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Celebrating
2025

Garden
delights

Accessing
vital support



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Acknowledgement of Country

Bolton Clarke sites are located 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: Residents and team members have been showcasing their gardening skills over spring including at Willowdale residential care home.



The executive leadership team at CapellaBay residential care home.

A heartfelt thanks from the executive team and myself for your incredible efforts this year in helping our residents and clients to live positively.



Message from Olivier

It is a real honour to write my first Montage column as your Group CEO, especially in this remarkable year when we have come together to celebrate Bolton Clarke's 140-year anniversary.

As I travelled across our homes, villages, communities and support offices over the past six months, I have been genuinely thrilled by the level of care, skills, passion and positive service attitude I witnessed.

2025 has brought momentous change to our sector, with the new Aged Care Act, the Support at Home program and strengthened quality standards in residential care now in place. These reforms are helping to build a fairer, more accessible and person-centred aged care system – one that places the dignity, safety and wellbeing of older Australians at its core.

I would like to acknowledge the enormous effort, professionalism and resilience each of you has shown in preparing for these changes, particularly while delivering high-quality care every single day. Your dedication through this transition has been exceptional.

In this edition of Montage, you will find stories that shine a light on the people and initiatives shaping Bolton Clarke. Take a moment to read about the first graduates from the Aspire leadership program; meet our newest PALM team members; and see highlights from recent events including Remembrance Day services, team forums and volunteering activities. You can also view some wonderful entries from the Paddock to Plate competition in our residential care homes.

As we look to 2026, I am genuinely inspired by the opportunities ahead. A key activity has been underway to refresh our strategy and develop a long term plan with clear priorities and a core focus on our residents, clients and employees, that positions us well to innovate and meet future customer needs while strengthening our leadership position and internal collaboration. I look forward to sharing more about this in the new year.

We will also share more about next steps following the employee engagement survey. Your feedback about what is most important to you and areas for improvement has provided invaluable insights to

make Bolton Clarke an even better – safe, inclusive and rewarding – place to work.

Thank you for your hard work, compassion and kindness and for all that we have accomplished together in 2025.

As we prepare for the end of the year, I am especially grateful to everyone who will continue supporting residents and clients during this time.

Wishing you and your families safe and restful celebrations together.

OLIVIER CHRETIEN
Group CEO



Home-grown produce at CapellaBay and Charlesbrook residential care homes.



Four-legged friends bring joy

The pawisitive effects of pet therapy are being felt at three of our residential care homes in southeast Queensland, following the adoption of full-time pet therapy dogs.

The puppies are settling into their new roles and routines assisting team members during their daily resident visits, joining in activities and of course making themselves available for plenty of pats and cuddles.

Darlington Lifestyle Coordinator Kelly Gawthorne said the arrival of their puppy Daisy had brought extra love and support for both residents and the team.

"Having Daisy here is providing wonderful warmth and companionship," Kelly said.

"So far, she has been spending time with everyone in the common areas and their rooms – she has even dressed up for some of our special events.

"Once she is a little older we will be adding pet pamper time to our activity calendar so residents can enjoy grooming her."

It's a family affair with Daisy's brother Charlie now spending four days a week at Moreton Shores and sister Luna at Talbarra residential care home.

The expansion of the pet therapy program follows the successful trial of puppy companion Romeo at Carrington. The team recently celebrated Romeo's first year working full-time at the home.

General Manager Sam Bolanghe said the experience has been heartwarming.

"We are all very excited knowing the puppies will be bringing the same kind of joy to our other homes," Sam said.

"It feels like a beautiful ripple effect – one puppy's impact inspiring a broader movement of care and connection. It speaks volumes about the success of this initiative and the value it brings to residents' lives."

Plating up garden delights

Spring brought a burst of activity to our residential care homes, with residents and team members showcasing their gardening and culinary skills for the Best in Grow Paddock to Plate competition.

The competition took on an extra dimension this year, with homes not only designing and growing their own edible gardens but also creating a special meal for residents incorporating their home-grown produce.

