

BOLTON  
CLARKE



# montage

BOLTON CLARKE EMPLOYEE MAGAZINE  
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Harmony Week  
*shines bright*





## From Steve's desk

**A big THANK YOU to all our teams for keeping the ongoing care and safety of our clients and residents top of mind through another busy start to the year.**

With COVID stubbornly remaining part of our landscape and now into its fourth year, extreme weather has also kept us on our toes. Heatwaves and summer snow swept across parts of Australia as Tropical Cyclone Gabrielle made its way along our East Coast to the North Island of New Zealand – the deadliest system to hit our neighbour in over 50 years.

The commitment from our teams working through these significant impacts and continuing to deliver outstanding services that put people first, is what continues to define us.

Just over 12 months ago we celebrated Allity joining Bolton Clarke and this year, we welcome McKenzie Aged Care to our Bolton Clarke family. McKenzie Aged Care has

closely aligned values, purpose, and even a shared history of veteran service. Over the past 26 years McKenzie Aged Care has built an incredibly high-performing organisation providing quality care with an exceptional compliance record.

Importantly, we are not growing for growth's sake. Our growth is in response to the overwhelming demand for the services we offer being driven by the ageing population. We have carefully brought together the very best high-quality providers with common legacies and commitment to care to do this.

In this edition of Montage, you can read about some of the things that unite us across the Group and how we're shaping our shared organisation. You can learn about the important work of the Research Institute in promoting the power of storytelling, find out about the tremendous efforts of our at home support teams in

the latest accreditation round, and meet our newest team members from the Solomon Islands who are working with us as part of the Pacific Australia Labour Mobility scheme. And that's just a start...

With more than 12,000 colleagues, you are part of the largest aged care provider in Australia. It's an exciting time as we bring our teams together with the common purpose of helping more residents and clients with more services in more locations across Australia.

Enjoy the read.

**STEPHEN MUGGLETON**  
Group CEO

## Inside this issue

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### Acknowledgement of Country

Bolton Clarke sites are located on approximately 62 different regions across Australia and New Zealand. Bolton Clarke recognises the Traditional Owners and their connection to land, sea, culture and community. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Front cover: The team from Inverpine residential home during Harmony Week.



Welcoming some of our new McKenzie Aged Care team members at a training session this month.



# Spotlight on integration

As we continue one of the largest integration programs in Australia, we are combining the very best high-quality providers and the shared organisation experiences of more than 12,000 people and 138 years of service.

That’s quite an undertaking and one that is already creating a distinctive place for us as Australia’s largest independent, not-for-profit aged care provider. At the core of this work is our focus on expanding the depth and breadth of our connected services and living options to meet the increasing needs of the rapidly growing and ageing population.

Most recently, we welcomed McKenzie Aged Care to Bolton Clarke Group. Like us, McKenzie Aged Care has a strong reputation for delivering high-quality, innovative care.

The McKenzie family chose us to be the new owner and operator because of our closely aligned values, purpose and shared history of veteran service. Together with

Acacia Living Group and Allity, there is so much that unites us across Bolton Clarke Group, from our commitment to care to the depth of skills of our talented teams.

Joining with McKenzie strengthens our existing services reach in high-demand locations along the eastern seaboard with the addition of 17 residential aged care homes and two co-located retirement villages.

Together we are now supporting residents across 87 residential care homes and 38 retirement villages. We deliver almost 11,000 daily at home support visits to clients and support 130,000 people in the community.

## What’s next?

Bringing McKenzie Aged Care into Bolton Clarke Group is one of the integration program priorities over the next few months. At the same time, work is continuing to standardise systems and practices for all our operations and support service teams.

One example of this is the introduction of a single rostering system called Humanforce. Employees across 15 residential homes are already actively using the new system, enabling them to view their rosters in real time, express interest in working additional shifts, submit leave and view their payslips.

During 2023-2024, Humanforce will be progressively introduced to more residential homes and at home support teams to support rostering practices that better meet the needs of our workforce. This important activity will also help create more flexibility and opportunities to share resources across teams and services.

Another major focus for 2023-2024 is the Brand Program which will support the implementation of a single refreshed brand across Bolton Clarke Group.





This is an important priority to leverage the proud heritage of all the brands that make up Bolton Clarke into a unique and relevant proposition for our customers and for our people. The program is currently exploring what this means for how we tell our story externally, and how we present ourselves through our logo, uniforms, signage and fleet.

