



montage

BOLTON CLARKE EMPLOYEE MAGAZINE

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Communities
come together

Welcome
PALM team

Teamwork
on show



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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: A collection of highlights from this edition.



From Steve's desk

It's been a busy couple of months with operational teams hitting some key milestones and earning well-deserved recognition.

Starting with a shout-out and welcome to our latest Pacific Australia Labour Mobility (PALM) scheme intake as they settle into 17 of our residential care homes across Queensland and New South Wales. This program is making a practical difference helping to meet workforce needs, particularly in some of our more remote locations. A huge thank you to the many people who have been supporting the 98 strong team – Australia's largest single intake – through their induction and training. You can read about some of their experiences getting to know new team mates, residents and local areas on page 4.

In April, 200 leaders came together for the 2024 Operational Roadshow. This was a first in bringing all service lines together to find better ways to serve our customers and provide feedback on important topics like the Group's new Care and Service Governance framework – a great initiative and a real differentiator for us.

In May I shared with you my thoughts on outcomes from the Federal budget – a mixed bag for aged care. On the plus side,



Our newest team members are settling in well at residential care homes in Queensland and New South Wales.

the Government committed to fully fund wage rises from Stage 3 of the Work Value Case but missed the opportunity to pass the Aged Care Taskforce recommendations. Once enacted, these recommendations will provide more certainty around funding to inform future pay increases – as always as soon as we receive the funding, we'll pass it all on to employees. Once again the new Aged Care Act was delayed and while the 24,100 increase in home care packages was welcome, it will not be enough to reduce the queue or make a real difference for the many people experiencing extended waiting periods for care they need now.

Also in May, our focus on positive ageing was recognised internationally at the 12th Asia Pacific Eldercare Innovation Awards in Singapore, with two major wins. The first was Operator of the Year: Active Ageing for encouraging older people to live well and age with purpose. The second was Innovation of the Year: Employee Wellbeing recognising the raft of effective workplace health and safety programs in place across the Group.

We are starting to see our brand come to life in uniforms, fleet and building signage across our homes, villages and communities. More to come on this as we prepare to introduce our single brand externally with a campaign starting in Victoria from end June and from September in other states. This campaign will help raise awareness of who we are, what we do and the valuable work our teams undertake. You may see it on television, in print, on

billboards and online. In this edition you can take a look at *An Australian Story* – our very own book filled with some amazing facts and stories from Bolton Clarke's 139-year history. It's an extraordinary read!

On the Research Institute front, as part of our work with the Ending Loneliness Together program, we will be hosting a roundtable event in Melbourne to raise awareness with policy makers about the largely hidden issue of chronic loneliness and social isolation in older people. The focus will be on actionable evidence-informed solutions that promote social connection.

Other major milestones include welcoming the first residents at our newest retirement living community, Callisto Place, in Melbourne in June and seeing Willowdale residential care home in Sydney reach almost 75 per cent occupancy just 10 months since opening its doors.

All these achievements are a direct reflection of YOUR commitment, hard work and dedication.

You can read about these topics and much more in this edition of Montage.

Enjoy exploring this issue.

STEPHEN MUGGLETON
Group CEO

First Impressions

Three months after welcoming 98 personal care workers from Fiji into residential care homes across Queensland and New South Wales, we check in to see how they're settling in.

The team members have joined us through the Pacific Australia Labour Mobility (PALM) scheme, with this intake Australia's largest cohort of Pacific Island aged care workers to date.

After spending their first week in our Kelvin Grove support office, the team members transitioned to 17 residential care homes where they have continued to build their skills through six weeks practical training at the locations they will be based in for the next four years.

Sara Allotta from People and Culture said it was wonderful to see the team thrive in their new environment.

"We are hearing a lot of positive feedback and it's great to see our homes, residents and their families embracing the Fijian team in such a short time," she said.

"Our newest team members have been finishing their Certificate III in Individual Support and settling into their new roles and life in Australia."

Five PALM Support Officers (PSOs) are helping the Fijian team members as they become part of their local communities and will be available to assist during their time in Australia.

