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info@maggiebeerfoundation.org.au

Hon Mark Butler MP
 Minister for Health and Aged Care

Mark.butler.mp@aph.gov.au

20th July 2022

Dear Mark

Firstly, on behalf of ourselves and the Maggie Beer Foundation, we would like to congratulate you on your appointment in cabinet as Minister for Health and Aged Care for the newly elected federal Labor government. We wish you every success in both exciting and challenging times ahead.

The Maggie Beer Foundation aims to be change agent and advocate for improvement to both inspire older Australians and those who care for them, whether in aged care homes or in the community, as to the importance of beautiful food for the wellbeing of all older Australians and to share knowledge and training where needed for food to take the importance it deserves in daily life.

Given the complexity of the world of aged care and the belief that if we can change the food to give equal measures of nutrition and pleasure in very bite, we can bring not only a stronger sense of wellbeing to the residents but pride to the cooks and chefs and positive energy to all the team that goes into looking after their residents.

MBF is leading an alliance of chefs, cooks, scientists, dietitians and other health professionals to follow through the Congress findings put together by MBF with the support of the Department of Health and working with the Department on strengthening Aged Care Quality Standards, Guidelines and Education generally in the areas of good, nutritious and appealing food and the dining experience.

As a society we are all aware of the problems associated with food and nutrition in aged care identified by the Royal Commission. We have proven capabilities in the delivery of face to face and online video training of cooks and chefs over a 6 year period and in the initiation and delivery of the first National Congress on Food, Nutrition and the Dining Experience that encompassed 120 participants from every part of aged care that collectively identified all the needs of this multi level arena.

We have released 11 modules of specialised online training for the cooks and chefs in aged care and through Altura Learning we hope to reach way over 2,000 (over 8,000 cooks/chef) aged care homes.

We are also developing further digital and other education programs for use in aged care.

The importance of food, nutrition and the dining experience in aged care is way beyond one political party, it's a community responsibility to lift the bar, to make food and all that it encompasses a vital issue to allow a good life to the 'end of life' for us all.

We look forward to working with you to bring about change.

Yours sincerely,

s47F [Redacted Signature]

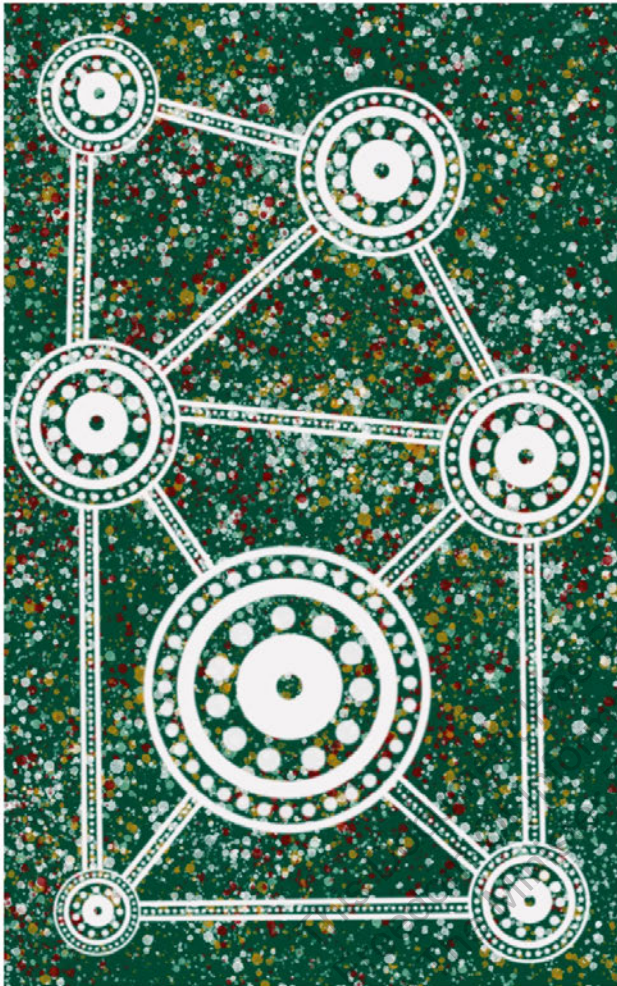
Maggie Beer AO
 Director, Maggie Beer Foundation

s47F [Redacted Signature]

Jon Clarke
 Chair

s47F

From: Minister Butler <Minister.Butler@Health.gov.au>
Sent: Wednesday, 20 December 2023 4:16 PM
Subject: Merry Christmas from the Hon Mark Butler MP [SEC=UNOFFICIAL]



WISHING YOU A

*happy
and
healthy
holiday*

We look forward to working
with you in 2024

Warm regards,
The Hon Mark Butler MP
Minister for Health and Aged Care

"Coming together" artwork by Barkindji artist Bianca Allen

s47F

Subject: 5PM ACT TIME | Maggie Beer
Location: MO

Start: Wed 14/08/2024 5:00 PM
End: Wed 14/08/2024 5:15 PM

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: BUTLER, Mark
Required Attendees: s47F @aph.gov.au

Categories: Internal / on site / in office meeting

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By The Minister For Health And Aged Care

s47F

From: Jane Mussared <s47F@maggiebeerfoundation.org.au>
Sent: Friday, 22 November 2024 6:09 PM
To: s47F
Cc: MARTIN, Nick; s47F
Subject: Re: Proposal following Mark's meeting with Maggie [SEC=OFFICIAL]

Thanks, s47F Have a good weekend.
 Cheers
 Jane



Jane Mussared
 Chief Executive Officer
 s47F or 08 8128 s47
 SAHMRI, PO Box 11060, Adelaide
 s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)
www.maggiebeerfoundation.org.au

From: s47F
Date: Friday, 22 November 2024 at 2:19 PM
To: s47F
Cc: MARTIN, Nick; s47F
Subject: RE: Proposal following Mark's meeting with Maggie [SEC=OFFICIAL]

Thanks Jane – we were all very relieved to have it pass the Senate – recognising all the people (including those from the past 😊) who have contributed to the journey.

I'll have a look at the proposal and get back to you.

