

# *infuse*

STEEP YOURSELF IN INSPIRATION, INNOVATION & DEBATE

COVER STORY:

## *Oh, the Places You'll Go!*

Maree Ferguson's Journey in Dietetics

FEATURE  
ARTICLES INSIDE:

.....

+ *A Revolution in  
Food Service*

The Mater "Room  
Service" Model

.....

+ *Nourish & Nurture  
- One Spoonful at  
a Time*

.....

+ *Carbohydrates  
and Fertility*

Update on the Latest  
Research

SEPTEMBER 2017



# infuse



**infuse** /ɪnˈfjuːz/

Late Middle English: from Latin infus- 'poured in', from the verb infundere, from in- 'into' + fundere 'pour'.

Fill; pervade.

Instil (a quality) in someone or something.

Soak (tea, herbs, etc.) in liquid to extract the flavour or healing properties.

Source: [oxforddictionaries.com](http://oxforddictionaries.com)

# *From the Desk* of Maree Ferguson

Founder & Director, Dietitian Connection



**W**elcome to the inaugural edition of *Infuse*. I can think of no better milestone with which to celebrate the 5th birthday of Dietitian Connection (DC).

I've long dreamed of creating a DC magazine. Already we investigate, create and publish a wide range of content in our DC communications, from our website to our newsletters, but I always felt there was room to go beyond.

To go deeper on clever new ideas that excite us, and make us want to learn more. To create content that is not meant to be digested quickly, as on social media, but rather at length, with consideration. To pull together a kaleidoscope of news, perspectives and stories that are both highly relevant to dietitians -- yet continuously unexpected, and engaging.

In short: I've wanted to create a space where we, as nutrition leaders, can steep ourselves more fully in inspiration, innovation and debate. Hence, our title.

With the debut of *Infuse*, we invite you to linger as long as you'd like in our expanded features and in-depth content. To plunge headlong into debate around topics you care passionately about, opening your mind to new ways of

thinking. To be inspired by the career paths, stories, wisdom, successes [and failures, albeit lessons] of your peers in our global dietetics community.

We're not like any other magazine out there. *Infuse* brings the best of business, leadership, dietetics news and research to you.

*Infuse* is also reflective of our newly adopted values at Dietitian Connection. We aim to inspire...collaborate...innovate...create debate...and encourage lifelong learning. Every page of this issue is in line with our values.

In closing, five years ago, if you'd told me that we'd be publishing a glossy, visual feast for the senses with some of the sharpest, of-the-moment thinking in dietetics, matched up with savvy business and leadership advice, I'd have said - well, that sounds terrific, but how on earth will I make that a reality?

And one of my mentors would have said, you have everything you need at your fingertips: ideas, key relationships, the desire to work hard - and commitment. Go out and make it happen!

To those who have inspired me, and thus inspired the launch of *Infuse*, I say, thank you.

So, without further ado - step inside. We're glad you're here.

## ***Questions? Feedback?***

***Maree would love to hear from you at [maree@dietitianconnection.com](mailto:maree@dietitianconnection.com)***



# Letter from Your *Editor*

## *Welcome to the first edition of Infuse!*

We're so glad you're here with us.

We're thrilled to be delivering the fresh and inspiring content that DC is known for -- in a format that's brand-new. With every article chosen for inclusion, we aim to inspire, innovate and encourage debate.

In our cover story this edition, we hear from DC founder Maree Ferguson on how she's taken her dual passions - dietitians and travel - and created the career of her dreams. If you have a bucket list that doesn't seem to get any shorter as the years pass, you'll want to take notes as Maree shares her tips on how to see the world - as part of your day job!

We know that *Infuse* is a work in progress, and we want to ensure it's relevant to you and your career. So please, let us hear from you to ensure we're on the right track! We welcome any feedback, story ideas or suggestions - please send them to [info@dietitianconnection.com](mailto:info@dietitianconnection.com)

*Best,  
Laura Byrne*

## *infuse*

STEEP YOURSELF IN INSPIRATION,  
INNOVATION & DEBATE  
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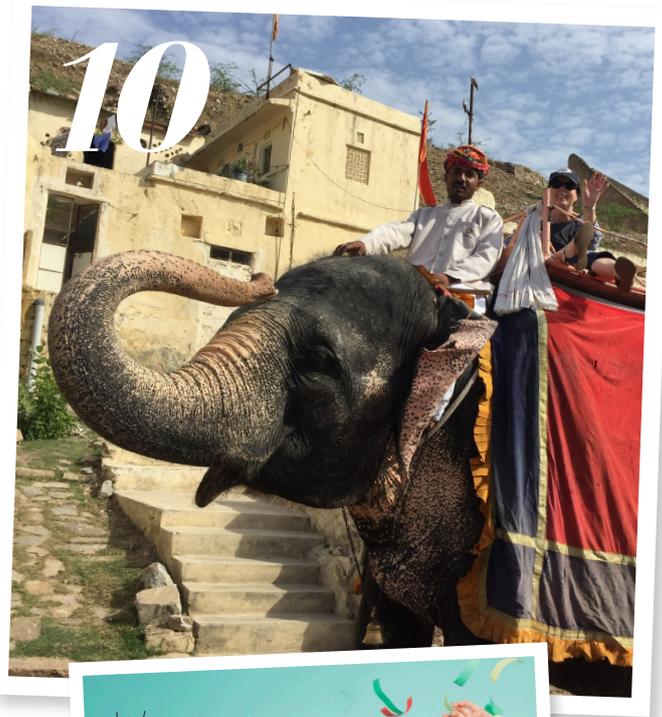


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Background image courtesy of Freepik

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Submit ***your photos*** to Infuse!

Dietitian Connection is now accepting submissions of original photographs to be featured in upcoming issues of Infuse. Snap a pic relating to any aspect of food, nutrition, and/or your work, then send it to:

[info@dietitianconnection.com](mailto:info@dietitianconnection.com)

***Infuse it with inspiration, innovation, creativity and, of course, your personality.***

# Dietitians *Snapped!*



Teri Lichtenstein @TeriLichten · Jul 10  
Thanks @DNconnection for the podcast interview. We discuss the true meaning of engagement & the value for business. [bit.ly/DCpod](https://bit.ly/DCpod)

McMaster Nutrition shared Dietitian Connection's photo.  
30 June at 11:13 · 🌐

A big shout out to Dietitian Connection for the opportunity to have a chat with them and for them to share my sorry so far! Click on the link to see what I had to say 🙌

I guess there is no turning back now, I better get this website up and running.



amyleegiannotti  
International Convention Centre Sydney - I... · 🌐



215 likes

amyleegiannotti Great time presenting on the #healthyliving #stage at the @ausfitnessshow on how nutrition can make or break your performances on race day, especially in endurance events and how getting it right can provide a HUGE competitive advantage. Looking forward to stepping up again tomorrow where we discuss "Leaning up" and the nutrition framework required for #fatloss and #musclegain and how to achieve these a healthy and sustainable way.

Dietitian Connection for interviewing me about my career journey, role models in the nutrition industry and more!

If you're wanting to enter into the nutrition and dietetics world, are currently studying or are a new grad and not sure where you're headed next, stay tuned as I have a very exciting announcement to make soon! In the meantime, check out my interview below Xx

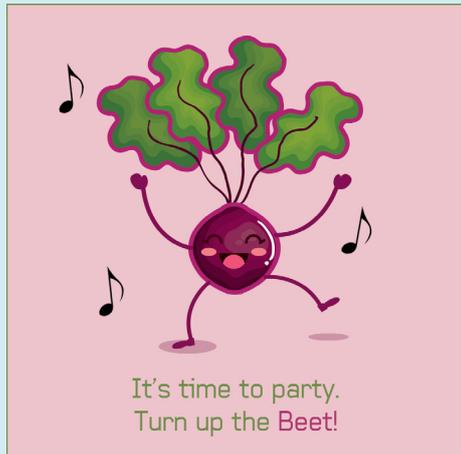
<https://dietitianconnection.com/n.../interview-with-chantelle/>



Interview with Chantelle Vella | Dietitian Connection

What's been your biggest "a-ha moment" (key learning) about dietetics during your BSc (Nutrition) studies at the University of Wollongong? "Thinking globally, acting locally" is a concept which has...

