

The Institute of Hospitality in HealthCare

VOLUME 18 DECEMBER 2009

2010 Conference

*"Don't make healthcare
Pandamonium"*

Rosemary Pirie.

"Excellence awards"

*Season's
Greetings*

*Notre Ideal
est Servir!*

www.ihhc.org.au



IHHC

Notre Ideal Est Servir

Institute of Hospitality
in HealthCare

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The Institute of Hospitality in HealthCare Limited

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Our vision

We are nationally and internationally recognised as a proactive association for the advancement of professional standards in Hotel Services.

We deliver excellence in education, advice and networking to our members. We are the preferred advisory body to government, industry and other professional associations.

Our members are an integral part of decision making and are sought for their knowledge, expertise, innovation, ethics and ability to adapt and implement change.

The IHHC promotes, provides and encourages the setting and advancement of standards and guidelines within the areas of Hotel Services.

As a consequence of the services provided by the IHHC, its members are empowered to provide indispensable service and value to their organization.

Membership

For any prospective members Applications forms are available on the National website www.ihhc.org.au and if this is not available to you please direct enquires to the secretary or the committee member who may be closest to your area.

Please make sure you attach all of your contact and academic details to your application and a cheque or credit card details of payment and send to the National Secretariat

CLEMS

Suite 5, 250 Gore Street

Fitzroy Vic 3065

Most importantly, please ensure you notify us of your email address. This will assist us to contact you quickly and to more easily send you information.

Magazine Sponsorship

The IHHC is looking for support from suppliers for the magazine. Rates can be negotiated, but as a guide we are offering:

Full Page—\$500

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Quarter Page—\$125

Supporters are also welcome to utilise the space for information regarding updates, new equipment etc.

Please contact John Patison for details.

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Submitted articles should be supplied on disk typed in a Word document and accompanied by photographs and some biographical details.

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Dear Members, With some sense of disappointment I write my last National Presidents message to you but with the knowledge that I leave the position in good hands. I have opted to take a break from Healthcare and try something a bit different but not too far removed from the health field in general. I would like to thank you all for your fantastic support and I feel privileged to be amongst a group of great people.

I'm sure you will all join me in congratulating Ann Usher Director of Hotel Services at Mater Health in Brisbane, who will take over the role of National President (our first Woman President), until at least next year's AGM. Ann has a wealth of experience and knowledge which I'm certain will be put to good use in continuing the ethos and growth of the IHHC.

This past year has been challenging and I believe more so than usual if that is possible, with everyone trying to stretch the dollar that bit further. It is strange that one three course meal at your local hotel can cost \$33.00, yet in healthcare we are expected to provide three main meals of 4 courses and three mid meals for the same cost. On top of this we have to package the products and keep them at temperatures not expected at your local café or restaurant, it's amazing that we manage to get them cups of tea and coffee on current budgets.

The level of support in the areas of Hotel Services has gradually declined over the years and is something we should be discussing with our members of parliament.

We should all be giving a copy of Dr. Peter Lipski's white paper to all our local polities, and ask if they have read it. If not they should take heed of a very comprehensive common sense approach to caring for our elderly. Who would have thought that we would be trying to force feed our patients with the lowest common denominator in terms of quality nutrition. This is not a problem common to Australia but we hear these stories worldwide from our partners in HCI (Health Care Catering International). People are coming into hospital malnourished and leaving the same way they came.

We have many challenges related to Hotel Services within Healthcare in NSW with the State centralizing all of these services. With this we will have many qualified people leaving the industry, and with them many years of experience that cannot be replaced overnight. This will also leave our NSW Board severely depleted, so I'm urging all of you NSW members to become active and put up your hand to offer assistance to the current board. It would be great if we can get numbers back up to 10 and have representation from all areas of Healthcare. I'm sure we have a great number of members in the aged care area who have both the experience, can offer assistance and the will to ensure the IHHC continues to be relevant to the Industry.

MESSAGE FROM THE NATIONAL PRESIDENT

I would like to offer my congratulations to the NSW Board for presenting another fantastic conference. They may be small in number but they have done a magnificent job in presenting a number of overseas speakers as well as excellent local presenters on very topical programs.

Nanette Taylor has plans well under way to provide us all with another National Seminar to be held in Queensland, NSW, Tasmania, SA and Victoria. There will be details on the website in the next couple of months and this will be a not to be missed seminar, invaluable to you all.

John Boland and his team in SA have already started planning for next years conference and you can expect Pandemonium. John's team is working on the program now and you can expect a quality conference with some international speakers, and this will give you a rare opportunity to see the Panda's at play. SA will have their seminar dates up on the website in the near future so look out for those. If you are in Adelaide from interstate and would like to attend one of the seminars I'm sure they will look after you.

Queensland and Victoria are also in the finishing stages of putting their programs together for next year and these will appear on the web site early in the New Year and like SA if you happen to be in any of the states when they have seminars on give the state chair a call and they will look after you.

Victoria has applied for funding to complete the 30 remaining receiving kitchens as only four have been completed to date. Victoria's latest central production unit is close to opening and we will have news about this in the next newsletter in February next year. HPV (Health Purchasing Victoria) has concluded all of the state food contracts and this will ensure prices across Victoria for the next three years.

Don't to forget to check out the HCI (Healthcare Catering International) website as there are opportunities being developed for an exchange program with our partners in HCI. There is some work yet to do on this but it could become a reality in the next twelve months. Have a look on the website and you can also learn what others within our industry



are doing overseas, and you might find similar challenges across the globe.

