

# 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

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## OUR PURPOSE

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

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## OUR SERVICE AREAS



Inclusive practice  
training and  
workshops



Capacity building to  
promote cultural  
inclusion and equity



Diversity advice and  
consulting

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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.



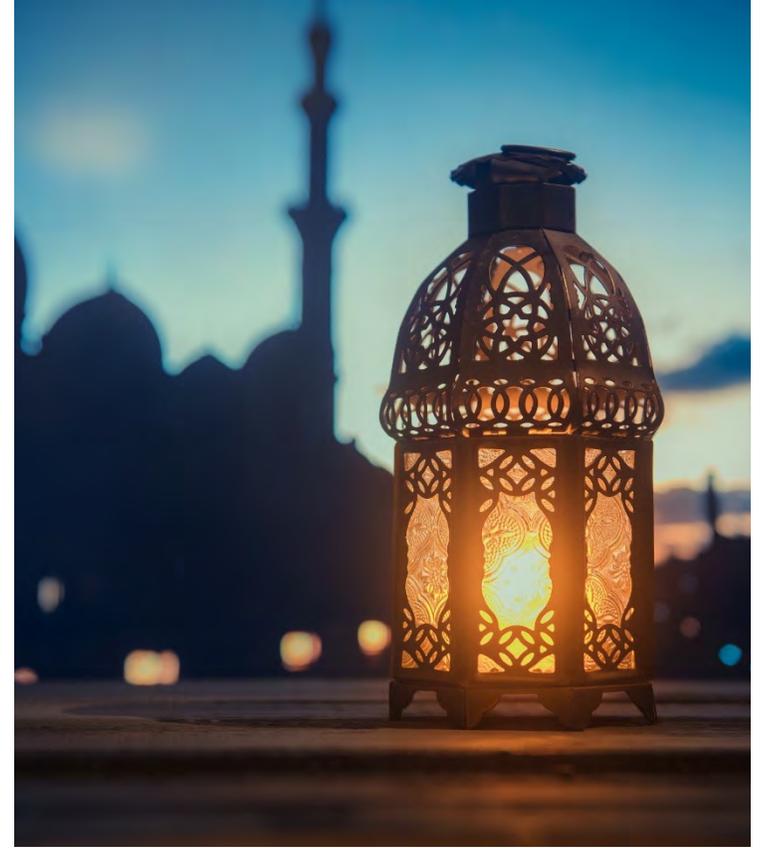
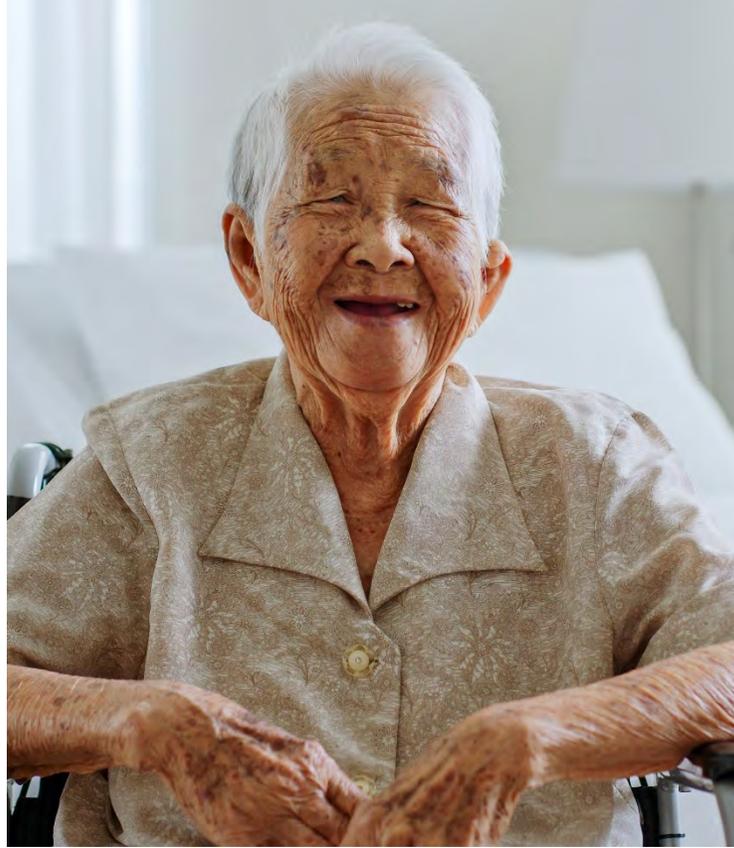
# Caroline Lucas

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?

