

s22

From: s22
Sent: Monday, 6 March 2023 10:06 AM
To: s22 HERALD, Russell
Cc: HARTLAND, Nicholas; s22
Subject: RE: Meals on Wheels service in Whitehorse Victoria [SEC=OFFICIAL]

Thanks Russell – I'll get back to you on this.

We're in Melbourne next Thursday so there might be an opportunity there.

s22

Adviser – Digital Communications and Aged Care

Office of the Hon. Anika Wells MP
 Minister for Aged Care | Minister for Sport
 Member for Lilley

M: s22 | E: s22 @health.gov.au

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From: s22 @Health.gov.au>
Sent: Sunday, 5 March 2023 4:34 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>; s22 @Health.gov.au>
Cc: HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 @health.gov.au>
Subject: RE: Meals on Wheels service in Whitehorse Victoria [SEC=OFFICIAL]

Russell and s22
 I defer to Minister Wells on this one. Looks like it is coming together.
 Cheers

s22

s22

Office of the Hon Mark Butler MP
 Minister for Health and Aged Care
 P: s22 | M: s22 | E: s22 @health.gov.au
 s22 PO Box 6022
 Parliament House, Canberra ACT 2600

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Sunday, 5 March 2023 3:45 PM
To: s22 @Health.gov.au>; s22 @Health.gov.au>
Cc: HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 @health.gov.au>
Subject: Fwd: Meals on Wheels service in Whitehorse Victoria [SEC=OFFICIAL]

Hi s22 and s22

Re the move to deploy new MoW outlets in Vic, Councils and the MoW entities are holding off announcement of the arrangement to give an opportunity for government to be involved if they so wished.

See detail below. If there is no interest, I'll go back and let them move on the narrative, otherwise let us know and we can start working on some comms with the relevant comms units.

Rusty

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

s47G

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s 22

From: HARTLAND, Nicholas
Sent: Thursday, 6 April 2023 11:27 AM
To: s 22
Cc: s 22; s 22
Subject: RE: MEDIA FOR CLEARANCE by 1pm today: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat [SEC=OFFICIAL]

Cleared

Nick

From: s 22 <s22@health.gov.au>
Sent: Thursday, 6 April 2023 11:24 AM
To: HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>
Cc: s 22 <s22@health.gov.au>; s 22 <s22@Health.gov.au>
Subject: MEDIA FOR CLEARANCE by 1pm today: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat [SEC=OFFICIAL]

Hi Nick

Please see below media enquiry for your clearance **by 1pm today, Thursday 6 April.**

[Enquiry and draft response](#)

Was wondering if you could respond to some follow-up questions re the 'Meals on Wheels' announcement last week

<https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home?language=en>

1. Why was an interstate supplier selected for the pilot program?

A Meals on Wheels organisation was selected to deliver the model in Victoria due to the absence of Meals on Wheels organisations already delivering in those areas (outside of Local Councils). Supply and delivery will be local.

2. Are there any plans or possibilities to set up a Victorian supplier in the future?

This is the current plan. New entities are being set up to deliver locally, underwritten by existing corporate infrastructure from other Meals on Wheels entities.

3. The previous long-term Meals on Wheels supplier for Ballarat and Whitehorse councils was Dandenong-based company I Cook Foods - which has since closed after a fatal listeria-related investigation and has been subject of numerous inquiries. The owner says he'll offer to set up a not-for-profit locally-based Meals on Wheels kitchen.

Would the Government be interested in working with him?

This is up to the new Meals on Wheels provider to determine the best way to source food within the area, in line with regulatory requirements and adherence to the national meals guidelines.

Thank you

s 22

Executive Assistant to Nick Hartland
 First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: s22 | E: s22 @health.gov.au
 Location: Sirius Building, s22
 GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: Minister Wells <Minister.Wells@Health.gov.au>

Sent: Thursday, 6 April 2023 10:26 AM

To: Minister Wells <Minister.Wells@Health.gov.au>; s22 @health.gov.au; s22 @Health.gov.au; s22 @Health.gov.au

Cc: Minister Wells <Minister.Wells@Health.gov.au>

Subject: RE: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat [SEC=OFFICIAL]

Importance: High

My apologies I was in a rush when I coded this corro didn't realise it's a media enquiry.

Could we please send it urgently to the line area – HRD for response if possible today.

I have cced s22 for visibility

Thank you

s22

From: Minister Wells <Minister.Wells@Health.gov.au>

Sent: Thursday, 6 April 2023 10:11 AM

To: s22 @health.gov.au

Cc: Minister Wells <Minister.Wells@Health.gov.au>

Subject: FW: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat [SEC=OFFICIAL]

D response – HRD

Thank you

s22

From: s47F

On Behalf Of Wells, Anika (MP)

Sent: Thursday, 6 April 2023 9:24 AM

To: Minister Wells <Minister.Wells@Health.gov.au>

Subject: FW: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat

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.

From: s47F

Sent: Thursday, 6 April 2023 8:16 AM

To: Wells, Anika (MP) <Anika.Wells.MP@aph.gov.au>

Subject: URGENT Media enquiry - Aged care 'meals on wheels' to Whitehorse and Ballarat

Hi Anika and media team

Was wondering if you could respond to some follow-up questions re the 'Meals on Wheels' announcement last week

<https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home?language=en>

1. Why was an interstate supplier selected for the pilot program?
2. Are there any plans or possibilities to set up a Victorian supplier in the future?
3. The previous long-term Meals on Wheels supplier for Ballarat and Whitehorse councils was Dandenong-based company I Cook Foods - which has since closed after a fatal listeria-related investigation and has been subject of numerous inquiries. The owner says he'll offer to set up a not-for-profit locally-based Meals on Wheels kitchen.
Would the Government be interested in working with him?

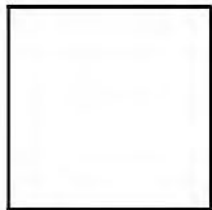
(deadline 4pm today)

kind regards

s47F

[REDACTED]

[REDACTED]



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s 22

From: s 22
Sent: Monday, 24 April 2023 8:38 AM
To: s 22; HERALD, Russell
Cc: s22; s22
Subject: FOR ADVICE PLEASE - Two Questions on Notice - Meals on Wheels [SEC=OFFICIAL]

Hi s 22 /Rusty

We have been assigned these two Questions on Notice – wanted to send the questions to you for visibility.

Most of the questions are straightforward, but would appreciate any thoughts/advice, particularly for the second question below.

Question:

SENATOR Anne Ruston asked the Minister representing the Minister for Health and Aged Care, upon notice, on 20 April 2023:

With reference to this announcement: <https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home>

- Why was Meals on Wheels Victoria not consulted regarding this pilot program.
- Who will be providing the meals and in what format.
- Were current local food supply/distribution businesses given an opportunity to participate.
- What is the costing of each meal.
- Will this program be following the Meals on Wheels Victoria Best Practice Guidelines 2022; and if not, can the best practise guidelines be provided.
- How does this differ to the current arrangement with Meals on Wheels Victoria.

Question:

SENATOR Anne Ruston asked the Minister representing the Minister for Health and Aged Care upon notice, on 20 April 2023:

With reference to this announcement: <https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home>

- What is the breakdown of how the \$2.2 million will be expended.
- Over how many financial years will the \$2.2 million be expended.
- Can the tender process be detailed, including:
 - if it was an open or closed tender process; and
 - the relevant link to the tender as published on AusTender.
- How were the two councils chosen.
- Why were only two councils chosen.

Thanks

s 22

Assistant Director
Commonwealth Home Support Programme (CHSP) Program Management Section

Home Support Operations Branch
 Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care

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s22

From: HERALD, Russell
Sent: Monday, 24 April 2023 11:22 AM
To: s22
Subject: RE: FOR ADVICE PLEASE - Two Questions on Notice - Meals on Wheels [SEC=OFFICIAL]

Yep, all good.

From: s22 @health.gov.au>
Sent: Monday, 24 April 2023 10:57 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: FOR ADVICE PLEASE - Two Questions on Notice - Meals on Wheels [SEC=OFFICIAL]

Hi, some points back, if you agree will send to s22 to make our words nice 😊

Mine are in yellow, only last point in first question I think we should change, otherwise my comments are slight additions

s22

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Monday, 24 April 2023 9:27 AM
To: s22 @health.gov.au>
Subject: RE: FOR ADVICE PLEASE - Two Questions on Notice - Meals on Wheels [SEC=OFFICIAL]

thoughts

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Sent: Monday, 24 April 2023 8:38 AM
To: s22 @health.gov.au>; HERALD, Russell <Russell.Herald@health.gov.au>
Cc: s22 @health.gov.au>; s22 @health.gov.au>
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Hi s22 /Rusty

We have been assigned these two Questions on Notice – wanted to send the questions to you for visibility.

Most of the questions are straightforward, but would appreciate any thoughts/advice, particularly for the second question below.

Question:

SENATOR Anne Ruston asked the Minister representing the Minister for Health and Aged Care, upon notice, on 20 April 2023:

With reference to this announcement: <https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home>

- Why was Meals on Wheels Victoria not consulted regarding this pilot program. **Not a CHSP provider, therefore not a party to commercial negotiations**
- Who will be providing the meals and in what format. **The question should be directed to incoming providers, however volunteers are a key aspect of the meals service delivery**

- Were current local food supply/distribution businesses given an opportunity to participate. **The question should be directed to incoming providers. Only currently funded CHSP providers are eligible to apply for CHSP funds and deliver CHSP services**
- What is the costing of each meal. **The question should be directed to incoming providers. Each CHSP provider sets their own cost with government contributions associated. Meal costs differ depending on a variety of factors including, model of delivery, location, staffing, food choice. All CHSP providers have to advertise the cost of their meals as well as have a client contribution policy.**
- Will this program be following the Meals on Wheels Victoria Best Practice Guidelines 2022; and if not, can the best practise guidelines be provided. **The question should be directed to incoming providers. All CHSP providers are required to meet Home Care Standards as well as comply with relevant Commonwealth and/or state/territory legislation and regulations, for example relevant state and territory safe food handling practices.**
- How does this differ to the current arrangement with Meals on Wheels Victoria. **The two providers are funded to deliver CHSP meals services. The Commonwealth does not fund in the CHSP program Meals on Wheels Victoria to deliver meals. There is no relationship with MoW Victoria regarding this pilot. does not deliver meal, nor is there any relationship with MoW Vic. Further information should be directed to incoming providers.**

Question:

SENATOR Anne Ruston asked the Minister representing the Minister for Health and Aged Care upon notice, on 20 April 2023:

With reference to this announcement: <https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/delivering-over-150000-meals-to-older-victorians-living-at-home>

- What is the breakdown of how the \$2.2 million will be expended. **\$1.133m for Newcastle, \$837k for QLD MoW**
- Over how many financial years will the \$2.2 million be expended. **12 months per all CHSP contracts**
- Can the tender process be detailed, including:
 - if it was an open or closed tender process; and
 - the relevant link to the tender as published on AusTender. **Process consistent with all CHSP relinquishments via direct selection process for existing CHSP providers.**
 - How were the two councils chosen. **Demographics and environmental situation with regard to council withdrawals and timing of relinquishment decisions**
 - Why were only two councils chosen. **Scope of deploying new infrastructure**

Thanks

s22

Assistant Director

Commonwealth Home Support Programme (CHSP) Program Management Section

Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T: s22 | E s22 [@health.gov.au](mailto:s22@health.gov.au)

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From: s 47F
Sent: Wednesday, 26 April 2023 4:10 PM
To: HERALD, Russell
Subject: Fwd: Change in State Manager for Meals on Wheels Victoria

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FYI

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From: s47F
Sent: Wednesday, April 26, 2023 3:32:15 PM
To: s47F
Subject: Change in State Manager for Meals on Wheels Victoria
 FYI

Change in State Manager for Meals on Wheels Victoria

Hello everyone.

