



# montage

BOLTON CLARKE EMPLOYEE MAGAZINE

*A Year to remember*

*Inside this issue*

Celebrating our teams

Graduates take a bow

Out and about together



# Inside

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### Acknowledgement of Country

Bolton Clarke sites are located on approximately 62 different regions across Australia and New Zealand. Bolton Clarke recognises the Traditional Owners and their connection to land, sea, culture and community. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Front cover: Members of the Darlington residential care team at the launch of their Grandfriends program.



## From Steve's desk

**Thanks to YOU, 2024 has seen our 16,000 strong team and organisation come together under the Bolton Clarke name as Australia's Heart of Positive Ageing.**

An extraordinary milestone that has only been possible as a result of your tenacity and dedication. This achievement is the tip of the iceberg in a year of MANY highlights:

- Exceptional operational results with record high home care packages and occupancy rates across our residential care homes and retirement villages.
- Maintaining full compliance across our services and continued benchmark-setting workplace health and safety performance.
- Welcoming the RCA Villages team and residents into the Group. The four retirement villages on the Mornington and Bellarine peninsulas complement our existing Europa on Alma and Callisto Place communities. All are located in areas where there is strong demand for connected services including residential aged care and home and community support.

- Historic sector reform with progression of the Aged Care Act through Parliament to provide more certainty for the sector demonstrating what customers, providers and policymakers can achieve when they work together.
- National and international recognition for us through a raft of awards such as operator of the year and employer of choice.
- Recognition for our recruitment team named mobility team of the year for their successful recruitment, training, placement and orientation of 98 PALM workers.
- HIV Aids specialist, Dr Liz Crock, awarded the HESTA Nurse Practitioner of the Year. Well-deserved acknowledgement of a career spanning many decades of leading contribution in this field across Australia and internationally.

In this edition of Montage, read more about the stories, milestones and achievements from 2024. This includes the latest cohort of nurses and personal care workers to complete our graduate programs, innovative allied health and social connection programs led by our frontline teams, and our new sustainability strategy, along with plenty of celebratory team moments.

Heading into our 140th anniversary year, we continue to make great strides supporting our not-for-profit purpose and growing to provide more connected care and living options across Australia. Something we can all be proud to be part of. It is my personal honour to have now served this exceptional organisation for 1/10th of its history.

Wishing you and your families a safe and relaxing time together over the festive period. As always, my deep appreciation is particularly with all team members who will keep supporting residents and clients with the utmost kindness and care throughout the holidays.

My thanks to each and every one of you for making 2024 a year to remember.

Take care,

**STEPHEN MUGGLETON**  
Group CEO



A *heartfelt thanks* for your incredible efforts this year in helping our clients and residents to live positively.

# Awards special



## Time to shine

**Our exceptional care, support and living options have been recognised nationally and internationally.**

### Nurse Practitioner of the Year

Congratulations to Dr Elizabeth Crock who was named Nurse Practitioner of the Year at the 2024 Australian College of Nurse Practitioners Awards.

The award recognises Liz's exceptional contributions and dedication to nursing including four decades caring for people living with HIV/AIDS. As Nurse Practitioner in our HIV team, Liz supports people living with HIV in Melbourne and the Mornington Peninsula with specialist needs including clinical nursing care, care coordination and pain management.

### Health and wellbeing

The science, technology, engineering and maths (STEM) program at Montclair residential care home

won the Health and Wellbeing category at the 2024 Future of Ageing Awards.

The program provides residents with opportunities to explore new and existing interests through fun and engaging activities such as learning 3D printing and interacting with an artificial intelligence (AI) robot.

Montclair Lifestyle Coordinator Julie Roppola won the Individual Innovation award at the 2024 Aged & Community Care Providers Association (ACCPA) Excellence Awards for her work in establishing the program.

### Employer of choice

We were named on *The Australian's* Best Places to Work list and were once again an Employer of Choice in the Australian Business Awards 2024.

These awards reflect innovative approaches to areas such as training and education programs, educational scholarship opportunities and access to comprehensive professional development.

