

## 我们Bolton Clarke的故事

以更好的服务来支持全国更多的服务对象，这就是RSL Care和RDNS共同创建Bolton Clarke的原因。

虽然有些事情改变了，但有些事情不会改变。Bolton Clarke将综合我们200年来向服务对象提供实际支持的经验，继续提供护士上门护理、其他个人及家居服务，帮助您过上最好的生活。我们所有的服务都是以友善而尊重的方式进行。

我们是澳大利亚最有经验的组织之一。我们通过服务和支持，帮助人们尽可能独立地在家中生活。我们会仔细地倾听和了解您的需求，非常认真地对待每一位与我们合作的人士，并期待以我们善意的一举一动令服务对象的生活改观。

我们承诺在我们每一天所做的一切中对您的支持，帮助您实现自己想要的生活质量，帮助您继续做喜欢的活动，并保持与对您重要的人的联系。

在Bolton Clarke，我们尊重，庆贺和保护多样性。我们为来自超过165个国家和大约120种不同语言的人提供支持和服务。我们致力于确保每个人，无论有任何文化背景、性别、信仰或状况都能够接受我们的服务。

## 我们的服务

**Bolton Clarke At Home Support - Bolton Clarke**在家支持服务是一系列实用和灵活的服务，包括一般性和专业性护理、家居援助、短期替代护理、物理治疗、足部病治疗和心理健康等服务。所有服务旨在让您尽可能长时期和独立地在自己的家中生活。。

Bolton Clarke还在社区内提供专科医疗保健服务，诸如足部护理、物理治疗、职业治疗及社会工作服务。这些服务将帮助您重新获得或加强行动能力和独立能力，使您生活得更安定。

每个人都有不同的需求。在决定您需要哪些服务时，我们可以有一系列的资金选项。您的服务可以完全由政府出资、完全由您自己出资、或者由您和政府共同出资。您可能会觉得了解可用的许多不同的资金选项会有点棘手；也可能会觉得找到想要的服务非常棘手。Bolton Clarke将与您合作，确保您需要的各种服务的组合都包括在内。您的服务将由指定为您服务的 Bolton Clarke 个案管理员进行协调，并提供全天24小时支持服务。

我们的国语帮助热线**1300 732 962**和广东话帮助热线**1300 132 475**全天24小时服务，提供有关我们的服务，以及您所在地区能否使用这些服务的信息。

**Bolton Clarke Retirement Living Communities** - Bolton Clarke 退休村是舒适而温馨的家居。您可选择1、2或3卧室的现代化别墅式家居。我们不但为您维护房屋，而且还提供您需要的健康和福利服务。我们在昆士兰州和新南威尔士州北部拥有26处退休村，其中许多与养老院共处一体。

**Bolton Clarke Residential Aged Care Communities** - Bolton Clarke 养老院拥有专业的注册护士和专职护理人员，每天24小时全天提供帮助。我们的专业服务包括痴呆症（Dementia）和临终关怀治疗服务（Palliative care）。物理治疗师和其他专业医疗保健人员随时为您提供帮助和支持。

目前，我们在昆士兰州和新南威尔士州北部有24处养老院。

如需使用您的语言，通过电话传译与我们沟通，请致电**1300 732 962**（国语）和**1300 132 475**（广东话）。电话传译服务免费。

## Our Bolton Clarke Story

A better service to support more people across the country. That's the reason RSL Care and RDNS came together to create Bolton Clarke.

While some things change, some things won't. Bolton Clarke continues our combined 200 years of experience delivering practical support. That includes nursing, personal and domestic care services that help you to live the best life possible. All our services are performed with kindness and respect.

We are one of Australia's most experienced organisations. We provide services and support to help people live as independently as possible wherever they call home. We listen carefully to understand what it is you want. We take a genuine interest in every person we work with. We look to do the everyday acts of kindness that make a real difference.

Every day, and in all we do, our promise is to support you in achieving the quality of life you want. And to help you continue to do the activities you love, and stay connected to the people that are important to you.

At Bolton Clarke we respect, celebrate and protect diversity. We provide support and services to people who originate from over 165 countries and speak around 120 different languages. We're committed to making sure everyone, no matter what cultural background, gender, beliefs or circumstances can access our services.

## Our Services

**Bolton Clarke At Home Support** is a range of practical and flexible services. We cover home nursing and clinical care. We also cover domestic assistance, respite care and services like physiotherapy, podiatry and mental health. All services are designed to keep you living independently in the place you call home for as long as possible.

Bolton Clarke also provides a broad range of allied health and specialised health services within the community. These will help you regain or strengthen your mobility, independence and general sense of wellbeing.

Everybody has different needs. There are a range of funding options available when deciding which services you need. You may find it a little tricky to understand the many different funding options available. You may also find it tricky to locate the services you want. Bolton Clarke will work with you to make sure the mix of services you need are all included. Your services will be co-ordinated by your own dedicated Bolton Clarke service manager and 24 hour support.

Our telephone helplines in Mandarin **1300 732 962** and Cantonese **1300 132 475** are available 24 hours a day if you'd like more information on our services and whether they're available in your area.

**Bolton Clarke Retirement Living** communities are created to be a comfortable and welcoming home. You can choose from modern 1, 2 or 3 bedroom villas. Maintenance of your property is taken care of, and health and wellbeing services are available if you need them. Our 26 Retirement Living communities are located across Queensland and Northern New South Wales. Many are co-located with residential aged care communities.

**Bolton Clarke Residential Aged Care** communities are staffed 24 hours a day by expert registered nurses and dedicated care workers who can provide help at all times. Specialist services like dementia and palliative care support are available. Physiotherapists and other specialist health professionals are ready to assist and support you.

Currently we have 24 Residential Aged Care communities located throughout Queensland and Northern New South Wales.

To speak to us in your language with the help of a telephone interpreter, please call **1300 732 962** for Mandarin and **1300 132 475** for Cantonese. The telephone interpreter is free of charge to you.