“Commitment to Excellence through Innovation, Integrity & Motivation”

Pullman on the Park
Melbourne, Victoria
26 to 28 August 2019
www.ihhc.org.au
WELCOME

It is with great pleasure that I, on behalf of the National Board of the Institute of Hospitality in HealthCare Ltd, invite you to the Pullman on the Park, Melbourne, Victoria for the 38th National Conference

“Commitment to Excellence through Innovation, Integrity and Motivation”.

Over the duration of the conference we hope you will not only enjoy your stay in Melbourne, but come away with new ideas, improve your problem-solving skills and develop strategies to enhance your management style.

The conference aims to provide a platform to showcase innovation in hospitality and support services in health care; to share information about practical innovations in the areas of non-clinical operations with demonstrated outcomes, and to provide a forum for networking with the Healthcare Industry.

The program will allow you to learn from some of the best in the industry. This year’s conference has an exceptional line up of speakers across the entire three days.

During the conference please take the opportunity to visit the Trade Exhibition and speak with our supporters who will be only too happy to chat to you about their products and services. With over 25 trade exhibitors it is a great opportunity to learn about new products, services and innovations.

The National Conference is well recognised for its excellent networking events. From the Welcome Reception through to the Annual Dinner you will have plenty of opportunities to meet with your peers, catch up with old friends and make new ones.

Enjoy your time in Melbourne.

John Boland
IHHC National President

I would also like to introduce the 38th Conference chair and vice-President of the IHHC Lisa Cranham and I have no doubt Lisa and her team will provide an excellent conference for all to enjoy with some great take-home messages.
Pre-Conference Delegate and Supporter Networking Function

The Duke of Wellington
148 Flinders Street
Melbourne VIC 3000

“Bingo with a difference”

Enjoy a fun afternoon as the Victorian committee entertain you with their bingo calling skills. Be aware this is not the normal bingo game. This is a great way to meeting new conference colleagues and renew old acquaintances.

Light refreshments will be served for afternoon tea. This event incorporates the annual “Friends of the IHHC” reunion.
River’s Gift was established in November 2011 by Karl & Alex Waddell, two devastated yet focused and determined parents who were searching for answers surrounding the death of their son, River Waddell. River passed away in his sleep at just 128 days old to Sudden Infant Death Syndrome (SIDS).

To date, River’s Gift has raised over $1 million to fund world-leading SIDS research, safe sleep education and awareness. These funds have been raised over the past seven years, through corporate partnerships, major fundraising events, volunteer endeavours and community donations.

In funding world leading SIDS research, River’s Gift aim to make a formidable contribution to the discovery of a cure for this heart-breaking loss of life. Since April 2014, River’s Gift have forged partnerships and funded critical SIDS research projects with international and Australian based universities, including Harvard Medical School (USA), Adelaide University, The University of South Australia and The Florey Institute of Neuroscience and Mental Health. From mid-2019, River’s Gift are funding a 3 year genetic SIDS research project at The University of South Australia and University of Adelaide; under the expert supervision of Professor Leanne Dibbens, Professor Roger Byard and Professor Robert Vink.

River’s Gift have recently implemented a Safe Sleep Education program within the public and private hospital sector in Geelong, all with the aim of educating expectant parents, new parents and grandparents on how to sleep their baby safely. By educating on safe sleep practices, River’s Gift aim to reduce the number of sudden and unexpected infant deaths in sleep. The view is to roll the education program out to key audiences on a national basis, as the program evolves beyond the pilot phase.

River’s Gift are honoured to be selected as the partnering charity for the Institute of Hospitality in Health Care (IHHC) National Conference 2019 and thank you for your valued support and contribution.

During the conference and at social events raffle tickets will be on sale in order to raise funds for the Rivers Gift stamping out Sids charity.

Request:
We would like to call on all delegates and supporters if you would like to donate a gift for the raffle, that would be most appreciated.
DAY 1

MONDAY 26th AUGUST

Industry Tours – tours will depart at approximately 9.00am and return by 12.00 noon.

Tour 1

MCG Culinary Centre
5 min walk

The Epicure culinary centre, located in the basement of Melbourne’s iconic MCG, is the central hub of food preparation for function rooms and corporate dining spaces throughout the MCG as well as other major venues within Melbourne. Boasting one of the largest commercial kitchen in the southern hemisphere, food is prepared by a brigade of over 250 chefs, kitchen attendants and dishwashers, servicing 26 satellite kitchens, 115 exclusive corporate suites and retail spaces around the venue. Capable of catering for over 15,000 clients in our first class function spaces and up to 100,000 throughout the venues retail locations.

Epicure’s pro-active environmental credentials are second to none in Australian catering. Epicure is proud to be accredited as a certified Green Table Australian Business. An international initiative.

Our kitchens and dining rooms use a cleaning innovation known as E-water. The E-water system is a non-toxic, no hazardous system that creates and maintains a cleaner and safer environment for food preparation and for people alike. E-water is located right throughout the Culinary Centre and sanitises every surface. It is also the perfect sanitiser to be used for hand washing. We use E-water as an antimicrobial wash for fresh fruit, vegetables, salad, meat and seafood. By using this chemical free antimicrobial wash, it helps maintains the integrity and the freshness of the produce used here at the MCG.

At the MCG we recycle more than 80% of our waste through our ‘Closed Loop’ recycling system. A complex waste sorting initiative, which sees rubbish separated into 22 different streams, ensuring more products can be recycled and less into landfill. Each year, on average we recycle 939
We developed our food philosophy in 2007, with the unique aim of striving to use locally grown and produced foods wherever possible, to offer the best quality seasonal menus. Today, we are proud to be at the forefront of ethically responsible catering. We continue to be completely committed to sourcing and working with suppliers who demonstrate the best possible practices. At Epicure we never use cage-reared eggs and use free-range poultry and free-range smallgoods wherever possible. Epicure use Australian farmed or wild seafood. We source local nuts, grains, vinegar and mineral water. And we do it by ensuring our food is ethically and locally grown, and sustainably produced.

Epicure strongly believes in putting back into the community working with organisations such as SecondBite, who source nutritious, surplus food and produce that might otherwise go to waste, and then distribute it to agencies and people in need. This enables us to minimise food wastage while helping others less fortunate than themselves.

**Tour 2**

**Epworth Richmond Hospital**

11min walk or tram

Epworth Richmond Room Service is the largest room service kitchen in a healthcare setting in the Western hemisphere. The kitchen produces over 3000 meals per day for 700 overnight patient beds. With 32 Theatre operating rooms, it also caters for over 300 doctors and staff daily in the theatre space, and has a function centre that can cater up to 15 functions per day, taking over $1,000,000 annually in function revenue. The room service model is delivered through
ward based hosts who float the wards daily, a call centre support line and menu monitors in each of the patient rooms. The service also has its own dedicated dietitian, who works with the team to provide the highest level of standards in food delivery.