Here's hoping you are all well and your services are doing well.

Today I have some news about some changes within the organisation that I want to share with you.

Sadly, s 47F has left Meals on Wheels, as his contract has expired. We wish him well and thank him for his passion and drive, and all he achieved in his time in various roles within MoW.

However, I am really pleased to introduce our new State Manager, s 47F.

s 47F is an experienced health and public policy professional having worked across federal, state and local governments, health care organisations, and within the industry association sector in policy and advocacy roles.

s 47F has an undergraduate degree in Health Service Management and Health Promotion and a Masters in Public Policy and Management. s 47F has worked across a broad portfolio of public policy issues including primary and public health, hospital management, organ donation, dental, medical devices and allied health.

We can feel confident with s 47F at the helm. She is keen to get to know the membership and can be contacted at s 47F @mealsonwheelsvictoria.org.au or on s 47F if you wish to discuss any issues.

Please note too that my email address has been slightly changed. It is now s 47F @mealsonwheelsvictoria.org.au
 Kind regards.

s47F

Meals on Wheels Victoria



WHITEHORSE
CITY COUNCIL

s47F

Home and Community Services Department

Email: s47F

Ph: s47F

Mobile: s47F

s22

From: s22
Sent: Thursday, 1 June 2023 4:30 PM
To: HARTLAND, Nicholas
Subject: FW: Expected Estimates Questioning - Meals on Wheels and Future Fit [SEC=OFFICIAL]
Attachments: AS06a - Meals on Wheels - May 2023 .docx

Do you want me to add this? If so, where does this sit or would you like me to make a MoW tab?

s22

Executive Assistant to Nick Hartland
 First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: s22 | E: s22 @health.gov.au
 Location: Sirius Building, s22
 GPO Box 9848, Canberra ACT 2601, Australia

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Thursday, 1 June 2023 3:45 PM
To: s22 @health.gov.au; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>
Cc: s22 @health.gov.au
Subject: RE: Expected Estimates Questioning - Meals on Wheels and Future Fit [SEC=OFFICIAL]

Nick,

Re the below, I will handle but attaching my notes just for visibility

Rusty

From: s 22 @Health.gov.au>
Sent: Tuesday, 30 May 2023 4:52 PM
To: s22 @Health.gov.au; s22 @health.gov.au>
Cc: s22 @health.gov.au; s 22 @Health.gov.au>
Subject: Expected Estimates Questioning - Meals on Wheels and Future Fit [SEC=OFFICIAL]

Good afternoon HRD team

The MO has been advised it is likely that questions on Meals on Wheels and Future Fit will be raised at Senate Estimates this week, as per below:

- Future fit and its project with MOW
- Recent announcement re the assignment of CHSP contracts for provision of meal services in Ballarat and City of Whitehorse (Melbourne) to MOW Queensland and Newcastle respectively. MOW Victoria

members disappointed that Victorian MOW providers not aware or asked whether they could pick up grant agreements.

- Future Fit has apparently not engaged with the state peak association, leading to mistrust in the new providers and suspicions about the Departmental process and resulting “generously funded pilot project” announcement.

Can the department please ensure there are relevant briefings prepared on these points for HRD Executive at the table?

Thank you!

s22

s22

Departmental Liaison Officer

M: s22

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

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From: s22
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To: HARTLAND, Nicholas
Subject: FW: Expected Estimates Questioning - Meals on Wheels and Future Fit [SEC=OFFICIAL]
Attachments: AS06a - Meals on Wheels - May 2023 .docx

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Executive Assistant to Nick Hartland
 First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: s22 | E: s22 @health.gov.au
 Location: Sirius Building, s22
 GPO Box 9848, Canberra ACT 2601, Australia

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Sent: Thursday, 1 June 2023 3:45 PM
To: s22 @health.gov.au; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>
Cc: s22 @health.gov.au
Subject: RE: Expected Estimates Questioning - Meals on Wheels and Future Fit [SEC=OFFICIAL]

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Can the department please ensure there are relevant briefings prepared on these points for HRD Executive at the table?

Thank you!

s22

Departmental Liaison Officer

M: s22

Office of the Hon Mark Butler MP
Minister for Health and Aged Care

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s22

From: s22
Sent: Friday, 23 June 2023 4:56 PM
To: HERALD, Russell; s22
Cc: HARTLAND, Nicholas; s22
Subject: RE: For info: Meals on Wheels Update [SEC=OFFICIAL]

Thanks, Russell

s22

Office of the Hon Mark Butler MP
 Minister for Health and Aged Care
 P: s22 | M: s22 | E: s22 @health.gov.au
 s22 | PO Box 6022
 Parliament House, Canberra ACT 2600

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Thursday, 22 June 2023 5:13 PM
To: s22 @Health.gov.au; s22 @Health.gov.au
Cc: HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 @health.gov.au
Subject: For info: Meals on Wheels Update [SEC=OFFICIAL]

Hi s22

Just wanted to provide a quick background update on Meals on Wheels activity underway as a few milestones and processes are coming up (noting there is some ongoing personality challenges).

Firstly, the pilot process in Victoria is moving along well and we don't anticipate any issues in Ballarat or Whitehorse. On the ground feedback so far has been really positive given the ability to retain the Meals on Wheels model and the majority of the volunteer workforce. Moving forward we do expect more Vic councils to exit the system as part of the next CHSP extension process and we will be looking at new opportunities to scale up the Meals on Wheels model in Vic.

Second, the Whitehorse site is being used as a test case for the deployment of a new modernised Enterprise Resource Planning system that aims to reduce the administrative burden on services, while improving the ability to track and report on key data indicators that the department needs to support decision making processes. Subject to the successful deployment of the technology on 3 July, the Department will commence a new feasibility study with around 30 Meals on Wheels services to help inform future policy settings under in-home aged care reforms, including trialling new funding and pricing settings under the current block funded arrangements.

Under the study, the services will:

- seek to co-design a new standardised definition of a meal as well as how to reflect social support that can be applied to in-home aged care.
- rollout the new technology and provide near real-time data on meal services, volunteer interactions, client demographics/choice and costs of production to the department
- co-design new funding structures to test that can be administered under the 24-25 CHSP extension

The study will also be supported by the rollout of a new Online Ordering Platform tool, which would be the genesis of the concept of a meals market place, where consumers can be provided with additional choices in the selection of meals.

For background, the services listed below are those who have agreed to form part of the study (noting two more not listed are likely). It is a big effort from this group as it involves significant transformation in their operations over the next 6-12 months. But they are all excited in the opportunity to work with the department on this journey.

As usual, there are some elements of the network governance who are challenged by this study, particularly those pushing for the AN-ACC model to apply to meals. There may be some noise, but ultimately we are working through to get some outcomes here.

Happy to provide more detail on this if you want.

Rusty

New South Wales

1. Narrandera
2. Newcastle
3. Camden
4. Charlestown
5. Wollongong
6. Blue Mountains
7. Blacktown
8. Inverell
9. Dubbo
10. Central Coast
11. Sutherland Food Services
12. Tamworth
13. Village Chef
14. Nepean
15. Fairfield Food Services
16. Bathurst

Queensland

17. Ipswich
18. Caloundra
19. Bundaberg
20. Rockhampton
21. Longreach
22. Collinsville
23. Babinda
24. Crows Nest
25. Roma
26. Rochedale

Victoria

27. Whitehorse
28. Ballarat

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s22

From: s22
Sent: Tuesday, 11 July 2023 9:26 AM
To: HERALD, Russell
Subject: FYI: Media for Dep Sec clearance by 4pm today, Monday 10 July - Victorian Meals on Wheels - Manly Daily [SEC=OFFICIAL]

s22

Executive Assistant to Nick Hartland
 First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
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 Location: Sirius Building, s22
 GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: s22 @Health.gov.au>
Sent: Monday, 10 July 2023 3:43 PM
To: News <news@health.gov.au>
Cc: s22 @health.gov.au>; s22 @Health.gov.au>
Subject: FW: Media for Dep Sec clearance by 4pm today, Monday 10 July - Victorian Meals on Wheels - Manly Daily [SEC=OFFICIAL]

Hi News Team

Please see Dep Sec cleared response below.

Happy to discuss.

Thanks

s22

s22 | A/g Executive Officer
 Ageing and Aged Care Group

T: s22 | M: s22 | E: s22 @Health.gov.au

From: s22 @health.gov.au>
Sent: Monday, 10 July 2023 1:37 PM
To: s22 @Health.gov.au>
Cc: s22 @health.gov.au>; s22 @Health.gov.au>
Subject: Media for Dep Sec clearance by 4pm today, Monday 10 July - Victorian Meals on Wheels - Manly Daily [SEC=OFFICIAL]

Hi s22

Please see below media enquiry from Manly Daily for Michael's clearance **by 4pm today, Monday 10 July**. Cleared by Nick.

Enquiry

So, at the moment I'm working on a story from Victorian Meals on Wheels who say they're unhappy that they were not consulted on a \$2.2m pilot program for Ballarat and Whitehorse.

The pilot was awarded to QLD and Newcastle.

The state manager ^{s 47F} wrote an email to Minister Wells on March 31 with questions about why Victoria was not consulted about the pilot, but claims she never got a response.

One of her questions was why the Victorian Meals on Wheels peak body was not consulted on the pilot program?

She also wants to know why the new pilot program will spend \$13 per person, which is far higher than the \$8.25 per person most Meals on Wheels providers get in Victoria.

She wants to know the reason for the huge mark up.

In Questions on Notice at the last estimates Mark Butler responded: **The pilots are funded to deliver outputs based on a Government subsidised unit price of**

\$13.00. While within the CHSP unit price range for meals, this price is reflective of higher than average costs involved with establishing new infrastructure.

It suggests that having to set up new infrastructure is behind the higher costs, which Victorian Meals on Wheels said would have been avoided if the pilot had been awarded to established services in the area.

Draft response

- The Department does not usually engage Peak Bodies as part of commercial contract negotiations.
- Meals on Wheels Victoria, as a peak body, does not undertake service delivery.
- The Department does not comment on the internal governance concerns within the Meals on Wheels network, noting that the answers to these questions are available within the network itself.
- The Department's selection decision was designed to ensure the continuity of the Meals on Wheels model in Victoria by engaging providers who subscribe to the Meals on Wheels ethos.
- Through this process, the department has sought to ensure ongoing social connection for older Australians, with the vast majority of existing volunteers continuing and allowing longstanding relationships to be maintained. Since the transition on 1 July 2023, the department has only received positive feedback.

Thank you

s22

Executive Assistant to Nick Hartland
First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care

T: s22 | E: s22 @health.gov.au

Location: Sirius Building, s22

GPO Box 9848, Canberra ACT 2601, Australia

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From: News <news@health.gov.au>

Sent: Monday, 10 July 2023 11:20 AM

To: s22 @health.gov.au>

Cc: s22 @health.gov.au>; s22 @health.gov.au>; s22

@health.gov.au>; s22 @Health.gov.au>; News <news@health.gov.au>

Subject: MEDIA - Due 4pm - Victorian Meals on Wheels - Manly Daily [SEC=OFFICIAL]

Good morning HRD team

Could you please assist with a response to the below by 4pm today?

Thanks,

s22

s22

Media Unit

Australian Government, Department of Health and Aged Care

T: s22 | s22 E: news@health.gov.au

Unless stated otherwise, this information is provided on a background basis and should not be attributed.

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

From: s47F
Sent: Monday, 10 July 2023 11:11 AM
To: s22 @Health.gov.au>
Subject: Media request

Hello,

How are you? I've been away, hence the radio silence from my end. Slowly getting back into it.