A 'Buddy' program has also been introduced to offer additional on-the-job support across residential care homes. More than 130 buddies are providing advice, guidance and encouragement to our newest team members.

Personal Care Worker Mili said she was thankful for the help from her PSO Amini Tudrau and buddies at Rowes Bay residential care home.

"This is the first time I've cared for older people in Australia and the support from Amini and my



Rowes Bay Personal Care Worker Mili and her PALM Support Officer Amini.

buddies has been very useful in understanding the different culture and ways of working," Mili said.

Amini, who moved to Australia from Fiji in 2020, said he was happy to share his experience with his team members.

"There were lots of things I didn't know when I arrived in Australia so I understand what they are going through and can share practical advice as they become familiar with their new home and community," he said.

"It's great to see everyone flourishing in their new roles."



Mayor of Bundaberg Cr Helen Blackburn visited Fairways residential care home to welcome some of our new team members.



Village Manager Solie (centre) and Assistant Manager Renee (right) welcomed Zoe, Corey and Kelly to Inverpine village in June.

Teams come together



More than 200 leaders from across our three service lines came together earlier this year for the 2024 Operational Roadshow.

The roadshow was held over six sessions in Brisbane, Sydney, Melbourne and Adelaide. The focus of the roadshow was to bring together leaders from Home and Community Support, Retirement Living and Residential Aged Care to collaborate and discuss ways of working together to achieve the best customer outcomes across our services.

Executive leadership team representatives including Glen Hurley, Deidre McGill, Glenn Hancock and Brett Rice shared updates on strategic direction, operational priorities, and system and process integration initiatives and programs.

Head of Clinical and Service Governance Kath Platt led a working session on the revised Care and Service Governance Framework and model of care. The framework has been developed through extensive consultation and engagement with teams across all service areas. The framework focuses on quality and care and the role we all play in this across Bolton Clarke and reflects evidence based best practice and the new Strengthened Aged Care Quality Standards.

Feedback from the roadshow was positive, with participants commenting how valuable it was to meet and share ideas with the wider team.

Healthy eating made easy

Inverpine village residents were in for a treat when our Research Institute and Central Catering teams stopped by to share their top tips for healthy eating.

Research Officer and dietitian Zoe Selby visited the village in June to run a Healthy Eating and Nutrition session as part of the Be Healthy and Active program. The session focused on sharing tips with participants about healthy eating habits, basic nutrition principles and how to get the most out of meals every day.

Following the session, residents were invited to sample meals and desserts from our Wholesome Fare range, which is cooked and prepared by the Central Catering team. The range offers nutritionally balanced frozen meals and desserts to village residents and clients throughout South-East Queensland, with our Central Catering team currently providing more than 1,000 meals every month.

Village Manager Solie Cochrane said feedback from the session was very positive with many residents commenting they had learned a few things they did not know about how to maintain a healthy and nutritious diet.

"Zoe's presentation was so engaging and residents were impressed with all the helpful information explained so clearly," Solie said.

"They were also impressed with the quality and taste of the Wholesome Fare samples, with many attendees purchasing some frozen meals to try at home."

Zoe said as well as providing helpful advice, the session gave residents the opportunity to learn from each other.

"Many residents are in similar situations wanting to make easy and convenient meals for one to two people, so by coming together for this session they were able to share their own tips and tricks," she said.

Our Be Healthy and Active program supports village residents, Home and Community Support clients and community members by offering free, practical advice across 12 health and wellness topics. Now in its ninth year, Be Healthy and Active has delivered 1,450 sessions to 37,000 participants in retirement villages, community venues and online throughout Australia.



Corey from our Central Catering team was on hand to serve samples of the Wholesome Fare range to residents.



A day of reflection

On Anzac Day we remembered veterans both past and present as we marked the 109th anniversary of the Gallipoli landing.

Many of our homes and villages hosted commemorations including wreath laying, parades and moments of reflection.

Fernhill residential care home and village in Caboolture, once again hosted their dawn service and gunfire breakfast. In keeping with tradition, residents and the team joined with the local RSL sub-branch for commemorations with friends, families and the wider community.

