

welcome to  
**IHHC**



# IHHC NATIONAL SEMINAR

## Victorian Branch

Plus Breaking News in State-wide Matters

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

**30th March, 2010**

Flemington Racecourse - The Event Centre  
The Committee Room 448 Epsom Road, Flemington VIC 3031  
Direct Line: 613 8378 0837



# 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

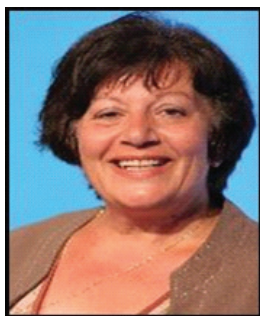
### **Melbourne - Tuesday, 30th March, 2010**

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



9.15-10.00	<b>Registration - Morning Tea and Coffee</b>
10:00	<b>Welcome - Victorian State Chairperson</b>
	<b>International Presentation</b>
	<p><b>An Introduction to the UK Framework of Meals in the Community and Care Services</b></p> <p><b>Overview of the NACC and work we are currently doing as an Association in the UK</b></p> <p><b>Presenter</b> Neel Radia South East Regional Chair, National Association of Care Caterers (NACC), UK</p> <p><b>Overview of London Borough of Haringey and the services they offer to their service users</b></p> <p><b>Presenter</b> 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"> <li>• A look into the geographical trends in the UK including how meal services are funded</li> <li>• In-house Catering V's Contract Catering Pro's and Con's</li> <li>• Ethnic Meal trends in the UK and how the UK provides this service to its users</li> <li>• What next for Community Meals in the UK?</li> <li>• General outline of NHS Catering Services in the UK</li> <li>• Question time</li> </ul>
11.00-11.30	<b>Morning tea</b>
11.30	<b>International speakers continued, Questions and Answers</b>
13.00-14.00	<b>Lunch Break</b>
14.00	<p><b>Statewide Matters</b></p> <p><b>Overview of the highlights and challenges of delivering the Health Purchasing Victoria Catering Tender.</b></p> <p>Alyson's presentation will overview the tender process including data analysis, contract management, performance monitoring and the inclusion of relevant parts of the DHS Nutritional Standards to deliver best value in food procurement for all Victorian Food Services in public and aged care facilities.</p> <p>Alyson Mower Contract Officer, Health Purchasing Victoria</p>
14.30	<p><b>'National Dietary Guidelines- The State of Play!'</b></p> <p>With the movement towards developing a national nutritional standard in the hospital and residential care sector is gaining momentum with the support of the nationally of the DAA and IHHC. Jackie will provide a comprehensive update of the current status.</p> <p>Jacque Krassie Food Service Consultant, J Krassie &amp; Associates</p>
2.45 p.m.	<b>Close</b>

### INTERNATIONAL SPEAKERS



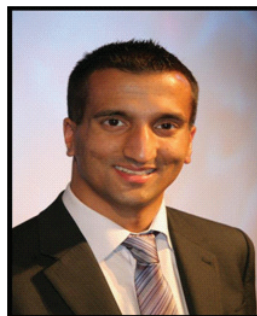
#### ERA VARELLAS

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

#### ALYSON MOWER

Contract Officer  
Health Purchasing Victoria

In February 2009 Alyson Mower joined HPV as a Category Manager, with tendering and contract management responsibilities for a number of consumables contracts including catering, needles and syringes and operating room consumables. Prior to her appointment with HPV she worked as a Commercial Manager for the UK Ministry of Defence. In this role she was responsible for the management of support service contracts, giving her a wealth of experience in supplier relationship management. Originally from the UK she completed a BSc. Honors degree in Business Administration at Cardiff University. She is a full member of the Chartered Institute of Purchasing and Supply Australasia having completed a professional diploma.

#### JACQUIE KRASSIE

Food Service Consultant, J Krassie & Associates

Jacquie Krassie has over 30 years experience in the food services industry, with over 20 years as a specialist food service consultant and dietician in the health sector. She has advised acute, aged care and community facilities across Australia on issues ranging from system design to the development of menu standards, food safety and economic appraisals. Jacquie's work in food service in health care in Australia has extended to teaching at university, publishing research projects and developing industry standards. The combination of foodservice knowledge, operations management expertise and change management skills create Jacquie's unique qualifications



### 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](http://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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