So, at the moment I'm working on a story from Victorian Meals on Wheels who say they're unhappy that they were not consulted on a \$2.2m pilot program for Ballarat and Whitehorse.

The pilot was awarded to QLD and Newcastle.

The state manager^{s 47F} wrote an email to Minister Wells on March 31 with questions about why Victoria was not consulted about the pilot, but claims she never got a response.

One of her questions was why the Victorian Meals on Wheels peak body was not consulted on the pilot program?

She also wants to know why the new pilot program will spend \$13 per person, which is far higher than the \$8.25 per person most Meals on Wheels providers get in Victoria.

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It suggests that having to set up new infrastructure is behind the higher costs, which Victorian Meals on Wheels said would have been avoided if the pilot had been awarded to established services in the area.

I'm looking for a comment please. I wasn't sure who to direct it to as the email was sent to Minister Wells, but the senate responses were from Minister Butler.

My deadline is COB. Can you let me know you have received this?

Thanks,

s47F

--

s47F



Follow us online



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#IStandWithEvan - To learn more about Evan Gershkovich, our Wall Street Journal colleague unjustly detained in Russia, [click here](#).

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s22

From: s47F
Sent: Monday, 24 July 2023 3:52 PM
To: HERALD, Russell
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

Have circulated your comments with my responses to the Executive Committee and will get back to you when I have their input. As for the MoU would it suit if it were to be re-phrased as an agreement on expectations and behaviours?

s47F

Meals on Wheels NSW
 Suite 0.2, 15 Bourke Rd
 MASCOT NSW 2020
 Office Hours: 7.30am – 4.00pm

s47F

Email: s47F
Website: www.nswmealsonwheels.org.au

Find us on Social Media:

<http://www.facebook.com/MealsonWheelsNSW>

<https://twitter.com/MOWNSW>

<http://www.youtube.com/user/MOWNSW>

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Monday, July 24, 2023 11:14 AM
To: s47F
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

s47F

s47G

s47G

From: s47F
Sent: Friday, 21 July 2023 2:20 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

OK, but let's talk about the Victorian situation along with s 47F and s 47F We might be able to work something out.

s47F

Meals on Wheels NSW
 Suite 0.2, 15 Bourke Rd
 MASCOT NSW 2020
 Office Hours: 7.30am – 4.00pm

Phone: s47F **Fax:** s47F

Email: s47F
Website: www.nswmealsonwheels.org.au

Find us on Social Media:

<http://www.facebook.com/MealsonWheelsNSW>

<https://twitter.com/MOWNSW>

<http://www.youtube.com/user/MOWNSW>

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Friday, July 21, 2023 11:22 AM

To: s47F

Subject: Joint statement and draft MoU [SEC=OFFICIAL]

Thanks s47F will look at the statement and provide comments next week.

s47C

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 21 July 2023 10:25 am, s47F wrote:

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 Russell,

s47G

Let me know your views?

s47F

Meals on Wheels NSW Ltd
Suite 0.2 , 15 Bourke Rd
MASCOT NSW 2020
Office Hours: 8:00 am – 4:30 pm

Phone s47F

Fax s47F

Email: s47F

Website: www.nswmealsonwheels.org.au

Find us on Social Media:

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<http://www.facebook.com/MealsonWheelsNSW>



<https://twitter.com/MOWNSW>



<http://www.youtube.com/user/MOWNSW>

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s22

From: s47F
Sent: Monday, 24 July 2023 12:02 PM
To: HERALD, Russell
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

Hi Russell,

I will go through and get back to you. You will recall that I indicated in one of our previous discussions that the matter of our lobbying government and Parliamentarians on the AN-ACC proposals was an entirely different matter as we are already aware of, and have canvassed, those issues with the Department. We are aware of the Department's continued opposition on this and intend to continue to lobby for a change of approach on that matter at the political level.

On Future Fit I do not have a problem raising issues directly with you first, as I think I have demonstrated, and only in the case of continued and unresolved differences, would those matters be escalated to the political level, as is pretty normal in such debates and discussions between lobby groups and governments. I am perfectly happy to inform you when we intend to do so.

I am sure the board is comfortable with going on with such a meeting by the way!

s47F

Meals on Wheels NSW
 Suite 0.2, 15 Bourke Rd
 MASCOT NSW 2020
 Office Hours: 7.30am – 4.00pm

s47F

s47F

Website: www.nswmealsonwheels.org.au

Find us on Social Media:

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<https://twitter.com/MOWNSW>

<http://www.youtube.com/user/MOWNSW>

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s22

From: HERALD, Russell
Sent: Friday, 11 August 2023 2:05 PM
To: s22
Subject: RE: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

On face value, without those discussions, would this be ordinarily approved?

From: s22
Sent: Friday, 11 August 2023 1:31 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hi s22

Look what has come in on 30 June 2023

Seeking employment to to have a conference 2 times a year

MoWVIC

Thoughts with recent discussion???

From: s22 <[REDACTED]@Health.gov.au>
Sent: Friday, 30 June 2023 12:32 PM
To: s22 <[REDACTED]@health.gov.au>
Cc: s22 <[REDACTED]@health.gov.au>; s22 <[REDACTED]@health.gov.au>; s22 <[REDACTED]@health.gov.au>; s22 <[REDACTED]@health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hey s22

What do you think of this one? It could possible cross over or tie-in to the meals pricing pilot perhaps??

From: s22 <[REDACTED]@health.gov.au>
Sent: Friday, 30 June 2023 12:24 PM
To: s22 <[REDACTED]@Health.gov.au>
Cc: s22 <[REDACTED]@health.gov.au>; s22 <[REDACTED]@health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hello s22

s47G

s47G



Thanks very much

s22



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s22

From: HERALD, Russell
Sent: Friday, 18 August 2023 10:59 AM
To: FOI
Cc: s22; CONNOLLY, Thea
Subject: RE: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Thanks s22 – FYI im on leave for next 2 weeks, so happy to look at on my return if this can wait till then.

As further background, I did just throw the search terms through my email files, and just on those we have 2,000 records to sift through. Based on that, I would expect the estimate of a month to be lower are many others who use these terms in the department where I wasn't in the email and many documents in TRIM and PDMS.

Rusty

From: FOI <FOI@health.gov.au>
Sent: Friday, 18 August 2023 10:19 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: s22 @Health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: RE: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Hi Russell,

Thank you for confirming we will draft a practical refusal notice based on the below for your signature.

We anticipate to get something to you in the next week, pending a case officer being assigned to draft.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Friday, 18 August 2023 10:15 AM
To: FOI <FOI@health.gov.au>
Cc: s22 @Health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: RE: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Would have to run formal record searches, but there is likely to be at least a month's worth of effort to go through all the documents, determine exemptions and redact personal and confidential information.

From: FOI <FOI@health.gov.au>
Sent: Friday, 18 August 2023 10:11 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: RE: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Hi Russell,

Are you able to provide a guestimate of staff hours it would take in order to support a practical refusal notice?

Happy to discuss,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Friday, 18 August 2023 9:58 AM
To: FOI <FOI@health.gov.au>
Cc: s22 <[REDACTED]@Health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: FW: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Hi FOI,

This sits with me, as delegate.

However, based on the below request, this would currently likely sit under a s24AA practical refusal given the very broad scope of the request. The resourcing implication is unreasonable and would divert from the administration of the aged care system. Subject to your advice, I would recommend commencing a consultation process to reduce scope as this is likely to result in 10's of thousands of documents.

In addition, the application should be made aware that material requested, once narrowed, may likely have elements that fall under a s47G exemption and should consider that under the consultation process.

Subject to the consultation process, the application should also be made aware that fees may be imposed given the number of records to review (pending revised scope).

Rusty

From: FOI <FOI@health.gov.au>

Sent: Thursday, 17 August 2023 1:46 PM

To: s22 <[REDACTED]@Health.gov.au>, s22 <[REDACTED]@Health.gov.au>

Subject: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Good afternoon s22

On **17 August 2023** the department received a Freedom of Information (FOI) request from s 47F (Meals on Wheels Victoria) requesting access to:

I seek all documents held by the Ageing and Aged Care Branch including, contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:

Meals on Wheels Victoria

Meals on Wheels Australia

MOWA

Meals on Wheels NSW

Future Fit

Miles Morgan Australia

s 47F

From January 2020 through until currently

For action by COB 18 August 2023

Could you please confirm that this request sits with Home Support Operations Branch, and advise who will be:

- the FOI decision maker* for this request (usually an Assistant Secretary)
- the business area Action Officer

*Please note that the FOI delegation is held by all SES officers within the department.

If this request does not sit with your Branch, please advise which Branch it may sit with so we can progress this request as quickly as possible.

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section

Legal Advice and Legislation

Please note I work Part time Mon-Thurs

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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s22

From: HERALD, Russell
Sent: Friday, 11 August 2023 2:08 PM
To: s22
Subject: RE: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

And are they currently compliant with SSD reporting requirements?

From: s22 @health.gov.au>
Sent: Friday, 11 August 2023 1:31 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hi Rusty

Look what has come in on 30 June 2023

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MoWVIC

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s

From: s22 @Health.gov.au>
Sent: Friday, 30 June 2023 12:32 PM
To: s22 @health.gov.au>
Cc: s22 @health.gov.au>; s22 @health.gov.au>; s22 @health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hey s22

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From: s22 @health.gov.au>
Sent: Friday, 30 June 2023 12:24 PM
To: s22 @Health.gov.au>
Cc: s22 @health.gov.au>; s22 @health.gov.au>
Subject: FW: Ad Hoc Funding proposal- Meals Victoria [SEC=OFFICIAL]

Hello s22

s47G

s47G



Thanks very much

s22



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s22

From: HERALD, Russell
Sent: Friday, 18 August 2023 9:13 AM
To: CONNOLLY, Thea
Subject: FW: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Well this is going to be fun

From: s22 @Health.gov.au>
Sent: Friday, 18 August 2023 9:03 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: FW: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Hi Rusty – do you know which team should take carriage of this one? I have to confirm the FOI decision maker and the action officer.

From: FOI <FOI@health.gov.au>
Sent: Thursday, 17 August 2023 1:46 PM
To: s47E(d) @Health.gov.au>; s22 @Health.gov.au>
Subject: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Good afternoon s22

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I seek all documents held by the Ageing and Aged Care Branch including, contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:
 Meals on Wheels Victoria
 Meals on Wheels Australia
 MOWA
 Meals on Wheels NSW
 Future Fit
 Miles Morgan Australia
 s 47F
 From January 2020 through until currently

For action by COB 18 August 2023

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- the FOI decision maker* for this request (usually an Assistant Secretary)
- the business area Action Officer

*Please note that the FOI delegation is held by all SES officers within the department.

If this request does not sit with your Branch, please advise which Branch it may sit with so we can progress this request as quickly as possible.

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section

Legal Advice and Legislation

Please note I work Part time Mon-Thurs

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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BY THE DEPARTMENT OF HEALTH AND AGED CARE

s22

From: HERALD, Russell
Sent: Friday, 18 August 2023 9:26 AM
To: s22
Subject: RE: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Sorry - me

From: s22 @Health.gov.au>
Sent: Friday, 18 August 2023 9:03 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: FW: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Hi Rusty – do you know which team should take carriage of this one? I have to confirm the FOI decision maker and the action officer.

