Spring Edition 2026

HouseCall



A lasting gift of care and kindness

For Betsy, the decision to support Bolton Clarke is deeply personal.

Over many years, Betsy has seen first-hand the kindness, professionalism and reassurance Bolton Clarke nurses bring to people and families at home. That care has left a lasting impression, and it is one of the reasons she has chosen to leave a gift to Bolton Clarke in her Will.

Betsy's late partner, Stephen, also understood the difference visiting nurses can make. Before he passed away, Bolton Clarke nurses provided care and support that brought comfort to both Stephen and Betsy.

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Betsy remembers how much that support meant. "The nurses came to Stephen for some time before he died," she explains.

"Stephen had admired the work of the visiting nurses from way back."

Seeing this care up close helped Betsy see the real impact of Bolton Clarke's work, not only through clinical support, but through the compassion and dignity nurses provide when people need it most.

For Betsy, leaving a gift in her Will is a meaningful way to help ensure others can receive the same care and comfort that meant so much to her and those she loved.

She also remembers Stephen with great affection as a kind, practical and generous man who was known around his village as "Mr Fixit".

"He was a fighter for the underdog and very much a 'proper gentleman' from the old school," Betsy says.

Betsy's generosity will help Bolton Clarke nurses continue providing care, comfort and support to people and families in the community.

All of us at Bolton Clarke are deeply grateful to Betsy, and to every thoughtful supporter who chooses to remember us in their Will.

Betsy also recently joined Bolton Clarke staff at one of our new community catch-ups.

These small gatherings bring together our local supporters over coffee and a common interest, such as a walk or community event. All while hearing the difference gifts like Betsy's can make for nurses, clients and families.

Future catch ups are planned across metropolitan Melbourne during November.

For more information about our new community catch-ups or leaving a gift to Bolton Clarke in your Will, please contact Sam Hawkins on 0474 000 489 or shawkins@boltonclarke.com.au

Thank you

Thank you for your generous support to our recent Tax Appeal. Your support means so much to older people who are facing financial hardship and need extra help to stay safe, well and independent.

Because of compassionate supporters like you, the Good Samaritan Fund can provide essential medical supplies and assistive equipment, from wound care products and mobility aids to specialist items that make daily life easier. Your kindness helps our nurses respond quickly when clients need practical support they cannot otherwise afford.

Most importantly, your gift reminds people like Ray that they are not alone. On behalf of everyone your donation will help, thank you for making a meaningful difference when it is needed most.





Helping 50,000 people stay healthy, active and connected

Our Be Healthy and Active program has reached an important milestone, with more than 50,000 people attending sessions designed to help them take positive steps for their health and wellbeing.

Now celebrating its 10th anniversary, the program has delivered more than 1,800 free health education sessions in retirement villages, community venues and online.

Covering practical topics such as healthy bladder, diabetes awareness and understanding dementia, the sessions give older people accessible information they can use in everyday life.

Participants say the program is making a real difference. Oakleigh Library Healthy Bladder session attendee Pauline said it was "very informative" and offered "workable ideas". She added that it "reinforced and reminded me to do the pelvic floor exercises, a huge thank you."

At Patterson Lakes Village, Mary-Lou attended a Diabetes Awareness session and said it "reinforced my knowledge and inspired me to have healthier food choices and exercise more than one hour per week." Her response reflects the program's focus on small, practical changes that support long-term wellbeing.

Others have valued the confidence that comes from better understanding complex health topics. Following an Understanding Dementia session at Arilla Village, one participant said the presenter was "an excellent communicator" who spoke in "layman terms", adding, "I have a greater understanding of dementia now."

As Be Healthy and Active continues to grow, including the recent addition of a new Diabetes Awareness topic, donor support helps ensure more people can access trusted health information, ask questions in a supportive environment, and feel encouraged to make choices that improve their quality of life.

Donor support brings faster care to older people at home



Thanks to the generosity of our donors, Bolton Clarke has recently purchased 37 new Doppler devices for nurses supporting older people in their own homes. These compact, non-invasive devices use sound waves to assess blood flow in the arteries, helping nurses better understand circulation issues that can affect wound healing, particularly for people living with leg ulcers.

For clients, this means important assessments can be completed at home in around 45 minutes, without the need for a referral, separate appointment or travel to a radiology clinic. Results are available immediately, allowing nurses to develop care plans straight away and avoid delays in treatment.

The new Dopplers can also measure pressures in the big toe, providing valuable information about microcirculation, or blood flow through the small vessels of the foot. This helps nurses identify the type of ulcer present, decide how it should be managed, and determine whether a client needs further review by a vascular specialist.

Reg's experience shows the difference this equipment can make. He had been seeing his GP for leg ulcers that were not healing. Fluid leaking through his dressings soiled his clothing and bandages, leaving him embarrassed, housebound and in pain.

When Bolton Clarke nurses visited Reg, a Doppler assessment identified hardening in an artery in his leg, which was preventing his ulcer from improving. He was referred to a vascular specialist, while nurses tailored his wound care to his needs and goals. After surgery improved blood flow to his legs, Reg's ulcers healed with ongoing nursing support.

With your support we are helping nurses deliver timely, personalised care where people feel most comfortable - in their own homes. Each Doppler costs $1,700, and with 37 new Dopplers now in use, more clients like Reg can receive faster assessments, earlier treatment and support to heal, recover and remain connected to their community. If you would like to support the purchase of more equipment like Dopplers, please make a donation using the donation form.

Turning up the volume in our villages

In a world-first initiative, next-generation Bluetooth technology is being introduced across all our retirement villages, helping residents with hearing loss stay connected.