Entries were judged on garden materials and design, garden maintenance during the growth phase, resident engagement, theming and the meals prepared.

Sustainability was also an important consideration, with homes encouraged to incorporate sustainable gardening principles in their garden design, plant selections and ongoing management.

Throughout the competition, the Sustainability team was actively involved offering practical tips to help homes incorporate eco-friendly practices.

Group Lifestyle Services Manager Catherine Doyle said the judges were greatly impressed with the creativity shown by residents and teams.

"Gardening is always a popular activity and the competition is a lovely way for residents to contribute their ideas and feel that sense of accomplishment watching their gardens grow," she said.

"This year the Paddock to Plate focus gave residents and teams the opportunity to showcase their culinary skills, and we've been delighted to hear about all the delicious meals that have been consumed!"

Cauliflower, broccolini, carrots, zucchini, silverbeet and bok choy were some of the many vegetables grown by homes, with herbs such as basil, rosemary, mint and parsley also a popular choice.

Entries were judged at the beginning of December, with Charlesbrook residential care home and their abundant vegetable garden and broccoli and cauliflower gratin taking home the overall prize.

Congratulations to everyone involved!



Carrington General Manager Sam Bolanghe, Director of Operations Fiona Charleston with dog breeder Jacqui Richards, Darlington Lifestyle Coordinator Kelly Gawthorne, Darlington General Manager Kerri Masters and Moreton Shores General Manager Sushil Adhikari.



Graduation celebrations for the ASPIRE Program.

Hats off to our aspiring leaders

In October, 41 leaders from across the Group capped off an exciting 9-month journey when they graduated from our inaugural ASPIRE program with an Advanced Diploma of Leadership and Management.

The program, designed to grow leadership capability, brought together people from across our organisation to learn, grow, and collaborate.

Leadership Programs Manager, Tasha Pearce, explained how the program equipped participants with applied knowledge and tools to strengthen their ability to guide their teams.

“Through self-reflection, coaching circles and practical projects, participants explored their own values, strengths, and areas for growth,” Tasha said.

“They further developed a range of essential capabilities to help navigate the challenges and reforms shaping our sector.”

Tasha said a key component of the program involved participants working in cross-functional project teams and collaborating on real-world business challenges aligned to our strategic priorities.

“Projects explored community partnerships, inclusion and environmental impacts,” Tasha said.

The program culminated with a special graduation event where teams presented their findings and recommendations to an audience including executive sponsors, their managers and colleagues.

For more information about ASPIRE, please check out the Leadership Hub on Connect or email leadershipdevelopment@boltonclarke.com.au

Participant highlights

Here's just some of the feedback shared from participants:

- “The ASPIRE program has been an incredible journey that has sharpened my leadership skills and boosted my confidence as a team leader. Through engaging activities and insightful learning, I gained new knowledge and fresh perspectives which will greatly benefit both myself and my team.” Sam Mihindu, Allied Health Team Leader
- “Being part of ASPIRE has given me the tools to lead with purpose and connection. I've learned how to approach difficult conversations with more confidence and respect and know how important it is to adapt my leadership style to suit different people and situations.” Kelly Prosser, General Manager - Little Para Residential Care Home
- “The program created the chance to break down silos, build networks, and understand our organisation more deeply. It has been a platform to learn, share ideas, and broaden my perspective. I've gained tools to adapt my leadership—recognising that one style doesn't fit every situation.” Leila Obeid, Team Leader Injury Management



Improving access to *vital support*

The Homeless Persons Program (HPP) team continues to find new ways to partner with local community initiatives supporting people experiencing homelessness in Melbourne.

Launched during Homelessness Week, Quest Connect is a monthly drop-in program that brings together trusted local service providers and community members to foster stronger connections and improve access to vital support.

Based at community centre Bridge Darebin, the service provides a welcoming and relaxed environment for people experiencing or at risk of homelessness, making it easier for them to access information and support all in one place.

