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Aged Care Capability Statement

Since 1966, Donald Cant Watts Corke has helped some of Australia's most respected organisations turn their ideas into reality.

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Who we are

MISSION

A mission is the reason we exist as a company. We deliver outstanding results; ideas to reality.

VISION

Our vision is a clear aim that defines where we want to go. To be recognised as the market leader through B.O.S.

- Best People
- Outstanding Results
- Sustainable Business

VALUES

Our values define and reflect how we behave and set the tone and principles for the culture of our organisation.

Integrity

We live this as a business and individually through diligence and care

Respect

We respect each other and our clients

Reliability

We do what we say we will, in a considered way with expertise

Collaboration

We achieve collaboration through togetherness

Passion

We believe in our work and have a 'can do' culture

Knowledge and Learning

We foster ongoing learning, development and innovation

Trust

We strive to be trusted advisors; it is integral to our approach and core strategy

Our hands-on involvement means we work as partners, not suppliers, to deliver the most optimal project outcomes for our clients and their stakeholders.

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We focus on understanding problems to establish needs

"Many things have changed over the last 50 years, but we have never lost our drive towards being a trusted advisor; a real partner with our clients. This commitment is our foundation for the future."

Glenn Corke

We focus first on understanding the concerns facing our clients and then addressing the needs that flow from this issue analysis.

We then work with our clients to comprehensively understand the nuances and characteristics of each issue and how it impacts their asset portfolio and upcoming projects.

Once these issues have been identified, needs can then be established and objectives are understood.

Using a solution-based approach, our team of industry leading professionals bring together their extensive experience, across a wide variety of projects worldwide, to ensure they achieve the best results.

Our staff at Donald Cant Watts Corke takes a proactive and client focused approach, making certain each project receives:

- Industry leadership;
- Value for money;
- Personalised service from a Director and Associate for the duration of your project;
- Market leading data management platforms;
- Demonstrably successful methodologies; and
- Innovation and advice on evolving market conditions and influences.

Donald Cant Watts Corke is 100% Australian owned, with over 180 staff across Australia.

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Sector overview

Catering for the needs of more than one million Australians, Australia's aged care sector plays a vital role in providing care, community and support to our ageing population.

As the quality of our lives improves to allow us to live longer and healthier lives, providing appropriate accommodation for ageing Australians is becoming increasingly essential. This is driving substantial increases in demand for residential aged care facilities, integrated care facilities and retirement communities nationwide.

While historically, the provision of aged care services and accommodation has been tightly controlled and heavily regulated by the Australian Government, new legislation introduced in 2016 is helping to drive substantial change toward a market-driven and consumer-centric system of access to aged care services. Where previously supply, distribution and funding of aged care places has been determined through use of population-based service provision target ratios, changes outlined in the Aged Care Sector Committee's Aged Care Roadmap will endeavour to deliver a funding model that follows the consumer, leading to more control and more choice for elderly Australians, and less difficulty moving between different models of care as the individual's need changes.

As deregulation of aged care services increases, in particular residential aged care services, providing premium services beyond basic facilities is expected to become a point of differentiation for many providers and consumers. This, combined with an enhanced ability to offer a broader range of integrated care services is anticipated to drive industry revenue growth and boost profit margins; increasing opportunities for aged care providers across all three sectors (not-for-profit, private and government) to expand service offerings and capabilities.

These changes, along with the expected rise in demand for residential aged care places for Australians entering the market, will require new and upgraded facilities, investment in infrastructure, and strategic investment in capital works leading to substantial opportunities for growth in the value of asset portfolios held by Australia's aged care providers.

As a provider of key services in the aged care sector, Donald Cant Watts Corke understands the changing needs of Australian aged care, and the diverse range of opportunities that will exist for providers, operators and developers working to support our ageing population.

Led by Bill Douglas, our national Aged Care Sector Lead, our team can provide expertise, insight and understanding of the requirements pertinent to aged care infrastructure, construction, capital works and maintenance.

As partners for excellence, drawing on over 50 years of experience in Quantity Surveying, Project Management, Facilities Management and Advisory Services, Donald Cant Watts Corke offers reliability and agility; acting as trusted advisors to enable our clients to meet their demands of the future in this sector.

* Aged Care Sector Committee - Aged Care Roadmap, April 2015: https://agedcare.health.gov.au/aged-care-reform/aged-care-roadmap

project experience

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Aged Care sector

Residential Aged Care Projects

CLIENT: ALLITY TANNOCH BRAE
CONSTRUCTION COST: $6M
TIME FRAME: 2017-2018
LOCATION: VICTORIA

CLIENT: ALLITY CLAREMONT TERRACE
CONSTRUCTION COST: $12M
TIME FRAME: 2017-2018
LOCATION: VICTORIA

CLIENT: ALLITY RIDDELL GARDENS
CONSTRUCTION COST: $11.5M
TIME FRAME: 2017-2018
LOCATION: VICTORIA

CLIENT: ALLITY MONT CLARE
CONSTRUCTION COST: $14M
TIME FRAME: 2017
LOCATION: VICTORIA

Allity Riddell Gardens, Mont Claire, Claremont Terrace & Tannoch Brae

Operating a network of more than 40 aged care facilities across Queensland, New South Wales, Victoria and South Australia, Allity are one of Australia's largest providers of residential aged care. Donald Cant Watts Corke are proudly providing Project Management services in support of a number of concurrent construction and refurbishment projects currently being undertaken throughout Allity's Victorian portfolio of facilities. The projects, which include Allity Riddell Gardens, Mont Claire and Tannoch Brae, are scheduled for completion throughout 2017/18, and feature significant refurbishment of living quarters, extensions to common areas and landscaping works.

CLIENT: JAPARA ROBINA
CONSTRUCTION COST: $26.5M
TIME FRAME: 2017-2018
LOCATION: QUEENSLAND

Japara Robina

Located in the Easy T precinct in the heart of Robina on Queensland's Gold Coast, Japara Healthcare is building a new aged care development to cater for the area's fast-growing health and medical services.

Nearby to the recently-opened Robina Private Hospital, this $30 million facility consists of a five-level residential care facility, with a total of 106 beds including 16 specialist beds for residents with dementia and similar high-care needs.

The rooftop level will feature gardens for use by general residents, while the ground floor, which houses residents with higher care needs, will include enclosed landscaped gardens, providing access to secure and safe outdoor areas.

This distinctive multi-level residential aged care accommodation, provides a home-like environment – using quality furnishings and locating staff and clinical areas in discrete locations. The design also caters for natural air and ventilation, shade and a range of communal areas.