Partnering with local growers and businesses in the Richmond area, we endeavour to deliver both sustainably and locally grown products. All food is prepared to the highest of standards with a brigade of over 30 qualified chefs, which may consist of a dedicated pastry chef who makes all of our premium desserts and pastries in house, to our saucier chef, who makes all stocks and sauces fresh daily.

In 2019, Room Service Richmond celebrated their 1 year anniversary and continues to strive for excellence with the introduction of initiatives such as TUG automated meals transport, a waste dehydration system, apprentice chefs, ISO accreditation and the 24 hour dining experience. The future potential of this service is exciting and we look forward to seeing you at the IHHC 2019 National Conference.

NOTE:  Tours are open to delegates who book `full' registrations only and places will be allocated on receipt of full payment. Please note numbers for tours are limited and the organising committee cannot guarantee places for all. Avoid disappointment and register and pay early.
## Day 1 – Monday 26 AUGUST

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>12:00-17:30</td>
<td>Registration</td>
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<tr>
<td>12:30-12:45</td>
<td>John Boland</td>
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<tr>
<td>National President of the IHHC</td>
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<tr>
<td>12:45-13:15</td>
<td>Official Opening and Address John Patison</td>
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<tr>
<td>13.15 – 14.45</td>
<td>Networking Q&amp;A session hosted by Gary Kennedy</td>
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<tr>
<td>Panel members: Imran Hanif, Marjorie Harvey, Carey Bray, Bianca Guthrie, Michael Aghan</td>
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<tr>
<td>14.45 -15:30</td>
<td>Supporter Delegates Networking Break</td>
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<tr>
<td>15.30-17.00</td>
<td>Networking Q&amp;A session hosted by Gary Kennedy</td>
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<tr>
<td>Kevin Maczkowiack, Catherine O Shea, Murray McDonald</td>
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<tr>
<td>18:30-20:30</td>
<td>Supporter Delegates Networking Break</td>
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## Day 2 – Tuesday 27 AUGUST

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>08:00-17:00</td>
<td>Registration</td>
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<tr>
<td>09:00 : 09:50</td>
<td>Liam O'Toole</td>
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<tr>
<td>Taking your menu to the next level</td>
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<tr>
<td>Breakouts</td>
<td>Room 1</td>
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<td>Room 2</td>
<td>Room 2</td>
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<tr>
<td>10.00 : 10:50</td>
<td>Jane Porter and Paul Steele</td>
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<tr>
<td>Embrace clinical risk and make a difference</td>
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<tr>
<td>10:50</td>
<td>Supporter Delegates Networking Break</td>
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<tr>
<td>11:30 : 12:20</td>
<td>Lainie Lynch</td>
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<tr>
<td>Aged Care Standards changes and the impacts on Hospitality</td>
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<tr>
<td>12:30 : 13:15</td>
<td>Christine Eadeh</td>
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<tr>
<td>Late meals vending machine: an innovative solution to the problem of missed meals in hospital</td>
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<tr>
<td>13:15 -14:15</td>
<td>Supporter Delegates Networking Break and Lunch</td>
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<tr>
<td>14:20 : 15:00</td>
<td>Suez abstract to follow</td>
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<tr>
<td>Waste management</td>
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<tr>
<td>15:10 : 16:00</td>
<td>Laura Barsha</td>
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<tr>
<td>Is close to meal time ordering and providing flexibility in choice key to improving patient satisfaction and reducing plate waste in hospital foodservice?</td>
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<tr>
<td>16:00 : 16:30</td>
<td>Supporter Delegates Networking Break</td>
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## Day 2 – Tuesday 27 AUGUST cont.

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>16:35 - 17:15</td>
<td>Maryanne Kerin</td>
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<tr>
<td></td>
<td><em>Education is the key to success</em></td>
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<tr>
<td>17:15 - 17:30</td>
<td>Western Australia 2020</td>
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<tr>
<td>17:30 - 18:00</td>
<td>Institute of Hospitality in HealthCare Ltd (IHHC)</td>
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<tr>
<td></td>
<td><em>Annual General Meeting (Financial Members Only)</em></td>
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<tr>
<td>17:30 - 19:00</td>
<td>Delegate and Supporters Drinks and Refreshments in Trade Exhibition</td>
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## Day 3 – Wednesday 28 AUGUST

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>08:00-12:00</td>
<td>Registration</td>
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<tr>
<td>09:00 - 09:50</td>
<td>Robert Day</td>
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<td></td>
<td><em>Aged care diversity Action Plan</em></td>
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<tr>
<td>10:00 - 10:50</td>
<td>Anthony Heslop</td>
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<td></td>
<td><em>Aged Care in China. Visions from inside</em></td>
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<td></td>
<td>Murray McDonald</td>
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<td></td>
<td><em>Applicable technology to Minimise Human cleaning Error</em></td>
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<tr>
<td>10:55 - 11:25</td>
<td>Supporter Delegates Networking Break</td>
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<tr>
<td>11:30 - 12:15</td>
<td>Richard Jay - Grant Warner</td>
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<td><em>Supporting Healthcare to achieve the highest level of hygiene Standards in Laundry</em></td>
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<td>Cathy Thesing</td>
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<td><em>Food Innovation meets Aged Care residents - a project to boost protein content for residents using designed food</em></td>
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<tr>
<td>12:25 - 13:15</td>
<td>Matthew Evans from Gourmet Celebrity chef</td>
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<tr>
<td>13:15 -14:15</td>
<td>Supporter Delegates Networking Break and Lunch</td>
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<tr>
<td>14:20 - 15:00</td>
<td>Michelle Suter</td>
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<td></td>
<td><em>Auditing of ward-based food service staff enhances patient safety and care</em></td>
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<td></td>
<td>Morgan Pankhurst</td>
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<tr>
<td></td>
<td><em>An exploration of food service satisfaction in residential aged care homes</em></td>
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<tr>
<td>15:10 : 16:00</td>
<td>Troy Litzow</td>
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<td></td>
<td><em>Food Supply Sustainability in Qld Health facilities</em></td>
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<td></td>
<td>Laura Barsha</td>
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<td></td>
<td><em>Managing food allergies in hospital - a cook fresh room service on-demand experience</em></td>
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<tr>
<td>13:15 -14:15</td>
<td>Networking Break</td>
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<tr>
<td>16:15 : 17:00</td>
<td>Anna Pannuzzo</td>
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<td><em>Performance management &amp; hr challenges in a growing workforce</em></td>
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<tr>
<td>15:10 : 16:00</td>
<td>Conference Pre-Dinner Drinks</td>
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<tr>
<td>19:00-19:30</td>
<td>Conference Dinner</td>
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<td>Madhouse the Band</td>
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*Note: Program is subject to change, correct at the time of printing.*
Networking Q&A Panel Discussions

The Q&A Panel Sessions provide an opportunity to hear and interact with recognized industry leaders in relevant areas of Support Services. The sessions will consist with the panel team directly engaging with the conference audience on a variety of topics.

