

Food for Thought the Link between Food, Culture & Identity

Wednesday 15 February 2023

The Centre's Welcome to Country Video



OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and
workshops



Capacity building to
promote cultural
inclusion and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

Quick Stats

- There are over **420** languages spoken in Australia including **183** Indigenous languages. (Source: SBS)
- The top 5 languages used at home, other than English, are **Mandarin, Arabic, Vietnamese, Cantonese and Punjabi**. (Source: Census 2021)
- Around **37%** of people over 65 years were born overseas. (Source: Census 2021)
- The 2021 Census data collected information from more than **120** religions and faiths.
- In Department of Health and Ageing data from 2020 around **28%** of people using home care and **20%** of people using permanent residential and respite care were from a CALD background (in this case Department of Health define CALD as people who were born overseas in countries other than UK, Ireland, NZ, Canada, South Africa and USA).
- There is also a culturally diverse aged care workforce. **21%** of the total direct care workforce identify as being from a CALD background. (Source: Department of Health, 2020, Aged Care Workforce Census)
- Personal Care Workers account for **91%** of all CALD direct care workers. (Source: Department of Health, 2020, Aged Care Workforce Census)

Kiarra Martindale

Kiarra Martindale is an Accredited Practicing Dietitian having completed her Bachelor of Biomedical Science and Master of Dietetics at Deakin University. Kiarra has a background in Aged Care, Anthropometry, Gut Health and FODMAPs.

Kiarra has experience in policies and procedures, menus, recipes, product development and implementing IDDSI and food fortification strategies as a Senior Dietitian while managing contracting Dietitians and Speech Pathology organisations nationally.

In addition, Kiarra has experience providing medical nutrition therapy and dietetic support.



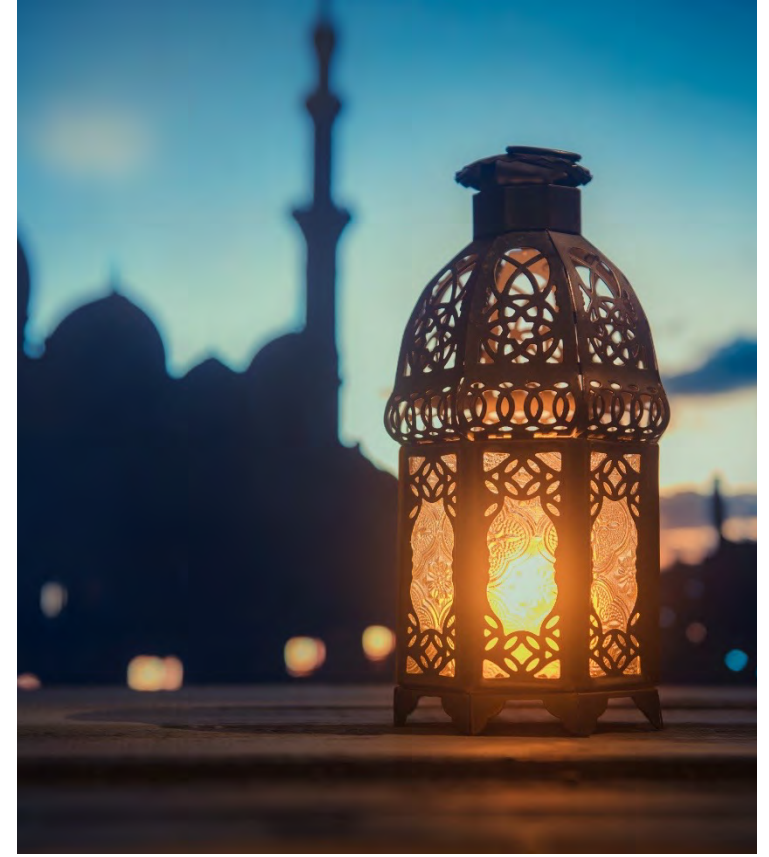
Caroline Lucas

Caroline Lucas is the General manager – Hotel Services at Bolton Clarke, Australia's largest independent not-for-profit aged care provider.

After emigrating to Australia, Caroline started her career with Delaware North Australia, and spent 10 years as General Manager overseeing hospitality services in NSW, Vic and Qld including Parliament House in Canberra and various large sporting venues.

