



AMOWA

AUSTRALIAN MEALS ON WHEELS ASSOCIATION

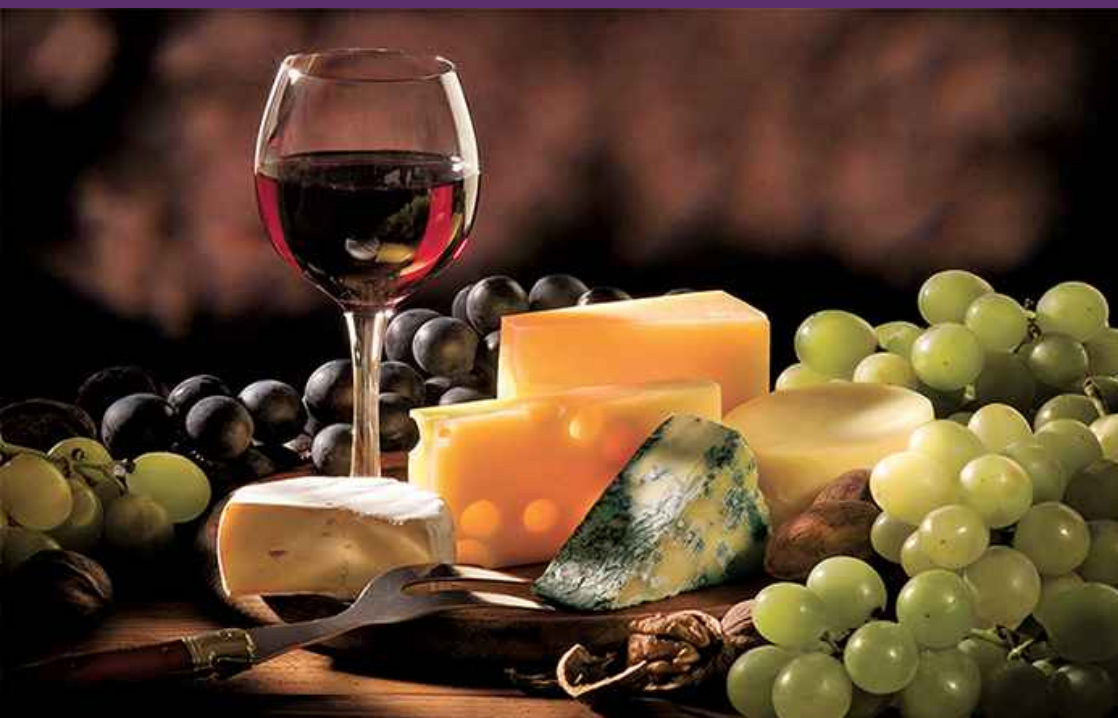
NATIONAL CONFERENCE

23-25 SEPTEMBER 2015



Taste of South Australia

CONFERENCE HANDBOOK



NATIONAL CONFERENCE

ADELAIDE CONVENTION CENTRE

23 - 25 SEPTEMBER 2015



Australian Government
Department of Social Services



myagedcare



For information about aged care services,
and how to access them go to:

www.myagedcare.gov.au

or call

1800 200 422



On behalf of the Board of Governors of the Australian Meals on Wheels Association, welcome to the 2015 National Conference. The organising committee has worked very hard to secure a range of speakers and organise workshops that will be of benefit and interest to service staff, volunteers, management committees and board members. With so much knowledge and experience in one place, it's also an ideal opportunity to exchange ideas through informal networking with other delegates.

Be sure to take advantage of the hospitality of our South Australian colleagues. From the Conference Welcome Reception and Gala Dinner to The Central Market tour, they're providing a range of activities to help you experience *A Taste of South Australia*. You will find details within the handbook on the post-tour program available and visit the registration desk if you have any enquiries or wish to make a booking.

This year has been a challenging year for Meals on Wheels, in terms of keeping up with aged care reforms and the new Commonwealth Home Support Program (CHSP). The strength and lobbying power of the Australian Meals on Wheels Association has never been more important. We've engaged in robust debates with the Federal Government with real results, most notably in relation to the proposed fees policy. With our continuing participation on the Federal Minister's CHSP Advisory Committee, we will continue to engage on issues that impact our vital service. The Meals on Wheels family across Australia is an incredibly strong support network, and attending this year's Conference is one way to showcase our incredible strength, celebrate our innovations and forge a sustainable future for all our services.

Nelson Mathews

President, Australian Meals on Wheels





REGISTRATION

The Registration Desk will be open for the duration of the Conference and will serve as your main point of contact for all Conference related queries.

Upon arrival, please ensure you collect your Conference satchel and name badge from the Registration Desk. The AMOWA Conference staff will be happy to assist you in any way they can. The Registration Desk will be located in the foyer, adjacent to the Trade Exhibition and Conference plenary room, in the West Wing of the Adelaide Convention Centre.

Main Registration Wednesday 23 September
12.30pm–1.30pm

Day Registration Thursday 24 September
8.30am–9.00am

Day Registration Friday 25 September
8.30am–9.00am

Please note that tea and coffee only will be available in the trade exhibition hall during registration. The Regatta Bistro and Bar is open from 11.30am and is located behind the Convention Centre, along the River Torrens, for delegates wishing to have a light lunch before the Conference begins.

NAME BADGES

The Adelaide Convention Centre is open to public access. For security purposes delegates, speakers and exhibitors are asked to wear their name badges to all sessions. Entrance to sessions and the exhibition is restricted to registered attendees only. If you misplace your name badge, please go to the Registration Desk to arrange a replacement.