Unfortunately next year's HCI conference clashes with our own here in South Australia as we were planning a work study group to look at some hospitals and attend the HCI conference. We hope we can avoid most clashes in future so continue to check out the website and it may be offered in 2011. The IHHC has contact with the chairs of 12 associations the same as ours worldwide, so if you are thinking of traveling and want to call on our partners please contact the National President Ann Usher.

Well I will sign off with a huge thank you to all and I know I will catch up with you at different times and from me and members of the National Board we wish you all a very Happy Christmas and all the very best for 2011.

To ensure the Institute continues to thrive I'm sure you will all throw your weight and support behind the National Board who would be pleased to see many more of you take an active role at both state and national level.

"Remember a group becomes a team when each member is sure enough of themselves and their contribution to praise the skills of the others"

MERRY CHRISTMAS BEST WISHES HAVE A GREAT CHRISTMAS AND A FANTASTIC NEWYEAR

John Patison
National President IHHC

INSTITUTE OF HOSPITALITY IN HEALTHCARE

DIRECTOR'S REPORT

A. C. N. 005 887 570

Your Directors present their report for the financial year ended 30 June 2009.

The names of the Directors at any time during or since the end of the year are –

J. Patison

N. Taylor

G. Walker

C. Moss

R. Hardy

J. Boland

A. Usher

Directors have been in office since the start of the financial year, to the date of this report, unless otherwise stated.

Principal Activities:

The principal activities of the economic entity during the financial year were provision of education and training services to the hospitality industry.

No significant change in the nature of these activities occurred during the year.

Operating Results:

The consolidated profit of the economic entity for the financial year after providing for income tax amounted to \$17,150.

A review of the operations of the economic entity during the financial year and the results of those operations are as follows:

Donation and sponsorship income declined as the Institute had some difficulty attracting sponsors in view of the difficult economic conditions facing the health industry.

State Branches and the National Board have worked tirelessly to secure ongoing sponsorship for the Institute's events in this very challenging economic environment.

The number of delegates attending some of the Institute's conferences was also down on previous years in line with the pressure on all costs across the health industry. Sales of the Institute's Food Safety Program continued to improve.

During the year the Institute used the services of CLEMS (Conference Links & Event Management Services) to provide website, membership and event management services to the Institute. Once off set up costs associated with CLEMS services of \$9,859 were incurred.

Travel & accommodation costs also increased, reflecting attendance at the HCI (Hospital Catering International) 2009 conference.

Seminar and conference income increased as a result of good attendance at each state's Nutrition for the Elderly seminar and due to the strong attendance at the Queensland annual conference which was attended by over 134 delegates including international speakers.

No significant changes in the economic entity's state of affairs occurred during the financial year.

Options:

No options over issued shares or interests in the company or a controlled entity were granted during or since the end of the financial year and there were no options outstanding at the date of this report.



IHHC VICTORIAN CHAIRPERSONS REPORT



*Hi All,
Our recent AGM meeting held at the Croatian Centre in Geelong which was well attended consisted of four excellent speakers in Phillip D’huij, Imran Hanif, Frank Burke and Simone Budd.*

Phillip D’huij from ProSquared gave a brief overview of a tender program which has been developed to standardise and keep tenders transparent.

Frank Burke from Tender Loving Cuisine explained the concept of a private meal service delivered to home and the opportunities within Victoria to expand the service through franchising.

Simone Budd from Barwon Regional Waste spoke about some practical ways and methods to reduce waste and recycle within the healthcare environment.

Imran Hanif from Southern Health gave an overview of systems which the Southern Health kitchen at the Kingston Centre implemented in order to achieve Halal certification.

We appreciate the Speakers time in presenting to our members.

The Institute would like to thank PFD Foodservice and Poultry Palace for providing lunch.

A big thank you to all our other sponsors who attended COMCATER and ECOLAB (our major sponsors) Thomas Catering and Australian Food Hygiene Services and also for the donations of prizes for our raffles.

“...the Kingston centre implemented in order to achieve HALAL certification.”

Our incoming committee for next year is John Patison, Robert Schroeder, Philip Barnet, Russell Hardy, Graham Walker, John Hamilton-Smith, Tracey Bugbird, Trevor Nelson Michael Tomlin and David Church.

The Committee is meeting during November and a planning session will form part of the agenda to develop the forthcoming years Professional Meetings.

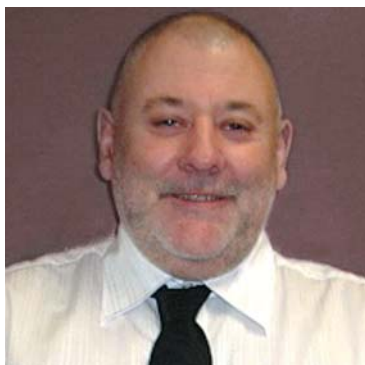
Our next function is on December 12th at

Queenscliff on the “Blues Train”.

I look forward to seeing you all throughout the year at our functions.

Russell Hardy
State Chairperson





TASMANIAN REPORT

Another busy, challenging year is drawing to a close in the land of the Big Apple.

All Class One High Risk facilities would have undergone their first Food Safety Audit, some survived quite well, whilst others are still waiting results. As with the auditing in other states we have noticed a number of conflicting interpretations from different Auditors who seem to be focusing on structural issues and not necessarily concentrated on food safety.

The Tasmanian government is allocating millions of dollars to upgrade hospitals and community centres over the next 3–5 years. Both the Royal Hobart Hospital and Launceston General Hospital will share almost 100 million dollars over this period.