This event has become an annual highlight for Fernhill. It recognises the legacy of care that began in 1950, when a private home called 'Newman House' was converted into a war veterans' community welcoming Boer War and World War 1 returned services personnel.

Newman House – which later became Fernhill War Veterans' Home – had an interesting history before the Newman family donated the property.

It had served as headquarters for Secret Intelligence Australia (SIA) during World War II. SIA operatives used the water tower to practice parachute jumping. The SIA together with the Australian Army and Air Force conducted small intelligence operations from Newman House during the war.

While Fernhill has evolved over the years, historic artefacts and nods to its veteran heritage can still be found there today. The 25-metre high water tower used for parachute jump training is a great example. Following a community voting campaign in 2020, a mural honouring the Anzac spirit was painted on the water tower shining a light on the story behind this well-known local feature.



Services were held across our communities including Fernhill residential care home.

A strong turnout for the traditional dawn service at Fernhill, with the historic water tower featured in the background.





Resident Bob enjoying a tandem skydive as part of an active lifestyle.

International *award* recognition

The outstanding efforts of our teams were recognised at the 12th Asia Pacific Eldercare Innovation Awards with wins in two major categories: Operator of the Year – Active Ageing and Innovation of the Year – Employee Wellbeing.

Chairman Tony Crawford and finalist representatives attended the event in Singapore to accept the awards, which reflect the quality of care and services we provide and our commitment to positive ageing.

The Operator of the Year award highlighted our focus on enabling independence and promoting healthy and active lifestyles. A range of Bolton Clarke active ageing and social engagement programs were featured that encourage older people to live well and age with purpose.

Judges were impressed with the many ways we support residents and clients from lifestyle activities and health and wellbeing programs to connectivity through technology and allied health support.

The Innovation of the Year award recognised our approach to holistic employee wellbeing and programs that demonstrate effective workplace

health and safety. This is evidenced by our enviable record of having the lowest injury rates and highest return to work rates in the health and aged care sectors.

We were also a finalist for Innovation of the Year: Assistive Living Technology for our Buddy social connection app; Innovation of the Year: Active Ageing for the STEM program at Montclair residential care home; and Facility of the Year: Ageing in Place for our newest retirement village, Callisto Place, which welcomed its first residents in June (see page 12 to find out more).

The awards were presented during the World Ageing Festival in May, attracting more than 180 submissions from 19 countries. The festival is an annual event that encourages global knowledge exchange, cross-industry collaboration and sector partnerships to help accelerate the launch of new projects and innovations.

Developing *future leaders*

A new graduate program is helping empower the next generation of nurses in our residential care homes.

Incorporating structured learning opportunities, regular group forums, and individualised support and feedback, the RAC Graduate Nurse Program aims to advance clinical skills and knowledge and grow confidence and capability in the aged care setting.

The 12-month program started in April, with 70 graduate registered nurses and 27 preceptors (coaches) participating.

As part of the program, graduates and preceptors across the country have been taking part in an evidence-based series 'Leading Clinically with Heart' developed by Leader Advocate Dr Richard Olley to build their authentic leadership skills.

Registered nurse and preceptor Sue Wheeler said being part of the program was a valuable experience and a great way to share knowledge and support graduates new to the aged care sector.

"This excellent program has inspired me as a preceptor and I am sure it will inspire all our graduates," she said.

Operations Manager of Clinical Improvements Michelle Baldwin said the program will help develop our nursing leaders of the future.

"We are empowering our nursing workforce by investing in education and training that will build our nursing capability and help our residents to live a life of fulfilment," she said.

"Through the program Richard and I have watched the graduates and preceptors bonding and growing as leaders and have been amazed by the quality of participants.

"The program has generated a lot of interest and we hope it will become the graduate program of choice for nurses with the desire to specialise in aged care."



Graduates and preceptors from our Victorian residential care teams recently came together for the 'Leading Clinically with Heart' workshop.



Callisto Place is now open for residents.

Ready, set, go at *Callisto Place*

Our newest retirement living community reached a major milestone in June, welcoming its first residents.