Collectively, all these initiatives are helping to make significant progress in capturing the potential of our combined organisation and positioning us to provide care and support for more clients and residents.




## Our service locations



## At a glance

-  87 residential care homes
-  38 retirement villages
-  10.7k daily at home support visits
-  12,000+ staff and volunteers

**Legend:**

-  At home support
-  Retirement living
-  Residential aged care





# Home away from home

Some of our new team members pictured before departing for Australia.

Earlier this year, we welcomed 12 new team members from the Solomon Islands as part of the Pacific Australia Labour Mobility (PALM) scheme.

The team members will be based at our Pioneers and Cunningham Villas residential homes at Longreach and Bowen for the next four years.

We have a long partnership with the scheme since we welcomed our first team members from the Pacific Islands to Longreach in 2018.

Over the last five years we have welcomed 51 employees through the PALM scheme and currently have 41 team members working at Pioneers, Cunningham Villas and Sunset Ridge residential home at Zilzie.

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

Sara Allotta from our talent acquisition team is one of the first faces our new team members see when they arrive in Australia, greeting them at the airport and making sure they have everything they need.

She says welcoming new team members through the scheme helps ensure consistency of care for residents in regional locations.

"Finding long-term employees is one of the greatest challenges we face in our regional residential homes," Sara explained.

"By bringing team members into our communities through the PALM scheme, we know our residents will be cared for by the same people for four years.

"With on-the-job training and further study opportunities, coming to Australia through the program can be lifechanging for team members and their families."

Unice Naia arrived in January from the Solomon Islands and is working at Pioneers as a Catering Assistant. She said coming to Australia was a "dream come true".

"I'm so grateful for the opportunity to work in Australia and support my family back home," she said.

Personal Care Worker Silas Torihahia, also from the Solomon Islands and based at Pioneers, said he felt privileged to be part of the team.

"The residents are all very kind and appreciative and our work colleagues are helping us adjust to our new life in Longreach," he said.

"The standard is very high and I'm enjoying developing new skills and putting what I've learned into practice."



# Innovation focus for industry awards



AHS services in the spotlight.



The electric vehicle service at Europa on Alma.



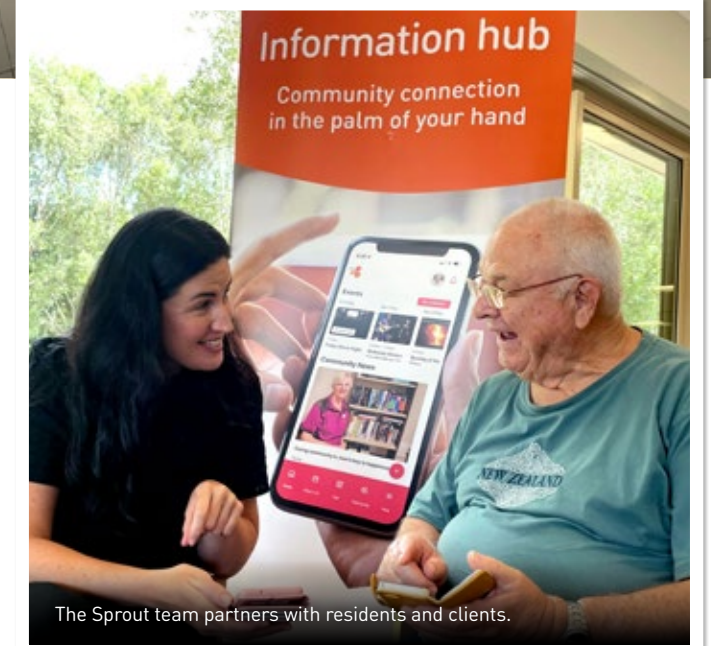
Recognition for our RAC services.



The Life Stories project is designed to improve social connection.



Teams embraced COVID-19 protection measures.



The Sprout team partners with residents and clients.

We have received six finalist nominations for the 11th Asia Pacific Eldercare Innovation Awards, with winners to be announced in Singapore in May.

This year's theme "Celebrating Life and Longevity" addresses the mindset shift of new generations of older people who aspire for health, independence and purpose.

The awards form part of the 14th Ageing Asia Innovation Forum. The forum encourages global knowledge exchange, cross industry collaborations and sector partnerships to help accelerate the launch of new projects and innovations.