Hope you have a lovely weekend!

s47F

s47F

From: Jane Mussared
Sent: Thursday, 21 November 2024 7:45 PM
To: s47F
Cc: MARTIN, Nick; s47F
Subject: FW: Proposal following Mark's meeting with Maggie [SEC=OFFICIAL]

s47F

Woohoo – the Aged Care Act has been passed in the Senate! Great work!

Ticked off in the House next week and your work – at least this bit – is done. I hope you are all well but I fear it must be so busy.

I wanted to loop back to you about our proposal to extend the Trainer Mentor Program past March 2026 when funding for it ends. This was an Albanese Government initiative and has been huge especially in preparation for the new Standard 6 about food and nutrition.

The program continues to be the only training available for cooks, chefs and kitchen teams in aged care and has been so welcomed by aged care. It is in full flight now – we have 11+ of our Trainer Chefs zigzagging Australia, embedded in kitchens addressing things like kitchen workflow, involving residents in food choices and tastings, improving nutrition and fortification, increasing use of fresh ingredients, working on the dining experience, optimising flavour etc etc.

We'd love to be part of an announcement about refunding it ahead of the election.

The reality is that, because it is a twelve month program including an embedding component with each aged care home, in the absence of an extension/expansion, we are assessing our last intake of applicants right now. Our team of Trainer Cooks are so fired up about what they are finding and what they are fixing. It's worth having a look on Facebook (and not just our posts!) to see how well its being received.

I know it doesn't fit MYEFO so have left it until now to get back to you but we'd love a conversation about what you need from us and would value any advice you can give us.

Just BTW, Ms Chesters did a great shout out about it in parliament this week – notwithstanding that 78% should have been 68%.

Ms CHESTERS (Bendigo) (16:31): The Maggie Beer Foundation has partnered with the Australian government's Department of Health and Aged Care to provide training and mentorship for those working in kitchens in residential aged-care homes. In Australia, sadly, it's estimated that 78 per cent of residents in aged care are malnourished or at risk of malnourishment. This is an appalling statistic that our government is working with the sector to reverse. That is where the Maggie Beer Foundation steps in.

The Maggie Beer Foundation is battling this alarming statistic by running face-to-face training courses for cooks and chefs. Since 2014, it has been providing hands-on experience and peer-to-peer networking, and it now offers an online training module to help those in regional areas like my electorate access the training.

I'm proud to say that, in my own electorate, Heathcote Health has signed up for this program. The program is open to up to 120 aged-care homes and runs until 2025. Jenny from my electorate is one of the head chefs. I met her during my recent visit to the Heathcote Health aged-care facility, and she said that her team has benefited from the program. The new menu has been welcomed by residents and is inspiring others to think about food. The Maggie Beer Foundation is an amazing success, and I encourage other aged-care homes to tap into the program.

<https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;db=CHAMBER;id=chamber%2Fhansard%2F28037%2F0396;query=Id%3A%22chamber%2Fhansard%2F28037%2F0000%22>

Look forward to hearing when you come up for air.

MBO has done an amazing job!

Cheers

Jane

PS Maggie ^{s47F} but is back at work well and truly and sends her regards to Mark. Our Project Lead, ^{s47F}, did a great presentation including before and after stories to our Board last week which we'd love to walk you through.

**Jane Mussared**

Chief Executive Officer

s47F or 08 8128 s47

SAHMRI, PO Box 11060, Adelaide

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au**From:** Jane Mussared s47F @maggiebeerfoundation.org.au>**Date:** Tuesday, 10 September 2024 at 11:05 AM**To:** s47F @health.gov.au>**Cc:** MARTIN, Nick s47F @health.gov.au>, Lesley Woods

s47F @maggiebeerfoundation.org.au>

Subject: Re: Proposal following Mark's meeting with Maggie [SEC=OFFICIAL]

Hi s47F

I can pop in on Thursday afternoon but assume this will be very busy? I am on the edge of my seat re announcements re Act...!

I am also around on Friday – any time after 11?

We are in the process of getting testimonials but in the mean time here are some social media posts.

I have also attached a letter I sent this week to Andrew Giles – this relates to work we are trying to do with the vocational education sector to identify needs, gaps and options for a course in aged care cooking.

Cheers

Jane

**Jane Mussared**

Chief Executive Officer

s47F or 08 8128 s47

SAHMRI, PO Box 11060, Adelaide

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au**From:** Jane Mussared s47F @maggiebeerfoundation.org.au>**Date:** Monday, 9 September 2024 at 2:01 PM**To:** s47F @health.gov.au>**Cc:** MARTIN, Nick s47F @health.gov.au>, Lesley Woods

s47F @maggiebeerfoundation.org.au>

Subject: Re: Proposal following Mark's meeting with Maggie [SEC=OFFICIAL]

Yes absolutely. When have you got a moment?

Sent from my iPhone

On 9 Sep 2024, at 1:59 PM, s47F @health.gov.au> wrote:

Thanks Jane – really appreciate the additional information on this proposal. Would be good to catch up and go through it when you're in Canberra. Are you still coming this week?

s47F

s47F

From: Jane Mussared s47F <s47F@maggiebeerfoundation.org.au>
Sent: Wednesday, September 4, 2024 10:21 AM
To: MARTIN, Nick s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>
Cc: Lesley Woods s47F <s47F@maggiebeerfoundation.org.au>
Subject: Proposal following Mark's meeting with Maggie

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Nick and s47F

The Minister met with Maggie Beer and Board Director, s47F on 14 August and asked for a proposal as soon as possible.

Attached is that proposal for \$8.6m over three years.

The Trainer Mentor Program (TMP) is a game changer for food and dining in aged care.

The Albanese 2022 election commitment will enable us to reach 120 homes through the TMP when the funding finishes in March 2026.

It is an amazing program. Our specifically trained Trainer Chefs are embedded for at least 13 days over a 12-month period to uplift food delivery. We do it all over Australia.

There is no accredited practical training available anywhere in Australia for cooks and chefs in aged care despite it being the most complex hospitality/cooking job of all. We are working on that in our advocacy with the vocational education sector but it is early stages and it will take years to establish the need, identify the gaps, create the programs, roll them out and scale up.

I'll send this to Dimity and s47F in AWO too. Happy to provide some materials to go with it but wanted to get the proposal to you first.

Let me know what else you need.