HPP nurses Mandy Dean, Mei Mei and Kuda Gorah were on hand at the launch event to share important information about the services HPP provides in the local community.

Dee Loader, HPP Program Manager, said as well as providing a central location to support clients, Quest Connect was helping the team strengthen connections with local service providers.

Services available at Quest Connect include NDIS Local Area Coordinators, Services Australia, the Victorian Ombudsman, the Victorian Public Tenants

Association, Legal Aid and financial counselling, and mental health and wellbeing programs.

“Through our involvement in Quest Connect, we are building valuable community networks, ensuring that those who are seeking help have streamlined access to a broad range of support,” Dee said.

“We look forward to deepening these partnerships and helping to build a more connected, empowered community.”

Another community initiative the team works closely with is Street Side Medics, which provides free mobile medical care to people experiencing homelessness. In November, HPP nurses Julie Montario and Jennifer Heath attended the launch of the service’s newest van in Dandenong.

These are just a couple of examples of the many ways the HPP team supports people in the community. This year our team of 63 community health nurses made 38,000 visits and delivered professional nursing care and support to more than 1,500 clients in Melbourne.

Empowering healthy and active communities

Our Be Healthy and Active program has celebrated two milestones this year, reaching its 10th anniversary supporting people to be proactive about their health and adding a new Diabetes Awareness topic to its suite of programs.

Allira Panebianco, Senior Clinical Nurse Advisor (Diabetes) from our clinical innovation team, ran the first Diabetes Awareness session at the Monash Men’s Shed in November, sharing valuable information about what diabetes is, the risk factors, and where to get more information and support.

More than 60 people attended the event, with most reporting that after attending the session they felt more confident about recognising the risk factors for type 2 diabetes and had a better understanding of diabetes myths vs facts.

The new topic has been developed in collaboration with Diabetes Victoria, bringing the number of health

and wellness topics covered by the Be Healthy and Active program to 13.

The program supports village residents and community members to be proactive about their health through free, practical information sessions on a range of health and wellness topics.

Over the past decade the program has delivered more than 1,800 sessions to over 46,000 participants in retirement villages, community venues and online.

Congratulations to the team on reaching these significant milestones!



Senior Clinical Nurse Advisor (Diabetes) Allira Panebianco (centre) and Community Programs Manager Kerry Rendell (second from right) with representatives from Diabetes Victoria and the Monash Men’s Shed.

Teaming up for veterans

It was all hands on deck at the recent Retirement Living Forum where team members worked together to assemble furniture for veterans.

The annual forum, held in Brisbane, provided the opportunity for team members across the country to connect with each other in person and share valuable insights and experiences.

As well as taking part in collaborative sessions and hands-on workshops during the two-day event, the team also got involved in a team-building activity that saw them assemble furniture for not-for-profit organisation Wounded Heroes Australia.

The team put in a massive effort, making extendable tables, dining chairs, wardrobes, storage units and entertainment TV units. The furniture was then sent to Wounded Heroes Australia ready to assist veterans and their families in need.

Director of Operations Jon Kirkman said the unique opportunity was a great way to not only bring the team together but also create something that will make a difference in the community.

"Looking back at our long history of supporting veterans, putting this furniture together was a fantastic blend of our purpose and values," Jon said.

Wounded Heroes Australia National Philanthropy Manager Kim Shaw said the furniture would help veterans experiencing homelessness to rebuild their lives.

"This initiative was more than just assembling furniture – it was about teamwork and connection," Kim said.

"For many, these pieces of furniture will bring dignity, comfort and pride as they begin creating a new home after a difficult chapter in their lives.

"From the bottom of our hearts, thank you – your kindness and commitment make an immeasurable difference to veterans in need."

A recent upgrade of the community centre at Carrington retirement community has provided another opportunity to support this great cause, with the team donating furniture to Wounded Heroes Australia.

To find out more, visit woundedheroes.org.au



Fernhill residents marked Remembrance Day with a special service.

A day of remembrance

On Remembrance Day, teams paused to honour the bravery and sacrifice of all who have served, and those who have given their lives, in war and in peacekeeping operations.