### Workforce innovation

Our International Sourcing team was named Mobility Team of the Year at the 2024 TEMi Australasian Workforce Management Awards. The team was recognised for their work in supporting Australia's largest Pacific Australia Labour Mobility (PALM) intake under the Aged Care Expansion program.

Since 2018, many team members have joined us through the PALM scheme. This year we welcomed 98 personal care workers from Fiji who are now based at 17 residential care homes in regional and remote locations across Queensland and New South Wales.

### Design excellence

Willowdale residential care home and Callisto Place retirement community have both been recognised as finalists for several excellence awards, highlighting

their thoughtful and modern designs which have attracted strong interest in their local communities.

Princeton View residential care home at Brighton East received Best Heritage Renovation or Restoration at the 2024 Bayside Built Environment Awards. Originally constructed in 1882, the home provides residents with a unique living experience combining traditional architecture with modern features and comforts.

We were also a finalist in the Excellence in Community Engagement category at the 2024 Urban Developer Awards for the proposed retirement living community at New Farm in Brisbane.

Images (from left): Dr Liz Crock; Julie Roppola (centre) and the Montclair residential care team; Sara Allotta and Kirwan Sanday from the International Sourcing team; Chairman Tony Crawford and residents at the official opening of Callisto Place.



Client Steven enjoys his weekly outdoor physio sessions with Gary.

## Making a difference

**Across our services, allied health professionals including physiotherapists, occupational therapists and social workers use evidence-based practice to support clients and residents in new and innovative ways.**

From developing exercise plans to improve mobility and recover from injuries, to helping coordinate care and providing support for everyday activities such as shopping and preparing meals, our allied health teams support clients to live independently at home and stay connected with their local communities.

They also play a vital role in helping people retain and regain independence after hospitalisation, which in turn can help prevent frailty and support positive ageing.

This was the case for client Kate, who after several long hospital stays was feeling too weak to attend her exercise classes and social activities.

Home and community support (HCS) nurses

suggested she receive physiotherapy support, and with physio visits at home, Kate was soon able to recommence her regular activities.

HCS Physiotherapist Team Leader Narelle Sulley said it was great to see Kate out and about again and reconnecting with friends.

“With the support of our in-home physios, Kate’s zest for life has returned and she has been able to get back to doing what she loves to do,” she said.

Our physiotherapists also support clients outside their home environment. For client Steven, his weekly sessions at the local park with HCS physio Gary Scott provide the best of both worlds – exercising and enjoying the outdoors.

Gary said he loved encouraging clients to exercise outdoors where possible.

“Getting out into nature has immediate benefits for wellbeing and provides good topics of conversation, making exercise easier and enjoyable,” he said.

For clients who live further away, a new virtual model of care is enabling our allied health teams to deliver services with support from local team members.

Launching earlier this year, the pilot program is currently providing occupational therapy support to 25 clients in Far North Queensland. Clients are assisted by personal care workers who have been trained in how to support a virtual appointment.

The program is a joint initiative of the Research Institute and HCS teams, and there are plans to extend the program to more locations and add more services including physiotherapy.



Client Kate receiving physiotherapy support at home with Narelle.



# A *roarsome* experience

Residents from Pemulwuy and Greenwood residential care homes recently enjoyed weekly visits with zoo animals as part of a new program at Sydney's Taronga Zoo.

The purpose-designed Aged Care and Dementia Program gives residents the opportunity to interact with a variety of animals and get involved in hands-on activities run by the zoo's educators.

Over six weeks, residents got up close and personal with the zoo's many animals including elephants, giraffes, koalas, lizards, seals and even snakes – all while enjoying the spectacular scenery of Sydney harbour.

They also had fun helping prepare food for the chimps and lemurs and gaining insight into the feeding process.

For Greenwood centenarian Win, the program was particularly memorable, fulfilling her lifelong wish to see the Sumatran tigers including cubs Mawar, Tengah Balam and Pemanah.

The visits were also a highlight for our teams who enjoyed the zoo almost as much as the residents did!

Group Marketing Manager Kate Tipping said the program was a big hit among residents, with more visits planned for 2025.

"Residents enjoyed meeting all the different animals and their keepers and felt very special participating in the behind-the-scenes experiences," she said.