The sessions will add an enriching dimension to the conference experience and a welcome networking alternative to traditional presentations. The Conference Committee believe balancing the conference time in this fashion provides participants a much more engaging experience and increased opportunity to gain unique knowledge.

Panel 1
Panel 1 will be focused on food and food safety, dietary and nutritional issues, allergies and other areas that are relevant.
Facilitator and panel chairman – Gary Kennedy
Panel members
Imran Hanif
Marjorie Harvey
Carey Bray
Bianca Guthrie
Michael Aghan

Panel 2
Panel 2 will cover the environment areas including sustainability, infection control, cleaning and laundries.
Facilitator and panel chairman – Gary Kennedy
Panel members
Kevin Maczkowiack
Catherine O Shea
Murray McDonald
Liam O’Toole
Taking your menu to the next level
We will follow the journey of the Mater South Brisbane menu from the Start of Room Service until present day.

The planning and integration the highs and lows from Chefs specials to cold pressed juices How to get the best out of your ingredients and food budget while keeping it simple in a complex world. All the data, outcomes, and findings from our menu journey.

Jane Porter
Embrace clinical risk and make a difference
Activities of any organisation involve a level of risk that must be managed for the provision of care and to meet the consumers expectation of safety. Food service has many aspects where risk is managed. Including food safety, allergy management, provision of special diets and delivery of meals. In combination with hospitality and clinical services, these can impact the clinical management of patients and contribute to adverse events, increased length of stay and the organisations reputation if not managed in a systematic way. The purpose of the presentation is to discuss how food service and hospitality impact patient clinical risk, strategies for monitoring and management the risk, and the challenges that have been experienced at Fiona Stanley and Fremantle Hospitals. We will provide examples of the systems used and present data on clinical incidents and specific examples where risk has been managed.

Kevin Maczkowiack / Kim Wheeler
Improving Cleaning Services at Eastern Health
EH and ISS have a long partnership and have developed a Joint Value Proposition, where EH and ISS have aligned their organisation values of excellence, kindness, respect, agility, humility and patients first.

The presentation will discuss incorporating these values in the everyday purpose and role of the cleaner and PSA (way finder, concierge, patient confidant, helper – and eliminating the “not my job/attitude”). We will highlight training packages including “Service with a Human Touch” and the collaboration between our outsourced and in-house teams through the REACH Project, and through projects such as collaboration with clinical teams in improving cleaning in Very High Risk Areas

Lainie Lynch
This session will be on the new aged care standards and the impact this will have on Hospitality Services within the session. This will be an interactive session where the audience will be asked to share ideas as a group. Our presenter Lainie Lynch will also share some initiatives that The Salvation Army Aged Care Group have initiated to meet and exceeds these standards expectations.

Libby Matthew
Monthly meal audits: What are we auditing for?
At SJG Midland we have reviewed the meal audit process and changed to a quarterly multi-disciplinary meal audit to obtain subjective
data from a wider range of caregivers including catering, executive, nursing and a consumer representative. It was designed to have more of the patient experience and subjectively rate for the meal quality in relation to taste, mouth feel texture, appearance and smell. The changes have been designed to meet the National Safety quality health standard 2: Partnering with Consumers. In addition we will be conducting random meal audits to assess the meal against the WA nutrition standards and the texture modified IDDSI standards. The results of the change on meal audit will be presented along with the lessons learnt.

Christine Eadeh

Late meals vending machine: an innovative solution to the problem of missed meals in hospital

Missed meals frequently occur in hospital due to fasting and procedures, and are problematic for both patients and staff. Recent state-wide audits found that 20% of patients missed a meal in the previous 24 hours; of these, 21% did not receive a replacement meal. This project aimed to trial an innovative solution to missed meals in a large metropolitan hospital: Late Meals Vending Machine (VM). This session will describe how the RBWH implemented a low cost solution to provide hot meals to patients 24/7 and solve the problem of out of hours meals.

Glynys Harrington

Infection control – what is new?

Antimicrobial resistant organisms are a common cause of infections in healthcare facilities and a growing problem. Such infections are more difficult to treat and are associated with poorer outcomes for patients and increased costs. Antimicrobial resistant organisms that cause the most problems in hospitals include MRSA (golden staph), vancomycin resistant enterococcus (VRE), Carbapenem-resistant Enterobacteriaceae (CRE) and more recently Candida auris, a yeast, which has caused outbreaks in a number of countries. There is now substantial evidence that contamination of surfaces in hospital rooms plays an important role in the spread of antimicrobial resistant organisms. Organism can persist in the environment for hours to days, and in some cases months, frequently contaminating surfaces in patient rooms and medical equipment.
Unfortunately routine and discharge cleaning of room surfaces and medical equipment is frequently inadequate. Multiple studies have shown <50% of hospitals room surfaces are adequately cleaned.

Enhanced education, checklists and fluorescent markers monitoring to measure the effectiveness of cleaning is required. In addition there is good evidence that new no-touch room disinfection (NTD) systems such as Hydrogen Peroxide dry mist and Ultra Violet C (UV-C) can have a significant impact on antimicrobial resistant organisms.

Suez / Scott Oliver

Waste management

One of the biggest issues facing Australia at the moment is the contamination of recyclable material, significantly hindering the recovery of valuable resources and leading to a considerable amount of unnecessary waste into landfill. A clear and effective method to address this is by improving the availability and quality of education around effective recycling.

Food manufacturers and food service providers can play a key role in affecting real change with separation at the source (Back of House and Front of House) and improving education around available waste streams.

SUEZ works with our customers on creating successful waste plans that focus on new ideas for waste diversion and to make the most out of resources through recycling and recovery. We work with businesses on managing their costs for disposal and creating better practices to improve the sustainability of our environment and move our communities closer to a more circular model of consumption.

SUEZ works with our customers to help minimise the impact of their operations on the environment and help them work towards achieving a zero-waste target. Our session will explore the different ways we can help you make this happen.

Sam Bridgewater

How do we know it’s working?