DIETITIANCONNECTION.COM



Lana Hirth @lanahirth · Jun 14  
Listening to a webinar on veggies before lunch also helps you eat more veg! #5adaywebinar



**Follow DC on social media**  
for the latest news, content alerts  
and MORE. Tag us to be included in  
a future issue of Infuse.  
Don't forget hashtag #DCinfuse

-  facebook.com/dietitianconnection
-  @dietitianconnection
-  @DNconnection  
#DCinfuse

Image courtesy of Freepik



**Beck Watson @beckwatson · Jul 18**  
Five great #healthhacks from @NutritionMunch in her interview with @DNconnection

## Recent/past events

### June

Business Chicks Breakfast with Taryn Brumfitt, The Body Image Movement, and our Bond Colleagues



### July

Maree & Kate met Ronni Kahn, founder, Oz Harvest



### July

DAA symposium - highlights: Zoe Nicholson and tips from social media pro Tara Leong



### August

Problogger Conference



### August

DC team day - snapped!



# Be There:

Jot these dates down in your diary

- Events in the DC colour are led by the DC team -

- Click on the box to find out more -

## SEPTEMBER

**5<sup>th</sup>** Last webinar with Glenn Mackintosh - full series of recordings available to purchase

**6<sup>th</sup>** DC Turns 5 Flash Sale!

**10<sup>th</sup>** New podcast episode: with Peter Williams

**11<sup>th</sup>  
-15<sup>th</sup>** Foodservice events: Fine Foods, DAA and Essentials of Foodservice (tickets available until 13th Sept for Essentials of Foodservice)

**20<sup>th</sup>  
& 29<sup>th</sup>** Business Chicks with Dame Quentin Bryce in Brisbane and Perth

## OCTOBER

**8<sup>th</sup>** New podcast episode: with Joe Leech

**8<sup>th</sup>  
-14<sup>th</sup>** Mental Health Week

**21<sup>st</sup>  
-23<sup>rd</sup>** FNCE Conference in Chicago, USA

**24<sup>th</sup>** National Food Day

## NOVEMBER

**4<sup>th</sup>**

How to get that job -  
in Brisbane

**7<sup>th</sup>**

Melbourne Cup Day



**25<sup>th</sup>**

How to get that job -  
in Melbourne

## DECEMBER

**2<sup>nd</sup>**

How to get that job -  
in Sydney

***Save the Date:***

***March 2nd, 2018***

Dietitians Unite,  
Brisbane

(tickets on sale late 2017)



Foodservice events:  
Fine Foods, DAA and  
Essentials of Foodservice



New podcast episode:  
with Peter Williams

[dietitianconnection.com/events](http://dietitianconnection.com/events)

# Cover Story:

## *Oh, the Places You'll Go!*

with **Maree Ferguson,**  
**Founder & Director,** Dietitian Connection



**“Congratulations! Today is your day. You’re off to Great Places! You’re off and away! You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose.” Dr Seuss**

Commencement speakers at universities are fond of quoting from the beloved Dr. Seuss poem (above), “Oh, The Places You’ll Go!” And for good reason: the poem leaves listeners with the exciting notion that the world is their oyster. So why let that thinking change when Uni is left behind and you settle into a career in dietetics?

Maree Ferguson always knew she wanted to travel and see the world. She also knew she wanted to be a dietitian. Today, Maree is in the role of her dreams as director and founder of Dietitian Connection. She travels the world regularly, visiting bucket-list destinations that she’s longed to experience -- all, as part of her job.

We chatted to Maree about her recent trip to India -- where she was an invited presenter at a dietetics conference, while visiting World Heritage Sites in her free time. Bucket list: tick, tick, tick!

**Infuse: Maree, when you began your career in dietetics, did you envision yourself at the Taj Mahal in 2017 - on business?**

Maree Ferguson: Not in my wildest dreams! More than 20 years ago, I was a new graduate dietitian. Back then, I never would have thought I would visit the Taj Mahal -- let alone for work purposes. The opportunity unfolded when one of my PhD graduates, Dr Ekta Agarwal (Assistant Professor at Bond University), is from Mumbai. Ekta connected with Dr Bhuvana Shankar, Vice President [dietetics] and Group Chief Dietitian of the Apollo Hospitals Group, via LinkedIn. This connection ultimately led to my invitation to speak in Mumbai, and is just one example of the importance of fostering relationships. I’m a strong advocate for joining LinkedIn and building your network - especially overseas.

**Infuse: In your exchange of ideas with Dr Shankar, what key learnings did you take away?**

MF: Dr Shankar is an inspirational dietetics leader. She has a vision for her dietetics team to be world class. As a result, she started the annual Apollo International Clinical Nutrition Update in 2008, with the aim of upskilling her dietetics team in clinical nutrition practice and research by bringing local experts and overseas speakers to present. Each year the meeting gets better and this year, in Mumbai, it had more than 600 participants from 10 countries.

Dr Shankar’s dietetics team work tirelessly behind the scenes. From what I observed, she has created a wonderful team environment

*interview continues overleaf...*

*“I’m a strong advocate for joining LinkedIn and building your network - especially overseas.”*



for her staff. It was great to see them “work hard” and then “play hard” at the post-meeting dinner.

I witnessed all the qualities of a true leader in Dr Shankar - qualities that I myself strive to emulate and to promote:

- a vision for greatness;
- a clear understanding of the importance of research and professional networks;
- the ability to motivate her team to greatness, and to recognise a job well done;
- support for ongoing professional development; and
- a strong emphasis on lifelong learning.

**Infuse: What were your top takeaways from this trip on a personal level?**

MF: India is truly breathtaking, and photos do not do it justice. This was my second trip there. It is an infusion for the senses, and served as inspiration for the very name of this magazine! I was overwhelmed every day by sights, scents and sounds. I was often out of my comfort zone (including sitting atop of an elephant, hanging on for my life). And yet I embraced this. It was a good challenge for me to get comfortable with being uncomfortable.

**Infuse: How far along were you in your career when you first found a way to travel while enriching yourself professionally?**

MF: Judy Bauer, my first dietetic manager and associate PhD supervisor, shares my passion for travel and lifelong learning. She encouraged me to submit an abstract on my PhD research, malnutrition screening, to the American Dietetic Association (now AND) conference. As a result, I was offered a position to work in a nutrition company in the USA, where I worked in research, product development and marketing for eight years. This “dream job” then led to many other trips around the globe.

**Infuse: What are some of the other incredible destinations that your career has taken you?**

MF: I’ve been invited to present or speak on five continents. Because of this, I’ve visited destinations such as Singapore, Thailand, India, New Zealand, Portugal, Scotland and much of the USA - and of course, Australia.

**Infuse: What advice would you give to a dietetics student who wants to follow in your career footsteps?**

MF: Definitely consider doing a PhD; you can get paid to see the world. There are so many opportunities to present your research at an international conference -- and then take extra time for holidays. Alternatively, seek out a job overseas, and then explore that part of the world on your weekends or short holiday trips, which are less expensive than traveling from Australia. And remember, while your starting

salary as you first establish your career may not be high, you can balance this by seeking out ways to get “paid” in life experiences!

