

BOLTON  
CLARKE



# Bolton Clarke Company Profile

The new face of  + 

## Our key facts

Every day we are helping more and more people live a fuller, more independent life.



2,492  
customers enjoy  
living in our  
25 retirement living  
communities

6,300+  
employees and  
almost  
400+  
volunteers across  
our organisation

3.9million+  
visits to >52,000 clients

Our clients originate from 168  
countries and speak more than 133 languages



Our retirement living  
communities subscribe  
to the Retirement  
Living Code of Conduct



3,438  
customers choose to  
make their home at our  
25 residential aged care  
communities

1,100+  
views of our digital talking books  
about dementia, medicines and  
diabetes in five languages



18 capital works programs  
providing new  
living options for  
customers



Our 48 at home support  
and residential aged care  
services have successfully  
maintained the maximum  
3 year accreditation with the  
Aged Care Quality Commission

\$2 million+  
on subsidised  
accommodation for  
low income residents

\$2million+  
grants and investment to  
support clinical research



30+ national and international  
corporate and research  
partnerships improving  
health, independence  
and quality of life



Combined asset base of  
\$1.2 billion  
and annual revenue of  
\$497million



## Our awards

- Winner of the Innovation of the Year - Product and Innovation of the Year - Social Engagement awards at the 7th Asia Pacific Eldercare Innovation Awards 2019.
- Winner of the Telstra RMIT Design for Ageing Well Challenge 2019 for the Conversation as Therapy Pin
- Winner of Catering Innovation of the Year at the 2019 Oscar Hospitality Awards for enhancing the dining experience for people on texture modified diets
- Winner Catering Innovation Award, Hospitality and Lifestyle in Aged Care Awards 2019 for restoring the dignity of dining in aged care
- Our team members were honoured in the Individual Excellence, Team Excellence and Rising Star categories at the Leading Age Services Australia Excellence in Age Services Awards

# Introduction

Bolton Clarke is Australasia's most experienced not-for-profit provider of independent living services and senior living innovation supporting and enabling older people.

Bolton Clarke was created following the merger of RSL Care and RDNS (Royal District Nursing Service) in 2015.

Serving our members respectively since 1885 (RDNS) and 1936 (RSL Care), the organisation draws on a combined 210+ years of experience helping people live life on their own terms, providing care and support at home and across our aged care and senior living communities.

As trusted partners in community health care, Bolton Clarke works alongside aged care and senior living communities, hospitals, doctors and other healthcare providers to support health, wellness and independence for clients and residents. In addition to our services across Australia, we operate internationally through our RDNS New Zealand, RDNS Hong Kong and Altura Learning businesses.

We provide more than one million days of residential aged care and more than four million client visits to clients at home and in senior living communities.

With ageing populations has come an increased prevalence of chronic disease and pressure on healthcare systems.

In response, Bolton Clarke is working to innovate and explore new ways to address shared health challenges through:

- Senior living solutions
- Professional education and training programs
- At home support and community care

Building on our more than two centuries of experience, we continue to grow a strong community of practice, working with forward-thinking, like-minded organisations domestically and internationally underpinned by research, training and technology.

Our services are flexible and responsive to individual needs, from complex end-to-end solutions to tailored support helping organisations and communities achieve the best possible seniors care.



# Our service locations

Bolton Clarke operates domestically across QLD, NSW, VIC, TAS, WA and SA and has operations in New Zealand, as well as an emerging presence in China, Hong Kong and Singapore.



Note: In China and New Zealand, Bolton Clarke operates as RDNS



# Our approach

Our services are built on experience, expertise and insights

## Complete end to end health, wellbeing and aged care solution

### Alliance partner objectives & community needs assessment

Embedded community connections  
Leading cultural competency

Knowledge of local health system  
Enhanced regional coverage

### Shared values, philosophies and commitments.

#### Community nursing

- general and specialist nursing to people in their homes and seniors villages
- specialist programs for chronic disease / illness
- programs to reduce hospital stays
- hospital in the home
- personal and home care services

#### Education and training

- management
- clinical staff
- care staff
- 130 standard courses
- custom programs
- Cert III and IV available

#### Seniors living

- aged care and seniors living design
- master planning
- services planning
- project management
- operational management

### Fully integrated and developed ICT systems

Bolton Clarke's ICT systems include a dedicated international customer service call centre and telehealth solutions, including remote monitoring, virtual nurse programs and video conferencing.