Across our homes, villages and communities the day was marked with a number of significant events. This included private services with laying of wreaths, residents sharing their stories of service, visits to local commemorative landmarks or spending time with servicemen and women.

Highlights from across the country:

- In North Queensland at Farnorha residential care home, residents and veterans had the opportunity to sit down with HMAS Cairns servicemen and women. Together they looked through photos and exchanged stories about their personal experiences.
- At Seaton Place, in South East Queensland, residents held a commemorative event with members of the local community joining to pay their respects and lay a wreath.

- Close by at Fernhill, residents participated in a service including Army and Navy veteran Selwyn, who shared a reading and stories. The home's courtyard was decorated with memorabilia and poppy flowers crocheted by residents.
- In Western Australia at Mandurah retirement village, residents were joined by family and friends for their own Remembrance Day service followed by morning tea.
- In New South Wales, residents and the team at Willowdale residential care home, held a service and shared reflections on what the day means to them.

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



The Retirement Living team assembled furniture for veterans at their recent forum.



Celebrating a rich history of *giving*

The generosity of our supporters was recognised at a special luncheon marking our 140th anniversary of caring for Australians.

The luncheon is held each year in Melbourne to thank our supporters for their donations that make a direct and positive impact to the lives of residents and clients.

This year's event was extra special as we remembered all those whose generosity, kindness and determination have helped shape Bolton Clarke since 1885.

One hundred and thirty supporters attended the event at Parliament House, which stands only steps away from the stately Spring Street home where our organisation had its beginnings.

Guest speakers included former nurses Sue Carroll and Susan Cott who shared memories of

our services over time and the positive impact of supporters.

Susan recalled there were only 200 registered nurses when she joined the organisation in 1974, and Sue reflected on how communication has changed over the years.

"I never had a computer, but I remember when the two-way radios were introduced for use on the road – it was wonderful because there was no more searching for a phone box to call back to the office!" she said.

Head of Fundraising Alex Cross said the event recognised the critical role of supporters in helping people access life-changing care and services.



Former nurses Sue and Susan shared memories of our services over time.

"Ever since those earliest days, community support has been at the heart of what we do," he said.

"That support has had a huge impact, from funding our nurses in the 1880s, through to supporting our Good Samaritan Fund, Homeless Persons Program and research projects like Connect Local today.

"We are deeply grateful to our supporters, many of whom have made a long-term commitment to assist with the development and delivery of our programs, services and research."

Other highlights of the event included:

- Chief Operating Officer Home and Community Support Deidre McGill sharing insights about the impact of community support in meeting changing needs
- Senior Clinical Nurse Adviser Kylie Elder, Senior Research Fellow Rajna Ogrin, Sue and Susan

leading a panel discussion about nursing over the years

- Emily Cormack from Equity Trustees speaking on the importance of philanthropy and why Equity Trustees is a proud supporter of Bolton Clarke
- Registered Nurse Liaison Team Leader John Fitzpatrick updating on the important work of the nurse liaison teams in 21 hospitals across Melbourne
- A display of historic uniforms from 1885 to the 1980s.

Read more about our 140-year history in our very own book, *An Australian Story*.

the heart of us

Lifestyle teams meet up

It was all smiles when the South East QLD and Northern NSW RAC Lifestyle teams caught up in Brisbane in November.



Marking milestones in style

There were plenty of celebrations at Willowdale and CapellaBay residential care homes as they celebrated their second and tenth birthdays.



Diwali lights up celebrations

Teams shone bright as they celebrated Diwali, the Festival of Lights.