Recent studies have shown significant levels of malnutrition in our aged care residents – a massive challenge for operators. Acknowledging this challenge, we turned to real-food, innovative technology to not only improve satisfaction and consumption of meals, but the nutritional value of those foods. But how do we know this is working – how do we know residents are happier and healthier, resulting in more sustainable models of foodservice, care, and ultimately businesses? Sam will discuss how their team of chefs, dietitians, speech pathologists and food scientists identified an issue, designed a solution, and are now measuring the impact.

Laura Barsha

Is close to meal time ordering and providing flexibility in choice key to improving patient satisfaction and reducing plate waste in hospital foodservice?

The aim of this project was to review the impact of foodservice model changes on patient satisfaction and plate waste through retrospectively analysing routinely collected audit data from four different foodservice models implemented in an acute adult facility over a 5-year period: room service (RS), choice at point of service (CaPOS), bedside menu ordering system (BMOS) and a traditional model (TM). Results for both patient satisfaction and plate waste reflect the current literature, indicating that allowing patient meal choice close
to meal times and providing the flexibility to choose (as enabled by RS), may be the key factors to increasing patient satisfaction and decreasing plate waste. The strength of this study is in the use of consistent methodologies to assess patient satisfaction and plate waste within an acute adult facility as it transitioned through four different models over a period of 5 years.

Diversey

The evolution of Floor Care and how it can positively change the dynamics of the cleaning process

The first thing our patients, residents and visitors see when entering a facility, is the floor. It is often seen as a mirror of the cleanliness in the whole facility. The importance of Floor Care does not always get the recognition it deserves.

Over the past 30 years, evolution and innovations in Floor Care have assisted facility managers around the world to improve on the safety, appearance and ergonomics of floor cleaning.

What is the evolution of Floor Care and what is available on the market? How can you incorporate these Floor Care innovations into your facility, create a clean and safe environment for patients, residents, staff and visitors AND have a healthy ROI?

Learn about Cleaning Excellence, Safety aspects, Ergonomics, Environmental benefits and re-allocation of cleaning labour hours, during this dynamic session.

Maryanne Kerin

Education is the key to success

Over the years, Aged Care has changed, food service has modernised, kitchens have been updated and fitted with new innovative equipment, dining rooms have become bright engaging areas however staff education has not always kept pace or it has been reduced solely to meet compliance.

Food service staff must also under go modernisation, must undergo further education and training to continue with the standards that are now expected within residential Aged Care homes.

This presentation outlines some of the steps required to do this along with developing skilled competent staff to care for our aging population
**Diversity Action Plan in Aged care**

In February 2019, the Australian Government launched three action plans to support the aged care sector to better provide services which are accessible and high quality to people with diverse characteristics and life experiences. The action plans focus specifically on:

- Aboriginal and Torres Strait Islander people
- People from Culturally and Linguistically Diverse backgrounds
- Lesbian, Gay, Bisexual, Transgender and Intersex people

The session will outline the action plans and how they can be used by aged care providers and consumers.

**Aged Care in China…. Visions from inside**

Politicians have told us that this is the Asian Century, the certainty is that this is the century the Asian population gets old. In 2010 there were an estimated 167 million people in China alone over the age of 60 and that was projected to rise to 248 million by 2020 and an astounding 437 million by 2050. Let’s put that in perspective, in 2 years’ time in the PRC alone there will be 10 times the entire population of Australia over 60 years of age. The central government of the PRC, along with governments in India, Malaysia, Thailand, which are all countries which have experienced the rapid growth of the middle class in the last few decades are now realising time is running out for them to find the solution. The recent Free Trade Agreement with the PRC, specifically included Health and Aged Care solutions. DaAi Academy is one of the first Residential aged care organisations in Greater Beijing, to implement an aged care model based on the Australian experience and model.

The presentation will provide an overview of:

1. The current Chinese aged care situation.
2. The challenges that have been faced,
3. The systems that have been introduced and
4. How the Australian model has been modified to work within the regulatory and cultural framework of China.
5. Discussion of the cooperation and joint venture opportunities undertaken with Australian service providers, including the challenges of doing business in china as foreign entity.
6. Ideas on how members of the IHHC can help position themselves to take advantage of the opportunities that will present themselves, both in Aged Care and Acute Care, will also be considered, along with some of the challenges

**Applicable technology to Minimise Human cleaning Error**

Many quality procedures that are applied within hospitality and healthcare should have been translated as a reminder for us to improve our system. The more the environment demands cleanliness and safety, the more we will encounter human errors. From minor issues that often being forgotten like dusty corners and chemical residues, to major problems including manual handling risks.
and chemical pollutions. We might have heard of so many technology advancements built to solve sanitation issues, but how can we select, and how can we put into practice?

To every people I have spoken to, I introduce Duplex and our latest and ongoing inventions that are designed to meet the needs. Our brand advocates for green and safety cleaning that will be friendly for human beings, as well as our earth. One of the example of our latest invention is MUVI - which takes role in maintaining cleanliness and disinfection within healthcare has proven to be able to prevent infections in hospital environments. Using Ultra Violet Technology, MUVI only takes as little as 10 minutes to clean a small room, and it can be moved around between room with little disruption. As it is meant to use with no chemical, it will not leave chemical residue that can linger for months.

Healthcare should also have been looking at automating floor cleaning. Hence we are developing a mobile little fella that will help janitors to clean floors and increase productivity. Equipped with mapping system, robot cleaners will clean the whole floor and go into every corners, giving your janitor an ample time to focus on other complicated corners full of dust and stubborn stains. One day, robots and humans should be able to work hand in hand to produce great cleaning result and take you off the red zone list.

Richard Jay / Grant Warner
IHHC members will understand how modern technologies are evolving laundries. Ensuring the highest method of cross-infection reduction through correct specification, design and use of technology to exceed AS4146:2000 “Laundry Standards and support Accreditation

Cathy Thesing
Food Innovation meets Aged Care residents- a project to boost protein content for residents using designed

The issue is that we have residents with low appetites at risk of malnutrition not getting enough protein. The innovative designed food product that Proform foods offers fills a niche in that it is high protein, soft and reliable in texture, price competitive to meat and is environmentally sustainable. The opportunity is to trial this product in an aged care home to test resident acceptance of the product and thereby gauge if the product is viable for the aged care market.

Over 3 months the product was offered on 2 days per week as an alternative to the standard meals. Resident acceptance and enjoyment of the meals was high. However depending on staff attitude and acceptance of the new product the residents were influenced to either eat and enjoy or reject the offer.

Through this project it became clear that full commitment of staff and winning their advocacy is essential to make this opportunity a success.

Matthew Evans
Celebrity chef

Michelle Suter
Dietetics & Food Services
Auditing of ward-based food service staff enhances patient safety and care

Ward-based foodservice staff interact with patients on multiple occasions across the day and staff compliance with procedures relating to
food safety, nutrition support, customer service and infection control is vital to ensure that patients receive a safe and high quality service. A competency checklist and protocol was developed to allow supervisors to observe foodservice staff interacting with patients and determine whether their performance was safe and whether additional training was required.