**Infuse: How important is it to commit to lifelong learning, as your career advances and your responsibilities increase [and your time seems to decrease]?**

MF: I have the same commitment to lifelong learning today as I did as a new graduate. We need to

continue to learn and grow. What I am learning today is vastly different from what I was learning as a new graduate. These days, my learning is focused on business and technology innovations, rather than dietetics.

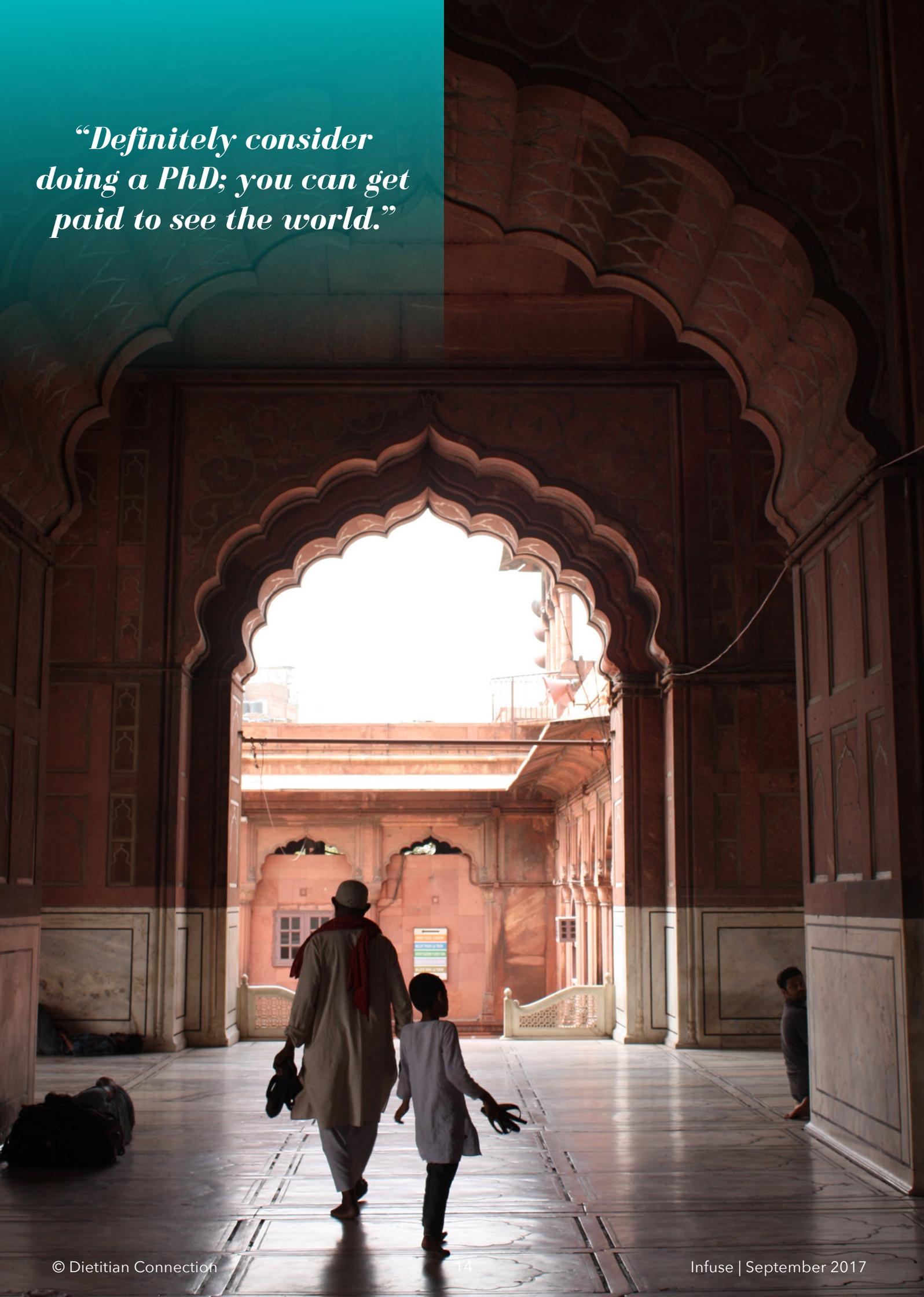
I take every opportunity possible to learn something new. This could be by reading a business book, attending a blogging or overseas conference, or traveling to another country (who would have thought travel is an acceptable form of PD?). Travel takes you away from your usual everyday activities, and opens you up to new experiences and novel ways of doing things. After an overseas trip, I come home refreshed and buzzing with new ideas. It’s a combination of my mind being free to think, combined with observing new ways of looking at the world.

*interview continues overleaf...*



Top left: Dr Bhuvana Shankar, Vice President and Group Chief Dietitian of the Apollo Hospitals Group.  
Bottom right: Dr Barbara Van Der Meij and Dr Ekta Agarwal with Maree Ferguson.

*“Definitely consider doing a PhD; you can get paid to see the world.”*

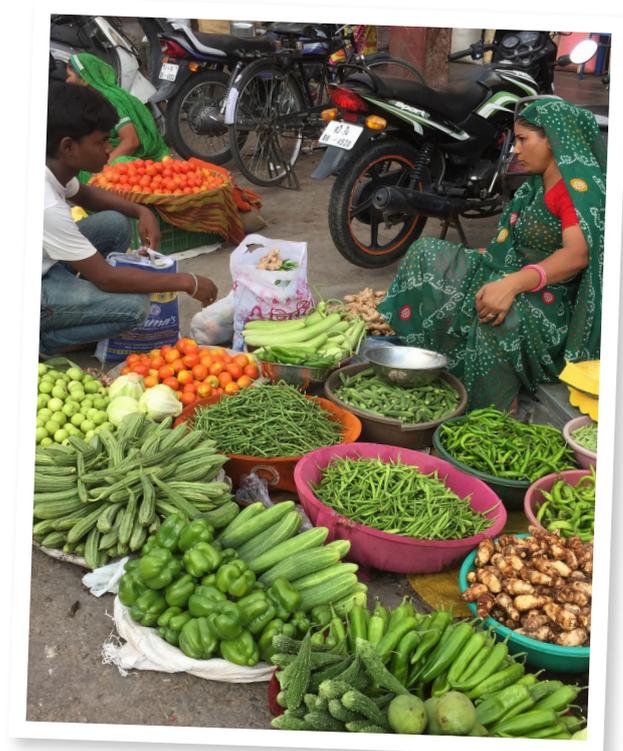


**Infuse: Congrats - Dietitian Connection is celebrating its fifth birthday this year! If you could go back in time and offer advice to yourself five years ago, what would you say?**

