

welcome to
IHHC



IHHC NATIONAL SEMINAR

Tasmania Branch

Plus Breaking News in State-wide Matters

An Introduction to the UK Framework of Meals in the
Community and Care Services

26th March 2010

Hobart - Hotel Grand Chancellor
1 Davey Street, Hobart 7000
9.00am – 3.00pm - Lunch Provided

29th March 2010

Launceston - Country Club Villas
Country Club Avenue, Prospect 7250
9.00am – 3.00pm - Lunch Provided



THE NATIONAL SEMINAR WILL BE PRESENTED FROM THE 22ND MARCH TO THE 30TH MARCH 2010 IN 5 STATES

IHHC COMMITMENT

The IHHC has a commitment to provide members and associates with ongoing educational and information updates via a range of relevant topics from local and international sources.

NATIONAL SEMINARS— A LOCAL AND INTERNATIONAL FLAVOR!

Whilst on a recent visit to England, a number of IHHC Board Members visited the Haringey Community Meals Service, a Drop In Centre and a Care Home within the London Borough.

The service acknowledged strong links with the National Health Service (NHS) to provide a more holistic care approach. The extreme climate and increasing trend of elderly citizens living alone underpinned the need for a more flexible approach to both meal provision, meal availability and general patient care plans.

The multifaceted community service demonstrated values of service, integrity, improvement and passion via strong community relationships and regular customer feedback. The parallels of NHS and Australian Health System with evolving early discharge programs, ongoing follow-up with aged recipients suffering from a range of age related illnesses and provision of culturally nutritious meals assists with the circle of care.

The passion and commitment to the meals service will be shared by Era Varellas, Contract Manager, Haringey Community Meals (UK) and Neel Radia, the South East Chair of the National Association of Care Catering (UK) who have kindly agreed to make the trek 'down under'!

STATEWIDE BREAKING NEWS

Each state will present speakers to cover topics that are considered 'breaking news' to ensure members are kept abreast of the latest trends, information and available standards.

NATIONAL DATES AND VENUES

Sydney - Monday 22nd March, 2010

Education and Conference Centre,
Macquarie (NSEC) Wicks Road, North Ryde

Brisbane - Tuesday 23rd March, 2010

The Ship Inn, Cnr Stanley & Sidon Streets,
South Bank Parklands

Adelaide - Wednesday 24th March, 2010

AAMI Stadium Function Complex,
Magarey Room, AAMI Stadium, Turner Drive,
West Lakes

Hobart - Friday, 26th March 2010

Hotel Grand Chancellor,
1 Davey Street, Hobart

Launceston - Monday, 29th March, 2010

Country Club Villas,
Country Club Avenue, Prospect

Melbourne - Tuesday, 30th March, 2010

The Committee Room, Flemington Racecourse "The Event Centre", 448 Epsom Road, Flemington



0900-10.00	Registration and Morning Coffee
10.00-11.00	International Presentation
	<p>An Introduction to the UK Framework of Meals in the Community and Care Services</p> <p>Overview of the NACC and work we are currently doing as an Association in the UK</p> <p>Presenter Neel Radia, South East Regional Chair, National Association of Care Caterers (NACC), UK</p> <p>Overview of London Borough of Haringey and the services they offer to their service users</p> <p>Presenter Era Varellas, Contract Manager for Catering, Haringey Council, UK</p> <p>The presentation will cover the following topics:</p> <ul style="list-style-type: none"> • A look into the geographical trends in the UK including how meal services are funded • In-house Catering V's Contract Catering Pro's and Con's • Ethnic Meal trends in the UK and how the UK provides this service to its users • What next for Community Meals in the UK? • General outline of NHS Catering Services in the UK • Question time
11.00-11.30	Morning Tea
11.30-12.30	International presentations continue, Question and Answers
12.30-13.30	Lunch Break
13.30-14.00	Statewide Matters
	<p>A Snapshot of Overseas Healthcare Operations in the UK, Germany and Denmark.</p> <p>In 2009, a group of IHHC members visited a range of international healthcare services in the UK and Europe which included Meals on Wheels, Acute Care Facilities, CPUs, Aged Care Facilities, Community Meal distribution centres and research facilities. The presentation will provide an overview of the highlights observed in innovation, trends and evolving philosophies for future UK and European services.</p> <p>Presenter Nanette Taylor, Food Services Manager Representing the NSW and National IHHC Committee</p>
14.00-14.30	Clinical & Related Waste Disposal
	<p>An overview of clinical and related waste disposal</p> <p>Presenter John Brennan (Manager - Environmental Strategy) Veolia Environmental Services (Australia) Pty Ltd</p>
14.30-15.00	New micro fibre cleaning trials
	<p>Colin will be providing an overview of the new micro fibre cleaning trials currently in operation at the Royal Hobart Hospital which is proving very cost effective with minimal impact on the environment.</p> <p>Presenter Colin Shugg, Johnson Diversey</p>
15.00	Seminar closes

INTERNATIONAL SPEAKERS



ERA VARELLAS

Era Varellas is the Contract Manager for Catering in the London Borough of Haringey.

