947	47,235
Equity	43,947	47,235

**Expanding our
horizons**





Dunsborough's first fully integrated aged care facility officially opened

Capecare's \$37.5 million Dunsborough facility, comprising an 82-bed residential care facility and 21 spacious two-bedroom, two-bathroom independent living apartments, was driven by community demand. Its central location and appealing design have helped create an extremely successful and in-demand development. Capecare Dunsborough features allied health facilities, landscaped gardens, BBQ and café alfresco area, and cinema room. Outgoing Board Chair Nadine Carter said the official opening was a hugely significant milestone for Capecare. "It has been a long-held vision to be able to deliver this much

needed aged care infrastructure and services to the Dunsborough community and the wider South West. All new clients to the complex have a strong connection to Dunsborough and Yallingup, either as residents themselves or with family members who live here."

Nursing and care team members were involved in the design, which includes intuitive technology, and dementia-enabling design features and décor including memory boxes, use of colour, tailored furnishings and fittings, wayfinding with rest stops. Capecare is fortunate to have such a dedicated team of local personnel

now managing the facility and enjoying the flexibility of working across both our Busselton and Dunsborough sites. The facility will employ approximately 60 people full time once all four residential wings are fully operational.

Pictured: South West Development Commission Chair Nick Belyea representing the State Government Regional Aged Accommodation Program, member of the House of Representatives for the division of Forest Nola Marino, Capecare Senior Carer Jess Lehane, CWA Dunsborough President Leslie Sproule, outgoing Chair Nadine Carter and Dunsborough resident John Bresland (dec)



Creating opportunities



Capecare has not been immune to workforce shortages that continue to threaten the capacity of the sector to provide consistently high quality care and services. Our response has been to innovate and embrace new options in recruitment.

Capecare has been working with Brisbane-based organisation HealthX since mid-2021 to secure Aged Carers under the Pacific Australia Labour Mobility (PALM) program. In April 2022 we welcomed six new Carers from Fiji to our team, the first Pacific Island workers to move to WA since the border reopening.

Capecare is hosting the Fijian workers for three years (with annual visits home). The group are currently living onsite and providing a much needed and consistent workforce to supplement our local team. For the Pacific Island workers, benefits lie in being able to further develop their skills and knowledge in aged care. This will mean they will be able to utilise and transfer these skills when they return home.

Before recruiting the workers, HealthX partnered with Capecare to identify our workforce needs and undertook labour market testing to confirm that positions could not be filled with local workers.

Capecare management and staff welcomed the new team members Lita, Lomani, Vara, Tama, Dee and Vika on their first day with an Australian barbecue lunch, complete with pavlova dessert. Based on the success of the first intake, we hope to have the opportunity to recruit further team members in coming months.

In addition to our partnership through the PALM program, HealthX have also assisted Capecare to attract and sponsor Registered Nurses from overseas. We welcomed our third

nurse from Singapore in June and additional nurses are planned to arrive towards the end of the financial year. This will be an ongoing partnership to assist in securing further Registered Nurses, as part of Capecares' strategic workforce plan to overcome a critical shortage of nurses.

Pictured: CEO Jo Penman with Certificate III Individual Support (Ageing) graduates Linda Sharp, Glenis Gleed, Ella Cull, Oceanna Fardella, and Olivia Hewitt and Nichola Campbell, Lecturer Health and Community Services, South Regional TAFE Busselton Campus



Creating opportunities cont.

With the introduction of the Designated Area Migration Agreement (DAMA), through the Shire of Dardanup, eligible employers are now able to sponsor international Care staff. Capecare has welcomed the first 15 Carers who will be sponsored and become permanent residents over the next 4 to 6 years. This is an integral part of our strategic workforce plan and has enabled us to open the second wing of our new Dunsborough residential facility. Further sponsorship places will be offered over the coming 12 months, assisting us in providing additional staff to our residential and community teams.

To address workforce shortages and a lack of affordable accommodation in the region, in late 2021 Ray Lodge was transformed into staff accommodation. This allowed us to accommodate agency nursing and care staff from Perth to join Capecare on a drive-in drive-out basis.

Additionally, it has allowed us to attract new team members from outside the local area by offering temporary accommodation to assist in their relocation. This has been a key factor in maintaining staffing levels and supporting our existing workforce when required. Team members have enjoyed the convenience of living “on campus” and the beachfront location.

Capecare’s successful Traineeship Program partnership with South West Regional TAFE has just entered its fifth intake. We currently have 3 Trainees working towards gaining their Cert III in Individual Support (Aging) and one Trainee working towards his/her Cert III in Business Administration. This year we also celebrated the completion of two successful traineeship programs. The traineeship program is an integral

part of our Strategic Workforce Plan and aims to offer development opportunities to our existing employees while also attracting new recruits to Capecare to commence a career in aged care.