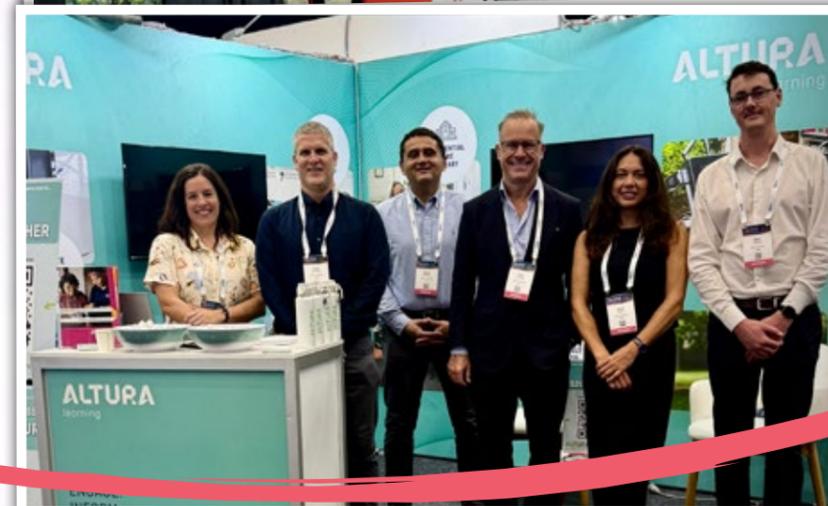
Thanks for caring

Many teams including the Melbourne North HCS team (pictured) came together to celebrate Aged Care Employee Day.



Sharing expertise

Research Institute and HCS team members contributed valuable insights at the Australian Association of Gerontology Conference, while the Altura Learning team shared latest developments at the Ageing Australia National Conference.



the *heart of us*
**EMPLOYEE
 ENGAGEMENT
 SURVEY**

Thank you for taking part

Thank you for sharing your feedback and experiences in our recent Heart of Us employee engagement survey.

More than 9,000 employees completed the survey, providing valuable insights from across Bolton Clarke.

A key result from the survey is our overall engagement score which is an indicator of how connected people feel with the organisation. Our overall engagement score is 71%, which is 3-4% above the benchmark for the hospital and healthcare sector and large Australian companies.

This is a positive result with survey findings including:

Where we can improve

- Developing and sharing a motivating vision from leadership.
- Ensuring everyone feels recognised and valued for their work.
- Building open, two-way communication at all levels.

What we are doing well

- Most team members feel they know what is needed to succeed in their roles.
- Bolton Clarke's values are lived day-to-day.
- Teams support each other to deliver high-quality service, even under pressure.

In the next few weeks your leader will share team-level results, discuss ideas and work with you to create local action plans. Across the Group we will work together to create an even stronger, more connected workplace.

Keep an eye out on Connect and BUZZ for updates and stories about the great things happening in response to your feedback.

If you would like to find out more, reach out to the employee experience team.



For Registered Nurse Manee Salu from our Melbourne home and community support team, her commitment to nursing extends beyond borders.

Earlier this year, Manee took her expertise to Kenya, volunteering for four weeks with World Youth International's 'Nurses in Action' program. Here, she shares some highlights from her trip and what it meant to serve a community in need.

Hello Bolton Clarke family!

In Kenya I worked alongside 11 other amazing nurses from different part of Australia and the US. We were all from different specialities but shared the same passion: to provide quality healthcare to those in need.

We spent the first few days in Kisumu where we had a small orientation to the country, culture and food. While there we were able to tour Aga Khan Hospital where we learned about the Kenyan healthcare system and the most common cases they see.

We then travelled to the main village, Odede, and Mama Ann's hospital where the volunteer program was based. We were split into groups of two and taken to houses in the local villages to assist people who were unwell. We had a backpack of limited supplies and village volunteers assisted us with translating English to Dholuo.

The most unforgettable moment was the heartwarming welcome we received from the

village kids when we arrived. While in the village we did a lot of malaria tests, treated wounds, assessed newborn babies and their mothers, and triaged and directed unwell patients to the local hospital.

I had the amazing opportunity to attend and assist in my first ever birth, learning how they are done in Kenya with the limited facilities and cultural expectations and traditions.

We ran training sessions for the local hospital team on topics including infection control, emergency response and IVC insertions, and learned more about common infectious diseases including malaria and TB.

