



# montage

BOLTON CLARKE EMPLOYEE MAGAZINE



Celebrating our

*Single brand*

# Inside

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## From Steve's desk

**It's been another remarkable start to the year.**

We marked a significant milestone in February with the move to a single brand bringing our nearly 16,000 strong team and organisation together. This is the culmination of almost a decade of growth that's led to us becoming Australia's largest independent, not-for-profit aged care provider. Operating under a single brand is a terrific step for us that brings with it genuine opportunities to shape aged care on a truly national scale.

There's been a lot happening across the sector too.

Most positive has been the historic stage 3 decision of the aged care work value case which brings well-deserved recognition to frontline teams who are at the heart of our organisation. The decision extends last year's well-earned pay rise to more roles and more team members rewarding the vital work you do.

As one of the first providers to sign up for the work value case, we have been lobbying for pay rises for many years. It was the central theme to both our submissions to the Royal Commission.

### 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: The Avonlea residential care team celebrating our single brand launch.

This page: Teams taking part in the creative heart competition.



We will pass on all funding we receive for employee wages and entitlements – more to come on this latest decision with further details and timing expected after the final Fair Work Commission hearing at the end of April.

In other news, the Aged Care Taskforce on funding arrangements released a broadly sensible and helpful set of recommendations in line with the idea that government should pay for care and people should pay for their own lifestyle and accommodation costs subject to a safety net. This delineation is something we have long supported.

The recommendations call for more predictable and sustainable funding in home care, and increased capacity to cover the costs of delivering services in residential care. There are still outstanding issues to work through and the recommendations need a transition timetable, but the government should be able to move on some of the key proposals in the budget.

On the weather front we've also been kept on our toes. Tropical cyclone Kirilly announced its arrival just ahead of Australia Day peaking as a category 3 and making landfall northwest of Townsville. While causing minimal damage in the area itself, record-breaking rain/flash flooding followed affecting northern Queensland, southeast Queensland, western New South Wales, the Northern Territory and South Australia. Meanwhile Western Australia has been on high alert with rolling bushfires and heatwaves.

As usual, teams on the ground have been well prepared and worked through the domino effects – from ensuring clients and residents receive ongoing care, to maintenance work to secure residential homes and villages, to adapting food services in response to extreme heat and power disruptions.

My gratitude as always goes to everyone directly impacted for your tireless work to keep delivering care under these testing circumstances.

This edition of Montage highlights celebrations, stories and special moments that you have helped make happen across all our locations as we came together under the Bolton Clarke brand. Other features not to miss include welcoming our newest PALM scheme team members, a great community garden initiative from the Homeless Persons Program, and award news for some of our outstanding retirement living managers.

Enjoy reading this latest issue.

**STEPHEN MUGGLETON**  
Group CEO

# Bringing our brand to life

In February we celebrated coming together under the Bolton Clarke brand by unveiling a new look heart logo and a story that recognises the strength of our combined organisation.

Some of the exciting milestones that have marked the launch include local team events, sharing the news with clients and residents, unveiling our single Bolton Clarke website and adding our new heart logo to our uniforms, signage, documents, desktop computer screens, emails and business systems.

One of the most inspiring aspects in the lead up to this milestone has been your involvement in shaping our brand story through workshops, interviews, working groups and messages of thanks.

Through the remainder of the year, you'll see progress across our operations including:

## Our new wardrobe

Wardrobe in a Box sessions are underway, providing teams the chance to view and try on our new wardrobe range. Teams in Victoria and Tasmania will be the first to start wearing the new uniform from April. Visit [heartofboltonclarke.com.au](http://heartofboltonclarke.com.au) to view the schedule and locations.



The Charlesbrook residential care team in our new uniforms.



Residents and team members at Carinya residential care home.

## Information for our customers

We have shared the news about our brand and the story behind our name with clients and residents and are updating local marketing materials such as brochures, banners and flyers.

In these materials and on our website we reference our three service lines as Retirement Living, Residential Aged Care and Home and Community Support.

The name change from At Home Support to Home and Community Support has been introduced to better reflect the full range of services we deliver to clients.

Internally, we will continue to use our existing At Home Support naming conventions for the time being.

## Signage

A fresh new look incorporating our new brand logo has started to be rolled out for the signage on our cars, buggies, trucks, buses and buildings.



