



The **difference**  
we will make.

Sustainability Strategy  
2021–2025

# A more sustainable Lutheran Services

## Welcome

It is an honour to launch Lutheran Services’ first organisation-wide Sustainability Strategy.

The Sustainability Strategy 2021–2025 details our vision for a more sustainable Lutheran Services and the many actions we will undertake to achieve our goals.

This strategy enables us to better appreciate our impacts on the environment and our communities—and ensure these impacts align with our values.

The strategy is inspired and guided by our staff and stakeholders, and the many residents and clients we represent. It is a central component of our Strategic Plan.

We invite you to share our vision, follow our progress and join us on this exciting journey.



**Dr Leena Vuorinen** Chair, Council for Lutheran Services  
**Nick Ryan** Chief Executive Officer

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At Lutheran Services, we collectively work to provide comfortable, safe environments for our residents and clients, while ensuring we are good stewards of our planet.

John De Angelis  
 Executive Lead, Property & Assets

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## We want to be good for people... and the planet

As the services we provide continue to grow, so too does our potential impact on the natural environment and the communities we represent. The Lutheran Services Sustainability Strategy 2021–2025 seeks to ensure this impact is as positive as possible.

The strategy takes a broad definition of sustainability to address the impact we have on the people who deliver our care and the communities in which we operate, as well as the natural environment upon which we rely.

We are integrating sustainability thinking across our organisation and many sites and services. This comprehensive initiative addresses multiple factors, identifying opportunities to ensure our impacts align with our values.

## Part of the bigger picture

The Lutheran Services Sustainability Strategy reflects our Strategic Plan 2021–2025.

It also aligns with many of the United Nations’ Sustainable Development Goals—the blueprint for achieving a better and more sustainable future for all:

- good health and wellbeing
- decent work and economic growth
- reduced inequalities
- sustainable cities and communities
- responsible consumption and production
- climate action.

## The difference we will make and how you can play a part

Let’s roll up our sleeves and work together to create opportunities, conserve resources, build abundance and make our client communities and workplaces even better in the future.

# The difference we will make and you can play a part

## Nurturers of our people

Supporting and developing our people who are the heart and soul of our organisation.

### Work culture

We support and encourage our staff through a dedicated wellbeing framework. We are recognised as an employer of choice and a great place to work.

### Diversity & inclusion

Today, around a third of our staff are from culturally and linguistically diverse backgrounds. All people feel welcome and are valued members of our client and resident communities.

### Career development & training

Our staff have clearly defined training and development pathways. Wherever possible, we seek to fill job vacancies through internal promotions.



Nurturers of our people



Catalysts of our community



## Catalysts of our community

Continuing to build diverse and inclusive communities beyond Lutheran Services.

### Embedding in our communities

We are active and engaged members of our local communities. All of our services have an active community engagement strategy.

### Co-locating communities

We are exploring co-location models—bringing different people/groups/communities together—to enhance the experience for our clients and residents.

### Maximising our impact

We target disadvantage and inequity in our communities through evidence-based initiatives that prioritise education, housing, employment, safety, health and wellbeing.

## Stewards of our planet

Protecting and rehabilitating our natural environment for future generations.

### Mitigating climate risk

We have assessed our buildings for climate risk and developed a risk mitigation plan.

### Sustainable sites & services

Our services, accommodation and workplaces are thoughtfully designed to be great places to live and work, and have minimal environmental impact.

### Reducing waste

We minimise waste and the use of disposable or single-use items wherever possible.



Stewards of our planet



Conscious consumer



## Conscious consumer

Understanding what we buy and minimising the negative impact it has on people and the environment.

### Ethical procurement

The goods we purchase and the services we employ do not exploit individuals or the natural environment.

### Responsible investment

Our investments align with our values and responsible investment framework.

### Reducing emissions

We commenced our solar energy initiative in 2020. Within two years, we had halved our emissions and were generating more than a quarter of our electricity through solar. This will continue to grow.



## Join us. Learn more. Follow our progress.

Find out more on how we are living out our vision and achieving our goals for a more sustainable Lutheran Services.

You are an important part of the story. See how you can join us and play an even bigger part.

[lutheranservices.org.au/sustainability](https://lutheranservices.org.au/sustainability)

Lutheran Services is a not-for-profit provider of human services in Queensland. We provide professional services and supported accommodation to older people, young people and their families, people living with a disability or mental illness, and families experiencing domestic violence and hardship. We are people caring for people, where everyone feels welcome, supported and celebrated.