Cheers
 Jane

Jane Mussared

Chief Executive Officer

s47F or 08 8128 s47

SAHMRI, PO Box 11060, Adelaide

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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By The Minister For Health And Aged Care

Improving Food in Aged Care through Education and Training - EXTENSION

The Proposal

This proposal (for \$8.605m over 3 years) is to extend the *Improving Food in Aged Care through Education and Training* program for an additional three years after current funding finishes in March 2026.

Many systemic issues contribute to the poor quality of food and dining experience and high risk of malnutrition identified by the Royal Commission. The Maggie Beer Foundation is making inroads into two of the most urgent and important of these –

- The absence of any accredited, practical training available anywhere in Australia for aged care cooks and chefs. As a result cooks and chefs, in undertaking one of the most difficult roles in aged care, desperately need on the ground support and training to meet the complex needs of frail older Australians.
- There continue to be major industry gaps in knowledge of nutrition, food and dining needs, food preparation techniques, workflow and kitchen requirements to adequately support residents of aged care.

The Maggie Beer Foundation, with funding from the Federal Government, devised the *Trainer Mentor Program* (TMP) to provide deep, sustainable capacity, expertise and change in the quality of aged care food and dining.

This proposal continues this campaign, building on the first year findings of an independent evaluation of the current program. Whereas the current program includes both a Trainer Mentor Program (TMP) and a Hub approach, our experience is that the sustained change required to food and dining quality in aged care is achieved most effectively through TMP.

The new grant would enable the TMP (and online support program for TMP graduating cooks and chefs) to operate for a further three years and to increase its reach from 120 (to be achieved by March 2026) to a further 216 homes by March 2029.

Specifically, the funding will:

- Increase the number of homes with access to TMP to 216 (336 in total) over the 3-year period of the extended funding
- Extend the TMP program to run at least until mid-2029
- Research, scope and produce 3 new online learning modules – for example: oral health, resident participation and the protein requirements of older people - with appropriate experts. These topics will be based on learning needs identified through experience with the current program and through stakeholder engagement.
- Increase the size of the online Professional Community of Aged Care Cooks and Chefs to 5,000 participants hosted within the Foundation's learning platform. This Community receives curated access to a moderated online forum; current topic updates; 'small bite' information sessions with subject experts; access to recipes and resources; curated discussion groups and webinars; and timely, expert responses to member inquiries.
- Support the production of other online resources for cooks and chefs in aged care such as a series of Q&As and Fact Sheets addressing common issues
- Increase access from 15,000 to 20,000 people to online learning modules for a broader stakeholder group, including cooks and chefs but also carers, community members, clinicians and aged care managers.

Improving Food in Aged Care through Education and Training - EXTENSION

- Increase the size of the library of recipes, developed and trialled especially for aged care from 278 to 400, including the process for texture modification and nutrition information for each recipe.

As well as using the findings of the review of the first year of the current program undertaken by independent evaluators, HealthConsult, the next phase will draw from the food service questionnaires and menu appraisals that are part of the current TMP program.

The objectives of the extended and expanded program will be to:

1. increase the reach of training and education programs
2. provide ongoing online professional support to cooks and chefs in aged care
3. enhance programs that will improve food and nutrition for those in aged care
4. train, support, retain and grow the numbers of expert cooks and chefs in aged care.

What is the Trainer Mentor Program (TMP)?

The TMP is largely offered onsite, where a Maggie Beer Foundation Chef Trainer works beside onsite staff for a total of 16 days over a 12-month period. We deliver TMP all over Australia, including standalone and small rural and regional providers.

Our Foundation team of specialist aged care Chef Trainer/Mentors works beside the aged care team, providing training and mentoring to:

1. **Boost flavour** by teaching key cooking skills and techniques, combining a variety of complementary flavours, sourcing seasonal produce and creating balance between the 5 flavour profiles including as food is scaled and modified to meet aged care resident needs.
2. **Meet the nutritional needs of older people**, particularly protein to prevent and combat the risk of malnutrition, using a food first approach.
3. **Run an efficient kitchen** with adequate resourcing and rostering, efficient workflow, accessing and creating standard recipes suitable for aged care, staff training on existing kitchen equipment and strategies to get ahead (e.g. cooking in bulk).
4. **Involve residents** through regular and ongoing feedback mechanisms (e.g. food forums), participation in menu planning, meal preparation and dining room activities.

The program engages with an aged care home for a 12-month period, including onsite training. While modified to meet logistical efficiency and local needs, the 12-month program generally comprises:

- Initial research and contracting informed by pre-assessment including food service questionnaires and menu appraisals to tailor the program to meet the needs of the individual aged care home
- At least days of embedded onsite training made up of an initial 5-day intensive and then one day per month over the 12 months in the aged care home
- Guided activities and coursework, accessible through the Student Portal
- Quarterly milestones and online progress meetings
- Ongoing access to the Student Portal resources to support TMP student Chefs and Cooks
- Engagement with CEOs, Managers and Allied Health practitioners to embed and sustain TMP change and learning.

Our Foundation cooks and chefs are themselves supported to keep up to date with emerging knowledge and expertise in aged care food and dining. They are unique in Australia, with a deep understanding of both cooking and dining and aged care. They contribute to the movement which is lifting industry understanding of the importance of food as we age and training a generation of aged care leaders in food, nutrition and the dining experience.

Maggie Beer Foundation Background

The food, nutrition and dining experience of older people needing aged care continues to present a critical challenge for aged care providers.

At the heart of the challenge is the absence of specialist, practical training and education for the cooks, chefs, leadership, catering and other staff responsible for the delivery of delicious and fresh food. This is compounded by issues such as workforce shortages, high staff turnover, low food and dining budgets, a lack of understanding of the unique dietary requirements of older people in aged care, a reliance on additives and packaged food and issues in workflow management and kitchen leadership.

The Maggie Beer Foundation, with funding provided by the Albanese Government in 2023, has begun a national roll out of onsite and online programs to address this. This incredibly important and game-changing funding finishes in March 2026.

This proposal seeks to expand and extend this program – expand to extend the reach of the program to 216 homes and extend it to facilitate a further three years of delivery at least until mid-2029.