Located within the master-planned Polaris development at Bundoora, Melbourne, Callisto Place includes 90 contemporary apartments designed with residents' current and future needs in mind.

Apartments support ageing in place incorporating Livable Housing Australia design standards with spacious open floor plans, wide doors and halls, and digital independence technology integrated throughout.

Shared spaces including a rooftop terrace, library, cinema and games room are available for residents to enjoy and socialise in, with an on-site concierge to assist with their daily needs.

Other community benefits include access to a shared electric vehicle and a senior-specific gym, with Home and Community Support allied health and care teams available if needed.

Chief Development and Property Officer James Mantis said Callisto Place offered residents an accessible environment with extra support if their needs change.

"People aged 65 and over are increasingly seeking purpose-built apartments co-located with services to enable connected care and positive ageing," he said.

"Callisto Place offers all this and more – real options for people to age in place."

This is our second vertical retirement living community in Melbourne, following the opening of Europa on Alma at St Kilda in 2022. The communities share a special connection, with both named after Jupiter's moons.

Another connection is Senior Village Manager Guy Marinucci, who helped establish Europa on Alma over the last couple of years before recently moving to support Callisto Place.

Guy said he was looking forward to welcoming more residents and seeing the community grow.

"The location is ideal with shops and transport close by and lots of green space," he said.

"It's a great opportunity to develop a community from the ground up, guided by residents and the activities and events they are interested in."



Akina, Candys and Aswin trying out the gym equipment at Callisto Place.

Building confidence and community

Preparations to welcome residents to Callisto Place have extended to the new gym, with physiotherapists from Home and Community Support putting the equipment through its paces.

Physiotherapists Akina Lim, Candys Chandra and Aswin Dangol from the Melbourne North team recently toured the gym and tried out the equipment – all specifically designed for older people.

Akina said having access to the gym and equipment would allow the team to support clients and residents in even more ways.

"The equipment is very user friendly and can be adapted for each individual, allowing people to manage their personalised exercise program in a safe, comfortable and confident way," she said.



Be first to see our new brand campaign

With all our teams now working together under our single brand, it's time to take the next step and share our brand story as the Heart of Positive Ageing with clients, residents and communities.

From end of June, our new brand campaign will start to appear on TV, in print, on billboards and online in Victoria moving to other states in September. Our brand ad invites viewers to see ageing as a natural part of life and the opportunity to age positively. It includes beautiful images celebrating moments of joy – big and small – with people enjoying full lives as they grow older. You can take an early peek at the videos

representing all our services at heartofboltonclarke.com.au

Ahead of communicating more widely, it's important our clients and residents are familiar with our new brand story. We began this conversation with our existing customers in March and will soon follow this up with tailored activities and information for each of our services.



Introducing our new brand to clients and residents

A helpful guide

As we introduce our Bolton Clarke brand across our homes, villages and out in the community, it's a great opportunity to chat with clients and residents about what the move means.

You can start by asking...

- Do you remember receiving this letter and brochure in March?
- Are there any questions I can answer?

You may wish to ask clients and residents whether they've seen our new logo and where, or what positive ageing means to them. Below are a few handy reference points.



What is positive ageing?

Positive ageing is about living a full, happy and healthy life as we grow older. It's staying connected to the people we love, enjoying the activities that bring us joy, and looking forward to the experiences we're yet to try.

It's what we wish for our family, friends, and ourselves!

As Australia's heart of positive ageing...

- We've been caring for Australians since 1885, when our very first nurses took to the streets of Melbourne, starting home care.
- Today we offer a range of connected care and living options.
- We're Australia's largest independent not-for-profit aged care provider, here for you.

Visit heartofboltonclarke.com.au to find out more.

