



**TEXTURED  
CONCEPT  
FOODS**



# Join our mission

**We're on a mission to transform people's lives by transforming the quality of food they eat.**

We produce the largest range of value-added texture modified products and meals for people living with dysphagia that are nutrient-dense, safe to swallow and visually appealing for healthcare organisations across Australia and delivered direct to you or via our distributor network.

We enable and empower people living with dysphagia. Since 2012, our personal experience and industry research informs us that customers enjoy their texture modified meals more when they can easily distinguish the food and identify what they're eating on their plate through sight, smell and taste. And a big part of people feeling empowered is around having choice in what they consume and a greater variety of food options.



## The opportunity for organisations

Our commitment is providing quality products, extensive meal information and inspiration to healthcare organisations in every state of Australia. Your opportunity is in serving the highest quality and safest food to your clients.

We challenge healthcare management and procurement teams to compare the benefits and costs of buying in their texture modified food and meal requirements versus producing in-house. The results from our research will surprise you.

The opportunity for healthcare organisations is to serve value-added texture modified products to their residents and patients from a company you can rely on and trust.

You know that when you plate our texture modified products, you're serving IDDSI compliant products and meals to your diners that are nutritious, safe, and aesthetically appealing.

Your team can rely on efficient delivery of products so that a variety of meals can be easily and efficiently served to diners that are portion controlled and conveniently stored in your freezer and then heated and served.

Again, our experience and industry history demonstrate what hasn't worked well in healthcare settings especially when commercial kitchens attempt to meet the complex production processes and compliance standards for diners on texture modified diets.

## Our passion comes from our duty of care

Textured Concept Foods was born from two like-minded professionals – chef Darren Benfell and dietitian Lisa Sossen who share a common concern: the need to transform the food being served to people with dysphagia in healthcare settings and at home.

As our team grew and we formed partnerships with food distributors, our range of texture modified food increased allowing us to deliver more products into healthcare organisations across Australia.

Now nearly a decade on, our co-founders are our two longest-standing members who continue to lead and inspire the growing team and intricate manufacturing process today.



**We believe quality texture modified food is vital for people's health and wellbeing at any stage of a person's life.**

## Meet Darren Benfell

Darren Benfell is a successful chef who has worked in aged care kitchen facilities and experienced first-hand the issues in producing consistent and safe texture modified meals in a commercial kitchen. He has valuable insight into the consequences people with dysphagia endure from being served sub-standard scoops of mashed food.

## Meet Lisa Sossen

Lisa Sossen is a leading dietitian who consults privately and within the healthcare industry. She is increasingly frustrated by the limited options available for people on texture modified diets and concerned that meals rate poorly on nutrition and presentation that result in patient weight loss.

Together Darren and Lisa formed Textured Concept Foods with the aim of producing the highest quality and variety of texture modified food products that would change people's lives for the better.

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**We formed a business partnership from a shared sense of restoring dignity and nutritional care to people living with dysphagia on texture modified diets – nutritional dining with dignity.**

## Our product integrity

### Local Suppliers

We ensure our product ingredients are sourced from local suppliers and our product packaging is sustainable and recyclable.

### Fresh Products

Our ingredients are 100% natural. We do not add supplement powders in our recipes.

### Safe Products

We follow stringent food manufacturing guidelines and procedures that comply with the International Dysphagia Diet Standard Initiative (IDDSI).

### Skilled Team

We train our team to use custom equipment and machines used in our food manufacturing process and upskill team leaders in managing teams.



## The many faces of dysphagia



Did you know that more than approximately **one million** Australians have dysphagia?<sup>1</sup>

Although the people most associated with swallowing and chewing problems are age related or due to injury or disability, dysphagia can impact people at any time in their lives.

Speech pathologists recommend a texture modified diet for those people who have had a stroke, head and neck cancer, are living with cerebral palsy, MS (multiple sclerosis), MND (motor neuron disease), have dementia or age-related issues, health concerns or dental issues. Others require texture modified diets for a short period of time after bariatric surgery. The need for texture modified foods is diverse.

### Investing in food

Many residents in aged care facilities or patients recovering from medical procedures in hospitals on texture modified diets are served meals produced in-house by a chef in a commercial kitchen. Attaining correct and safe consistency requires time, specialised equipment, and knowledgeable staff which are barriers to providing texture modified meals that look and taste good and are nutritious.<sup>2</sup>

In summary, the key components of producing quality, value-added texture modified meals are:

- + Investing in team skills and knowledge
- + Investing in the right equipment
- + Investing in the time to produce.

Many healthcare organisations can't invest in these areas for various reasons so residents and patients are served food that is inconsistent in texture, nutrition and presentation. What we do know is that studies report 15%<sup>3</sup> to 75%<sup>4</sup> increased consumption with beautifully presented re-shaped or piped meals.