For the last decade, the Maggie Beer Foundation has developed and delivered practical onsite and online training approaches that uplift the capability of aged care providers, through their leadership teams and cooks and chefs, to serve food to residents that is both enjoyed and eaten and that supports choice, and meets individual nutritional, cultural and health needs and capacity.

We do this through the engagement of our team of Chef Trainer/Mentors. Our Team works beside the aged care team, and their work includes training and mentoring to:

- **Boost flavour** by teaching key cooking skills and techniques, combining a variety of complementary flavours, sourcing seasonal produce and creating balance between the 5 flavour profiles including in texture modified meals.
- **Meet the nutritional needs of older people**, particularly protein to prevent and combat malnutrition, using a food first approach.
- **Run an efficient kitchen** with adequate resourcing and rostering, accessing and creating standard recipes suitable for aged care, staff training on existing kitchen equipment and strategies to get ahead (e.g. cooking in bulk).
- **Involve residents** through regular and ongoing feedback mechanisms (e.g. food forums), participation in menu planning, meal preparation and dining room activities.

Our Foundation Chef Trainer Mentors work closely with providers, homes and their staff to understand their learning needs. The program is tailored to the individual needs and circumstances of each home and finds ways to expand knowledge, competencies and commitment to providing nutritious food. Delivery of training by our own trained chefs is onsite incorporating online learning module content.

Our program is centred around the philosophy that a focus on fresh, flavoursome food and preparation is an important part of stimulating residents and their families to engage with and enjoy their meals each day. This reduces plate waste, promotes healthy appetites and improves nutrition and well-being.

Our approach is also very much focused on supporting staff to understand the importance of food, and their own role in its production and delivery. This leads to improved retention in the aged care industry of cooks and chefs who are otherwise at risk of being lost to hospitality roles.

Beyond our direct training role, the Maggie Beer Foundation has, for more than a decade, been the leading advocate for improved vocational training and for research that improves the understanding of the relationship between food and emotional and physical wellbeing.

A current project, funded by Skills SA and undertaken by the Foundation in partnership with TAFE SA, has begun a serious analysis of the training needs of cooks, chefs and kitchen hands in aged care. While this will take some time, we very much hope that the next step will be vocational training gap analysis, the development of new vocational training programs and then national take up.

Improving Food in Aged Care through Education and Training - EXTENSION

Budget Outline

	Year 1	Year 2	Year 3	Total
Trainer Mentor Program	2500	2500	900	5,900
Professional Community	85	85	80	250
Online Training Modules	40	40	40	120
Independent Menu Assessment	100	50	50	200
Food Satisfaction Survey	100	50		150
Project Management	600	535	500	1,635
Evaluation	100	100	150	350
	3,525	3,360	1,720	8,605

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s47F

Subject: s47F and Jane - Maggie Beer proposal [SEC=OFFICIAL]
Location: Aussies

Start: Fri 13/09/2024 1:00 PM
End: Fri 13/09/2024 1:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: s47F
Required Attendees: Jane Mussared s47F @maggiebeerfoundation.org.au>

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s47F

From: s47F
Sent: Wednesday, 18 December 2024 6:32 PM
To: 'Jane Mussared'; s47F MARTIN, Nick
Subject: RE: Great story! [SEC=OFFICIAL]

Thanks for the lovely message, Jane. Keep up the great work. Glad we could support it.

Happy Christmas.

s47F

From: Jane Mussared
Sent: Wednesday, 18 December 2024 4:54 PM
To: s47F ; MARTIN, Nick
Subject: Re: Great story!

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi all
 We are stoked about MYEFO. Thank you!
 Cheers and Merry Christmas!
 Jane
 Sent from my iPhone

On 6 Dec 2024, at 1:45 pm, Jane Mussared
 s47F <s47F@maggiebeerfoundation.org.au> wrote:

s47F and Nick

<https://www.abc.net.au/news/2024-12-06/maggie-beer-cooking-training-aged-care-homes-better-meals/104682524>

How good is this story! It shows what happens when we work together and just how precious the program is – for aged care homes and their teams, for the cooks and chefs working in aged care, for residents.

Cheers
 Jane

Jane Mussared

Chief Executive Officer

s47F or 08 8128 s47F

SAHMRI, PO Box 11060, Adelaide

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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s47F

From: Minister Butler <Minister.Butler@Health.gov.au>
Sent: Monday, 23 December 2024 4:22 PM
Subject: Merry Christmas and happy holidays from the Hon Mark Butler MP [SEC=OFFICIAL]

Wishing you a

happy
and
healthy
holiday

We look forward to working
with you in 2025

Warm regards,
The Hon Mark Butler MP
Minister for Health and Aged Care

"Connections of community" artwork by Barkindji artist Bianca Allen

s47F

From: Jane Mussared s47F @maggiebeerfoundation.org.au>
Sent: Monday, 27 January 2025 12:49 PM
To: MARTIN, Nick; s47F
Cc: Lesley Woods
Subject: Our 2025-26 Budget submission
Attachments: Submission to 2025-26 Federal Budget Maggie Beer Foundation 2025.pdf

Nick, s47F and s47F

It is a big year ahead for you all. Whatever happens next, delivery across health and aged care 2022-25, while there's always more to do especially in Medicare reform, has been huge.

I wanted to draw your attention to our pre-budget submission to the Treasurer for the 2025-26 Budget.

We have been working with the Department to roll out the \$1.7m allocated through 2024 MYEFO. It is very very welcome.

We note however that the funding is within the current grant and does not extend our program funding past 2026 and so new funding to maintain our impact and scale will be required. We are also asking for support to lead work around food services and models to support older people getting aged care at home.

I look forward to catching up soon.

Cheers
 Jane

JANE MUSSARED

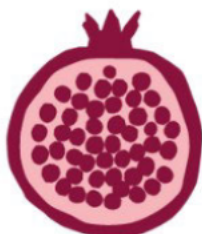
Chief Executive Officer

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🌐 MaggieBeerFoundation.org.au

📞 s47F or 08 8128 s47F



**MAGGIE BEER
 FOUNDATION**
 CREATING AN APPETITE FOR LIFE

10 *years*
 ANNIVERSARY

From: Jane Mussared s47F @maggiebeerfoundation.org.au>
Date: Monday, 27 January 2025 at 12:04 PM
To: s47F @Health.gov.au>, s47F

s47F @Health.gov.au>, PAUL, Dimity s47F @Health.gov.au>
Cc: Lesley Woods s47F @maggiebeerfoundation.org.au>
Subject: Our 2025-26 Budget submission

Dimity, s47F and s47F

A busy year ahead for you all! We are thrilled to bits that Minister Wells has been promoted to Cabinet. It is richly deserved including for all of you in your support for her.