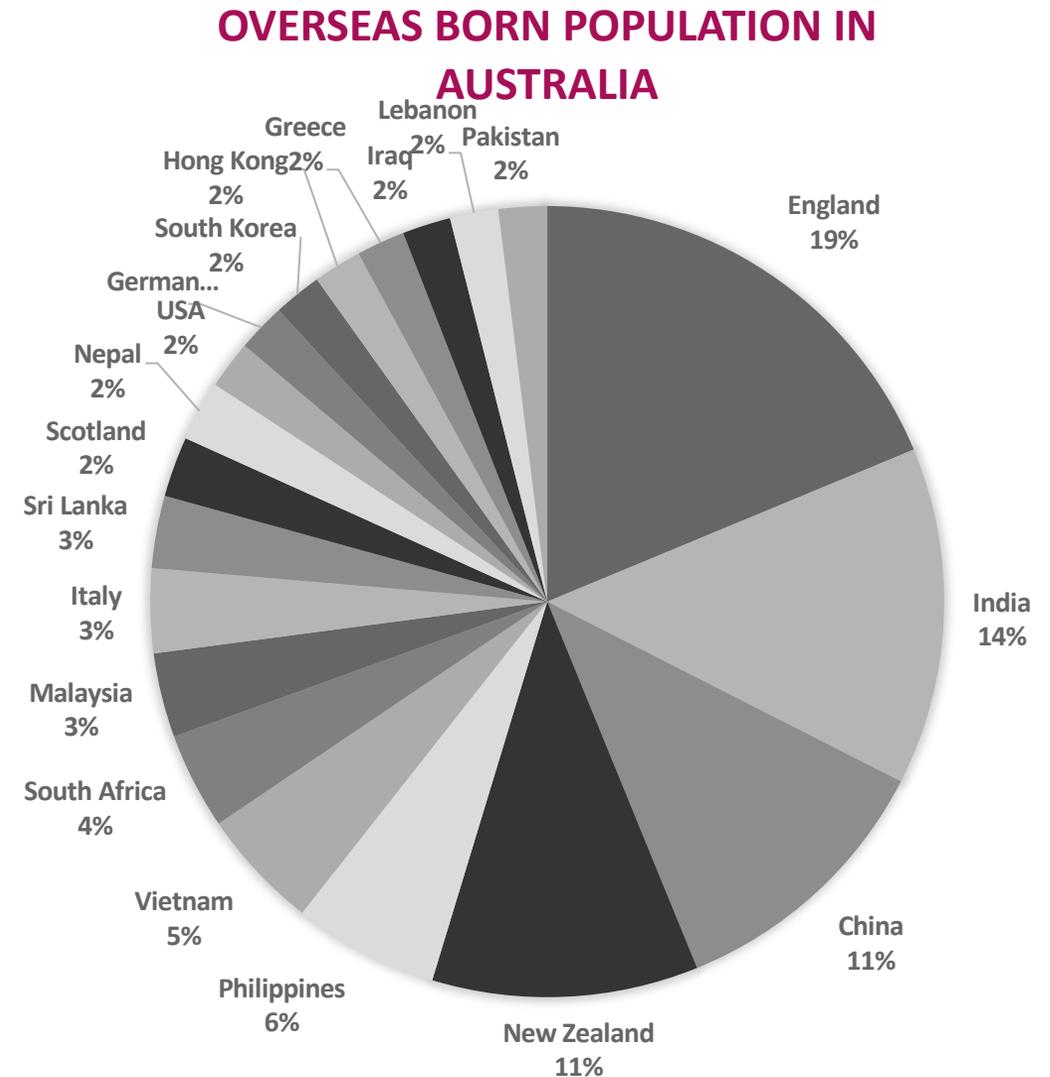
- Diversity in Australia
- Aged Care Quality Standards
- Special Events & Celebrations
- Nutrition Considerations
- Co-design Multicultural Recipes
- OSCAR Care Group Diversity
- Incorporating culturally diverse foods
- Making food more culturally diverse



