



Message from the CEO Volume 3

7 April 2022

How the weeks are flying by as we continue to establish Lutheran Homes Group – LHG.

As always, there is a lot of good news to share.

I would like to start by acknowledging the hard work of the team, as we continue to navigate the challenges of operating in a COVID environment. With an easing of restrictions imminent, this is likely to continue, and the ongoing commitment from our staff, and the patience of residents and families is to be commended – thank you to all.



Who's who

This week I'm delighted to report on some new appointments – most of whom will be familiar faces to the LHG Community.



Firstly, Astrid Kuivasaari has been appointed to the role of Executive Manager, Operations & Corporate Services. Astrid has been with LHI since 2019 as GM Operations and in her new role she will lead organisational functions of Finance, HR, ICT, WHS and Injury Management. As a highly experienced senior executive I have every confidence that Astrid will continue to drive our commitment to continuous improvement and quality service delivery at LHG.

Another internal appointment that I am excited to announce, is Nikki Miller to the role of GM Quality, Risk & Compliance. As part of the Leadership Team, and reporting to Louise Haniakakis (Executive Manager, Service Delivery), Nikki is going to play a critical role in assisting the organisation meet the increasingly onerous regulatory compliance requirements of operating in the aged care sector. An increased and dedicated focus to risk management will also be an important part of Nikki's role as LHG continues to grow into future. Nikki has served several stints at FLH over the past 20 years, having initially joined in a clinical capacity as an RN, and transitioned to leadership roles in HR and WHS. Thank you to Nikki for accepting the challenge and taking on this instrumental role in LHG's new organisational structure.





Last but certainly not least, is the appointment of Matthew Dobie to the newly created role of GM, Hotel Services. As I have mentioned when speaking at various events in recent months, as we grow it is imperative that we maintain a level of consistency and quality across our sites. Matthew's role will help achieve this in an area that I believe is of great importance. Food is something that I am very passionate about, and I believe that residents in our RCHs, as well as our Independent Living Units, should have access to great quality, great tasting meals on a daily basis. Matthew comes to us with more than twenty years' experience as a chef and hotel services manager at a national level. He will work closely with teams at the various sites, as well as with our catering consultants Blanco Horner, to continue improving the quality of all our meals. Hotel Services staff will commence reporting to Matthew from Tuesday, 26 April 2022.

Major happenings since the last Bulletin:

- Abovementioned senior leadership appointments
- We have finalised and distributed the first round of FAQs to staff, residents and families. These will be regularly reviewed, updated and circulated as the transition process proceeds and new information arises. The objective, as with these Bulletins, is to ensure you are kept fully informed of all changes and developments at LHG
- Staff consultation sessions are being held at all sites
- Meetings with ILU residents at Fullarton and Para Vista have been held (or are scheduled in)
- An LHG Board Meeting and tour has been held at Fullarton
- And I had the pleasure of attending a Residents and Friends event at Fullarton.

Major things we're working on now:

- Blanco Horner (catering consultant) visited the Fullarton RCH; they are working with us in extending the COVID contingency plan that exists at Hope Valley and Glynde
- ILU Resident consultation session with Blanco Horner re Kafe Schulze. It is proposed this will include improvements to the frozen meal services for ILU residents and extend to all sites in the near future
- Property Master Plan Stage 1 is due for completion in the coming weeks
- Continued integration of ICT and Finance Systems.

Making contact

A reminder that if you have queries or concerns during the transition period, your key points of contact are.

Fullarton RCH: Shani Liyanage (General Manager Residential Care, Fullarton) 8372 3487 or shani.liyanage@flh.asn.au

Glynde RCH: Yasmine Ruyssen (General Manager Residential Care, Glynde) 8336 0177 or yruyssen@lhi.org.au

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

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

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

Finally, as the structure of LHG evolves, I want you all to have a clear picture of 'who's who', so attached is the Executive Team Organisational Chart; this outlines where organisational functions and responsibilities sit within each of the Executive portfolios. In the coming weeks, we will distribute further information as we finalise reporting lines in the new structure that will support LHG into the future.

Yours sincerely

Tim Chia
CEO
Lutheran Homes Group