Donald Cant Watts Corke is providing full Quantity Surveying services for this project.

SummitCare Baulkham Hills

The flagship property for family-owned aged care providers, SummitCare, the SummitCare Baulkham Hills development comprises a 232-bed residential aged care facility, with supplementary service offerings. Catering for both high and low care residents, as well as providing specialised day and long-term care for residents with dementia, and constructed at a cost of $50 million, Donald Cant Watts Corke provided overall project guidance for the duration of the project, including Quantity Surveying, Strategic Planning, Cost Control, Contract Management and Superintendent Services.

CLIENT: SUMMITCARE
CONSTRUCTION COST: $50M
TIME FRAME: 2014-2016
LOCATION: NEW SOUTH WALES

St Georges Aged Care Facility: Stage 1

St Vincent's Health Australia is the nation's largest Catholic not-for-profit health and aged care provider. Funded by the Victorian State Government, and operated by St. Vincent's Health in Victoria, this 90-bed standalone residential aged care facility is scheduled for completion in 2018, and will address immediate priorities such as the replacement of obsolescent facilities, and the ability to maintain service capacity for vulnerable residents with complex care needs.

Located at the St. George's site in Kew, the facility will operate a mix of public sector residential aged beds, as well as specialist mental health beds, in conjunction with new fit for purpose facilities that will improve the standard of residential care available for high-dependency residents, and a multi-level carpark with capacity for 322 cars.

Donald Cant Watts Corke is providing a full complement of Quantity Surveying Services for the St. George's facility, from feasibility right through to construction completion and handover.

CLIENT: THE DEPARTMENT OF HEALTH AND HUMAN SERVICES & ST VINCENT'S HEALTH AUSTRALIA
CONSTRUCTION COST: $55M
TIME FRAME: 2018
LOCATION: VICTORIA

> *We understand the range of challenges that Aged Care providers encounter and recognise that different needs require different levels of care.*

Blue Care Townsville
Mt. Louisa Aged Care Facility

Officially opened in 2016, Blue Care's new Townsville Mt. Louisa aged care facility was purpose-built to accommodate the colocation of residential aged care, respite are and allied health services.

Built to suit the north Queensland conditions, the 70-bed single level facility also houses a dedicated 16-bed memory support unit complete with secure landscape gardens. Donald Cant Watts Corke provided cost planning and contract administration services, helping to deliver the project one month ahead of schedule.

CLIENT: BLUE CARE
CONSTRUCTION COST: $13.3M
TIME FRAME: 2015 - 2016
LOCATION: QUEENSLAND

CLIENT: BAPTCARE
CONSTRUCTION COST:$93M
TIME FRAME: COMPLETED 2012
LOCATION: VICTORIA

BaptCare Strathalan Redevelopment

A project comprising 124 aged care beds, 38 apartments and 50 independent living units and a community centre, the redevelopment of BaptCare's Strathalan Residential Aged Care Community in Macleod, VIC was completed in 2012.

Now offering a unique blend of heritage and innovation, the redevelopment helped to modernise and improve facilities for residents, while retaining and preserving the historical character of the original homestead - an aged care home that was established in 1945. Donald Cant Watts Corke provided Quantity Surveying services for the entirety of the redevelopment works.

> *"Since the early days of Donald Cant Watts Corke, the company has actively strived to be a trusted advisor to its clients; this goal continues to be at the core of our organisational values."*

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Retirement Living Projects

Circa Retirement Village

A new concept in retirement living, the Circa Norwest includes 600 apartments for people requiring various levels of care. Comprising 466 independent living units collocated with a 144-bed dedicated residential aged care facility under development by the Mulpha Group, the masterplan for the site includes a lake surrounded by retail premises, cafés and restaurants, a swimming pool, a library and a community centre, representing a unique blend of commercial, recreational and retirement living. Donald Cant Watts Corke has provided, and continues to provide, extensive quantity surveying services for both masterplan design, and the first stage of development from feasibility through to final account.

CLIENT: MULPHA GROUP
CONSTRUCTION COST: $180M
TIME FRAME: CURRENT TO 2017 (STAGE 1)
LOCATION: NEW SOUTH WALES

CLIENT: AUSTRALIAN AGED CARE GROUP
CONSTRUCTION COST:$21.5M
TIME FRAME: 2015 - PRESENT
LOCATION: VICTORIA

Kew Gardens Aged Care

Operated by the family-owned Australian Aged Care Group, Donald Cant Watts Corke is currently providing full cost-management for this 44-bed aged care facility in Melbourne's eastern suburbs. Planned as a facility to support a self-reliant clientele, each bedroom functions as a self-contained apartment, enabling residents to retain a high degree of independence, while providing access to community living and key services to help maintain a high quality of life.

Classic Residences: Brighton

Completed in 2001, the Classic Residences facility in Brighton East, VIC comprises 400 units offering a combination of apartments, serviced apartments and garden villas. Each of the apartments were designed with adaptability in mind, allowing residents to age in place, even as their needs change.

Delivered over six stages, with Donald Cant Watts Corke providing cost management services for each stage, the project was valued at $100 million, and was delivered with minimal disruption to surrounding residents, exemplifying our ability to cost manage high quality aged care facilities, while ensuring due consideration is given to both internal and external stakeholders.

CLIENT: BECTON
CONSTRUCTION COST: $100M
TIME FRAME: COMPLETED 2001
LOCATION: VICTORIA

Additional aged care, retirement and assisted living projects

PROJECT	STATE
Aveo Live Well, Manors of Mosman Retirement Village	NSW
Banks Lodge RACF	NSW
Baptcare Lorikeet Aged Care Development	NSW
Baptcare Strathalan Aged Care Development	NSW
Benevolent Society, Ocean Street Bondi	NSW
Blue Care Mount Louisa	QLD
Bruce Sharpe Lodge RACF (Office)	NSW
Caritas Christi Aged Care	VIC
Chinese Australian Services Society, Residential Aged Care Facility – Stage 1 of 5 (Campsie)	NSW
Currans Hill – Senior Living Development	VIC
Durham Green	NSW
Emmaus Retirement Village	NSW
Gallipoli Aged Care Centre (Auburn)	VIC
Glenmead Village Stages 1, 2 and 3	QLD
Good Shepherd Nursing Home	QLD
Hummingbird House Palliative Care Facility, Chermside	QLD

PROJECT	STATE
James Milsons Village	NSW
Jeta Gardens	QLD
Jewish Care Nursing Home	VIC
Lakeview Aged Care Facility Redevelopment	VIC
Miranda Aged Care Facility	NSW
Mt Gilead Retirement	NSW
North Queensland Masonic Village	QLD
Point Cook Aged Care Complex	VIC
Sisters of Mercy Aged Care, Rockhampton	QLD
SummitCare Baulkham Hills	NSW
St Vincent de Paul, Catholic Healthcare	NSW
Templestowe Aged Care Development	VIC
The Willows, Castle Hill	NSW
Truganina Aged Care Complex	VIC
UnitingCare Ageing	NSW
Uniting Mayflower Residential Aged Care Facility, Rockdale	NSW
Uniting Mirinjani Residential Aged Care Facility	ACT
West Gippsland Health Care Group, Aged Care	VIC

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Project Management

Donald Cant Watts Corke understands that you need surety of delivering projects on time and within budget. Our expert team of Project Managers, with specialist skills across a broad range of industries, brings together best practice solutions to deliver quality services to you.