Working with the Odede healthcare team and volunteering in the Kenya community will always be one of the best decisions I made as the experience helped me improve my nursing knowledge and realise how lucky we are to have the resources and health care system we have. I made some great friends and the experience has made me love being a nurse even more.



Welcome to our new team members



More than 80 new Pacific Islander team members joined our residential care homes in 2025 as part of the PALM scheme.

Travelling from Kiribati, Fiji and the Solomon Islands, the new team members are based at residential care homes across Queensland and New South Wales, where they will support resident care for the next four years.

Group International Sourcing Manager Sara Allotta said the scheme was helping to strengthen care in our regional locations.

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

"We're delighted to welcome our newest team members whose skills, compassion and commitment are well received by both teams and residents alike," Sara said.

The latest cohort brings the total number of employees welcomed through the scheme to 257, with 211 team members currently working at 20 residential care homes.

"This year we have welcomed back eight team members for another four years, which is a great outcome for residents and teams bringing familiar faces.

All team members receive training and gain relevant qualifications before arriving in Australia, which allows them to hit the ground running in their new roles as personal care workers and in our hospitality and hotel services teams.

"A huge thank you to everyone involved, from planning and logistics to on-the-ground support ensuring a smooth transition as the team settle into their new roles and life in Australia."

Team members are well supported during their time in Australia, with General Managers, residential care team buddies and PALM Support Officers on hand to provide advice, guidance and encouragement.

Teamwork shines

Preparing for aged care reforms and continuing our integration program have kept our operations and support teams extra busy during 2025.

A huge *thank you* to everyone for working together to ensure the transition was as smooth as possible for residents and clients and that their high-quality care continued uninterrupted.

Continuing our integration program

Alongside sector reforms and supporting new requirements, our integration focus on standardising systems and practices has also continued.

Welcoming the new Aged Care Act

1 November marked a significant milestone across our sector with the introduction of the new Aged Care Act and associated reforms.

The new Aged Care Act focuses on making aged care more person-centred, safer, fairer and more respectful.

Transitioning to the new Support at Home program that has now replaced the Home Care Package and Short-Term Restorative Care programs has been a key priority. Teams across Australia have ensured clients have been informed and supported in the lead up and now early days of Support at Home.

This has included client discussions about the changes and updates to their agreements, budgets and care plans. Support for the transition is ongoing to further enhance the systems, processes and practices available for HCS teams.

For residential care teams, the changes have been centred on the introduction of strengthened quality standards and new higher everyday living fee (HELF) which replaces additional and extra service fees.

In October, we reached a major milestone completing implementation of unified systems for rostering, time and attendance, and payroll across all 88 residential care homes.

This is an important step forward in simplifying workforce management, with leaders now having a consolidated view of workforce information across their home and region. Team members have easier access to their roster at any time through a mobile app. They can also bid for additional shifts, check their payslips and apply for leave all in one place.

This follows the milestone earlier this year of bringing all home and community support teams across Australia onto a single client management system.

The move to one system is enabling teams to view client information, schedule visits and update client records in the same way across all HCS locations.

Leaders also have a consolidated view of data across teams, and all clients are now receiving standardised statements and information. Team members can use the mobile app to easily access and update client information during visits.



New Baycrest team members Mary, Zariema and Choylyn arriving in Brisbane.

Living life to the full

From trying new experiences to pursuing hobbies that give them joy, these residents are making the most of every opportunity.

Staying active with the right support

Resident Wendy is hard to pin down at Claremont Terrace with her full schedule at the home and out in the community.

With a broad range of interests, Wendy runs local craft classes, organises a book club, attends exercise classes at the community centre, and enjoys the many activities at the home, all while receiving the care and support she needs.

"I have bad knees and a right arm which doesn't move very well – I want to keep active so it's great to know that if something happens, I'm being looked after," she said.

Keeping the pace at Casey Grange

Former Caulfield Cup winning jockey Trevor enjoys staying active and competitive at Casey Grange retirement community, even giving his riding silks an airing from time to time.

