

Institute of Hospitality in HealthCare Ltd

ANNUAL REPORT 2019 - 2020



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Lisa Cranham

National President and Director
State Chairperson of Victoria Branch and Sub Branch Tasmania

Troy Litzow

Vice-President and Director
Chairperson of Queensland and Sub Branch New South Wales

Stuart Merrylees

National Treasurer and Director

Kathy Manning

National Secretary and Director

Liam O Toole

National Board Director
Vice- Chairperson of Queensland and Sub Branch New South Wales

Rob Berry

National Board Director
Vice-chairperson of the Victoria Branch Committee

Jon Valentine

National Board Director
Chairperson of Western Australia

Jason Cundall

National Board Director (retired 2020)
Chairperson of Sub Branch Tasmania

Carey Bray

National Board Director (retired 2020)
Chairperson of Western Australia

John Boland

National President and Director (retired 2020)
Chairperson of South Australia

STATE COMMITTEES

Victoria

Lisa Cranham Chairman
Robert Berry Vice-chairman
Robert Fraser
Mark Hogben
John Patison
Sharon McNulty
Imran Hanif
Gavin Chave

Tasmania

Darren Davis Vice-chairman

South Australia

John Boland Acting Chairman and Treasurer
Sue Carpenter Secretary
Kathy Manning
Paul Smith
Michael Siemund
Cherie Dempsey
Morgan Pankhurst

Western Australia

Jon Valentine Chairman Western Australia
Calum McLeod Secretary
Paul Steele Treasurer
Tony Rutherford
Carey Bray
Bianca Guthrie
Cheryl Hughes
Anjan Gupta

Queensland and sub-branch New South Wales

Troy Litzow Chairman
Liam O Toole Vice chairman
Simon Whelan Treasurer
Ben Hensley
Jacky Downes
Brendon Host
Lainie Lynch
Luke Hoskin
Kevin Dunne

PRESIDENTS REPORT

Welcome to my first annual report as `President` of the Institute of Hospitality in HealthCare Ltd (IHHC). I was excited to have been elected for 2 year term as president in November 2020. The IHHC is a wonderful organisation and I look forward to working with you in the coming years. It is a great privilege to hold the president position and I am lucky that I have a fantastic team working with me on the board.

The year started like any normally year but quickly changed as the Bushfires and COVID 19 changed our lives. The pandemic has certainly changed our lives and how we interact with each other. Who would have thought that webinars would become part of our normal daily lives?

2019-2020 has been a busy year for the National Board, state committees and members. It can be difficult juggling our day jobs as well as our commitment to IHHC. Then you add a pandemic into the mix, social isolation, face masks and hand sanitizer. We are lucky to have such dedicated individuals that put their time into making the IHHC a professional organisation. I would like to thank our members for their continued support. Our supporters for their commitment to the IHHC. To the state committee for their time and energy that they give to the IHHC.

A huge thankyou goes to my colleges on the National Board. It has been a year of change on the Board. Firstly I would like to acknowledge John Boland as he steps down as National President. Thank you for your time and commitment to the IHHC. Congratulations to Troy Litzow of his appointment of Vice President. For their continued support Kathy Manning, Rob Berry, Liam O'Toole and Stuart Merrylees. I acknowledge and thank Carey Bray and Jason Cundall as they step down from their positions on the National board. And I welcome Jon Valentine to the National Board.

I would also like to acknowledge all of the organisations that our committee members work for without the support of these organisations the IHHC would not be able to function.

Membership

Membership was good this year with 32 new memberships and this was a result of our continued drive to engage people working in support services in healthcare and encouraging them to be part of the IHHC. We have lost around 30 members through retirements and changes of careers.

Membership Statistics for year 2019 - 2020

Count of Membership Type	Column Labels							Grand Total
	Full Member	Healthcare Network Member	Honorary Member	Life Member	Affiliate Member	Corporate (5-9)	Corporate (10+)	
ACT	1							1
NSW	6	3			5			14
QLD	23	3			7			33
SA	27	8			2	1	1	53
TAS	9	1			2		6	18
VIC	33	15		3	7			58
WA	23	9					5	37
CAN (NZ)	3							3
AUK (NZ)	1							1
0	1							1
Grand Total	127	39	3	23	1	12	14	219

TAS

We have worked closely with our secretarial service this year and made several major changes. Late last year we started an upgrade on the webpage and server. Jason Cundall and I worked with TAS to audit the webpages and upgrade any out of date information. Thanks Jason for all of your hard work during the changeover.