Project Management is one of Donald Cant Watts Corke's strongest attributes with a resourceful team that has the ability to undertake any project. Our clients have realised the benefit in outsourcing the role of Project Manager to Donald Cant Watts Corke as a way to complement and strengthen their delivery process. We offer hands-on service that is customised and focused on individual client needs.

Our well-developed processes and systems delivery are specific to each project stage and our individual client's needs. Our expertise includes the following project stages:

- Strategic planning and project direction;
- Project start-up;
- Design brief;
- Design and documentation management;
- Risk and value management;
- Project programming;
- Stakeholder management;
- Contract administration;
- Superintendent services;
- Testing, commissioning and handover;
- Quality management;
- Occupational health and safety; and
- Relocation management / Change management.

Donald Cant Watts Corke is flexible, responsive and innovative in tailoring our services to meet individual client's project needs.

Strategic Planning and Project Direction

From the initial planning phase of a project through to the development of its strategy and design briefing elements, Donald Cant Watts Corke has unique specialist skills in providing timely and accurate advice on projects across a variety of sectors. A key aspect of initiating the project direction is establishing well-planned project goals that foster a collaborative forum for all stakeholders.

We have accreditation and utilise PRINCE2 and PMBok methodology within our system.

Project Start-up / Design Briefs

Donald Cant Watts Corke has vast experience in accurately scoping a project's requirements and translating this into a concise project brief. The accuracy of the documents provides excellent project governance and ensures that the project gets off to the right start. The brief is also a critical document in briefing Design Consultants and defining the outer parameters of the project.

Typical points for consideration are:

- Reason for the project and source of funding;
- Operational functions of business units;
- Relationships between business units;
- Consolidation of business practices and floor areas; and
- Work Flow Diagrams.

Design Team Collaboration and Proactive Solutions

Our project management team has extensive experience in managing and working within collaborative environments. We believe the key requirement for developing true collaboration is to formulate a strategic framework in which the project is managed.

This framework includes:

- Strong leadership;
- Best project team, fit-for-purpose;
- Clear project governance;
- Clear lines of communication;
- Ensuring there is effective project governance in place, enabling timely key project decisions; and
- Ensuring that effective project plans are communicated clearly and instituted.

Preserving Customer Satisfaction

Through our extensive experience in operational environments, Donald Cant Watts Corke understands that it is critical to our clients' businesses to maintain the satisfaction of their customers, even during times of expansion. Prior to construction, it is critical that any staging of the works considers the ongoing operational requirements of facilities, and ensures that the design team and contractor obligations are clearly defined - not only in the design and staging documents, but in the preliminaries and contract.

These include issues such as:

- Business continuity;
- Housekeeping and cleaning;
- Hoarding specification;
- Staging plans;
- Noisy works;
- Dust prevention;
- OH&S; and
- Contractor point of contact.

During construction, Donald Cant Watts Corke works with the contractor to ensure that the conditions of the existing facilities are maintained; and monitor this construction/ operational facility "border" to ensure that the contractor is managing these issues with extreme diligence from construction start to practical completion.

Program and Time Constraints

One of the first tasks undertaken on your project is to analyse the target milestones and key dates established by you and verify/test/validate the viability of achieving these targets. Donald Cant Watts Corke will then prepare a detailed development program which investigates alternative delivery strategies and methodologies for successful completion. Once these methodologies and approaches have been agreed, we will prepare detailed design, documentation and construction programs to monitor and control the various phases. Establishing key hold points and sign-off points with the broader client team is critical to ensuring that the design incorporates the functional and operational input by the client; and more importantly, establishes the client as a key project team member.

Our Project Management team consists of highly skilled professionals from architectural, design, services and cost management backgrounds, adept at managing the coordination of multidisciplinary design teams and their outputs.

Design Guidelines and Stakeholder Involvement

Equitable participation by all stakeholders is paramount in ensuring a robust and complete Design Brief is established. In preparing this brief, we will ensure that a clear set of design guidelines are established, in collaboration with the client and design teams. Enforcing all project stakeholders adhere to these guidelines is critical in enabling the project goals and vision to be translated into a successful facility. As such, Donald Cant Watts Corke undertakes a comprehensive consultative process through facilitated workshops with key stakeholders to establish the guiding project design principles and requirements.

These include:

- Understanding space requirements and utilisation;
- Flows and circulation;
- Staff relaxation and common areas;
- Delivery access and egress; and
- Ensuring all branding requirements are integrated.

Aside from the end users, this project will also have a number of Facilities Management stakeholders that may require input to the construction as it progresses - including electrical, mechanical, hydraulic, fire, security, communications, and data and maintenance services.

Donald Cant Watts Corke will ensure that these various stakeholders provide the necessary input throughout the design, construction and post-construction phases.

Design Management

At Donald Cant Watts Corke, our design management experience is second to none. We acknowledge the importance of good design and ensure that the client's functional requirements are met.

Our Project Management team consists of highly skilled professionals from architectural, design, services and cost management backgrounds, adept at managing the coordination of multidisciplinary design teams and their outputs.

We ensure client sign-offs occur at all critical phases including the detailed design brief, schematic design / concept design, detailed design development and contract documentation.

At contract documentation, we also ensure the quality of documents delivers the client a competitive price with minimal variations during the construction phase and that the appropriate gap analysis of the documents has taken place before tender.

Superintendency

Donald Cant Watts Corke acts in the role of Superintendent on the majority of its projects.

A typical Superintendency service includes:

- Contract administration;
- Assessment of variations;
- Assessment of extension of time and delay claims;
- Inspection of works and safety aspects;
- Defects management;
- Client handover; and
- Determination and preparation of the final account.