Delivered in partnership with Audeara, Auracast™ enabled listening solutions will be implemented across village community centres, making it easier for residents affected by hearing loss to engage in community activities and events.

Auracast technology introduces a new way to experience audio, allowing an unlimited number of people within range to listen to the same audio stream at the same time. Anyone with an Auracast enabled device including hearing aids, earbuds and headphones can connect and set their volume to a level that's comfortable for them.

The Bolton Clarke Research Institute's biannual Health and Wellbeing in Retirement Living survey showed 45% of village residents were affected by hearing loss, impacting their ability to stay connected with their community.

Brett Rice, Chief Operating Officer Retirement Living, said the world-first implementation was part of a broader focus on positive ageing across our retirement villages nationally.

"The Institute has been working with village residents, frontline teams, and researchers from The University of Queensland Centre for Hearing Research to implement a range of hearing projects. Examples include enabling hearing checks onsite and incorporating hearing and vision-friendly design principles into village infrastructure," he said.

"We are delighted to be partnering with Audeara and embedding Auracast technology across our 43 retirement villages."

In May, a special launch event was held at Carrington retirement community, where residents were able to try out the village's new Auracast headsets.





A new Home, a new chapter



Daniel's journey shows the powerful difference consistent, compassionate support can make. After many years experiencing homelessness in Frankston, Daniel had been connected with the Bolton Clarke Homeless Persons Program for some time.

Building trust took patience and persistence, but the program stayed alongside him, offering practical help, encouragement and advocacy when he was ready to take the next step. "I'm really thankful they never gave up on me," Daniel says.

In June 2025, Daniel began considering a more stable future. With his nurse Claire's support, he accessed short-term accommodation while she worked closely with the Department of Families, Fairness and Housing to advocate for a safe, suitable long-term home.

After many calls, emails and follow-ups, a public housing property became available in November 2025. Daniel proudly accepted the keys to his new unit: a peaceful home with a backyard and shed. "Without their support, I don't know where I would be today," he says.

Since then, Daniel has continued to build confidence and independence. He joined a local gym through Reclink, gained his learner permit, purchased a small car and recently passed his driving test. After completing a long process of dental appointments, he also has a smile he is proud to share.

His nurse, Claire, says seeing Daniel's progress has been deeply rewarding. "I'm so proud of Daniel and everything he has achieved," Claire says. "The Homeless Persons Program is one of a kind in Melbourne. We meet people where they are, including those sleeping rough, and provide practical, respectful and consistent support."

Daniel is now giving back through volunteer shifts with Project Fresh Start, helping prepare and deliver meals to people in need. Daniel says he would not be where he is now without the Homeless Persons Program.

His story reflects his determination and the vital role of the program in helping him move from homelessness into safe, stable accommodation and a more hopeful future.

Personalised care helps David stay well at home

When David moved from Manchester to Australia, he was looking forward to reconnecting with family he had not seen for more than 30 years. "Me and my sisters just clicked, and I just came over," he says.

A joiner by trade, David had spent years working for the council in England. After settling in Australia, he helped a friend build an extension before building a granny flat in their backyard, where he lived for more than 15 years.

Today, he enjoys car shows and building and painting model cars, including his pride and joy, a Ford Fairlane. "It keeps my brain and fingers going," he says.

In May 2025, David began receiving support from Bolton Clarke after developing an open wound that would not heal. At first, nurses visited three times a week to provide wound care. Almost 15 months later, thanks to this consistent and personalised support, his wound is now close to healing.

David says the care he has received has made all the difference. "Without the nurses, I would be in hospital," he says. "Everyone who has come to see me has been amazing. They have talked with me, had fun with me, and they have been here to help me."

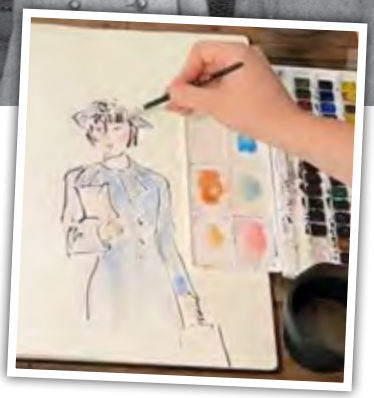
He is especially grateful to his nurse. "She was a rock for me all the time," David says. "She would take me to appointments in Ringwood and Maroondah. She was with me all the time."

David's wound dressings were funded through Bolton Clarke's Wound Fund, which helps clients who are unable to afford essential dressings. Thanks to donor support, people like David can receive the individualised care they need to remain safe, supported and well at home.



Celebrating International Nurses Day





International Nurses Day was an opportunity to reflect on the extraordinary role nurses have played in shaping our organisation and the communities we serve.

Scan the code to watch the video of our nurses stepping out in 1950s style.

Held each year on 12 May, the anniversary of Florence Nightingale's birth, the day carries particular significance for us as some of our earliest nurses trained under Florence's guidance in London in the late 1800s.

From caring for soldiers returning from the Boer War to travelling by bicycle during the Spanish flu pandemic, our nurses have long responded with compassion, courage and determination. Over the decades they have supported people through major health challenges including HIV/AIDS, H1N1, SARS, MERS and COVID-19, adapting to meet changing needs every step of the way.

Today our nurse practitioners, registered nurses and enrolled nurses continue to make a positive difference across the community, in our residential care homes, and through education and research.

HouseCall is an information publication produced especially for donors and supporters of Bolton Clarke. If you do not wish to receive HouseCall, or would like to update your contact details, please call Bolton Clarke Fundraising on 03 9814 2766 or email fundraising@boltonclarke.com.au

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