**Morgan Pankhurst**

**An exploration of food service satisfaction in residential aged care homes**

Major factor in overall nursing home satisfaction, quality of life and a predictor of food intake. Although the ability to accurately and reliably measure food service satisfaction is an essential component to quality control and improvement little is known about how aged care homes in Australia are measuring this construct.

This review used a critical lens to examine the existing food service satisfaction instruments available to residential aged care homes. Fifty-five questionnaires were identified and critiqued for usefulness, validity and reliability.

This presentation will provide an overview of:
1. The meaning of food service satisfaction to residents and other stakeholders,
2. The methods and instruments currently available to aged care homes for measuring food service satisfaction,
3. The current gaps and the need to develop tools that can be utilised by aged care homes to measure change within the food service system.

**Troy Litzow**

**Food Supply Sustainability in Qld Health facilities**

Over the last couple of years, the sustainability of food supply to Qld Health facilities from external suppliers has diminished. This presentation will take you on a journey of the process Qld Health went through over the last 18 months to ensure we have food being supplied to our biggest hospitals to ensure we supply nourishing food to our patients / residents.

The presentation will outline the following:
1. Original issue that Qld Health was faced with
2. Project outline to combat the issue
3. Development of the Core Menu (CM) & core menu range (CMR) of products
4. The process that was followed & procurement strategies that were employed.
5. Implementation of the CM & CMR and updates on that process.
6. Outcomes and sustainability for Qld Health for the next 5 years or the length of the CMR contract.

**Laura Barsha**

**Managing food allergies in hospital - a cook fresh room service on-demand experience**

Following patient feedback and recently published evidence based guidelines for allergy management in foodservices, Mater Health Dietetics & Foodservices Department undertook a comprehensive review of how we manage food allergies within a cook fresh foodservice model. Extensive review of all packaged products and accuracy of corresponding product information forms highlighted the difficulties with manufacturers and distributors labelling
practices in regards to identifying the increasingly broad range of allergies in hospitalized patients. Significant liaison and collaboration with manufacturers was required to ensure accurate product information was used to inform recipe compliance against allergen diets. This project highlighted the importance of collaboration between dietetics, foodservice and food manufacturers and distributors to ensure that clear and accurate information is available to foodservice departments in regards to allergens. It has also enabled a continued focus on provision of fresh food and reduced the need for additional menu items to be sourced and produced for these allergen diets.

Anna Pannuzzo
Performance management & hr challenges in a growing workforce
One of the biggest challenges for leaders in a growing workforce is ensuring the correct management of new staff during the probation period. The key to retaining a thriving hospitality-in-healthcare workforce is setting up an essential management framework of clarity, compliance and courageous communication from day one of employment. This presentation discusses key challenges and winning strategies for managing the employee lifecycle, with a strong focus on effective leadership and performance management during the probation period. Included is an exploration of the key challenges and winning strategies for managing workplace conflict.
Ray McGhee
Journalist, Mortgage Broker, MC, Quiz Night Master
Master of Ceremonies (MC)

Until his change of direction in 2007, Ray McGhee was one of South Australia’s most experienced television journalists. His career spanned well over three decades, for 28 of those years Ray was a journalist with Adelaide’s Channel Nine where he was highly respected by his colleagues and viewers for his professionalism, integrity, humour and sharp interviewing style.

His work took him across the state and over the border covering all aspects of human life and endeavours, including floods and major bush-fires. The long list of people he has interviewed includes all Prime Ministers from Gough Whitlam through to John Howard, former US President Bill Clinton and South Africa’s Bishop Desmond Tutu, one of the leading critics of apartheid and campaigner for Nelson Mandela’s prison release.

During this time, Ray also produced a number of corporate and award winning charity videos. Seeking new challenges in 2007, Ray studied at TafeSA before venturing into his growing Mortgage Broker business. He still has trouble keeping away from his computer keyboard and has written several real estate articles.

Ray also continues with his long standing enjoyment and experience as a Master of Ceremonies and hosting charity and community group quiz nights.

Gary Kennedy
Director, Correct Food Systems ‘Chair’
Gary graduated University of New South Wales in 1984.

He has worked in quality assurance and product development roles in the meat, transport and cook chill industries, within the healthcare sector, and as a food safety trainer, consultant and lead food safety auditor. He is a Past President of the Australian Cook Chill Council, advising the food service, aged care and acute care industries on food safety and as a representative of this organisation advised the organising committee on food safety for the 2000 Sydney Olympic Games.

He has written over 30 papers, and has written or co-written guidelines and codes for the Cook-Chill, Sous-Vide, Smallgoods, Hospitals, Child Care and Refrigerated Transport Industries. In Sydney, he manages a food safety consultancy business, Correct Food Systems, providing food safety advice, and Correct Training a registered training organisation.
Marj Harvey
Director of Australian food hygiene services

Marj’s entire career in the food industry spans over 40 years. Commencing her early days of peeling potatoes in a country pub as a kitchen hand and as a Trade Cook, Marj has used her industry knowledge and expertise to set up a Catering Business, then proceeding to Food Services Manager in Aged Care and eventually teaching hospitality in TAFE.

20 years ago, after witnessing some shocking food handling practices “behind the scenes”, she followed her passion to demystify the Food Act by undertaking studies at University as well as learning about HACCP, Food Technology & Auditing; hence gaining the required skills to become the first DHHS appointed female 3rd Party Food Safety Auditor in Victoria. She then set up her business as a Registered Training Organisation, specialising in offering Food Safety Courses to the Health Care sector as well as collating and implementing Food Safety Systems.

Marj has designed and implemented over 1000 Food Safety Programs for Hospitals, Aged Care, Child Care Centres including Meals on Wheels, and continues to offer her services to Restaurants, Hotels, Cafes, Community Services, Government bodies and Prisons. Melbourne based, she has travelled extensively throughout Victoria and Nationally since becoming a National Food Safety Auditor and a Skills Examiner to Auditors. Although predominantly specialising in Health Care, many Lawyers seek Marjorie’s services to assist restaurateurs who are facing litigation for breaching the Food Act. Marj is asked to provide evidence to the judge of the offending businesses food safety compliance, hence avoiding possible fines, closure or a custodial sentence. With over 7 million reported food poisoning cases throughout Australia every year, Marjorie has narrowed down her stake-holders by offering her services exclusively to people who eat!