Reporting

Project reporting is a key element in the management and control of a project. On a monthly basis, Donald Cant Watts Corke provides a detailed Project Control Group (PCG) report on all the key areas of the project; an ongoing record of the project's performance in relation to time, cost and quality. Inputs to the report are also provided by the design consultants, sub-consultants and Quantity Surveyor. During the construction phase, the builder is also required to make a contribution through the builder's monthly status report. Weekly design team and monthly project meetings will be chaired and minuted by Donald Cant Watts Corke.

Of high importance to Donald Cant Watts Corke is the preservation of the client's values, goals and objectives, from project inception through to completion.

Quantity Surveying

Donald Cant Watts Corke regards the establishment of Cost Management procedures for the Briefing, Design and Construction stages as critical to a successful project outcome.

Experience in Cost

Managing a Successful Outcome

Donald Cant Watts Corke regards the establishment of Cost Management procedures for the Briefing, and Design and Construction stages as critical to a successful project outcome.

We incorporate rigorous procedures, processes and systems, with each major project peer reviewed by another Director within the organisation to ensure it meets the approved project parameters.

We work closely with our clients to ensure the cost envelope is correctly tested and established early, and that the scope design and programme align with that cost envelope.

Our team look to benchmark and build cost models early to ensure the project team are well informed and can make the right decisions. We also look to present our information in a meaningful way, so that cost and revenue can be linked, therefore allowing the yield to be altered accordingly, to meet the feasibility requirements of the ROI.

We have significant experience in all forms of project procurement and balance control of the brief requirements and risk transfer. Our experience and reliable advice helps formulate the best procurement strategy to suit each individual project's needs.

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Process

Briefing and Design Phases

The briefing and design phase for us commences with balancing the brief, capital expenditures and revenues. The development of the three aspects are then closely monitored and managed to ensure they stay in equilibrium. When we move outside that mark, we work collaboratively with the team to provide options and solutions.

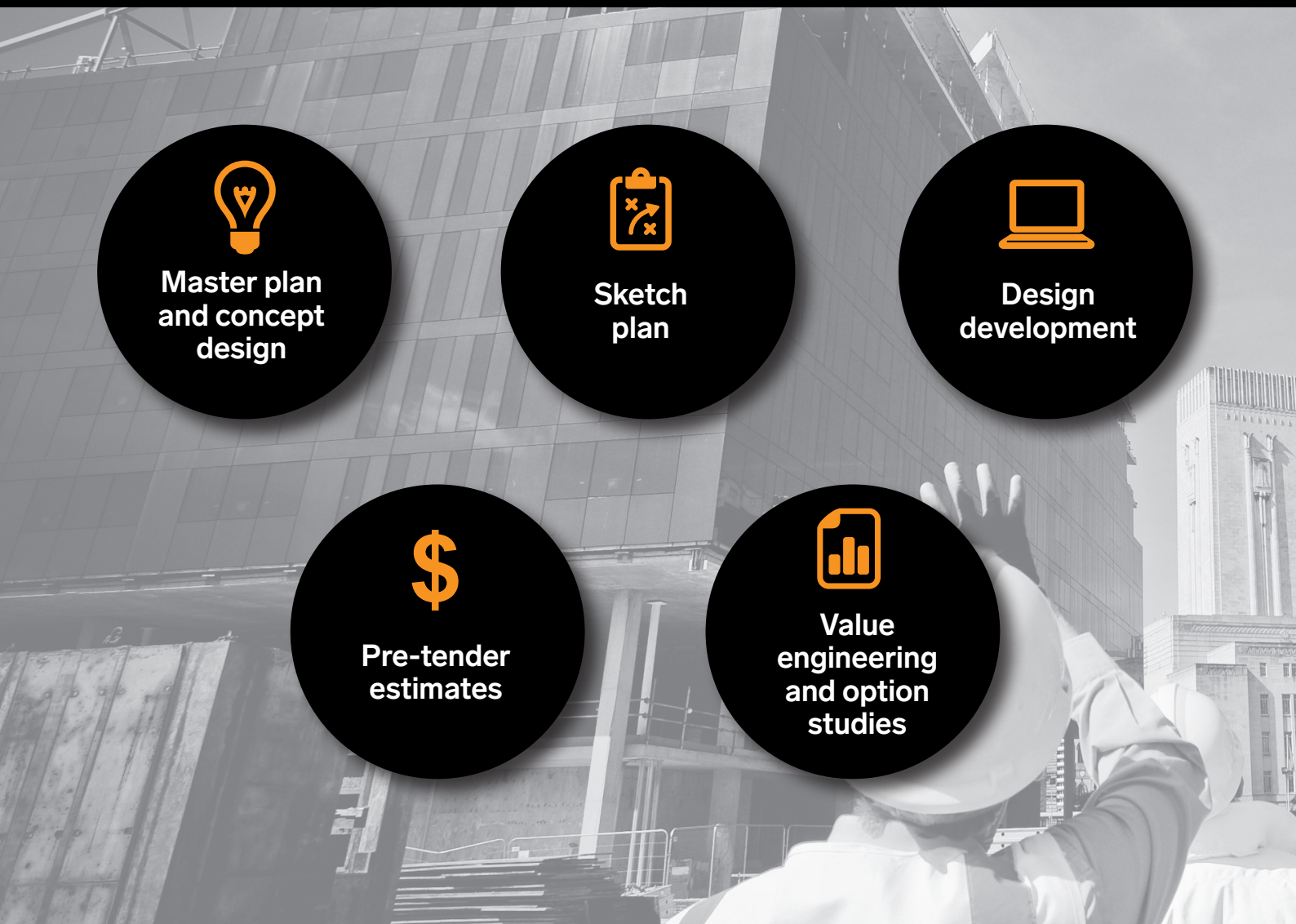
We look at the total budget where possible so the client and project team can understand the total commitment. This includes Construction Cost, Contingencies, Escalation, Professional Fees, other client cost (eg. legal) and Land Cost.

We go through a process of Benchmarking, Cost Modelling, Estimates and Cost Plans appropriate to each stage:

- Master plan and concept design;
- Sketch plan;
- Design development;
- Pre-tender estimates; and
- Value engineering and option studies.

Our value for money analysis takes into consideration area efficiency, design efficiency, whole-of-life costing/analysis and ESD requirements.

Donald Cant Watts Corke offers specialist advice in all value management reviews and design presentations. With a focus on total end cost, we ensure that the best outcome is delivered to our clients.



Process

Construction Phase

Donald Cant Watts Corke provides support and opinions throughout the procurement and construction phases.

Our teams have experience in: complete control of the procurement process; procurement route assessment; preparation and issue of EOIs and RFTs; interviews and assessment/recommendation. We can also just provide a supporting role and opinions, without offering the full suite of services.

