

## **Chairman's Report 2018**

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I am pleased to be providing my third report as Chairman of LHI. Overall the 2017/18 financial year has seen both beginnings and endings, and we are reminded of God's encouragement that *'to everything there is a season, and a time for every purpose under the heaven'* (Ecclesiastes 3:1). This report will cover some of the 'seasons' that have ended for LHI and others that are beginning, and we are grateful the hand of God can be detected in them all.

### **CEO**

This year saw the appointment of our new CEO, Graham Reed. Graham commenced in January 2018, after having relocated back to Adelaide, coming to LHI with an impressive career managing aged care facilities interstate. There were many things that impressed the Board during the selection process, one of which was Graham's heart for God. This was combined with genuine interest in delivering consumer based care which will be imperative in ensuring LHI keeps pace with residents' expectations.

Graham has taken the first 6 months getting to know both residents and staff, and familiarising himself with the details of how LHI works. He has gently embedded the strategic direction of the Board into every decision and action of the organisation. Having planted many seeds in the first 6 months, it is expected some of these will be ready for harvest next financial year.

Prior to Graham's appointment, we farewelled Tim Gray. Tim served LHI as the CEO for 23 years, and has made a lasting impact. He was farewelled through a variety of events, and there is no doubt Christmas 2017 felt very different without him. The Board wishes Tim and his family all the best, as they relish the opportunities that go with having greater flexibility with your time.

### **Glynde Community Centre**

Directly after New Year 2018 work began in earnest on the Glynde Community Centre. There was much joy in watching the demolition of the former building to make way for the new Centre. Work has kept moving at pace, and it has been exciting to watch the new building taking shape.

We remain appreciative of everyone's patience in dealing with the inconvenience of having a building site in the middle of the community. The Board is looking forward to seeing the many activities that resume for residents once the Community Centre is available for use next year. We also appreciate the input and suggestions that have come through the Residents' Association.

### **Accreditation**

This year again saw a major focus of the whole team on achieving and maintaining accreditation by the Aged Care Accreditation Standards Agency. This is one of the important pieces of feedback provided to the Board. As usual this year saw both announced and unannounced visits for the Aged Care Facilities.

The Board recognised that staff invest significant effort into ensuring that accreditation processes are developed and maintained continuously throughout the organisation and that policies and procedures are implemented. While some opportunities for improvement were identified for Hope Valley, these were addressed during 2017/18.

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### **Strategic Planning**

A Strategic Planning session occurred for the Board and General Management Team in February 2018. The focus this year has shifted to ensuring we have a financially viable model of care for both the short and medium term. External support through Tiera Health has been provided to the General Management Team in the second half of 2017/18, and that engagement is expected to continue into 2018/19.

### **Pastors and Chaplains**

Just prior to Christmas the Hope Valley congregation welcomed and installed Pastor Andrew Bettison in a joyful celebration. Pastor Bettison has been a wonderful addition to the team of Pastors and Chaplains that serve the LHI community, and he was worth the wait as he concluded other matters before taking up his role at Hope Valley.

The Board remains appreciative of the generous spirit with which the St Andrew's Church at Glynde continue to work with us. They have graciously worked through the challenges of being connected to a building site, and we look forward to celebrating with the congregation when we have finished building a facility that everyone can enjoy.

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

The Lutheran Church of Australia continued to work with aged care and community service providers around Australia in the governance review of the various services that are aligned with the church. We participated in the review process consultations and these provided opportunities to meet with our colleagues from around Australia. Various recommendations have been made by the Review and the LHI Board continue to consider them. The process has resulted in prayerful and mindful consideration about how governance can and should occur in the longer term.

The LHI Board is conscious that good governance is imperative if we are to manage the changeable funding environment of aged care services and the increasingly complex requirements which accreditation requires of us.

### **Volunteers**

The volunteer base at LHI continues to be a source of inspiration. The high level of commitment and conscientiousness of the volunteers is a pleasure to witness. Thank you, on behalf of the Board, and from those who benefit from your dedication to improve the lives of others. Your service is appreciated.

### **Staff**

The Board is conscious that a change in CEO most keenly impacts the staff. The uncertainty that comes with new leadership affects different people in varying ways. Some people find change exhilarating, while others find it uncomfortable, and after such a long serving CEO this is inevitable.

We appreciate the staff that choose to work at LHI. They are dedicated and hardworking, themes that are often reflected by residents, their families and the accreditation agency. Thank you for continuing to be part of our team. Every person who works in our organisation contributes something unique to the LHI environment.

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This year we have continued our commitment to the health and well-being of staff, as we work through the requirements for self-insurance for work place injuries. Thank you to all of those who have been involved in implementing and promoting this initiative. It has taken a serious amount of work, but the benefits are evident in the outcomes that have been achieved.

### **Board Members**

To my Board colleagues, your commitment of time, intellect and at times hard work over the past 12 months is appreciated. This year has required more time and attention than previous years, because of the various intense activities that have been undertaken. Thank you for your integrity, passion and service – and especially your desire to see LHI provide the best possible care to the residents with whom we are entrusted. For all of that, and more, I am truly grateful.

Julie-Anne Burgess  
**Chairman**