"A big thank you to all the teams who helped to make this happen!"



## Fostering community connections

Strengthening social connections between team members and residents is the focus of the recently launched Grandfriends program at Darlington residential care home.

The initiative has paired all 90 residents with a team member from across the home and aims to boost resident wellbeing by providing more one-on-one time for every resident to continue doing the things they love.

Lifestyle Coordinator Kelly Gawthorne said the program was developed as a way of helping residents establish meaningful connections in their communities and across generations.

"We noticed there was a gap for some residents – for example those who don't gravitate towards group activities - and we wanted to close that gap by providing other opportunities for involvement," Kelly explained.

"We decided to try pairing each resident with a team member – whether that's a team member from cleaning, maintenance, lifestyle or even clinical – who becomes their go-to person.

"Residents and their team member get together for anything from sitting down for a cuppa to doing a jigsaw puzzle, even watching a TV show together - it's different for each resident and can change on any

given day. It can even be as simple as going out for a walk."

Kelly has paired with resident Kevin, who has been part of the Darlington community for eight years, and both are enjoying their regular catch ups.

"Recently we caught up and had a big breakfast together that Kelly cooked for me and brought down to the dining room – it was a great morning," Kevin said.

"That was only one little thing but it was really enjoyable and it's those small things that matter."

While the program is in its initial stages Kelly said residents and team members have already noticed a positive change.

"From a lifestyle point-of-view, it has been absolutely amazing because it's building stronger relationships. There have been many special moments for our teams, who have enjoyed the experience of getting to know residents through new points of conversation and by sharing memories."





# Honouring our veteran legacy

On 11 November, our communities held services to commemorate Remembrance Day and recognise those who gave their lives in service.

## Making sustainability part of our everyday

With a new sustainability strategy and dedicated team, we are strengthening our focus on creating a lasting, positive impact for our customers, people, community and environment.

We have a long history of continued commitment to the communities in which we operate and have initiated many social and environmental initiatives that make a difference.

For example, our Be Healthy and Active program provides free health and wellbeing sessions to retirement village residents and community members, and the Homeless Persons Program supports individuals and families experiencing or at risk of homelessness.

Sustainability considerations are integrated into planning and design of new developments, and our new wardrobe was also designed with sustainability in mind, with eco-friendly fabrics and a recycling process for old uniforms.

Our new sustainability strategy brings together and connects all of these initiatives so we can better measure their impact and understand emerging risks and opportunities.

### Building strong foundations

Our approach to sustainability is underpinned by five pillars.

Understanding what we do and how we do it is pivotal to building a sustainable legacy. In the first year of our sustainability strategy, we are focused on knowing our data, understanding our footprint, and establishing targets that will help us identify more opportunities for efficiency and growth.

As with everything we do, our customers are at the heart of our approach to sustainability. Our strategy is built on their experiences and the things that matter most to them, their families and communities.

We will continue to seek feedback from our customers about what sustainability means to them and build partnerships and collaborations to ensure we can meet their needs now and in the future.

### How you can get involved

Our sustainability strategy has been developed with input from teams across all states and services, including ideas received as part of the Sprout sustainability challenge.

To find out more, contact Sustainability Manager Kathryn Wightman-Beaven.

Supporting veterans and their families has been an important part of our legacy that began with our founders Brigadier William Kinsey Bolton and Lady Janet Clarke, nearly 140 years ago. Our earliest history saw district nurses in Melbourne supporting veterans from the Boer War and our service to veterans has continued through the two World Wars, Korea, Vietnam and more recent conflicts. As we have grown, our veteran ties have strengthened with Acacia Living Group (formerly RSL Care W.A.) and McKenzie Aged Care in particular sharing our rich history of veteran service.

From these early days we have continued to grow our legacy and focus on veteran wellbeing through our services, research and community partnerships. This includes our Veteran Family Mental Wellbeing Series, our involvement in Weaving Evidence into Action for Veterans with dementia (WEAVE) and the Research Institute's work into understanding the different care needs of veterans and their dependants. More broadly, we continue to support

veteran-led community programs that offer practical health and wellbeing support such as Timor Awakening and Trojan's Trek.