In the early months of this year we moved our contact for secretarial management service provided by TAS from Melbourne to the Sydney office. This has proven to be an excellent move. Resulting in an increase in the service and quality that they provide to the IHHC. Jen and Thalia for the Sydney office are delightful to work with. Extremely professional and diligent in their work processes.

The financial management processes and reports that are generated through TAS make it clear and easy for the Board to have a clear understanding of the IHHC financial situation.

Website

We continue to review our website and encourage our members' to provide suggestions on how we can make it an excellent source of information.

The National Magazine

The National Magazine continued to be published quarterly and sent electronically to our members. John Boland took over the editor role last year when Angelo Mignanelli resigned. We thanks John and Angelo for their wonderful contribution to the magazine over the years. As a volunteer positon there are many hours that they both put into creating the magazine.

This year we have hired an editor to create the next 3 editions of the magazine. The board have had a lot of discussion in relation to the relevance of the magazine for the future. We are excited to work with a new editor Alex Paige who comes with many years' experience as a writer and editor. With Alex's leadership we hope to take the magazine in a new and exciting direction. I hope that you enjoy the next three edition and welcome Alex to the IHHC community.

E-News

Keeping members and supporters abreast of our activities and advertising upcoming events through the monthly E-news continued to prove an invaluable means of communication. Some examples of what members and supporters have included this year have been job advertisements, seminar events, and general snippets of news from their organisations, as well as the sharing of calendar events for you to participate in.

Benchmarking

Liam O'Toole has been very passionate about benchmarking and has successfully launched a trial. Benchmarking helps facilities determine how successful they are against other organisations. There are no other organisation in Australia offering Benchmarking and the Board are thrilled that they can offer this to our members. The Hospitals and Aged care facility's participating have been able to view the data that has been collected over the last few months. The success of the trial is due to our member's participation and Liam's dedication to making this happen.

Operational Manual

To become sustainable and ensure that all of the IHHC processes were open and transparent we hired RDS partners to create an operational manual. Over the years board members stored information at each state. All of the information has now been collated to create a useable manual. Troy Litzow and Stuart Merrylees have headed up this project working with RDS partners.

Online Seminars

The pandemic has certainly changed us this year. In March we started to stop face to face events and meetings. This kept escalating as the year continued and the parameters changed. Our skills of using Zoom quickly started to develop and online seminars were created. I am pleased to see that with each event we improve in our skill level. I would like to thank Troy Litzow for his hard work in ensuring these events were successful. Troy has been dedicated in making them happen each month.

Supporters

Like our members this year has been difficult for our supporters. Many of the supporters have adapted to the changing landscape offering new products and ideas. Engaging with members to develop ideas and supporting where needed. It has been great to see our supporters attending the webinars and commenting about products of offering help.

National Conference

Victoria 2019

The Victorian committee were pleased to host the 2019 conference. We saw many of our members presenting new ideas and processes at the conference. We are lucky to have the skills and knowledge within the IHHC community to share. I am sure that you came away from the 3 days full of new ideas to implement in your work place.

Our thanks go to the Organising Committee for a job well done.

National Awards and Rosemary Anne Pirie Award 2020

This is the first year that we held the National Awards and I would like to thank all entries. An invitation was sent to each state winner to attend the conference dinner. Congratulations to the winners of the National awards

IHHC National Leadership award (male winner):

John Boland, Institute of Hospitality in Healthcare – South Australia

IHHC National Leadership award (female winner):

Noeleen Xerri, Epworth Hospital – Victoria

IHHC National Brightest Star award:

Parween Ramsahye, Catholic Homes – Western Australia

IHHC National Values in Action / Exceptional Customer Service award:

Sarah Fryer, Japara Aged Care – Victoria

IHHC Project of the Year award:

Room Service Department, Epworth Hospital – Richmond – Victoria

The Rosemary Pirie award was increased to two awards due to the judge's recommendations. An award was presented for an individual and an organisation. We thank the winners for their outstanding commitment to the industry and their organisations.

Rosemary Pirie OAM (Individual) award:

Sarah Fryer, Japara Aged Care – Victoria

Rosemary Pirie OAM (Organisation) award:

Room Service Department, Epworth Hospital – Richmond – Victoria

Western Australia conference 2020 cancelled.

Unfortunately the 2020 conference was cancelled due to the pandemic. The board and the western Australian committee were deeply disappointed. We are looking forward to the 2021 conference and know that Western Australia will put on a sensational conference.

Future IHHC Conferences

- Queensland 2022
- Tasmania 2023

In Conclusion

I would like to thank everyone that is involved in the IHHC community and on behalf of the National board I wish you a safe and happy year ahead.

Lisa Cranham
IHHC National President
October 2020