We deliver a proactive approach to post-contract management. This ensures that the client and the project team are kept up-to-date, through regular monitoring and reporting on the financial status of the project. Additionally, this ensures consistent transparency of costs to make informed decisions.

Our value for money analysis takes into consideration area efficiency, design efficiency, whole-of-life costing/analysis, and ESD requirements.

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Engineering Services

Donald Cant Watts Corke understands the importance of engineering services cost control and the need for predictable project outcomes.

Accounting for approximately 30 per cent of major project costs, we know how important it is to obtain accurate engineering service calculations from the outset of a project.

We are experienced across a full range of services, including electrical, communications, mechanical, hydraulics and wet pipe installation. Our accurate assessment of progress claims also reduces the risk of contractor default and cash flow differences.

Our team of Engineering Services experts assists in reducing trade variation costs by 20 per cent.

Our Engineering Services team provides:

- Cost management of building services;
- Monthly evaluation and recommendations;
- Design and engineering documentation;
- Negotiation and recommendation of post contract variations;
- Post contract estimating;
- Independent Review role;
- Independent Certification role;
- Asset management;
- Life cycle costing; and
- Long term maintenance planning.

Our practical and hands-on approach ensures our Directors remain involved with your project from inception to completion, ensuring continuity, security and an outstanding project result.

Strategic Asset and Facilities Management

Donald Cant Watts Corke recognises that organisations are under ever-increasing pressure. Budgets are tightening due to increasing operational costs, real decreases in government contributions and greater competition and choice, both nationally and internationally.

These factors mentioned above, combine to drive a need to manage resources, and one area of focus is the management of assets and infrastructure in a more strategic and cost effective manner. While most organisations address operational Facilities Management and Capital Delivery relatively well, the practice of Strategic Asset Facilities Management (SAFM) is often underdeveloped and poorly executed. Thus, in response to growing business demand from organisations, Donald Cant Watts Corke added a SAFM Business Unit in 2014.

SAFM works in partnership with our clients to understand their organisation's unique facilities portfolio in its entirety. With a holistic understanding of the built estate established, the portfolio is then reviewed alongside an organisation's strategic business objectives and master planning intentions. Where gaps are identified between strategic and operational objectives and the measured performance of the built estate, a Strategic Asset Management Plan (SAMP) can be developed to improve performance and cost, whilst mitigating risk.

The SAMP is the influential narrative that assists with engaging the Executive to shape and articulate strategy; and supports the achievement of desired strategic outcomes. The asset management implementation plans that follow the SAMP align operations with strategic intent. This includes the maintenance management strategy formulation, which reduces costs and increases service levels for all stakeholders.

The asset management system framework adapted from PAS 55, 2008 highlights the SAFM focus on:

- Capital investment optimisation and sustainable planning;
- Sustained performance, cost and risk optimisation; and
- Optimisation of life cycle activities.

To maximise the performance of your built estate, SAFM offers a growing list of integrated services including:

- Asset Management Capability Assessments;
- Strategic Asset Management Frameworks (SAMF);
- Strategic Asset Management Plan (SAMP);
- Asset Management Implementation Plans; and
- Maintenance strategy development and implementation.

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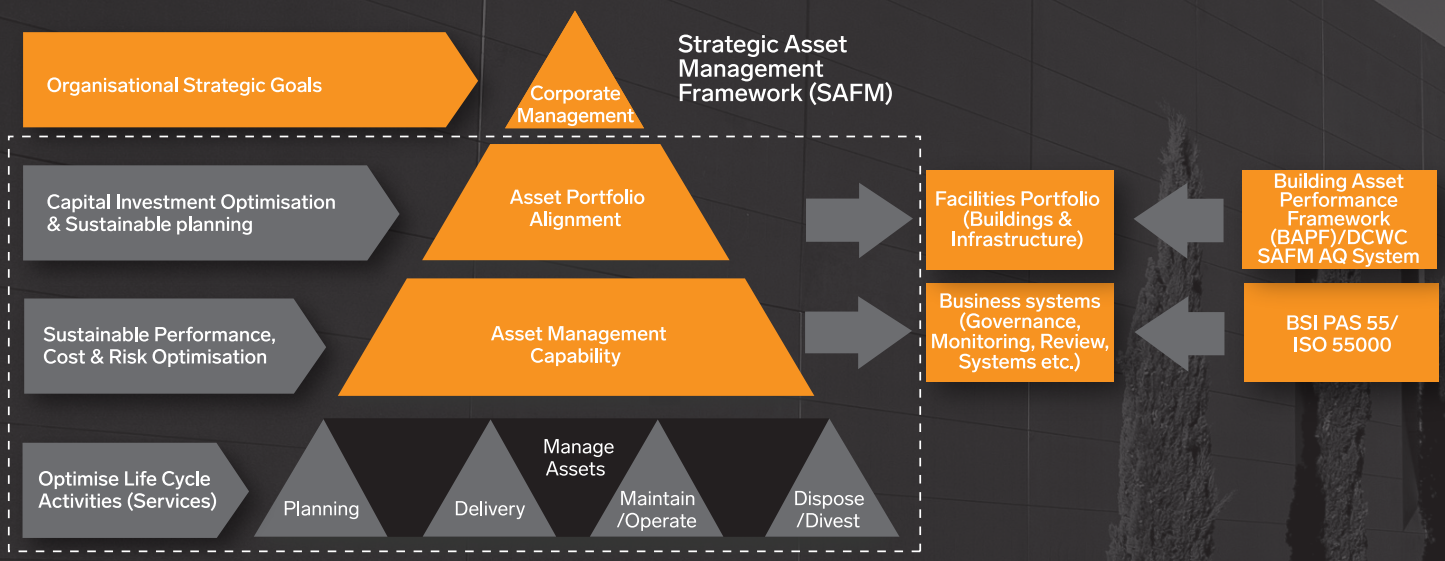
Asset Management Framework System



Advisory

Understanding the needs of each organisation and the unique challenges they face.

Donald Cant Watts Corke Advisory provides strategic planning services to a broad range of clients and has a particularly strong focus on the health, commercial and education sectors. By working alongside our clients, we develop and implement well planned, practical, effective and sustainable solutions.

We tailor our solutions to the strategic and operational requirements of our clients.

We are a team of highly experienced professionals with extensive industry knowledge, expertise and operational know-how in the formulation and delivery of strategy, program planning and project management.