Our new logo out on the road.

# The story behind our heart logo

Our new heart logo holds a lot of meaning. It has an important story behind it and all of our teams have helped contribute, co-designing what the idea of Positive Ageing means together.

It recognises that we are all part of an inspiring tradition of caring that dates back to 1885 and continues today. Our name honours early founders Brigadier William Kinsey Bolton and Lady Janet Clarke, two incredible humanitarians who saw people in need

and how they could help as leaders of the Returned Services League and the Royal District Nursing Service.

Now as Australia's largest independent not-for-profit aged care provider, helping people to live and age positively is at the heart of who we are and all we do.

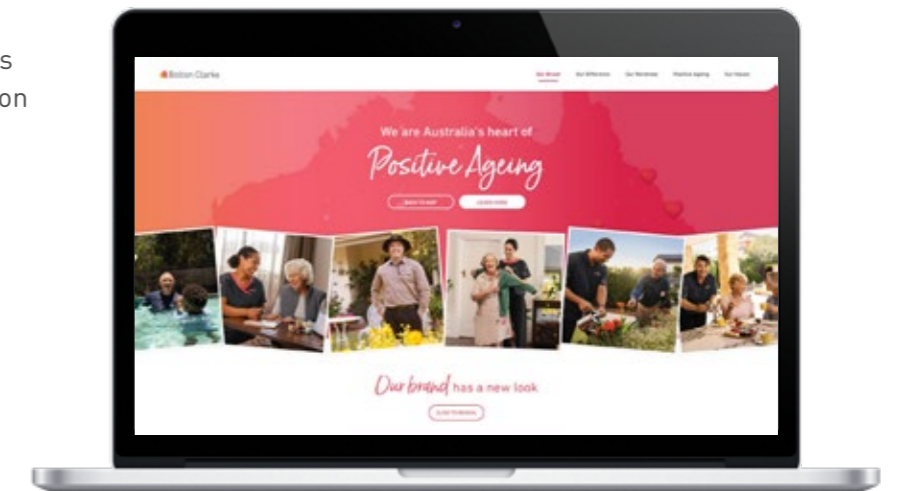


Our little heart pins are based on our new logo and together we can wear them with pride. The heart reflects our connected care and living options with each service line having its own special colour.

## Make it a part of your everyday

There are many different ways to learn about our brand story and represent it in our daily practices.

Visit [heartofboltonclarke.com.au](http://heartofboltonclarke.com.au) to discover how Positive Ageing has been at the heart of our organisation since our earliest beginnings, and what it means today.



On the site, you will find a range of helpful resources about our single brand:



### View Frequently Asked Questions

Understand the different ways we're embedding the brand across the Group, including timeframes.



### Play trivia

Learn about our rich history and read excerpts from our upcoming brand book, *An Australian Story* (turn to the next page for more).



### Access the template guide

See how we're applying the brand to internal documents and presentations.



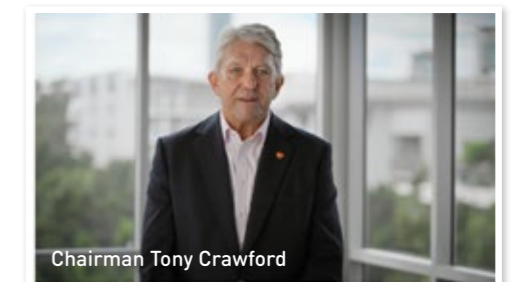
### Watch videos

Hear from our leaders and Chairman Tony Crawford to find out more about the brand story.



### Read our Brand Playbook

For information that will support day-to-day discussions about the new brand.



Chairman Tony Crawford

We've captured our story in a book!



*An Australian Story* is in the final stages of production and will be coming your way very soon.

Over seven chapters, you'll discover some of the fascinating facts and figures that are part of our 139-year history.

You'll find stories about residents, clients and community members past and present who have been part of many milestones in our nation's history, from wars and pandemics through to sporting triumphs and groundbreaking innovations.

Read about the influential leaders in care who have shaped our organisation, and those who are continuing to help create a positive ageing experience for all Australians.

Weaved through the book are unique perspectives from some well-known Australian voices, including best-selling author Nikki Gemmell, renowned health expert Dr Ross Walker, and award-winning actor and author William McInnes.