# Diversity in Australia FOR THE YEAR ENDING 2021

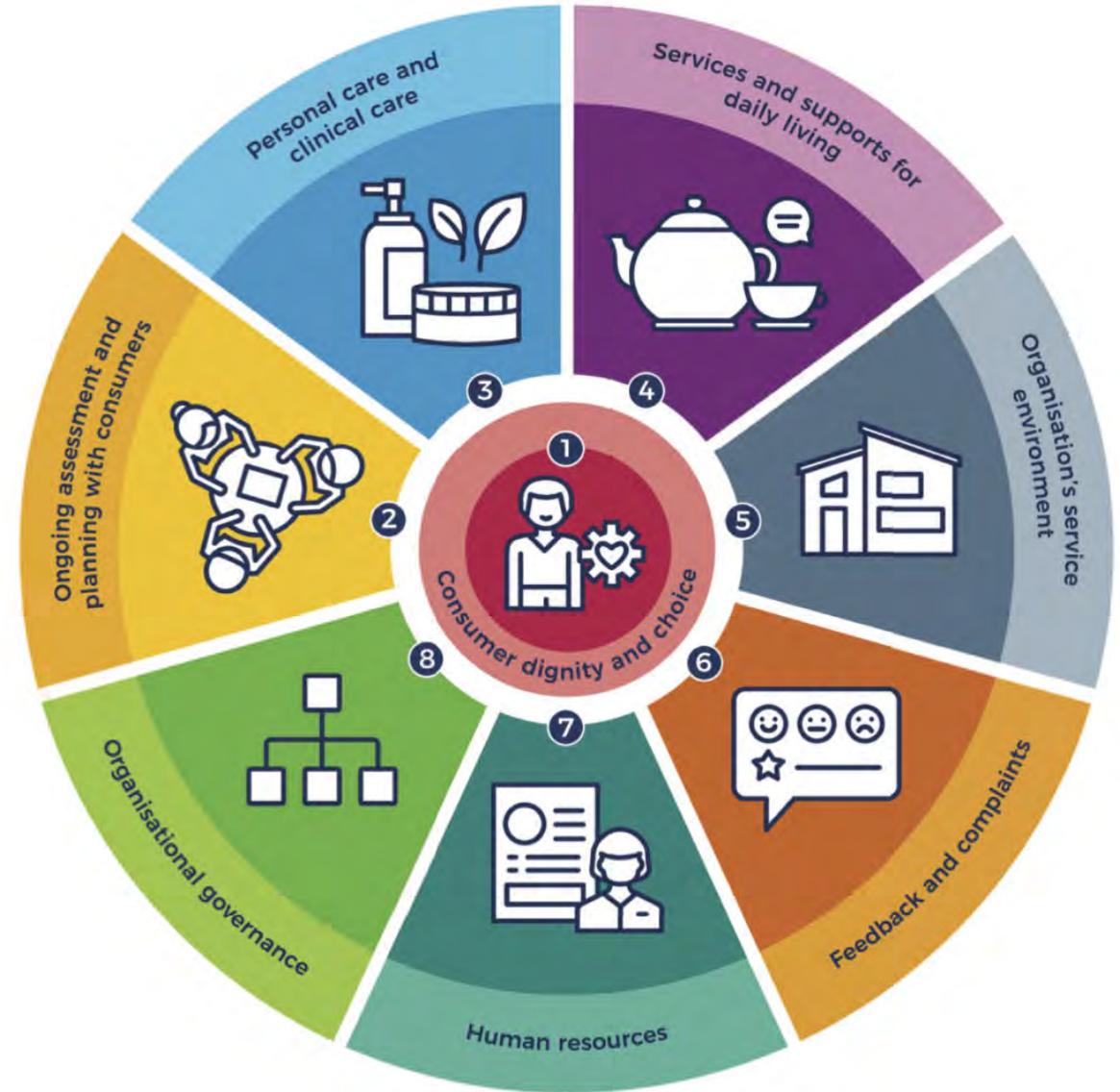
- **7.5 MILLION PEOPLE** living in Australia were born overseas
- 29.1% of Australia's population were born overseas
- **NEARLY EVERY SINGLE COUNTRY** from around the world was represented in Australia's population
- England continued to be the largest group of overseas-born living in Australia, followed 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
- New Zealand
- South Africa
- Zimbabwe
- UK
- Italy
- Nepal
- England
- Ireland
- Sweden
- Sri Lanka
- Malaysia
- Egypt
- Canada
- Indonesia
- India
- Spain
- Singapore
- Poland
- Yugoslavia
- Lebanon
- 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 2<sup>nd</sup>  
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