She joined TriCare in 1998, managing their production kitchen where she worked closely with residential aged care providers, Queensland Health and Meals on Wheels. Caroline joined RSL Care (now Bolton Clarke) as Food Services Manager in 2015 and was appointed General Manager Hotel Services Bolton in 2020.





Food for Thought

the Link between Food, Culture & Identity

KIARRA MARTINDALE Accredited Practising Dietitian and Lead Dietitian & Allied Health Manager

What will we cover?

- Diversity in Australia
- Aged Care Quality Standards
- Special Events & Celebrations
- Nutrition Considerations
- Co-design Multicultural Recipes
- OSCAR Care Group Diversity
- Incorporating culturally diverse foods
- Making food more culturally diverse

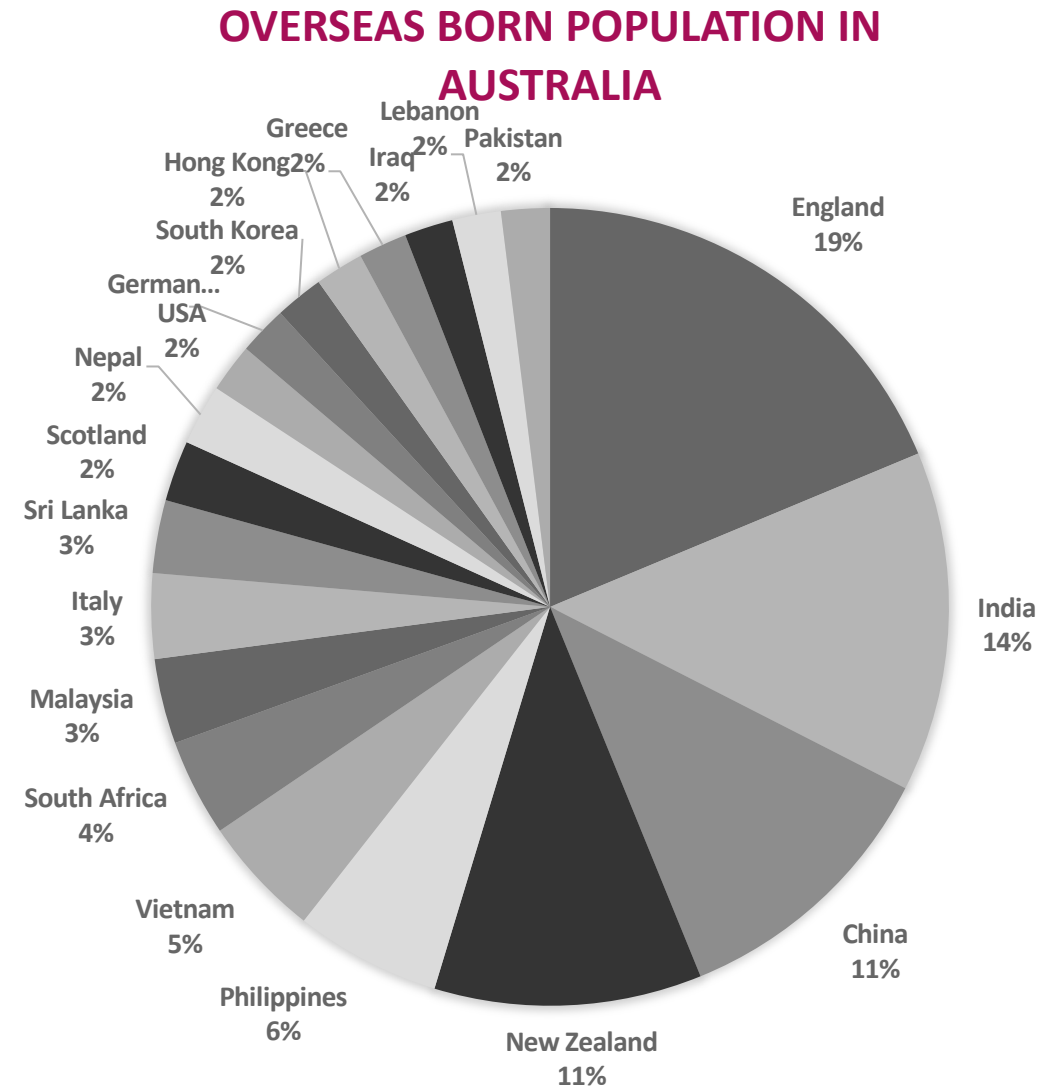


Diversity in Australia

FOR THE YEAR ENDING 2021

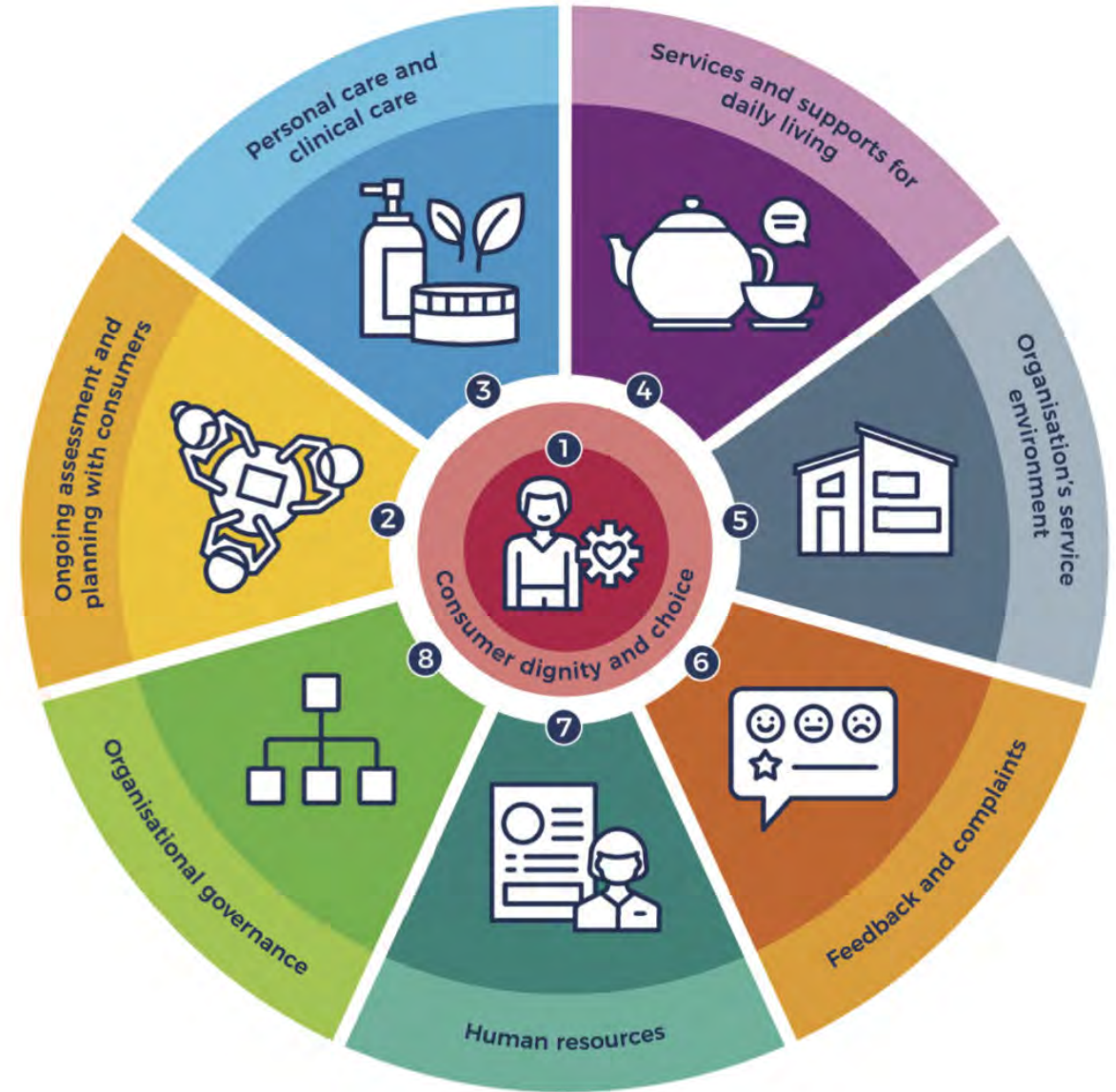
- **7.5 MILLION PEOPLE** living in Australia were born overseas
- 29.1% of Australia's population were born overseas
- **NEARLY EVERY SINGLE COUNTRY** from around the world was represented in Australia's population
- England continued to be the largest group of overseas-born living in Australia, followed by India and China
- Over the 20 years between 2000 and 2020, the proportion of the population aged 65 years and over **INCREASED FROM 12.4% TO 16.3%**

ABS 2022



Aged Care Quality Standards

- Choice
- Risk
- Quality of life – **including respect for cultural, spiritual and psychological** needs.