### Research Institute

Bolton Clarke's dedicated research facility leads investigations into major community healthcare issues such as dementia care, diabetes and medicines management.

## Bolton Clarke

Australasia's largest and oldest home nursing and healthcare provider, with over 200 years collective experience.

# Our services continuum

Our vision is to provide our customers with the right support, health, wellbeing, accommodation and lifestyle services.



## HOME AND COMMUNITY CARE

- Commonwealth Home Support Programme
- Home Care Packages
  - Personal / domestic services
  - Assessment services
  - Case management
- Veterans services
  - Veterans Home Care
  - Community Nursing
- Day Therapy Centres (QLD)
- Dementia & palliative care



## HEALTH AND WELLBEING SERVICES

- Homelss Persons, Program (VIC)
- Legacy Navigator service
- Low intensity mental health program
- Bowls Australia: 'Be healthy and active' (QLD & NSW)



## TELEHEALTH SERVICES

- Happy, Healthy and at Home: technology enabled medicine management for older adults living independently at home (VIC)



## MENTAL HEALTH

- Low intensity mental health program
- CBT Institute



## ALLIED HEALTH

- Day Therapy Centres (QLD)
- Community Allied Health Services: Home Care Packages
- Residential care: allied health services
- Allied Health Framework (procurement external providers)
- Restorative Care



## RESPITE CARE

- Day Therapy Centres (QLD)
- Community respite
- Residential respite



## RETIREMENT LIVING

- 25 villages across QLD & NSW: 1,923 independent living units with over 2,300 residents
- 10% of the ILU portfolio is exclusively rental accommodation for veterans
- Design, develop, commission and operate our villages
- Colocation with RAC



## CHRONIC DISEASE MANAGEMENT

- Hospital Admission Risk Program
- Gold Coast Integrated Care
- HIV / AIDS program
- Cystic Fibrosis program



## EDUCATION, LEARNING, TRAINING

- Professional development and training
- Nationally accredited training
- Altura Learning



## RESIDENTIAL AGED CARE

- 25 residential aged care facilities across QLD & NSW and 3,060 customers in dementia and palliative care



## CUSTOMER SERVICE

- 7 Days a week, 24 hours a day, 365 days a year
- National operations: white brand
- Telehealth and chronic disease management support
- Language interpreter lines



## BOLTON CLARKE RESEARCH INSTITUTE

- Translational research developing new products and services
- International best practice: Cochrane Collaboration
- Partnerships and funding: national and international

# Senior living

Age-friendly housing and connected neighbourhoods are an important contributor to seniors' health, wellbeing and quality of life.

Bolton Clarke has a deep understanding of ageing in place as an experienced developer, owner and operator of seniors living and aged care communities.

Our team has successfully designed, built and managed more than 350 aged care and seniors living projects in Australia and internationally and we have more than 21 projects currently underway to create environments that are physically, emotionally and cognitively supportive of our clients and their families.

## Designing for a new generation

We offer tailor-made design services that meet the needs of seniors and deliver value to our business partners, adopting collaborative processes that start with the customer and work with research leaders to create innovative solutions for a new generation.

Our specialist senior living consultants offer:

- Specialist aged care and senior living design
- Strategic master planning
- Service design
- Project management
- Operational management.

## Our design principles

Bolton Clarke's work follows an important set of evidence-based design principles for senior living to create the best possible opportunities for people to remain socially connected and make choices about their lifestyle.

We know that adhering to these principles supports active ageing, health, wellbeing, independence and quality of life.

Our key principles for senior living design include:

- Ensuring seniors can engage with the wider community
- Creating and sustaining social environments
- Providing care and support that maximises autonomy
- Supporting holistic health and wellbeing including the physical and mental needs of residents
- Providing economically and environmentally sustainable services.



## Senior living (cont.)

In action, these design principles translate into vital benefits for seniors including:

- Assisting seniors to remain a part of community life
- Integrating seniors villages into their broader local community
- Recreation areas for interaction with family and friends and areas for social gatherings such as birthdays and family celebrations
- Safety and security for residents
- Enabling seniors to be as independent as they are able to be.

### Bolton Clarke flexibility and choice

Bolton Clarke's senior living services are flexible and can be easily tailored to meet our partners' needs.

Our team has the experience and breadth of skills to provide end-to-end solutions. We provide a trusted source of advice and practical, on-the-ground support throughout an entire project, or can tailor and adapt any aspect of our service to suit our partner's requirements.