## Dignity is important

For people living with dysphagia, dignity is important for so many reasons.

Over time, when people feel they're not being cared for or looked after in a way they deserve, their sense of dignity plummets and they may often start questioning their value and identity.

Healthcare professionals and research papers concur that people with dysphagia often experience not only the physical impacts of poor food such as weight loss, dehydration, risk of aspiration, pneumonia and choking but also the often hidden and pervasive negative psychological impacts associated with losing their dignity, joy of eating and socialising with others. Re-shaped meals make the mealtime experience more enjoyable.

### We take the time-consuming process off your hands

Getting the texture correct and safe requires multiple checkpoints from auditing textures under IDDSI criteria and under HACCP conditions. We have special cooking techniques and hand mould all our products. We take the time to design and develop recipes for great tasting and nutritious products.

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1. *Speech Pathology Australia*
  2. *Coleman, 1995; Dahl et al., 2002; Garcia et al., 2018; Ilhamto et al., 2014; Keller & Duizer, 2014a; Korb et al., 2013; Matwiejczyk et al., 2018; Willis, 2017, Matwiejczyk et al., 2018*
  3. *Cassens et al., 1996*
  4. *Farrer et al., 2016*
  5. *Wu et al. 2021*
  6. *Hotaling, 1992, Amunrud et al., 1999; Amunrud et al., 1999; Ilhamto et al., 2014; Ott et al., 2019; Sun, 1998*



## Let's enable and empower

With a decade in manufacturing, we know a thing or two about making quality texture modified products. We now produce over 70 different texture modified food product lines enabling commercial purchasing while empowering consumer choice.

Our comprehensive food manufacturing process undergoes specialised training and significant investment in equipment to produce our range of products that comply with IDDSI for Pureed Level 4, Minced & Moist Level 5, Soft & Bite-Sized Level 6 and Moderately Thick Level 3.

## The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.



© The International Dysphagia Diet Standardisation Initiative 2019 @ <https://iddsi.org/framework/>  
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Derivative works extending beyond language translation are NOT PERMITTED.

## The quality equation

Understanding the complex and often cost prohibitive manufacturing process of producing value-added texture modified foods means poor quality products continue to be served to people with dysphagia. The cost not only lies in the raw ingredients, but the challenge texture modified menus face in providing greater choice, more variety and better nutrition.

**There's not one solution to producing quality texture modified products that people enjoy eating, however there are many investments that can be made which include:**

- + Time
- + Staff training
- + Machines and equipment
- + Product variety and choice
- + Nutritional food
- + Sensory appeal
- + Quality control
- + Kitchen space.

**Most of these solutions come with significant hidden costs including:**

- + **Cost of time** – making texture modified foods in a commercial kitchen or at home takes considerable time
- + **Cost of training staff** – can often be lost due to staff turnover
- + **Cost of equipment** – to reliably and confidently produce quality products each week and have backup equipment if regular equipment fails
- + **Cost of waste** – overproduction waste and uneaten waste stages.

Our solution to buy in your texture modified foods is no surprise. We help organisations meet their texture modified food needs and standards easily and effectively.

**Our range is:**

- + Easily stored with a long shelf life (12 months in freezer)
- + Versatile with variety and choice
- + Easily prepared, heated and plated
- + Readily accessible
- + Complimented with sauces and/or gravies to fit regular menus
- + Conveniently ordered online
- + Safe meeting IDDSI Standards Pureed, Minced & Moist, Soft & Bite-Sized and Moderately Thick
- + Consistent in texture
- + Available as meals for restaurant style or room service meals
- + Effective for kitchen routines
- + Effective for portion control.



## Cost effective products

Research demonstrates that producing a variety of re-shaped texture modified products can be more expensive when produced in-house.<sup>7</sup> One must take into consideration the time, equipment and over-production when producing a parallel menu with choice and variety.

Furthermore, there is the hidden cost of meal waste.<sup>8</sup> For more information contact TCF to discuss how to make your menu cost neutral. Our products should not be considered as a raw food cost as our products come with high quality ingredients, portion control for less waste, variety and choice, and a quality controlled safe product.

## Nutrition

We know that people on texture modified diets eat less and find it difficult to receive enough nutrition. We have shown that using our products incorporated into a menu can provide adequate nutrition.<sup>9</sup>

### Savings to you

Purchasing our products and meals changes the way kitchens manage their texture modified meal requirements. The greatest cost savings for kitchens are:

#### Labour reduction

- + Preparation time - cutting, washing, mixing, preparing to cook
- + Monitoring - cooking, slow-cooking, baking, flavouring and blitzing
- + Choice and variety

#### Food wastage

- + Food waste from over production and from meals uneaten

#### Less reliance on oral nutritional supplement

- + More food consumed means less energy and protein deficit.

## Our product range

We like to think of our kitchen as an extension of your pantry. We have the ingredients to provide your texture modified diet menu for your clients.