Aged Care Quality Standards & Culture



**STANDARD 1
CONSUMER DIGNITY
AND CHOICE**



**STANDARD 4
SERVICES & SUPPORTS
FOR DAILY LIVING**



**STANDARD 7
HUMAN RESOURCES**

Special Events & Celebrations



LENT
(Catholic, Orthodox)



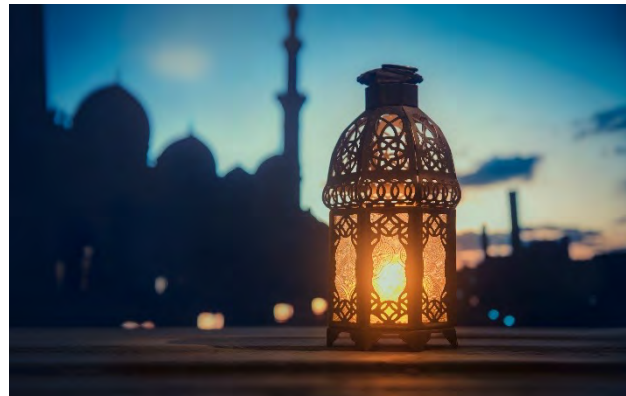
RAMADAN
(Muslim)



TSOUREKI PASCHALINO
(Greek Orthodox Easter)



LUNA NEW YEAR
(Asian culture)



EID
(Muslim)



DIWALI
(Hindu)

If culturally appropriate food options are not available:

- Reduced interest in mealtimes
- Reduced oral intake
- Weight loss and risk of malnutrition
- Reduced sense of belonging
- Reduced sense of pride
- Reduced connection to their cultural background and life memories





How to co-design multicultural recipes that have been approved by Dietitians working in aged care?

Let us ask our team of Dietitians



OSCAR Care Group Dietetic Team

Varying Languages Spoken

- English
- Afrikaans
- Greek
- Zulu
- German
- Italian
- Nepali
- Hindi
- Arabic
- Auslan & Singaporean Sign Language
- Japanese
- French
- Polish
- Indonesian
- Mandarin
- Spanish
- Chinese
- Cantonese

Dietitian Team Backgrounds

BORN

Australia
South Africa
Nepal
Singapore
Japan

PARENTS/Grandparents from

Australia Malaysia
New Zealand Egypt
South Africa Canada
Zimbabwe Indonesia
UK India
Italy Spain
Nepal Singapore
England Poland
Ireland Yugoslavia
Sweden Lebanon
Sri Lanka Japan

How do our Dietitians create a Multicultural Menu?

Personalise each menu according to population of residents

Speak to residents

Understand residents' background and culture

Focus on their favourite cultural foods

Include cultural ingredients and recipes

Learning about what culture/s are most common

Ask residents about their culture and traditions

Ask residents what their favourite foods were growing up

Speak to residents to understand how strict they are with the dietary restrictions

Encourage residents to make suggestions

Consider themed dinner nights

Consider traditional feasts at certain times of the year

Work closely with the chef

Include dishes from different cultural backgrounds in the menu

Researching foods and traditions of different cultures

How do our Dietitians work with residents of varying cultural backgrounds?