Our Chief Information Officer, Johny Agotnes, has also been nominated for the Ageing Asia Global Ageing Trailblazer Award which celebrates industry leaders who are challenging traditional boundaries to change the future of ageing.

## Our finalists

### Operator of the year

Our commitment to delivering exceptional care, support and living options has been recognised with two awards in this category: Operator of the Year – Residential Aged Care and Operator of the Year – Home Care.

### Smart and sustainable design

Europa on Alma retirement village at St Kilda has achieved a finalist spot in the Facility of the Year – Ageing in Place category. This is in acknowledgement of Europa on Alma's sustainable and age-friendly design, state-of-the-art technology and focus on health, wellbeing and community.

## Building wellbeing through social connection

Our focus on wellbeing through social connection has earned a finalist spot in Innovation of the Year – Social Engagement Program. This includes our Connecting Communities to Care, Telehealth and How-R-U? projects and intergenerational programs such as digital storytelling.

### Pandemic response

We are also a finalist in the Innovation of the Year – Response to COVID-19 category for our work connecting people with services during the pandemic and for our proactive programs addressing the impacts of restrictions on wellbeing, including falls risk.

## Nurturing innovation

Our innovation hub, Sprout, is a finalist in the Innovation of the Year – Productivity category. Sprout uses a customer led approach to deliver improved outcomes for our clients and residents. Read more about the hub's latest initiative – a trial app for retirement villages – on page 21.

*Congratulations to all our finalists!*





Galleon Gardens resident Laurel with Southern Cross University social work students who participated in the SHARE program.

# Accreditation accolades

The high-quality services provided by our at home support team have been recognised with the team achieving all requirements in the recent Australian Council on Healthcare Standards (ACHS) Periodic Review.

The review was held over a three-day period in Melbourne, with quality assessors visiting all sites and spending time with the team as they conducted home care visits.

Deidre McGill, Executive General Manager – At Home Support, said the assessors were impressed with the professionalism, service delivery and care provided by our team members.

“The assessors frequently used the word ‘spectacular’ to describe the team and noted how proud everyone should be of the difference we make to people’s lives every day,” she said.

“My thanks go out to our operations teams, to the Care, Innovation and Quality team and support services, for the exemplary preparation, engagement and commitment to the accreditation process. The results are a great reflection and recognition of excellence.”

The review forms part of the ACHS’s Evaluation and Quality Improvement Program (EQuIP), a globally recognised accreditation program that involves self-assessment, an organisation-wide assessment, and periodic review every two and four years.

In addition to being assessed on the Aged Care Quality Standards, our Victorian services are independently accredited by ACHS as we provide services to clients of all ages through programs such as Home and Community Care, Homeless Persons Program, and Pregnancy, Birth and Baby Helpline.

Congratulations to all involved in the review process which showcased the wonderful work you do each and every day!

## The power of storytelling

A free webinar series hosted by the Bolton Clarke Research Institute is sharing first-hand experiences of the power of storytelling.

The four-part webinar series explores the experiences of team members, residents, researchers and students involved in the Research Institute’s award-winning SHARE storytelling program, which encompasses a range of projects including story circles, life story books and posters, and digital and intergenerational storytelling.

The series also features a range of local and international academics, educators, and storytelling practitioners who share their own experiences with storytelling, including different approaches and learnings.

More than 400 people registered for the first three webinars held late last year and early this year, including researchers, health and care professionals, educators, carers, volunteers, older people and students.

Research Fellow Dr Xanthe Golenko said it was wonderful to share the benefits of storytelling and the impact the program was having on participants.

“Storytelling helps improve social connection, mood, and sense of identity and self-esteem through reminiscing about life experiences,” Dr Golenko said.

“It also has positive benefits for our teams and students involved, helping build better understanding, compassion and empathy.

“Students in particular learn how to communicate more effectively with older adults, which is important no matter what role they end up in.”

Visit [www.boltonclarke.com.au/BCRI-share](http://www.boltonclarke.com.au/BCRI-share) to watch the first three webinars and find out more about the SHARE program.

### Register now

The final webinar, Intergenerational storytelling: connecting across generations, will be held at **10am on Friday 28 April** to coincide with Global Intergenerational Week.