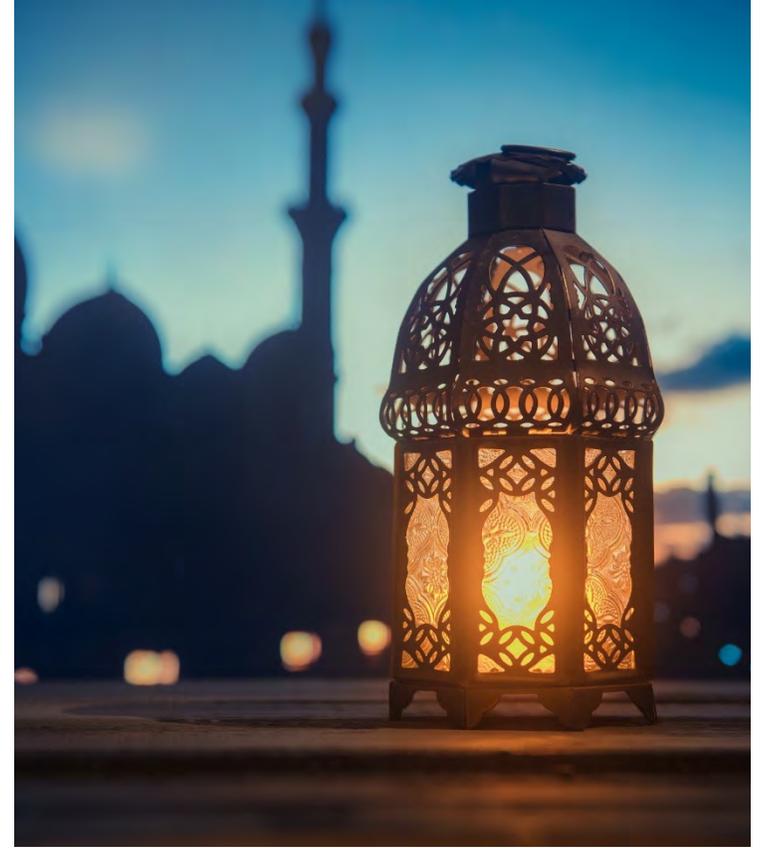
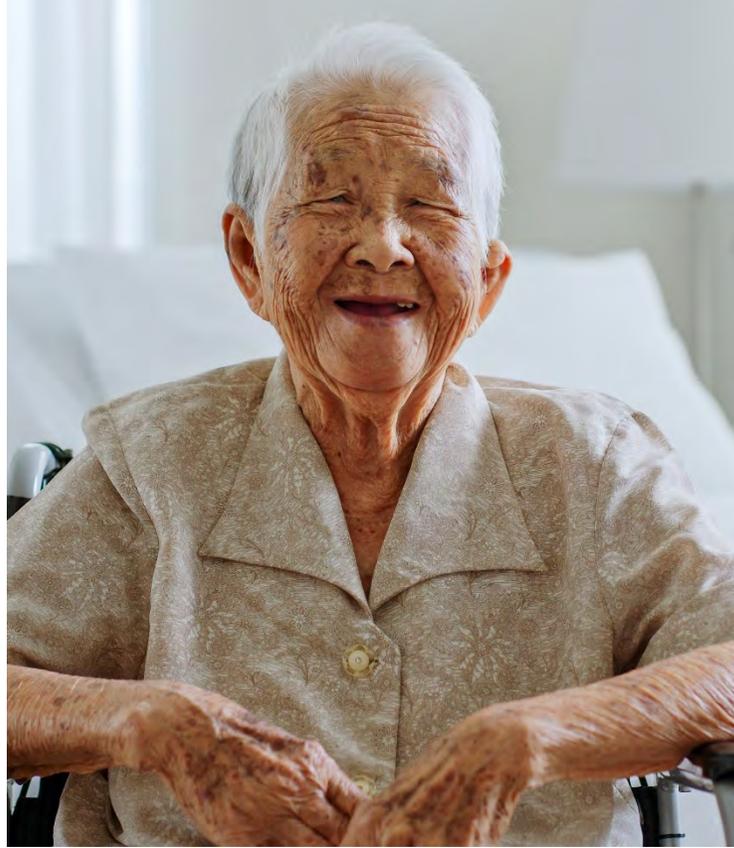