Bianca Guthrie
Senior Dietitian - Food Service

Since graduating from Curtin University in 2001 Bianca has worked in a variety of hospitals as a Clinical Dietitian and a Dietetics Manager. For the last 5 years she has worked at Fiona Stanley Hospital in Perth, initially as a project officer during commissioning and now as the Senior Dietitian for Food Service.

She has worked collaboratively with Patient Catering and other key stakeholders to develop and improve our Food Service systems at Fiona Stanley. She has a particular interest and experience in allergy management, automated menu systems and ICT integration. She has a passion for ensuring all patients have variety and choice on their menus and that they are provided a high standard of meals in hospital. Bianca is a member of the IHHC WA Committee and hopes to continue to be an example of how Dietitians and Catering can work together to improve the patient experience.
Outside of work she is a mother of 3 who enjoys relaxing with her family, good wine, good food and travel.

Carey Bray Manager Hotel Services Catholic Homes Incorporated

Carey Bray is Manager of Hotel Services at Catholic Homes Incorporated. A qualified Chef, Carey led the transition from outsourced catering services to providing the organisation with in-house meals and catering. The service provides fresh meals across all of its seven facilities. Embracing Catholic Homes’ model for care, ‘Care with Purpose’ and based on Montessori principles, Carey implemented a buffet meal service for all meals. This enables residents to remain active while having the freedom to help themselves and choose their own meals.

Catholic Homes catering team have won numerous awards, including the 2017 Oscar Hospitality Catering Innovation Award for establishing a ‘Date Night Restaurant’ for residents and their partners. Following on from this, Catholic Homes also won the 2018 Oscar Hospitality Facility Catering Service Award, for the residents group and personal cooking sessions with the Catholic Homes Chefs.

Michael Aghan
Regional Manager ISS Health

Michael has worked in Health Care industry for over 20+ years in a range of Managerial positions both for State government and the private sector. Michael has navigated the ever changing health sector with a leadership approach which focuses on the client’s core needs, service excellence, people empowerment and above all business partnership. This leadership approach has led to long term partnerships with key clients, new business and internal growth within his portfolio. Michael is passionate about his team employee development and mentor ship and has successfully developed many of his leaders into larger roles within the division that have gone onto be recognised as Key Account Managers of the Year at ISS.

Michael currently leads the ISS Health East Coast Portfolio of five major Health Contracts which includes over 1600 staff across varied range of Support Service contracts. Michael’s strategy for the future focuses on continued service improvements using innovation that will further facilitate the client’s purpose and lead to long term business partnerships.
Murray McDonald  
Company Director/National Sales Manager  
Duplex Cleaning Machines PTY LTD  

Murray McDonald has over 20 years’ experience in equipment for sterilisation and infection control cleaning processes within the healthcare, wine, hospitality and industrial sectors. He is also a Director of Duplex Cleaning Machines Australia, an exclusive distributor of Italian brand Duplex and Tecnovap cleaning machines in the Asia Pacific region. The company has solved major cleaning issues and improved cleaning standards in thousands of food and beverage manufacturing facilities. For more information, visit www.duplexcleaning.com.au

Liam O’Toole  
Manager Food Service Mater  
Health Services  

Liam O’Toole is Food Services Manager for Mater Health Brisbane. He is a qualified chef with over 20 years of experience and expertise spanning hotels, restaurants, and health care foodservices.  

Liam has a real passion for the improvement of foodservice in the health care sector through collaboration with key stakeholders and a strong focus on customer service and consumer engagement.

Jane Porter  
Head of Department Dietetics Fiona Stanley and Fremantle Hospital Group  

Jane Porter has over 15 years working in Dietetics and has specialised in the area of food service, from country hospitals to large quaternary facilities. She has been fortunate to assist in the establishment of various models of food service and is passionate about integration with the clinical services since food has such a pivotal role in the patient experience and health outcomes.  

For the last 4 years she has worked at Fiona Stanley Hospital, developing the dietetic services and supporting the development and management of the food service systems. She enjoys service development and improvement, and understanding every aspect of the business of providing food.

Outside of work she is a mother of 3 who for some crazy reason, has returned to competitive touch football and hockey, which she balances with being a mum, taxi driver to the 3 kids, full time work and still managing to enjoy good food and wine!
Paul Steele
Operations Manager, Area General Services and Telecommunications South Metropolitan Health Service

Paul Steele has an Honours Degree in Food Services and Applied Nutrition, with 27 years of experience, working in the Health Sector. Paul has worked in many of the Teaching Hospitals in WA Health, and with that, Paul has a wealth of experience in managing a wide array of complex services and delivery models, within his Senior Management role as an Operations Manager.

As a leader, Paul is driven by introducing innovation to services which improve Patient service delivery. In recent years, Paul has recognised that by understanding and embracing risk in his organisation, hasn’t limited his ability to be innovative, but indeed has given him a greater understanding of the business of Patient service delivery, to be more creative and innovative, yet safe.

Kevin Maczkowiack
Key Account Manager – Eastern Health, ISS Facility Services

Kevin has worked in Health Care for over 30 years, including high profile facilities such as Life Care, Resthaven Inc., Eldercare in SA and Castlemaine Health and Eastern Health in Victoria. He brings passionate energy to his role and a client centric approach to developing end user based solutions. Customer experience is paramount when developing and providing services to improve, enhance and ensure the patient journey has positive outcomes.

Kevin’s focus is on value for the client, providing a service tailored to the needs of all stakeholders. A systematic approach and meeting cleaning standard guidelines is crucial in a health care setting. At ISS we are leaders in cleaning practices for all elements within a hospital setting and tailoring meal solutions for varied customers in health care.

Kevin’s focus is for best practice service outcomes developing professional client partnerships striving for service excellence. With a keen eye for detail he leverages on innovation and technology that will provide efficiencies.

Kevin is a Service With A Human Touch champion, ISS’ cultural program that recognises the customer purpose and drives behaviour and attitude that aligns with our customer’s values and needs. Staff recognition drives customer satisfaction and service delivery outcomes validating why ISS is an employer of choice.
**Lainie Lynch**  
**Group Hospitality Manager**  
The Salvation Army Aged Care

Lainie began her leadership career in the hospitality industry before finding her true passion in aged care in 2005. Now, with more than 12 years’ experience in the aged care industry, Lainie serves in the capacity of Group Hospitality for The Salvation Army Aged Care. Within this role, Lainie has been instrumental in facilitating change and improved outcomes for residents, representatives and consumers.

Lainie’s personal family experiences has fuelled her passion for aged care, particularly dementia care, and continues to be her inspiration for transformational change within the industry.

**Libby Matthew**  
**Senior Food Service Dietitian**  
St John of God

In 2006 Libby started my dietetics career as a community dietitian in the Wheatbelt of WA where she gained experience to clinical, community and food service dietetics. This is where her passion for Food Service began especially as she developed a relationship with the cooks in regional hospitals and a love for their amazing scones.