Please find attached our pre-budget submission to the Treasurer for the 2025-26 Budget.

We have been working with the Department to roll out the \$1.7m allocated through 2024 MYEFO. It is very very welcome.

We note however that this funding is within the current grant and does not extend our program funding past 2026 and so new funding to maintain our impact and scale will be required. We are also asking for support to lead work around food services and models to support older people getting aged care at home.

We'd love to talk to you more about both proposals.

Cheers
 Jane

JANE MUSSARED

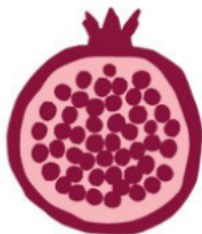
Chief Executive Officer

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🌐 MaggieBeerFoundation.org.au

📞 s47F or 08 8128 s47F



**MAGGIE BEER
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10 *years*
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Pre-Budget Submission 2025-26

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www.maggiebeerfoundation.org.au

Jane Mussared, CEO
Maggie Beer Foundation
SAHMRI
North Terrace
Adelaide
ABN: 15 168 279 865



The Problem

There remains a high and unacceptable risk of malnutrition among older Australians both for those living in aged care homes and for those living at home.

The issue for those living in aged care homes was recognised and flagged as a priority by the Royal Commission into Aged Care Quality and Safety. While Government, with the cooking, catering and nutrition community, aged care providers, vocational education sector, aged care staff and the Maggie Beer Foundation, are working to change this, systemic, sustainable change is far from embedded. Two of the most urgent issues are –

- The absence of any accredited practical training available anywhere in Australia for aged care cooks and chefs. Cooks and chefs, in undertaking one of the most difficult roles in aged care, desperately need on the ground support and training to meet the complex needs of frail older Australians.
- Major industry gaps in knowledge and skills about flavour, nutrition, food and dining needs, food preparation techniques, workflow and kitchen requirements to adequately support residents of aged care.

For older people living in their own home, particularly as they rely more on others for support, there is an increased likelihood of poor access to good food (including to meet altered nutritional needs generated by the burden of disease) and consequent risks of malnutrition. While there has been increasing focus on food in aged care homes, the issues and solutions for food at home are relatively unexplored.

Our Proposals

We offer two proposals for consideration.

	Per annum	Over 3 years
Proposal 1 - Extend the Improving Food in Aged Care through Education and Training program	\$4,000,000	\$12,000,000
Proposal 2 - Project focused on solutions for older people receiving aged care at home	\$1,100,000	\$3,300,000
Total	\$5,100,000	\$15,300,000

PROPOSAL 1 - Extend the *Improving Food in Aged Care through Education and Training* program

The Maggie Beer Foundation, with funding from the Federal Government, rolled out its Trainer Mentor Program (TMP) to provide comprehensive, sustainable and hands-on training and capacity building on a national basis for cooks, chefs, catering teams and others responsible for the food and dining experience in aged care homes.

The 2024 MYEFO statement included an additional \$1.7m to supplement existing funding for the program which, without new funding, will finish in mid 2026. While the 2024 MYEFO funding is critical to the momentum of the program, our experience and the independent evaluation being undertaken by HealthConsult suggest that funding must be increased and our ambitions for the reach of the program extended if we are to create significant improvement at scale.

We therefore urge that \$4 million per annum is allocated on a longer term basis, and for a minimum of three years.

The TMP is delivered by our unique Foundation Trainer Chefs who are supported by the Foundation to keep up to date with emerging knowledge and expertise in aged care food and dining, and who have advanced skills and knowledge in cooking and dining, aged care and training and mentoring processes.

This extension would enable the successful features of the current program to continue with TMP as the key deliverable, supported by the Professional Community, Online Learning Modules and State and Territory Hubs (virtual short courses). Specifically, \$12m over 3 years would -

- Extend the TMP program and Hubs to run until mid-2029 in the first instance to more than 200 additional homes over the period and achieving a total reach of more than 350 of the almost 2,700 aged care homes across Australia.
- Research, scope and produce new Online Learning Modules with appropriate experts and based on learning needs identified through the current program and stakeholder engagement.
- Support the growing online Professional Community of Aged Care Cooks and Chefs to receive curated access to a moderated online forum, current topic updates, access to recipes and resources, discussion groups and timely, expert responses to member inquiries.
- Produce resources for a broader stakeholder group (such as carers, community members, clinicians and aged care managers) including tools, 'small bite' information sessions with subject experts, webinars, resources and Fact Sheets addressing common issues.
- Continue the development of a library of scalable recipes, developed and trialled especially for aged care, including the process for texture modification and nutrition information.

The TMP is largely offered onsite, where a Maggie Beer Foundation Chef Trainer works beside staff for a total of 16 days over a 12-month period. It includes consideration of factors such as:

- Developing flavour through key cooking skills and techniques, combining a variety of complementary flavours, sourcing seasonal produce and creating balance between the 5 flavour profiles including across texture modified meals
- Meeting the nutritional needs of older people (particularly protein) to prevent malnutrition and fortification using a food first approach
- Running an efficient kitchen with adequate resourcing and rostering, efficient workflow, accessing and creating standard recipes suitable for aged care, staff training on existing kitchen equipment and strategies to get ahead (e.g. cooking in bulk)
- Dining experience by creating welcoming spaces to dine, bringing aroma into the dining room to stimulate appetite, supporting independence and involving residents through regular and ongoing feedback mechanisms.

Funding required \$12,000,000 over 3 years.

PROPOSAL 2 - Project focused on solutions for older people receiving aged care at home

We propose funding for a collaborative project focused on older people receiving aged care in their own homes, examining and making recommendations about the range of options and models that will support improved nutrition, food and social dining for frail older people living at home including those living alone.