SPECIAL DIETARY REQUIREMENTS

If you have indicated a special dietary requirement upon registration, then these details have been forwarded to the Adelaide Convention

Centre. Meals will be presented in a separate clearly marked area. Please make yourself known to the wait staff if you have any problems locating this area. If you have not advised of your special requirements, then please advise the staff at the Conference Registration desk.

PARKING

For local delegates attending the Conference who require parking, please note that the undercover car park is accessible from North Terrace at the Adelaide Convention Centre. There is direct lift access to the Conference floor and it will be open 24 hours a day.

Early bird rates \$14/day (Enter between 5:30–9:30am; exit between 2:30–6:30pm)

Casual rates 0-1hr \$5 • 1-2hrs \$9
2-3hrs \$13 • 3-4hrs \$15

SMOKING POLICY

Smoking is prohibited inside the Adelaide Convention Centre and all hotels. All buildings are 100% non-smoking. Most restaurants and bars are smoke-free as well.

DRESS CODE

Business Sessions Relaxed business attire
Welcome Reception Smart Dress
Conference Dinner Cocktail

EVALUATION SURVEY

Delegates are encouraged to complete the Conference Evaluation as it assists us to appropriately plan for future Conferences.

INTERACTIVE WORKSHOPS

With a similar configuration to past AMOWA Conferences, a number of informative and constructive workshops will form part of the program. There will be a choice of three 1-hour skill based workshops, which will be repeated in a separate session block to ensure delegates do not miss out on their topic of interest.

As a new development for AMOWA 2015, there will also be a 2-hour round table discussion that will be held over the same allocated session times. As the round table workshop will be limited, this will be first in best dressed.

Delegates will need to choose 2 of the 3 repeated workshops OR the 2 hour round table session.

N.B. If you nominated a workshop preference upon Registration, you will find tickets in the back of your badge.

TRADE EXHIBITION

The Trade Exhibition is being held in Hall L of the West Wing. All Catering refreshment breaks will be held in the Trade Exhibition area, including the Welcome Function. All delegates are strongly urged to take the time to meet with exhibitors during the following times:

Wednesday 23 September

Arrival Tea and Coffee	12.30pm–1.30pm
Afternoon Tea	3.00pm–3.30pm
Welcome Reception	5.15pm–6.15pm

Thursday 24 September

Morning Tea	10.00am–10.30am
Lunch	12.00pm–1.00pm
Afternoon Tea	3.10pm–3.45pm

Friday 25 September

Morning Tea	10.30am–11.00am
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SOCIAL HIGHLIGHTS

Welcome Reception Wednesday 23 September, 5:15pm–6:15pm (ACC – Hall L)

Attendance to the Welcome Reception is included in your Conference Registration. It will be held at the Adelaide Convention Centre and commence immediately after the last session at 5.15pm. This will be a wonderful opportunity to network with your colleagues and mix with exhibitors. Dress is smart casual. To guarantee entry, please ensure you are wearing your name badge.

Conference Dinner Thursday 24 September 6:30pm–10:30pm (Adelaide Oval)

The Conference Dinner is the highlight of the social events for the Conference and is to be held at the amazing Adelaide Oval, located just a short walk over the river from the Convention Centre and close to all Hotels. Pre-dinner drinks will be held in William Magarey North (Level three of the Riverbank Stand) from 6:30pm, before being seated for dinner overlooking the River Torrens.

If you have prepaid for a dinner ticket, it will be located in the back of your name badge. Entry is by ticket only. If you have not already booked, please see the staff at the Conference Registration Desk to enquire if further seats are available. Please note that the dinner is optional and is at an additional cost.

POST-CONFERENCE PROGRAM

The post Conference tour to the Central Adelaide Market will depart The Adelaide Convention Centre directly after the Conference close on Friday 25th September 2015. Pre-purchased tickets will be found in the back of your name badge and must be presented for collection. If you require any tickets for the post tours, please see the team at the Registration Desk. Spaces are limited.



Central Adelaide Market

*Departs Adelaide Convention Centre
1.20pm and returns 4.00pm*

One of the icons of South Australia is the Central Market. It has been in operation for over 130 years and features over 120 shops and stalls that provide a dazzling array of fresh food. Delegates will be taken on a tastings tour through the market.



Wednesday 23 September

- 12:30pm-1:30pm Delegate Registration and Trade Exhibition open
- 12:30pm-1:30pm **Arrival tea & coffee held in the Trade Exhibition**
- 1:30pm -1:40pm **Introduction** Peter Neal *Conference MC*
- Welcome** Karl Winda Telfer *Senior Custodian of Ceremony, "Greetings to Spirit of Place"*
- 1:40pm -1:50pm **Conference Welcome** Nelson Mathews *AMOWA President*
- 1:50pm-2:00pm **Official Opening Address** His Excellency the Honourable Hieu Van Le AO *Governor of South Australia, Patron of Meals on Wheels SA*
- 2:00pm-2:40pm **Keynote Address** Dr Gill Hicks MBE FRSA *Peace Activist and SA Australian of the Year 2015*
- 2:40pm-2:50pm **South Australian Tidbit: What about me? Improving meal and service delivery beyond the city limits.** Julie Bonnici *General Manager, Service Operations, Meals on Wheels SA*
- 2:50pm-3:00pm **Western Australian Tidbit: Your relationship with RAS - how to make friends and influence people.** Alison Meighan *Coordinator Service Delivery, City of Subiaco* and Patricia Mitchell *Aged & Community Services WA*
- 3:00pm-3:30pm **Afternoon tea held in the Trade Exhibition**
- 3:30pm-3:40pm **Sponsor Presentation**
 James Habgood *Business Development Manager Challenger Limited*
- 3:40pm-4:15pm **The World We Live In – Economy, Demography & More** Phil Ruthven *Founder & Director, IBISWorld*
- 4:15pm-5:00pm **Taste and Choice - The Future** Amanda Daniel *Food Consultant*
- 5:15pm-6:15pm **Welcome Function** held in the Trade Exhibition
 Highlighting SA food and wine.