Register for the final webinar here: <https://tinyurl.com/BCRISHARE4>



Executive General Manager – At Home Support Deidre McGill with the AHS Eastern Regional Leadership team preparing for the ACHS Periodic Review.





# Appreciating art up close

Lifestyle Services team members Ainsley (left) and Mimi (bottom right) with residents in the Immersive Sunflower Room.

Residents at Greenwood residential home recently enjoyed a special experience at the *Van Gogh Alive* exhibition thanks to our dedicated lifestyle team.

Art is very important to many Greenwood residents according to Lifestyle Services Coordinator Ainsley Hodgson. However finding galleries that accommodate everyone can be a challenge.

So when the *Van Gogh Alive* exhibition came to Sydney, Ainsley was excited to discover it was accessible for residents - and in February, a group of residents and team members were able to experience Van Gogh's masterpieces up close.

Incorporating light, colour, sound and fragrance, the exhibition provided a multi-sensory experience, with exhibits such as the Immersive Sunflower Room and The Starry Night Room allowing visitors to effectively step into Van Gogh's most famous paintings.

Ainsley said the experience was particularly special for resident Ben, who has Dutch heritage and took up painting as a therapeutic activity when he moved to Greenwood six years ago.

"Art is an outlet for Ben - he can't travel to Holland anymore, so seeing Van Gogh's artworks in person made a big difference to him," Ainsley said.

Residents who were unable to attend the exhibition also benefited from the experience.

"Residents who went to the exhibition talked to other residents about it, and it generated a lot of discussion at the home," Ainsley said.

While art continues to be an important activity at Greenwood, the lifestyle team also has other experiences in the pipeline, with residents set to learn all about ancient Egypt in the coming weeks.

"We're going to spend some time looking at artefacts with archaeologists at Macquarie University and do some online incursions, learning about hieroglyphs and attending a live dig with PhD students," Ainsley explained.

"We're always trying to find activities that are stimulating and will add a dimension of difference to residents' lives."





## Community clubhouse celebrations

Galleon Gardens Retirement Village officially opened their brand new Fig Tree Clubhouse earlier this month. Long time residents Mary and Bernard, local member Laura Gerber MP and Retirement Village Manager Andrea Wood cut the ribbon and officially announced the clubhouse name.

Andrea said the clubhouse will be used for a variety of activities. "The clubhouse name is a result of careful thought from residents and it's a testament to the beautiful fig tree that overhangs the pool area and our natural surroundings," Andrea explained.



## Life's a beach

In February the lifestyle team at Somerton Park residential home organised a spontaneous bus trip for residents to Glenelg Beach.



## Shrove Tuesday

Residents and the team at Inverpine residential home enjoyed a traditional pancake feast in honour of Shrove Tuesday.



## Harmony Week events

Harmony Week recognises the many cultures that enrich our communities and is proudly celebrated across our services each year.

Photo highlights include AHS Victoria HCP South team, our Inverpine residential care team (featured on our front cover) and our Carrington residential care team.





## Home grown market experience

The gates have officially opened on the Market Garden at McKenzie Aged Care's CapellaBay community in Queensland. With soon-to-be flourishing vegetable and herb gardens that residents can help tend to, it will also offer a special touch to dining experiences by providing access to a variety of fresh produce.

CapellaBay Manager Scott Bailey said the new space has been welcomed by the entire community.

"Our residents will enjoy helping grow our own fresh herbs and vegetables and contributing to new recipe ideas that showcase our homegrown produce," Scott said.

Regional Operations Manager Fiona Charleston joined Scott at the opening celebration and shared the honour of cutting the ribbon (pictured).



## A vibrant village

Village Manager Chantal Swanton-Gallant enjoying the beautiful surroundings of Darlington Retirement Village at Banora Point with local residents.

## AHS teamwork on show

## Cooking up a storm in WA



At home support teams from Jurien Bay and Metro-Lesmurdie, in Western Australia, worked together last year to provide accommodation for employees and clients affected by a local bushfire. A fantastic effort from both teams!



Our Menora Gardens catering services team, in Western Australia, work together to serve up a great dining experience for residents every day.

## 20-year milestone

Team members gathered at McKenzie Aged Care's Raffles community, in Queensland, to celebrate 20 years of operation.







Guy with resident Alex enjoying the rooftop vegetable garden.

