

**THE AUSTRALIAN NATIONAL LAUNDRY SEMINAR  
SEPTEMBER 22<sup>nd</sup>-24<sup>th</sup> 2010 DRAFT PROGRAM**

**Wednesday 22nd September**

- 11.00AM REGISTRATION – CHECK IN**  
**12.00PM LUNCHEON**  
**1.00PM WELCOME ADDRESS**  
Speaker – Joshua Jowsey  
**OFFICIAL OPENING**  
Speaker - TBA
- 1.05PM FILTERFAB OVERSEAS STUDY AWARD**  
An introduction to the interstate finalists and presentation of the 2010 award.  
Followed by a presentation by the 2009 award winner on his recent overseas visit and the associated industry experiences.  
Speaker – Alan Isemonger- Spotless, South Australia
- 2.00PM THE FUTURE DIRECTION OF THE WORLDS LINEN SERVICE INDUSTRY**  
Glen Phillips is a professional, international consultant and engineer specializing in the textile maintenance industry. His company's activities are involved in the following:  
\*Clients who wish to build their own laundry and dry cleaning operations for the future;  
\*Clients who have problematic laundries or dry cleaners that need improvement;  
\*Clients who need expert witness, legal support and assistance.  
\*Clients who may need scientific or laboratory services; and  
\*Industry-specific software systems.  
This session will be investigating a wide range of topics related to our industry as it moves into the future from new technologies in machinery, chemicals, power, water, new innovations in management from around the USA and Europe.  
Speaker –Glen Phillips, Phillips & Associates, Inc. Minnesota, USA.
- 3.00PM AFTERNOON TEA WITH THE ALLIED TRADERS**  
Discuss and examine the Allied Traders exhibits over a "cup o' tea and a bun".
- 3.30PM THE RACE, THE RUN, THE WAY**  
With over 50 years in the business, Jack Runnalls shares his experiences within the Australian Healthcare Industry. This session looks at valuable lessons learned over his extensive career which are still applicable to today's business arena.  
Speaker – Jack Runnalls- Bendigo, Victoria
- 4.10PM HYGIENE MADE IN GERMANY!**  
The Hohenstein Institute make up an internationally recognised research and service centre. Companies and businesses all along the textile chain, and in numerous other associated areas too, benefit from the skills of the Hohenstein experts in research, development, testing, consulting, certification and all types of training. In this session Steve McGoldrick will also be discussing what the TRLAA has been doing nationally to update hygienic thermo-chemical washing standards and a general update on the TRLA's actions on a state level.  
Speaker – Uli Eckert, Hohenstein Laboratories, Germany  
Speaker – Steve McGoldrick, TRLAA, Australia
- 6.30PM JENSEN AUSTRALIA HAPPY HOUR**  
**7.30PM DINNER (Theme Night Bondi Surf Life Savers)**  
**WITH LIVE MUSIC FROM JOHNNY CHARTERS**

**Thursday 23rd September**

- 6.30AM BREAKFAST**  
**8.45AM BUS TO PARRAMATTA LINEN SERVICE**  
**10.00AM VISIT ONE OF THE BIGGEST HEALTHCARE LINEN SERVICES IN AUSTRALIA!**  
An extensive look throughout the plant and all aspects of soiled sorting, picking, washing, rail systems, drying, ironing, packing and dispatch.  
Speaker- Jagat Prakash, Manager of Parramatta Linen Service, Sydney, NSW
- 11.10AM MORNING TEA**  
**11.30AM DEPART PARRAMATTA LINEN SERVICE**  
**1.00PM LUNCH AT THE HOTEL**  
**1.50PM BODY LANGUAGE, NEGOTIATION AND DISPUTE RESOLUTION TECHNIQUES**  
Trish from Trischel Pty Ltd delivers training for staff and managers that empowers companies to increase revenue while building credibility. If you are an HR Manager, Supervisor or CEO you may be losing untold amounts of money through inefficient communication skills within your key sales staff.  
Speaker – Trish Springsteen, Trischel, Brisbane
- 2.45PM AFTERNOON TEA**  
**3.20PM STOP THE PRESS! PANEL OF EXPERTS TO TACKLE THE TOUGH QUESTIONS!**  
This session will have various experts from the Industry including Management from Private Hospital Customers, Private and Public Linen Service Managers, An International Consultant and an International Equipment Supplier. This session will be in the style of ABC's show Q&A where pre- written questions based on varying topics and questions from the audience will be directed to the panel.  
Panelist – Francis Cochrane, St Vincent's Private Hospital, Sydney, NSW  
Panelist – Glen Phillips, Phillips & Associates, Inc. Minnesota, USA.  
Panelist – Lynette Jones, Metropolitan and Wide Bay Linen Services, QLD  
Panelist - Michael Bernath, Ensign Spotless, Sydney, NSW  
Panelist - Thomas Egebrecht, Sales Director of Chicago Dryer Company, USA
- 6.30PM PRE DINNER DRINKS SPONSORED BY CLEANTEC**  
**7.30PM ALLIED TRADERS DINNER - FORMAL ATTIRE**

**Friday 24th September**

- 8.00-9.00 AM ASSOCIATIONS MEETINGS TIME SLOT AVAILABLE**  
**6.30-10.00 AM BREAKFAST AND DEPARTURE**