



montage

BOLTON CLARKE EMPLOYEE MAGAZINE



*Thank you
to our
teams*



Plus more inside ...

Honouring
Anzac Day

Customer stories:
Leading with
positivity

Focus on
safety

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Acknowledgement of Country

Bolton Clarke sites are located across Australia and New Zealand. We recognise 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 Lexington Gardens team celebrating Thank You Day.

Message from Olivier



As I approach my first year as Group CEO, through all my visits and discussions with teams, residents and clients across our service streams and support teams, I have seen firsthand the exceptional standard of care, teamwork and professionalism that defines our organisation.

This edition of *Montage* provides an opportunity to recognise all that we have achieved together in FY26 and to thank you for the contribution you make.

With ongoing global uncertainty and continued sector reform, your commitment to and consistency in delivering exceptional care and support do matter. They provide stability for residents and clients and reinforce the role we play in helping people with their everyday needs and through more complex transitions.

The introduction of Support at Home for clients, preparations in our homes for the Higher Everyday Living Fee changes, and assisting our village residents navigating new reforms in Victoria continue to be key areas of focus. These changes are significant, and the



Thank You Day provided the opportunity to recognise our achievements and contributions. Read more in our special feature on page 12.

way you support customers through them – with care and professionalism – makes a real difference. We also recognise these changes add to workload for many of you across the organisation (and the broader aged care sector) and it is important for all our leaders to acknowledge and assist in problem-solving for this.

As we adapt our systems and services and listen to feedback from our teams and customers, we have been working with the wider sector and government on practical improvements. For the Support at Home program, the recent decision to fully fund personal care services is a positive step.

At the same time, our work to shape the next phase of our organisation has progressed. We are bringing greater clarity to our five-year strategy with a focus on our customers and strengthening our services, supporting our people, and ensuring we remain well-positioned to respond to the changing needs of the customers and communities we serve. This is being informed by the experience and insight of our teams across the organisation, your recent feedback to our pulse survey, alongside further development of our business lines and enabling strategies – sustainability, customer, research and community, as well as a renewed focus on how we approach innovation.

Expect more information and communications on this in the next quarter.

This edition of *Montage* highlights the breadth of that work in practice...from technology in retirement villages helping residents with hearing needs, to a new program bringing person-centred care into everyday practice in our homes and customer stories showcasing positive ageing in action. You will see heartwarming examples of connection and recognition including Anzac Day, International Nurses Day and Thank You Day, as well as stories of collaboration and sustainability across our services. You will also see how we worked together to respond to severe weather and other safety events, and how we are strengthening our overall approach to safety.

Most importantly, this edition is about YOU – your dedication to those we support is what sets our organisation apart. Thank you.

Stay safe,

OLIVIER CHRETIEN
Group CEO

Focus on safety



Floodwaters outside our Fairways community in Bundaberg in March 2026.



Team members testing out new lifting equipment at Templestowe Manor.

From bushfires to floods to cyclones, our teams have a long history of keeping residents, clients and each other safe during severe weather events.

Across Australia we are no stranger to extreme weather, and many of our locations have been impacted by weather events.

This year alone, our communities and services have faced Victorian bushfires, a flooding emergency in Bundaberg and Longreach, and severe weather in Western Australia linked to Tropical Cyclone Narelle.

Through it all, our teams led an incredible response.

Grace Westdorp, Executive General Manager Care Quality and Safety, said she was impressed by the way people came together to ensure the safety and wellbeing of customers and each other.

“What stands out is the way safety is considered holistically. It’s not just about managing the immediate event, but ensuring residents, clients and employees feel supported, informed and safe throughout,” she said.

Preparation is key

Preparation plays a key role in this response. Teams draw on well-established business continuity plans that guide how we respond, recover and continue

delivering essential services during disruption. Every home, village and service has a plan in place, ensuring teams are ready to act.

During the recent floods in Bundaberg, residential care teams had additional food, water and medical supplies in place, while team members stayed at the home to maintain care. In the local community, teams carried out welfare calls to check on clients, ensuring they had what they needed to remain safe at home. Across retirement living communities, Village Managers kept in close contact with residents, providing reassurance and practical help.

Behind the scenes, a network of support teams helped coordinate communication, supplies and logistics and responded quickly to changing needs – often around the clock.

Grace said the response highlighted the strength of a coordinated, organisation-wide approach.

“Our business continuity plans provide a clear framework, but it’s how our teams bring those plans to life – supporting each other and staying focused on what matters most – that makes the real difference,” she said.