Thursday 24 September

- 8:30am-9:00am Delegate registration
- 9:00am-9:05am **Housekeeping** Peter Neal *Conference MC*
- 9:05am-9:15am **Victorian Tidbit: Crown Street Stables Cafe - A dining experience** Maria Weiss *Coordinator Healthy Ageing and Disability, Moonee Valley City Council*
- 9:15am-9:50am **What Does Good Governance Mean For You?** Kate Costello *Managing Director, Governance Matters*

Thursday 24 September

- 9:50am-10:00am **New South Wales Tidbit: A regional distribution centre model of service delivery** Tim McGovern *Network Support Officer, NSW Meals on Wheels*
- 10:00am-10:30am **Morning tea held in the Trade Exhibition**
- 10:30am-10:40am **Tasmanian Tidbit: FOODcents and eating with a friend** Barbara Hill and Marama Rangatua *Community Programs, Australian Red Cross*
- 10.40am-11:15am **Commonwealth Home Support Program** Karen Pickering *Branch Manager, Home Support Branch, Ageing and Aged Care, Dept Social Services (DSS)*
- 11:15am-12:00pm **Will Retiring Baby Boomers Volunteer?** Dr. Lisel O'Dwyer *Senior Research Associate, The Flinders University*
- 12:00pm-1:00pm **Lunch held in the Trade Exhibition**
- 1:00pm-2:00pm **WORKSHOP 1 Marketing locally in a competitive market**
Kerry Lehman *Brand Partners*
- WORKSHOP 2 Wellness & Reablement**
Joyleen Thomas *Better Practice Project*
- 1:00pm-2:00pm **WORKSHOP 3 WHS - Keeping our people safe**
Jacqui Baker *Jacqui Baker & Assoc*
- WORKSHOP 4 Outcome Research**
Interactive discussion with an Expert Panel that examines and discusses research on the benefits of MoW.
Sharyn Broer, Prof Melanie Oppenheimer, Dr Natalie Luscombe-Marsh, Dr Kali Thomas, Dr Lisel O'Dwyer
- 2:00pm-2:10pm Delegates move to next workshop
- 2:10pm-3:10pm **WORKSHOP 1 Marketing locally in a competitive market**
Kerry Lehman *Brand Partners*
- WORKSHOP 2 Wellness & Reablement**
Joyleen Thomas *Better Practice Project*
- 2:10pm-3:10pm **WORKSHOP 3 WHS - Keeping our people safe**
Jacqui Baker *Jacqui Baker & Assoc*
- WORKSHOP 4 Outcome Research continues**
Interactive discussion with an Expert Panel that examines and discusses research on the benefits of MoW
Sharyn Broer, Prof Melanie Oppenheimer, Dr Natalie Luscombe-Marsh, Dr Kali Thomas, Dr Lisel O'Dwyer
- 3:10pm-3:40pm **Afternoon tea held in the Trade Exhibition**
- 3:40pm-3:50pm **Tasmanian Tidbit: Embracing innovation and change** Sean Burk *CEO, Meals on Wheels Tasmania*



Thursday 24 September

- 3:50pm-4:00pm **Queensland Tidbit: Showcasing Innovation in Qld Meals on Wheels**
- 4:00pm-4:30pm **Entrepreneurship**
The Right Honourable the Lord Mayor of Adelaide Martin Haese
- 4:30pm-4:45pm End of day summary
- 6:30pm-10:30pm **Conference Dinner** held at the Adelaide Oval
Guest Speaker Bryan Dawe *Political Satirist*

Friday 25 September

- 8:30am-9:00am Delegate Registration
- 9:00am-9:05am **Housekeeping** Peter Neal *Conference MC*
- 9:05am-10:30am **Food, Glorious Food**
Interview and Introductory comments from Maggie Beer *Maggie Beer Foundation*, followed by an interactive panel discussion on topics such as taste, presentation and future needs, nutrition and more, supported by a panel to include Amanda Daniel, Dr Natalie Luscombe-Marsh and Nelson Mathews.
- 10:30am-11:00am **Morning tea held in the Trade Exhibition**
- 11:00am-12:15pm **More than just a meal** Dr Kali Thomas *Brown University, Rhode Island USA*
Kali's recently added to her already extensive research work, with a groundbreaking report on the real value to a customer and the community of a delivered meals service. At last – what we have believed and understood for years has been given rigour. This is a must attend!
Sponsored by MOFFAT
- 12:15pm-12:30pm **Conference Close & Summary** Mr Nelson Mathews *AMOWA President*
- 12:30pm-1:00pm **Light lunch provided at Adelaide Convention Centre**
Suitable to take away or enjoy outdoors
- 1:30pm-4:30pm **POST-CONFERENCE PROGRAM** The Central Market



Peter Neal *2015 Conference MC, Guide, Urger, Timekeeper*

Pete's warm, engaging style and his approach to keeping the conference moving along will be enjoyed by all. He joined MoWSA several years ago and manages strategy, communications and volunteering. His distinguished career in marketing communications has involved the arts, retail, aged care, retirement living and vocational training. He has qualifications in business and management, including an MBA, is a Marriage Celebrant, Immediate Past President of the Rotary Club of Adelaide and has a unique understanding of volunteering and working in and for, the community.