Remembrance Day holds special significance for our clients and residents and some of the inspiring stories featured this year include:

- Centenarian and WWII veteran Ruth's experiences during her defence career with the Women's Auxiliary Air Force.
- Cairns resident and veteran Noel's reflections on a 20-year naval career that took him to Vietnam and across Australia.
- Farnorha residents reminiscing while visiting the Australian Armour and Artillery Museum.

We acknowledge all members of the defence community within our organisation and remember those who served and continue to serve.

**Lest we forget.**



Teams at homes and villages held commemorative services in honour of the day.

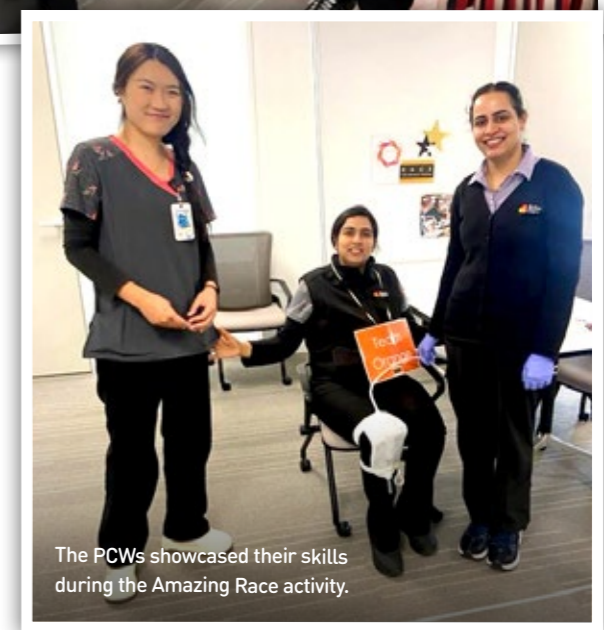




Celebrating the nurse graduation.



Celebrating the PCW graduation.



The PCWs showcased their skills during the Amazing Race activity.

# Celebrating our graduates

**Congratulations to the latest cohorts of nurses and personal care workers from home and community support who recently completed their 12-month graduate programs.**

Both programs are designed to enhance and support participants' clinical and non-clinical skills and knowledge and grow their confidence in delivering safe and effective care to clients.

The Graduate Nurse Program provides a strong foundation for new nursing graduates in home and community support, offering structured theory modules, hands-on opportunities and mentorship.

This year a clinical placement was introduced so that

participants can learn directly from clinical nurse consultants and the allied health team.

Eighteen nurses graduated from the program in September. There are currently 20 nurses completing the program with the next intake due to start in February 2025.

The Personal Care Worker (PCW) Graduate Program also supports team members entering critical frontline roles, providing new PCWs with hands-on learning

opportunities and ongoing mentoring to build their confidence and skills across a range of areas.

Twelve PCWs recently graduated from the program and celebrated with a special morning tea and 'Amazing Race' activity at the Forest Hill office.

Clinical Nurse Educator - PCW and Nurse Academy Fiona MacRae said the race provided graduates with the opportunity to demonstrate their skills in a fun way.

"The PCWs had to use hand-eye coordination, critical thinking, and clinical skills and knowledge to outrace and outwit the other teams," she said.

"It was a lot of fun and a lovely way to celebrate 12 months of learning and training together."

# the heart of us



## Showtime at Galleon Gardens

The Galleon Gardens team hosted their own Gold Coast Show Day for residents with activities including a bean bag toss, mini golf and petting zoo.



RDNS New Zealand team.



Little Para residential care team.



Brentwood residential care team.

## Shining bright

Many teams held celebrations to mark Diwali, the Festival of Lights.



## Teams come together

The Brisbane North and Sunshine Coast residential care teams shared updates and plans for the year ahead at the recent General Managers' Forum in Brisbane.

## Hands-on learning

The NSW home and community support team showed off their skills during their annual training assessment for CPR, infection control and medication assistance.





## Aged Care Employee Day celebrations

Cupcakes, cookies and conversations were in abundance when teams came together for Aged Care Employee Day.



