



Message from the CEO

28 February 2022

Welcome to what will be the first of a regular series of bulletins I will be sending to you about progress in the transition from LHI and FLH to Lutheran Homes Group – LHG.

The first thing I want to draw your attention to is that these bulletins will be going to all of our key stakeholders – staff, residents and residents' families.

I firmly believe that everyone should be receiving the same information (at the same time) so that everyone knows what is going on.

Our Chair, Mel Blondell, has already written a bulletin which introduced me, as well as the Board of LHG, which comprises former Board Members from both FLH and LHI.

LHG therefore continues to maintain a strong Lutheran ethos; the Lutheran Ministry, Mission and Values which have always been so much a part of FLH and LHI remain a central theme for LHG. Our common goal is to provide excellence in care to our most vulnerable citizens.

LHG will provide the opportunity for us to learn together, capitalising on our common heritage and building a new future.

This is what has happened since that first Board meeting:

- My appointment as CEO
- New Board Committee announced to assist with the transition and operational integration process between FLH and LHI
- Consultation sessions with staff and residents.

Distribution of Frequently Asked Questions (FAQs); including the establishment of the email address faq@lhg.org.au

And this is what I am working on at the moment:

- Establishment of various management working groups to ensure a coordinated and well thought out business integration process, i.e. marrying FLH and LHI systems and processes
- Executive Management Team structure
- Working with a specialist marketing consultant to establish the new branding of LHG, i.e. logo, colour scheme, etc.

- Meeting with staff and residents at all sites and working in particular with key management team members to identify current priorities and challenges across the wider organisation
- Developing an organisational Master Plan with a specialist consultant to identify opportunities as it relates to best use of LHG's property assets and outlining a future, holistic strategy.

With reference to the new Executive Management structure, I am pleased to announce Kristian Roocke has been appointed as Executive Manager, Property & Projects.

Kristian gained senior management experience through a number of leadership roles in healthcare including aged care, retirement living, home care and disability.

With past responsibility for a range of organisational functions, including Property Development, Facilities Management/Maintenance, Landscaping & Horticulture, Procurement, IT and Rostering/Workforce Planning, and Mergers & Acquisitions transactions, Kristian is well-placed to provide a valuable contribution to LHG as it navigates its next stage of development and growth.

The role of Executive Manager, Service Delivery, is currently in the final stages of the recruitment process and I am hopeful that an announcement of the successful candidate will be shared in the next issue of this bulletin. This role, with the support of existing General Managers, will oversee all aspects of service delivery including residential aged care, retirement living and home care services.

I will keep you informed and engaged regularly and if you have any questions or comments I would like to hear them. As referenced above, please use the faq@lhg.org.au email if you would like to make contact and/or have any questions answered.

Sincerely

Tim Chia
CEO, Lutheran Homes Group