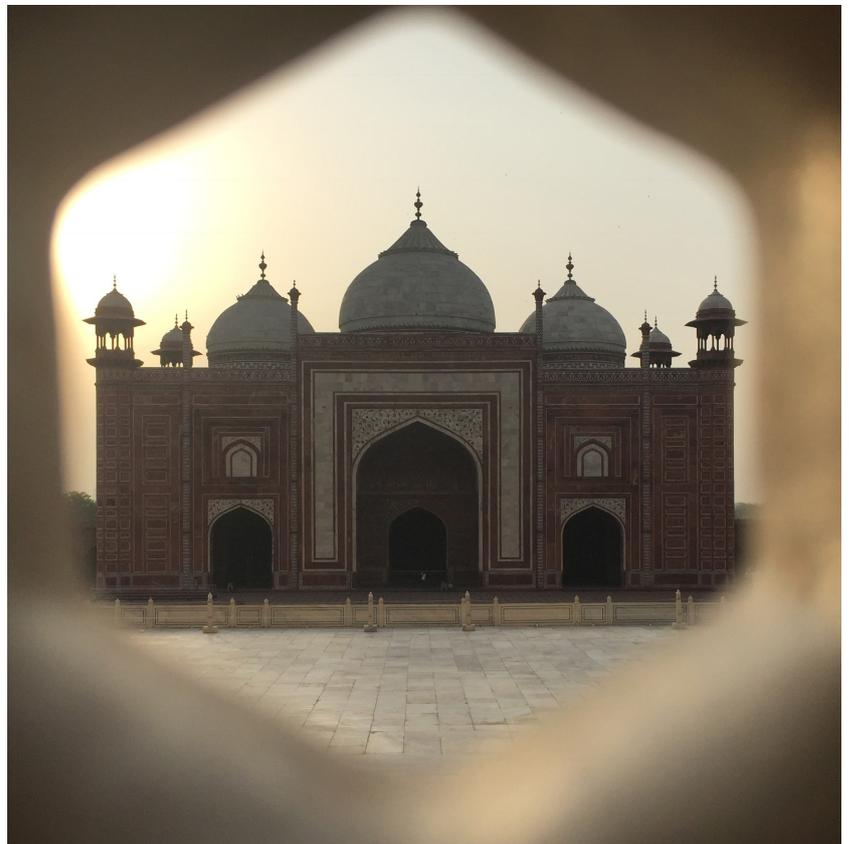
MF: Have faith and confidence in yourself that you can do this - whatever your "this" might be. Just put one foot in front of the other each and every day, and look ahead to where you want to be in five years. It will be a roller coaster, but enjoy the ride. You've got this!

**Infuse: What destination remains atop your bucket list that you're working to make a reality through your career path?**

MF: Even though I have travelled to many amazing destinations, there are still quite a few places I haven't been that remain on my bucket list. The one that is more likely to have a possible dietetic connection (pun intended!) is Ireland. Irish dietetics is world class, and many great Irish dietitians now work in Australia. So if any Irish dietitians are reading this, I would love to connect with you!



 [Connect with Maree on LinkedIn](#)



# My Top Five Tips on *Building a Global Network*

with **Maree Ferguson,**  
Founder & Director, Dietitian Connection

DC founder and director Maree Ferguson's professional network extends well beyond Australia. Here are her top five tips on building and growing relationships with nutrition leaders around the globe:



**A**ttend international dietetic conferences, and network with the speakers and attendees. Every year I attend the Academy of Nutrition and Dietetics (AND) FNCE. I leave inspired every time.



*Become a member of an international dietetic organisation. I highly recommend becoming a member of the AND. Because of their size, with more than 100,000 dietitian members, they are able to offer great resources and value for money, including email discussion groups, which I find to be invaluable.*

# 2

# 3

*Look for international committees you can participate in. I stay in touch with many dietitians from around the globe who were on AND committees with me.*



# 4

*The ultimate way to extend your network outside of Australia is to work overseas for a period of time. Experiencing another culture, way of life and dietetic practice will broaden your horizons exponentially...*

# 5



Image courtesy of Jannoon028 - Freepik.com

*...and if working overseas is not possible, connecting with overseas dietitians via social media is an easy way to grow your international network, from the comfort of your own home.*



# It's our birthday

## - join us in celebrating!

### Where it all began...

2011, OCTOBER

A-ha moment alert: Maree Ferguson comes up with the idea for launching DC while listening to Jack Canfield speak at Academy of Nutrition and Dietetics conference in San Diego

**Guess what?**  
**Dietitian Connection**  
**is turning 5.**  
**It's hard to believe!**

[Plus, we don't think we look a day over 4...]

To celebrate, we're taking a look back at the key milestones that helped us build the 6,000-member-strong community we are today. And, as the icing on the cake, we've got a special gift for you to say thank you for supporting us over the past five years.

First, come with us for a walk down memory lane...





## 2018, MARCH

Stay tuned for the new iteration of our annual conference as we debut Dietitians Unite in Brisbane



## 2017, SEPTEMBER

DC turns five, and we break the 6,000-member mark - hurrah! But wait, there's more - we launch our first digital magazine, Infuse. What an exciting month!

#knowlovefood campaign launched from #dietitiansunite campaign



## 2017, MAY

Maree meets Jamie Oliver in Melbourne at a Business Chicks event - a career and DC highlight. We hope this is a story with many more chapters to come...



## 2017, FEBRUARY

We completely overhaul our website and unveil a fresh new V2



## 2016, DECEMBER

DC moves into its first official premises in the south of Brisbane. The official DC blue is omnipresent!

## 2016, SEPTEMBER

Dietitians come together for #dietitiansunite crowdfunding campaign



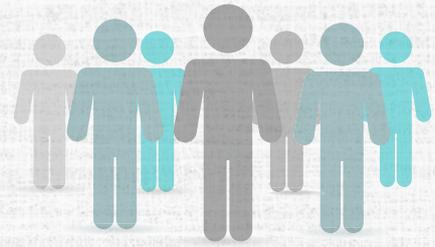
## 2016, JULY

DC team expands with the hiring of Kate Agnew [and Maree rejoices!]



## 2016, FEBRUARY

DC unveils a new offering: one-on-one coaching sessions with Maree



# DC today, by the numbers:

Members.....	6130
Facebook.....	9000
Instagram.....	5620
Twitter.....	5790
LinkedIn group.....	9800

As of 18 August 2017  
Image courtesy of Freepik

## Our gift to you!

To make the celebration even merrier, we're giving you

# 25% Off

any DC Webinar recording\*  
Ends 13 Sept, 5pm AEST.

You'll have the chance to earn CPD points and be inspired by new ideas!

*Now that's a keeper of a birthday goodie bag!*

\*any webinar in the "paid Webinar library".

# Introducing *Dietitians Unite 2018*

---

*In 2018, we're taking  
Dietitians Day to a  
whole new level.*

*It's going to be big.  
So big, in fact, that  
it's earned a name  
change.*

It's Dietitians Day, version 2.0. No longer just a celebration of our profession, our name-change heralds the annual event's heightened purpose: to bring together our community of nutrition leaders to connect, engage, educate, inspire -- and walk away, with purpose, in new directions. It's our profession's chance to unite, and make a real difference.

The name change was also inspired by feedback we received from our DD'17 attendees, so thank you (you know who you are!).



The venue this year is the gorgeous river city of sunny Brisbane and home of Dietitian Connection. Think: Southbank restaurants, cruising on City Cats, James Street shopping, incredible beaches just a short distance away and that beautiful Queensland climate.

We'll be bringing you speakers you've long dreamed of hearing; speakers who shake things up and create positive discussion; speakers driving incredible innovations that will get your own wheels spinning; and much more.

Right now, there's nothing to do but mark your calendar. We'll continue to keep you updated as we unveil speakers, the day's agenda and how to reserve your seat.

*See you on the 2nd of March in Brisbane!*



 | *dietitians Unite*

2 MARCH, 2018 BRISBANE

# Nourish & Nurture

- One Spoonful at a Time

with **Rachael Bradford**

**Director** of Eat and Enjoy Nutrition, **Founder** of Spoon Project



***You know all of those amazing ideas you have buzzing around your head that you'd love to bring to life, but just don't have the time (or the extra energy)? Here's a terrific example of how one dietitian made her passion project a reality. Get ready to get inspired!***

Rachael Bradford, APD and Director of Eat and Enjoy Nutrition, recently took an idea she'd had from concept to fruition - in six weeks. Called the "Spoon Project", she has designed, and is selling, beautiful and unique Nourish & Nurture spoons that "provides positivity, warmth, understanding and nurturing at meal times for people of all ages, and in particular, to those people who may be in a battle with disordered eating." The initiative has a goal of helping people to create a positive, healthful and happy relationship with food.

