

Welcome

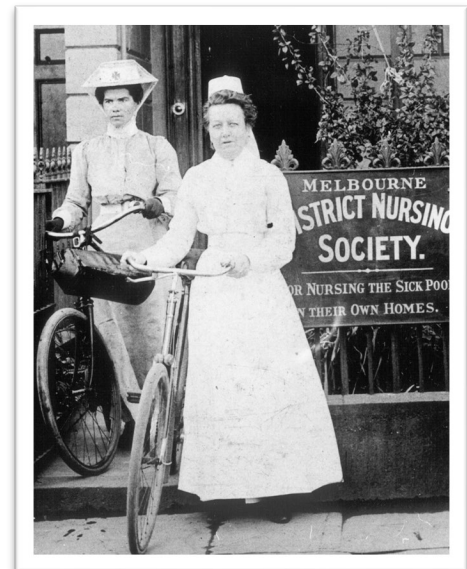
Welcome to the first quarterly issue of our Home and Community Support newsletter.

We'll use these newsletters to share helpful information and practical ideas that can support you to stay healthy and happy. We hope you enjoy reading tips, stories, and news that can make a difference in your everyday life.



In 2017, their legacies combined to form Bolton Clarke, now Australia's largest not-for-profit care provider, with over 16,000 staff helping 130,000 people.

We celebrate the teams, past and present, who have cared for others in difficult times, and who continue to make a difference for our clients every day.



140 years of Bolton Clarke

We are proud to have cared for Australians for more than 140 years. It began in Melbourne in 1885, with just one nurse.

This first nurse cared for people in Melbourne during a typhoid outbreak, visiting patients in their homes when there was little medical help. As demand grew, more nurses joined and began using bicycles to reach more people. Dame Nellie Melba held fundraising concerts to support community nursing, while Pattie Deakin, wife of then Prime Minister Alfred Deakin, volunteered to help people in Melbourne's poorest areas.

Lady Janet Clarke became president of the Melbourne District Nursing Society in 1889, serving for 19 years. In 1916, General William Kinsey Bolton, after returning from Gallipoli, helped support veterans and led the RSL.

Aged care reforms

From 1 November 2025, a new Aged Care Act and Strengthened Aged Care Quality Standards will come into effect. These improvements impact all aspects of aged care, including a new Support at Home program to help older people remain independent at home. One of the most important goals of these reforms is to make sure that all older Australians receive safe, respectful, and *high-quality care* - every time, in every setting.

What Does “High-Quality Care” mean?

The Act sets out what high-quality care means, and what aged care providers must do to meet that standard. It means care is:

- Tailored to your individual needs, goals, and preferences.
- Consistent and reliable, with staff who know you and understand your care.
- Respectful of your culture, background, and identity.
- Safe, so that you feel supported, protected, valued and heard.

How to Stay Informed

To find out more about high-quality care and your rights, visit: www.health.gov.au/aged-care-reforms

New Aged Care Act resources for older people, their families and carers | [Australian Government Department of Health, Disability and Ageing](http://www.health.gov.au/aged-care-reforms)

Consumer Advisory Body (CAB)

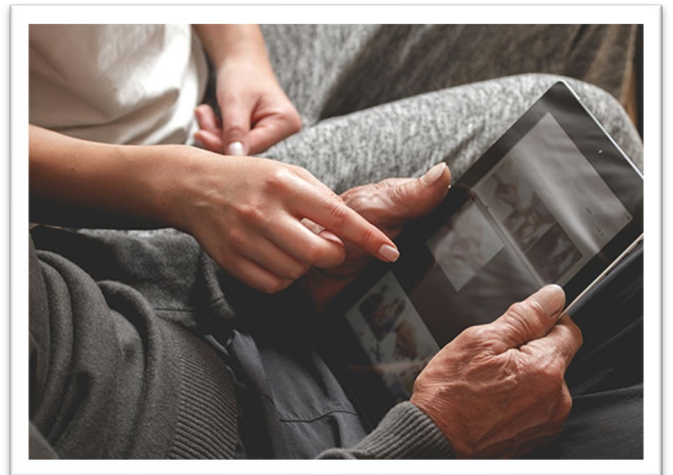
Bolton Clarke has a CAB who meet regularly and represent older people’s interests. The CAB is made up of between ten and twelve clients and their carers. CAB members advocate for a culture committed to quality aged care and send a report to the Bolton Clarke Board of Directors twice a year. The Board provides feedback to the CAB in response. CAB members share insights from their diverse perspectives, experiences, and ideas to ensure that our client’s voices are heard and are front and centre in decision making.

See the [CAB website](#) for more details.

Health and Wellbeing

Being Connected is Good for Your Wellbeing

Staying socially engaged is more than just a pleasant pastime—it's a vital ingredient for good health, particularly as we get older. Research shows that maintaining regular contact with friends, family, and your community plays a crucial role in supporting both mental and physical wellbeing. Social connections can help protect against loneliness and isolation, which have been linked to a higher risk of depression, cognitive decline, and even high blood pressure.



Ways to Nurture Social Connections

Community Groups: Get involved with local activities such as walking clubs, gardening circles, or book clubs. These groups offer an opportunity to meet people who share your interests and passions.

Volunteering: Giving back to your community is a wonderful way to stay active, forge new friendships, and make a positive difference in the lives of others.

Embracing Technology: Technology can help bridge the gap. Video calls, social media, and online forums make it easier than ever to stay in touch.

Discover the Be Connected Program

If you're over 50 and looking to boost your digital confidence, the [Be Connected](#) program is here to help by providing free learning resources. Topics include:

- Using digital devices like smartphones/tablets
- Identifying and avoiding scams
- Setting up and using email accounts
- Getting started with Facebook and social media
- Safer internet banking and online shopping
- Strong passwords and managing online security
- Setting up a myGov account and linking to government services

Whether you prefer face-to-face groups or online interaction, staying socially active isn't just about having fun—it's a powerful way to safeguard your health and happiness. Reach out, join in, and discover how meaningful connections can enrich your life, today and into the future.

How to Provide Feedback

Your feedback is important and we love to hear when we have done things well and where we need to **improve**. There are many ways to provide your feedback including:

- Speak to any Bolton Clarke team member or call your local office
- Call our National Service Centre (1300 22 11 22)
- Online - [Contact Us | Bolton Clarke](#)
- If you have not been able to resolve your concern with us, you can contact the Aged Care Quality and Safety Commission by calling 1800 951 822 or by clicking this link - [Contact the Commission](#)

We'd love to hear back from you!

Please provide feedback on this first edition newsletter, by answering 4 simple questions by clicking on this link [Client Newsletter Feedback Form](#)

Or, you can get in touch with the Consumer Advisory Body via email at: CAB@boltonclarke.com.au

We're here to help

Please reach out to our team at any time if you want to talk about reforms and your care.