His Excellency the Honourable Hieu Van Le AO *Governor South Australia*

His Excellency and his wife arrived in Darwin Harbour from Vietnam in November 1977 in the first refugee landing after the fall of Saigon. They transferred to Adelaide and went on to gain their qualifications at Universities in Adelaide.

His Excellency graduated in economics majoring in accountancy and worked as the Senior Manager at the Australian Securities and Investments Commission (ASIC). He was a member and Chairman of the South Australian Multicultural Affairs Commission for 20 years and received a Centenary Medal for his outstanding work at ASIC as well as several awards and recognitions for his tireless and valuable contribution to society – including Honorary Doctorates from both Adelaide and Flinders University, and a Paul Harris Fellowship. He and his wife have volunteered in many community activities over the past 37 years.

On Australia Day 2010 His Excellency was appointed the Officer in the Order of Australia (AO) and in August 2007 was appointed the Lieutenant Governor of South Australia until he was sworn-in as the Governor of South Australia on 1 September 2014.



Dr Gill Hicks MBE FRSA *Peace Activist, SA Australian of the Year 2015*

Severely and permanently injured in the London bombings of July, 2005, Gill lost both legs from below the knee. She discovered a great inner strength to not only fight for her life that morning but to learn to walk again using prosthetic legs. Gill is truly grateful to even be alive. She is determined to make her life count, to make a significant difference. Her aim is to use her experience to do all she can to deter anyone from following a path of violent action. She is a firm believer that we all have the strength and ability to make a difference and to create a world that is peaceful. Gill was named 2015 South Australia's Australian of the Year for her work as a peace campaigner.



Dr Kali Thomas *Brown University, Rhode Island USA*

Dr Thomas is an Assistant Professor (Research) of Health Services, Policy and Practice, and a Research Health Science Specialist at the Providence VA Medical Centre's Centre of Innovation for Long-term Services and Supports. She received her PhD in Aging Studies from the University of South Florida and completed an AHRQ-funded Postdoctoral Research Fellowship at the Brown University Centre for Gerontology and Healthcare Research. Dr Thomas' research focuses on quality of care in long-term care and the role of home and community based services in preventing or postponing nursing home placement.



Phil Ruthven AM *Founder & Director, IBISWorld*

Phil is the founder and Chairman of IBISWorld, international corporation providing online business information, forecasting and strategic services. He spent over 10 years in the food industry, including executive positions in research, production and marketing, before establishing IBIS in 1971. Phil contributes regularly to radio, TV, newspapers, magazines and documentaries on business, economic and social issues. He continues to be one of Australia's most frequent and prolific commentators in demand by the media, and is widely considered the nation's most respected strategist and futurist on business, social and economic matters.



Kate Costello *Managing Director, Governance Matters*

Kate is qualified in law and is now the Managing Director of Governance Matters, a company delivering services and products in corporate governance in Australia and internationally. Kate is also a director of an ASX listed company, LBT Innovations Ltd and has served on the boards of statutory authorities and public and private companies in the construction, IT and defence sectors. She was appointed by the Federal Government to the Crawford Committee to review the governance and management of soccer in Australia.



Karen Pickering *Home Support Branch, Ageing and Aged Care, DSS*

Karen is responsible for the implementation of the Commonwealth Home Support Programme (CHSP), the interface between CHSP policy and disability and the transition to CHSP in Victoria and Western Australia. The CHSP now provides a streamlined access to entry-level age care support through over 1,100 service providers and funding of over \$1.6 billion annually. Karen also works closely with stakeholders from a wide range of community, business, state and local government providers and national peak bodies representing the age care sector.



Dr Lisel O'Dwyer *Senior Research Associate, Flinders University*

Dr O'Dwyer has conducted research on the impacts and policy implications of the ageing population and also the rate and value of volunteering for many years. All of her research has the underlying themes of social justice, inclusion and wellbeing. Other current projects include evaluating the effect of early childhood development programs, the role and availability of public toilets in urban mobility for groups including the aged and disabled, and human-animal interactions amongst aged care facility residents.



Martin Haese *The Right Honourable the Lord Mayor of Adelaide*

As Lord Mayor, Martin is focused on further enhancing the City of Adelaide's reputation as a great place to live, learn, work, play and visit. Martin was born and raised in Adelaide. As a city resident, business owner and educator, Martin is committed to serving the City of Adelaide. At 27 years of age, Martin opened his first retail store and grew that business into a successful national enterprise, with 16 stores and 220 employees. Martin went on to study an MBA and became the General Manager of the Rundle Mall Management Authority between 2010 and 2013.

Martin co-founded the Entrepreneurs' Organisation in South Australia and has served on a number of boards. Martin has also worked as a lecturer for MBA students where he has taught entrepreneurship, new venture creation, strategic marketing and other subjects in Adelaide and interstate. Martin is married to Genevieve, an advertising and global communications professional, with whom he operates a city-based consultancy firm.



Maggie Beer AM *Australian cook, food author, restaurateur and food manufacturer, Founder: Maggie Beer Foundation*

Maggie is one of Australia's best-known culinary icons and with her husband, Colin, the founder of Maggie Beer Products. A respected mentor, she is celebrated for her entrepreneurial skills and natural leadership abilities in the gourmet food arena. Her fame has been built on a career that spans farming, food production, exporting, food writing and television presenting. Maggie was honoured as the 2010 Senior Australian of the Year, in recognition of her focus on cooking with seasonal produce, and in 2011 she was South Australian of the Year. Maggie was appointed a Member of the Order of Australia (AM) for her service to Tourism and Hospitality on Australia Day 2012.