She then went to Swan Kalamunda hospital in aged care and Parkinson’s disease outpatient clinics before moving to Fiona Stanley hospital (Perth) when it opened in 2015 as Senior Immunology dietitian (specialising in HIV, adult and paediatric immunology). She then moved into Food service Dietitian position at FSH working with catering, IT and dietetics.

In 2018 she moved to St John of God Midland to a newly created Senior Food Service Dietitian position to collaborate closely with catering and dietetics. Her passion is allergy, intolerances and now automated menu systems and making sure we have our systems right to manage the complicated food service systems in getting the right food to the right patients.

**Glenys Harrington**  
**Infection Control Consultancy (ICC)**

Glenys is an experienced Infection Control Consultant with an extensive background in managing and developing healthcare organization infection control programs in developed and developing countries.

Glenys has post graduate qualifications in Critical Care, Midwifery and Infectious Diseases. She has published widely and has specific interests in quality improvement initiatives to improve and sustain best practice to reduce healthcare associated infections, surveillance and the use of Statistical Process Control (SPC) charts, infection control during construction and renovation in
healthcare settings, evidence based cleaning and disinfection strategies to reduce transmission of multi-resistant organisms (MROs) along with infection control programs in community health and residential aged care settings.

Glenys started her Infection Control career with the Infection Control and Hospital Epidemiology Unit at Alfred Health where she held the Infection Control Program Coordinator position with responsibility for Alfred, Caulfield and Sandringham hospitals providing tertiary referral acute, rehabilitation, residential aged care, community health and state wide service for burns, heart and heart lung transplantation and trauma.

In 2010 she established her own business called Infection Control Consultancy (ICC). Glenys’ experience includes a World Health Organization (WHO) Consultancy to a SARS Outbreak Team, infection control program reviews, and tutorial attachments along with being an Honorary Advisor on the Hong Kong Infection Control Nurses Association (HKICNA) Research Review Panel. Glenys is currently an executive Committee member of the Asia Pacific Society of Infection Control (APSIC).

Christine Eadeh
Previous A/Manager Patient Food Services RBWH (Currently Project Officer, RBWH Clinical Council. Background: Dietitian) Royal Brisbane & Women’s Hospital

Christine is a senior clinical and foodservice dietitian, working across Metro North Hospital and Health Service since 2012. She specialises in Foodservice management, gastroenterology and lower gastrointestinal surgery. Christine was part of the project team implementing an electronic patient meal management system at RBWH in 2016 and has a passion for streamlining processes to improve staff efficiency and patient outcomes. She is driven to change the view that we should continue something because ‘that’s the way we’ve always done it’, and encourages all staff to participate in innovation.

Scott Oliver
Business Development Manager

Scott plays a key role in establishing relationships with new and existing customers for SUEZ with a focus on diversion from landfill and recycling solutions. Scott has over 25 years’ experience within the corporate market where he has successfully rolled out major projects around...
waste solutions and diversion. He actively works with clients to drive savings and introduce them to new and innovative waste management solutions to help them achieve their resource management goals.

Sam Bridgewater  
Co-Founder The Pure Food Co

Sam Bridgewater started The Pure Food Co with a friend after watching a family member’s illness make it impossible for him to get the nutrition he needed. The emotional impact set them on a journey. They wanted to find out how they could help people thrive when they were at their most vulnerable.

Together, with a team of top food and healthcare experts they developed a range of nutritionally-fortified soft foods using fresh, local, natural ingredients to meet their customers needs and desires. They’re on a mission to ensure everyone gets the nutrition they need through delicious food.

Laura Barsha  
Senior Foodservice Dietitian Mater Health

Laura Barsha has been the Senior Foodservice Dietitian at Mater Group, Brisbane since January 2016. Mater Group comprises seven hospitals, health centers, a world class medical research institute and a nationally accredited education center.

In her current role she is responsible for the management of the Group’s electronic menu management system and ensuring nutritional compliance and standard of all therapeutic diets. She was a project lead for the Group’s transition to the room service on-demand model in late 2016. Prior to her current role, Laura was project officer assisting several of the Mater facilities to transit from a traditional tray line model to an electronic bedside ordering model.

In all of these roles she has gained extensive knowledge on the use of electronic menu management systems to support a range of food service models in the acute care setting. Laura has worked as a clinical dietitian at Mater and also has prior experience as a nutrition assistant, in the public and private health care setting. She is an Honorary Adjunct Fellow at Mater Research Institute – University of Queensland, Australia.
Jacinta S. Kunst  
Sector Lead FM and TASKI Intellibot Floor Care equipment ANZ

Jacinta has been working for Diversey for 16 years and previously held the position of State Manager SA/NT/WA within Diversey Australia. Since September 2013, she is holding the position as Sector Lead Facility Management (BSC) & TASKI Intellibot AU.

This role is based on successful implementing and executing the KPI's of the partnership with national and global Facility Management customers as well as identifying and implementing savings initiatives and suitable innovations.

A key part of her role is leading and grow the TASKI Floor Care machine business by creating a fundamental base for strong service and growth in this business, as well as providing the cleaning market with suitable floor care innovations.

She joined Diversey in the Netherlands as National Key Account Manager in 2003, after which she occupied various regional roles in Account Management and Sales management. Jacinta has previously worked as a National Operations Manager for 8 years at a growing and energetic cleaning company (EW Cleaning Services) in the Netherlands, managing 600+ staff members and 15 site managers, as well managing large key accounts. Floor Care solutions and machines have always been a key part of her roles and interests.

Maryanne Kerin  
Principal Consultant Kerin Consulting

Maryanne has worked in the food service industry for over 35 years, the last 10 years in Aged Care with The Whiddon Group, where she was responsible for the award winning food service in 19 homes across NSW and QLD.

Whiddon and Maryanne were awarded the 2018 Rosemary Pirie Award for excellence by the IHHC, reflecting the continued commitment to the residents and food service staff.

Prior to joining Whiddon, Maryanne was employed mainly by Compass Group and Spotless in the food service industry as Chef and later Operations Manager for venues.

A qualified chef Maryanne moved to Sydney with Spotless following two years as Executive Chef of the Melbourne Cricket Ground, to take up the role as Executive Chef NSW for O’Brien Catering at the SCG, SFS, Taronga Zoo and Special Events Division.