Congratulations to our 2021/22 graduating trainees: Ella Cull, Glenis Gleed, Linda Sharpe, Oceanna Fardella, Olivia Hewitt, Travis Dean, Lily Meyer, Jody Wilder, Joanne Spillman and Carina Gifford.

Pictured: Pacific Island carer Tamarisi Tinai (Tama)





**Celebrating
our team**



Throughout another year full of challenges our amazing team tirelessly dedicated themselves to providing high quality, compassionate care and services. We are thankful every day for our committed and dedicated people who are Capecare's backbone.

Each year we come together to celebrate our team and recognise those reaching significant service milestones at our annual Winter Warmer event. This year 2 Capecare Champions were also recognised – Sue Erceg and Liza Hellstrom. The Capecare Way Champion is recognised for consistently demonstrating Capecare values.

Sue Erceg is an Enrolled Nurse within the residential team. Sue has been with Capecare for close to 20 years, commencing in our community team then later transferring to the

residential service where she is now one of our most experienced and well-respected nurses. Sue is a dedicated and valued team member who is always willing to go above and beyond to help both our residents and her colleagues. Sue is very much a quiet achiever, and simply indispensable.

Liza Hellstrom is a Senior Support Worker within our Community team. Liza has been with Capecare for almost five years and is known as a hard working 'jack of all trades', always willing to lend a hand and nothing is

too much trouble. With her bubbly personality and infectious smile, she is well loved by both her team and clients. Congratulations to both Sue and Liza!

Brenda Drummond marks 40 years of service to Capecare in 2022. She's given love and care to Capecare residents every day, with an infectiously enthusiastic positive attitude. She is a caring, hardworking team member always willing to help others, and loved by staff, residents, volunteers and the entire Capecare community.



Celebrating our team cont.

Our outstanding volunteer team has continued to support Capecare through the challenges of the past year. During COVID restrictions, volunteers supported residents to stay in touch with loved ones by assisting with telephone and video calls.

When visiting restrictions eased, a group of volunteers provided a vital Concierge Service, welcoming visitors and ensuring appropriate screening to maintain the safety of vulnerable residents. Our volunteers also provide support and companionship to

residents and Wellness Centre clients in partnership with the lifestyle and allied health teams.

In July we acknowledged the contribution of dedicated volunteers with a decadent morning tea and service awards presentation held at the new Country Women's Association (CWA) Dunsborough Clubrooms. The CWA ladies provided a delicious array of sweet and savoury treats, it was a wonderful morning thoroughly enjoyed by all who attended.

We offer a special congratulations and thank you to the following volunteers who received service awards:

Evelyn Jennings – 20 years of service

Dr Michael Massey – 10 years of service

Rosa McGuillivray – 10 years of service

Trevor Hemmett – 5 years of service

Julie Clifford – 1000 hours of service

Yumiko Hayashi – 1000 hours of service



Pictured: Capecare Busselton resident Penelope Taylor and volunteer Deb Tsakalos

Awards and Recognition

THE CAPECARE WAY CHAMPION AWARD 2022

Sue Erceg
Liza Hellstrom

40 YEAR SERVICE AWARD

Brenda Drummond

25 YEAR SERVICE AWARD

Susan Coverley

20 YEAR SERVICE AWARD

Mavis McTaggart

15 YEAR SERVICE AWARD

Valerie Chadd
Christine Hope

10 YEAR SERVICE AWARD

Joanne Allison
Susan Francis
Katherine Sharpe

5 YEAR SERVICE AWARD

Massimo Andreone
Jodie Jacques
Francisca Kagendo
Carol Little



Our services





Residential Care

Capecare has two Residential Aged Care facilities (RACF) located in Busselton and Dunsborough, providing permanent accommodation and care to older people who are no longer able to live independently in the community. We accommodate a wide range of care need and provide 24-hour clinical support.

Retirement Living

This year Capecare welcomed our first Dunsborough apartment residents who now call home the 21 beautifully appointed apartments and magnificent communal Sky Lounge that provides expansive views across Geographe Bay. Residents of our 55 villas at Busselton enjoy beachfront access and being part of the thriving Capecare Busselton retirement community.

Home Care

Capecare is committed to providing high quality home care services. We support approximately 300 older people in the Capes region to live independently in their homes for as long as possible. We provide a range of services including support with personal care, nursing, allied health, domestic assistance, gardening services and assistance with transport. Our tailored services support individual needs and preferences and we partner with our clients to ensure they remain connected with their community and live their best life.