There have been several consultancies concentrated in hotel services areas of health services across the State where we have once again we have some concerns, that hotel services will once again be asked to find further efficiencies.

With the use of technologies we have continually been able to make these savings over the years but the general opinion is that any further efficiencies would have a domino effect on the levels of quality and service. We continue to be innovative with latest revamp of our retail areas such as cafes have made significant increases in revenue and with our training programs we are always looking to up skill staff to

“...exciting new Food production facility and meal delivery system.”

further enhance the cost/benefits of our operations.

Royal Hobart Hospital has spent most of this year planning for the development of the exciting new food production facility and meal delivery system. A lot of time was spent in developing tenders and some of these have already come to fruition. The staff and management are very excited with the development and looking forward to progressing the implementation of all the planning into reality.

We are somewhat limited by the number of suppliers in Tasmania, but extremely well served by the two dedicated suppliers who are always extremely supportive.

Its times like these to start thinking well and truly outside of the square, get away from the ‘norm’ and concentrate on providing a quality/efficient service.

In 2010 the LGH will be implementing an agreement with a Recognised Training Provider, we will be embracing a new Trainee Scheme titled the LGH Food Services Academy. This venture will see 10 students utilising the Food Services Department as their training venue instead of utilising TAFE or Polytechnic facilities.

The Tasmanian branch is working closely with the Institute of Hospitality in Healthcare on the program for next years National seminar. The one held in 2008 proved to be very popular, and we are still talking about it, in fact Dr Lipskis’ White Paper is being used as a platform to assist in improving IT services within the hospital environment for improving nutritional requirements required for all of our patients.

Our Annual Golf Day will be held on Friday, 19th February 2010. (Flyer in this magazine)

In Tasmania TIPCU (Tasmanian Infection Prevention & Control Unit) have scheduled a video link on Wednesday 9th December to gather information on the impact of the proposed changes to disinfectant regulations on business,



the community and government organisations. These changes have been proposed to the way hard surface disinfectants for household and commercial use are regulated. At this point in time it is not clear whether this will have any significant impact in the major hospitals throughout Tasmania.

Also currently under review by the Waste Management Association of Australia is the industry code 5th edition which if approved could see a number of changes to the way we currently manage our Clinical Waste.

What we could see is much of our current general waste could be deemed as clinical waste and therefore adds even further costs to all of us for the expected increase in volumes. TIPCU intended to respond to the proposed changes and will no doubt keep us informed of any developments.

The NSW Branch of the IHHC is continuing to struggle with a somewhat depleted committee.

Christopher Moss
Chairperson

Nanette Taylor
Vice Chairperson

Sharon Avis
Supporters

Neil Winter
Treasurer

We as a group suspect that we are at the point where we will of peter-out. That will be a great shame as we have had many years of being able to provide activities to NSW members. Ideally we would love to see some new committee members who would like to start taking over the reigns and develop the branch into the future.

On a more positive note the NSW branch feel proud we have run another successful National conference. *Navigating Uncharted Waters* (See conference review, elsewhere in this magazine). I feel the decision to run the program alongside the Fine Food exhibition in Sydney does help us draw delegates, who would otherwise find it hard to get approval to just attend the IHHC conference.

The NSW State committee wish the South Australian branch every success in their preparations for the 2010 conference, "Don't make healthcare Pandamonium".

The success of a number of topics at Sydney conference has led to the National board incorporating them into program for the 2010 National seminars (Nutrition in Health and Aged Care) to be held across each state. These Seminars will be held concurrently through each State in April 2010.

As I have reported previously, NSW Health has established a separate entity, "Health Support", to run and operate a hospital's or Area Health Services support services.

NSW STATE CHAIRPERSON'S REPORT

A full four years has now passed since the creation of Health Support. Information Technology, Linen Services and two Transaction centres (Parramatta and Newcastle) to do the payroll, accounts payable and employee establishment functions for the entire state are now operating.

The progression of Area Health services, food services departments into NSW Health Support, is now well progressed with the majority of the States Area Health services transitioning their Food Services and in some cases Hotel Services into Health Support. It is expected that by mid 2010 all Area Health services will have transitioned food services to Health support.

I would like to remind you that the *Rosemary Pirie Memorial Award* is given annually to individuals or organizations in recognition of the contribution they have made toward providing excellence in Healthcare Food Service and Training.

For Rosemary's entire career she encouraged the development of staff and had a personal approach in their career development. Her plans and direction for food services all lead to ensuring that patient care was of paramount importance to the Royal North Shores Food Services staff.



For all of the years that Rosemary was working since the Institute of Hospital Catering was established, there was not one Sydney seminar that Royal North Shore staff did not attend, and almost without fail Rosemary and her staff contributed to our newsletters.

The Institute is very pleased to be able present this award and encourage you to submit an application. (Details of the application and criteria are in this magazine).

On behalf of the NSW State committee, may I wish you all a Merry Christmas and safe new year.

Christopher Moss
NSW State Chairperson



NAVIGATING UNCHARTED WATERS 2009 CONFERENCE REVIEW

Again after some three years of planning and great commitment from a small NSW Conference Committee, we have had another great Sydney conference.



Laurel Evans accepting the trivia night prize from Gary Kennedy Quiz master.

John Boland Sth Australian chairperson, jiving with Pandamonium



Peter Wright, Xtreme Chef Consulting receiving his very own Hula skirt and pirates cap from Christopher Moss NSW State chairperson.

The conference kicked off at lunch time on Father's Day, September 6, with two special interest groups: one for Hospital Nutrition Standards and one for Hotel Services. And despite Father's Day commitments, we still had 90 delegates registered.