“It’s a credit to all involved and a true example of living our values of always safe and always together.”

Managing critical events

During a critical event like severe weather, having clear responsibilities and escalation pathways is central to a coordinated response.

Our Critical Issues Escalation Matrix supports this, setting clear expectations for escalation including defined risk levels, response timeframes and accountabilities.

The matrix reinforces the important role we all need to play in prompt escalation, particularly for high-risk incidents. It should be used alongside clinical incident frameworks, business continuity plans and operational procedures.

You can view the recently updated Critical Issues Escalation Matrix on Connect. If you have any questions, please refer to your leader.

Equipment that enhances care

A major initiative is underway to strengthen safe resident support in our homes through the introduction of standardised lifting equipment.

Led by our safety and wellbeing, clinical quality and risk, and procurement teams, with support from an ergonomics specialist, the program will introduce a standardised fleet of hoists, passive lifters and standing lifters across our 88 homes.

Margaret Reid, General Manager Strategic Procurement, said the program aimed to reduce risks, improve efficiencies and support workforce mobility.

“Moving to a single model of equipment will reduce the risk of incompatible hoist and sling combinations and improve efficiencies through shared accessories,” she said.

“It will also enable more targeted training with team members using familiar equipment across our locations.”

A comprehensive evaluation process involving allied health, clinical operations and safety representatives has been completed with trials currently underway in eight homes in Victoria, New South Wales and Queensland.



Jon Kirkman, Dr Carly Meyer and Brett Rice (second from right) with Audeara representatives at the launch event at Carrington.

Residents had the opportunity to try out Auracast headsets at the launch event.

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.

Senior Research Fellow Dr Carly Meyer said the Research Institute's biannual Health and Wellbeing in Retirement Living survey showed 45 per cent of village residents were affected by hearing loss, impacting their ability to stay connected with their community.

"A lot of social activities in our villages take place in the community centre – whether it's a special event with a guest speaker, watching a football game or taking an exercise class," Dr Meyer said.

"Supporting residents to stay engaged with those activities is so important for maintaining social connections and reducing isolation.

"This initiative is helping us break down the barriers that can stop people attending events, ensuring they don't miss out on those important opportunities and relationships."

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.

Person-centred care in action

A new pilot program is helping turn the principles of person-centred care into everyday practice in our residential care homes.

The Person-Centred Practice (PCP) coaches pilot launched recently and is being trialled by our New South Wales homes and teams.

Chief Operating Officer – Residential Aged Care, Glenn Hancock, said the pilot is helping teams build a deeper understanding of person-centred care and how to bring it to life each day, especially for residents living with dementia.

“The focus is on building confidence and capability so that person-centred practice is truly grounded in the way we work,” Glenn said.

“It’s about helping our teams respond to each resident as an individual – understanding what matters most to them and adjusting our care in real time.”

Running over several months, a two-phase approach is applied to develop skills at both a regional and local level:

- The first phase builds a strong regional network of coaches through a structured development program and practical education.
- The second phase identifies clinical and non-clinical team members to work within their home embedding PCP approaches into daily care, team discussions, and decision-making.

Head of Consumer Clinical Quality & Risk (RAC), Leslie Everson said the pilot was intentionally designed as a whole-of-home initiative.

“Everyone in the home plays a role – from care and nursing to lifestyle and hospitality roles so that person-centred practice is strengthened across the whole team,” Leslie explained.

“Regular check-ins, group sessions and practical coaching activities are helping generate ideas, while ongoing feedback is helping to shape new approaches.”

Early feedback from participating homes is positive, with teams reporting greater confidence in responding to residents’ individual needs, more consistent use of person-centred language, and greater collaboration across roles.

Congratulations to our new PCP coaches and the project team for your dedicated efforts throughout the pilot.



Participants have gained new skills through a comprehensive development program.



HPP nurse Theresa meeting the Duchess of Sussex at McAuley House.

A special visit for HPP nurse

In April, HPP nurse Theresa Au Wong Rasmussen had the opportunity to meet Meghan the Duchess of Sussex during her visit to a women’s shelter in Melbourne.

Theresa, a nurse in our Homeless Persons Program (HPP) team, is based at McAuley House at Footscray which provides accommodation and support for women experiencing homelessness.

Her role involves conducting comprehensive assessments to address the health needs and factors underlying homelessness, manage chronic health conditions, and facilitate access to community health, GPs and hospital services.