As the youngest of 12 growing up in rural Victoria, he says he knew he was "a little bit competitive and determined" from the moment he decided to start riding.

Trevor would eventually start racing and within only a few years take home countless wins.

"I went on to win the Caulfield Cup in '59 and I rode in Melbourne Cups – I rode in my first Melbourne Cup at 16," he said.

Following his successful careers as a jockey and then in the construction industry, Trevor has continued to live an active lifestyle in retirement, taking up new hobbies including ballroom dancing, golf and lawn bowls – still with his competitive streak in tow.

"I think my lawn bowls team is at the top of the competition at present," he said.

Celebrating in style

Centenarian James enjoyed an extra special birthday earlier this year, driving out in a 1929 hot rod as part of his 105th birthday celebrations at Montclaire residential care home.

For the accomplished cartoonist and illustrator, reaching this milestone birthday was just another accomplishment to add to a long list of accolades that earned him the Order of Australia Medal in 2023.

"As a boy, I remember drawing with chalk on the pavements in south Melbourne," James said.

"I was always very lucky, even when it came to walking into a newspaper and getting a job within two days at the Melbourne Argus."

James is a pioneering historian of Australian cartoon history and remains closely connected with the black and white artists community, spending time with fellow artists and illustrators as part of his birthday festivities.

Read more about James and other resident and client achievements in our brand book *An Australian Story*.



Resident Wendy.



Resident Trevor in his riding silks.



Resident James taking a spin in a hot rod for his 105th birthday.

From the archives **140** years CARING FOR AUSTRALIANS

Here's a look back on our 140-year history at some of the people and significant moments that have helped shape who we are today.



Melbourne's first after care home - 1927

In Melbourne we opened the city's first after care home to provide transitional care for people of all ages after a hospital stay.



Home nursing - 1935

In 1935, Melbourne's The Argus published this account of a day in the life of our nurses. Our teams bring the same kindness and commitment to high quality care today for clients and residents across Australia.



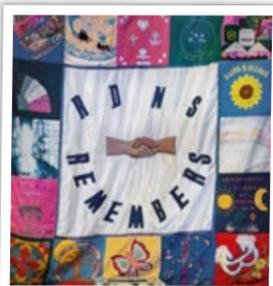
Kingshome - 1938

In 1938, less than two months before the outbreak of World War II, Brisbane Boer War veteran Mr G. M. Money became the first resident at Kingshome, our first veterans home. The Telegraph published this photograph to mark the occasion.



Royal seal - 1966

In 1966, we received confirmation of royal endorsement from Her Majesty, Queen Elizabeth II. It was a significant decision that recognised the valuable and important role our nurses played in the community.



AIDS memorial quilt - 1998

In Melbourne our nurses became the first in Australia to support people with HIV/AIDS at home. In 1998 their dedication earned the Victorian AIDS Council General Community Service Award. A powerful reminder is the Royal District Nursing Service panel, that is included in Victoria's heritage-listed AIDS Memorial Quilt.

Read more about our history at boltonclarke.com.au/an-australian-story

Before you go!



Explore

New sustainability initiative

From early next year, all our Queensland retirement living communities will have a dedicated container recycling bin thanks to a new partnership with Containers for Change (QLD).

The state-wide initiative is the first of its kind in the Australian retirement industry, making it easier for residents and team members to recycle. For more information, contact Sustainability Manager Kathryn Wightman-Beaven.



Refer and earn

HCS referral program

Know someone who could benefit from our Home and Community Services? Receive up to \$100* to your My Rewards account for each successful referral.

Visit: boltonclarke.com.au/ReferandEarn_FAQ to find out more.

*Refer and Earn incentive is open to all Bolton Clarke employees. Contractors and agency staff are not eligible.



Summer reads

2025 Year in Review

Available on our website, our Year in Review showcases key milestones and achievements from throughout the year.



Research Institute Report 2025

The Research Institute's 2025 report, also available on our website, includes highlights of research and co-designed solutions from the last two years.