We officially opened the conference and trade show on Sunday evening with a cocktail party and guest speaker presentation by Peter Wright, "Extreme Chef Consulting, "gave a terrific account of his experience overseeing the catering facilities at the recent Beijing Olympics.

Many delegates then chose to stay on and experienced the "Trivia Challenge with a Twist" hosted by Gary Kennedy, "Correct Food Systems". This time Gary led us through uncharted waters in his "hula" skirt. I am sure some people ended the night in well and truly marooned. "Where does he come up with those questions?"

Day two kicked off with a terrific mix of viewpoints from around the world.

- **John Roach** – Chief Financial Officer NSW Health
- **David Williamson** – Support Services Manager, Stratheden Hospital Scotland
- **Patrick Schmid** – Patient Services Manager, Inselspital Hospital Bern, Switzerland
- **Rod Young** – CEO, Aged Care Association Australia
- **Jeremy Ryland** – Director of Marketing, Collins Food Group

It's fantastic to hear these perspectives that very often reinforce and support where we are heading in Australia.

The delegates also enjoyed the trade show exhibits. Thank you all 26 exhibitors (see inside back cover); this was a great commitment, particularly as the conference was running at the same time as the Fine Food Australia exhibition. I really do believe that the trade show significantly enhances the learning and information that delegates get to take away from the conference.

We finished Monday with the Ghost Tour of Sydney's The Rocks area; hence the delegates learnt of the bizarre facts that lurk beneath the surface of Sydney's Historic Rock precinct. The evening's cool and drizzly weather only added to the atmosphere.

On Tuesday, we further explored the Scottish and Swiss experience. Delegates were particularly awestruck by the Swiss Healthcare budget and the impressive Bern Hospital. The breakout sessions that morning received great feedback, so much so we will endeavour to repeat the topics in state seminars during 2010.

We finished with an inspiring presentation from "Rowdy McLean". The "get real guy", Rowdy gave us an insight into what we need to do re release the potential of our employees and also some tips on how to let go of the "baggage."

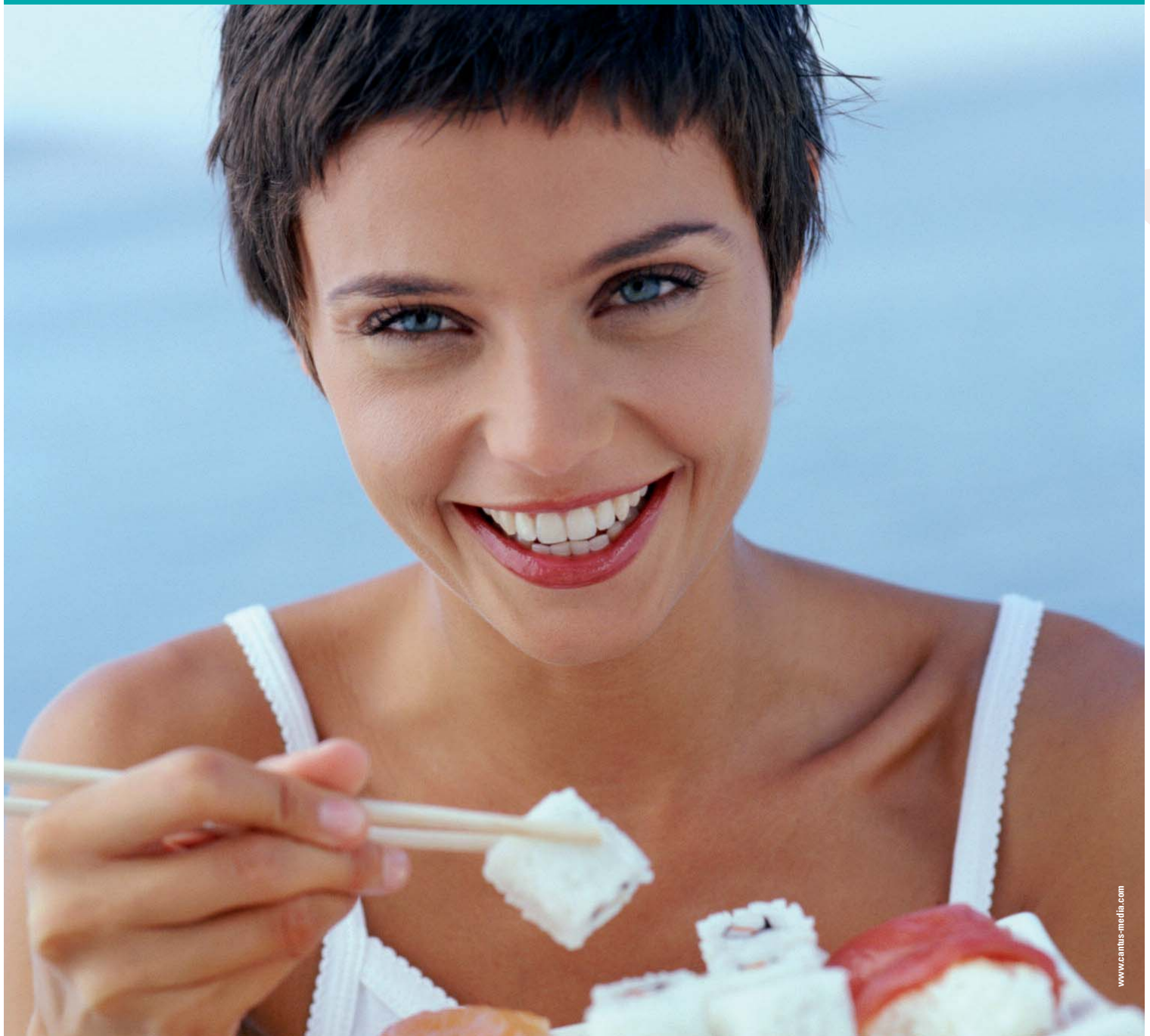
The Annual Dinner "Surviving Uncharted Waters" was a great finale; over 160 guests came and enjoyed the entertainment provided by Richard Claptout and the Hot Shots, the mixture of comedy, the rock quiz and after dinner music ensured everyone had a great night.