# Gardening Club reaches new heights

Europa on Alma’s rooftop deck has proved the perfect setting for a flourishing vegetable garden, with the benefits extending far beyond fresh produce.

Last November residents approached Guy Marinucci, Senior Village Manager at Europa on Alma in Melbourne, with the idea of forming a local gardening club. The next step was to choose a shared location within the five-level village.

“We quickly decided on a portion of the garden on the rooftop deck which would allow for optimal conditions and access. Residents then put together a working bee to remove the ground cover and prepare the location,” Guy explained.

“This included fertilising the soil and planting a range of vegetables including tomatoes, green beans, spinach, capsicum, eggplants and herbs.”

Guy worked closely with residents to provide support including the installation of additional equipment.

“It’s so rewarding to be part of a community initiative that brings residents together. We also used the opportunity to enhance our rooftop space with the addition of a garden shed to store tools and a retractable hose,” Guy said.

“While the finished product is our own urban oasis in the heart of St Kilda, the real high point has been strengthening relationships in our community through knowledge sharing and working towards a shared goal.”

The vegetable garden is now well established and producing an abundant harvest for residents to enjoy.

“It’s become part of our residents’ sustainable living practices as they pick the produce and share it at our coffee get togethers held each Wednesday,” Guy explained.

“This in turn has prompted discussion about nutritious recipes and it’s wonderful to hear the appreciation for how the produce is grown and prepared.”

### Community garden benefits

- Fosters community connections
- Promotes health and wellbeing activity
- Encourages sustainable food practices

# Milestone moment for Callisto Place

Prospective residents and guests got their first look at our new Callisto Place retirement village at the official launch event in Melbourne earlier this month.

To mark the occasion, Bolton Clarke Board member Dr Cherrell Hirst was on hand along with Deidre McGill, Executive General Manager – At Home Support; James Mantis, General Manager – Property Development & Asset Management; and Guy Marinucci, Senior Village Manager – Europa on Alma.

Attendees were treated to live music and refreshments as they inspected the display apartment and early building works and checked out the OhmieGo Tesla Model Y share car that will service the community.

Some Europa on Alma residents, who attended to share their experiences of living in a Bolton Clarke village, even travelled to the launch in their own Tesla electric share car.

The car is one of a number of smart-living technology features focusing on sustainability and designed to help residents stay active and connected with their local

community. With 90 apartments and space for on-site at home support services, Callisto Place will be part of an integrated community, with the planned second stage including a 108-bed residential care home and 30 assisted living apartments.

It forms part of the master-planned Polaris precinct, surrounded by 2,000 square metres of public parkland with transport, shops and a range of local services located close by.

James Mantis said Callisto Place would offer residents a convenient and low-maintenance lifestyle.

“With an on-site retirement village manager, concierge and maintenance staff, residents will have easy access to amenities and support services if they need them,” James said.

“As well as offering contemporary, age-friendly apartments, shared facilities will include a senior-specific gym, library, cinema, private dining room and rooftop entertainment terrace. Barbecue areas and gardens connect the village with the surrounding parklands.”

Deidre McGill said it was great to see our second Victorian retirement village coming to life.

“It will be exciting to create another seamless care offering for village residents when at home support services are co-located at Callisto Place.”

We look forward to welcoming the first residents to Callisto Place in early 2024.





# Proactive partnerships

An innovative tool developed by the Research Institute will make it easier for social workers to assess and support older people’s needs.

Senior Research Fellows Claudia Meyer and Rajna Ogrin (pictured) worked with a team of social workers from Bolton Clarke and The University of Melbourne to develop the tool, which was recently published in *Gerontology and Geriatric Medicine*.

Dr Ogrin said the tool would particularly help guide newer social workers on issues identified as important when supporting older people.

“The assessment tool supports social workers to be proactive in building partnerships with older people, focusing on early identification of issues, proactive planning, and engaging people to make informed and educated choices to shape later life and mitigate against risks,” she said.

Social worker Alik Karantzoulis from our Victorian at home support team worked closely with Dr Ogrin, Dr Meyer and Masters of Social Work students to develop the tool.

Alik said the tool provided a guide to ensure social workers are asking the right questions, using the same language and are consistent in the way they support clients.



“Our clients have a wide range of needs and this can be particularly overwhelming for new social workers. The tool helps to streamline the assessment process and provide direction,” she said.