Our team's mix of expertise and experience ensures that we can understand the client perspective and provide our clients with a superior level of service including:

- Master Planning, Feasibility and Business Case development that is tailored to your operational aspirations in terms of cost effectiveness;
- Service Delivery development with a focus on operational efficiency that optimally aligns with your facility;
- Infrastructure Planning including design briefing, adaptive reuse of facilities, functional relationships, schedules of accommodation, room layouts, room data sheets and post occupancy evaluations;
- Change Management specialising in operational and process redesign and implementation;
- Financial Analysis with a strong focus on alignment of organisational strategic requirements;
- Implementation strategies, particularly delivering optimal solutions;
- Project Governance for review, delivery and risk management including systems and tools for ongoing management;
- Stakeholder Engagement and workshop facilitations including knowledge transfer; and
- Risk Management strategies with a focus on opportunities, risks, costs and other financial implications of projects.

Advisory Services

Advisory is the Donald Cant Watts Corke solution to the challenges facing our clients.

We approach advisory in a unique way which differentiates us from other service providers:

Our solutions are people centric

We generate new ideas and thoughts by collaborating with your teams and actively working with you to understand your organisational challenges.

We challenge the status quo

Our solutions are built on a best practice framework that integrates governance, change and risk management.

We understand key industry challenges

We understand each organisation is different with unique challenges. Our team of thought leaders and technical experts can work with you to understand these challenges, identify objectives and implement solutions.

We are partners for excellence, with a range of trusted advisors, and look forward to servicing your needs.

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Independent review and certification services

Donald Cant Watts Corke understands the need to deliver effective verification and risk minimisation techniques in a transparent and consistent manner. To assure the best outcomes, our methodology encompasses all imperatives, with time, cost, quality, environment and safety, giving as much consideration as technical design and construction issues.

Donald Cant Watts Corke's Independent Review and Certification Services can be tailored to meet the requirements of project framework ranging from Design and Construct contracts to Public Private Partnerships (PPP).

The scope of service covers the functions of Independent Reviewer, Independent Certifier and Financial Certifier in combination, or standalone, to suit the project framework or the Contract Parties' preference.

The range of services encompass the following aspects of a PPP and/or Design and Construct contract:

- Review of master works programme;
- Monitoring of and reporting on progress and milestones;
- Overview of Completion Reports and documentation;
- Review of completion test methodology templates and tests plans;
- Witnessing of designated completion tests;
- Approving list of Outstanding Items and programme;
- Verification of completion criteria compliance;
- Certifying Technical Completion and completion of Outstanding Items;
- Monthly inspections for compliance with endorsed Design documentation;
- Certification of monthly progress payments;
- Final validation inspections; and
- Final clean inspections.

Bank reporting and financial certification

We have a team of highly professional, experienced, efficient and effective cost managers.

In 2014, Donald Cant Watts Corke acquired Sydney based company, Heymann-Cohen.

Operating as Quantity Surveyors since 1998, Heymann-Cohen has performed the function of Superintendent and been involved in Bank Certification for almost 20 years, acting on behalf of numerous Australian financial institutions.

We are on the panels of a number of banks, with varying approval levels.

Following the acquisition we now offer a range of superintendent, bank reporting and financial certification services across a number of sectors, nationally.

Our team are very experienced in acting as the liaison between our clients and the bank.

We understand the integral role the Building Contract plays in the delivery of a project and are experienced in undertaking a review of the contract, in particular the commercial terms including retentions, liquidated damages and variations amongst others.

We also offer monthly progress reports required by the bank commensurate with progress claims from the builder, including signed certificates certifying the value of works completed in the period as well as the forecast cost to complete the total project.

Many forms of building contracts used in Australia prescribe the requirement for a superintendent.

Our suite of services includes:

- Progress monitoring and reporting;
- Coordination of quality control and completion inspections;
- Assessment of extension of time claims;
- Assessment of progress claims and issue of progress certificates;
- Assessment of claims for extra payment (such as claims under the latent conditions provisions or variations) under the contract;
- Determine issues of potential dispute under the contract between the principal and the contractor;
- Arrangements for execution of contract documents;
- Screening of commercial requirements in relation to contractors' insurances and security deposits;
- Approvals and clearances by statutory authorities;
- Advice on rate of progress and expenditure; and
- Recommendations on contractual actions to be taken by the principal.

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Innovation

WEBCERT

Gathering data to track cost, time and quality is an ongoing issue in the construction space. At Donald Cant Watts Corke, we are focused on introducing innovative practices to ensure improved project results.

Without a single database, internal and external stakeholders:

- Lack reliable contextualised data for each project;
- Waste hours attempting to compile or consolidate data across their program of work;
- Struggle with data presentation inconsistencies between projects due to disconnected systems; and
- Operate blindly with no early warnings if one project (or the whole program) is tracking outside of expected KPIs or towards a risk occurring.

WebCert is a single database providing accurate, live, easy-to-interpret information across concurrent projects offering a complete picture of the project portfolio.

Encompassing construction industry best practices, WebCert addresses the fundamental needs of project controllers, managers, and all project stakeholders, providing an overarching management view of the critical aspects of managing major projects, which is designed to work in conjunction with existing project management and accounting solutions.

WebCert has been specifically designed for use in the construction industry, ideally suited to clients who have a portfolio of projects and require information consolidation. The results encapsulate those critical areas required by all stakeholders at all levels, from highlight overviews to project specific data.

WebCert is the best outcome to produce a clear and accurate picture of the critical aspects of managing a program of works. In addition to live reporting, it enables access to the following areas:

- Cashflow;
- Risk management;
- Milestones;
- Key Performance Indicators (KPIs);
- Contract management; and
- Cost management.

Overview of WEBCERT

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Donald Cant Watts Corke has developed clarity about the breadth of expertise and experience that it needs to deliver holistic advice and solutions, and as a result employs a diverse range of professionals from nurses to economists, civil engineers to MBAs, environmental scientists to CPAs.

company profile

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Director's message

In the sophisticated built environment industry that now exists, to grow and operate a profitable consultancy, the business model must be focused on providing added value through knowledge, insight, partnerships and trust. Differentiating your business is vital to long term viability and growth. It is also critical to understand the changing dynamic of those institutions – both public and private. Whether its health, education or aviation, senior management need trusted advisors so that they are armed with all the information they need to make the best possible decisions and achieve the best possible client outcomes.

Since the early days of Donald Cant Watts Corke, the company has actively strived to be a trusted advisor to its clients; this goal continues to be at the core of our organisational values.

A trusted advisor sits with the client, listens to the problem the client is facing to really understand what it is, so that they can support and advise the client as they work through possible solutions.

Three basic skills are needed to evolve beyond being a mere supplier and into a trusted advisor:

- Earning trust;
- Giving advice effectively; and
- Building relationships.