Theresa said the meeting was a “surreal” moment, providing the chance to share the valuable role of nurses and the HPP team in the community.

“I shared a small part of what we see every day, supporting women through some of the most complex, vulnerable and often invisible moments of their lives,” Theresa said.

“In our brief exchange, there was a real sense of recognition for work that is so often unseen.”

During the visit, the Duchess assisted with the lunch service, an important part of McAuley House’s community model. She also spent time speaking to residents directly, hearing first-hand about some of their experiences.

McAuley CEO Jocelyn Bignold OAM said it was wonderful to host the visit at McAuley House.

“We appreciate the attention the visit brought to the issues of homelessness and family violence, and we’re grateful for the opportunity to spotlight some of our work.”



The Duchess serving lunch with McAuley CEO Jocelyn Bignold OAM.

Image supplied by McAuley House.

Leading with *positivity*

Only four per cent of people consider being 60 or over to be the “best age” – but a new storytelling campaign celebrating our customers shows they disagree.

From their earlier experiences to more recent accomplishments, six inspiring residents and clients recently stepped in front of the camera to share their real-life, optimistic points of view about living positively and finding joy as they age.

Their stories are at the heart of a new campaign currently in the works, designed to spark broader conversation about ageing positively and actively reshaping perceptions that “younger is better”. The campaign will further establish our role as Australia’s Heart of Positive Ageing, highlighting the vital support our teams provide in working with customers.

Stay tuned!

Look out for more about these inspiring stories in the coming months.



Meet our storytellers



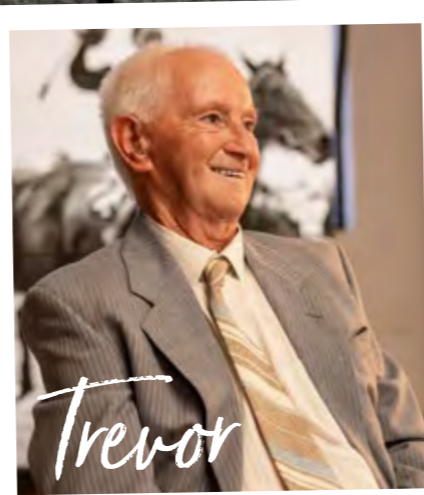
Maria

A retirement living resident who is living her best life at Casey Grange, buying a racehorse with fellow residents and enjoying overseas holidays with friends.



Jelena

A home and community support client who has formed strong connections in her community since moving to Australia in her 70s.



Trevor

A former Caulfield Cup winning jockey and village resident whose competitive spirit has seen him take up new hobbies in retirement including ballroom dancing, golf and lawn bowls.



Carmel

A renowned crime writer resident who shares her expertise with fellow aspiring resident writers at Europa on Alma retirement community.



Bob

An Ex-Royal Air Force Armourman and Lilydale resident who completed a 15,000 foot skydive at age 89.



Wendy

A Claremont Terrace resident who enjoys a broad range of interests at the home including running craft classes, organising a book club and keeping active with exercise classes.

FY 26
Thank you
to our teams

Whether in our homes, villages, the community or our support offices, your efforts have made a real difference.

- ✓ Staying focused on customers
 - ✓ Strengthening safety and wellbeing
 - ✓ Building stronger partnerships
 - ✓ Empowering healthy, active communities
 - ✓ Leading innovation and research
 - ✓ Simplifying ways of working
 - ✓ Recognising each other
- ...and much more

Celebrating our achievements

Staying focused on customers

Throughout major aged care reforms, our teams kept care and services front and centre.

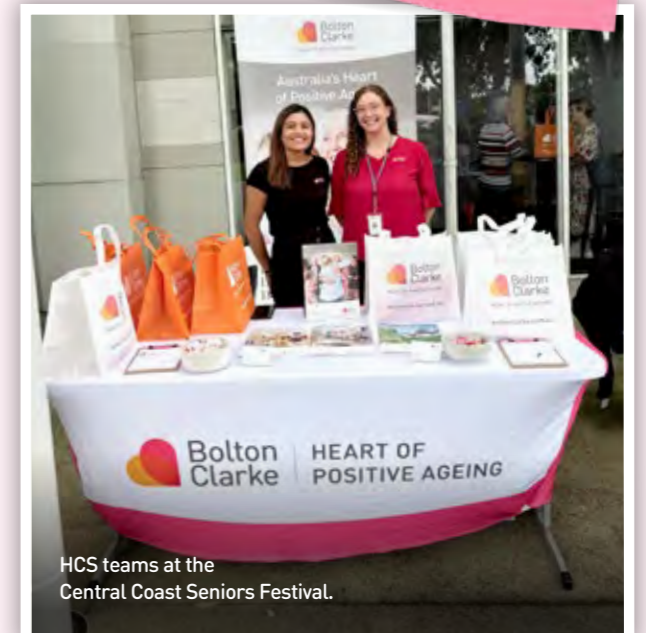
Home and community support teams guided nearly 6,000 clients through the transition to Support at Home – reshaping services, roles and ways of working while making sure support never missed a beat.