From: FOI <FOI@health.gov.au>
Sent: Thursday, 17 August 2023 1:46 PM
To: s22 @Health.gov.au>; s22 @Health.gov.au>
Subject: FOR ACTION: New FOI request 4631 – [s 47F] (Meals on Wheels Victoria) – seeking confirmation of decision maker [SEC=OFFICIAL]

Good afternoon Anessa,

On **17 August 2023** the department received a Freedom of Information (FOI) request from [s 47F] (Meals on Wheels Victoria) requesting access to:

I seek all documents held by the Ageing and Aged Care Branch including, contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:
 Meals on Wheels Victoria
 Meals on Wheels Australia
 MOWA
 Meals on Wheels NSW
 Future Fit
 Miles Morgan Australia
 [s 47F]
 From January 2020 through until currently

For action by COB 18 August 2023

Could you please confirm that this request sits with Home Support Operations Branch, and advise who will be:

- the FOI decision maker* for this request (usually an Assistant Secretary)
- the business area Action Officer

*Please note that the FOI delegation is held by all SES officers within the department.

If this request does not sit with your Branch, please advise which Branch it may sit with so we can progress this request as quickly as possible.

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section

Legal Advice and Legislation

Please note I work Part time Mon-Thurs

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Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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BY THE DEPARTMENT OF HEALTH AND AGED CARE

s22

From: CONNOLLY, Thea
Sent: Friday, 18 August 2023 4:56 PM
To: FOI
Cc: GLEESON, Emma; HERALD, Russell; s22; s22;
 s 22
Subject: RE: FOI Request Received - FOI 4631 - (s 47F /Meals on Wheels Victoria)
 (HRD/Home Support Operations BR) - Documents in relation to Meals on Wheels
 [SEC=OFFICIAL]

HI s22 confirming I have discussed with Russell that I will be the decision maker in relation to this matter, I have reviewed and endorse Russell's earlier advice regarding sizing of the request. Regards Thea

Thea Connolly
First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: s22 E: thea.connolly@health.gov.au / s22
 PO Box 9848, Canberra ACT 2601, Australia

Executive Assistant | s22
 T: s22 | E: s22 @health.gov.au

Executive Officer | s22
 T: s22 | E: s22 @health.gov.au

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

Making flexibility work - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless I reach out to you via phone or text, I'm not expecting you to read or reply until normal business hours.

From: FOI <FOI@health.gov.au>
Sent: Friday, 18 August 2023 11:02 AM
To: LYE, Michael <Michael.LYE@health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22
 @health.gov.au>; s22 @health.gov.au>; s22
 @health.gov.au>; s22 @health.gov.au>; s22
 @Health.gov.au>; s22 @Health.gov.au>; s22
 @Health.gov.au>; s 22 @Health.gov.au>; s 22
 @Health.gov.au>; s 22
 @Health.gov.au>
Cc: s22 @health.gov.au>; s22 @Health.gov.au>; s22
 @health.gov.au>; s22 @Health.gov.au>; HERALD, Russell
 <Russell.Herald@health.gov.au>; s22 @Health.gov.au>; s22
 @Health.gov.au>; FOI <FOI@health.gov.au>; JOHNSTON, Chris
 <Chris.JOHNSTON@Health.gov.au>; s22 @health.gov.au>; MOORE, Miriam
 <Miriam.Moore@health.gov.au>; News <news@health.gov.au>; s22 @Health.gov.au>;
 s22 @health.gov.au>; WOOD, Emma <Emma.Wood@health.gov.au>
Subject: FOI Request Received - FOI 4631 - (s 47F /Meals on Wheels Victoria) (HRD/Home Support Operations
 BR) - Documents in relation to Meals on Wheels [SEC=OFFICIAL]

Good morning

In accordance with Corporate Business Rule 10 – FOI Requests, this email is being sent to notify you of a Freedom of Information (FOI) request FOI-4631 received by the department.

Applicant:	s 47F
Applicant Organisation	Meals on Wheels
Scope of request:	<p>I seek all documents held by the Ageing and Aged Care Branch including, contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:</p> <ul style="list-style-type: none"> • Meals on Wheels Victoria • Meals on Wheels Australia • MOWA • Meals on Wheels NSW • Future Fit • Miles Morgan Australia • s 47F <p>From January 2020 through until currently</p>
Date received:	17 August 2023
Date decision due to applicant:	16 September 2023
Sensitivities:	You will be consulted separately by the Decision Maker regarding any sensitivities identified in relation to this request.
Decision maker:	<p>Russell Herald Assistant Secretary Home Support Operations BR/ HBD s22</p>
Action and next steps:	No action is required in relation to this notification. You will be notified of the decision three (3) days before the Applicant is advised of the decision.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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s22

From: CONNOLLY, Thea
Sent: Wednesday, 23 August 2023 1:04 PM
To: s22; s22
Subject: FW: Meals on Wheels Whitehorse [SEC=OFFICIAL]

Hi s22 can you please draft me a response to the email below from MoWV, thanks Thea

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From: FOI
Sent: Friday, 25 August 2023 9:05 AM
To: CONNOLLY, Thea
Cc: HERALD, Russell; [REDACTED], [REDACTED], [REDACTED]
Subject: RE: FOR ACTION: FOI request 4631 – [REDACTED] (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]
Attachments: FOI 4631 search retrieval checklist.pdf

Hi Thea,

Thank you, I have amended the record accordingly to note you as decision maker for this FOI.

Could I please request for you to review and sign the attached checklist for our reporting purposes? Apologies for not noting in the previous email, I will then send the practical refusal notice to the applicant.

Just for noting regarding the FOI process, if the applicant comes back with a serviceable request and then seeks a review following a decision on access, the decision maker for the review would need to be of a higher level of delegation i.e. deputy secretary.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Friday, 25 August 2023 8:17 AM
To: FOI <FOI@health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22
 @health.gov.au; s22 @Health.gov.au; s22
 @health.gov.au
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation
 [SEC=OFFICIAL]

Thanks s22 signed. I should also clarify, my advice last week was that I will *be* the decision maker, could you please adjust the record to reflect this please?

From: FOI <FOI@health.gov.au>
Sent: Thursday, 24 August 2023 10:39 AM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22

.s22

.s22

s22 [redacted] @health.gov.au>

Subject: FOR ACTION: FOI request 4631 – s 47F [redacted] (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Good morning Thea

I refer to FOI 4631 received from s 47F [redacted] (Meals on Wheels Victoria) received on 17 August 2023 seeking access to:

I seek all documents held by the Ageing and Aged Care Branch including, contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:

- Meals on Wheels Victoria
- Meals on Wheels Australia
- MOWA
- Meals on Wheels NSW
- Future Fit
- Miles Morgan Australia
- s 47F [redacted]

From January 2020 through until currently

I note you have agreed to sign the practical refusal notice for this request in Russell's absence. I have prepared attached the practical refusal notice for your review and signature also located at E23-251542.

Action required and timeframe

The statutory due date for this request is Saturday, 16 September 2023. In order to achieve this date, it would assist if the signed notice could be returned to us **by close of business Monday, 28 August 2023.**

Please let me know if you have any comments/changes to make to any of these documents.

Kind regards,

s22 [redacted]

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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s22

From: CONNOLLY, Thea
Sent: Tuesday, 29 August 2023 1:30 PM
To: s22; s22
Cc: RICHARDSON, Mark
Subject: FW: Meals on Wheels Whitehorse [SEC=OFFICIAL]

For further advice please team

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BY THE DEPARTMENT OF HEALTH AND AGED CARE

s22

From: CONNOLLY, Thea
Sent: Wednesday, 30 August 2023 4:47 PM
To: RICHARDSON, Mark; s22; s22; s22
Cc: s22; HERALD, Russell; s22; HARTLAND, Nicholas; s22; s22; FOI
Subject: FW: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

s22, s22,

Could you please run this search, from s22 and Nick's mail boxes, to help size it in Russell's absence?
 Thea

From: FOI <FOI@health.gov.au>
Sent: Wednesday, 30 August 2023 3:37 PM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>; LYE, Michael <Michael.LYE@health.gov.au>; s22 @Health.gov.au; s22 @Health.gov.au; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 @health.gov.au; s22 @health.gov.au; s22 @Health.gov.au; s22 @health.gov.au
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Good afternoon Thea,

The applicant has revised the scope of the request as follows:

all documents from January 2020 to current held by the Home Support Operations section of Ageing and Aged Care Branch in particular documents held by Russell Herald, Nicholas Hartland, Thea Connolley and Michael Lye including contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:

- Meals on Wheels
- Future Fit

In light of the revision, could I please request for the team to provide an updated estimate of time it would take to conduct searches for the above request and if possible an estimate of documents that would be captured. I note from Russell's search alone he had noted 2,000 email correspondence for the word "Meals on Wheels".

I am happy to discuss with the team.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

From: s22
Sent: Thursday, 31 August 2023 12:40 PM
To: FOI; CONNOLLY, Thea; RICHARDSON, Mark; s22; s22
Cc: s22; HERALD, Russell; s22; HARTLAND, Nicholas; s22
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Hi s22

I've added in a screenshot search document into the TRIM folder for Nick's mailbox. Happy for you to call me to discuss. It's near impossible to get accurate records using "meals on wheels" (using "" to bring phrase together) and "future fit", particularly in current mailboxes post the recent Outlook migration. The function seems to work better for the Online Archive mailboxes (pre migration) to give an actual number of items (approx. 1500+ emails here). I've also done screenshots for meals on wheels and future fit without the "".

By way of timing and handling in respect to Nick:

It would require several days of manual searching and recording of the documents in the relevant tracker, if not a week+, to go through correspondence and associated attached documents, and as the only officer working to Nick, I envisage it would take me solidly offline to complete this. That would include defining and wading through what it true correspondence in scope of the request – i.e – sent/received, what is a cc or forward (copy for information) and disregarding mentions in non-exact documents (parliamentary reports, media reports etc, Health Tracker requests etc).

I've also copied in Rusty's EA, s22 who can start the search for Rusty's inbox (Rusty returning from leave Monday 4 September).

Thanks

s22

Executive Officer to Nick Hartland
 Special Adviser | Ageing and Aged Care Group
 Department of Health and Aged Care
 P | s22 M | [divert on]

From: FOI <FOI@health.gov.au>
Sent: Thursday, 31 August 2023 11:03 AM
To: s22 @health.gov.au; CONNOLLY, Thea <Thea.Connolly@health.gov.au>; RICHARDSON, Mark <Mark.RICHARDSON@Health.gov.au>; s22 @health.gov.au; s22 @Health.gov.au
Cc: s22 @Health.gov.au; HERALD, Russell <Russell.Herald@health.gov.au>; s22 @Health.gov.au; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 @health.gov.au; s22 @health.gov.au
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Hi s22 and Thea,

Thanks for your work on this request. I understand this request is still likely to not be practicable.

Before we respond to the applicant, could we request for the team who has conducted searches for Nick to take screenshots of TRIM searches and inboxes searches that you have undertaken and add to a word document which can be saved at [E23-251542](#).

If possible would I also be able to request for screenshot(s) to be included for Russell in relation to TRIM or his Inbox if anyone has access to his inbox. No need to worry about deputy secretary for the moment.

For your awareness, it is likely following my response to the applicant, they will lodge an appeal to OAIC in relation to the practical refusal notice.