Talk to residents

Using
interpreters to
communicate

Incorporating
cultural food
preferences and
eating patterns

Speak to individual
residents or their
family members for
favourite foods &
food preferences

Avoid making
assumptions

Research and
learn about
different food
preparation
methods

Respect and
admire the
differences of
culture

Liaise with friends
and family to assist
with any language
barriers

Encourage
residents to
reminisce

Considering food
preferences

Always considering the
residents' likes, dislikes and
textural preferences/
needs

Taking into account previous
cultural resident interactions to
make effective and individualised
recommendations

Try to understand
any cultural or
religious practices

Culture, Nutrition and Health

Culturally Competent care:

Eliminates
Ethnic
Disparities

Vital for
continuum
care

Significant
Impact on
food
selection &
preferences

Greater
preference
for cultural
foods

Culturally
safe
commitment



Incorporating culturally diverse foods

Opportunity for all residents:

- Optimal nutrition intake
- Sense of belonging
- Enjoy the food



How to make food more culturally diverse



External
Provider



Large
Batches



Culturally
diverse 2nd
option



Plan
restaurant
outings



Celebrate
special
occasions

How to make food more culturally diverse



Resident's
likes, dislikes,
dietary
customs



Strictly
following
dietary
custom?



Offer varied
eating
utensils



Offer a towel
& bowl of
water with
meals



Traditional
Condiments

How to make food more culturally diverse



Snack Foods
& Beverages



Encourage
family to
bring
traditional
foods



Seek advice
from relatives



Invite a
resident to
join meal
preparation



Invite family
& friends to
join
celebration

How to make food more culturally diverse



Menu in
Preferred
language



Recipes for
resident's
favourite
dishes



Provide
Pictures



Food focus
meetings

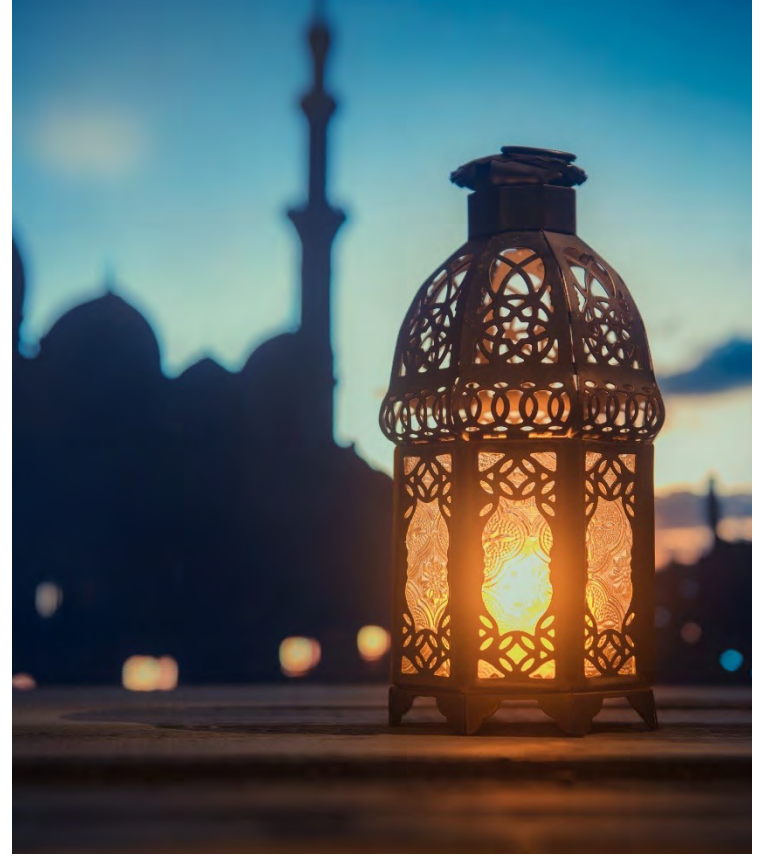


Translators or
family
members to
support
residents

Summary

- Reflect on the Aged Care Quality Standards
- Australia's diversity reflects nearly every country in the world
- Embrace culture
- Culture and religion heavily influence food intake
- Amending the menu and lifestyle activities to reflect culture
- Greatly impacts the quality of life, health and well-being of CALD residents





Thank you



Taste of home

The new face of  + *rdns* 

The background features a solid orange color with several large, overlapping organic shapes in lighter shades of orange and a bright yellow-orange. These shapes are positioned in the top right, middle left, and bottom right areas, creating a modern, layered effect.