In residential care, teams have been preparing for the transition to Higher Everyday Living Fees (HELFF), adapting how services are delivered and working closely with residents and families to maintain choice and continuity. Across 63 homes, more than 500 team members have taken part in training to support the change ahead of October.

At the same time, teams have continued to meet direct care minute targets and maintained 24/7 nursing coverage – while bringing person-centred care to life through new programs, including a pilot program underway in NSW homes (find out more on page 8).

In Victoria, retirement living teams responded quickly to new legislation, running information sessions to help residents and village committees understand what's changing.

Let's take a moment to celebrate some of the many milestones achieved across our teams in FY26.



HCS teams at the Central Coast Seniors Festival.



HELFF preparations were a key focus for our residential care teams at the recent RAC Roadshow.

Strengthening safety and wellbeing

Over the last 12 months we have made important progress in strengthening safety and wellbeing and looking out for each other.

The refreshed Health, Safety and Wellbeing Policy reinforced our commitment to safe and supportive environments.

Updates to the Critical Issues Escalation Matrix are strengthening how we manage critical events and support teams responding to them.

Our Melbourne HCS services achieved accreditation under the National Safety and Quality Primary and Community Health Standards.

Building stronger partnerships

FY26 saw new partnerships take shape and existing partnerships evolve, extending our impact in the community.

Retirement living and sustainability teams worked with Containers for Change Queensland and social enterprise Reforest to introduce new initiatives in our communities.

Our support for veterans through Wounded Heroes Australia grew, from repurposing surplus furniture to featuring their unique blend of coffee in welcome packs for new village residents (see page 19 to find out more).

In a world-first, we partnered with Audeara to bring Auracast™ technology into retirement villages – helping residents with hearing loss stay connected (see page 6 for more).

In Melbourne, the Homeless Persons Program expanded its reach through partnerships with local organisations including Quest Connect, Street Side Medics and the Harcourts Foundation.

Leading innovation and research

Our innovation and research expertise continued to underpin everything we do.

Teams were recognised as finalists in the Asia Pacific Eldercare Innovation Awards across multiple categories highlighting new approaches to meet changing needs.

The Research Institute continued its work with frontline teams to expand the virtual model of care, helping clients living in regional and remote locations with improved access to occupational health and physiotherapy services.

New InTouch services, including an NBN internet service, were launched to support resident and client independence. A digital literacy program was delivered to help village residents and community members use technology safely.

At the same time, SMS visit reminders were introduced to improve clients' experience and visibility of home visits.

Empowering healthy and active communities

Across our communities, teams continued helping people stay connected and proactive about their health.

The Be Healthy and Active program continues to grow, with new topics and a milestone of more than 50,000 participants in reach.

We began the final phase of our involvement in the Connect Local social prescribing pilot which has connected people with community services and activities through more than 700 referrals and 3,050 visits to its community directory.

HCS and retirement living teams worked together to embed the VIP connected support program with 900 village residents now receiving care and services in their own homes.

We marked the official start of work on our New Farm retirement living community to help us deliver more connected care services and meet local needs.

Simplifying ways of working

Behind the scenes, work has continued to integrate our teams through common ways of working including standardised systems and practices for rostering, time and attendance, and payroll.

We also introduced a new organisation-wide system to undertake HR activities (Workday) and made preparations to transition our residential aged care, retirement living and support services teams to a single purchasing system (Basware).

FY 26
Thank you
to our
teams



The VIP connected support program gives residents in our retirement villages greater control over their home care services.

New organisation-wide systems and practices are strengthening common ways of working.



Through new and existing partnerships, we extended our impact in the community.

Our retirement living and sustainability teams partnered with Containers for Change QLD to make it easier for village residents to recycle.



Basware training sessions are being held across teams including our QLD RAC hospitality team (pictured).

Recognising each other

Through the new Awards and Recognition program, teams are actively nominating and celebrating each other's contributions.