More than happy to discuss the above request regarding screenshots and what is feasible in terms of searching. I would be grateful if the relevant officers who take the screenshots for Nick, and possibly Russell are able to note the time they spent to conduct searches.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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From: s22 <s22@health.gov.au>
Sent: Thursday, 31 August 2023 10:02 AM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; RICHARDSON, Mark <Mark.RICHARDSON@Health.gov.au>; s22 <s22@health.gov.au>; s22 <s22@Health.gov.au>
Cc: s22 <s22@Health.gov.au>; HERALD, Russell <Russell.Herald@health.gov.au>; s22 <s22@Health.gov.au>; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>; s22 <s22@health.gov.au>; FOI <FOI@health.gov.au>
Subject: RE: FOR ACTION: FOI request 4631 – s47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Hi Thea

The search will be quite extensive from January 2020 even with the narrowed scope of “Meals on Wheels” and “Future Fit”. I’ve had a chat to s22 this morning following my search of Nick’s inbox and what he can search of his inbox that includes Rusty in correspondence:

- With over a 100 Meals on Wheels providers funded in CHSP, any correspondence associated with this search pulls in other Meals on Wheels organisations (such as Bega Valley)
- Meals on Wheels conferences as well as correspondence even regarding AMOWA come up as searches
- Adhoc applications for funding
- Correspondence between the Community Grants Hub
- All CHSP extensions for any Meals on Wheels organisations that Rusty/Nick/Michael will have signed.
- Other Meals on Wheels peaks in other states (general correspondence)
- Correspondence between Rusty and the MO about Future Fit (Minister Wells)
- Contract documentation in SAP

From what I have searched through Nick's mailbox, a few factors come up such as:

- Rusty did not start as AS of the branch until end of May 2021. Nick Morgan was the previous AS and s22 was acting for Nick Morgan in January 2020. Therefore, there is correspondence pertaining to additional funding for Meals on Wheels for COVID-19 response, including briefings, MRs, TPs to support an announcement by previous government (so mailbox searches, if we keep strict to the request, will just be of Nick H's and Michael's inbox for the period of January 2020 to June 2021).
- Re Future Fit, a letter from MoW CEO to Nick re support for Future Fit in 2022 (from what I can ascertain, the branch may have responded, but we were also under caretaker conventions). There was an acknowledgement from Nick in July 2022 which also tied into a question about the aged care workforce bonus payment (CHSP workers not included).

A search will also need to be done in PDMS, which will also be extensive covering, not limited to:

- Ministerial briefs on Future Fit, Min Submissions eg CHSP meal unit price increase, CHSP extensions, COVID additional funding as mentioned above and those related to Support at Home.
- MIRs, Min Corros, Media Releases, TPs,
- HIBs, QTBs, QoNs – if counted in scope of ministerial briefings

s22 is happy to have a further chat with you in Rusty's absence this week.

Thanks

s22

Executive Officer to Nick Hartland
Special Adviser | Ageing and Aged Care Group
Department of Health and Aged Care
P | s22 M | [divert on]

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s22

From: s22
Sent: Thursday, 31 August 2023 12:35 PM
To: s22
Cc: s22; s22; s22; HERALD, Russell
Subject: FW: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Hi s22

The FOI team need some information from Rusty's inbox please. s22 will CC you into the response she is undertaking and re the search functions

See the initial responses from the FOI team. This will need to be actioned today or tomorrow.

Kind regards

s22

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s22

From: HERALD, Russell
Sent: Thursday, 31 August 2023 12:12 PM
To: FOI
Cc: CONNOLLY, Thea
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL] [SEC=OFFICIAL]

s22 - I'll run the search tonight on my inbox files. Will be higher than last time

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 31 Aug 2023 11:02 am, FOI <FOI@health.gov.au> wrote:

Hi s22 and Thea,

Thanks for your work on this request. I understand this request is still likely to not be practicable.

Before we respond to the applicant, could we request for the team who has conducted searches for Nick to take screenshots of TRIM searches and inboxes searches that you have undertaken and add to a word document which can be saved at [E23-251542](https://www.health.gov.au/record/2023-251542).

If possible would I also be able to request for screenshot(s) to be included for Russell in relation to TRIM or his Inbox if anyone has access to his inbox. No need to worry about deputy secretary for the moment.

For your awareness, it is likely following my response to the applicant, they will lodge an appeal to OAIC in relation to the practical refusal notice.

More than happy to discuss the above request regarding screenshots and what is feasible in terms of searching. I would be grateful if the relevant officers who take the screenshots for Nick, and possibly Russell are able to note the time they spent to conduct searches.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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s22

From: FOI
Sent: Friday, 1 September 2023 11:18 AM
To: s22; HERALD, Russell; CONNOLLY, Thea
Cc: s22; s22; HARTLAND, Nicholas; s22; s22; s22; RICHARDSON, Mark; s22
Subject: RE: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Hi s22 and Russell,

Thank you for conducting searches accordingly.

We appreciate you both taking the time to do this, no further action is required at this stage.

I will respond to the applicant. Thanks again.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

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 Australian Government, Department of Health and Aged Care
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 PO Box 9848, Canberra ACT 2601, Australia

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s22

From: s22
Sent: Wednesday, 13 September 2023 12:32 PM
To: HERALD, Russell
Subject: RE: Meals on Wheels Whitehorse [SEC=OFFICIAL]

s47G

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Wednesday, 13 September 2023 12:09 PM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22 [REDACTED] <[REDACTED]@health.gov.au>
Subject: RE: Meals on Wheels Whitehorse [SEC=OFFICIAL]

Will do – most of it is rubbish

From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Wednesday, 13 September 2023 12:01 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>; s22 [REDACTED] <[REDACTED]@health.gov.au>
Subject: FW: Meals on Wheels Whitehorse [SEC=OFFICIAL]

For advice please, and draft response. T

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s22

From: HERALD, Russell
Sent: Wednesday, 13 September 2023 6:14 PM
To: FOI; s22
Cc: s22
Subject: FOR ACTION: FOI request 4699 – [§ 47F] (Meals on Wheels Australia) - response by COB 14 September 2023 [SEC=OFFICIAL] [SEC=OFFICIAL]

Hi s22
 Yes to both Q
 Rusty

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 13 Sept 2023 5:56 pm, FOI <FOI@health.gov.au> wrote:
 Hi s22 and Russell,

Thanks for your question regarding the interpretation.

We have interpreted the request to mean only documents relating to the contract amendment notice.

Please respond by COB tomorrow, 14 September 2023:

- Could we please confirm that your business area has access to this contract amendment?
- Would it be correct for us to assume these documents would require consultation with the supplier, Miles Morgan Australia?

Kind regards,
 s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Wednesday, 13 September 2023 3:07 PM
To: FOI <FOI@health.gov.au>; s22 @health.gov.au>
Cc: s22 @Health.gov.au>
Subject: RE: FOR ACTION: FOI request 4699 – [§ 47F] (Meals on Wheels Australia) [SEC=OFFICIAL]

s22

So this notice is relating to the amendment to add the CRM post MoW Newcastle ad-hoc

I would dig out the request for the contract amendment, the contract and its execution which is what informed the "contract notice"

The FOI request does not, in my read, extend to the operation of the contract, but that which related to the notice itself

But FOI team can let me know if that read is incorrect?

Rusty

From: FOI <FOI@health.gov.au>

Sent: Wednesday, 13 September 2023 2:20 PM

To: HERALD, Russell <Russell.Herald@health.gov.au>, s22 <[REDACTED]@health.gov.au>

Cc: s22 <[REDACTED]@Health.gov.au>

Subject: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) [SEC=OFFICIAL]

Good afternoon Russell and s22

On **16 August 2023** the department received a Freedom of Information (FOI) request from s 47F (Meals on Wheels Australia) requesting access to:

I seek all documents including, but not limited to contracts, email correspondence and any other documents regarding contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia - Supplier details Miles Morgan Australia PTY LTD from January 2021 through until currently.

The department has interpreted the request as all documents relating to the contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia from 1 January 2021 until 16 August 2023.

You have been nominated as the FOI Decision Maker and Action Officer respectively for this request.

This case will be allocated to an FOI Case Officer who will be in contact with you shortly to discuss how to proceed with processing this request.

Processing time period

The current statutory due date for this matter is **15 September 2023**. Please note we are seeking an extension from applicant for this matter.

A decision needs to be made by no later than 3 days before the due date in accordance with department's FOI [Corporate Business Rules \(CBR 10\)](#).

In some instances, an extension may be required to process an FOI request.

The FOI Case Officer will be able to advise if or when an extension may be required.

Action Required

Within 5 business days of this email (by **20 September 2023**):

1. **Scope** - familiarise yourself with the scope of the request and determine whether you can clearly identify what the Applicant is seeking.
 - a. In the event that the scope is too broad or too vague, please contact the FOI Section as soon as possible so that consultation with the applicant can take place, as required.

2. **Initial Meeting** – the FOI Case Officer will contact you both to arrange an initial meeting to discuss the outcome of the progress of the FOI and next steps.
3. **Search and retrieval** – the Action Officer will undertake a search for all relevant documents in accordance with these [Search and Retrieval instructions](#).
4. **PDF Documents** – the Action Officer will:
 - a. convert all relevant documents to **PDF format**
 - b. highlight (using the pdf highlight tool) material you believe may be exempt
 - c. add the highlighted PDF documents to the “Documents for consideration” TRIM container here: [E23-277681](#)
 - d. advise FOI team once PDF documents have all been uploaded into TRIM container
5. **Schedule of documents** – the Action Officer will complete the schedule of documents contained in the above TRIM folder, incorporating notes on sensitivities relating to the highlighted material and advice on any external stakeholder consultations that may be required.

Executive notifications and media interest

The FOI team will notify the relevant Executive that this FOI request has been received and that you are the Decision Maker.

Once the decision is made, the FOI Case Officer will notify the relevant Executive of your decision.

This notification must be done 3 days prior to the decision being sent to the Applicant.

Media talking points and/or Deputy Secretary briefing may be required if the decision and the release of documents are anticipated to generate media interest.

The department may also notify other Commonwealth agencies if the release of a document may result in questions being directed to those agencies.

Further Information

FOI is a crucial part of the department’s legal requirements and there are a number of legislative and corporate business requirements which need to be met between now and the time a decision is made.

All FOI requests received by the department must be processed in accordance with the *Freedom of Information Act 1982* and CBR 10.

An FOI decision maker must have regard to the FOI guidelines when making their decision on access.

To assist you, we have included the following resources:

[Freedom of Information Act 1982](#)

- The [Freedom of information guidelines | OAIC](#)

[Corporate Business Rules 10 – January 2020](#)

A [summary of exemptions and conditional exemptions](#)

[FOI Processing flow chart](#)

- The department’s [FOI Intranet Page](#)

Please do not hesitate to contact your FOI Case Officer if you have any questions about processing this FOI request.

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section

Legal Advice and Legislation

Please note I work Part time Mon-Thurs

Legal and Assurance Division | Corporate Operations Group

Australian Government, Department of Health and Aged Care

T: 02 6289 1666 | E: FOI@health.gov.au

PO Box 9848, Canberra ACT 2601, Australia

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s22

From: HERALD, Russell
Sent: Wednesday, 13 September 2023 1:34 PM
To: CONNOLLY, Thea
Subject: FW: Client feedback - s47F [SEC=OFFICIAL]

Maybe add this quote into the response to s 47F 🙄

From: s47F
Sent: Wednesday, 13 September 2023 1:33 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: Fwd: Client feedback - s47F

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.

Get [Outlook for iOS](#)

From: s47F
Sent: Wednesday, September 13, 2023 1:29:27 PM
To: s47F
Subject: FW: Client feedback - s47F

s47F

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From: s47F
Sent: Thursday, August 10, 2023 8:55 AM
To: s47F
Subject: Client feedback - s47F

Hi s47F

Just in case you want to collect up some positive feedback....

Client s47F called on 9/09 to say how very pleased she is with the meals with the new provider.
"The food is excellent! And such an improvement on the last mob. The people are all so kind and courteous – just lovely!"

Cheers

s47F

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From: CONNOLLY, Thea
Sent: Thursday, 14 September 2023 6:07 PM
To: FOI
Cc: s22; HERALD, Russell; s22
Subject: RE: FOI Request Received - FOI 4699 - (s 47F /Meals on Wheels Australia) (HRD/Home Support Operations BR) - Documents relating to Business transition project for meals on wheels [SEC=OFFICIAL]

Please forward

From: FOI <FOI@health.gov.au>
Sent: Thursday, 14 September 2023 3:33 PM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: s22 @Health.gov.au; HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: FOI Request Received - FOI 4699 - (s 47F /Meals on Wheels Australia) (HRD/Home Support Operations BR) - Documents relating to Business transition project for meals on wheels [SEC=OFFICIAL]

Hi Thea,

Thank you for the update. I have now listed you down as the decision maker for this matter.

