

## **Chairman's Report 2017**

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I am pleased to be providing my second report as Chairman of LHI. It has been another busy year, with sufficient opportunities and challenges to keep us all engaged. However in amongst all the busy-ness we remain assured that God has asked us to "Be still, and know that I am God" (Psalm 46:10), and that sometimes we need to slow down to hear the quiet whispers of God's voice.

### **CEO**

One of the most significant events that has occurred for LHI this year is the announcement of Tim Gray's resignation as the CEO. Tim has served the Board for over 23 years with humility, patience and a genuine heart for the organisation. His leaving will have an enormous impact on the organisation and we are aware that we are attempting to fill very big shoes.

Over the course of Tim's career at LHI he has worked passionately and tirelessly to ensure that the care provided by our teams is of the highest standard. He has led the General Management Team with a style that is inclusive and encouraging, whilst using his perceptiveness and wisdom to continually think strategically about the future of LHI. Whilst the care delivered to residents has always been his utmost priority, he has overseen building projects valued at over \$100 million. He is recognised as a leader in aged care, representing the Lutheran Church of Australia at the National Aged Care Alliance (a peak body of national organisations in aged care which has direct access to government).

Tim's exceptional service, commitment, and dedication have resulted in LHI being in the positive position it is today. For this the Board is extremely grateful, and we wish Tim and his family all the best for the future.

The process for recruiting a new CEO has commenced, and we anticipate being able to announce Tim's successor before he finishes with LHI in late September 2017.

### **Accreditation**

The continued positive responses from the Aged Care Accreditation Standards Agency is one of the important pieces of feedback provided to the Board. This year saw both announced and unannounced visits for the Aged Care Facilities. In addition we had the initial accreditation of the Home Care Packages at both Glynde and Hope Valley as well as the Allied Health Services at Glynde. All services were provided with positive comments from the Accreditors, which is reassuring feedback.

The Board's ongoing thanks are again due to all the staff who have invested significant effort into ensuring that accreditation processes are developed and maintained throughout the organisation and that policies and procedures are faithfully implemented. This dedication enables LHI to ensure we continue to meet standards of care of which we can be proud.

### **Strategic Planning**

A Saturday was committed in February 2017 for the Board and General Management Team to collectively undertake strategic planning for LHI. There was a high level of synergy for the vision of LHI, resulting in a work plan now being developed by the management team to see the plan come to fruition.

Part of the strategic planning has seen a major reconfiguration of Board subcommittees. We appreciate the work that the General Management Team have committed to assisting with the revised reporting requirements for the Board.

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### **Pastors and Chaplains**

This year has seen Pastor Keith McNicol accept the call to the Cleve parish. His contribution to the Hope Valley community was very much appreciated. The call process for a new pastor is underway, and we look forward to working with the new pastor as they settle into this important role.

As we work through the various discussions regarding the Community Centre the Board remains mindful that the new facility sits alongside the St Andrews church at Glynde. We have been appreciative of the discussions that have occurred regarding the new building, and look forward to having a facility that everyone can enjoy.

### **Relationship with the Lutheran Church**

This year the Lutheran Church of Australia has undertaken a governance review of the various aged care facilities that are aligned with it, including LHI. Thank you to the leadership of our congregations who participated in this dialogue process. Progress is being made in considering the recommendations from the review and LHI looks forward to future discussions with the LCA to better understand some of the nuances of the Review's recommendations.

The South Australian Northern Territory District Office of the Lutheran Church of Australia has organised meetings for representatives of Aged Care boards. We have participated in each of those and welcomed the opportunity to share with our colleagues from the other aged care service providers. We received a gift from the SA NT Aged Care Council which gives us access to governance advice. Good governance has become increasingly important with the developments in the provision of aged care services and the increasingly complex requirements which accreditation and funding impose on us.

### **Volunteers**

The volunteer base at LHI continues to impress – we certainly reflect the high level of volunteerism which is a characteristic of our South Australian population. Your commitment is appreciated by all those who are direct recipients of your willingness to share your time and energy for the benefit of others, as well as by the Board and staff of LHI. Thank you for your service to our community, as you enrich the lives of those you serve.

### **Staff**

We remain blessed with the staff that choose to work at LHI. They are the ones who deliver the Board's vision on a day-to-day basis and provide the standard of care that is highly valued by both residents and the Board. Thank you for continuing to be part of our team. Every person who works in our organisation contributes something unique to the LHI environment.

We are committed to continuing our focus on health and well-being of staff as we consider the option of self-insurance for work place injuries. It is now several years since we started down this path and the increase in awareness of identifying and addressing hazards has seen a significant reduction in injuries and increase in staff wellbeing. Thank you to all of those who have been involved in implementing and promoting these initiatives.

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### **Property**

Over the course of the year significant energy has been invested into understanding how to best use the physical assets we have on the Glynde site. An initial piece of master planning has been undertaken resulting in the decision to reduce the Community Centre to a single storey building. Work on planning for the Community Centre has continued at pace and we look forward to being able to share the draft plans with residents. We are still anticipating construction will commence in the new financial year.

Conversion of double rooms at both Glynde and Hope Valley Aged Care Facilities to single rooms, has kept the management team busy throughout the year. Upgrade of the Aged Care Facility corridors at Glynde has also been undertaken, resulting in a more modern look and feel to the building.

### **Board Members**

To my Board colleagues, thank you for your time, commitment and encouragement over the past 12 months. This year has been one of reflection and deep consideration of issues important for the strategic direction of LHI. The willingness of the Board to engage in discussions that have sometimes been difficult has been sincerely appreciated. I look forward to continuing to work with you all over the coming year.

Julie-Anne Burgess  
**Chairman**