Caboolture and Redcliffe home and community support team.



Medina Manor residential care team.



Menora Gardens team.



## Starring Altura Learning...and Gustav!

The Altura Learning team's latest shoot for their 'Strengthened Aged Care Quality Standards' course included a special appearance from CEO Paul Goudie's furry friend, Gustav.

## New career pathways

Congratulations to all winners of this year's Bolton Clarke Scholarships Program which received a record number of applications. View the full list of winners on Buzz and Connect.



Leanne Wilson and Jordan Greig.



Vikashni Roy receiving her scholarship.



## Fun in the sun

Sunset Ridge team member Priya got up close and personal with creatures big and small during an outing to Emu Park.



## Competitive spirit

It was a tough competition but Bribie Cove village team members Kristy, Cookie, Brad and Darren ultimately claimed victory in the annual Team vs Residents Bowls Competition, breaking the residents' two-year winning streak!

the heart of us



The retirement living team put together hampers for the homeless at the recent RL forum.

# Out and about *together*

Across our services, teams have hit the road and skyways coming together to share their knowledge and experiences.

## Building strong foundations

In November, retirement living team members from across the country gathered in Brisbane for their annual team forum. With collaborative sessions and hands-on workshops, the two-day event provided the opportunity for teams to share valuable insights, create lasting connections and assemble hampers for the homeless as part of their team-building activities.

## Powering into 2025

Leaders from our residential care teams recently came together for a series of workshops as part of their preparations and planning for the second half of FY25.

Held in Brisbane, Sydney and Melbourne, the FY25 RAC Roadshows were an opportunity to share successes and discuss operational priorities across our 88 residential care homes.



Residential care leaders at the FY25 RAC Roadshow in Sydney.

## Sharing expertise in the community

Senior Clinical Nurse Advisor Kylie Elder was one of four home and community support team members who presented at the National Wounds Australia scientific conference at the Gold Coast in October.

Kylie said the conference was a great opportunity to keep up with the latest trends and innovations.

"It was pleasing to see that we are closely aligned with current practices and moving well into future wound care practice," she said.

HCS nurses also presented at the Australian College of Nursing National Nursing Forum, highlighting the many ways nurses can support clients in the community to improve outcomes and enhance quality of life.

## Research in practice

Research Fellow Dr Linda Schnitker and Senior Physiotherapist Mili Dhir co-presented at the International Dementia Conference in Sydney, sharing outcomes from their collaborative research project at Cabrini residential care home aimed at improving quality of life for people living with dementia.

Linda said presenting at the conference was a rewarding experience.

"It was great to share our experiences from this industry-driven research project that is having real benefits for residents," she said.



HCS team members presented at the Australian College of Nursing National Forum and (right) the National Wounds Australia scientific conference.





The Bolton Clarke team at the Friends of Lady Clarke luncheon.

## Sharing our appreciation

The generosity of our supporters was recognised at the annual Friends of Lady Clarke luncheon in Melbourne. The event is held each year to thank our supporters for their donations that make a direct and positive impact to the lives of residents and clients.

Head of Fundraising Alex Cross said the event is a wonderful opportunity to share our appreciation and honour the early philanthropic work of our founder Lady Janet Clarke.

“We are deeply grateful for the ongoing compassion and generosity of our supporters. Every donation makes a difference and furthers the outreach of our community programs and services,” Alex said.

This year, Research Institute and home and community support representatives shared updates about how grants and donations assist with the development and delivery of innovative programs, services and research.

Highlights included:

- Operations Manager (Strategy and Support) Jane Edwards explaining the impact of age care reforms on home care packages.
- Community Programs Manager Kerry Rendell sharing the progress of the Connect Local and Be Healthy and Active community programs.
- Clinical Nurse Consultant Kylie Walters presenting research about the benefits of using personal hearing devices during home-based nursing assessments.
- Community Health Registered Nurse Bill Faulkner discussing the inspiring work of our Homeless Persons Program.



## The gift of giving

Our annual Christmas Appeal launched last month with a focus on the positive difference our Good Samaritan Fund makes in the lives of clients experiencing financial hardship. The Fund is designed to provide support by helping to cover the costs of essential supplies, medications and equipment.