We spoke with Rachael recently to learn more about this special project.

**Infuse: Rachael, how did you get from idea to actual spoons available for purchase, while juggling your career and family commitments?**

Rachael Bradford: I just knew that it was going to happen, and I totally believed in the concept behind the Spoon Project and its Nourish & Nurture spoon. From concept to launch was six weeks.



Images courtesy of Rachael Bradford.

If you are passionate about anything in life, you will find the time. Fortunately for me, I am a night owl, multi-tasker, and far more productive in the evening than during the day. The idea came to me at 2:45 a.m. one morning. I woke up, leaned over and wrote in my kikki K. 3 a.m. journal, "Spoon Project" -- and it grew from there. I wanted to get my mantra, "nourish & nurture", hand-stamped on a spoon, and I wanted it to be made locally.

I found a stay-at-home mum in NSW with such a business, and asked if she customised her spoons. She was supportive of the concept and its intention, and believed in my passion. We created a contract to protect both our businesses, and then I placed my first order of the spoons. I did some market research with colleagues, referrers, clients, my staff and a close friend in marketing and PR, and received very positive feedback, which was comforting. I designed the logo, looked at production costs, set up woocommerce on my website, developed promotional materials, built up a contacts list, upskilled in social media, launched Facebook and instagram (with help of my mentees) and then: market, market, market.

**Infuse: Your Spoon Project began in a moment where you "wanted to provide a positive and uplifting message" to one of your clients. Can you share your clients' reactions to your Spoons?**

RB: I was sitting with that client and she said to me, "Rachael, I get it when I am here with you and my team, but then I lose the motivation, positivity, rationale and logic when I am home by myself and my negative mindset takes over". I thought, how can I deliver this message to her each meal of each day? And there it was - at 2:45 a.m.: a spoon. The Nourish and Nurture spoon provides a message of positivity, nourishment, nurturing, self-worth, self-appreciation, reassurance, freedom, joy, and happiness with food with each mouthful. The spoons are my gift to my clients to rebuild their relationship with food in a positive and nourishing way - nourishing their bodies and their souls.

The response from my clients has been very encouraging. They have been so appreciative and, in some instances, overwhelmed by

my gift of their Nourish and Nurture spoon. It has offered them a great, tangible and motivational tool away from our sessions. It has also helped align themselves with positivity and freedom with their food choices, and, in the case of many clients with eating disorders, has given them encouragement and reassurance with their recovery. I am thrilled that this has helped their journey in such a tangible and personal way. I have also received many favourable and congratulatory responses from colleagues, public, clients, families and support organisations.

I am hoping that the message of nourishing and nurturing ourselves will resonate with many more spoon recipients, from all walks of life, and all ages.

**Infuse: What has been your greatest challenge so far in launching this initiative, and how did you overcome it?**

RB: Getting the word out and developing a social media presence with Facebook and Instagram. I was always the dietitian and person with her head in the sand, thinking that I did not need social media for the success of my private practice. Well, was I wrong: this is the space that every dietitian needs to be in to market an idea, product or information.

*interview continues overleaf...*

***"I am hoping that the message of nourishing and nurturing ourselves will resonate with many more spoon recipients, from all walks of life, and all ages."***

I delved into the world of social media with the help of training, hours of research, experimenting and support of my mentees, and had to commit to the time that it took. I have only been using social media for 2 months, and my followers are small. My first launch post of the Nourish and Nurture spoon had an organic reach of over 11,200. I am putting this down to beginner's luck, but I am thrilled that the message got to this many people. I have had wonderful and generous support from Maree at Dietitian Connection and other colleagues around Australia, as they have shared the Spoon Project through their social media channels, which I am truly grateful for. I was also fortunate that the Brisbane Courier Mail ran a story on the project.

I would love to connect with more people, organisations and professionals to spread the word, and I hope that it will gain traction. I am open to new opportunities that will increase the exposure of the Spoon Project and help send out Nourish & Nurture spoons into the community or to clients of other dietitians.

**Infuse: How would you define "success" for this initiative?**

RB: Helping people find their positive, healthful and happy relationship with food. While I would love as many spoons to be in as many homes as possible, I would dearly love the message of nourishing and nurturing to be in as many minds.

It is time for people to take ownership of their lives, make sustainable and healthful food and lifestyle choices and be comfortable and content within their own bodies. It is time to recognise that we are all unique and beautiful individuals, and our choices should align with our true and content self. Our nutrition choices are ours to make and should be freeing, restorative and enjoyable.

**Infuse: What advice do you have for other dietitians who may have an innovative idea but aren't sure how to bring it to life?**

RB: It is worth taking the risk. If it is something that you believe in, adds value to others, and you can commit to, you have nothing to lose. Use your strengths and find resources to improve your weaknesses. Conquer your fears. Above all, invest in yourself.

Do your research, ask as many questions to as many people as you need to ask and have an action plan. My mantra is, "Don't let a dream just be a dream."



LEARN MORE:

Connect with Rachael -

[www.eatandenjoynutrition.com.au](http://www.eatandenjoynutrition.com.au)

 [facebook.com/eatandenjoynutrition](https://facebook.com/eatandenjoynutrition)

 [@eatandenjoynutrition](https://instagram.com/eatandenjoynutrition)

\*If you're considering giving a Nourish and Nurture spoon as a gift to a client, or factoring it partially into your initial session price, feel free to contact Rachael to learn more.

# Featured recipe

## Ricotta & Cherry Protein Balls

*Full of goodness, these balls are the ideal treat.*

**Recipe courtesy of Dairy Australia**

For more recipes visit:  
<http://www.legendairy.com.au/>

MAKES: 50

DIFFICULTY: EASY

PREPARATION: 20 MINS

1/4 cup	oatbran
2/3 cup	hazelnut meal
250g	reduced fat firm ricotta
2 Tbsp	honey
1/4 cup	chopped dried cherries or cranberries
1/4 cup	chopped dried pears
1/4 cup	skim milk powder
1 tsp	cinnamon (optional)
1/3 cup	chia seeds (we used a combination of black and white)



Mix oatbran, hazelnut meal, ricotta, honey, dried fruit, skim milk powder and cinnamon in a large bowl until well combined.

Using clean hands, roll heaped teaspoonfuls of ricotta mixture into balls and coat in the chia seeds.

### NUTRITION (PER SERVE)

Energy (kj) 677, Protein (g) 6.7, Fat: Total (g) 8.1, Saturated (g) 1.9, Carbohydrates (g) 16.4, Sugars (g) 12.2, Dietary Fibre (g) 3.5, Sodium (mg) 60, Calcium (mg) 138, Iron (mg) 0.5

### HANDY TIPS:

*Serve balls with a glass of milk or yoghurt for a protein boost. Balls will keep refrigerated for up to 3 days. For easy coating, put chia seeds in a resealable container, add balls, reseal and shake until coated.*

# *A Revolution in Food Service:*

## The Mater "Room Service" Model (Part 1 of 2)

with **Sally McCray**  
Director Nutrition & Dietetics, Mater Group Brisbane



**W**hen you're a patient in hospital, so much is dictated to you - including when your meals are served, and the choices available to you each day for meals. Now, imagine being able to order from a menu, room service-style, across extended hours, while you're an inpatient. While your food choices remain in line with your individual health and nutrition needs, you suddenly have access to a scrumptious array of offerings that (usually) transcend broth and jelly.

From a dietitian's point of view, a room service-style program's benefits extend beyond just patient choice: food waste is reduced; dietitians are better able to manage nutritional needs of their patients; and overall food quality is heightened.