Translators or family members to support residents

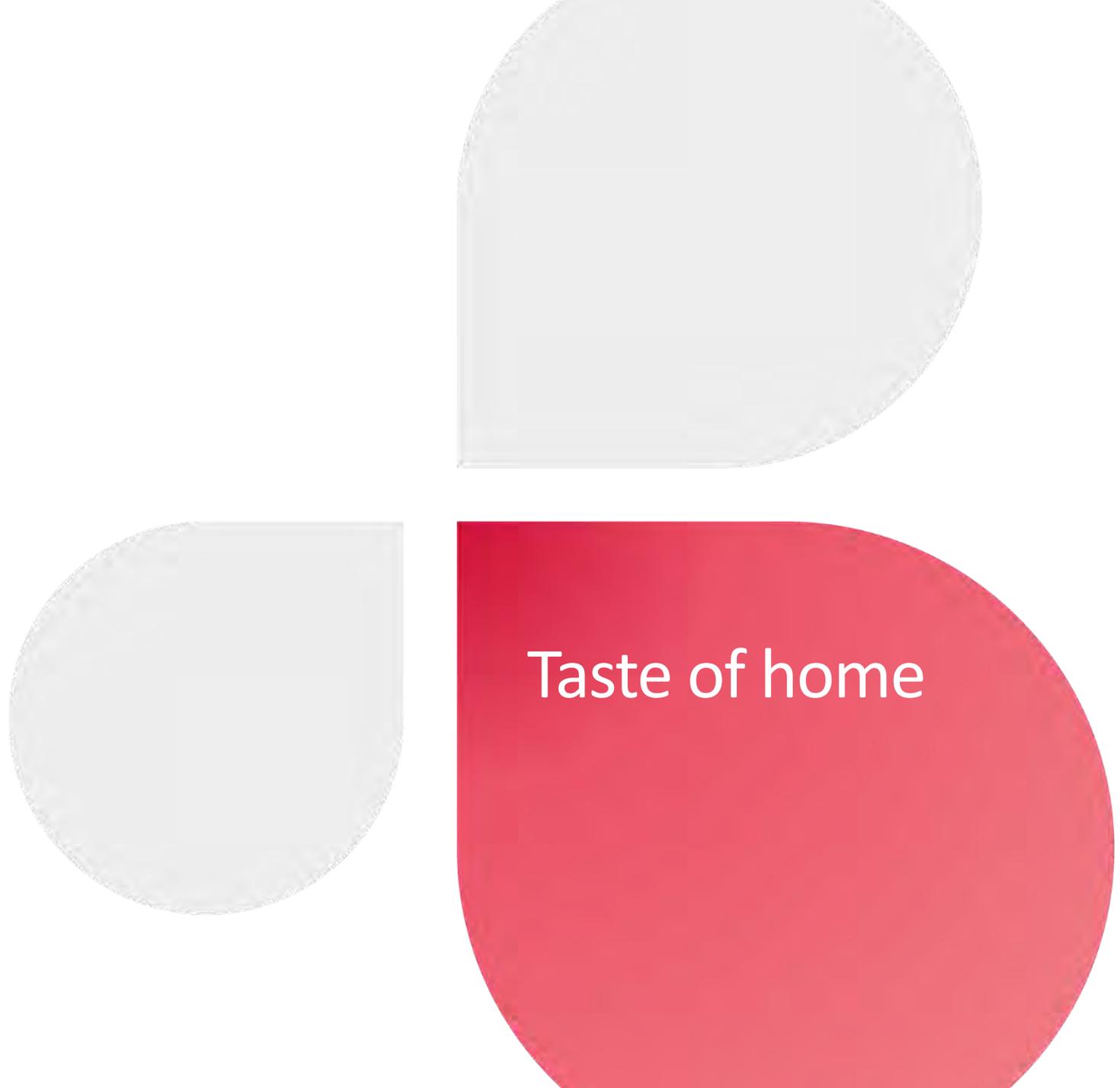
# Summary

- 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

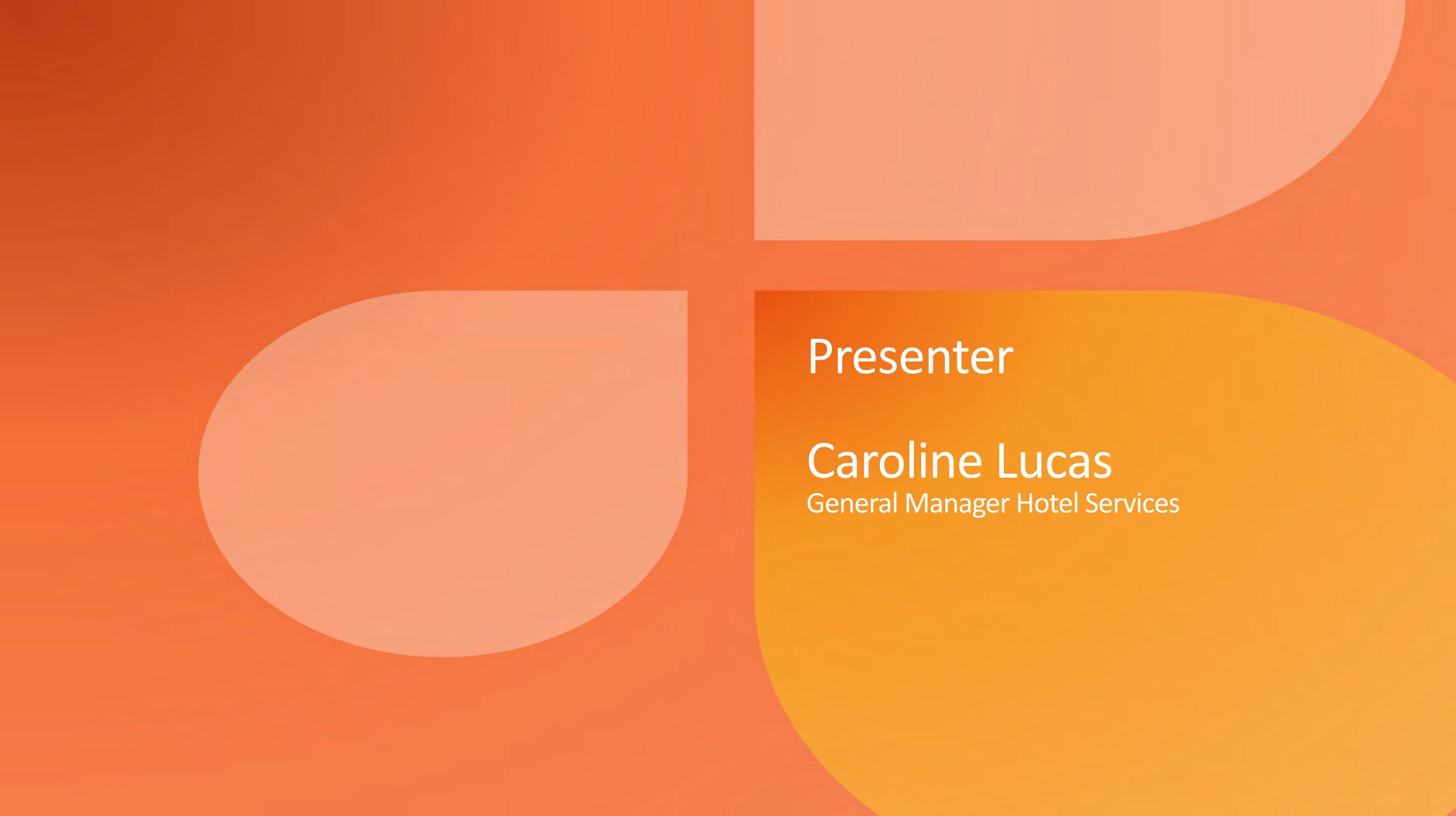




Thank you



The new face of  + 

The background features a solid orange color with several large, semi-transparent shapes. A light orange shape is in the top right, a darker orange shape is in the middle left, and a bright yellow shape is in the bottom right. The text is positioned on the yellow shape.