Read the sneak peek!

Visit [heartofboltonclarke.com.au](http://heartofboltonclarke.com.au)

# Inside An Australian Story

You can find a treasure trove of history and surprising facts in *An Australian Story*. Here are just a few...

## In good company

Last year, much-loved Australian actor and author William McInnes sat down for morning tea with five centenarian residents at our Claremont Terrace residential care home.

In *An Australian Story*, he shares his reflections from this special event and what he learned from his time with residents Herta, Rose, Janet, Jack and James.

## Our sporting history

Members of the Bolton Clarke community include Olympians, cup-winning jockeys and AFL legends.

Read about the impressive sporting achievements of many clients and residents, including village residents Brenda and Helen who both went to Rome as part of Australia's 1960 Olympics team.

## The royal status

In 1966, the Melbourne District Nursing Service officially adopted the name Royal District Nursing Service (RDNS) when Queen Elizabeth II granted permission to use 'Royal' in its name.

Find this and other milestones in the rich history of Australia's first district nursing service, which has provided invaluable care for more than 139 years including through wars, pandemics and natural disasters.



Clockwise from right: Village residents Brenda and Helen today; Brenda at the 1960 Olympics; William McInnes and centenarian residents at a special morning tea; the Coat of Arms that was granted after RDNS received royal assent.



# A community lifeline

The Research Institute's Connect Local program is achieving positive outcomes for participants.

Based in Glen Eira, Melbourne, the Connect Local program has received more than 100 referrals since launching in May 2023 to support older community members at risk of social isolation.

Key to the program's success are three dedicated Community Connectors who are using a social prescribing approach to connect over-65s to local activities and programs aimed at improving their health and wellbeing.

Community Connector Taryn said we all have the potential to be more connected with our community.

"What I love about being a Community Connector is meeting all the wonderful participants, hearing their unique stories and helping them rediscover their local areas," she said.

"There is always a way to enhance our support network and my role is to help participants gain confidence to build meaningful connections and friendships and feel a greater sense of belonging."

Participant Judy said Connect Local had been a "lifeline" since she recently moved to Melbourne.

"Connect Local is the best thing that could have happened to me here in Australia," Judy said.

"My Community Connector Lynn has been a guiding light, offering genuine assistance that has made my adjustment to life in Australia significantly smoother.

"I encourage others navigating the complexities of relocation to consider reaching out to them – the support, care and sense of community they provide can truly make a world of difference."

Connect Local is part of Connecting Communities to Care – a collaboration led by Bolton Clarke with Alfred Health, Australian Disease Management Association and South Eastern Melbourne Primary Health Network and funded by The Ian Potter Foundation. The Research Institute is evaluating the program to assess its impact and potential broader rollout.

Research Fellow Dr Ahsan Saleem said the team hoped the program would benefit more people in future.

"The ultimate aim is to not only show how well it works to improve the lives of Glen Eira locals, but also make sure others who might benefit will be able to access this program around Australia," he said.

Community Connector Lynn with client Judy and with fellow Community Connectors Taryn (left) and Ann (right).



Georgia racing in the Race DNA team and (right) at Walkerville residential care home.



## Drive to succeed

When she's not catering to residents' needs at Walkerville residential care home, Georgia Stephens leads a fast-paced life competing in the Australian Superbike Championship.

As part of the Walkerville hospitality team, Georgia is dedicated to making sure residents have a positive dining experience.

"I love talking to residents and finding out more about them," she said.

Her desire to make a difference was inspired by her mum Nicole, who works in our Care, Quality and Innovation team supporting teams to deliver exceptional care.

Georgia is also carrying on family traditions outside of work, inheriting her family's passion for motorbike racing.

Since 2022, Georgia has been working her way up the ranks, participating in training schools, ride days and races. Her consistent performance has earned her a spot in the Race DNA team in the 2024 Australian Superbike Championship – Australia's leading motorcycle racing series that has been a stepping stone for many competing on the world stage. Georgia said succeeding in her sport requires a high level of commitment.

"For the 2024 season, my schedule includes participating in multiple competition rounds

in Victoria, New South Wales, Queensland and South Australia," she said.

"Competing at this elite level requires a significant financial investment and I'm currently exploring sponsorship opportunities to provide additional support."