Era has spent a lifetime in the catering world and for the past 26 years has worked in public sector catering.

Her passion to ensure that the most vulnerable people have access to a daily hot meal has seen her working in Haringey Council's Education and Social Services Departments in a number of posts including operations and contract management of school meals, staff catering and latterly Community Meals.

She is an active member of the National Association of Care Catering (NACC) and was chair of the South East region between 2004 and 2007.



NEEL RADIA

Neel Radia is the South East Regional Chair for the National Association of Care Caterers (NACC).

This is Neel's 3rd year as the South East Regional Chair and as part of his role provides a forum for debate amongst his

membership around catering in the care sector enabling members to facilitate the exchange of information, experience and expertise.

Other associations Neel is involved in include, The Institute of Hospitality (IOH) and Hospital Caterers Association (HCA). Neel has extensive knowledge around the Ethnic meal market in the UK where he works for Raj Foods who manufacture meals for the health and care sector.

STATEWIDE MATTERS SPEAKERS

JOHN BRENNAN

John Brennan (Manager - Environmental Strategy)
Veolia Environmental Services (Australia) Pty Ltd

John Brennan, BSc (Hons) joined Veolia in 1995, after gaining six years of experience with environmental assessment and waste management programs at State and Local Government level. While at Veolia John has had experience in liquid operations and also managed the HR, OHS compliance and environmental sections. Currently John's portfolio includes responsibility for Veolia's environmental compliance, providing consultancy services/expert advice to Veolia customers on technical issues relating to waste, particularly hazardous and Antarctic waste and supporting all business units including marketing and business development. John is an active participant in industry and professional associations.

COLIN SHUGG AND JOHNSON DIVERSEY

Colin will be providing an overview of the new microfibre trials currently in operation at the Royal Hobart Hospital which is proving very cost effective. Tony Barrett - Manager of Environmental Services at the Royal Hobart Hospital is also impressed with their trial, and unfortunately Tony will be an apology due to some well earned r and r in Melbourne at this time.

NANETTE TAYLOR

NSW and National IHHC Committee Member
Food Services Manager, Liverpool Hospital
Project Manager, ACT Health (Secondment)

Nanette has a background in Food Services Management and is a founding member of both the IHHC National Board and NSW Committee.

Nanette's National Board duties include arranging National Seminars and study tours to coincide with the annual HCI International Conference and in 2009 such a tour was planned to Copenhagen. It is from this 'journey' that the information will be shared.

TAX INVOICE: ABN: 64 005 887 570

Please note that it is essential for all participants to send in a completed registration form together with payment of registration fees.

REGISTER ONLINE www.ihhc.org.au

FAX OR POST

Please complete this form and send to the IHHC National Secretariat, CLEMS on FAX 03 9416 0636 or POST to the IHHC National Secretariat, CLEMS, Suite 5, 250 Gore Street, Fitzroy Vic 3065.

REGISTRATION FEES (Inc.GST)

IHHC Member - \$99.00 Online Registration

Non Member - \$125.00 Online Registration

IHHC Member Cheque/EFT - \$115.00

IHHC Non Member Cheque/EFT - \$140.00

**REGISTER NOW
BY 12TH MARCH 2010**

PERSONAL INFORMATION

Name

Position

Organisation.....

Address

Suburb/City State Postcode

Telephone Fax..... Mobile

Email Special Needs/Dietary Requirements

CANCELLATION & REFUND POLICY

Cancellations must be notified in writing to the IHHC National Secretariat. After Tuesday 16 March 2010 a cancellation fee of \$25.00 applies. A substitute delegate is welcome to attend. Name of substitute must be provided 2 days before the seminar.

PAYMENT METHODS

Cheques - please make cheque payable to IHHC and send to the National Secretariat, CLEMS (Conference Links & Event Management Services) Suite 5, 250 Gore Street, Fitzroy Vic 3065.

EFT payments – Account Name: IHHC BSB: 083 232 Account No: 159171012

CREDIT CARDS ACCEPTED Visa / Mastercard.

Cardholder Name

Card Number

Expiry Date Cardholder's Signature Amount \$.....



CONTACT US

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