# Community care

Bolton Clarke offers extensive experience and expertise in the design, development and delivery of community nursing, health and home care services.

We believe that people should be able to age in the place of their choice with access to quality health and community care, and in a way that maximises choice, dignity and quality of life.

Bolton Clarke provides a broad range of services from basic home support through to specialised home nursing.

## Home and community nursing care

University trained registered nurses and qualified enrolled nurses deliver a wide range of general and specialist nursing care with professionalism, skill and compassion in the privacy of people's homes as well as in residential care and senior living communities.

Bolton Clarke's specialist nursing care includes:

- Specialist aged care and seniors health
- Nursing assessment
- Care after discharge from hospital
- Case management
- Chronic disease management
- Dementia care
- Diabetes services
- Medicines management
- Palliative care
- Respiratory care
- Wound management
- Other specialised clinical services

## At Home Support services

Bolton Clarke's At Home Support services provide practical assistance for people to age at home safely and with maximum independence.

Our services include:

- domestic assistance including household cleaning, dishwashing, clothes washing and ironing, shopping
- personal care, such as help with daily self-care tasks like eating, bathing, dressing, grooming, getting in and out of bed and moving about the house
- respite care to provide relief for a carer with responsibility for providing ongoing care, attention and support
- safety-related home and garden maintenance, for example replacing light bulbs and tap washers and installing batteries in smoke detectors or security alarms

No matter what the service, Bolton Clarke recognises each person has individual needs and works closely with clients, their families, carers, doctors and other healthcare providers to deliver exactly the care they need, in the place they wish to receive it, for as long as they need it.



# Education and training

Bolton Clarke offers education and training solutions that develop people at the frontline of senior living services and support our health and aged care partners to meet their service delivery objectives and realise their strategic business goals.

A certified Australian Government Registered Training Organisation (RTO), our education and training programs equip staff with the expertise to meet the needs of the organisation and support enhanced service delivery models and processes and improved operational performance.

Our evidence-informed learning approach is relevant for the care workforce, from managers and administrators to clinical staff and non-clinical carers, and is responsive to current and future needs, engaging employees and supporting enhanced service provision.

## Flexible formats

Bolton Clarke provides a fully integrated training solution, from short education modules through to long course formats. Our content can be tailored and scaled to suit our customers, be it an individual learner or a major international care provider supporting a large and diverse workforce.

## Flexible delivery

Bolton Clarke has the network and support structures to deliver education and learning programs where and when they are needed, in Australia and internationally.

Courses can be provided in English or other languages depending on the organisation's preference, and distance, on-line and e-learning options are available.

## Flexible course design

At Bolton Clarke, we believe that a tailored solution is the best solution.

We work closely with organisations to develop fully customised programs, including any required adaptation and translation for the local setting. We can also develop hybrid programs that draw from established modules but require customised components.

### Care staff

- domestic care
- OH&S
- aged independence
- personal care
- food services
- assist medication

### Support

- finance
- human resources
- quality control
- staff orientation
- computer training
- OH&S
- office admin

### Nursing

- dementia
- medication management
- OH&S
- client management
- care planning
- diabetes

### Supervision

- leading teams
- coaching others
- Occupational Health & Safety (OH&S)
- client management
- influencing skills

### Leadership

- recruitment
- selection techniques
- OH&S
- facility management
- schedule & resourcing
- performance management

## Research

The work of the Bolton Clarke Research Institute underpins everything we do across our services continuum and contributes to the evidence base for national and international health and aged care policy and new models of care and support.

The Institute comprises a multi-disciplinary team of research fellows, assistants and officers and is supported by advisory and ethics committees and a strong governance framework.

Our approach to research is to identify pressing health needs, design studies to understand those needs and find ways to resolve them. This is done by listening to customers who receive our care and expert clinicians from our clinical leadership groups and by leading research

collaborations with national and international researchers and centres of excellence in the areas of ageing, chronic illness, mental health and disability. We focus on healthy ageing approaches and models and have specific expertise in health services research, prevention, chronic illness management, multi-morbidity, dementia, diabetes, palliative care, medications and wound management.

The Bolton Clarke Research Institute consults and works with governments, renowned domestic and international universities and the wider community to ensure our research is asking and answering the right questions. Our findings are trusted and respected reaching local, national and international health audiences.





The new face of  + 

At Home Support Retirement Living Residential Aged Care



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