Thank You Day also provided a wonderful opportunity to recognise the care, compassion and dedication our people bring every day to support residents, clients and each other. Highlights from the day included dressing as superheroes, sharing messages of appreciation and connecting at local events.



Glendale residential care home



Moreton Shores residential care home

FY 26
Thank you
to our
teams



Melbourne East HCS and support office



Sydney support office



Ipswich HCS



Cazna Gardens residential care home



Pemulwuy residential care home



Brisbane support office



Retirement living contracts team

Know someone who consistently lives our Bolton Clarke values?

the
Heart of us
Awards program

You can nominate your colleagues for Heart of Us Employee of the Month recognition via My Rewards. Visit Connect or talk to your manager to find out more.



Brisbane South and Logan HCS



Riverwood residential care home



Villa Serena residential care home

Honouring the *Anzac* spirit

The true spirit of remembrance and community was reflected across our homes and villages on Anzac Day with a range of commemorative services and activities.

Many of these events brought together residents, team members, RSL sub-branches, schools and local community groups, creating opportunities to acknowledge the service and legacy of those who served our nation.

In Sydney, Redleaf Manor residential care home marked the occasion with a service attended by residents and families, the team and Group CEO Olivier Chretien.

General Manager Sachita Uprety said the service was an opportunity to pay tribute to the extraordinary sacrifice of our veterans.

"It's a day that holds special meaning for many of our residents, and even more so when it brings the community together," Sachita said.

"Our team was honoured to help create a shared moment of remembrance, respect and unity."

Our 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 and took part in the wider community's parade through town.

Personal Care Worker Safalta Tripathi said it was a privilege to support residents' participation in the march.

"The march is a significant local event in Caboolture and brings together people of all ages from school children to veterans," she said.

"It means a great deal to stand alongside our veteran residents and join the wider community in recognising their service."

At Buderim Views on the Sunshine Coast, the community came together for a service that included a catafalque party, readings, and wreath-laying tribute.

Lifestyle Coordinator Golzy Ajdani Denny said many of the home's residents and team carry strong family connections to wartime service.

"These deeply personal links extend across generations, countries, and roles," Golzy said.

"On Anzac Day we recognised not only those who served on the frontlines, but also those who supported them behind the scenes – the medics, nurses, volunteers and families whose resilience continues to shape history."

Lest we forget



Commitment to veteran care

Supporting veterans in the community remains an important part of our story and one that continues to evolve.

One example of this is our work with not-for-profit Wounded Heroes Australia. Our connection includes featuring their unique blend of coffee – Coffee4Heroes – in our welcome gift packs across our villages and repurposing furniture through their opshops or directly to people in need.

Later this year, we will be supporting the Wounded Heroes 24 Hour Challenge – a North Queensland initiative that directly supports Australian Defence Force personnel, veterans and families in crisis.

[Watch this space for more details.](#)



Fernhill resident Selwyn with PCW Safalta.



Group CEO Olivier Chretien attended Redleaf Manor's service.



Our retirement living team includes Coffee4Heroes in resident welcome packs.

the heart of us



Teams out and about

Members of our residential aged care, retirement living and home and community support teams have been working side by side, sharing information about our services at local events including the Penrith Central Coast Seniors Festival Expo (left) and Rockingham 'Have a Go Day' (above).



NZ team in the pink

The RDNS NZ team came together for Pink Shirt Day, a national anti-bullying campaign that celebrates kindness, inclusion and respect.



A groovy get-together

The Buderim Views team donned their best 70s attire for their Mamma Mia Mother's Day event.



A decade of care

The Greenwood team, residents and families came together for a garden party in April to celebrate the residential care home's 10th anniversary.

A day to connect

The Brisbane North and Sunshine Coast quarterly leadership meeting brought together key residential care leaders and support teams for a collaborative day of strategic planning, knowledge sharing, and continuous improvement.



Sharing expertise

HCS managers Stefanie Learmonth, Nelly Marroquin, Sarah Ginnane and Jess Merrett shared their knowledge and gained valuable insights on the future of care at the Ageing Australia VIC State Conference.



Sustainability at work

A focus on sustainability across our teams is creating a lasting positive impact for our customers, people, community and environment.

Reducing waste in our homes

Preparations for new food organics bins have been keeping our NSW residential care, sustainability and procurement teams busy ahead of the introduction from 1 July.

Part of the NSW government's FOGO (Food Organics and Garden Organics) initiative, the bins will help keep food waste out of landfill so it can be turned into useful resources such as compost and energy.