On Wednesday morning, a somewhat weary but enthusiastic group appeared for their chosen site visit. Leaving the NSW committee to tidy up a few loose ends, pack up the uncharted waters decorations and feel proud that we had run another successful national conference.

- Christopher Moss** – NSW Chairperson
- Nanette Taylor** – Vice Chairperson
- Neil Winter** – Conference Treasurer
- Sharon Avis** – Supporter Organiser
- Gail Clark** – Budget & Social Events
- Gary Kennedy** – Social Events

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QUEENSLAND STATE CHAIRPERSONS REPORT

How quickly the Sydney conference has come and gone and we are now back at work! Every year, I look forward to going to the conference, meeting up with friends, colleagues I have not seen or spoken to in a long time and learning of their achievements and challenges during the previous year.

But, all too soon, the conference is over! I found the speakers to be of a high quality and believe I have learned something from the conference. I attended a number of environmental/waste related sessions and if, like me, you were given the opportunity to attend, I hope you are able to say the same.

The South Australian committee was active at the Sydney conference and their theme for the September 2010 conference in Adelaide of "Don't make HealthCare Pandamonium" looks fantastic. The two giant Panda's "Wang Wang" and "Fu Ni" will arrive at their new home in the Adelaide Zoo in October 09, meet the Australian public in December 09 and will be the star attraction I am sure.

The Qld IHHC Excellence Awards were presented at the Annual Dinner in June 09. All nominees were presented with a certificate and the winners presented with a beautifully framed Award. It is very pleasing to note that more facilities than ever were involved and we really want to encourage you all to become involved and provide your staff with the opportunity to be an Award recipient. The Awards are presented each year at the Annual Dinner. I will make sure that the nomination forms are included as an insert in the newsletter posted early next year so that you have the form and can nominate your base grade staff to meet the deadline for them to be involved and presented at the Annual Dinner in July 2010. There will be a Christmas in July dinner, venue to be advised closer to the date.

The committee travelled north in October and held the monthly committee meeting at Nambour Hospital. The committee thanks Lyndall and her team for their hospitality and providing such a lovely breakfast after the trip from Brisbane. The committee then visited Topliss Tarts; a supplier of special dietary products such as Gluten Free, Dairy Free, Low GI, Low Fat and vegetarian products used by some of the committee members and was treated to samples of their products and a tour of their facility.

With Christmas approaching so quickly, our Christmas Dinner will be held on 8 December at the Hospitality



Training Association, 1st floor, K Tower, Wickham St, Fortitude Valley. This training facility has recently been renovated and has unveiled stage two of the world-class facilities, including an al fresco restaurant and dining area. Open for lunch Tuesday to Friday and dinner Monday to Thursday. The HTA Graduation Ceremony in December 2008 saw 1,690 students complete and graduate from their programs. The students will be responsible for our Christmas dinner, so we are really looking forward to seeing what they can deliver. An Invitation with all of the details will be posted mid-November.

"...exciting new Food production facility and meal delivery system."

I do hope that you will speak to your manager in relation to attending the Adelaide conference next year. Tasmania will be the location of the conference in 2011 and will return to Qld for the year 2012.

Ann Usher
Chairperson, Qld Committee
qld@ihhc.org.au

IHHC AGM AND ANNUAL DINNER NIGHT WITH AWARDS FOR INDUSTRY EXCELLENCE

2009 Annual General Meeting of the IHHC was held at the Main Auditorium, Centre for Clinical Research Building, UQCCR in the Royal Brisbane and Women's Hospital Campus, Herston on Tuesday 23rd June 2009.

A half day seminar was held prior to this Annual meeting at the same venue where Ann Usher (Chairperson of IHHC- Queensland) and David (Vice Chairperson) presented information on their study visits to Europe and America respectively. All the participants interacted well with the presenters. A sumptuous afternoon tea was provided to all the participants. Following this, information was received by participants on the various training programs available for 002 staff in Queensland Health.

A good spread of Antipasto platter and drinks set the ball rolling for the Annual Dinner and Awards Ceremony. Over 70 members, guests and sponsors attended the function at the Education Centre Foyer of the RBWH. Ann Usher took this opportunity to thank the wonderful and very generous suppliers for their

sponsorship of her trip and presented a brief overview of her recent trip to Europe for the International IHHC conference and the study tour of the various facilities.

Algrove Pty Ltd
Top Cut
Moffat Australia Pty Ltd
Procook
Hobart Equipment
Bidvest
Polymedic Pty Ltd
Simon George & Sons Pty Ltd
Queensland Hygiene Services
Eco Lab
Table Direct
Dinex-Carlisle

The power point presentation was informative and had some good photographs of the various places in Europe where Ann had visited on the study tour.



Following the soup, there was a generous selection of mains, which consisted of a choice of tender lamb shank slowly braised in a rich tomato & red wine jus or succulent chicken breast envelope with spinach, mango & cashew farce or a vegetarian option field mushroom stack served with creamy garlic mash potato, steamed carrots, broccoli & mini corn and warm dinner rolls. Dinner guests and members were offered a selection of wine, beer and soft drinks at regular intervals.