Dr Ogrin said another benefit of the tool was that it was geared to assessments being done at home, helping clients remain independent in their own homes as long as possible.

“Remaining at home may require health and aged care support, with this tool providing the necessary person-centred review of their home and social context,” she said.

Dr Ogrin said the next steps were to integrate social work assessments with other health assessments and to pilot the tool with a broader group of social workers.

To find out more, contact Rajna Ogrin.

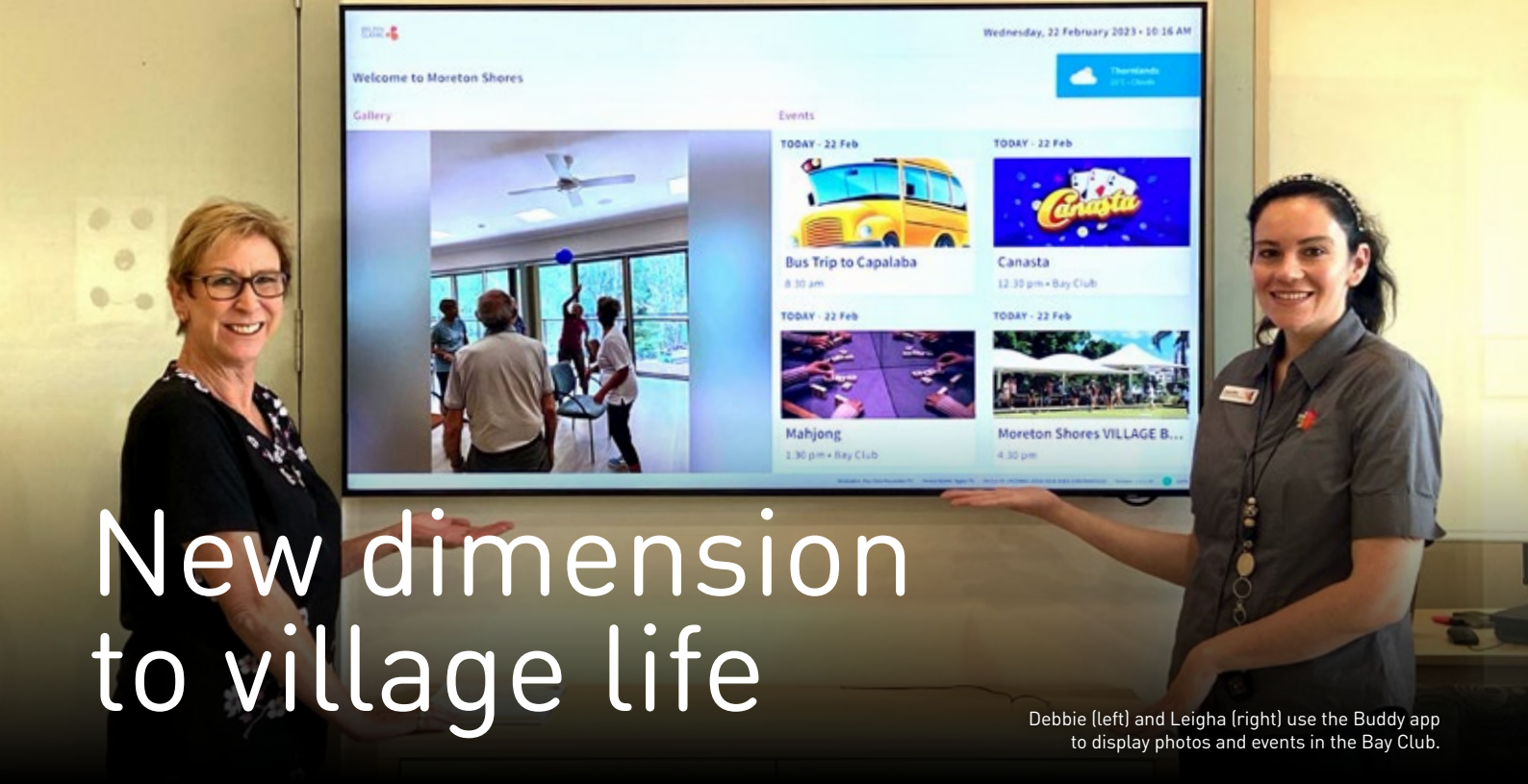
## Connecting Communities to Care website now live

A new website launched in February to support the Connecting Communities to Care program.