Amanda Daniel *Food Consultant*

Amanda is the ex CEO of Australia's largest farmers' market organisation hosting two farmers' markets for up to 130 food businesses. A graduate of the Le Cordon Bleu Cooking School in London she has 33 years hospitality experience as a cookery lecturer, restaurateur, chef, food stylist, business owner, writer, event manager in Australia and in the USA. A Food Consultant and regional food specialist with an authentic 'paddock to table' comprehension of the industry, Amanda promotes primary producers and builds food businesses.



Kerry Lehman *Partner and Co-founder, Brand Partners*

Kerry is a partner and co-founder of Brand Partners, marketing practitioners, which have built a speciality in the seniors market. Kerry's passion for marketing and sales to seniors has seen her become one of Australia's leading practitioners in this field. Having worked with over 60 different organisations and undertaken the planning, researching, marketing, advertising and selling for over 200 seniors retirement living and aged care projects across Australia and New Zealand.

There are many challenges we are facing with the changing market dynamics and Kerry's session will look at how to use marketing and the importance of a service ethos to improve results in a practical and effective way, in an increasingly competitive marketplace.



Jacqui Baker *Director, Jacqui Baker and Associates Pty Ltd*

During the 20 years that Jacqui Baker and Associates Pty Ltd has been established, Jacqui has provided consultancy support to a wide range of clientele and industry types. JBA has developed various Policy and Procedures Manuals for all States in Australia and has been involved in the delivery of training with those clients. In 2012, JBA started a business relationship with Queensland Meals on Wheels and then in 2014, the relationship with Meals on Wheels South Australia was established.

Jacqui's favourite past time is cooking. Her mother's maiden name is 'Maggie Beer', so she has spent her time off in South Australia chasing products to take home and on one occasion was thrilled to actually be in the same restaurant as her mother's namesake.



Joyleen Thomas *Manager, Better Practice Project*

Joyleen is well known across Australia for her innovative work. She was instrumental in the development and management of the HACC funded Better Practice Project which initially evolved at ACH Group and is now auspiced by Aged & Community Services SA & NT Inc.

The nature of the Better Practice Project is to work with services, staff, volunteers and older people to explore ideas and best practices that focus on the older person. The Project provides support, information, training, resource development, mentoring and consultation for the review and development of service models, in partnership with the agencies.

The Project has developed and published a number of user focused handbooks which have become valued resources to the industry.



Sharyn Broer *CEO, Meals on Wheels SA*

Sharyn has been CEO of Meals on Wheels (SA) Inc. since 2010 and has steadily positioned this iconic organisation to best deliver on the future changing needs of South Australians. Under her guidance and leadership, Meals on Wheels harnesses the energy of thousands of volunteers to deliver ‘more than just a meal’ to thousands of South Australians every weekday. A continuing theme in Sharyn’s career to date is the focus on helping people live as independently as possible, in their own homes.

Sharyn began her career as an occupational therapist, and following further qualifications, she held a succession of senior management positions with the largest community care funded service provider in South Australia, Domiciliary Care SA. Sharyn also holds positions as Secretary of the Australian Meals on Wheels Association and Deputy Chair of Aged & Community Services (SA & NT). She is a Graduate Member of the Australian Institute of Company Directors.



Professor Melanie Oppenheimer *Chair of History at Flinders University*

Professor Oppenheimer holds the Chair of History at Flinders University. With an academic career spanning over twenty years, Melanie has held appointments at the University of Western Sydney and the University of New England. She is the author of numerous articles and books including *Volunteering. Why we can’t survive without it* (2008); the edited volumes *(with Jeni Warburton), Volunteers and Volunteering* (2000) and *Volunteering in Australia* (2014). Her commissioned centenary history of the Australian Red Cross, *The Power of Humanity*, was published in 2014. In partnership with AMOWA, Melanie recently completed an Australian Research Council Linkage project, ‘Meals on Wheels: building towards a new social experiment for our times’.



Dr Natalie Luscombe-Marsh *CSIRO Food and Nutrition Flagship*

Dr Luscombe-Marsh (B.Sc. and PhD in Nutrition and Disease, 2003) is a Research Scientist at CSIRO and an Affiliate Senior Lecturer at The University of Adelaide. Natalie designs clinical trials determining the effects of different dietary patterns (particularly high-protein diets) on body weight and composition and cardio-metabolic risk in obesity, Type 2 Diabetes, and more recently in people aged 60 plus years. Since 2009 she has received \$3M in external funding from industry, Australian NHMRC, University of Adelaide, Flinders University and Meals on Wheels SA. She has published 38 peer-reviewed papers in leading scientific journals, and has received two awards from the ARC/NHMRC Network in Ageing Well (2009) for her work with Meals on Wheels examining the health benefits of providing nutritious meals to nutritionally at risk MOW (SA) clients.



Bryan Dawe *Political Satirist*

Bryan is one of Australia's finest political satirists. He has enjoyed a long, successful career writing and performing on national radio, television and film, Best-known for his work with John Clarke on the ABC's *7.30 Report* where they prick the balloons of the nation's alleged political leaders.

Bryan was also a cast member and writer of the critically acclaimed and highly successful spoof of the Sydney Olympics, the ABC TV series *The Games*.

His film credits include the Australia hit comedy *The Castle*, *The Honorable Wally Norman* and Paul Cox's *Lust and Revenge*. For many years, Bryan has been writing and performing two much loved satirical characters on ABC Radio: Sir Murray Rivers QC and Roly Parks with his *Letter from Kalangadoo*. Bryan's sharp wit and observation together with his flexibility and unique performance will provide for an exciting Conference dinner.