Presenter

Caroline Lucas

General Manager Hotel Services



# Bolton Clarke Cabrini Taste of home

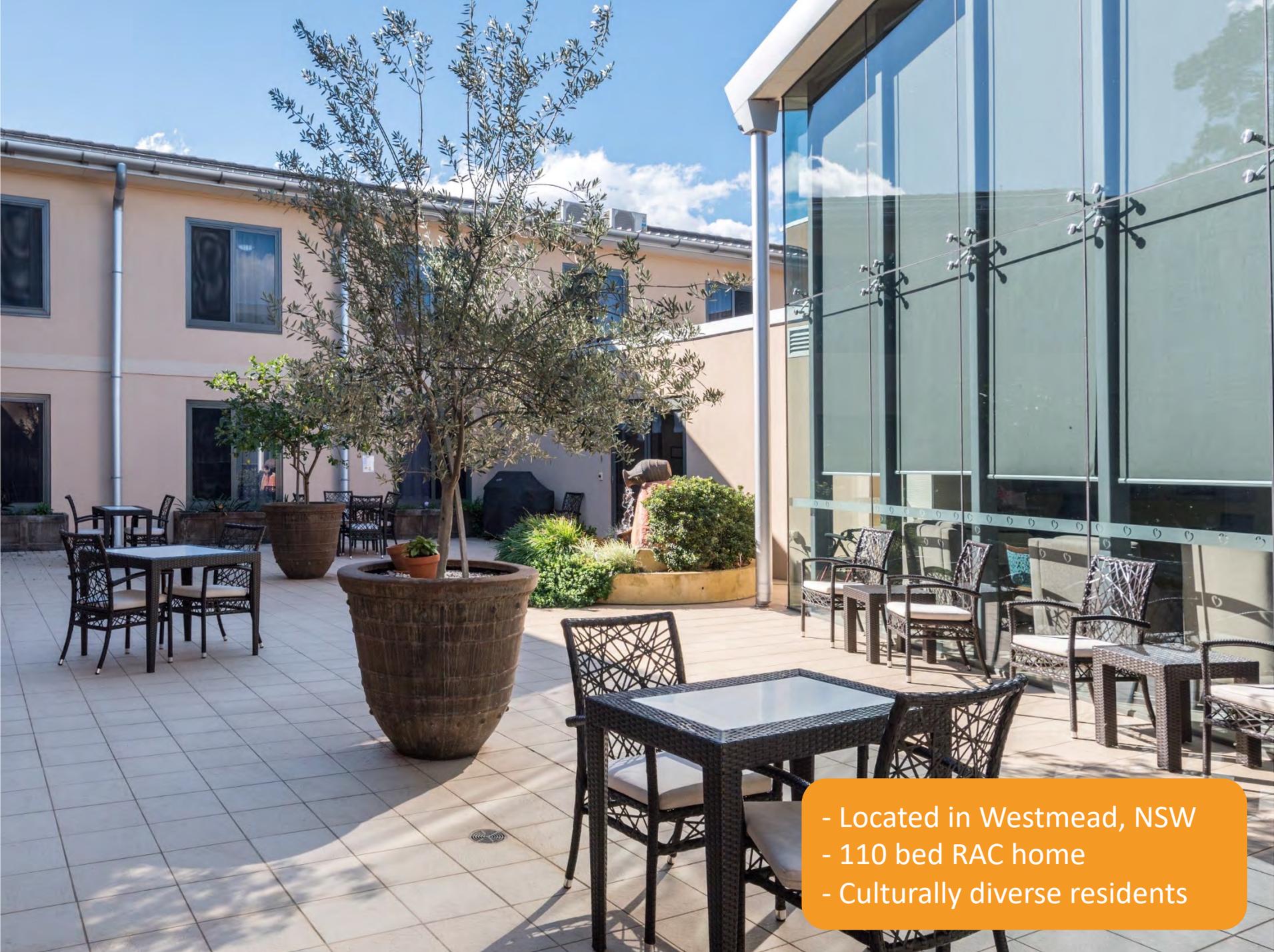
“there's nothing like the smells and  
flavours of a favourite family meal to  
stimulate positive memories”