Our extensive range includes texture modified packaged products and Pre-Plated Meals (PPMs). We produce a range of Pureed Level 4, Minced & Moist Level 5, Soft & Bite-Sized Level 6, and Moderately Thick Level 3 options in the following food categories - proteins, vegetarian, vegetables, protein/vegetable cubes, desserts/fruits and sauces and gravies.



## We like to celebrate

As part of our range, we produce specialty products and meals for those special times in the year so everyone can come together and celebrate.

**Easter product** – we produce chocolate Easter eggs so no one misses out on the Easter bunny.

**Christmas products** – we offer that special meal of roast turkey, vegetables and gravy with plum pudding for dessert. And for a delicious snack we offer Gingerbread men.



7. Ballesteros et al. 2019, Sossen, L., 2022 (Dissertation)

8. Sossen, L., 2022 (Dissertation)

9. Sossen, L., 2022 (Dissertation)

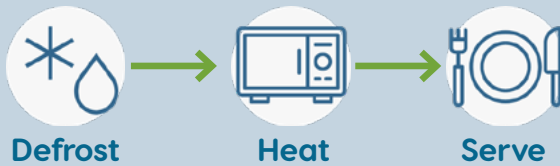
# Designed for convenience.

We supply portion controlled frozen meat, vegetarian, vegetable and dessert/snack portions. All our products are delivered in user-friendly resealable packaging ensuring ease of use and limiting waste.

## Easy to prepare

Our products are delivered frozen with a shelf life of up to 12 months so you can have them accessible longer term and defrost them as you need.

Heating our products and meals is as easy as defrost-heat-serve.



Commercial kitchen meals and desserts  
**Preparation & Heating Instructions**

**MAIN MEALS**

- Plate frozen products and cover with cling wrap/cover
- Defrost in kitchen atmosphere approx. 4 hrs or in fridge overnight
- Oven needs to be set to steam 5 min prior to placing product in and all plates heated on the steam setting
- Place the covered plate in the oven  
(tip: heating from thawed products delivers best results)
- Recommended heating 9-11 min in oven  
(tip: heating from frozen will take longer)
- Remove the plate from the oven
- Remove cling wrap/cover from the plate, add sauce and serve.

**DESSERTS**

- Place dessert on a plate or in a bowl and cover
- Allow the dessert to thaw in the fridge  
(tip: some products thaw best overnight)
- Garnish or serve with cream, ice cream, yoghurt or custard.

Serve your meals!

ORDER ONLINE  
[www.texturedconceptfoods.com.au](http://www.texturedconceptfoods.com.au)

# Product feedback

We like to share the feedback we receive from our customers who not only enjoy our products and meals but also the chefs and teams who serve them to their diners.

“ Pre-TCF moulded meals, our texture modified meals looked identical - four blobs of the same texture in slightly different colours on the plate covered in sauce or gravy. Minced diet clients were given pureed textures on many occasions as the range was limited in the minced wet protein and no minced vegetables were available.

Now we have variety and serve TCF moulded meals at lunch and wet texture modified meals at night, so clients don't get bored with meal appearance. We now have improved aesthetic appeal that is beneficial for clients, family and supports as they too see the client being offered attractive rather than sloppy and repetitive looking meals.

**Zoe Walsh**

**Dietetics and Food Services Team Leader for Community and Oral Health Directorate within MetroNorth Hospital and Health Service**

“ Since using your product, it has literally changed the lives of the residents on texture modified foods. Not only the taste, but the overall presentation of TCF foods is amazing. I serve with the sauce/gravy in jugs on the side, which is poured at the table to enhance the presentation and dining experience.

**Craig Stevens**

**Head Chef for Japara George Vowell**

“ This has been a lifesaver. My father in law is on a pureed food diet. We started ordering these meals apprehensively. He is so happy! Amazing presentation, efforts in making the food look appealing and appetizing. Great service, staff helpful. Fully recommend.

**Margaret Sharpe**

**Home Customer Google Review**



## Our online shop

Our online shop showcases our range of texture modified products and meals with accompanying product information to make your purchase informed and convenient.

*Product information on ingredients, nutrition and allergens can be found on our website.*

## Healthcare Organisations

Simply go to our healthcare organisations page on our website to create an account or shop online.

<https://texturedconceptfoods.com.au/healthcare-organisation/>

## Distributors

Partner with us as a distributor. Simply create an account and then place an order. Please go to our distributors page to create your account or login and order.

[www.texturedconceptfoods.com.au/distributors](http://www.texturedconceptfoods.com.au/distributors)




## Home Users

We've made it super easy to order our products and meals on our online shop. Go to our Home Users page and start shopping to make your order.

<https://texturedconceptfoods.com.au/home-user/>

# Get in touch with our team, we'd love to hear from you!

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