The Foundation believes, through the formation of an ‘alliance group’ of community organisations including those delivering meals, there is an opportunity to research the needs and options for frail older people receiving meals as part of aged care in their own home.

Most older people, including frail older people needing aged care, do not live in aged care homes. Too often a factor prompting the need for residential aged care is the risk of malnutrition where older people are simply not eating well enough to maintain good condition. This has often followed months (and years) of inadequate nutrition, loneliness and not being able, motivated or interested in enjoying food.

We know much less about this as a problem – and the potential solutions - than we should.

There are few Australian studies of the prevalence of undernourishment among those living in the community and sample sizes are small.¹ However, according to a study undertaken by Access Economics for Meals on Wheels in 2011, inadequate nutrition is potentially common among older people living in the community — ranging between 30 and 47%. The reasons for poor nutrition included –

- poor health causing reduced mobility, fatigue, and frailty
- polypharmacy leading to decreased appetite
- dentition, chewing and swallowing disorders
- lack of social support
- reduced ability to shop
- low income
- poor food and nutrition knowledge; and
- lack of interest and motivation, particularly when alone

More recently cost of living pressures have prompted some older households to put a low priority on fresh, good food.

While older people (and those who care for them) increasingly understand that exercise is an essential part of ageing well and avoiding falls, the place of good food and proper nutrition is not nearly as well understood. We can counter the “anorexia of ageing”² with a better understanding of the importance of food as we age, including the need to pivot narratives away from a fear of obesity to preventing malnutrition.

But our experience tells us that we will not succeed in addressing nutrition if the process is medicalised or food turned into nutrition doses or transactions. Food which stimulates the senses, is flavourful and which can be enjoyed in the company of others is much more likely to support required nutrition levels.

This project will be led by the Foundation, and feature collaboration across existing and emerging stakeholders, adopting the approach the Foundation used to host the first National Congress on Food and Dining in Aged Care in 2021. It will provide an analysis of –

- the gaps, issues and opportunities through a literature search, surveys and workshops
- an examination of the products, options and solutions
- a blueprint for next steps.

Funding required \$3,300,000 over 3 years.

¹ p9, *Cost benefit analysis of an intervention to improve the nutritional status of community dwelling older Australians, for MOWA by Access Economics, 2011*

² For example, https://researchnow-admin.flinders.edu.au/ws/portalfiles/portal/76540712/Han_Individualized_P2023.pdf

About the Maggie Beer Foundation

The Maggie Beer Foundation is determined to improve the food experience and quality of life for current and future generations of older people.

For more than 10 years, the Foundation has been advocating, educating, collaborating, facilitating research and sharing the latest knowledge and skills with cooks and chefs in aged care. We do this through our online education modules, our professional hands-on Trainer Mentor Chef Programs, our Learning Hubs, our moderation of a professional community for aged care cooks and chefs, and our contribution to research and policy development.

We are committed to working with others to better understand and address the very real risk of malnutrition among older people living in their own homes, including those who live alone, and who, for a range of reasons, face barriers to enjoying healthy, delicious food.

We can bring about life-altering change to the well-being of older people through access to food full of flavour and nutrients.

As Maggie says,

"Food is the fuel of life, of great conversation and memorable meals. Its substance is far more than just the nutrients acquired in the act of eating. It's the knowledge of loving preparation, the anticipation of sharing a meal and the delicious pleasure of engaging all our senses as we eat. Food is nutrition not just for the body, but also for the soul. It's what fires our appetite for life, no matter what age. Every mouthful counts as we age and the Foundation's resources and reach aspire to work every day to make good food and good eating the reality for each and every older Australian."

Our approach is focused on supporting staff to understand the importance of food, and their own role in its production and delivery. This leads to improved retention in the aged care industry of cooks and chefs who are otherwise at risk of being lost to hospitality roles.

Beyond our direct training role, the Maggie Beer Foundation has, for more than a decade, been the leading advocate for improved vocational training and for research that improves the understanding of the relationship between food and emotional and physical wellbeing.

A current project, funded by Skills SA and undertaken by the Foundation in partnership with TAFE SA, has begun a serious analysis of the training needs of cooks, chefs and kitchen hands in aged care. While this will take some time, we very much hope that the next step will be vocational training gap analysis, the development of new vocational training programs and then national take up.

Jane Mussared, CEO

E - s47F @maggiebeerfoundation.org.au

T - s47F

s47F

From: Jane Mussared <s47F@maggiebeerfoundation.org.au>
Sent: Tuesday, 27 August 2024 10:07 AM
To: s47F
Subject: Re: Can I come and see you?!! [SEC=OFFICIAL]

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hey s47F
 Of course I remember now that you are s47F
 Yes saw the stuff with the Coalition party rom seemed to have stopped progress... Fingers crossed.
 See you on 12th!
 Cheers
 Jane



Jane Mussared
 Chief Executive Officer
 s47F or 08 8128 s47F
 SAHMRI, PO Box 11060, Adelaide
 s47F @maggiebeerfoundation.org.au
www.maggiebeerfoundation.org.au

From: s47F
Date: Tuesday, 27 August 2024 at 9:00 AM
To: Jane Mussared
Subject: FW: Can I come and see you?!! [SEC=OFFICIAL]

Hi Jane
 I just realised that I've been missing your emails as there is a typo in my email address - so sorry if you've sent me something else and I haven't responded.
 BTW – you'll have seen that no lego was introduced last week. We are still waiting.

s47F

From: s47F
Sent: Tuesday, August 27, 2024 9:01 AM
To: Jane Mussared, s47F
 MARTIN, Nick, s47F
Cc: Jane Mussared
Subject: RE: Can I come and see you?!! [SEC=OFFICIAL]
 Thanks for the update on Maggie, Jane. Some of the reporting yesterday was worrying.
 We'd love to see you on the arvo of Thur 12 Sep. There will be the usual exodus out of here at the end of that day as it's the end of a sitting week, but I imagine you'll drop by before then.
 See you soon. s47F

s47F

From: Jane Mussared <s47F@maggiebeerfoundation.org.au>
Sent: Monday, August 26, 2024 7:01 PM
To: s47F <s47F@health.gov.au>; s47F <s47F@Health.gov.au>; s47F <s47F@health.gov.au>;
 s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>;
 s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; MARTIN, Nick

s47F @Health.gov.au>; s47F @Health.gov.au>

Cc: Jane Mussared s47F @gmail.com>

Subject: Re: Can I come and see you?!!