Introducing Challenger CarePlus

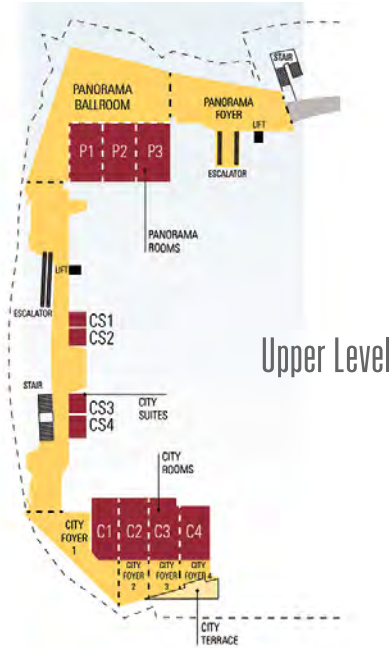
Now
available



An innovative solution for managing aged care costs, CarePlus provides regular payments that last your lifetime and offers estate planning certainty.

CarePlus is the latest example of Challenger's commitment to providing Australians with financial security in retirement. For more information on Challenger and our range of retirement solutions visit challenger.com.au



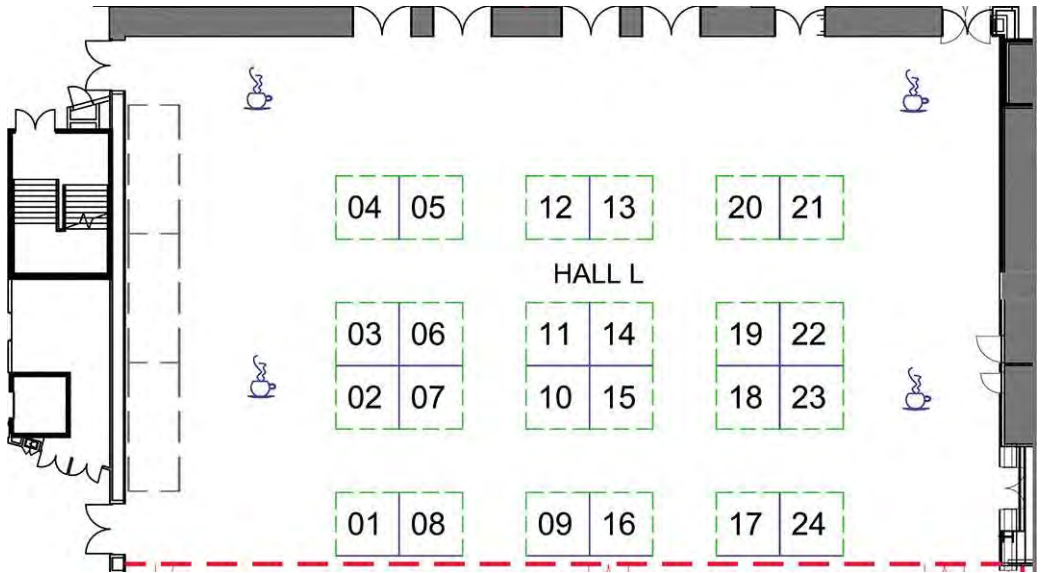


Upper Level



Ground Level

Exhibition Floorplan



Booth	Organisation	Sponsorship
1	DSS	Conference Partner
2	Enterline	Lectern Sponsor
3	Moffat	Keynote Sponsor
4	Iceepak Australia	Exhibitor
5	Alchemy Technology	Exhibitor
6	Unilever Food Solutions	Exhibitor
7	Jaymak	Exhibitor
8	Confoil	Exhibitor
9	Flagstaff Fine Foods	Exhibitor

Booth	Organisation	Sponsorship
10	Simplot Australia	Exhibitor
11	Sunny Queen Australia	Exhibitor
12	Allied Chef / Fruitmark	Exhibitor
13	Community Data Solutions	Exhibitor
14	Country Chef	Exhibitor
15	Flavour Creations	Exhibitor
16	HLP Controls	Exhibitor
17	PFD Food Services	Exhibitor
18	TCG Australia	Exhibitor



myagedcare

**Department of
Social Services**
CONFERENCE PARTNER

The Department of Social Services (DSS) is the Australian Government's lead agency in the development and delivery of social policy, and is working to improve the lifetime wellbeing of people and families in Australia.

DSS' policies and services respond to need across people's lives – looking after families, children and older people; providing a safety net for people who cannot fully support themselves; enhancing the wellbeing of people with high needs; assisting people who need help with care; and supporting a diverse and harmonious society.

DSS supports people and families in Australia by encouraging independence and participation, and supporting a cohesive society.

Sponsored by the Australian Government Department of Social Services.

Visit the *My Aged Care* website at www.myagedcare.gov.au for more information.



Challenger
'The Big Cellar'
WELCOME FUNCTION SPONSOR

Challenger Limited is an ASX-listed investment management firm managing more than \$60.4 billion in assets (as at 31 March 2015). We are committed to providing Australians with financial security in retirement. In the saving phase of superannuation our investments help build wealth. In the spending phase of retirement, they help convert this wealth into safe and reliable income streams.

Challenger's Funds Management business is Australia's fastest-growing investment manager, with approximately A\$58.7 billion* funds under management. The Funds Management business develops, distributes and manages investment products, operating under two separate brands:

- Challenger Investment Partners - investment manager for both Challenger Life and our fiduciary clients
- Fidante Partners - a multi-boutique platform, acting as a gateway to boutique investment management businesses.

www.challenger.com.au
info@challenger.com.au
Ph 133 566



Moffat

'Why to go'

KEYNOTE SESSION SPONSOR

The Moffat group designs, develops, manufactures and markets a comprehensive range of cooking, bakery, and meal distribution, healthcare equipment and products.