It's a revolution in food service. And Sally McCray, APD, Director Nutrition and Dietetics, Mater Group Brisbane, was a leader in this revolution.

Mater's "Room Service" concept was initially implemented in 2013. This was followed by comprehensive analysis of key outcomes including nutritional intake, waste, food costs and patient satisfaction. Today, Mater's Room Service model delivers over 2,000 patient meals a day out of 3 kitchens across 2 campuses.

## *Today, Mater's Room Service model delivers over 2,000 patient meals a day out of 3 kitchens across 2 campuses.*

We recently spoke with Sally to learn more about this innovative model -- and its stellar results to date. Read part one of our interview now, and stay tuned for our next issue, when we continue with Sally to learn more about Room Service.

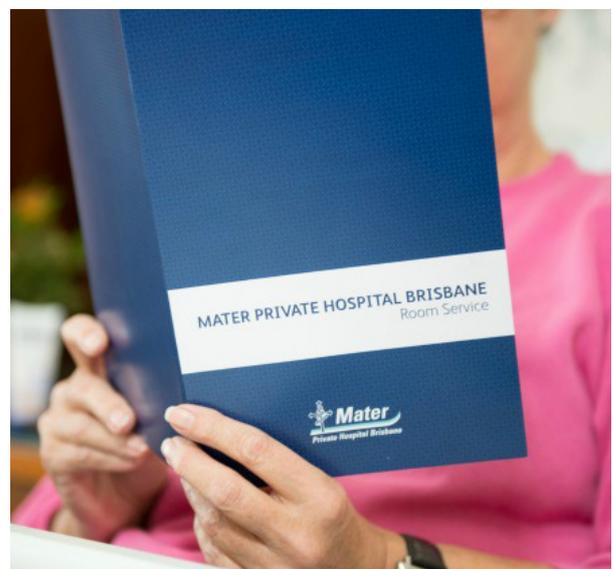
**Infuse: Mater's room service program is Australia's first hotel-style hospital room service. What was the impetus behind the development of this innovative program?**

Sally McCray: Room Service was initially driven by a desire to create a better service for patients, through a strong collaboration between Nutrition and Dietetics and Food Services. Like many hospitals in Australia, prior to implementing Room Service, there was a very traditional, manual model in place whereby patients completed their menu choice on a paper menu. This was undertaken well in advance of the mealtime, and often with little interaction with staff. Then patients were served meals at set times often not suited to them.

As a result, there were many late and extra meal deliveries; patients often didn't get a meal of their choice; and there was significant waste associated with this. Patient satisfaction with food was rated poorly during feedback surveys, and their nutritional intake was suboptimal.

By focusing on all of these key drivers together - consumer engagement, customer satisfaction plus improved clinical and organisational outcomes - the room service model was implemented.

*interview continues overleaf...*



Above images courtesy of the Mater Group.

**Infuse:** What are some of the key outcomes thus far, in terms of positive changes to patients' nutritional intake?

SM: We have consistently measured four key outcomes in a balanced scorecard-type framework when making any change to our foodservice models at Mater. These are nutritional intake, plate waste, food costs and patient satisfaction.

In terms of nutritional intake, we have seen both an increase in total energy (kilojoule) and protein intake, as well as an increase in energy and protein as a percentage of patient's requirements. This innovative model demonstrates the importance of patients being able to order flexibly, both in terms of the type of food items that patients feel like eating, as well as ordering food at a time of day that they feel like eating. This improvement in intake can assist to decrease the risk of malnutrition, which is well documented in the acute-care setting globally at approximately 30% of hospitalised patients. Malnourished patients have a longer length of hospital stay, greater risk of complications and poorer in-hospital clinical outcomes, which can also significantly add to costs of the organisation.

Also, from recent Australian research we know that over half of malnourished patients eat less than or equal to 50% of food offered to them in a typical acute-care setting, so anything we can do to improve this can help address malnutrition and assist patients' clinical outcomes and recovery.

**Infuse:** How does the system ensure that the room service options available to patients are in line with their individual dietary needs?

SM: We use a sophisticated electronic menu management system (CBORD TM) that allows meal order staff to see all menu items that are compliant to a patient's particular diet or combination of diet restrictions. When setting up the system, every menu item, ingredient and recipe is coded into the database by a dietitian as either compliant or non-compliant to each diet type. The system interfaces with our patient information system where the



Image courtesy of the Mater Group.

patient's diet is recorded, so that when a patient phones the call centre to place their order, the system shows the meal order staff which items are compliant (in black text) that the patient can order and those that are non-compliant (in red text) that the patient cannot order. This functionality also allows meal order staff to be able to have a conversation with patients around alternative items and assist them to meet their nutritional goals. [View a sample menu here.]

***Please join us in the next edition of Infuse for part 2 of our Interview with Sally!***

**LEARN MORE:**

- View a brief video to learn more about the Room Service Initiative.
- View the news of Room Service's rollout on the South Brisbane campus of Mater, from April 2017, including an accompanying video.
- View the patient-facing information page on Room Service.
- View the research behind Room Service.

 [Connect with Sally on LinkedIn](#)

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Agarwal E, Ferguson M, Banks M, Bauer J, Capra S, Isenring E. Nutritional status and dietary intake of acute care patients: results from the Nutrition Care Day Survey 2010.

Clin Nutr 2012;31(1):41e7. <http://dx.doi.org/10.1016/j.clnu.2011.08.002>

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Image courtesy of Jcomp - Freepik.com

## Book Nook: *What Makes the Ideal Team Player?*

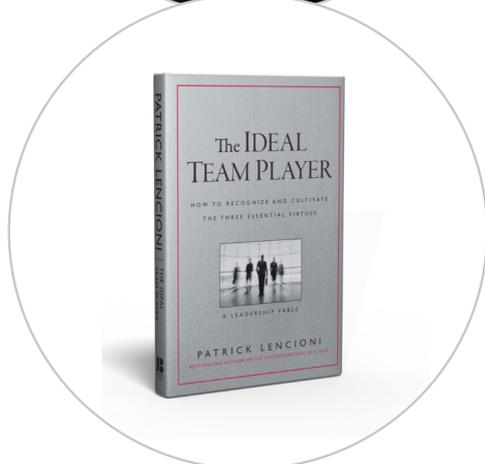
by **Maree Ferguson,**  
**Founder & Director,** Dietitian Connection

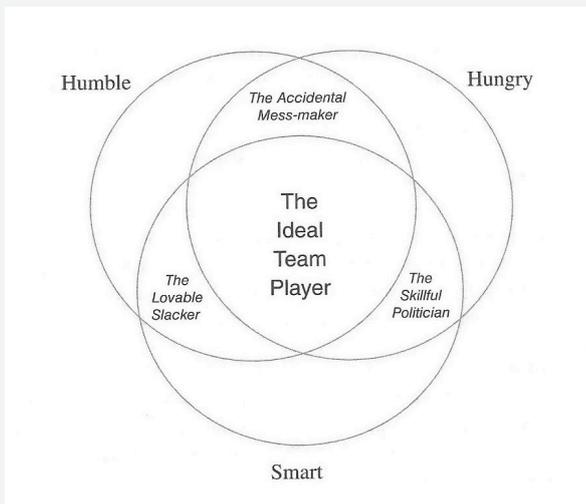
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Calling all managers: if you haven't read this new book I'm about to recommend, you must get a copy today!

But first, to back up: I am a big fan of Patrick Lencioni's books. On my list of favourite books of all time are some of his older titles, "The Five Dysfunctions of a Team"; and "Death by Meeting". Lencioni's books are such an easy read, as they are written as fables or stories, and then the key messages are summarised at the end of the book.