Helpful conversation starters

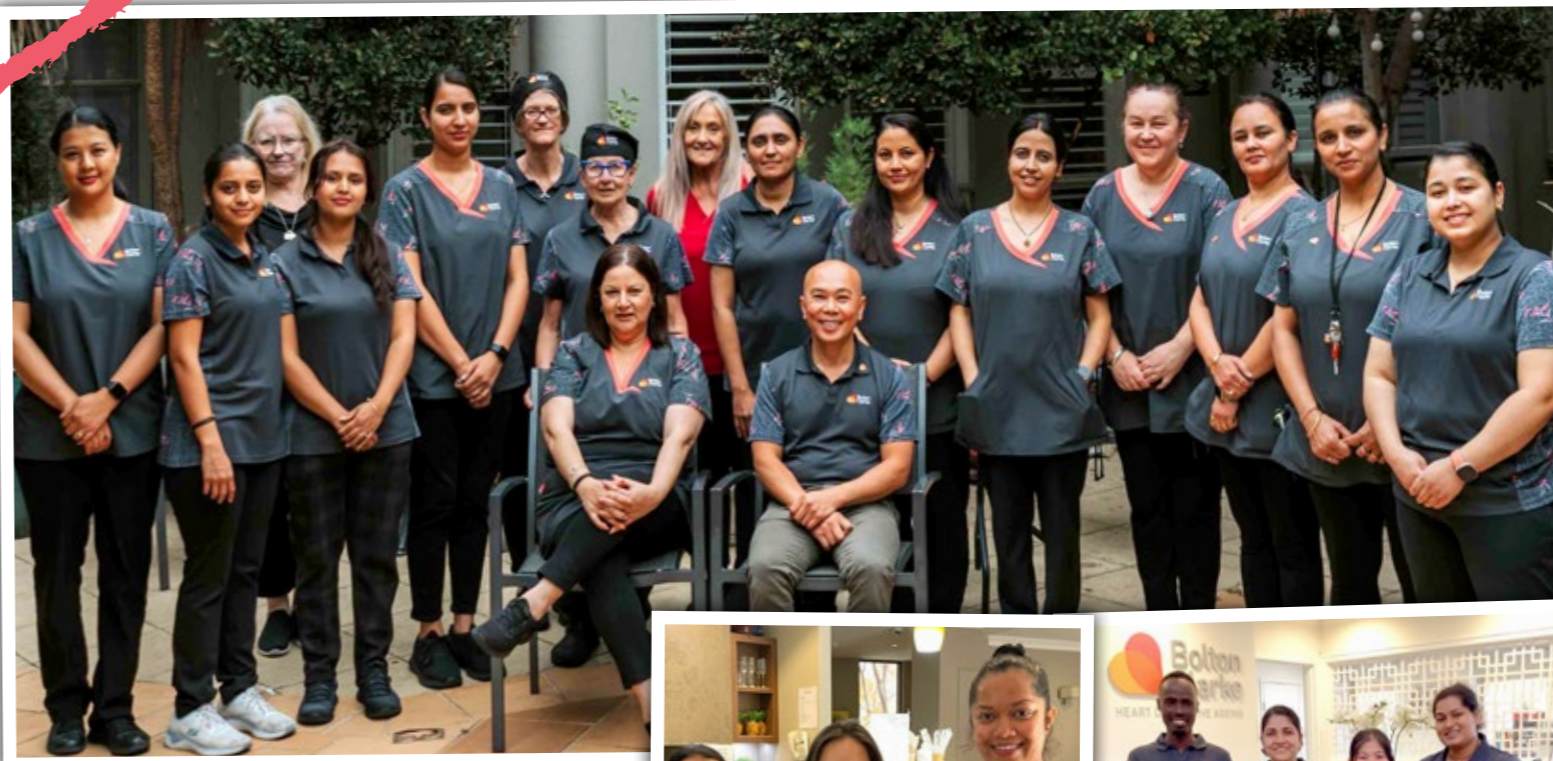
- Have you seen our new heart logo?
- What does positive ageing mean to you?
- Do you have any questions about the changes you've noticed?

Clients and residents can also find more information on the Bolton Clarke website.

the heart of us

Thanks to our volunteers!

National Volunteer Week recognised the diverse passions and talents all volunteers bring to their roles. Across our homes and villages, we showed appreciation for our team of volunteers, who generously give their time to support our residents and clients every day.



A fresh look

The rollout of our new uniform continues with teams taking a moment to share some happy snaps.