As part of this year’s appeal we shared the story of client Lenard, who received support from the Fund for special compression bandages and equipment. Visit our website to find out more about Lenard’s story and the Good Samaritan Fund.

## Pedal power

Shane Hunter from our Procurement Team recently completed an ultra marathon cycling challenge to raise awareness about a cause close to his heart.

The challenge, known as ‘Everesting’, requires people to ride or run up and down the same mountain, without stopping to sleep, until they reach 8,848 vertical metres – the height of Mount Everest, the tallest mountain in the world.

In preparation for the challenge, Shane spent 10 months gradually increasing the number of metres climbed on weekend rides lasting anywhere from four to 10 hours.

In September, he successfully completed the challenge, cycling Brisbane’s Mount Coot-tha 52 times to accumulate 10,600 vertical metres over almost 300 kilometres. The challenge took Shane over 20 hours to complete, with a few refreshment breaks and lots of encouragement from family and friends to power him on.

As well as smashing his cycling goal, Shane also exceeded his fundraising goal, raising more than

\$7,500 for the Prostate Cancer Foundation of Australia, with wonderful support from many across Bolton Clarke.

Shane said he completed his achievement in memory of his dad.

“My dad died from prostate cancer and I wanted to get the message out about the importance of men getting their health and particularly their prostate checked,” he said.

“Dad lived a healthy life but was not diagnosed or treated early enough and didn’t get to enjoy his retirement or meet or spend time with his eight wonderful grandchildren.

“Medicine has come a long way since he died nearly 30 years ago. This challenge was my way of encouraging all men to take advantage of the easy screening tests that are now available.”



Shane completed the cycling challenge in memory of his dad.

# In the *NEWS*

## Safety is everyone's business



The Jurien Bay team with the local fire brigade.

Congratulations to Jurien Bay's home and community support team for taking out first place in our Safe Work Month competition. For their entry, the team organised a bushfire preparedness session with local emergency services and involved clients and local community members.

Safe Work Month put the focus on positive safety culture and highlighted the importance of good workplace practices. To view the full list of competition winners visit Connect.

## Cheers for *sprout* challenge winners



HCP Clinical Team Manager Larissa Hill and team.

The latest Sprout challenge called for ideas about how new technology can be applied to help clients maintain their independence at home.

In response 20 innovative ideas were put forward including a submission about the Memory Machine device, which broke Sprout records for the most liked idea with 72 votes. Congratulations to all the winning ideas:

- Memory Machine – Submitted by Larissa Hill, HCP Clinical Team Manager
- Cognitive Aids – Submitted by Mez Kohsar, HCP Care Manager
- Dossy social isolation solution – Submitted by anonymous

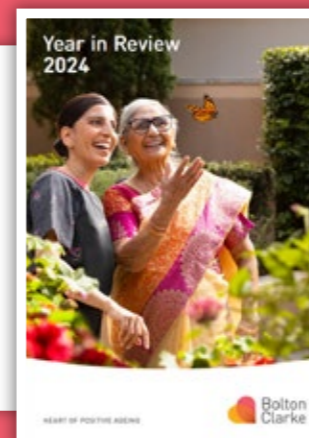
*Thank you* to all participants.

# Before you go!



## Summer reading...

Looking for some reading inspiration? Here are a few options to keep you up to date:



## 2024 Year in Review

Our Year in Review showcases key milestones and achievements from throughout the year and celebrates our organisation coming together under a single brand as Australia's Heart of Positive Ageing. Visit the About Us section on Connect to view online.



## Care and Service Governance Framework

Version 2.0  
September 2024

## Care and Service Governance Framework

The framework provides a comprehensive guide to the structures, systems and processes we have in place to ensure the highest standards of care and service for clients and residents. Visit the Policy document library on Connect to view the Care and Service Governance Framework.



## Latest ACCPA industry magazine

The latest edition of Aged Care Today is now available. The industry magazine, produced by the Aged & Community Care Providers Association (ACCPA), includes news and information about the sector. Visit the ACCPA website to view online.