Presenter

Caroline Lucas

General Manager Hotel Services



Bolton Clarke Cabrini Taste of home

“there's nothing like the smells and
flavours of a favourite family meal to
stimulate positive memories”





Bolton Clarke Cabrini



- Located in Westmead, NSW
- 110 bed RAC home
- Culturally diverse residents



- A need to satisfy requirements of diverse residents & offer more flexibility
- Regular consultation with residents for feedback
- Menu options co-designed with residents & families



- Resident surveys - 78% food satisfaction
- Identified need for culturally appropriate options
- Culturally diverse team of Chefs designed new menu



Meals created to incorporate favourite recipes, flavourings and popular cultural dishes



The “Taste of Home” menu
was created



Taste of home

Beef Massaman

Mild creamy, fragrant Thai/Indian curry with tender diced beef and potatoes

Vegetarian Nasi Goreng

Indonesian fried rice, packed with vegetable & topped with a sliced boiled egg

Vegetable, Egg Korma Curry

Mild flavourful Indian curry packed with vegetables & halved eggs

Vegetable Paella

Spanish rice dish using arborio rice & cooking rice in vegetable stock for flavour

Chermoula Fish on Moroccan Beans

Moroccan dish, fish fillet coated with acidic, spicy chermoula sauce & baked.

Braised Steak & Onions

Tender steak, braised in a flavourful liquor for hours topped with onions

Butter Chicken

Indian mild, creamy, tomato-based curry, packed full of spices for flavour.

Pea & Pumpkin Gnocchi

Italian dish, soft pillows of potato with a pea & pumpkin accompaniment

Beef Lasagne

Italian dish using sheets of pasta & layering with bolognaise, bechamel & Cheese. Baked until Golden brown

Lamb Kofta & Tabbouleh

Middle Eastern dish, lamb mince herbs & spices moulded into a shape. Served on a bed of Tabbouleh, made with couscous, herbs, spices & lemon juice.



- Additional 10 cultural meal choices
- Traditional fresh ingredients, herbs and spices



Taste of home

Beef Massaman

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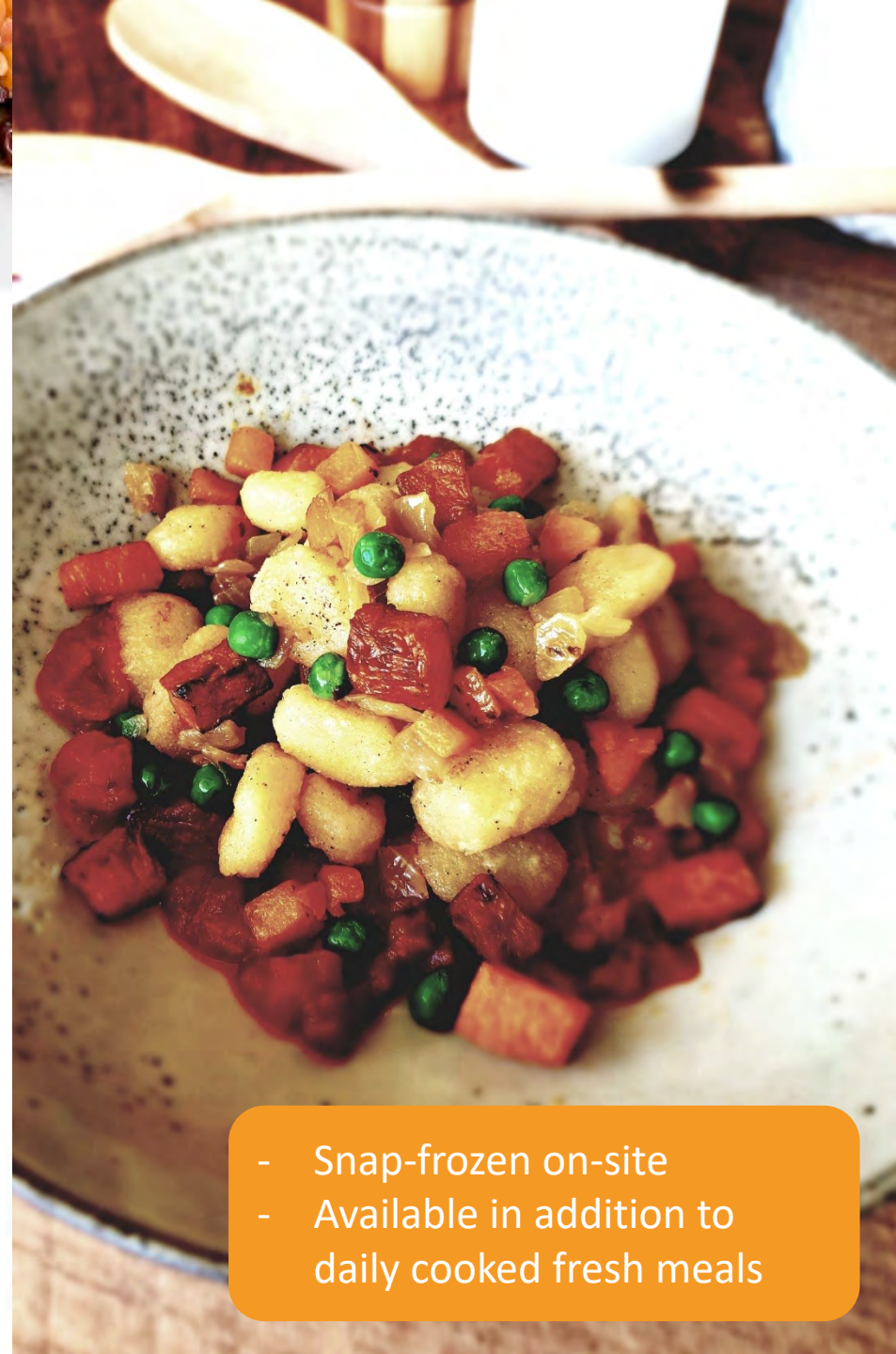
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- Snap-frozen on-site
- Available in addition to daily cooked fresh meals







