

**TO: RCH Residents, Family Members and Staff**

**FROM: CEO – Tim Chia**

**DATE: 24 December 2021**

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As we approach the end of another year, I extend my thanks to the LHI Community for being incredibly welcoming in my first weeks as CEO.

Having now had the opportunity to meet a number of staff at both Glynde and Hope Valley, I have observed high levels of positivity and an eagerness to continue building on the great work and achievements of the past few years.

It's comforting to know that I am joining an organisation and team that is aligned with my values, with a shared desire to provide the highest quality of care to the residents and community that we serve.

I have been fortunate enough to attend a series of ILU Christmas Luncheons this month, and had the opportunity to meet many of our residents. It's wonderful to see such genuine engagement and collaboration between residents and LHI staff. I sincerely look forward to working closely with our Residents' Committees in 2022.

Thank you also to Graham for his contribution to the growth and development of LHI over the past four years. His vision and leadership have allowed the organisation to solidify its position as a highly respected provider in South Australia; I am grateful for this, and truly excited to be able to lead the organisation through the next stage of its journey.

Despite the challenges of operating in a highly regulated and complex sector, I am confident that by approaching the future with a commitment to innovation, quality and best practice, we will see LHI thrive and continue to develop as one of the state's leading providers.

I would also like to take this opportunity to note that, as we transition to living with COVID in the community and we see an increase in the number of positive cases and exposure locations, it will become increasingly important for us to remain vigilant and adhere to COVID safe practices. As we know, vaccination is the most effective form of protection and we encourage all residents and eligible family members to have their vaccination and/or booster as soon as possible.

I extend my thanks and gratitude to our dedicated staff who work tirelessly to provide care and support to LHI residents at both Hope Valley and Glynde sites.

I wish everyone a Merry Christmas and Happy New Year.