Georgia said she hoped to inspire and encourage other female riders in what has traditionally been a male-dominated sport.

"I believe everyone should do what they love and not be deterred by what other people think – you never know where it might lead you!" she said.

# Bula!

## to our new team members

### Final preparations are underway to welcome our largest intake of personal care workers yet through the Pacific Australia Labour Mobility (PALM) scheme.

Since 2018, 70 team members have joined Bolton Clarke through the PALM scheme, working at our residential care homes in Maryborough, Bowen, Longreach, Townsville, Zilzie and Bundaberg.

In April, this number will more than double when we welcome 98 personal care workers from Fiji and expand the program into more residential care homes.

The new team members will join us through PALM's Aged Care Expansion stream and will be based at 17 regional and rural locations across Queensland and New South Wales, including Orange, the Sunshine Coast and northern New South Wales.

To prepare them for their new roles, all team members recently completed a 16-week

Certificate III in Individual Support through Alphacrucis University College.

Once they arrive in Australia, they will continue to build their skills through six weeks practical training in residential care homes where they will then be based for the next four years.

Sara Allotta and Kirwan Sanday from our People and Culture team travelled to Fiji in February to attend the graduates' celebration ceremony and welcome them to Bolton Clarke.

Sara said the ceremony was particularly special as many graduates had shown great tenacity in completing their certificate.

"Participants worked hard during their studies and some needed to travel up to five hours to attend classes," she said.

"Their graduation is a significant achievement and they are excited to take their next career step with Bolton Clarke."

We have a long-standing partnership with the PALM scheme since our first team members from the Pacific Islands came to Longreach in 2018.

Sara said our involvement in the scheme had many benefits, for both participants and for residents in regional and rural locations.

"Our participation enables us to bring caring and committed workers from Pacific Island nations into homes where because of geographic remoteness, it can be difficult to find long-term employees," Sara explained.

"Their commitment to stay for up to four years provides consistency of care and helps boost our workforce."

Sara said the team is also recruiting five PALM support officers to help the team members to settle into our homes and communities and provide extra support during their time in Australia.



Sara Allotta (second from left) and Kirwan Sanday (centre) met with Fiji Higher Education Commission Director Dr Rohit Kishore and some of our new team members and their trainers in Fiji.

# the heart of us



## Smiles all around

It's been great to see all the wonderful team and local events to mark the launch of our single brand.

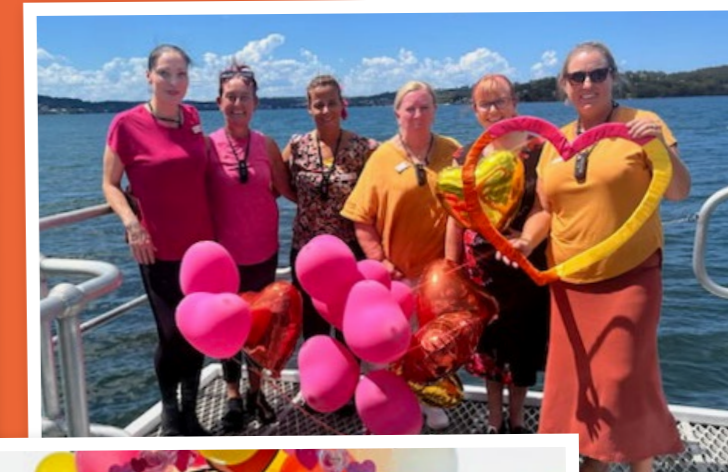
## Teams get creative

Thank you to everyone who participated in our Creative Heart Buzz competition!

There were so many amazing entries and the judges were blown away by the creative ways teams embraced our new brand, with hearts made out of everything from flowers, cake and balloons to drawings, group photos and even a carved watermelon!

Congratulations to the Greenwood residential care team (pictured above right), named overall winner for their paint bomb heart.

Thank you to everyone for getting into the spirit and showing you truly are at the Heart of Us.





## Meet and greet

Our new Chairman Tony Crawford and Group CEO Steve Muggleton out and about in Melbourne visiting teams at our Forest Hill office.



## Year of the Dragon

Many teams marked the start of the Chinese New Year with special events including at Highwood Court (left) and Bass Hill (right) residential care homes.