Hey dear bestest MBO Team and s47F

I've rescheduled my trip to Canberra to 12-15 September.

Sitting week and sounds like aged care on the agenda but I am hoping I can come and see you sometime Thursday afternoon?

Sending love xxx

s47F



Jane Mussared

Chief Executive Officer

s47F or 08 8128 s47F

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jmussared@maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

From: Jane Mussared s47F @maggiebeerfoundation.org.au>

Date: Thursday, 25 July 2024 at 12:01 PM

To: s47F @health.gov.au s47F @health.gov.au>, s47F @health.gov.au
s47F @health.gov.au>, s47F @health.gov.au s47F @health.gov.au>, s47F @health.gov.au>
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s47F @health.gov.au s47F @health.gov.au>, s47F @health.gov.au
s47F @health.gov.au>, s47F @health.gov.au s47F @health.gov.au>

Cc: Jane Mussared s47F @gmail.com>

Subject: Can I come and see you?!!

Hey Team (and I know I've missed some people from this list – sorry!)

I will be in Canberra from 14th of August for a few days – Maggie is at a Parliamentary Friends event on 14th August.

I am hanging around in Canberra for a few more days.

Can I come and see you on Thursday or Friday? I know so busy and a sitting week but let me know what is possible.

Lots of love

Jane



Jane Mussared

Chief Executive Officer

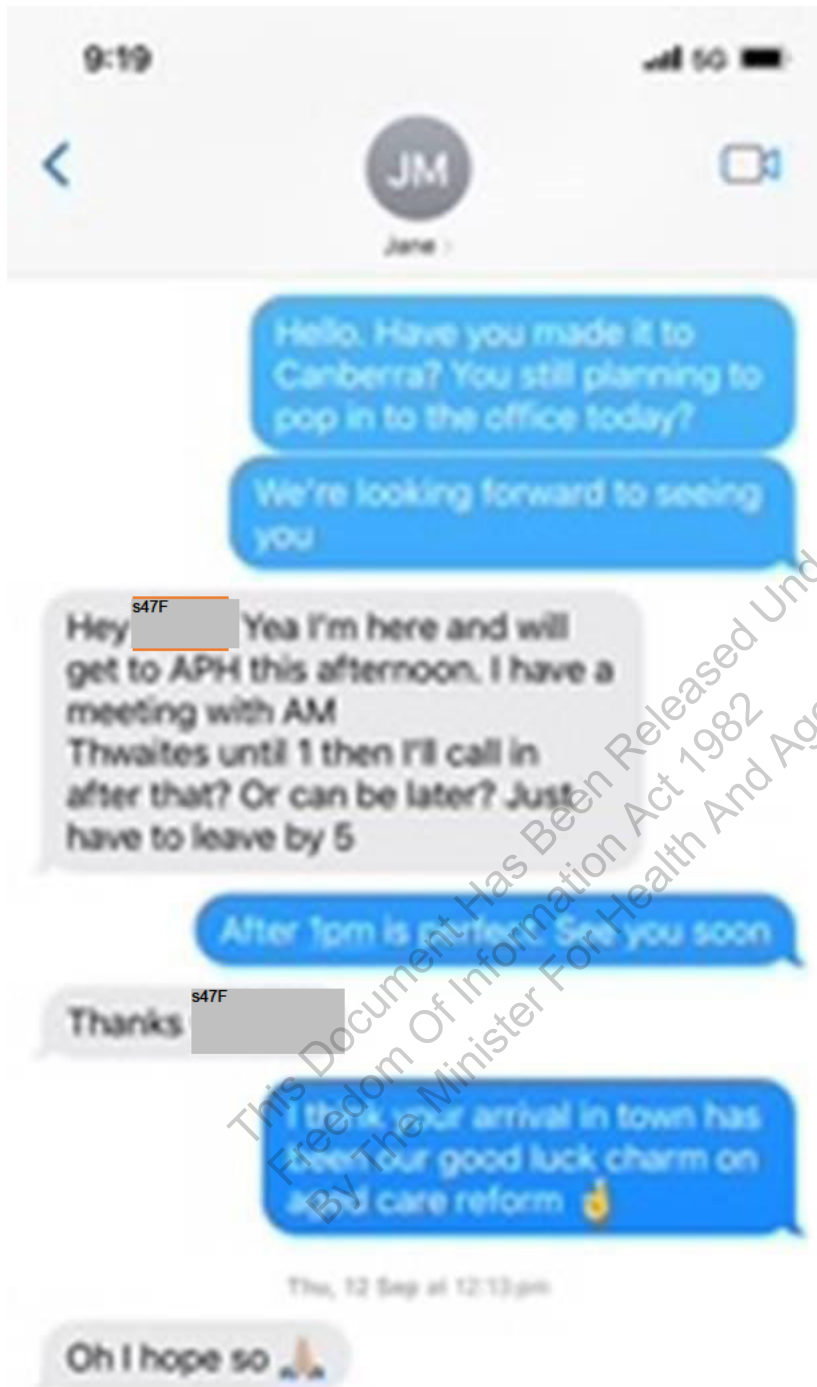
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Text message exchange between Jane Mussared (CEO, Maggie Beer Foundation) and Minister Butler office staff 12 September 2024



From: s47F
To: "Jane Mussared"; s47F
Subject: RE: Maggie Beer Foundation submission re the Aged Care Bill 2024 [SEC=OFFICIAL]
Date: Monday, 14 October 2024 8:08:00 AM
Attachments: [image001.png](#)

Thanks Jane – appreciate you sharing, and s47F. We're counting down sitting days and also hoping it passes too

s47F

From: Jane Mussared
Sent: Friday, October 11, 2024 11:38 AM
To: s47F
Subject: Maggie Beer Foundation submission re the Aged Care Bill 2024

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hey s47F and s47F

I sent our submission to the Senate Community Affairs Committee today and have attached a copy for your reference.