After the main meal the IHHC awards for excellence were presented to the nominees and the winners. Ann Usher read out the criteria for the various awards and the names of the nominees and David Terrill presented these awards. All Nominees received a Certificate of Nomination and the winners received a framed Winners Certificate.



And the winners are:

Food Services:

Roza Marenjak
Royal Brisbane & Womens' Hospital

Ward Services:

Josua Kubunameca
Mater Health Services

Housekeeping:

Sylvia Knox
Mater Private Hospital

Support Services:

Alex Wilkes
Carrara Health Care

Café/Retail Services:

Lindy Ralph
Royal Brisbane & Womens' Hospital

Waste Management:

Jan Topham
Mater Health Services

Grounds & Gardens:

John Grant
Carrara Health Care



Attending the Healthcare Caterers International (HCI) Board meeting in Elsinore, Denmark as an observer was a privilege and a great experience for Ann. The HCI Board discussed what was possible to increase the profile and improve the benefits of being a member. (All IHHC members are automatically members of HCI). Areas identified for improvement:

- HCI website
- Sponsorship package
- Format of the board
- The annual HCI conference content and study tour opportunities

Also discussed was the setting up an Student Exchange Program, so watch for news of this program in the near future. The National Association of Care Catering will host the HCI Board Meeting and International Conference in Blackpool, UK in September 2010. Details of the conference program and study tour will be available shortly. Ann expressed how much she enjoyed the conference and study tour and of course, the opportunity to add to the trip and have some "fun" time as well, before and after the work.

Ann Usher
Chairperson, Qld Committee

SOUTH AUSTRALIAN CHAIRPERSONS REPORT

IHHC National Conference 2010

‘Don’t make HealthCare Panda-monium’

The SA Branch of the IHHC is hosting the 2010 National Conference in Adelaide on the 8th – 10th September 2010 at the Hilton Hotel, Adelaide, South Australia.

2010 is shaping up as a challenging year for Hotel Services in the Health Care Industry. To avoid the pandemonium that so often arises as we strive to achieve best practice, maintain our enthusiasm and battle budget restraints

we need to keep abreast of what is happening in the HealthCare sector both here and overseas. Attendance at the 2010 national Conference will provide delegates with the resources to do just this.

The conference will provide delegates with the opportunity to learn and exchange ideas that will address the challenging times ahead for our industry.

The program will be designed to draw from the expertise of a variety of global speakers and supporters who have the experience that will help us through these challenging times. Delegates will be able to follow their area of interest in Environmental, Nutritional, Aged Care and Hospitals, Human Resources and the Workforce or Quality and/or Food Safety.

Conference Aim

- To provide a platform to showcase innovation in hospitality and support services in HealthCare
- To share information about practical innovations in the areas of non clinical operations within HealthCare with demonstrated outcomes.
- To provide a forum for networking

‘Don’t make HealthCare Panda-monium’

‘The Launch’ in Sydney NSW

It was a warm evening as I stood among the boxes stacked up in various areas of the main ballroom of the Four Points Sheraton Hotel Darling Harbour on Saturday evening the 5th September 2009. As Chairman of the SA Branch of the Institute, and been my first conference to be involved in from an organising point of view, I was apprehensive and a touch nervous of

what was to occur in the next few days. As well as been in Sydney to support the NSW committee and attend the IHHC 2009 National Conference it was one of my duties to officially launch the SA Conference in 2010. ‘Don’t make HealthCare Panda-monium’.

I rumished through the various boxes and found what I was looking for 10

cartons of promotional material sent earlier in the week from Adelaide and it was a relief when I realised all cartons were accounted for and had arrived safely. I stacked our stash up against a wall for later as the trade area booths had yet to be assembled.

With that job out of the way I headed upstairs to one of the rooms where the

NSW crew were busily putting together their satchels ready for the following morning. It was real production line stuff with a lot of laughter and fun trying to out do each other with speed and efficiency. It was great to lend a hand to our very hard working NSW committee even it was only for ¾ of an hour.

The following morning Sunday the 6th we had our Board meeting which went on until close to 11 am. After this I was off again to locate our boxes, locate the booth and get set up. The booth as it turned out was the first one after the registration booth. Talk about pressure to impress. Well first up someone had politely moved the boxes and the search was on again to locate them. All found again and then onto setting up the booth. Posters, SA Tourism maps, Adelaide Zoo newsletter, mini pandas, the projector, laptop and screen for the Power Point show and all was ready. As I stood back to admire my handiwork I felt something was missing when along came Nanette the NSW Conference Chair with arms full of greenery and a toy panda bear. Nannette got busy pinning greenery around the posters and before long the booth was looking quite

stunning. I think it needed the women's touch. I was happy.

Shortly afterwards after their flights from Adelaide on the Sunday the SA committee members who were attending the conference rocked up and altogether we put our show bags together and put the final touches to the display with the addition of some clip on pandas. This was the final job and we were ready. A job well done. Thank you to Stuart, Kathy, Athalea, Trevor and Wendy a great team effort.

Throughout the next few days the committee took it in turns to stand the booth and share with the delegates our message and promote next years Conference. Later that day a life-size Panda made an appearance much to the delight of the delegates and supporters present. Not sure who was inside the suit, however I heard it was like a 'Furness'. The team also handed out

Haighs Panda chocolate and Beerenberg jams in the goodie bags. We thank both of these well known South Australian companies for their generous support.

