



## Message from the CEO Volume 4

30 May 2022

Welcome to the latest update on developments at Lutheran Homes Group – LHG. As we continue working to establish the new organisation, I want to acknowledge the efforts of the newly formed LHG Leadership Team. The process of integrating our systems and processes is complex, and it is the willingness of key staff to manage this work outside of business-as-usual activities, that will ultimately set up LHG for further growth and success into the future.



*Tim Chia, CEO*

Although these bulletins are largely centred on merger-related updates, it is important to remember that we continue to maintain a strong focus on our core business – providing quality care to our residents.

The daily challenges that our staff face with regard to the management of COVID remains part of life, and I extend my thanks to those who work tirelessly in caring for and providing a safe environment for LHG residents. In particular, last week we celebrated International Nurses' Day at each of our residential aged care facilities with a series of cakes and morning/afternoon tea.

I am pleased to advise also, that I have been appointed to the SA Divisional Council of ACSA - Aged & Community Services Australia. This is the leading national peak body supporting not for profit, church and charitable providers of retirement living, community, home and residential care. This is a great opportunity for LHG to have a voice in the development and implementation of important policy decisions and is the first opportunity for the LHG brand to be recognised externally.

### Who's who

I am pleased to announce that Kerri-Anne Barnes is now leading our Fullarton site.



*Kerri-Anne Barnes*

Kerri-Anne has taken on the role of General Manager, Residential Care Fullarton. With 25 years' experience as both a clinician and senior leader, she takes up her position fresh from having spent an 'emergency' seven days as Acting CEO at Sunnyside Lutheran Retirement Village in Horsham, Victoria, while CEO Denise Hooper was in isolation after contracting COVID. Kerri-Anne stepped into the breach at very short notice and did a wonderful job – she will be a real asset for LHG.

Prior to joining LHG, Kerri-Anne was a Clinical Services Manager at Life Care.

### **Major achievements since the last Bulletin:**

I am pleased with the progress we are making in the establishment of LHG as a major Aged Care provider in South Australia with the highest standards of Christian care.

- Updated Staff FAQs circulated
- Commenced delivery of new restaurant quality takeaway meals (in partnership with Blanco Horner) to ILU residents at Glynde and Hope Valley. We are hopeful of rolling this out to Fullarton and Para Vista sites shortly
- Established new supplier arrangements and menus for Kafe Schulze, with new gourmet morning/afternoon tea and lunch offerings to be available in the coming weeks. Themed nights, e.g. Schnitzel Night, have also recommenced, with the first one sold out!
- Finalised catering contingency arrangements at Fullarton to ensure that there is no risk to meal service for residents onsite should COVID affect kitchens or catering staff
- Continued work with the branding consultant (KWP!) to develop the new LHG logo and colour scheme; once completed, this will allow for the newly developed website to be finalised and launched
- Developed a new, consolidated Clinical Governance Framework for the group
- Handed over a number of the recently completed Barnes Road (Glynde) ILUs to new residents
- Formalised engagement with Mirus (aged care consultants) to assist our teams with the transition to AN-ACC (the new aged care funding model/instrument that will shortly replace ACFI).

### **Major things we're working on now:**

- Developing an organisational communications strategy that will include a consistent approach to staff and resident newsletters, and a regular LHG magazine publication
- Issuing a more detailed organisational chart so that our wider community is aware of "who's who" and where different portfolios of responsibility sit
- In addition to the development of the Master Plan, developing a comprehensive asset management program that will ensure that LHG facilities (both residential aged care facilities and ILUs) are maintained to a high standard
- Property Master Plan Stage 1; this is due for completion in the coming weeks
- Work is underway to roll out Home Care Packages to Fullarton and Para Vista
- Investigations are underway for the new Head Office; it is anticipated that the location secured will be on the fringe of the Adelaide CBD.

**Key contacts**

Fullarton RCH: Kerri-Anne Barnes (General Manager Residential Care, Fullarton) on 8372 3555 or [kerri-anne.barnes@flh.asn.au](mailto:kerri-anne.barnes@flh.asn.au)

Glynde RCH: Yasmine Ruysen (General Manager Residential Care, Glynde) 8336 0177 or [yruysen@lhi.org.au](mailto:yruysen@lhi.org.au)

Hope Valley RCH: Megan Oudshoorn (General Manager, Residential Care, Hope Valley) on 8265 8005 or [moudshoorn@lhi.org.au](mailto:moudshoorn@lhi.org.au)

Independent Living and Home Care: Michael Vullings (General Manager Community & Independent Living) 8336 0143 or [mvullings@lhi.org.au](mailto:mvullings@lhi.org.au)

Yours sincerely

Tim Chia  
**CEO**  
**Lutheran Homes Group**