



Trainer Mentor Program – Application Form

IMPORTANT

This document is only to show you the information you need to collect and provide to the Maggie Beer Foundation, to apply for the Trainer Mentor Program.

Submit your application on the Maggie Beer Foundation website

<https://maggiebeerfoundation.org.au/>

1. About your Aged Care Home	
1.1 Name of Aged Care Home	
1.2 Provide a link to your website	URL
2. Contact Details	
2.1 Applicant 1: Senior Leader Representative	
2.1.1 Name	
2.1.2 Email address	
2.1.3 Phone number	
2.1.4 Role	Board member CEO General Manager Other
2.2 Applicant 2: Senior Hospitality/ Catering Representative	
2.2.1 Name	
2.2.2 Email address	
2.2.3 Phone number	
2.2.4 Role	Catering Manager Head Chef Other
2.3 Provider Representative	
2.3.1 Is your home part of a Provider group?	Yes/ No If yes, go to 2.3.2 – 2.3.5
2.3.2 Name	

2.3.3 Email address	
2.3.4 Phone number	
2.3.5 Role	
3. About your residents	
3.1 How many residents do you have from each of the following diversity groups?	Cognitive impairment (e.g. dementia) Aboriginal and Torres Strait Islanders Culturally and Linguistically Diverse, which cultural backgrounds do they represent?
3.2 Does your Aged Care Home have a specific cultural focus?	Yes (please specify) No
3.3 How many residents do you have with the following special dietary needs?	Texture Modified Diets – PU4 Puree Texture Modified Diets – MM5 Minced & Moist Texture Modified Diets – SB6 Soft & Bite-sized Texture Modified diets – EC7 Easy to Chew Vegetarian/ Vegan Allergies (e.g. lactose free, gluten free) Fluid restriction High fibre Religious diets (e.g. halal, kosher) Other
4. About the Food Service Team	
4.1 How many of each of the following roles do you have in the Food Service Team?	Number of people Full-Time Equivalent (FTE)
Executive Chef/ Catering Manager	
Head chef/ head cook	
Support chef/ support cook	
Kitchen hand	
Other	
4.2 How would you describe your staff turnover in the kitchen?	Very high turnover Above average turnover Average turnover Below average turnover Low turnover
4.3 In the last 3 months, how many shifts have been filled by agency staff?	# of shifts

5. About your Food Service	
5.1 How would you describe your home's use of nutritional supplements?	Very high Above average Average Below average Low
5.2 What does your average spend on food and nutrition per resident per day?	Average \$ per person per day
5.3 How would you rate your current food and dining service?	1 – 5 stars
5.4 Explain the reason for your score	Up to 300 words
5.5 How do you involve residents and families in menu planning?	Regular menu reviews meetings Resident surveys Taste testing Personalised menu options Chef-Resident interactions Menu Comment Cards Trial period for new menu items Other
6. About Education and Training	
6.1 What motivated you and your Aged Care Home to apply for this program?	Up to 300 words
6.2 What do you want to gain through the Trainer Mentor Program?	Up to 300 words
6.3 In the last 2 years, what training have your staff been offered or completed regarding food, nutrition and dining experience?	IDDSI Training Menu Planning Food Safety Cooking Training Cultural Sensitivity Waste Management Other None
6.4 What education and training from the Maggie Beer Foundation have your staff completed?	Online Learning Modules Masterclass State and Territory Hub Professional Community Other None
6.5 It is strongly recommended that Food Service Staff complete all Online Learning Modules before starting the program. Do you agree to ensure this is completed?	Yes No

7. Tailoring the program

As every aged care home and kitchen team are different, homes that have been accepted into the program are asked to provide a range of information so the program can be tailored to your individual needs:

- About the food you currently serve:
 - A list of the food you stock in the kitchen, including dry goods, cool room and freezer
 - Recipes and nutritional information
 - Menu appraisal (in partnership with Nutrition Professionals Australia)
- About your operations and logistics:
 - List of your equipment
 - Food Safety Manual
 - Current workflow
- Your environment
- Current Food Satisfaction (in partnership with Flinders University).

7.1 Which of the following information are you willing to provide?

Menu and food photos
 Standard recipes and nutritional information
 Photos of kitchen, dining rooms and courtyards
 List of pantry items
 Food Safety Manual
 Rosters and prep lists
 Audit of kitchen equipment
 Food Satisfaction Questionnaires

7.2 How do the Board and Senior Management demonstrate their commitment to improving the food, nutrition and dining experience?

Eat food served to or dine with residents
 Participate in food committees
 Attend resident council meetings
 Experience theme meals and other special occasions
 Celebrate or share food related achievements
 Other (please specify)
 None

8. Demonstrating your commitment

Trainer Mentor Program is a unique opportunity for homes to transform the food and dining experience. Homes that are gaining the most benefit are supporting the process with:

- **Attitude and culture:** being open to new ways of doing things and challenging established processes
- **Staff and rostering:** providing additional staff during face-to-face training sessions – to free up cooks and chefs to attend training and upskill as many people as possible
- **Time and IT support:** support staff to complete Online Learning Modules and coursework activities
- **Whole of home approach:** food and dining involves many people. Engaging residents and staff at all levels, including senior leaders, catering team, food service staff and allied health professionals.

The scope and pace of change is determined by each home. The more time and effort your home puts in, the greater the impact your home can expect.

On average, each home needs to resource:

- **Face-to-face training:** 12 full days across the 12-month program
- **Coursework:** 2 days per month
- **Meetings:** 2 hours per quarter
- **Online Learning Modules:** 5 hours per person participating

8.1 What barriers to training and implementing change do you anticipate?	Time for cooks and chefs to attend Staff turnover Policies and procedures Attitude/ organisational culture Inadequate equipment Food cost Other (please specify)
8.2 How will you overcome these (and any other) barriers?	Up to 300 words
8.3 How will you share knowledge and skills with other Aged Care Homes (e.g. in your Group or locally)?	Up to 150 words
8.4 How will you maintain change beyond the life of the program?	Up to 150 words
8.5 Please upload a letter of support from your Board, CEO or Senior Leadership Team outlining the home's commitment to improving the food and dining experience.	Upload word or pdf document

***Field not required if you provide a valid Service-ID**