The new face of  + 





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

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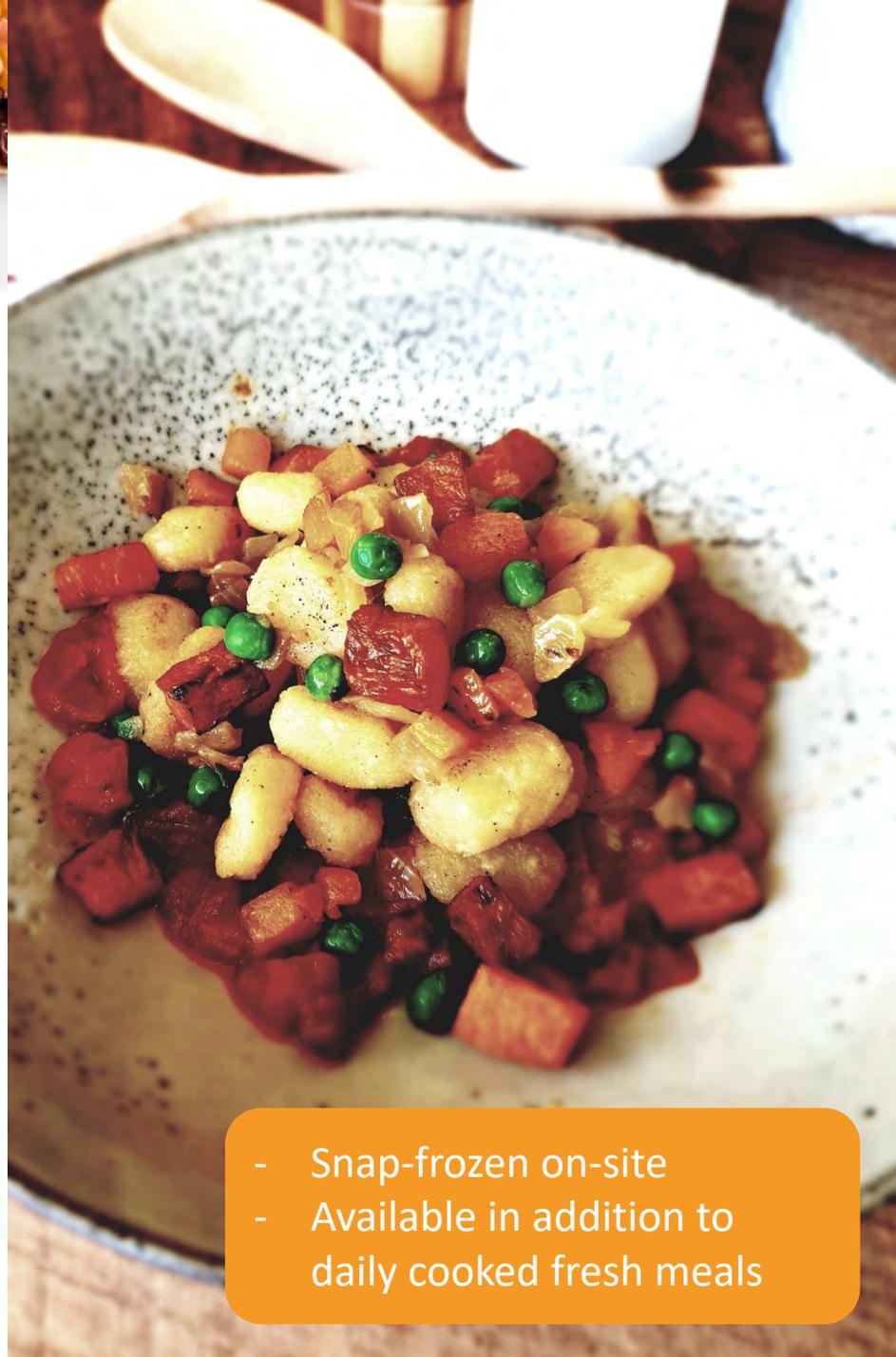
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- Snap-frozen on-site
- Available in addition to daily cooked fresh meals