The Donald Cant Watts Corke leadership team has given significant consideration to the vast array of services which allow them to work with their clients from very early in a project's conception, through to end-to-end solutions, identifying where they can truly deliver the most possible value.

Donald Cant Watts Corke has developed clarity about the breadth of expertise and experience that it needs to deliver holistic advice and solutions, and as a result employs a diverse range of professionals from nurses to economists, civil engineers to MBAs, environmental scientists to CPAs.

Following 51 years of outstanding success, Donald Cant Watts Corke is an innovative, agile and forward-thinking firm that is prepared to take on the challenges that the next 50 years will bring. We want to be recognised as a knowledge-based, innovative firm with a diverse range of people that can solve a multitude of problems. We want to mentor and train people, and we want to be seen as, and to be, a trusted advisor. We also want to make a difference within the market we operate in and for the communities we work with. This commitment is our foundation for the future.

Glenn Corke

Growing a consultancy business in a rapidly changing business environment requires a range of skills; agility being a primary one. Where many businesses fail, is in building and sustaining organisational clarity, stability and structure.

History

We have built our reputation on delivering high quality services for over 50 years.

Since 1966, Donald Cant Watts Corke has helped some of Australia's most respected organisations turn their ideas into reality. We are industry leaders in the infrastructure development sector and have partnered with government, private and public organisations to deliver some of Australia's most advanced and complex developments and redevelopments in every Australian state and territory.

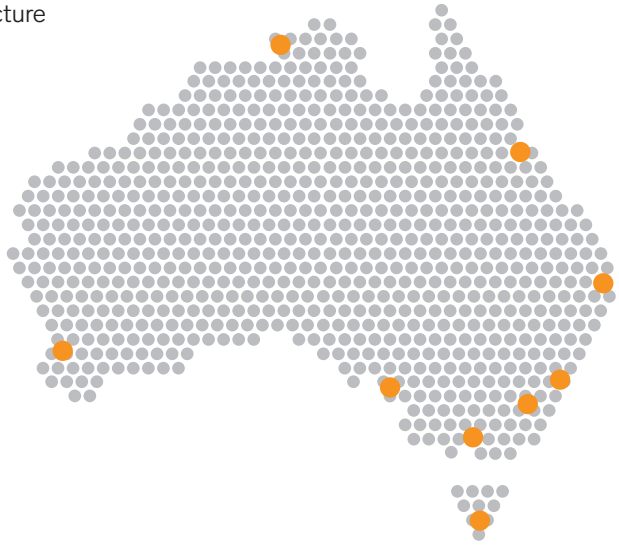
We have built our reputation on delivering high quality services for over 50 years. We look forward to achieving this for you.

Donald Cant Watts Corke is 100% Australian owned, with over 180 staff across Australia. Our reputation has been built on integrity, passion and reliability, and we are now Australia's largest privately owned planning, cost and project management services provider.

We offer nationwide service delivery through our offices in Melbourne, Canberra, Sydney, Brisbane, Townsville, Perth, Darwin and Adelaide. This unified national structure ensures you receive consistently outstanding results through all phases of your project.

In every state and territory, we have been instrumental in delivering some of Australia's most advanced and complex developments across a wide range of sectors. Whatever your project's challenges, our team will work with you to transform your ideas into reality.

We are committed to providing you with a service that is focused on delivering outstanding results; and take pride in developing strong relationships with our clients and stakeholders in ensuring we live by our tagline, partners for excellence.



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Donald Cant Watts Corke group structure

We are a private group of companies with a reputation for providing high quality service. Donald Cant Watts Corke has over 180 staff specialising in the fields of:

- Quantity Surveying
- Project Management
- Strategic Asset and Facilities Management (SAFM)
- Advisory
- Cost Planning
- Engineering Services
- Independent Review
- Bank Reporting and Financial Certification
- WebCert Software

Our teams take a flexible, responsive and innovative approach; ensuring our services are tailored to meet our clients' needs.

Donald Cant Watts Corke

Donald Cant Watts Corke **Engineering**

Donald Cant Watts Corke **Infrastructure**

Donald Cant Watts Corke **Advisory**

Donald Cant Watts Corke **SAFM**

Donald Cant Watts Corke **NSW/ACT**

Donald Cant Watts Corke **WA/NT**

Donald Cant Watts Corke **QLD**

Donald Cant Watts Corke **VIC QS**

Donald Cant Watts Corke **SA**

Donald Cant Watts Corke **VIC PM**

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Our people

Our people are highly competent and have the confidence to bring forward an opinion, based on their knowledge.

This touches on our core value of Collaboration, which manifests itself in many ways but can best be summed up as respect for the team ethos. We want to work in an environment where we are able to challenge solutions put forward by others. In return, we are receptive to being challenged ourselves.

Looking after our clients has a personal dimension that relates to doing things in a way that is underpinned by our service culture. This means being quick to respond to requests for information, and flexible about one's time. We have the benefit of an IT infrastructure that allows people to access their data from anywhere in the world. Our size and depth enables us to share resources across states and territories, ensuring the correct unique skill set is applied to each individual project.

Sharing lessons learnt across sectors, exposes our staff to the varying project experiences, equipping them with the knowledge and confidence to challenge project plans and budgets, to ensure the best outcome for the client and then the project's end user.

Our core value of Integrity may require us to go one stage further on occasions. If there is an issue that we think needs to be faced, we are brave enough to say what the client needs to hear, even if it is not under the best circumstances. For example, when the client's own management arrangements for a project need support, or there is a gap between the budget and aspiration, we work with our clients and the project stakeholders to mitigate the issue and find a workable solution.

The same thing applies if we make a mistake – we understand the need to talk about it, take responsibility and resolve the problem with minimal disruption. Regardless of the project stage, our people are committed to adding value at every step and will make service improvements based on feedback.

Continuity in relationships facilitates opportunities for us to add value. Having the same people working with the client and design teams over a series of projects is a powerful way of capturing and applying our learnings, which is why we always strive to ensure consistency within our national team. Where our clients have an expanding workload we make sure that any newly introduced personnel are transitioned into already established relationships. Looking after our clients has a personal dimension underpinned by our service culture.

Our approach

Donald Cant Watts Corke offers an end-to-end range of specialist services for the planning, delivery and management of property and major assets.

End-to-end range of services offered

Our integrated levels of services include:

LEVEL 1 Core Services	Project Management • Quantity Surveying
LEVEL 2 Value Add	ICT Management • Engineering Services • Change Management • Risk Management • Infrastructure • Masterplanning
LEVEL 3 Beyond Business as Usual	Facilities and Asset Management • FF & E • ESD • Programming • Business Case Studies • Service Design Reviews • Relocation Management

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Our holistic approach allows us to see the project from all angles and at all stages, from inception to completion. This ensures that all options are brought to the attention of the project-working group allowing the best possible outcomes for each venture.