## Harmony Week

Team members from Smithfield residential care home (below) and our Homeless Persons Program (right) enjoyed exploring different cultures and traditions during Harmony Week.



## Special visitors at Carinya

Residents and team members enjoyed cuddling some furry friends when the petting zoo visited Carinya residential care home.



## Hands-on learning

Home and Community Support team members Teira and Therese refreshing their skills on safely assisting clients during a recent training session at Jurien Bay.



## Mojo Maker

Seaton Place Lifestyle Coordinator Lisa Pawlenko (right) was named 2023 Mojo Maker for Northern New South Wales and Gold Coast.

the heart of us



Community Health Registered Nurse Julie (centre) with Cornerstone CEO Naomi Paterson and client Carol checking out the corn at Cornerstone Garden.



Community Health Registered Nurse Julie (right) harvesting tomatoes with HPP client Carol.

## Connections grow in community gardens

**Our community nurses are helping people at risk of homelessness grow healthy food and social connections at several community garden projects across Melbourne.**

This work is part of our Homeless Persons Program (HPP), which supports around 1,500 clients each year to access health services and support.

Community Health Registered Nurse Julie Monteiro is co-located at the Cornerstone Garden, a partnership between HPP and Dandenong charity Cornerstone.

The garden is a space where people experiencing hardship can come and receive meals, food parcels and

various services. In addition to HPP, the shared space is visited by other community organisations such as Orange Sky Laundry, One Voice Shower Van, Nourish Church and the Dandenong Baptist Church.

Julie says as well as providing clients with the opportunity to access fresh produce, the garden is a safe space for people to receive support.

"It's a positive space where conversations can be held over

gardening, a place people can attend outside of where they are living. There is no cost, it is fun and good exercise and people can eat a healthy lunch afterwards," she says.

"It can take time to get to know a new client, and this is a great space to do that. Sometimes it is hard to find a confidential space to visit and if people are moving addresses, this is a place we can meet to discuss their health."

Carol, a HPP client who has been involved in the Cornerstone Garden since it began, says the garden is like a home.

"I believe it is a necessity – more places should have them," Carol said.

"I love the fact that Julie comes and helps. I wouldn't have gone to the doctor if I hadn't spoken with Julie. She helped me navigate the COVID-19 immunisations.

"I share what I do here with my children and my daughter is now doing an agriculture course, inspired by my time here in the garden over the years."



# Village managers shine at state awards

Retirement Village Manager Stephen Pether and Sales Manager Liz Semionov were celebrated as state winners at this year's National Retirement Living Awards – Queensland.

Stephen was named the 2024 Programmed Queensland Village Manager of the Year and Liz was named the winner in the Queensland Sales Manager of the Year category.

Stephen credited his win to residents in the Rowes Bay village at Townsville.

"It's all about the residents – we have a great village and I have no doubt we will celebrate together," he said.

Long-time Rowes Bay Retirement Village resident Melanie Pascoe said that all the residents were extremely proud to see Stephen take out the top spot.

"We are so proud of Stephen's recognition – it's an award that is so thoroughly deserved," she said.

"Stephen makes living in our village a great joy, we all love him!"

National Sales Manager Cameron Scott said Liz's award win was also very well-deserved.

"Liz is dedicated to the needs of new residents and recognised for her genuine commitment to understanding what is important to them and helping them settle into our villages," he said.

"It's great to see her dedication recognised in winning this award."

Both Stephen and Liz will now go into the running for the national awards, due to be announced in June.



Liz and Stephen celebrating with their team at the National Retirement Living Awards – Queensland.

# A dedication to care spanning 80+ years

RDNS NZ Support Worker Heather Sneddon's vocation to caring began at an early age.

One of 11 children, Heather helped care for her siblings and learned how to make a bed at five years old.

Her passion for taking care of others eventually led her to become a support worker – a role she has held for the past 25 years. Her dedication to supporting clients was recently recognised when Heather was

named RDNS NZ's South Island Support Worker of the Year.

Heather recently celebrated her 85th birthday and says being a support worker suits her active lifestyle perfectly.

"I love to keep busy – I could never just sit at home and read a book or watch TV," she said.

"I really enjoy the opportunity to chat to clients and find out about them and get a lot of satisfaction out of making sure they are well cared for.