Fingers crossed – to have a new Aged Care Act in this session would be an incredible achievement by Ministers Butler and Wells!

s47F

Cheers

Jane



Jane Mussared

Chief Executive Officer

s47F or 08 8128 s47F

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Submission on the Aged Care Bill 2024

Response by the Maggie Beer Foundation to the Inquiry by the Community Affairs Legislation Committee

About the Maggie Beer Foundation

The Maggie Beer Foundation is determined to improve the food experience and quality of life for current and future generations of older people.

For more than 10 years, the Foundation has been advocating, educating, collaborating, facilitating research and sharing the latest knowledge and skills with cooks and chefs in aged care. We do this through our online education modules, our professional hands-on Trainer Mentor Chef Programs, our moderation of a professional community for aged care cooks and chefs, and our contribution to research and policy development.

We can bring about life-altering change to the well-being of older people through access to food full of flavour and nutrients.

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Maggie Beer Foundation contact –

Jane Mussared, CEO

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11 October 2024

Committee Secretary
 Senate Standing Committees on Community Affairs
 PO Box 6100
 Parliament House
 Canberra ACT 2600
community.affairs.sen@aph.gov.au

The Secretary

Re - Aged Care Bill 2024 - Submission from the Maggie Beer Foundation

The Maggie Beer Foundation urges the passage of the Aged Care Bill 2024 in this Parliamentary Session.

We support the current drafting and, notwithstanding that there will be pressure to continue to develop it, we believe it provides the required substantial overhaul of the legislative basis for our aged care system in Australia.

We also note the important agreement about funding arrangements reached between the Government and Opposition. This bipartisanship augurs well for the Aged Care Bill 2024 and its capacity for a fundamental reset in the way we frame, fund, deliver and regulate aged care.

The work of the Maggie Beer Foundation is focused on how the food and nutrition needs of older Australians are met.

The risk of malnutrition is very real both for people living in residential aged care and for those receiving aged care at home. While the Royal Commission into Aged Care Safety and Quality nominated food as an urgent priority to “fix” in Australian residential aged care, malnutrition is also a major risk for many older people living in their own homes. It is very often a key trigger behind the need for older people to move to residential aged care.

We acknowledge the work of previous and current Health and Aged Care Ministers and the steps each has taken to prioritise food, dining and nutrition at least in residential aged care. We note for example the explicit inclusion of food in funding accountability, and the ACQSC’s new Food, Nutrition and Dining Hotline.

For the residents of aged care, current federal government funding of the Maggie Beer Foundation Trainer Mentor Program has provided the first ever specialised training for aged care cooks, chefs and kitchen teams.

We look forward to this funding being extended and increased well before its current expiry in 2026 so that the cooks and chefs have access to the training expected of aged care workers who can deliver high quality care under 20(c) (xi) of the draft Bill.



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Clause 15 - Strengthened Standards

The Bill heralds strengthened standards. We are very pleased that Clause 15(1) and (2) enable rules that prescribe standards of aged care including “(e) how registered providers must deliver food and drink to meet the nutritional needs and preferences of individuals”.

The Maggie Beer Foundation has been very involved in the drafting of a new Standard 6 titled *Food and Nutrition* in anticipation of the passage of the Bill ready for operation by July 2025. Educating and monitoring of this new, significantly better and much more comprehensive Standard (notwithstanding that it applies only to residential aged care at this stage) is awaiting passage of the Bill.

Clause 20 - Meaning of high quality care

Clause 20 provides definition to high quality care. Given the risk of malnutrition for people receiving aged care both in their own home and in residential care, we think that adding “enabling access to tasty and nutritious food where the person relies on their aged care provider for this” would ensure that food is seen as an integral part of aged care for many people.

Clause 601 - Review

We support the opportunity to review the Act in 5 years provided for in Clause 601. The new Act will not be perfect and it is inevitable that opportunities to improve its provisions and implementation will emerge over time.

We flag for example that this review will need to consider reform in two areas in particular –

1. Food for people living at home

Malnutrition is a major risk for frail older people living in their own homes, very often triggering their move to residential aged care. The draft *Standard 6 Food and Nutrition* applies only to residential aged care and it is well and truly time for us to turn our attention to older people getting aged care in their homes.

While nothing in the Bill stops this focus in the future, we will be urging the new Support at Home program, along with arrangements made for Commonwealth Home Support Program services, to make a much more comprehensive contribution to reducing the risk of malnutrition for older people living at home, including and especially those living alone.

2. Minimum qualifications for cooks and chefs in residential aged care

Food is not incidental to the lives, wellbeing and happiness of older Australians. We do not currently have a sufficient workforce of trained cooks and chefs with specialist knowledge of aged care. There is no formal qualification available.

We need cooks and chefs who are able to combine knowledge of food science, skills in kitchen management and food preparation, an ability to present food and a talent for flavour to also be able to meet the diverse tastes, needs and preferences of older Australians on a 24/7 basis.

An important part of closing this training gap will be to address the education needs and the career opportunities for the people who take responsibility every day for the food and dining experience in aged care.



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Despite residential aged care homes offering the most complex cooking and hospitality roles for cooks and chefs anywhere in Australia, there is no relevant accredited tertiary qualification on offer.

The Maggie Beer Foundation has been working to address this gap both through our Trainer Mentor Program and our other bespoke training and through our advocacy work with the vocational education and skills sector to identify and develop future accredited qualifications.

We would like to see the introduction of mandatory minimum qualifications for our residential aged care cooks and chefs right now. However we are very aware that there is not yet a relevant vocational qualification that combines commercial cooking with the unique needs of aged care residents. The Maggie Beer Foundation Trainer Mentor Program, as the only specialised training available currently, will require an extension to its funding beyond 2026 to reach our 2700 Australian aged care homes.

We therefore give notice that it is our expectation that a mandatory minimum training/qualification for cooks and chefs in aged care will be considered in the 5 year review of the Act.

We thank the Committee for its scrutiny of such an important Bill. The Foundation believes that it will uplift aged care. While there are no doubt improvements that could be made, it is a very good Bill making important progress in the shortcomings of aged care laid bare by the Royal Commission.

We urge the Committee to recommend the passage of the Aged Care Bill 2024 by this parliament.

Yours sincerely

s47F

Maggie Beer AO
Founder and Director

s47F

Jane Mussared
Chief Executive Officer