Kicking goals

Team members and residents from Montclaire and Camberwell Green residential care homes had the best seats in the house for the Hawthorn vs. Swans match in April. They watched the Swans take home victory from Foxtel's corporate box at the MCG. The game brought back many memories for Hawthorn Hall of Famer and resident Brian, who also celebrated his birthday on game day!

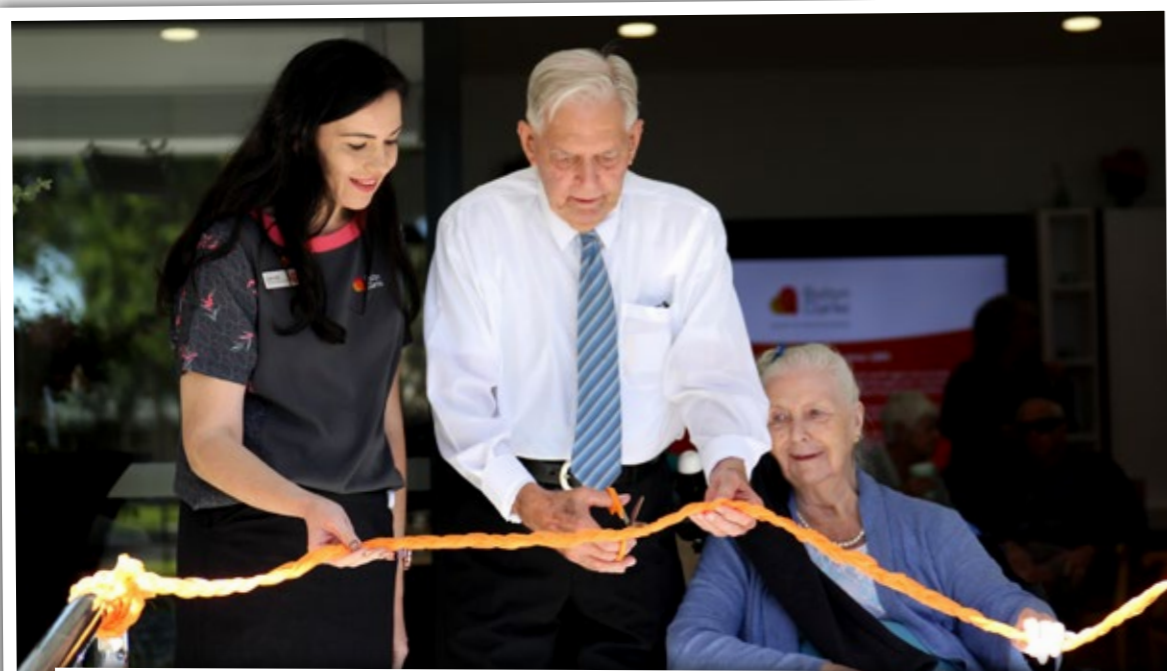


Weight Wise for Wendy initiative

The team at Cazna Gardens residential care home launched a snack trolley in support of the Weight Wise for Wendy campaign, aimed at reducing the percentage of significant unplanned weight loss for residents.

It's official!

Residents and team members celebrated the opening of the new clubhouse at Talbarra retirement village with a ribbon cutting and community event.



Sharing memories

Pony therapy visits have been a highlight at Carrington residential care home, particularly for resident Maureen, who was one of the first female jockeys and racehorse trainers in both England and Australia during the 1960s and 70s. Maureen has enjoyed sharing stories of her days in the saddle with the team.



Shared values

A great display of teamwork by the Home and Community Support team in Jurien Bay during their values roll out workshop.



Pride Month

Celebrations were held by teams throughout June in recognition of Pride Month including the Homeless Persons Program team in Port Melbourne.



A remarkable achievement

Congratulations to Social Worker Rosemarie Draper, who was recently presented with a Medal of the Order of Australia (OAM). This prestigious accolade recognises Rosemarie's outstanding contribution to the community through her dedicated social welfare service and her commitment to promoting diversity and inclusion. Pictured: Rosemarie Draper (left), at the OAM investiture ceremony with Governor of Victoria, Margaret Gardner.



the heart of us

Celebrating

International Nurses Day

International Nurses Day provides an opportunity to highlight the important role nurses have played throughout history.

