



## Message from the CEO Volume 5

4 July 2022

Hello and welcome to a further update on the establishment of Lutheran Homes Group – LHG.

I'm pleased to report we are tracking well with the merger, and the transition to a united LHG family. We have now finalised the incorporation of Lutheran Homes Group and will formally commence trading under the LHG name from 1 July.

In recent days, all staff would have received a letter advising of the change to the new incorporated entity. In most circumstances, this was simply for your awareness and no action is required to be taken by you. Going forward, you will start to see LHG being referenced on formal documents such as payslips and contracts in line with our new trading name.



*Tim Chia, CEO*

The development of our new LHG identity is well underway, and I'm excited to share our new look with you in the not too distant future. In the meantime, you will continue to see the LHI and Fullarton Lutheran Homes brands across the organisations as we begin the gradual transition to LHG over the coming months.

### Team Update

In other news, I'm pleased to announce some new members to the LHG Team. These roles form part of our expanded corporate and leadership team as we further strengthen our organisation in line with our goals of service excellence and continuous improvement.



*Emily van der Sommen*

**Emily van der Sommen** has started with us in the role of GM, Marketing & Engagement. This role includes the development of effective communication across all parts of the organisation, as well as management of the LHG brand strategy and promotion of the organisation.

Emily joins us from her most recent role with Uniting Communities, working across a broad portfolio of social and community services, including mental health, disability, foster care and aged care. Emily was a member of the senior leadership team for 7 years and responsible for the development of brand, communications, fundraising, and commercial product development strategies for Uniting Communities, Lifeline Adelaide and the new U City mixed-use development in the Adelaide CBD. Prior to working in the for-purpose sector, Emily worked in a diverse range of commercial industries, including over 10 years in agribusiness, as well as hospitality and professional services.



*Matt Cocca*

**Matt Cocca** is our new Commercial Manager with responsibility for all procurement and contract management matters. This important role ensures that there is high quality service delivery and products for all our residents.

Matt holds a Bachelor of Commerce and has spent the last 4 years in a senior commercial role at a large provider of aged care, retirement, and home care services. He has experience managing a broad portfolio of corporate functions as well as providing commercial support to Executive Management. Prior to this, Matt spent several years working for a large accounting and advisory firm within their risk and assurance division.



*Michele Zilm*

**Michele Zilm** joins LHG as our Quality, Education and Infection Control Manager - Community and Residential. This role is responsible for leading the continuous improvement activities in Home Care, including evaluation of incidents, feedback and audit results, as well as the development of staff education programs to ensure continued compliance across our services.

Michele entered the aged care industry 15 years ago after working as an Intensive Care Nurse and McGrath Breast Care Nurse and has developed an interest and passion for all things quality related. Over the past ten years Michele has been working as a Clinical Governance and Complaints Specialist, and as a Quality Safety and Risk Manager.

We are also farewelling **Michael Vullings**, GM, Independent & Community Living after 18 years of service to LHI. Michael first connected with the organisation as a Board Member for 8 years, and then joined the management team working in a number of capital project and property roles, before his most recent tenure leading our ILU and home care operations. Michael is well known and loved by many, and I'd like to personally thank Michael for his years of valuable service to our organisation and wish him the very best for the future as he moves on to pursue new opportunities. With Michael's departure, we are reviewing our structure in the areas of Independent Living and Home Care, with new dedicated management roles to be announced shortly.

### **Major happenings since the last Bulletin**

- Establishment of the Fullarton ILU Residents Committee
- Revamped the menu offering at Kafé Schulze, including the continuation of theme nights, with Asian Night sold out for this week
- Held appreciation lunches for Hotel Services staff at all RAC sites
- Finalised transition and assignment of staff contracts and service agreements to LHG

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

- The Fisher Street extension project has been considered in the context of the LHG Master Plan and will be reviewed by the Board in July. There will be significant investment at the Fullarton site – and others – and we will be reporting on this in future Bulletins
- Preparations for an all-staff gathering at Fullarton to meet LHG Board Chair, Mel Blondell, and other new members of the LHG Team; this will provide staff an opportunity to ask questions as we continue the merger and integration process
- The search for a new centralised corporate office has progressed, with a relocation likely to occur in the early part of the new financial year

Should you have any queries or comments on the merger please get in touch via [FAQ@lhg.org.au](mailto:FAQ@lhg.org.au) or your site General Manager.

I thank you for your ongoing support and patience during this transition period, and look forward to sharing further progress as we work to develop our new united LHG family.

Yours sincerely

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