During this time out trade show co-ordinators Stuart Merrylees and Wendy Lewis were busy canvassing the supporters and encouraging them to take an interest in the SA National Conference. Just about everyone has verbally committed to supporting the Conference in 2010 and we were delighted to have one supporter sign up and gives us their commitment in writing. We thank Charlie McCormack and Majestic Food for getting on board, much appreciated.

On the Tuesday morning at 12. 00 midday the Chairman of the NSW Committee Mr Chris Moss called on the Chair of the SA Branch John Boland to take the centre stage to officially announce and launch the IHHC National Conference for 2010 to be hosted in Adelaide by the SA Branch committee from the 8th to the 10th September **'Don't make HealthCare Panda-monium'**

So let the show begin...

Back in Adelaide the committee have been busy in the planning stages the Conference. 9 months and counting to our very own South Australian Conference time is flying and it won't be long until it is upon us. In recent weeks the Call for papers went out to a number of organisations and individuals. It's not too late to submit an abstract. If you have an innovation, new idea and something you would like to share with your colleagues and peers contact one of the committee for further information or download the submission file on the website. www.ihhc.org.au

Information is beginning to build on the website and as we progress through the planning stages of the Conference there will be additions so don't forget to keep an eye on the website.

Pandemonium can strike at any time. How can your healthcare facility best manage pandemonium using best practice methods and managing business risk?

"Later that day a life size Panda made an appearance much to the delight of the delegates and supporters..."



Wendy Lewis. Vice Chairperson IHHC Sth Aus.

MESSAGE FROM THE SA CHAIRMAN JOHN BOLAND

The second half of this year continued to be eventful and busy for the SA Members and committee. We held our AGM, Annual Dinner and our popular Industry Breakfasts in the past months.

The AGM

The AGM returned to the Sebel Playford Hotel in the City on Friday 10th July.

I am pleased to announce the committee for 2009–2010 is as follows:

John Boland
Chairman

Wendy Lewis
Vice Chairperson

Stuart Merrylees
Treasurer

Richard Emery
Vice Treasurer

Kathy Manning
Secretary

Allan Morrill
Vice Secretary

Andy Greer
Editor of `The `Natural Gas` Stockpot`

Committee Members:

Athalea Scully

Sheree Cook

Christine Trotta

Val McGhee

Reg Loots

Trevor Cook

Angelo Mignanelli will continue in his role as mentor and advisor to the committee.

During the meeting Wayne Thomas announced his resignation from the committee. Wayne, a member of the Institute for over 20 years, has held many key roles on the committee including Vice-Chairman. We are pleased to say Wayne will continue his membership with the Institute and we look forward to many years of association with him in the future. Wayne was acknowledged and presented with a gift during the dinner that followed.

After the AGM we joined guests for pre dinner drinks in the lounge followed by



dinner. The evening was very enjoyable with just a few formalities. The Chairman recognised all our Sponsors by presenting them, on an individual basis, with a 'thank you' letter from the Institute for their support during 2009. It was with pleasure that we were able to present two 5 Year Appreciation Awards to Jasol Chemicals Ltd and Ecolab Chemicals Ltd for their continuous support.

Another long term member who retired from the committee in 2007, to go into business with his son, was welcomed back to allow the SA Branch of the Institute to formally recognise his commitment over many years. Gavin Heyink and his wife Carol were present at the dinner where we publically acknowledged Gavin and thanked him for his work with the Institute.

John Boland with West Australian members Paul, Cess, Colin and Sharon.



Industry Breakfast at the Royal Adelaide Hospital

Thursday 20th August

It was a fine morning and I think a record was broken with the fantastic attendance at our Industry Breakfast at the RAH. Sixty-eight members and guests filled the RAH function room. After breakfast we welcomed 'back to our fold' Karen Ferrres, Manager of Audits SA Health, who gave us the opportunity to discuss the food program audits system, introduced in 2008, and provided updates on how we can assist each other through the audit process. Karen's session titled "Little Less Conversation, A Little more Action" focussed on feedback received from the team of auditors and from Industry regarding the food safety audit systems.

"...when in the course of the infection is the person most infectious."

Industry Breakfast at the Women's and Children's Hospital

Thursday 15th October

Another fantastic attendance with close to 70 members and supporters booking in to be dined in the newly decorated Café in the Women's and Children's Hospital.

After breakfast we welcomed Professor Paul Goldwater – SA Pathology at the WCH who spoke to us on the topic of Influenza with a focus on the Swine flu.

Professor Paul's introduction and topics covered were as follows

- Infection control implications in the hospital setting of viral infections (using Swine flu as an example)
- How viruses spread from person to person; When, in the course of the infection, is the infected person most infectious;
- The importance of hands and fomites in transmission of infection;
- Approaches to control of infection including standard precautions, additional precautions, environmental management, etc.

A copy of Professor Paul's presentation is available in the member's section on the IHHC website.

Western Australia

It was great to catch up and meet some of our Western Australian members and colleagues in Perth in September. Myself, Cess, Colin, Sharon and Paul had a chat and a few drinks. It was good to catch up with our members and get a feel for how the Institute was supporting our members in WA. We continue to have around 5 members and hopefully in the New Year we may be able to encourage some new membership. Keep in touch our WA friends as we certainly will in the future.

4 New Members

We are pleased to welcome the following new members to join the Institute in October. Juliette Poynter; Tracy Whyte; Suzy Reece all from South Australia and Paul Brown from Western Australia. You are all welcome and we look forward to your input to, and membership of, the Institute.

Christmas Greeting

May I take this opportunity to wish all our members, supporters and friends a very peaceful and joyful Christmas? On behalf of the SA Branch committee have a fantastic New Year and we look forward to catching up with you all in 2010

John Boland
Chairman SA Branch.