Led by the Bolton Clarke Research Institute in collaboration with South Eastern Melbourne Primary Health Network and partner organisations, the program links over-65s to activities and services in the Glen Eira region in Melbourne.

With two dedicated Community Connectors, Shufen Yao and Ann Van Leerdam (pictured), also joining in February, the program is helping to improve the health and wellbeing of isolated older people through social connection and social prescribing.

[www.connectingtocare.org.au](http://www.connectingtocare.org.au)



## New dimension to village life

Debbie (left) and Leigha (right) use the Buddy app to display photos and events in the Bay Club.

A trial app is helping residents at our Moreton Shores retirement village to connect and communicate online with each other across their community.

Using the ‘Buddy’ app, residents can book into events, submit maintenance requests, chat with each other, create special interest groups, and receive instant updates and alerts from Village Management. The app is also being used to share resident photos and the event calendar on tv screens in the community hall.

Within the first week of launching Buddy, more than one third of Moreton Shores village residents chose to take part in the trial. Assistant Village Manager Debbie Grice said the app had already proved to be beneficial.

“Using the app, we were able to instantly send an alert to residents about the recent heatwave – a much quicker way to share information compared with mailbox drops,” she said.

Debbie said the app is also helping residents make new connections.

“The app is really empowering residents to form their own communities of like-minded people and giving them a platform to share information about themselves and their activities,” she said.

Village Manager Leigha Watt said the photos and information being displayed on screens were a constant reminder of how much residents enjoy getting together and being social.

“It just lifts the whole vibe of the Bay Club and makes you want to join in!” she said.

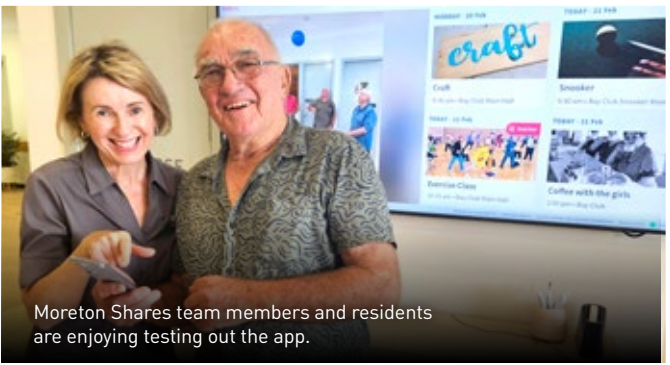
A virtual lifestyle concierge feature linking residents with local products and services is also available through the app. The Buddy trial will run until July and is a

joint collaboration between the Sprout Innovation and Retirement Living teams. Results and resident feedback will be used to determine the next steps and potential to introduce more widely.

Chief Information Officer Johny Agotnes said the app provided many opportunities to improve the customer experience.

“We are starting small and following our Sprout Innovation Framework to make sure we use the technology in the best way,” he said.

“Most importantly, we are working towards understanding what our residents want and how to better support them.”



To find out more about the Sprout program, visit the Sprout innovation page on Connect.



# In the *know* across the Group

## Have you booked your flu vaccination?

A flu vaccination helps you stay well and prevents you 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 team, 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.



The Queensland South residential aged care team recently met in Brisbane to prepare for changes to the QI program.

## New quality indicators

Residential aged care teams have been busy preparing for changes to the National Aged Care Mandatory Quality Indicators (QI) program that come into effect on 1 April. Six new quality indicators will be introduced, including activities of daily living, incontinence care, hospitalisation, workforce, consumer experience and quality of life.

## Calling all Montage readers...



Montage is YOUR employee magazine and we'd love your ideas to help us shape future editions.

Share your feedback through this online survey.



## Congratulations Kerry

Special recognition for Kerry Mapley, Clinical Coordinator, from our Milford Grange residential home in Ipswich. Kerry has been recognised with the West Moreton Care at the End of Life Collaborative Award – Outstanding contribution in an aged care setting.



## Storytelling program expands

The Research Institute's award-winning storytelling program is set to expand further, with the program receiving \$165,500 from the Brisbane North Primary Health Network to co-design and deliver an intergenerational program in the Caboolture/Moreton Bay region.

Bringing together high school students and older community members, the program will complement the Village Hub based at our Fernhill retirement village, which is helping create social connection opportunities for older people in the region.





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