Sustainability Manager Kathryn Wightman-Beaven said the bins were a practical example of how everyday actions contribute to our broader sustainability focus.

"Sustainability continues to play an important role in how we deliver services and plan for the future," she said.

"By separating this type of waste in our homes, we can reduce our environmental impact and contribute to more sustainable waste systems."

To help teams prepare, a range of resources featuring FOGO heroes Blade and Binny have been developed sharing simple tips to make it easy for teams to use the bins in daily practices.

Supporting environmental restoration

A new program led by our retirement living team will contribute to the restoration of one of Queensland's most endangered forest ecosystems – the Mabi Forest on the Atherton Tablelands.

In partnership with Brisbane-based social enterprise Reforest, the program will fund the planting of a tree

for every new resident welcomed into our retirement living communities from 1 July.

Jon Kirkman, Director of Operations Retirement Living, said the initiative reflected a growing focus on sustainability among residents who want to be part of positive change.

"Partnering with Reforest is a simple, practical way we can bring our sustainability commitment to life," he said.

"We've already planted 193 trees in the Mabi Forest this year – contributing to the restoration of 731 square metres of land – to recognise the contribution of every member of our retirement living team and the people who support them.

"Now, from 1 July, we will build on that by planting a tree for every new resident who chooses to become a part of one of our vibrant retirement living communities across Australia."

From landfill to loved again

Baycrest residents and team members recently hosted their first pre-loved pop-up shop, giving new life to more than a tonne of items and having fun along the way.

The team worked with Wide Bay Waste Services to intercept items from local op shops before they were sent to landfill, while creating a free shopping experience for residents and the local community.

The pop-up shop at Baycrest saved many items from landfill.



The Pemulwuy team with their new food organics bins.

Lifestyle Coordinator Mel Preston said every item that finds a new home is one less in landfill and is also an opportunity for attendees to update their wardrobes.

"It's all about educating people on how we can better dispose of unwanted items," Mel said.

"Things like this are always on the forefront of our mind here at Baycrest as many of the residents and team have children, grandchildren, and great grandchildren so we want to make a better future for them."

Wide Bay Waste Services Education and Engagement Officer Ash said it was an uplifting day for all involved.

"Together, we diverted an absolutely massive 1,408kg of textiles and books from landfill," Ash said.

"Many residents walked away with full wardrobes, including brand-new items, and the impact of that was visible everywhere you looked.

"The success of the day wasn't just measured by the kilograms though – it was the smiles, conversations and gratitude of everyone who came!"

The Baycrest team are aiming to hold another free pop-up shop closer to Christmas offering residents and the community a chance to grab pre-loved items for the festive season.

Visit the Sustainability Sharepoint site to find out more about sustainability at Bolton Clarke.

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.

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.



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



Special thanks to our teams for the invaluable contribution you make to the lives of residents, clients and their families.



Teams across the Group marked the occasion including HCS Melbourne East, Westhaven residential care home, HCS Northern region and Villa Serena residential care home.

In the loop



Darlington team members Craig Evans, Kerri Masters and Liyan Wang receiving awards on behalf of the team.

Darlington team recognised

Congratulations to the Darlington team who were recently presented with NSW Ambulance Community Awards for their quick thinking and care in response to an incident at the home.

TELUS[®] Health Supporting wellbeing

Our employee assistance program provided by TELUS Health is available to support all aspects of your wellbeing.

The TELUS Health service is available 24 hours a day, seven days a week to all employees and your family members. It provides up to six free confidential counselling sessions per concern. Sessions are available online, over-the-phone or face-to-face and can be used for general wellbeing support for any work or personal issues.

A range of free online resources are also available to support your mental, physical and financial wellbeing.

Visit the Employee Assistance page on Connect to find out more.

Lights, camera, action

In May, residents at Europa on Alma had a visit from Seven Network's Sunrise for a series of live weather crosses with Sam Mac, showing just some of what village life has to offer. Thanks to everyone who ensured the morning was a great success!



Upload a photo to your workday profile

Did you know you can add or update your profile photo in Workday?

To upload a new photo:

1. Type 'Photo' in the search bar.
2. Click 'Change my photo'.
3. Select the photo you would like to upload.
4. Click 'Submit'.

Note: the photo will be visible on your Workday profile and in the organisational chart. It will not affect your profile photo in Microsoft Teams or Outlook.

For more Workday tips, see the support materials at boltonclarke.sharepoint.com/sites/WorkdayProject.

