



LHI
RETIREMENT
SERVICES

Message from the CEO Bulletin Issue #2

21 March 2022



Welcome to the second of my regular updates regarding the transition of LHI and FLH to Lutheran Homes Group – LHG. Things are moving at a rapid pace as we create LHG and I want to ensure that everyone is aware of what is happening, some of the key achievements and to use this opportunity to acknowledge the hard work of the team.

Making contact

It's important you know who to contact if you have queries or concerns during the transition period. At Fullarton, Ashley has concluded his time with us, and Shani Liyanage (Director of Care) is the onsite lead at Fullarton. Please direct any queries or concerns to Shani in person, on 8372 3487 or by email shani.liyanage@flh.asn.au.

At Glynde and Hope Valley, the primary contacts for queries or concerns are Yasmine Ruysen (General Manager Residential Care, Glynde) on 8336 0177 or yruysen@lhi.org.au and Megan Oudshoorn (General Manager, Residential Care, Hope Valley) on 8265 8005 or moudshoorn@lhi.org.au.

In addition, any question, concern or comment can also be sent to the email address FAQ@lhg.org.au.

As mentioned previously, one of the benefits of LHI and FLH coming together is the expansion of home care services to those in our Fullarton and Para Vista ILUs. This has started and already our Home Care Team has provided some assistance to an ILU resident at Fullarton. Others requiring assistance should contact Michael Vullings (General Manager, Community & Independent Living) on 8336 0143 or mvullings@lhi.org.au. Michael is also the organisational lead for ILUs and will be arranging a meet and greet with residents at both villages in the next week or so.

Who's who

In the first edition of this Bulletin, I referred to some changes to our organisational structure. This is still being finalised and I hope to include an organisational chart in the next edition of this Bulletin.

In the meantime I am very excited to announce the appointment of Louise Haniakakis to the role of Executive Manager, Service Delivery. Louise has extensive experience in the aged care sector, having worked for a number of leading providers (including FLH many years ago) and most recently as General Manager of Life Care's Gaynes Park Manor in Joslin, a premier site that delivers a range of services across residential aged care, home care and retirement living. Louise will join us at the end of next month.



Major happenings since the last Bulletin:

- Our IT Team has streamlined internal communications by compiling an organisation-wide email distribution list for all staff
- Senior staff from what were formerly FLH and LHI have met to develop an understanding of interim reporting relationships under the new LHG Executive as we work to finalise the wider Leadership Team structure
- Appointment of Executive Manager, Service Delivery
- Executive Manager, Property & Projects, Kristian Roocke started with us 28 February and is working on several key initiatives, including a detailed review of our procurement and property functions
- Kristian is also working closely with me in the development of our organisational master plan with consultants Brown Falconer
- Our Chair, Mel Blondell, and I have begun meeting with staff, residents and families. These face-to-face meetings are extremely important so we can discuss our future direction and Mel and I can learn your hopes, concerns and aspirations.

Major things I'm working on now:

- Extending our COVID catering contingency arrangements to Fullarton, with external consultant/contractor Blanco Horner (already established for Hope Valley and Glynde); this will ensure that there is no risk to meal service to residents in our care facilities during outbreaks
- We are also working with Blanco Horner to review our pre-packaged meal arrangements for ILU residents and will look to extend this service to the Fullarton and Para Vista ILUs once finalised
- Improving our communications with a new website that will go live in the coming months. This will be a major source of information about LHG
- Issuing our Q&As/FAQs later this week; this document will be updated to include any queries that arise as we progress on this journey
- Continuing work with a marketing consultant on the branding of LHG
- Finalising staffing arrangements, transfers of property and assignment of contracts associated with the merger
- Transferring ILU resident agreements from FLH to LHG (there will be no impact on LHI residents as there won't be a need to transfer). This process will not affect terms and conditions of agreements, it merely transfers them to the new entity. We will write and tell you when this is completed.

I appreciate that this is a time of uncertainty for many (with significant change occurring), but rest assured that we are here to support the entire LHG Community. There will be changes as we navigate this process, but it will not be rushed and it will not be change for the sake of change.

You will always have the opportunity to make comments and raise questions and concerns as we move forward together.

We are committed to driving innovation and continuous improvement, and decisions made, and actions taken, are grounded in this philosophy.

I look forward to sharing more information with you in the coming weeks.

Yours sincerely

Tim Chia
CEO, Lutheran Homes Group