Would you like me to forward you the email with further instructions for this matter or have Russell pass this on for you already?

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section
Legal Advice and Legislation
Please note I work Part time Mon-Thurs

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Thursday, 14 September 2023 2:55 PM
To: FOI <FOI@health.gov.au>
Cc: s22 @Health.gov.au; HERALD, Russell <Russell.Herald@health.gov.au>
Subject: FW: FOI Request Received - FOI 4699 - (s 47F /Meals on Wheels Australia) (HRD/Home Support Operations BR) - Documents relating to Business transition project for meals on wheels [SEC=OFFICIAL]

Hi s22

Russell and I have agreed that I will be the decision maker, please adjust

Regards Thea

From: FOI <FOI@health.gov.au>

Sent: Thursday, 14 September 2023 2:20 PM

To: LYE, Michael <Michael.LYE@health.gov.au>; CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22

@health.gov.au>; s22

@health.gov.au>; s22

@health.gov.au>; s22

@Health.gov.au>; s22

@Health.gov.au>; s22

@Health.gov.au>; s22

s 22

s 22

s 22

s 22

s 22

s 22

Cc: s22

@Health.gov.au>; s22

@Health.gov.au>; s22

@health.gov.au>; s22

@Health.gov.au>; HERALD, Russell

<Russell.Herald@health.gov.au>; s22

@Health.gov.au>; s22

@health.gov.au>; s22

@Health.gov.au>; FOI

<FOI@health.gov.au>; JOHNSTON, Chris <Chris.JOHNSTON@Health.gov.au>; s22

@health.gov.au>; MOORE, Miriam <Miriam.Moore@health.gov.au>; s47E(

@health.gov.au>; s22

@Health.gov.au>; s22

@health.gov.au>

Subject: FOI Request Received - FOI 4699 - (Alina Tooley/Meals on Wheels Australia) (HRD/Home Support Operations BR) - Documents relating to Business transition project for meals on wheels [SEC=OFFICIAL]

Good afternoon

In accordance with Corporate Business Rule 10 – FOI Requests, this email is being sent to notify you of a Freedom of Information (FOI) request FOI-4699 received by the department.

Applicant:	s 47F
Applicant Organisation	Meals on Wheels Australia
Scope of request:	all documents relating to the contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia from 1 January 2021 until 16 August 2023. Supplier details Miles Morgan Australia PTY LTD
Date received:	16 August 2023
Date decision due to applicant:	15 October 2023
Sensitivities:	You will be consulted separately by the Decision Maker regarding any sensitivities identified in relation to this request.
Decision maker:	Russell Herald Assistant Secretary Home Support Operations BR/HRD s 22
Action and next steps:	No action is required in relation to this notification. You will be notified of the decision three (3) days before the Applicant is advised of the decision.

Kind Regards,

s22

FOI Support Officer – Freedom of Information Section

Legal Advice and Legislation

Please note I work Part time Mon-Thurs

Legal and Assurance Division | Corporate Operations Group

Australian Government, Department of Health and Aged Care

T: 02 6289 1666 | E: FOI@health.gov.au

PO Box 9848, Canberra ACT 2601, Australia

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s22

From: FOI
Sent: Thursday, 14 September 2023 2:18 PM
To: HERALD, Russell; s22
Cc: s22
Subject: RE: FOR ACTION: FOI request 4699 – s 47F] (Meals on Wheels Australia) - response by COB 14 September 2023 [SEC=OFFICIAL]

Hi Russell,

Thanks for the quick response regarding this.

As third-party consultation will be required we have notified the applicant accordingly which has extended the timeframe to 15 October 2023.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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From: FOI
Sent: Friday, 15 September 2023 12:26 PM
To: CONNOLLY, Thea
Cc: HERALD, Russell; s22; s22; s22; s22
Subject: RE: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia)
[SEC=OFFICIAL]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Thea,

I can confirm the FOI team did receive it four weeks ago, however, unfortunately it was missed at the time.

We recognise that this puts strain on your area in terms of processing and we will look to manage as proactively as possible. Sparke Helmore will be able to manage extensions of time with the FOI Section.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
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PO Box 9848, Canberra ACT 2601, Australia

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From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Friday, 15 September 2023 11:58 AM
To: FOI <FOI@health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22 [REDACTED]@Health.gov.au; s22 [REDACTED]@Health.gov.au; s22 [REDACTED]@Health.gov.au; s22 [REDACTED]@health.gov.au
Subject: RE: FOR ACTION: FOI request 4699 – [REDACTED] (Meals on Wheels Australia) [SEC=OFFICIAL]

OK, it will help me to unpack options with our external lawyers if I know why are we only getting to this now? Looks like it sat for 4 weeks with no action, or am I misreading the chain.

From: FOI <FOI@health.gov.au>
Sent: Friday, 15 September 2023 11:41 AM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@Health.gov.au>; s22 <[REDACTED]@health.gov.au>
Subject: RE: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) [SEC=OFFICIAL]

Hi Thea,

Thanks for raising the below regarding timeframes.

We suggest this matter be raised with s22 in the initial meeting they will be setting up to discuss the scope as well as any other concerns the team may wish to raise.

Kind regards,

s22

**Case Officer – Freedom of Information Section
Legal Advice and Legislation**

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>

Sent: Friday, 15 September 2023 11:34 AM

To: FOI <FOI@health.gov.au>

Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>

Subject: RE: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) [SEC=OFFICIAL]

Thanks s22 I am not sure how we can do 3rd party consultation and respond by 15 October? Advice on options for a more reasonable timeframe appreciated. Thea

From: FOI <FOI@health.gov.au>

Sent: Friday, 15 September 2023 9:59 AM

To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>

Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>

Subject: FW: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) [SEC=OFFICIAL]

Morning Thea,

As requested, please see the below email regarding timeframes and action required sent to Russell and s22 on Wednesday.

The timeframe noted in the below email has changed to a due date of **15 October 2023**, based on confirmation from Russell that third party consultation would be required.

Please note due to a high level of FOI requests, this request has been placed with our overflow team. s22 will be processing this request.

They will be in contact shortly to book in a meeting with the action officer listed (s22) to discuss the request further.

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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s22

From: HERALD, Russell
Sent: Friday, 15 September 2023 8:59 AM
To: CONNOLLY, Thea
Subject: Fwd: FOR ADVICE PLEASE - s22 - Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL] [SEC=OFFICIAL]
Attachments: Signed MP Senator Letter.pdf; QoN 2002.pdf; QoN 2003.pdf; Meals-on-Wheels-Victoria-Special-Report-February-2023 (3).pdf

For chat with s47F

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

----- Forwarded message -----

From: s22 @health.gov.au
Date: 15 Sept 2023 8:51 am
Subject: FOR ADVICE PLEASE - s22 - Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]
To: "HERALD, Russell" <Russell.Herald@health.gov.au>, s22 health.gov.au
Cc: s22 @health.gov.au
 Good morning Rusty and s22

Would appreciate your advice about what we can include in a M letter to s 47F, Meals on Wheels Victoria, particularly given we have already provided information on this matter and noting she has sent the letter to all Victorian MPs and Senators. Due to the MO by 27 September.

The MO has also requested an update to s22 (Nutrition in aged care – this QB is mostly about meals/nutrition in residential aged care and the Maggie Beer work). The QB has been updated to include: *Meals on Wheels (Victoria) have recently raised concerns regarding a funding disparity resulting from the provision of funding to Meals on Wheels (QLD) and Meals on Wheels Newcastle (NSW) under the CHSP Program. The Department is currently investigating the issue.*

Looks like we'll get asked for any additional input on this early next week. Let me know if there's anything specific you would like included here too.

Thanks

s22

From: Minister Wells <Minister.Wells@Health.gov.au>
Sent: Wednesday, 13 September 2023 4:49 PM
To: s22 @health.gov.au
Cc: Minister Wells <Minister.Wells@Health.gov.au>
Subject: s22 - Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

s22

Hi

M response from QAD

Thanks!

s22

From: s22 <[REDACTED]@Health.gov.au>
Sent: Wednesday, 13 September 2023 4:37 PM
To: Minister Wells <Minister.Wells@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hello,

Can I please request for following for this enquiry –

- M-response to come to me
- QTB update

Thanks

s22

From: s22 <[REDACTED]>
Sent: Wednesday, 13 September 2023 4:12 PM
To: s22 <[REDACTED]@Health.gov.au>
Cc: Minister Wells <Minister.Wells@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hey

Looking for some direction here? Normally I would just say a D-response but they have sent this to our Victorian senators and they are asking for how they can respond.

From: s47F <[REDACTED]@aph.gov.au>
Sent: Wednesday, 13 September 2023 2:26 PM
To: s22 <[REDACTED]@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse

Hi s22

I hope this email finds you well.

As the attached letter has been sent to all Victorian MPs and Senator's I was wondering if there is a standard letter or some lines I can use to reply.

Kind regards,



s47F

Office of Senator Raff Ciccone
 Deputy Government Whip in the Senate
 Federal Labor Senator for Victoria
 1A Blackburn Road, Blackburn VIC 3130

EO: s47F / **PH:** s47F / **E:** s47F <[REDACTED]@aph.gov.au>
SenatorCiccone.com.au

s22

From: HERALD, Russell
Sent: Friday, 15 September 2023 4:38 PM
To: Minister Wells
Subject: RE: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Yep, have tried to call, and have sent a note seperately

From: Minister Wells <Minister.Wells@Health.gov.au>
Sent: Friday, 15 September 2023 4:35 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: Minister Wells <Minister.Wells@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hi Russell,

Can you please contact s22 in relation to the below please?

She can be reached on s22

Many thanks

s22

From: s22
Sent: Friday, 15 September 2023 3:13 PM
To: Minister Wells <Minister.Wells@Health.gov.au>
Subject: RE: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Can I also please request for the relevant person in the department to contact me about this?

Thanks

s22

From: s22
Sent: Wednesday, 13 September 2023 4:37 PM
To: Minister Wells <Minister.Wells@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hello,

Can I please request for following for this enquiry –

- M-response to come to me
- QTB update

Thanks

s22

From: s22
Sent: Wednesday, 13 September 2023 4:12 PM
To: s22 <s22@Health.gov.au>

Cc: Minister Wells <Minister.Wells@Health.gov.au>

Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hey

Looking for some direction here? Normally I would just say a D-response but they have sent this to our Victorian senators and they are asking for how they can respond.

From: s47F <[REDACTED]@aph.gov.au>

Sent: Wednesday, 13 September 2023 2:26 PM

To: s22 <[REDACTED]@Health.gov.au>

Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse

Hi s22

I hope this email finds you well.

As the attached letter has been sent to all Victorian MPs and Senator's I was wondering if there is a standard letter or some lines I can use to reply.

Kind regards,



s47F

Office of Senator Raff Ciccone
Deputy Government Whip in the Senate
Federal Labor Senator for Victoria

1A Blackburn Road, Blackburn VIC 3130

EO: s47F / **PH:** s47F / **E:** s47F <[REDACTED]@aph.gov.au>
SenatorCiccone.com.au

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s22

From: HERALD, Russell
Sent: Friday, 15 September 2023 5:08 PM
To: s22
Subject: RE: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

All good – can chat Monday. It's a fun one and we are talking to Meals on Wheels Australia about it

From: s22 @Health.gov.au>
Sent: Friday, 15 September 2023 4:50 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hello, Sorry I missed you – just tried to return your call.

