

7 August 2017

Dear Care Partner,

I am writing to you as a valued partner of RSL Care + RDNS on an exciting development for our organisation.

By way of background, in late 2015 we announced that RSL Care and RDNS (Royal District Nursing Service) had come together to form one organisation. RSL Care, which evolved from the Queensland War Veterans' Homes Trust to support people at home, in retirement and residential aged care communities, has been operating since 1938. RDNS is Australia's oldest provider of home nursing and healthcare, beginning in Melbourne 132 years ago in 1885.

In coming together, we are one of Australia's largest and most experienced not-for-profit providers of independent living services across at-home support, retirement living and aged care services.

Since we made our announcement, a lot has been going on 'behind the scenes' to offer more services to more people across Australia, and build on the services we currently provide to our many residents and clients.

Today, I am pleased to share with you that we will be taking the next step since coming together bringing our organisation under a new name:

Bolton Clarke

Our new name, **Bolton Clarke**, honours two key community leaders who were there at our very beginning and whose values have shaped our organisation, still driving our purpose today:

- **Lady Janet Clarke** (1851-1909), a well-known philanthropist, became president of the Melbourne District Nursing Society (later RDNS) in 1889 and remained a driving force for more than 20 years of dedicated service and commitment.
- **Lieutenant Colonel William Kinsey Bolton** (1860-1941) was a returned serviceman and Gallipoli veteran who in 1916 became the first president of the Returned Sailors' and Soldiers' Imperial League (forerunner of the RSL).

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Bolton Clarke is a name that builds on our heritage, legacy and the long-held values we share. It supports our continued growth, innovation and expansion of services to provide greater choice and independence for more people across Australia.

While our name is changing, our commitment to providing responsive services that meet the needs of our clients and residents remains our first priority. Services will continue without change or interruption with our employees delivering the same compassionate support underpinned by our strong tradition of care and respect.

From today we will be transitioning to the new name and brand identity gradually with changes including a new logo and fresh new look. I invite you to visit our new website - **boltonclarke.com.au** - to find out more information and stay up to date with **Bolton Clarke** news and developments.

We look forward to continuing to work alongside you to support our customers to live on their own terms, no matter what their life stage or health needs.

Yours sincerely,

A handwritten signature in black ink, reading "Steve Muggleton". The signature is written in a cursive, flowing style.

Stephen Muggleton
Group CEO