MEDIA RELEASE

OCTOBER 2009

Independent food safety experts to cut red tape

In NSW a new government scheme to allow independent experts to review food safety management systems will cut red tape and costs for food businesses while maintaining food safety standards.

Suitably qualified, skilled and accredited independent auditors can now apply to the Food Authority for registration as eligible third-party auditors.

The Authority's Director of Industry Liaison, Mr Peter Sutherland, said the new arrangement from October will initially apply for mandatory audits

of hospitals, aged care facilities and delivered-meals organisations.

"This initiative, which was put together in close consultation with industry, will cut red tape and costs for businesses in the long run," Mr Sutherland said.

"It will also give businesses more flexibility to choose, without compromising on maintaining stringent food safety levels. "

To maintain safety standards, qualified third-party auditors will have to be accredited by the Food Authority and subject to rigorous reporting requirements and reviews.

"The Government has set the bar very high so food safety standards are maintained. If an auditor finds any deficiencies in a food business's operation, he or she is obliged to report it to the Food Authority within 24 hours.

"The Authority would then take appropriate compliance action. "

The new arrangement will initially mean that the State's 1208 registered hospitals, aged-care and delivered meals organisations can elect to be audited by an independent third-party.

But they may only do so if their audit history is of a significantly high standard.

If, however, a facility's audit history is below a prescribed level it is obliged to continue to be audited by the Food Authority.

"There are significant checks and balances in the new arrangement to see greater flexibility in the system

but, importantly, not to compromise on the highest safety standards," Mr Sutherland said.

NSW Food Authority.
www.foodauthority.nsw.gov.au

"...subject to rigorous reporting requirements and reviews."



Conditions For Hospitality in Healthcare Rosemary Anne Pirie Award

Criteria for Nomination and Selection for the Rosemary Anne Pirie Award for Excellence in Training and Quality Assurance.

Assessment will be carried out on your written application addressing each of the criteria below, with a possible site visit if required.

Training Excellence

- Commitment to training
 - dedicated trainer (trainer duties is part of the Trainer's position description) with appropriate training qualifications
 - training across a wide range of disciplines relevant to the organisation
 - documented performance development tool to identify training needs
 - documented system ensuring training meets organisation needs
 - documented procedure to assess the effectiveness of the training
 - demonstrated application of the training procedures

Excellence in Quality Assurance

- Set objectives for implementing a quality assurance system and demonstration that these objectives are being met.
- A documented systematic approach to quality assurance. Information provided could include;
 - demonstrated management commitment to the quality assurance,
 - benchmarking of quality systems to meet legislative requirements (where applicable) and recognised industry best practice
 - quality system is driven by customer focus;
 - initial and ongoing consultation with customers, and all other stakeholders to ensure quality systems are practical to apply and meet customer and stakeholder needs (a stakeholder is anyone

involved in the quality system and could include; patients, employees using the systems, supervisors, contractors, suppliers etc);

- integration of quality systems into daily work activities;
 - procedures to monitor and ensure the effective application of quality systems;
 - procedures to correct faults if they occur;
 - systems to review quality systems and identify ongoing improvements;
 - procedures to manage changes in work practices.
- External auditing and/or external systematic review of the quality assurance system.

• Only nominations that address all of the Award criteria will be processed for consideration

• The judging panel will be responsible for assessing and verification of information submitted in nominations

• No correspondence on unsuccessful nominations will be entered into

• Award recipients and the nominator must be currently employed by the facility at the time nominations close as stated on the nomination form

• Nominations close at 1700hrs, Friday 30 July 2010

• The facility employing the nominee is responsible for the payment of costs to attend the dinner and presentation ceremony. The winner in each category will have the cost for attending the dinner refunded by the IHHC to the facility or the nominee as appropriate

• Completed forms are to be sent to:

**The Institute of Hospitality in
HealthCare Pty Ltd
Hospitality in HealthCare
Rosemary Pirie Award.
P O Box 392
Concord West NSW 2138**

**For more information please
telephone IHHC NSW Chairperson,
Christopher Moss. (02) 98456638.**

Benefits of Membership:

- Professional Recognition, Networking with Colleagues
- Increased Competency, Information sharing and updates
- Publications, Educational Support, Library
- Reduced rates to State Seminars and National Conferences
- Access to website,
- Automatic membership to Healthcare Caterers International;

Which gives added benefits of:

- Share world-wide resources and advance profession
- Promote worldwide learning, Access the web based library
- Access to global professional marketplace
- Online networking and education, Access to international job bank

Who is eligible for Membership of the Institute?

If you are employed full-time or part-time as a Catering Manager, Food Service Manager, Hotel Services Manager, General Services Manager, Domestic or Cleaning Supervisor, Food or Catering Distribution Manager/Supervisor; or responsible for the reporting to for Hotel Services in the Corporate structure and in general, provide "Hotel Services" to clients within a Health or Aged Care Facility.

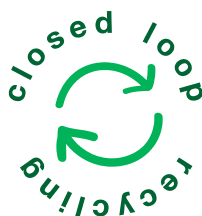
Categories of Membership:

Full; Provisional; Associate; Licentiate; Affiliate; Network; Life; Fellow; Honorary

www.ihhc.org.au
www.hciglobal.org

The IHHC would like to thank the 2009 conference supporters

The Institute of Hospitality in HealthCare gratefully acknowledges the support of the following companies that participated in the 2009 National Conference "Navigating Uncharted Waters" held 6-9 September, Sydney:




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