Held each year on the anniversary of Florence Nightingale's birth, this date holds special significance for us as some of our earliest nurses trained under Florence's watchful eye in London during the late 1800s.

In fact, our inspiring tradition of care began in 1885 with the introduction of home nursing in Australia and caring for soldiers returning from the Boer War. Since then it has evolved from delivering services by

bicycle when the Spanish flu pandemic hit in 1919, to supporting HIV/AIDS patients in their homes through the earliest days of the AIDS epidemic and dealing with serious outbreaks like H1N1, SARS and MERS and most recently the COVID-19 pandemic.

Our teams continue to support clients and residents to live positively and on this day we recognise the invaluable contributions of our nurse practitioners, registered nurses and enrolled nurses.

Our teams through the years

While uniforms and modes of transport have evolved, our dedication to caring remains.



Special thanks to all our teams this International Nurses Day for your vital work which makes a positive difference in the lives of our clients and residents.



In the *NEWS*



Professor Judy Lowthian and Europa on Alma resident Denise.

Social connection in focus

As part of Loneliness Awareness Week 5-11 August:

- Head of Research Professor Judy Lowthian will host a roundtable event in Melbourne to raise awareness with policy makers about this important public health issue.
- A video series for the Ending Loneliness Together partnership program is being produced featuring Europa on Alma resident Denise sharing her personal story.

Professor Lowthian has also been invited to join the stakeholder group of a new Commission on Social Connection. Established by the World Health Organization/ Global Initiative on Loneliness and Connection, the Commission aims to increase awareness of social isolation and loneliness and scale up practical solutions.



Congratulations Lysette!

Lysette Dore, Chef Manager – Hotel Services at Rowes Bay residential care home has been shortlisted in the Cookery Apprentice of the Year category of the Townsville Trade Excellence Awards 2024. Lysette was nominated for outstanding achievements through her apprenticeship.

Do you know your media and social media responsibilities?

We all share in the responsibility of representing Bolton Clarke in a positive manner and how we communicate in our role plays an important part.

Our Media and Social Media Standard sets clear expectations for acceptable media and social media practices including internal and external social platforms such as Facebook, Instagram, X, LinkedIn, YouTube and Vimeo.

It's important to be familiar with the Standard which can be viewed in the policy documents library on Connect. For further information please contact Corporate Communications.



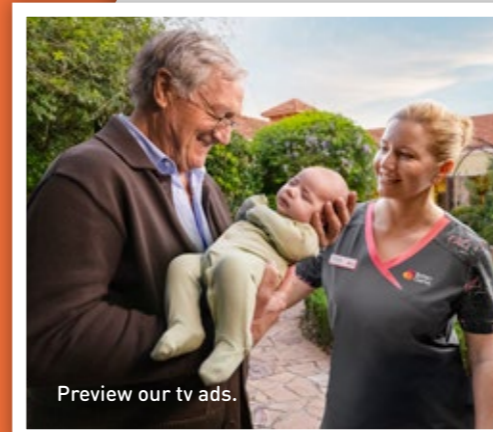
Before you go!



Read

An Australian Story celebrates our nearly 140 years of history and innovation. It is deeply connected with moments and people that have shaped our organisation and Australian history – from wars and pandemics to sporting triumphs.

View a copy online at boltonclarke.com.au/an-australian-story or enjoy reading the hardcover copies that will be delivered to all locations from next month.



Preview our tv ads.

Watch

Over the next few months, our Heart of Positive Ageing brand campaign will appear on TV, in print, on billboards and online. This will start in Victoria on 30 June and rollout to all other states from September.

Preview the campaign and watch the TV ads, inspired by our clients, residents and teams.

View at heartofboltonclarke.com.au



LISTEN NOW

Listen

Tune in to the Aged Care Today Podcast and listen on-the-go to discussions about key topics for our industry.

The podcast is hosted by the Aged & Community Care Providers Association (ACCPA) and is available on Spotify, Apple Podcasts and Google.