Happy to chat on Monday.

Thanks,

s22

Adviser – Aged Care, Parliamentary & Caucus

Office of the Hon. Anika Wells MP
 Minister for Aged Care | Minister for Sport
 Member for Lilley

M: s22 | E: s22 @health.gov.au

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Friday, 15 September 2023 4:37 PM
To: s22 @Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hi s22

Tried to give you a ring about this. Happy to chat when best suits – noting the team have drafted a response which we are looking at now

Rusty

From: Minister Wells <Minister.Wells@Health.gov.au>
Sent: Friday, 15 September 2023 4:35 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: Minister Wells <Minister.Wells@Health.gov.au>
Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hi Russell,

Can you please contact Bisma in relation to the below please?

She can be reached on s22

Many thanks

s22

From: s22 <[REDACTED]@Health.gov.au>

Sent: Friday, 15 September 2023 3:13 PM

To: Minister Wells <Minister.Wells@Health.gov.au>

Subject: RE: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Can I also please request for the relevant person in the department to contact me about this?

Thanks

s22

From: s22

Sent: Wednesday, 13 September 2023 4:37 PM

To: Minister Wells <Minister.Wells@Health.gov.au>

Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hello,

Can I please request for following for this enquiry –

- M-response to come to me
- QTB update

Thanks

s22

From: s22

Sent: Wednesday, 13 September 2023 4:12 PM

To: s22 <[REDACTED]@Health.gov.au>

Cc: Minister Wells <Minister.Wells@Health.gov.au>

Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse [SEC=OFFICIAL]

Hey

Looking for some direction here? Normally I would just say a D-response but they have sent this to our Victorian senators and they are asking for how they can respond.

From: s47F <[REDACTED]@aph.gov.au>

Sent: Wednesday, 13 September 2023 2:26 PM

To: s22 <[REDACTED]@Health.gov.au>

Subject: FW: Meals on Wheels Services in Victoria at serious risk of collapse

Hi s22

I hope this email finds you well.

As the attached letter has been sent to all Victorian MPs and Senator's I was wondering if there is a standard letter or some lines I can use to reply.

Kind regards,



s47F

Office of Senator Raff Ciccone
Deputy Government Whip in the Senate
Federal Labor Senator for Victoria
1A Blackburn Road, Blackburn VIC 3130

EO: s47F / s47F

SenatorCiccone.com.au

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From: HERALD, Russell
Sent: Tuesday, 19 September 2023 4:49 PM
To: s47F
Cc: CONNOLLY, Thea
Subject: RE: Meals on Wheels CHSP services being awarded to interstate providers [SEC=OFFICIAL]

I think the nuance here is that there are some councils who are definitely observing what is happening in Whitehorse and want to understand it as they work through their exit processes/decisions.

While discussions between the parties may occur, this is not an indication that we would make such a decision – as the department is not a party to those discussions.

I would, however, point out that the selection process takes into account existing sub-contracting arrangements. So if a sub-contractor is a CHSP provider they are likely to be selected as the incoming contracted provider so as not to disrupt services for clients.

All CHSP providers can work with councils or other providers to put in place sub-contracting, similar to what is being done under HCP, without departmental involvement (other than alerting us to what the arrangements are). I would suggest to VICMOW that they consider this factor in their forward engagement agenda with its members.

From: s47F
Sent: Tuesday, 19 September 2023 4:42 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: Re: Meals on Wheels CHSP services being awarded to interstate providers [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.

Thanks for clarifying Rusty.

I have heard this concern from a number of sources, so it obviously doing the rounds. I shall pass on your clarification and the fact that the Department would welcome MoWVIC coordinating providers willing to be considered in any future transfers.

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>
Date: Tuesday, 19 September 2023 at 4:34 pm
To: s47F

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>

Subject: FW: Meals on Wheels CHSP services being awarded to interstate providers [SEC=OFFICIAL]

s47F

Not sure where this information is coming from but I thought id just note that the highlight is not accurate. For example, the Manningham selection has been completed and it is not a provider from out of state.

Obviously we are interested in looking at CHSP providers who are willing to take over the functions, as we have done for dozens of councils who have withdrawn in recent years – but this has resulted in a loss of the volunteer element of the MoW model. Hence our concern in this area.

While we are happy to have a conversation about the relativistic merits of the decisions being made, and we understand there are some concerns, providing incorrect information like this is not helpful. Also, as background, the department is receiving a small number of other correspondence from some (NSW) MoW members who are running similar inaccurate lines.

My only feedback for those involved here, is that it is fairly easy to deflect back on factual misinformation and thus it doesn't actually progress the matters at hand. On the other hand, and as s 47F suggests, if VICMOW is able to work with their base to develop a pool of willing parties as a mechanism to streamline our incoming provider selection processes (as one input across many factors) then that is something useful to assist us moving forward. In fact we would support that as a positive step by VICMOW, noting that we are not constrained by the pool of providers who are VICMOW members, and so other Victorian providers remain in scope for consideration.

The other thing just for background. As grants, Ministers are not decision makers under CHSP and cannot be seen to influence departmental selection decisions. If it is the intent of VICMOW to write to Ministers with a list, then this will arise a potential conflict of interest in that it may be viewed as Ministerial coercion on selection decisions if one of those providers are selected. In the interests of avoiding Ministers having to deal with those issues, I would suggest its better for the services to provide the department with a statement of their willingness, through MOWVIC. Of course, it is up to them – I get why they would want to write to Ministers, but it does come with challenges.

Rusty

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From: s22
Sent: Wednesday, 20 September 2023 3:59 PM
To: FOI
Cc: s22; CONNOLLY, Thea
Subject: RE: Clarification: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]
Attachments: SKM-C55823092015450.pdf; SKM-C55823092015460.pdf

Hi s22

Please see **attached** completed checklist and signed letter from Thea

Thanks
 s22

s22
Executive Officer, Home and Residential Division

T: s22 | E s22 @health.gov.au

From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Wednesday, 20 September 2023 3:28 PM
To: FOI <FOI@health.gov.au>
Cc: s22 @Health.gov.au; s22 @health.gov.au
Subject: RE: Clarification: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

OK, proceed as agreed and signed thank you

From: FOI <FOI@health.gov.au>
Sent: Wednesday, 20 September 2023 1:25 PM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Cc: s22 @Health.gov.au; s22 @health.gov.au
Subject: Clarification: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation [SEC=OFFICIAL]

Good afternoon Thea,

I spoke with s22 earlier today regarding the search terms noted for “future fit” and the discrepancy between the results for Russell verses the results for Nick.

We note it is unlikely that all 29,000 future fit searches will be relevant to the scope of the request, however the department would still be required to review all 29,000 email correspondences in order to determine what is relevant to the scope of the request. We are also aware that the reason for the discrepancy in amounts may relate to Nick being within the Division since 2020 while Russell has only been in the branch since May 2021.

As reviewing the rough search results would in itself be a significant diversion of resources, we believe it is in the department’s interest to highlight these numbers. There is no risk with highlighting the number identified for searches, rather it is valuable to include for the applicant to be aware of the significant diversion of resources.

For your visibility, we note following the decision for refusal of access that the applicant is likely to lodge a review with OAIC. In those circumstances, OAIC will ask the department to provide documentation on the FOI request, including the search and retrieval documents i.e. Nick and Russell's search results.

Happy to discuss or provide further clarity as required.

Kind regards,

s22

**Case Officer – Freedom of Information Section
Legal Advice and Legislation**

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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From: FOI <FOI@health.gov.au>

Sent: Thursday, 14 September 2023 10:32 AM

To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>

Cc: s22 <s22@Health.gov.au>, s22 <s22@health.gov.au>;

HERALD, Russell <Russell.Herald@health.gov.au>, s22 <s22@Health.gov.au>

Subject: FOR ACTION: FOI request 4631 – s 47F (Meals on Wheels Victoria) - decision for finalisation
[SEC=OFFICIAL]

Good morning Thea,

I refer to FOI 4631 received from s 47F from 16 August 2023, as revised on 30 August 2023 to seek access to:

all documents from January 2020 to current held by the Home Support Operations section of Ageing and Aged Care Branch in particular documents held by Russell Herald, Nicholas Hartland, Thea Connolly and Michael Lye including contractual documents, all email and posted correspondence, meeting minutes, ministerial briefings and reports that include the words:

- Meals on Wheels
- Future Fit

I note you are the decision maker for this request. I have prepared the decision pack at [E23-267384](#) for your review and signature.

Action required and timeframe

The statutory due date for this request is **Wednesday, 27 September 2023**. In order to achieve this date, it would assist if the signed decision could be returned to us **by close of business, Monday 18 September 2023**.

Decision Pack

Included in the **attached** TRIM file is the decision pack at [E23-267384](#), consisting of the following documents:

1. Search results pulled for Nick Hartland's inbox (**for review**)
2. Draft Notice of Decision for refusal **requires signature**
3. Decision Checklist **requires signature**
4. Search results pulled for Russell Herald's inbox, PDMS and TRIM (**for review**)

Kind regards,

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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s22

From: s47F
Sent: Thursday, 21 September 2023 12:13 PM
To: HERALD, Russell
Cc: CONNOLLY, Thea
Subject: Re: Yarra Ranges Council Letter sent by Meals on Wheels Vic to CHSP providers [SEC=OFFICIAL]

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Thanks Rusty

s 47F sent this through last evening and has undertaken to correct the record concerning Yarra Ranges Council.

s47F
 s47F
 Meals on Wheels™ Australia
 m: s47F
 e: s47F
 w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>
Date: Thursday, 21 September 2023 at 12:11 pm
To: s47F
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: FW: Yarra Ranges Council Letter sent by Meals on Wheels Vic to CHSP providers [SEC=OFFICIAL]

s47F
 For your reference, please note below advice provided by Yarra Ranges Council in objection to the material sent by Meals on Wheels Victoria. This has been provided to us via the Grants Hub.

Rusty

From: s47F
Sent: Wednesday, 20 September 2023 12:06 PM
To: s47F <s47F@dss.gov.au>
Cc: s47F
Subject: FW: Request from Yarra Ranges Council

Hi s47F

I hope you are well.

I wanted to alert you to correspondence sent out yesterday by Meals On Wheels Victoria which contains inaccurate information regarding Yarra Ranges Council and delivered meals.

I have copied below the MOWV correspondence and our communication to them today regarding this.

Please let me know if you require any further information or wish to discuss this at all.

With kind regards



s47F



Yarra Ranges Council acknowledges the Wurundjeri and other Kulin Nations as the Traditional Owners and Custodians of these lands.

We pay our respects to all Elders, past, present, and emerging, who have been, and always will be, integral to our community. We proudly share custodianship to care for Country together.