The Moffat Group head office is located in Melbourne Australia, with sales and service offices located in Sydney, Melbourne, Brisbane, Perth and Adelaide in Australia, Christchurch and Auckland in New Zealand as well as one office in the United Kingdom and United States. Moffat has a well-developed global distribution strategy with the Moffat group exporting to over 50 countries globally. We are close to our customers and use our products and outstanding after sales warranty and support to meet the unique needs of our clients.

David Emberton

SA State Manager Food Service

demberton@moffat.com.au

Ph 0438 340 515

Enterline

'Why to go'

LECTERN SPONSOR

Enterline is the simple, affordable packaging system for fresh, frozen and reheatable food.

It is a powerful, low cost tool that can be implemented in commercial kitchens, retail food outlets or any food preparation kitchen to streamline batch production, reduce food waste, minimise contamination and assist in the assurance of high quality prepared food.

The Enterline system consists of a fully automatic sealing machine that can be operated by any trained staff, high quality recyclable polypropylene trays and lidding film. These versatile packs can be frozen, heated to 1200C including cooking in and microwave, transported and even used as a serving vessel. Packs arrive hermetically sealed so there is no leakage or cross contamination risk.

All Enterline products, machines, trays and lidding film are made and supplied by Enterline, so there are no compatibility issues. With one phone call to Cristy or Damon it is possible to arrange everything.

Damon O'Connor

Managing Director

damon@enterline.com.au

Ph 0410 664 244

Alchemy Technology**Linda Roux***Senior Support Consultant*

linda@alchemytechnology.com.au

Ph 08 9324 2223

Ph 1800 008 498



Alchemy Technology's Service Management System (SMS) is a Community Care software program with a specialised Meals on Wheels module which provides a complete management system for staff and client rostering and provision of meals. This multi service program provides automated reporting to your various funding programs (HCP, CHSP, NDIS, HACC etc) with the additional functionality to support other Community Care programs you may also operate, all from the one system.

Most importantly, SMS for Meals on Wheels reduces the amount of effort and multi handling of rosters, timesheets, board reports and funding reporting.

Allied Chefs & Fruitmark**James Tassis**

james@alliedchefs.com.au

Ph 02 9671 1989



Allied Chefs is a family owned and operated company specialising in prepared meals and new product development for the Australian market since 1989. With three generations involved, this is a one of a few multi-generational family food manufacturing businesses remaining in Australia. We manufacture a range of value-added pizza, pasta and prepared meals to meet market demands, and now offering a great range of products for Meals on Wheels!

Fruitmark has a quality range of products supplied to Institutions Nationally, providing fresh fruit in bags eliminating waste and increasing nutritional value.

Confoil**Stephen Flaherty***Marketing and Retail Manager*

stephenf@confoil.com.au

Ph 03 8720 1966



Confoil the Packaging specialists, proudly Australian owned and operated, supplying Meals on Wheels throughout Australia with foil containers and lids, oliver trays, dualpak trays and sealing machines and film.

Don't forget our hot/cold carry bags - the original and the best. These bags were made especially for Meals on Wheels and together with Techni Ice have solved the temperature problems since controls came into place. Simple to use, no zippers, no Velcro (which becomes a health hazard if it comes into contact with food), and easy to clean.

We look forward to seeing you at the Trade Show.



Community Data Solutions

Greg Were

Director

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Ph 0425 526 767

Ph 1800 503 981



Community Data Solutions specialises in affordable database development and has an online system that greatly decreases the time to develop databases, saving your organisation time and money.

Unlike other software providers, Community Data Solutions focuses on the needs of not-for-profits as our primary market. Our company has grown out of the not-for-profit sector so we understand the realities of these organisations. Community Data Solutions has developed a package suitable for Meals on Wheels organisations – come and check it out at our exhibition stall at the conference.

Country Chef

Terry Wallace

National Foodservice Manager

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Ph 07 5476 7633



At The Country Chef Bakery Co. we bake Australia's favourite desserts and breads. Our clients include Woolworths, Qantas, 7-Eleven and food service customers around Australia.

Since 1952 we have taken great pride in delivering quality products to our customers. Whether it's a new flavour trend, more convenient pack size or single serve product, we talk to our customers and consumers to understand how we can best deliver. We have mastered family favourite desserts as well as the latest 'on-trend' ingredients to nourish and delight. We are proud to support our local farmers.

We know how to add a pinch of good old-fashioned service to our recipes and are looking forward to hearing from you – enjoy the conference.

Flagstaff Fine Foods

Ron Cooper

Business Development Manager

ron.cooper@flagstaffgroup.com.au

Ph 02 4272 0225

Ph 0417 285 138



Flagstaff Fine Foods is a leading frozen meal supplier offering an extensive range with various meals and sizes. Flagstaff's range caters to special diets including mini meals, blended meals and soft meal options in addition to specific gluten free and lactose free meals and much more.

Renowned for its quality, nutrition and service, Flagstaff Fine Foods has over 20 year's experience supplying Meals on Wheels services throughout NSW, ACT and Qld.

The Flagstaff Group was established in 1966 and is a not for profit organisation and leading Australian Disability Enterprise in the Illawarra and Shoalhaven. Flagstaff's key mission is to provide meaningful employment for over 275 people with a disability across a range of business divisions.

Flavour Creations**Virginia Smith***Business Manager*

vsmith@flavourcreations.com.au

Ph 07 3373 3000



Flavour Creations is committed to creating innovative and nutritional product solutions that assist in managing a wide variety of health and nutrition challenges including malnutrition and dysphagia through an extensive range of ready-to-eat hydration and nutritional supplements designed to support a healthy lifestyle and improve quality of life .