Now, I've just finished reading his latest book, "The Ideal Team Player", and I'm so excited to be able to share a review of it with you. This concept is especially useful not only for those who manage teams, but also for you as an individual, so that you work on possessing the qualities most sought after in a team player.





Above: Reprinted with permission from *The Ideal Team Player* by Patrick Lencioni. Jossey-Bass. 2016

Patrick describes the ideal team player as having the following three virtues: humility, hunger, and smarts.

- **Humility** is, in his view, the most important virtue. A humble person is someone who is not concerned about status and doesn't have an ego, but rather acknowledges the contribution of the team, and emphasises and defines success by the team -- rather than personal success.

- **Hungry** people are always looking to do more, learn more and be more responsible. These people are self-motivated, go above and beyond what is required and are always thinking about the next opportunity.

- Lencioni defines **Smart** people as those with excellent emotional intelligence, great interpersonal skills and self-awareness.

(If you're curious where you sit for each of these virtues, you can complete your own self-assessment.)

The ideal team player must have all three virtues - meaning, if even one virtue is missing, people are not great team players. For example, if someone is people-smart but lacks humility and hunger, they can be seen as the "charmer" -- someone who might be likeable, but isn't interested in team success. On the other hand, someone who is hungry but lacks humility and people smarts might come across as a "bulldozer": someone who is determined to get things done but, again, with little interest for the team and how their actions impact others.

So, how do you find this elusive "ideal team player"?

This starts with the recruitment process. Lencioni recommends group interviews, where you can debrief as a team after each interview. He also suggests non-traditional interviews, set in everyday situations - e.g., spending time in a car or running an errand - where the interviewer can observe how candidates react to different situations, and can look for signs that they are humble, hungry and smart.

The author recommends asking candidates what would others say about them, e.g.-- "How would your colleagues describe your work ethic?" You are more likely to get a more honest answer than if you asked them to describe their own work ethic.

*Here are some specific examples of interview questions that Patrick mentions in his book:*

### **Humble**

- **What was the most embarrassing moment in your career? Or the biggest failure? Humble people are generally not afraid to share their failings/weaknesses.**

### **Hungry**

- **What is the hardest you've ever worked on something in your life? Hungry people are grateful and enjoy the experience; and don't complain.**

### **Smart**

- **What kind of people annoy you the most and how do you deal with them? Smart people are self-aware and are able to manage these situations in a constructive manner.**

You can read more suggested interview questions [here](#).

Ready to implement Lencioni's suggestions? You can start by evaluating your current team for the three virtues by using [this checklist](#).

Calling All Dietetics Students:

# *Why You Need a Career Strategy - Stat*

by **Kate Agnew**,  
Communications Assistant, Dietitian Connection



"Career strategy?  
What career strategy?"

Don't be left asking yourself  
this very question when Uni  
ends. Trust me.

In today's competitive job market, you (literally) can't afford to defer planning your career until you're a graduate and an established dietetics professional. In fact, you'll need to map one out for yourself early on, while you're still at University. Then, you'll want to continually refine it -- so that you can move up the career ladder.

Today, I'm living a dream: I'm the Communications Assistant at Dietitian Connection, working alongside Maree Ferguson. But I didn't get here by accident. I created a strategy - and took action on it.

That same strategy played a huge role in helping me leverage my education, experience and passion for dietetics into a role that I love getting out of bed for every weekday. Well, maybe not on Mondays, but the other four days, for sure!



*Stairway to success. Image courtesy of Freepik*

I was told that the reason I got offered a full-time gig at DC was for a number of qualities, which I believe we all have the potential to embrace.

***Kate is an Accredited Practising Dietitian, with a Bachelor degree in Exercise & Nutrition Science and a Masters of Dietetics Studies. Before her current role with DC, she worked as a research assistant, and in private practice.***

So if you're currently studying, graduation is closer than you think, and you're still a bit fuzzy on where to go next (and how to get there)...

*...here are six hot tips I picked up along my own journey that helped me land a job - and a life - that I love:*

---

# 1 *Find your WHY.*

Your WHY is the reason you want to be a dietitian -- the thing that keeps you going every day, and the uniqueness that you bring to the profession. Credit goes to my mentors, who made me realise the power of discovering your WHY.

# 3 *Take the road less travelled.*

You will quickly learn that there are novel ways of approaching dietetics, and countless opportunities to upskill. Have a look at what other dietitians, or even health professionals, are doing, and it will become evident where opportunities lie - and where you might be able to make a unique difference.

# 4 *Write your own ticket.*

I was once told that if you cannot find a job, consider making your own job. Given that nutrition is constantly evolving and is a key component in many domains of life, the magic happens when you think outside the box and translate your work to novel areas. From industry positions to communications, and of course the traditional positions in hospitals and clinics, the possibilities in dietetics are endless.

# 5 *Be prepared to do a less-desirable job.*

Sometimes we have to do "grunt work" in order to show a potential employer our skill set, our uniqueness and our potential. The beginning of a new job or internship may involve tasks like marketing or writing, rather than direct patient/ client care, but this often opens doors to further opportunities. Remember your WHY and bring positive energy to each situation; you will get to where you want to be.

# 2 *Connect with dietitians who inspire.*

I was once told that you should have numerous additional mentors, in addition to your "official" mentor for APD status. I now understand how helpful this really is! Your mentors are there to provide insight, challenge you, brainstorm with you and even learn from you (it's a two-way street). With the explosion of social media, it's easier to connect with other dietitians - especially those in niches you are passionate about -- and then approach them. LinkedIn is amazing for this purpose. (Surely you're on LinkedIn by now!) The inspiration you can gain from those who love their work is worth its weight in gold.

# 6 *Consider starting your own business.*

Entrepreneurship is an amazing opportunity for both personal and professional growth. Be prepared to learn about business and technology, embrace the learning curve and to bounce ideas around with others in the industry. But please consider getting a mentor to learn from, or a business coach. There are more new graduates starting their own businesses; it takes time, but if you do it with passion and pride, you will gain momentum.

# *Landing Your Dream Job 101:*

How Kate Agnew joined the DC Team

by Maree Ferguson,  
Founder and Director, Dietitian Connection

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## *Tip 3*

*Positive attitude and exceed expectations (yes, we really mean again!)*

## *Tip 2*

Have initiative and *exceed expectations (yes, again!)*

## *Tip 1*

Volunteer and *exceed expectations*



***M***any dietitians would enjoy the opportunity to join the DC team. In fact, many would say it's their dream job [I know it's mine!] So, why did I choose Kate Agnew?

My first introduction to Kate was via an email from a trusted colleague, Melanie McGrice. Melanie let me know Kate had volunteered at a workshop she was running and that she was proactive, humble and just got on with the job without having to be asked twice. An email like that from Melanie meant a great deal!

Melanie then introduced us, and I met Kate after a university lecture I gave. She indicated she would be interested in volunteering with DC, and with Melanie's recommendation, I was keen to give Kate an opportunity.

I asked her to find a restaurant for me to take some dietitians to in Nashville, during the Academy of Nutrition and Dietetics conference. I also asked her to investigate how to create podcasts. Kate came back with a great restaurant reco, and an 11-page document (with screen

shots) walking me through each step of creating a podcast. That blew my mind.

I wanted to begin a DC podcast, but I wasn't that keen on doing it myself. So, I asked Kate to interview me for our very first DC podcast, and then I invited her to host our DC podcasts. She did a stellar job! At that point, I decided to bring her on board as a casual employee.

One thing led to another, with Kate gradually working more and more days. She is now full-time and the rest is history. We love having her at DC. (Thank you for everything you do, Kate!)

If you're looking to land your dream job, here's some advice so you can follow in Kate's footsteps. The qualities that Kate possesses that I, (and other business owners/managers) am looking for when hiring are: being proactive/initiative, innovative, questioning/having an inquisitive mind, being a critical thinker, providing good customer service, outcomes-focused, being a team player, and most of all having a positive attitude.