Cottage Respite

Due to COVID restrictions and workforce shortages Cottage Respite was mostly closed during the 2021/2022 financial year. With restrictions now easing we are looking forward to recommencing this service soon.

Pictured: Team Leader Tracey Huitson with Capecare Busselton resident Lois Zuzanski

Wellness Centre

Our Wellness Centre provides a caring, supportive, social and therapeutic environment where participants can engage in a range of activities, enjoy outings, maintain social connection and meet new friends. Due to COVID restrictions numbers were down last year but we are excited to expand this important community support service in coming months.

**Working
together**





Dunsborough Lions Club

A generous donation of \$25,000 allowed CapeCare Dunsborough to purchase a Tovertafel, which provides interactive opportunities particularly for people living with dementia.

A new wheelchair- friendly raised garden bed for residents and their families to enjoy was also purchased thanks to the Dunsborough Lions Club. A long-time supporter of Capecare, we thank Dunsborough Lions Club for their generous support. President Malcolm Van Rensburg said it was important to the Club to give back to the community.

South West Regional TAFE

Capecare's relationship with SWRT continues to thrive. Our partnership includes supporting the Ageing and Disability Job Ready Program with

practical placement opportunities for students, and our tailored Trainee Program offering students an opportunity to study Certificate III Individual Support (Ageing).

This Program is a fantastic entry level skill set that, once completed, allows students to go on to study their Cert III as part of Capecare's Traineeship Program.

Country Women's Association Dunsborough

The CWA Dunsborough branch opened its new premises at Capecare Dunsborough on 13 July 2021, almost 63 years to the day of opening its original premises on the Naturaliste Terrace site. "We are so lucky to have our new premises, we never imagined it would be like this, just

as well we have the size because we are expanding all the time and growing with membership," CWA Dunsborough vice president Jan Button said. "We will be able to keep growing membership and residents can come in and have a coffee or a chat they don't have to be members. That is the thing we were most excited about," she said. The co-location of the CWA and Capecare has resulted in the opportunity for Capecare residents to enjoy membership and CWA supported events.

Pictured above: Capecare CEO Jo Penman with Dunsborough Lions Club's Mick Macri, Kaye McCormick and Malcolm Van Rensburg

Pictured left: Students from the Ageing and Disability Job Ready Program with SRTAFE lecturer Nichola Campbell (left) and Capecare CEO Jo Penman.



Working together cont.

Concentric

Concentric and Capecare have collaborated to establish an advanced allied health rehabilitation centre for residents and clients of Capecare and the local community. Concentric's multidisciplinary model of care enables individualised support to help clients achieve meaningful goals and encourage them to reach their potential. Services include physiotherapy, occupational therapy, psychology, exercise physiology, falls prevention, reablement and rehabilitation through a mixture of one-to-one and group sessions. Within the residential aged care setting, Concentric provides residents with allied health care including individual assessments, pain management and mobility care plans and facilitates with assistive technology, equipment and interventions to reduce the risk of pressure injuries.

At Ray Village in Busselton, residents can choose to participate in ongoing rehabilitation through the Wellness Package additional service. The Wellness Package gives residents access to individual consultation rooms and large gym fitted-out with advanced rehabilitation equipment. Participants enjoy an individualised plan tailored to their needs and goals and unlimited practice time during open hours in a social community setting. The space is also open to the public which creates a community hub where people outside of Capecare can receive high quality services and are introduced to Capecare's community and residential services. Plans are in place to offer a similar service at the Dunsborough facility in the future. In FY22, Concentric delivered more than 4200 services, had more than 230 new clients and an average of 16 residents accessing the Wellness Package.

Cater Care

Cater Care provides an innovative catering solution while creating a warm, home-style atmosphere at Busselton and Dunsborough facilities. Our residents are consulted through Food Forums to improve engagement, involve residents and develop a food service that suits their needs. Menus are based on Australian Dietary Guidelines for Healthy Eating recommendations and aged care-specific guidelines to ensure all meals meet nutritional intake requirements for age, gender, and vulnerability. The nutritional value of seasonal menus is analysed by Cater Care's professional dietitian and Cater Care team members are trained to prepare special dietary requirements and provide our residents with empathy and kindness. Our Cater Care team focuses on familiar and popular classic dishes, professionally and appealingly presented.



Concentric Rehabilitation Centre's
Busselton facility

Art acquisition project

Capecare acquired a number of works from local artists to display throughout the Dunsborough residential care building's internal spaces for residents, their families, visitors, staff and the local community to enjoy. Capecare engaged Arts Margaret River to coordinate the acquisition project and they assisted in the selection, installation and documentation of the artworks. An assessment panel selected the

works from artist expressions of interest. Arts Margaret River General Manager Michelle Wright said the positive impacts and benefits of arts and culture were well documented and significant social benefits in the community were generated through artistic and cultural activities.