Established in 1997, the Brisbane-based company has a long and successful history of developing 'real food' solution products that are tasty and nutritionally-balanced. Alongside their extensive range of thickened fluids and premium thickening powders, Flavour Creations innovative nutritional solutions include energy and high fibre products, nutrient-dense meal replacements and protein supplements.

HLP Controls**Sales Team**

sales@hlpcontrols.com.au

Ph 1800 500 160

**Controls Pty Ltd**

We are experts in the fields of testing, measurement and distributing to food, medical and other industries. Australian owned and operated, we distribute nationally and export. We've been in business since 2002 and our principal has over 25 years industry experience. Our clients include Woolworths, Qantas, Coles, Boeing, Reece, Reward, Heatcraft, Local, State and Federal Government Departments, Meals on Wheels, Caltex, BOC Gasses, TAFEs, hospitals, universities and many others. We offer extensive and comprehensive top quality products, competitive pricing, specialist knowledge and support, technical backup, calibration/service facilities and a well-established, Australia-wide distributor network. Quality • Value • Support • Expertise

Iceepak Australia**Paul McKeown**

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Ph 1300 559 568



Iceepak Australia is an independent Australian company that imports and manufactures products to provide a total solution for temperature control for transporting items such as food and pharmaceuticals.

We started our business in 2003 when we imported our first container of Cryopak® Flexible Ice Blankets. We manufacture an insulated container, Sof-Pac, for hot or cold food deliveries used by over 400 Meals on Wheels associations throughout Australia. The Sof-Pac unit knocks down flat for easy cleaning, storage, and bulk return and is washable with ordinary soap/bleach and water. It is designed to hold temperature without additional passive or active support, or in conjunction with Flexible Ice Blankets for extreme temperatures.



Jaymak

Head Office

1300 529 625



Jaymak is a national company which provides a professional and accredited service in the field of commercial equipment hygiene services. We have extensive experience in mould and hygiene control for coolrooms, kitchens, ice machines, dishwashers, air-conditioners, fridges and much more commercial equipment. We also have a range of innovative products which we will be displaying at the Conference.

Follow us: <https://www.facebook.com/JaymakAustralia?fref=ts>

PFD Food Services

Lianne Brooks

Healthcare Business Manager

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www.pfdfoods.com.au

Ph 0409 248 336



PFD Food Services is an Australian owned family business operating since 1943. PFD has aligned itself with the leaders in food manufacturing. We distribute fresh, frozen, packaging and dry goods manufactured to HACCP food safety requirements. We pride ourselves on service and reliability with the PFD fleet of vehicles delivering to foodservice businesses all across Australia.

With nearly 70 PFD branches nationally, there's sure to be a PFD location near you.

Simplot Australia

Shelley Casserly

Business Services Manager

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Customer Service Team

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Ph 1800 550 014



The food industry plays an important role in protecting and promoting the health of Australians by providing access to safe, affordable and nutritious foods. At Simplot we understand this and we strive to provide a range of meal solutions which help consumers make diet and lifestyle choices consistent with good health and wellbeing.

Nutrition plays a lead role in supporting healthy ageing and a balanced diet of macro and micro nutrients can enhance a healthy life. We are committed to continuously improving the nutritional qualities of our products to increase vegetables, fibre and protein. Our nutritionally balanced range of ready-made meals are designed specifically for the over 60s consumer, created using quality fresh ingredients. Complemented by our range of single serve soups and desserts, providing consumers with choice, value and convenience.

Simplot is proud to be associated and working with Meals on Wheels and look forward to continuing our support in the future. Please come and visit us in the Trade Show area of the conference, to meet and discuss your MOW Service and provide information on Simplot's Meal Solutions.

Sunny Queen Australia**Louis Bugeja***State Sales Manager*

louis.bugeja@sunnyqueen.com.au

Ph 02 8785 2900



Sunny Queen Meal Solutions are the eggsperts in bringing you a variety of delicious real egg dishes that are fast to prepare and simple to serve. Prepared with care in our state-of-the-art kitchen, all our meals are either pasteurised or fully cooked and ready to heat and serve in minutes. They're super-fast, mighty tasty and packed with nutrition. Leave the egg cracking to us and focus on serving delicious meals to keep your diners smiling.

Our delicious range of meal solutions include omelettes, egg bites, scrambled egg mix, fritters, egg bakes, home style poached eggs, patties and more. We are proudly 100% Australian farmer owned, and all our eggs come from our own farms.

TCG Information Systems**Alan Brown**

Ph 0418 550 007

Ph 03 9267 1811



TCG Information Systems Pty Ltd has been in business for over 37 years. We have two main areas of business: Form Production Software and Optical Mark Reading (OMR) scanning.

The TCG Meals on Wheels Scanning System: Easy to produce customised scannable client menus that scans and inputs up to 2,000 client menus per hour. The scanner identifies clients and collects their meal choices, then integrates those choices in to your existing meals database.

Have a look at the *TCG Meals on Wheels Scanning System* brochure in your satchel for any further information regarding our Meals on Wheels scanning system.

Unilever Food Solutions**Paul Henschke***State Sales Manager SA/NT*

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Ph 0409 127 162



Unilever Food Solutions is home to some of the world's favourite brands: Knorr, Hellmann's, Lipton and more. We work closely with businesses of all sizes, from independent restaurants through to hotels chains, contract caterers, aged care and hospitals in 74 countries.

We help chefs all over the world serve tasty, wholesome meals that keep guests coming back for more. We create ingredients that save precious prep time in the kitchen, without compromising on flavour or flair and constantly provide ideas and inspiration that keep your menu fresh and exciting.

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