

Chairman's Report 2016

I am pleased to be providing my first report as Chairman of LHI. It has been a full and interesting year, and one for which we can again be thankful for God's many blessings.

Richard Bartholomaeus retired as the Chairman at the end of last financial year. Richard had been Chairman for 37 years, and had given much of himself in his volunteer role on the Board. After such a long time in the role, Richard left several important legacies including the organisation's strong focus on thoughtfulness for the people that are in the care of LHI, and ensuring there is a solid financial basis on which to continue to provide that care. His leadership has been an indelible mark on the organisation.

Accreditation

The focus of the Board is always strongly aligned with ensuring the standard of care is of a quality we would want for our own family members. The planned and unplanned site visits from the Aged Care Accreditation Standards Agency continue to provide positive feedback both from residents, their families and staff. This feedback, as well as all the compliments and complaints, are routinely considered by the Board so there is an understanding of the areas where people are seeking improvements, and providing compliments.

Thanks are due to all of those who were responsible for the huge effort that is required to prepare and maintain the systems for the accreditation processes during the year. The positive outcome of the unannounced visits at both Hope Valley and Glynde sites provided an affirmation of the high standard of care that is provided by staff. It is pleasing to note that all accreditation and inspection processes continue to show that LHI meets and often exceeds the standard required by the accrediting agencies.

Property

This year has provided opportunity to continue upgrading properties, especially in the Residential Aged Care Facilities. A project has been underway to convert all our rooms with two beds into single rooms. This work has occupied time and attention of the staff and residents alike. The outcome at Glynde has been impressive, to the point that we now need to upgrade the corridors so they are of the same standard as the rooms they lead into. Work at Hope Valley to likewise convert all the residential aged care facility rooms to singles is also progressing well.

Work on the Glynde Community Centre has not progressed at the pace we had originally anticipated it would. The Board determined during the course of the year that the architectural design needed further consideration. It is expected this project will regain its momentum during the 2016-17 financial year.

Board Members

At the beginning of the financial year Mark Fielke's work led to him being relocated to the Riverland. As a consequence he resigned from his role on the LHI Board. Mark's work was much appreciated, and combined with the retirement of Richard; this left the Board with two positions to fill. For the first time the Board advertised the vacant positions and were pleased by the quality of applicants received.

It is with pleasure that I confirm Ms Mel Blondell and Mr Philip Riquier as newly appointed Board members. They each bring a wealth of experience from their previous working environments and we look forward to their contribution to the Board.

To my Board colleagues, I would like to express my sincere gratitude for your contribution to the work of LHI. I am also grateful for your support over the first

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12 months as Chairman. The reality of a change in leadership has been evident in the Boardroom – your willingness to allow me to lead with my own style has been appreciated.

Staff

We remain blessed with the staff that choose to work at LHI. They are the fabric of the LHI community, enabling the standard of care that the Board expects to be delivered. They have continued to provide excellent care, including during several significant bouts of contagious viral illness and the building works that have interrupted normal work flows.

Pastors and Chaplains

I continue to be heartened by the pastoral care model in place for LHI. At both Glynde and Hope Valley there are Pastors and a Chaplain, who are dedicated to their work with the residents, congregations, staff and the wider community.

The LHI Board recognise that St Andrews church at Glynde resides on its own land, and remains grateful to the church for their willingness to engage with LHI about the construction of a new Community Centre on the adjoining Lot 9. We look forward to making progress on the Community Centre this year.

Workplace Health and Safety

Once again this year LHI participated in the Retro-Paid Loss scheme which means that the organisation is taking a pro-active approach to health and safety. We can see that staff have become more aware of hazards within their work areas and once reported, these are able to be rectified. During the time that LHI has been part of this Retro-Paid Loss scheme, we have noted a pleasing reduction in injuries within the work force. We have also seen a growing interest and involvement in making positive lifestyle changes which results in less absences from work.

Volunteers

LHI is blessed with many volunteers with innumerable skills. Your ongoing commitment to the residents of our Aged Care Facilities and Independent Living Units (ILU's) is appreciated by the people that benefit by you giving of your time, as well as by the staff, management team and Board of LHI. You enrich the lives of people in our community, and that is a blessing to all of us.

CEO

Thank you to Tim for your ongoing dedication to leading LHI. You manage the many challenges of being the CEO of an organisation that provides care to people on a daily basis with skill and good humour. There is no question that the person most impacted by any change in Chairman is the CEO. Tim has managed this shift seemingly effortlessly, however I am sure there have been more difficult patches in this than he has acknowledged – such is his professionalism.

To everyone that makes LHI the caring place that it is – thank you for your hard work and dedication. We look forward to another year of caring for people who have made LHI their home.

Julie-Anne Burgess
Chairman