Following this Maryanne moved into Operations, overseeing these areas along with managing the large BHP site at Port Kembla for the Compass Group for 6 years and returning to the SCG, SFS, Sydney Airport, Taronga Zoo, Microsoft, Canberra and Newcastle Stadiums with the Compass Group in 2005.
BIO’S AND PHOTOS

Robert Day Director
Diversity and Consumer Support Australian Government Department of Health

Robert has 15 years in the Australian Public Service, covering both the Health and Immigration portfolios. In his current role, Robert oversees a number of programs which aim to support consumers in the aged care sector. This includes secretariat support for the Diversity Sub-group of the Aged Care Sector Committee.

Anthony Heslop
Anthony Heslop is currently the Director of Prosperity Aged Care Services Limited (Hong Kong) and is Director, Aged Care Services with Aiwan Aged Care Management company and is responsible for the oversight of Aged Care Services for Xianghe DaAi City, a purpose built aged friendly city in Hebei province, China. Prior to this he has worked for the past 20 years in management in hospitality, acute health and aged care.

He holds an Advanced Diploma in Aged Care Management and is currently enrolled in the Masters’ in Health and Human Services with the University of Tasmania. Anthony is also a member of the Australasian College of Infection Prevention and Control (ACIPC) and the Australasian College of Health Service Management (ACHSM)

Grant Warner Corporate
Account & NSW Development Manager

My current role as Corporate Account Manager at Richard Jay allows me to provide the best in laundry equipment, cleaning chemical programs and associated products to create the highest level hygiene standards in the most efficient manner.

Our ability to provide holistic solutions enables us to achieve and maintain the best results and outcomes for Healthcare. In my position I regularly meet with new prospective clients, as well as existing customers to deliver on our promise. With prior experience in cleaning and sanitation chemical programs from a service and sales consultation perspective, I have now spent 10 years in this field building my knowledge base and expertise.
Cathy Thesing
Is an Accredited Practising Dietitian and the Business Developer at Leading Nutrition.

She has worked as a dietitian in Aged care for over 16 years and during this time has built a reputable business servicing aged care homes with Nutrition and dietetic services.

Now a manager more than a dietitian Cathy is active on the Advisory board at Deakin University, actively supports the Dietitians Association of Australia as a dietitian with strong business skills and presents at various state and national conferences on Nutrition in Aged care.

Within Leading Nutrition Cathy’s focus has been staff welfare and support and effective innovative services for the homes.

Leading Nutrition’s team of 24 dietitians work under an effective ‘Model of Care’ that is a tried and proven system of nutrition care.

As a dietitian Cathy loves great healthy food. She recognises success when she sees the impact of the good nutrition for care recipients- they get colour back in their cheeks and a sparkle in their eyes!

Mathew Evans

Matthew Evans once trained as a chef and worked as a high profile restaurant critic, then threw it all away to become a smallholder in Tasmania’s peaceful and picturesque Huon Valley. He lives and works on Fat Pig Farm, where the namesake pigs free-range on pasture, heritage apples ripen on ancient trees, where he has a small market garden and tries to entice milk from a recalcitrant, dairy cow.

Matthew hosts regular Friday Feasts at the newly built dining room on Fat Pig Farm where visitors can taste the fruits these labours – southern Tasmania’s first farm to table restaurant. Current work Matthew is the presenter of the popular Gourmet Farmer on SBS. A spin off series, Gourmet Farmer Afloat, aired in early 2015 and charted the history of Tasmanian produce, from the deck of a 40 foot yacht whilst circumnavigating the island. He is also the presenter of What’s the Catch, an eye-opening documentary into the truth behind Australia’s seafood which first aired on SBS in late 2014.

Along with the show, he became a consumer advocate, launching a campaign to change seafood labelling laws so we can all know what we eat. For the Love of Meat – a three-part documentary series for SBS, continues this advocacy, focusing on Australia’s meat industry.

Previous experience Author: Matthew is the author of eleven books on food, including the authoritative Real Food Companion, and his latest book on pickling and preserving, Not Just Jam.
He has co-authored two books with Nick Haddow and Ross O’Meara, The Gourmet Farmer Deli Book and The Gourmet Farmer Goes Fishing.

**Morgan Pankhurst**  
PhD Candidate Flinders University

Morgan Pankhurst is a PhD candidate with the Department of Nutrition and Dietetics at Flinders University and an Accredited Practising Dietitian. Her PhD project is focused on food service satisfaction in Aged Care Homes and she has spent the last six months talking to residents about their dining experience. She provides support to the Maggie Beer Foundation in upskilling cooks and chefs working in aged care and is passionate about improving the quality of food.

**Troy Litzow**  
Dip Mg, Dip PM, Dip Food Science and Technology (including Microbiology) and Dip Laboratory Techniques, Registered Food Safety Auditor (QLD – FSA/0282)

Troy is a registered Food Safety Auditor (QLD) and is currently the chair of the QLD / NSW branch of the IHHC, and is also an IHHC National Board member. He has a vast experience in Food Safety, Food Handling training, Allergen management and Food Safety Auditing. Troy audits Qld Health facilities & many private food businesses in Brisbane & the South East corner of QLD. Troy began his career as an Apprentice Chef in Aged Care, and quickly made his way through management positions in Aged Care and Hospital Acute Care.

Troy has undertaken a number of Statewide projects in Qld Health that meant he has visited nearly every Qld Health facility. Troy currently works in a Statewide role at Statewide Food Services where he supports the implementation of Food Service Best Practise Guidelines, measuring the Key Performance Indicators (KPI’s) for Statewide Foodservices and Food Safety Issues.

His current position also coordinates training for foodservice staff and manages projects to assist in fulfilling the outcomes of the network and to support the Qld Health Strategic directions and the network’s operational plan. Troy has recently been a co-author of the Allergen Best Practise Guideline that Qld Health have finalised, and is now published on the National Allergy Strategy.
web page. Troy is a sought after resource in training staff in the safe management of allergens in hospital kitchens meeting both legislative & best practise guidelines.

Troy is currently studying a Bachelor of Health Science (Food & Nutrition, Dietetics) at the Charles Sturt University in Wagga Wagga NSW. Outside of the busyness of work, Troy likes to travel, enjoy good food & wine and likes to explore and experience other cultures and cities. New York City is a popular holiday destination for Troy.

Anna Pannuzzo Director
WorkPlacePLUS

Anna Pannuzzo, Director of WorkPlacePLUS, has over 25 years of senior HR management experience in the disability, aged care, health and not-for-profit sectors. She has been a guest speaker on ABC Radio National’s “Best Practice” program, and has conducted professional training programs on bullying & harassment, performance management and workforce planning for some of Australia’s leading community and aged care organisations.

Anna is degree qualified and a certified professional member of a number of highly regarded industry associations, such as the Australian Human Resources Institute and the Australasian Association of Workplace Investigators. Her nursing background provides a unique insight to the HR challenges facing many employers.

Note: Program is subject to change, correct at the time of printing.
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