- Positive feedback from new & existing residents
- Food complaints reduced
- Reduction in weight loss



- Fresh aroma of herbs and flavours in the home
- More vegetarian options





Cabrini courtyard – the heart of the community



- More diverse menu
- Barista coffee cart
- Wood fired pizza oven
- Social meals with families



Q&A

Where to go for support

Centre for Cultural Diversity in Ageing Diversity Webinar Series 22-23



July Free Translations in Aged Care

Aug Collecting Diversity Data to Promote Inclusive Services

Sep The Inclusive Service Standards for Beginners – Diversity Coaching Workshop

Oct Ten Steps to Developing a Diversity Plan

Nov Supporting Older People from Culturally Diverse Backgrounds with a Hearing Impairment

Feb Food for Thought – the Link between Food, Culture & Identity

Mar Harmony Week Video Launch –The Voices of Multicultural Community Leaders & their Visions for a more Inclusive Aged Care System

Apr Recognising Multifaith Initiatives in Aged Care

May Culturally Diverse Perspectives on Mental Health Care

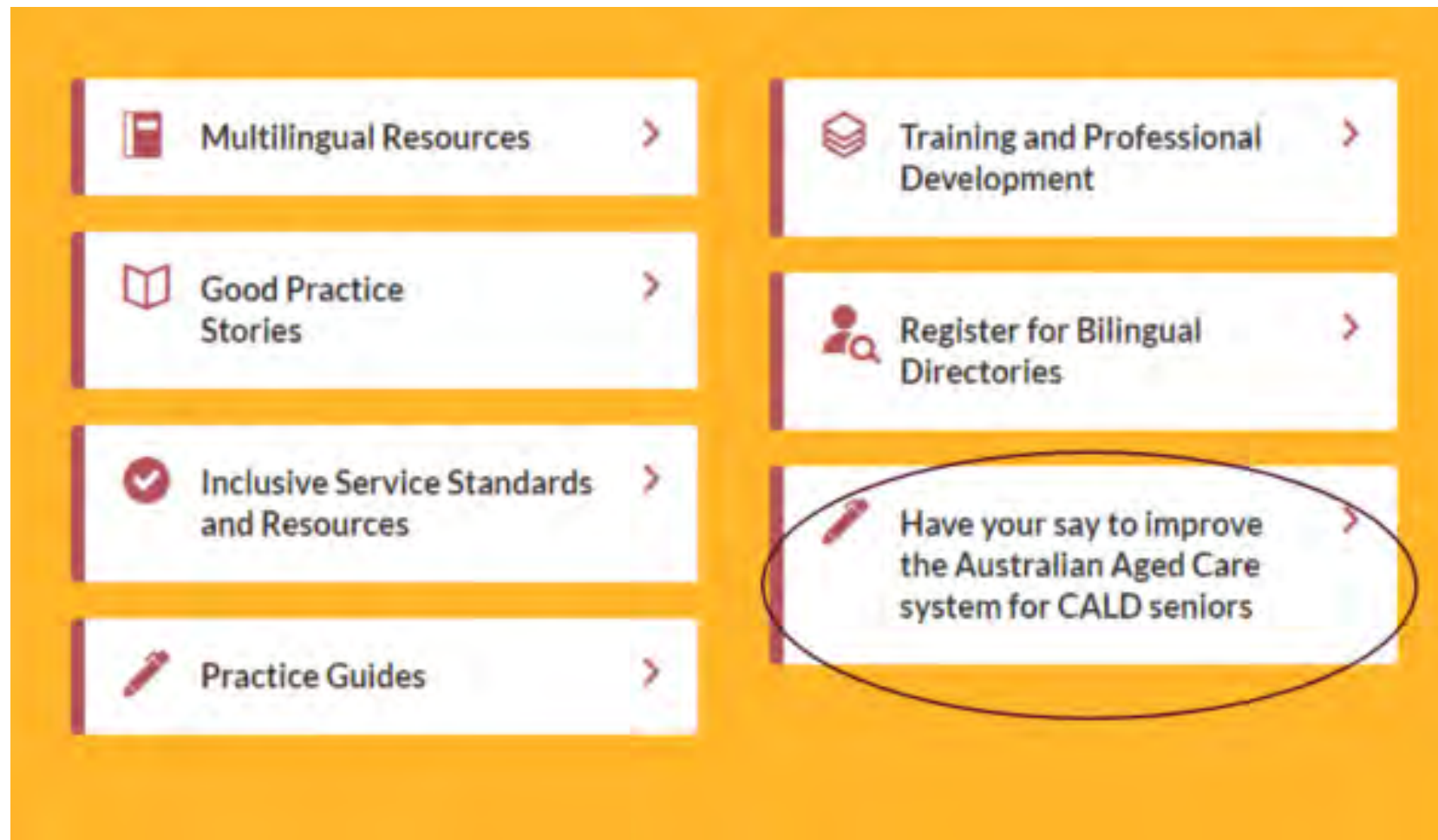
June Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

Book at bit.ly/DWS-22-23



CPD All webinars can be counted as time spent relating to Continuing Professional Development for nurses to meet the CPD registration standard