"Being a support worker keeps me on my toes as you must be thinking ahead and be very organised."

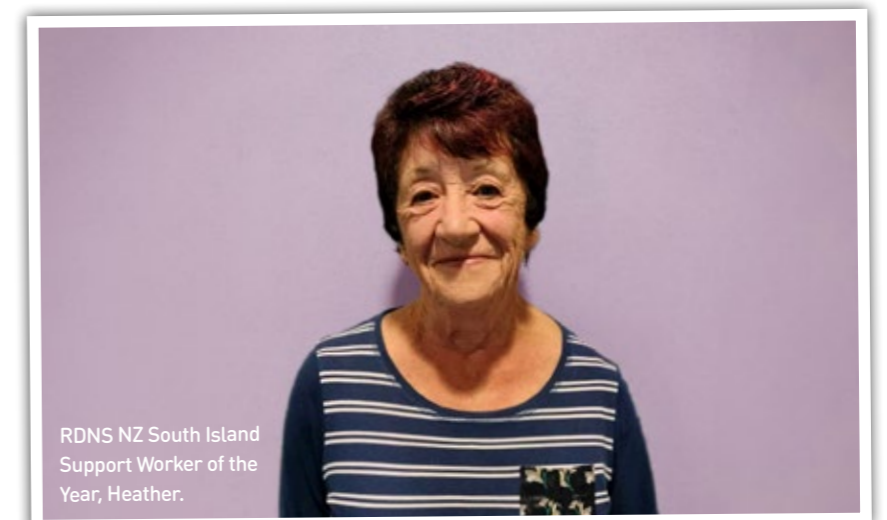
Heather also loves being part of a team and appreciates the support of her colleagues.

"I'm very grateful for the Customer Service team and the work they do to help us in supporting clients," she said.

RDNS New Zealand Chief Executive Officer Carmel Conaghan said she was inspired by Heather's zest for life and dedication to caring.

"I feel incredibly inspired by Heather's energy, passion and drive after 25 years of caring for others," Carmel said.

"I want to sincerely thank Heather for being an inspiration to us all."



RDNS NZ South Island Support Worker of the Year, Heather.

# In the *NEWS*

## Research Institute Symposium

On 22 March, the Research Institute brought together more than 300 national and international researchers, health and care professionals and educators for its online symposium, 'Implementation in the real world of aged and community care'.

The symposium, opened by Bolton Clarke Chairman Tony Crawford, provided the opportunity for attendees to share knowledge and discuss real world examples of how research is being implemented into practice across the aged care sector.

## Have you booked your flu vaccination?

A flu vaccination helps you stay well and prevents spreading the flu to residents, clients, team members and your family.

Vaccination is the single most effective way to minimise contracting the flu. It is important that all our teams, and particularly team members who provide direct care to residents and clients, are vaccinated for influenza each year.

### You can receive your free flu shot by:

1. Attending an onsite clinic from late March to mid-May.
2. Accessing a voucher that you can use at a participating pharmacy.
3. Arranging a flu vaccination privately through your GP or another pharmacy and we will reimburse costs up to \$23.95.

To find out more about each option, visit the [Safety and Wellbeing Vaccination Programs page on Connect](#).

## New Microsoft Office templates now available

As part of coming together under a single brand, we have introduced new Microsoft Office templates with our refreshed logo and brand.

To access the new templates, open an application (eg Word, PowerPoint) and go to File-> New -> Shared.

For tips on how to use these templates, visit the 'Useful resources' section at [heartofboltonclarke.com.au](http://heartofboltonclarke.com.au)



# Before you go!



## Read

The Final Report of the Aged Care Taskforce was published in March, outlining 23 recommendations to support a sustainable, fair and innovative aged care system in Australia.

To read the report, visit the Resources section at [health.gov.au](http://health.gov.au)



## Watch

Visit [boltonclarke.com.au](http://boltonclarke.com.au) to view a replay of the Bolton Clarke Research Institute Symposium 2024.

Available under News & resources, you can access the presentations shared by national and international speakers.



## Listen

When it comes to positive energy, music is powerful – whether you're playing music in residential care homes and villages or on the road visiting clients.

Scan the code to listen to a positivity playlist created to mark the launch of our single brand.