- 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

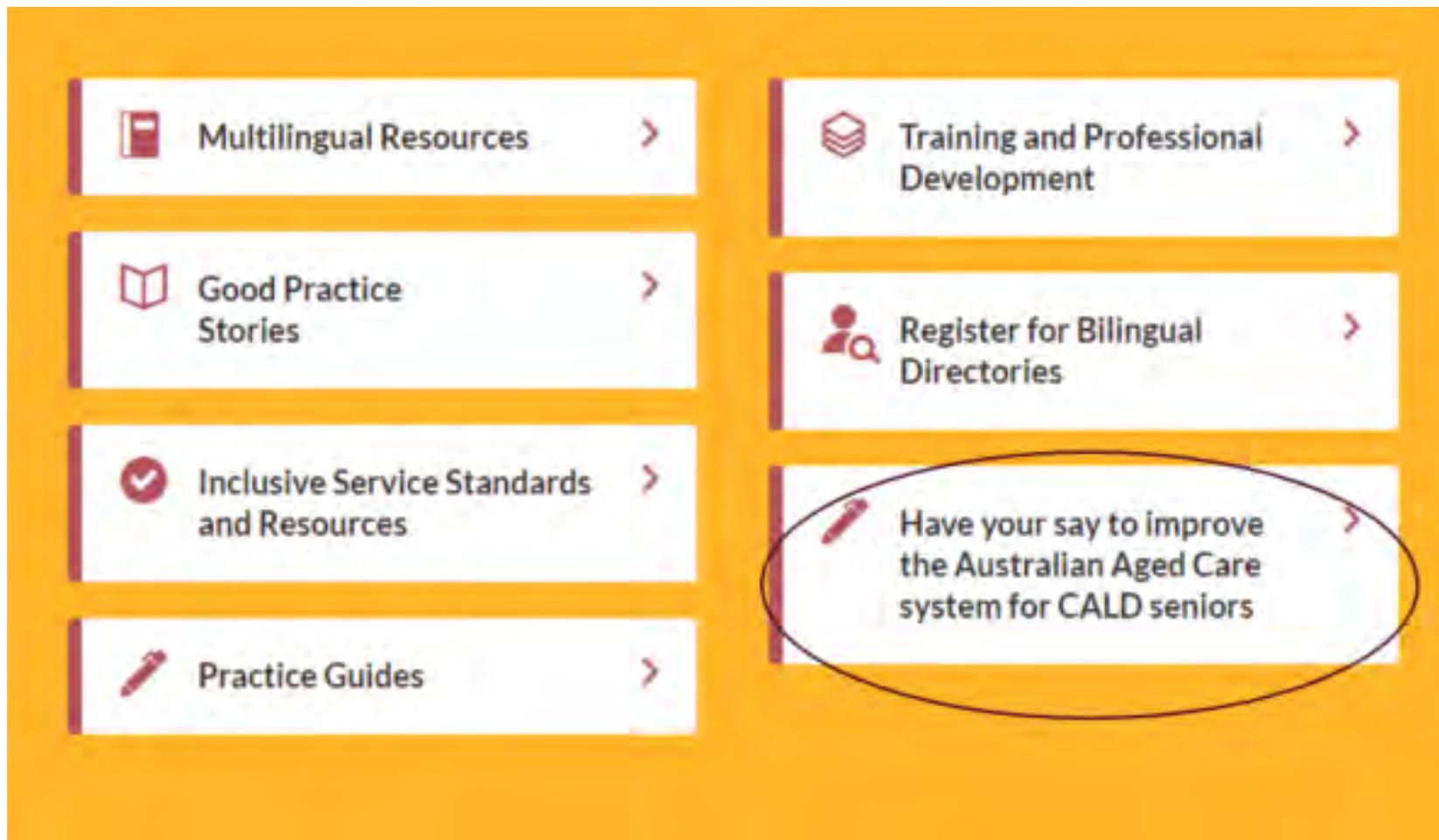
**June** Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

Book at [bit.ly/DWS-22-23](https://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](http://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:

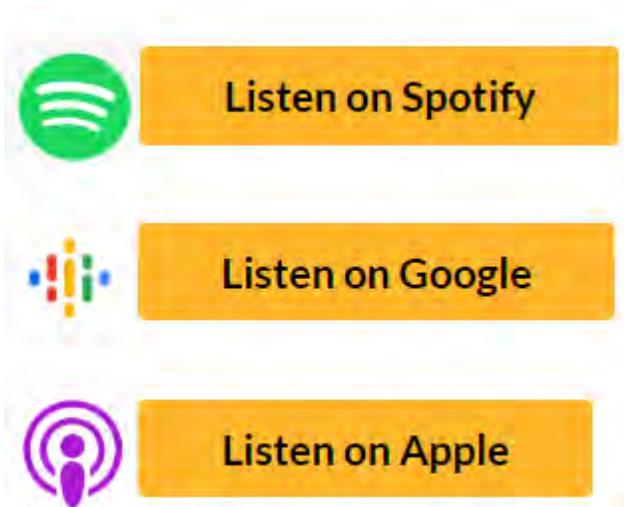
[culturaldiversity.com.au/training-development/everyone-has-a-story](https://culturaldiversity.com.au/training-development/everyone-has-a-story)

# Podcast



To listen visit:

[culturaldiversity.com.au/news-and-events/podcasts](http://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](http://culturaldiversity.com.au)

# Poster

**SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE**

The Centre for Cultural Diversity in Ageing

**WE CAN SUPPORT YOU WITH**

- How to apply culturally inclusive care for your consumers and their families
- Diversity and inclusion training and tailored consultations
- Links to multilingual aged and health related resources

Funded by the Department of Health through the Partners in Cultural Appropriate Care Program

 **PICAC**  
alliance  
Partners in Culturally Appropriate Care

 **Centre for Cultural Diversity in Ageing**  
Supported by Menzies

**Contact Us**

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Download from

[culturaldiversity.com.au/about/promotional-posters](http://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](https://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](http://picacalliance.org)



# Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 [culturaldiversity.com.au](http://culturaldiversity.com.au)

 [Centre for Cultural Diversity in Ageing](#)

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 [CCDAAUS](#)

Thank you Sarah Burrell-Davis  
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at Red Hat Films for all your support!