Have your say survey on our homepage



culturaldiversity.com.au

Everybody has a story – free learning module



Everybody has a story

Delivering culturally inclusive care



Everybody has a story: Delivering culturally inclusive care module by the Aged Care Quality and Safety Commission was created in partnership with the Centre for Cultural Diversity in Ageing.

To learn more visit:

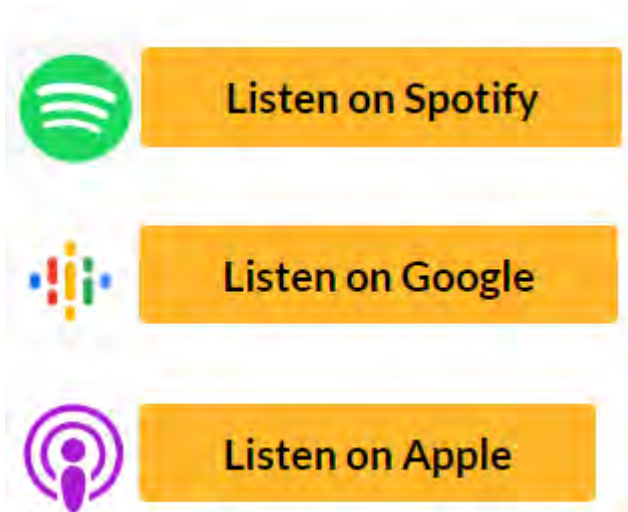
culturaldiversity.com.au/training-development/everyone-has-a-story

Podcast



To listen visit:

culturaldiversity.com.au/news-and-events/podcasts



Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Poster



Download from

culturaldiversity.com.au/about/promotional-posters

Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care in partnership with Icon Agency and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials through a dedicated website by registering their request + any additional materials they want translated at diversityagedcare.health.gov.au

Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health and Aged Care, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit



culturaldiversity.com.au



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Thank you Sarah Burrell-Davis
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