I love it when Kate doesn't know something and she will tell me, "I'll just Google it!"

*"I love it when Kate doesn't know something and she will tell me, 'I'll just Google it!'"*

# Carbohydrates and Fertility

Update on the Latest Research

by **Melanie McGrice**,  
Practising Dietitian and Director, Nutrition Plus Enterprises



**O**ne in six Australian couples struggle to conceive<sup>i</sup>. The psychological, physical and emotional impacts of infertility can be overwhelming. As one woman struggling with fertility recently wrote on her Instagram feed, “I am angry. Angry at my friends and family who managed to have children easily, angry at the doctor who told me that I had nothing to worry about, and mostly, angry at myself for all of the croissants that I’ve eaten over the years.”

Pre-conception weight is one of the major risk factors for fertility outcomes, and it is well accepted that weight loss improves fertility in overweight and obese women<sup>ii</sup>. In fact, research suggests that women who have a body mass index (BMI) greater than 30kg/m<sup>2</sup> often have natural menstrual cycle disruptions at a rate of almost three times higher than women of a healthy weight<sup>ii</sup>.

Although research shows that low-carbohydrate diets are no better for long-term weight loss than other energy-restricted diets (and in fact, may be worse, as they are often more difficult to ensure nutritional integrity, and are often more difficult to maintain), low-carbohydrate diets are a popular choice for rapid weight loss<sup>iii</sup>.

Considering the urgent weight-loss requirements for many women (particularly in their late 30’s and 40’s) wanting to conceive, we wanted to investigate the impact of low-carbohydrate diets for conception.

Overall, the research shows that lower-carbohydrate diets have a more positive impact on reproductive hormones, ovulation rates and pregnancy rates than standard diets in women who are overweight or obese. However, before adopting a low-carbohydrate diet, there are a few important factors to keep in mind:

### ***1. The research does not yet confirm how low in carbohydrates the diet should be.***

Our research was based on diets which were less than 45% carbohydrates, so that we could include Very Low Energy Diet studies (also known as intensive phase meal replacements, where all meals are replaced with meal replacements). However, although lower than usual, 45% carbohydrates is not ketogenic for many people.

### ***2. There's one small prospective study which used meal replacements (which didn't meet the criteria for inclusion into our systematic review), and actually reduced the number of eggs available for fertilisation<sup>iv</sup>!***

This provides a caution that low-carbohydrate diets may not be suitable for everyone wanting to optimise their fertility. One possible alternative may be a low-carbohydrate diet for short-term weight loss, followed by a period of slight weight regain. This practice, known as "flushing", is often used to improve the fertility of farm animals<sup>v</sup>. A pattern of a period of weight loss, followed by a period of weight regain, has also been found to demonstrate a positive impact on reproduction in women. Consequently, I believe that a low-carbohydrate diet should only be utilised for a short period of time to optimise menstrual cyclicity and fertility hormones, followed by a period of renourishment.

### ***3. Optimal nutrition is essential in the lead-up to pregnancy. Wholegrains are some of the best sources of key fertility nutrients, such as iodine and folate.***

Women following a low-carbohydrate diet without meeting all their nutritional requirements could do more harm than good, so it's essential to ensure that our clients are indeed meeting these nutritional requirements.

#### LEARN MORE:

- To see the review, or for further information, go to [www.melaniemcgrice.com.au/research](http://www.melaniemcgrice.com.au/research).
- Follow Melanie on Facebook for regular updates about nutrition for fertility, pregnancy and women's health.

 [Connect with Melanie on LinkedIn](#)

<sup>i</sup> <http://www.health.gov.au/internet/publications/publishing.nsf/Content/womens-health-policy-toc~womens-health-policy-experiences~womens-health-policy-experiences-reproductive~womens-health-policy-experiences-reproductive-maternal~womens-health-policy-experiences-reproductive-maternal-fert>

<sup>ii</sup> Sim, K.A.; Partridge, S.R.; Sainsbury, A. Does weight loss in overweight or obese women improve fertility treatment outcomes? A systematic review. *Obes. Rev.* 2014, 15, 839-850.

<sup>iii</sup> <http://ajcn.nutrition.org/content/90/1/23.short>

<sup>iv</sup> Tsagareli, V.; Noakes, M.; Norman, R.J. Effect of a very-low-calorie diet on in vitro fertilization outcomes. *Fertil. Steril.* 2006, 86, 227-229.

<sup>v</sup> Butler, S.T. Nutritional management to optimize fertility of dairy cows in pasture-based systems. *Animal* 2014, 8, 15-26.

# 7 Ways to Take the Pain out of Networking

by **Maree Ferguson,**  
**Founder & Director,** Dietitian Connection

When you hear the word “networking,” does it make you shudder?

You’re not alone – especially if you’re an introvert, like me, who finds networking uncomfortable.

Or, perhaps you don’t see value in networking -- you already have an existing network of contacts, or you have an effective marketing strategy in place for engaging new clients.

Regardless of your reason, the fact remains that active, ongoing networking is simply a necessity in business and life. As the saying goes, it’s who you know; not what you know. The reach and quality of your network can have a huge impact on whether you’ll get that dream job [or not], and the potential success of your career/business.

**So, how can you become better at networking and expanding your circle of contacts?**

Join a professional or  
volunteer organisation



Seek out

## Here are 7 easy ways to get started:

- 1 Engage on social media.** Start a discussion: post your own original content and seek feedback. Engage with other people’s posts by leaving comments. If you find a like-minded person, connect with them offline. For example, if you are traveling to another city, you could arrange to meet someone you have met online for a coffee.
- 2 Tap into “six degrees of separation”.** Write down a list of your current contacts, and then a list of people who they might know and could make an introduction for you. Or, use LinkedIn to do the same. It’s much easier to meet new people if someone can introduce you. This works especially well if you are looking to meet a new potential customer.
- 3 Attend an event.** Look for events that are both dietetic-related, and outside of dietetics. I regularly attend events outside of dietetics, to be exposed to new thinking and ideas. For example, I highly recommend Business Chicks events, if you would like to be inspired by some amazing women! If you are an introvert,

Engage on social media

Stay in touch



a mentor/s

Tap into "six degrees of separation"

*Remember that what comes around, goes around*

make a small goal to introduce yourself to just one other person.

- 4 **Seek out a mentor/s.** Choose and approach someone who has a large, relevant network that you will then be able to tap into.
- 5 **Join a professional or volunteer organisation.** This will expand your network exponentially. Taking a committee role or being an active volunteer will allow you to meet lots of new people.
- 6 **Remember that what comes around, goes around.** Keep the focus on how you can help other people in your network, not how they can help you. If you expect nothing in return, you'll usually be pleasantly surprised by the good that will come back your way.
- 7 **Stay in touch.** Try to schedule some time in your calendar to connect with people in your network. This could mean hopping online and commenting on

others' posts; forwarding a relevant article to a contact who would enjoy it; attending a networking event [gulp!] or simply catching up for coffee.

You never know who you might meet, because of your network! For example: fellow dietitian Karen Inge and I were fortunate to meet Jamie Oliver recently at a Business Chicks event where he was speaking. Karen knew Amanda Coombs, General Manager, Commonwealth Bank VIC and TAS, and Amanda had a role in making the Business Chicks event possible, so was able to introduce us to Jamie himself.

[Read my entire account](#) of this bucket list event.

***So...who would you like to meet? Where would you like to go? What action will you take today to grow and nurture your network? Time to get started!***

---

“Be part of  
*something bigger*  
than yourself.”

---

Anonymous

