



JENA DYCO
INTERNATIONAL
ACADEMY OF FLOORING & FABRIC CARE



NEWSLETTER

April 2010

Hi

Hitting your inbox before the long weekend, in this newsletter you will find a summary of our 'mouldy' week, which included the 4-day IICRC Applied Microbial Remediation Course and the half day Mould Conference and mini trade show.



[Click here](#) to see all the highlights from the Jena Dyco Mould Conference.

I am proud to report that both the course and the conference were a smash success and we are already looking forward to running another mould remediation course in Australia in 2010.

I hope you enjoy a well deserved break over the Easter long weekend.

Jenny Boymal
Director
Jena Dyco International

UPCOMING COURSES

Check out our upcoming courses in your area, [click here](#).

HEIKE'S INDUSTRY TIP

Dr Heike Neumeister-Kemp from Mycologia stresses the importance of collaboration in the restoration and mould remediation industry.



"Networking is important, but we need to go one step further than that. We need to stop protecting our own little business and work as a group. I would like to see a new world of tribes of people who work in the same industry all with the same goal. It's time to stop seeing others in the industry as your competitors but more as a source of information."

JENA DYCO'S MOULDY WEEK

The IICRC Applied Microbial Remediation Course was held on the 16th -19th of March in Melbourne and has been hailed as one of the most exciting courses to date. Students learnt how to section off mould contaminated areas and build decontamination chambers, understand safety requirements when undertaking mould remediation work and things to consider when undertaking a mould inspection.

With the trainer Peter Sierck flying over from the US and 17 of our 23 attendees from interstate the course was rich in both education and networking opportunities. Students often stayed behind after class to hold study sessions before heading off the dinner together to chat and discuss different business tips and ideas.

Following on from the IICRC mould course, Jena Dyco presented more than 60 mould enthusiasts with a stellar line up of speakers from a wide ranging industry spectrum at our first ever Mould Conference, held in Melbourne on Saturday, 20th March 2010.

The speaker presentations (see below) were concluded with a forum discussion. Questions directed to the panel of Dr Heike Neumeister-Kemp, Peter Sierck and Vince Neill facilitated group discussions relating to the ethical issues of remediating mould affected properties for residents who can't afford the costs, what is considered 'normal mould' and the best ways to deal with insurance companies when it comes to mould remediation.

The conference also featured a mini-trade display, which provided attendees the opportunity to speak with Jena Dyco staff, NUCCRA, Carpet Cleaners Warehouse, Mycologia and Absolute Safety. The mini-trade display demonstrated the theme of a united industry working together to tackle mould remediation which underlined the entire conference.

The conference was an absolute success and the feedback received by Jena Dyco so far has been overwhelmingly positive. The success of the conference has made Jena Dyco consider the possibility of running more conferences in the future relating to different restoration topics.

We have produced a DVD of the conference. For those who were unable to attend the conference, or those who want to relive it in their lounge room, [click here](#) to organise your purchase of the DVD.

If you are interested in attending our next IICRC AMRT course, please [click here](#).



See more photos from the Mould Course and Conference on our [Facebook page](#).

CUSTOMER PROFILE

Dika Kila
The Detailing Specialists



One of Jena Dyco's international students, Dika Kila's association with the Australian Registered Training Organisation has proved beneficial to her commercial cleaning business, which is based in Port Moresby, Papua New Guinea.

Dika began The Detailing Specialists in 2006. She has previously sent one employee to Sydney to complete a Certificate II in Asset Maintenance - Carpet Cleaning and the Upholstery and Fabric Cleaning course. Having seen the benefits from the knowledge the employee gained, Dika has decided that she needs to be proactive in training and fly over to Australia herself to complete training and network with like-minded business and industry professionals in Australia.

As if the skills, knowledge and industry contacts gained by Jena Dyco events aren't enough, Dika's association with

TALKIN' MOULD



Key-note speaker Dr Heike Neumeister-Kemp from Mycologia captivated the audience with a look as at current trends in mould remediation around the world. A resource to the industry, Heike presented the attendees with an update of the technical state of mould remediation in Australia and emphasised the importance of working together to promote the industry as a whole.

“ *When mould occurs, it's important that remediation takes place as quick as possible. To do this we need to start working with insurance companies and not against them, with loss adjusters, with suppliers, and of course, with the clients.* ”



President of the NUCCRA Gary Bourke re-emphasised the importance of networking, collaboration and using an association as a platform to improve the quality of service delivery in the industry.

“ *If you don't think you can get anything out of an industry association, why not give back?* ”



Graham Peters from Crawford's was very well received by the attendees, presenting the 45 odd restorers in the audience with a rare glimpse into the mind of a Loss Adjustor.

“ *Communication is absolutely critical. If you think that you're failing to mitigate, get hold of the insurer and say "drying isn't working, we've got a mould outbreak, despite having done x, y and z.* ”



Jena Dyco Instructor Charlie Lodge reminded everyone of the Health & Safety issues which accompany mould remediation and stressed the importance of completing the all the necessary paperwork with every job.

“ *You cannot be too careful when working with mould – if you're going to work in mould you are going to have some serious health & safety issues.* ”



Vince Neill from Mycotox returned the presentations to a more scientific perspective of mould, launching a new concept regarding the damaging effects of mycotoxins and the need for using appropriate testing procedures.

“ *A human might not be toxic until you give him a gun, then he can produce a toxic result and Funghi's no different. Funghi can provide a mycotox and then produce a toxic result.* ”

Jena Dyco has landed her cleaning contracts for Ausaid, the official international aid organisation of the Australian Government. Dika was contacted by Ausaid in Port Moresby after they recognised her commitment to industry standards via her association with Jena Dyco. The Detailing Specialists now have a number of Ausaid contracts, including cleaning Ausaid owned residential properties, motor vehicles and offices.

The Detailing Specialists now has 17 employees, but according to Dika that's not nearly as impressive as her Australian counterparts think it is.

"Whenever I tell someone in Australia I have 17 employees they exclaim how successful I must be to have such a big business. In reality, the labour in Papua New Guinea is very unskilled, which means that most businesses have a lot of workers, but very little training or skill. 17 employees is considered a small business in Papua New Guinea," said Dika.

Dika attended the Jena Dyco Mould Conference held in Melbourne on the 20th of March. As the owner of commercial business, Dika is committed to attending training and industry events to expand her knowledge and network with like-minded professionals.