We understand how important it is to comprehend all possible project outcomes on a complex development. Our senior team members work through every stage, in partnership with the project team, to ensure that all solutions are considered and that each project is delivered in an optimal way.

Our methodology

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The experience and ongoing involvement of Donald Cant Watts Corke's senior team members for each project ensures insights, knowledge and understanding.

Donald Cant Watts Corke's methodology is underpinned by three core principles:

- Director involvement for the duration of the engagement;
- Team approach and collaborative working with transparent project governance; and
- Systems and processes with a client-centric method.

Director involvement

We understand that delivery of the best possible outcome relies on managing the expectations of a wide range of stakeholders, transparent project governance and exceptional communication skills.

The experience and ongoing involvement of Donald Cant Watts Corke's senior team members for each project ensures insights, knowledge and understanding. This intrinsic and ongoing involvement provides confidence to all project stakeholders.

Team approach

We place a high level of importance on ensuring an overall collaborative approach to generate a highly engaged, outcome-focused team environment, where each team member and stakeholder works towards the shared goal of creating something exceptional.

Donald Cant Watts Corke believes the key requirement for developing a truly collective team environment is to formulate a framework in which the project is managed. This framework includes:

- Strong leadership;
- Best project team, fit for purpose;
- Transparent project governance; and
- Clear and open lines of communication.

Behind this framework are a number of strategies that can be implemented, as required, to optimise these desired outcomes. These strategies include:

- Minimising stakeholder concerns through communication throughout the design and construction phases;
- Fostering innovative thinking;
- Clearly defining then creating awareness of responsibilities;
- Conducting workshops and discovery sessions; and
- Engaging and involving each of the stakeholders, consultants and contractors.

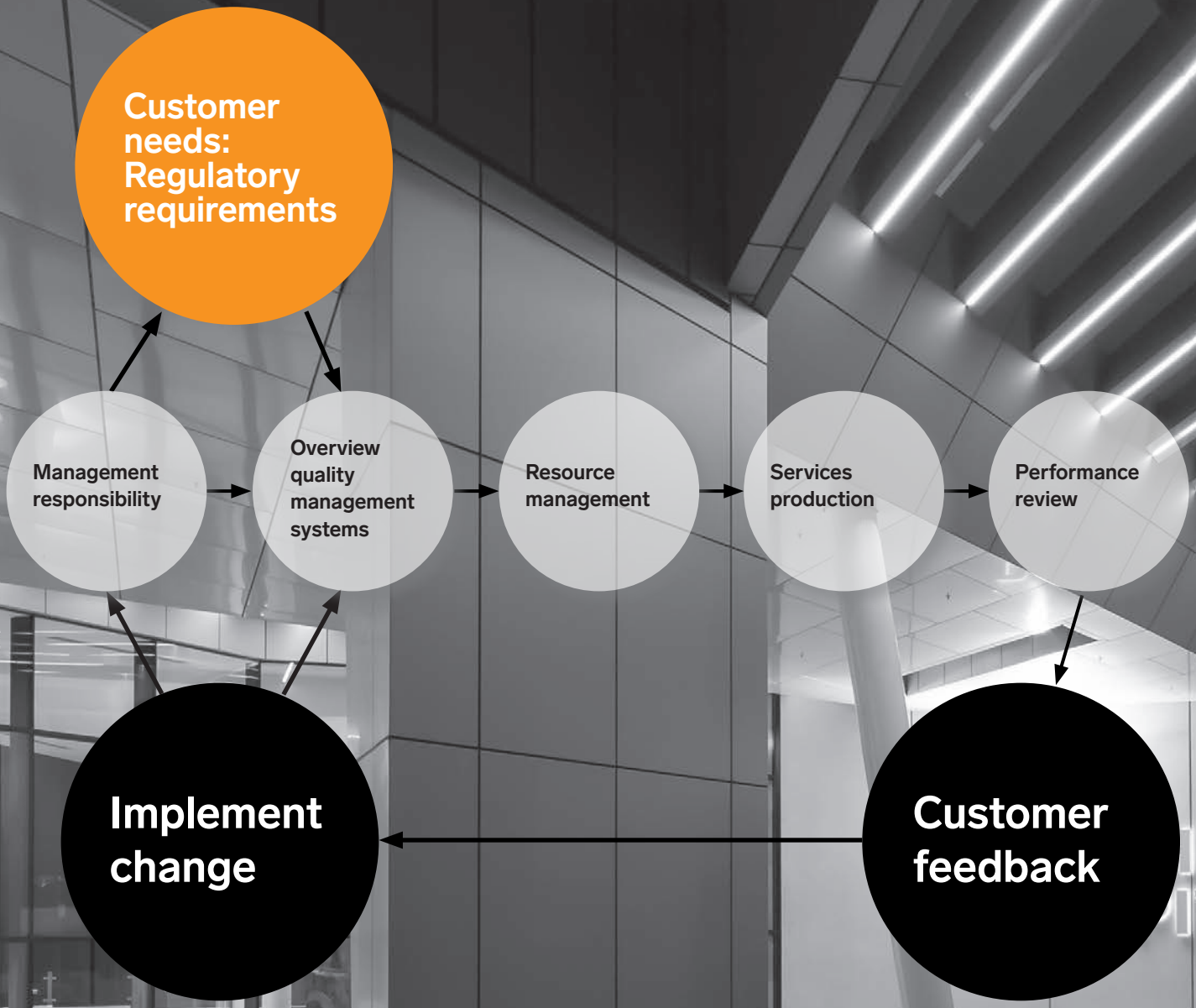
Systems and Processes

Our systems and processes have been developed in response to the specific needs of our clients, ensuring delivery of the optimum outcome.

Quality Management Systems

Donald Cant Watts Corke currently has third party certification for compliance with AS/NZS ISO 9001:2008 'Quality Management System Requirements'.

Our quality systems go beyond simply meeting our contractual obligations; they are an integrated part of ensuring consistent quality procedures remain implemented through all stages of our projects, to deliver certainty of outcomes.



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Our sectors

We currently operate in a number of sectors nationally:

- Aged Care
- Arts & Culture
- Aviation
- Civic
- Commercial
- Defence
- Education
- Health
- Hospitality
- Industrial
- Infrastructure
- Justice
- Research
- Residential
- Retail
- Sport & Recreation
- Student Accommodation
- Technology
- Transportation
- Urban

partners for excellence

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