“When people interact with the arts, they have experiences, thoughts and feelings such as increased self-belief, self-empowerment, sense of belonging and other outcomes that contribute to the improved social wellbeing of a person.”

Arts Margaret River General Manager
Michelle Wright



Pictured: "Sunny Afternoon Caravan" painted by Sam James. On display in the Dunsborough facility

Life at Capecare



Capecare has a lifestyle program designed to enrich residents' lives. With an emphasis on social connections, a range of activities provides emotional support, social interaction, mental stimulation, and physical activity essential for healthy aging.

The Lifestyle Team promotes social engagement, community participation, emotional and physical wellbeing through events, outings, tailored activities and volunteer visitors. During COVID restrictions Dunsborough residents enjoyed receiving personalised artistic pen pal cards from students at Our Lady of the Cape (OLC) Primary School Dunsborough. Residents responded by applying their own creativity to demonstrate their appreciation of the children's efforts. Thank you to OLC students and teachers for this

beautiful initiative.

Surrounded by the South West's magnificent natural environment and with the beach on our doorstep there are daily opportunities to enjoy scenic walks and outside activities. Our Triobike is another great way for residents to explore Capecare's surrounds. The Triobike, was purchased from generous community donations. The bike allows residents to cruise along the beachside paths, breathing in fresh ocean air while sitting in comfort as one of our

volunteers pushes the pedals. It even has a retractable hood in case of rain! Many residents would find it too hard to walk the same distance so the bike provides the opportunity for them to sit back and enjoy the ride.

Pictured: Volunteer Russell Walter taking resident Rae Cooper for a ride on the Triobike (left). Dunsborough residents enjoying some water sensory activities (top right). Carer Lilly Myer with Dunsborough resident Elizabeth Rapsey (bottom right).



Looking to the future

WORKFORCE & CULTURE

We strive to be an employer of choice in the Capes region through recruiting and retaining an appropriate workforce supported by volunteers. Our primary focus is to attract a local workforce. We achieve this through our successful traineeship program, offering flexible working conditions and a supportive rewarding work environment. This year to achieve growth and maintain consistently high quality care, we successfully implemented a strategy to recruit a workforce from outside the region through the PALM Scheme, sponsorship and offering accommodation support to our employees.

STRATEGIC GROWTH

We aim for planned & measured growth that aligns with community needs. Highlights in FY 21/22 included opening Dunsborough, and growth in community in-home care to support older people in our region to remain independent in their own homes.

INNOVATION & PARTNERSHIPS

We partner with Government and private organisations to secure a stable workforce and enrich the lives of our residents and clients.

SERVICE QUALITY & COMPLIANCE

Caprecare provides consistently high quality services that are fully compliant and person centered through our commitment to clinical governance and support for age care reform recommended by the Royal Commission into Aged Care Quality and Safety.

GOVERNANCE & LEADERSHIP

Excellence in governance & leadership standards is our aim. The executive team are supported by an experienced Board of Directors committed to excellence in Governance.

CORPORATE SUPPORT

We provide efficient & effective corporate support to Board & operational areas.

FINANCIAL VIABILITY & SUSTAINABILITY

Caprecare is a viable & sustainable organisation. Despite significant challenges in the 2021/2022 Financial Year our financial strategy for the future remains robust.

Our Mission

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

Our Vision

Caprecare 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



Pictured: Busselton residents enjoy direct access to the beach and Geographe Bay (top). Team Leader Lallaine Dodd with Busselton Resident Patricia Seddon (bottom left). HealthX partnered with Capecare to identify workforce needs. Agency staff Vida, Alana, Evelyn and Ramadani (bottom right).

Acknowledgements

Capecare wishes to acknowledge the many individuals, businesses and groups for their continued support throughout 2021-2022. This endeavour would not have been possible without your continuing support which has enabled Capecare to deliver on the vision 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, residents and their families, during the ongoing COVID pandemic. Capecare is extremely lucky to have many supporters in the Capes region and looks forward to fostering new relationships and strengthening existing partnerships in the years ahead.

Ray Village Aged Care Services Inc. trading as Capecare

Busselton

20 Ray Avenue Busselton WA 6280

PH: 9750 2000

Fax: 9755 4696

reception@capecare.com.au

Dunsborough

171 Naturaliste Terrace Dunsborough WA 6281

PH: 9786 5555 Fax: 9786 5508

reception.duns@capecare.com.au



www.capecare.com.au