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THE PRESIDENT JOHN F. KENNEDY
BY THE DEPARTMENT OF HEALTH AND AGED CARE
MATION ACT 1982

s22

From: s22
Sent: Thursday, 21 September 2023 12:05 PM
To: HERALD, Russell
Cc: s22; s22; s22
Subject: FW: Yarra Ranges Council Letter sent by Meals on Wheels Vic to CHSP providers [SEC=OFFICIAL]

Hi Rusty

See below corro that was sent, I know you are aware of part of it, but just in case you have not seen the response from the Council to MOWV

s22 – note the relinquishments

s22

s22

Director

CHSP Program Section | Home Support and Operations Branch

P | s22 E | s22 @health.gov.au

From: s22 @dss.gov.au>
Sent: Thursday, 21 September 2023 10:31 AM
To: s22 @health.gov.au> s22 @health.gov.au>
Subject: FW: Yarra Ranges Council Letter sent by Meals on Wheels Vic to CHSP providers [SEC=OFFICIAL]

FYI – correspondence received from Yarra Ranges Council regarding Meals on Wheels Victoria.

s47G

Regards

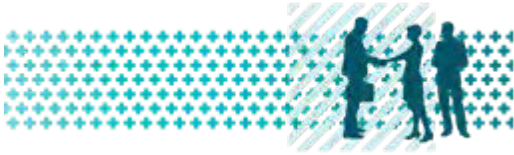
s22

Community Grants Hub
 Victorian State Office
 Department of Social Services

P: s22 | M: s22 E: s22 @dss.gov.au

communitygrants.gov.au

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From: s22 <[redacted]@dss.gov.au>
Sent: Wednesday, 20 September 2023 1:22 PM
To: s22 <[redacted]@dss.gov.au>
Cc: s22 <[redacted]@dss.gov.au>; s22 <[redacted]@dss.gov.au>
Subject: RE: Yarra Ranges Council Letter sent by Meals on Wheels Vic to CHSP providers [SEC=OFFICIAL]

Hi s22

FYI for our CHSP Health colleagues.

s47F [redacted] from Yarra Ranges Council has kindly passed this correspondence on from Meals on Wheels Victoria (MOWV).

s47F s47G [redacted]

Regards,
s22 [redacted]

s22 [redacted]

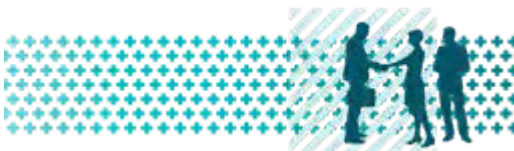
Community Grants Hub

Commonwealth Home Support Programme
Victorian State Office

P: s22 [redacted] | **E:** s22 [redacted] <[redacted]@dss.gov.au>

communitygrants.gov.au

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From: s47F [redacted]
Sent: Wednesday, 20 September 2023 12:06 PM
To: s22 [redacted]

Cc: s47F

Subject: FW: Request from Yarra Ranges Council

Hi s22

I hope you are well.

I wanted to alert you to correspondence sent out yesterday by Meals On Wheels Victoria which contains inaccurate information regarding Yarra Ranges Council and delivered meals.

I have copied below the MOWV correspondence and our communication to them today regarding this.

Please let me know if you require any further information or wish to discuss this at all.

With kind regards



s47F



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s22

From: s22
Sent: Friday, 22 September 2023 8:48 AM
To: HERALD, Russell
Cc: s22; s22
Subject: Att Rusty: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) - response by COB 14 September 2023 [SEC=OFFICIAL]

Hi Rusty

I have looked through the documents and attached and filled out the document at: [E23-277681](#)

All MMA info is stored in **E21-600830** FINANCIAL MANAGEMENT - Payments - MoWA - Business Transformation - Miles Morgan Australia Pty Ltd - Future Fit Project.

I have looked at documents only to do with the inclusion of the CRM aspect – which is mainly 2 key points – the appendix 5 from s47F which outlines it, and when the contract inclusion. There is very little corro regarding the changes except in one draft document.

Hope it looks ok, I have highlighted the contracts in the actual MD documents template – far right column as I feel they are to not be included as the appendix 5. I didn't go through with the entire yellow as I feel it would be the entire contract

If you are ok it needs to go to FOI@health.gov.au

The team involved are s47F, s47F and Health FOI s47E(d) but i note that these are all the externals

s22

s22

Director

CHSP Program Section | Home Support and Operations Branch

P | s22 E | s22 [@health.gov.au](mailto:s22@health.gov.au)

From: FOI <FOI@health.gov.au>
Sent: Thursday, 14 September 2023 2:18 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>; s22 @health.gov.au>
Cc: s22 @Health.gov.au>
Subject: RE: FOR ACTION: FOI request 4699 – [s 47F] (Meals on Wheels Australia) - response by COB 14 September 2023 [SEC=OFFICIAL]

Hi Russell,

Thanks for the quick response regarding this.

As third-party consultation will be required we have notified the applicant accordingly which has extended the timeframe to 15 October 2023.

Kind regards,

s22

**Case Officer – Freedom of Information Section
Legal Advice and Legislation**

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

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s22

From: s47F
Sent: Monday, 25 September 2023 2:46 PM
To: Anthony Albanese; HERALD, Russell; Minister Butler
Subject: Re: Response to your correspondence [SEC=OFFICIAL]

Thank you for your reply Russell.

I am pleased if you are now communicating with both Victoria MOW peak body and AMOW after stating publicly at the Town Hall meeting you would not.
 That at least is progress.

You have changed the goal posts.

If statics stated are only in regards to the few meal providers that have contracts for 40% and 50% of actual meals delivered, does that mean that the majority of MOW providers that has now got no voice, never will have a voice?

For your information, I do not have a problem with the concept of Future Fit.
 It is the secrecy and actions of Miles Morgan Australia that concerns me, and I have spoken to you about this in the past.

Regards
 s47F

On Mon, 25 Sep 2023 at 1:54 pm, HERALD, Russell <Russell.Herald@health.gov.au> wrote:

Thanks s47F

I appreciate that you have genuine concerns about the activity underway.

Some points on your commentary below:

s47G

- s47G [REDACTED]
- We are always open to other views and thoughts and we have heard many from within the MOW network. However, that should not prevent the department from working with MOW services to design and test new ideas where we see mutual benefit and potential for greater outcomes for older Australians.
- The work being done now will feed into future consideration of how meals delivery is funded – and is not an end unto itself. Indeed, as I have stated previously, if the project doesn't achieve its goals on client outcomes, then of itself this is a success in our understanding.
- I intended to visit Bega, and as discussed previously this was to be in the later half of this year. I am still happy to do so, noting I have had some challenges in the calendar in recent times and broader challenges with MOW governance relationships that we are trying to resolve.

If you continue to have concerns about Future Fit, I encourage you to take them up with MOWA/s47F. We are working to brief s47F s47F and others in MOWA in depth on the direction of this project over the next few weeks. I am sure they are happy to engage with you in this regard. At the moment the focus is on addressing the large amount of disinformation about these issues.

Russell

From: s47F [REDACTED]
Sent: Monday, 25 September 2023 1:07 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>; A.Albanese.MP@aph.gov.au; Minister Butler <Minister.Butler@Health.gov.au>
Subject: Fwd: Response to your correspondence [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.

Dear Russell,

Thank you for your reply email and letter.

However, my query was not to you, but the minister.

It is a wonderful concept that the actual volunteer meals on wheels service providers are being considered as to the options available for the proposed Liberal party proposal of payment in arrears for CHSP providers.

However, your percentage of current meals on wheels providers involved in the consultation is totally fictitious.

To my knowledge through Future Fit and your preferred contractor Miles Morgan Australia, my understanding is up to 17 providers in NSW and a similar number in Queensland have been invited to participate and meet with you.

This is actually less than 5% of Meals on Wheels providers in Australia, not the 40% you quote in NSW and QLD, and 50% you quote in Tasmania.

It is actually 10 to 12% of NSW providers.

All participants to my knowledge appear to be those providers that have the same views as yourself, the Liberal party and your appointed contractor Miles Morgan.

Not only are you basing your decisions on a small percentage of meals on wheels providers, but no provider with an alternate view has been given a voice.

In relation to Victoria Meals on Wheels.

I am very aware that peak bodies are usually not consulted about who is awarded a contract to deliver meals.

My concern is that through Miles Morgan Australia, you handed the meal supply contract of 2 services in Victoria over to a NSW and a Queensland provider without any consultation with any other existing Victorian Meals on Wheels service provider that was not operated by Local Govt.

If you did not consider any Victorian provider for information, I would expect you might consider asking the Victorian peak body to ask their members for any interest?

My further concern is due to your current actions with Miles Morgan and through the Future Fit contract, that you will continue to transfer Local Govt. Meals on wheels service provider contracts in Victoria, without consultation, to Miles Morgan and providers in other States as Local Govt meal providers in Victoria pull out of the market.

Local govt. in Victoria has openly stated in the press, they will not or can not continue CHSP services in their communities under the Liberal party policy of payment in arrears.

These are real concerns of mine, and as the assistant to the minister, I would expect you to be more informed and open, and base your decisions on facts, rather than parroting the opinions of Miles Morgan Australia who has no experience in the aged care system.

I do not require your thank you for volunteering to help my community.

What I need is for you to honestly look at all the options available.

Maybe, in part the Liberal party is no longer in government, because the public did not agree with their view on how aged care should operate?

I note that your promise to come and see how Bega Valley Meals on Wheels Co-operative Ltd. Operates has not yet come to fruition.

My invitation for you to visit Bega MOW service is still open.

In fact, I would be happy to invite Minister Butler and our Prime Minister Mr. Albanese to visit Bega, to show them how our local community, through volunteers help each other.

Regards

s47F



BEGA Valley Meals on Wheels Co-operative Ltd.

----- Forwarded message -----

From: s22 [redacted] <s22@health.gov.au>

Date: Mon, 25 Sep 2023 at 11:28 am

Subject: Response to your correspondence [SEC=OFFICIAL]

To: s47F [redacted]

Please see attached a response to your correspondence of 15 September 2023.

Thank you

s22 [@health.gov.au](mailto:s22@health.gov.au)

Home Support Operations Branch | Home and Residential Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

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From: HERALD, Russell
Sent: Tuesday, 26 September 2023 4:17 PM
To: s47F, s47F
Cc: CONNOLLY, Thea; s47F
Subject: FW: Meals on Wheels Whitehorse [SEC=OFFICIAL]

Hi s47F

As forshadowed, we continue to receive inquiries from MOWVIC challenging the operations of MOW Whitehorse.

While not looking for an essay, can I please get a summary of the menu process, and the selection rotation. I think that s47F is conflating the core menu, which is continuing to grow and be refined, against the selection options provided to clients which is being rotated.

Can I also get a summary of the exit and entry numbers.

While I think the queries are outside of the boundaries of what we would normally provide a third party organisation around the operations of an individual provider, I think its probably in the interest of everyone to set the record straight.

Rusty

I have checked today with my sources regarding Russell's claim that menu cycles are in place and rotated. My sources (of which I have several) say this is simply not true — it is a blatant untruth. As of 5pm today MoW Whitehorse [25 Sept] has had the same menu sine MoW Newcastle and MMA Australia took over.

It is simply untrue that that menu cycles were in place and being rotated. Perhaps this has very recently happened, but it certainly wasn't the case from 1 July until just recently. Is there evidence to show that menu cycles are in place and being rotated?

Is there actually evidence to support these other claims — for example meal choice increasing by 49 per cent compared to Whitehorse Council or that there has been no significant "churn" or reduction in client numbers? We have heard from several clients and their families who have left due to being unhappy with the new service as opposed to ordinary client flow. We have referred those clients and their families to log their concerns with the Aged Care Quality Commission.

From: HERALD, Russell
Sent: Tuesday, 26 September 2023 9:16 AM
To: s47F
Cc: CONNOLLY, Thea
Subject: RE: Meeting in October [SEC=OFFICIAL]

Thanks s47F will do

From: s47F
Sent: Tuesday, 26 September 2023 9:13 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: Re: Meeting in October [SEC=OFFICIAL]

Rusty

I think asking MoWA to participate covers all MoW services (that are members) around the country. If you arrange follow up meetings as the project develops, it would make sense to invite NSW and Vic along.

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>
Date: Monday, 25 September 2023 at 7:14 pm
To: s47F
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: RE: Meeting in October [SEC=OFFICIAL]

Hi s47F

One of the things about the below process is that there is no explicit representation from MOWNSW and MOWVIC, but we will have all other associations represented in some form (ignoring red cross)

Given the current challenges with s47F and s47F testing if you had particular views about how we include those two associations in this process.

Rusty

From: s47F
Sent: Monday, 25 September 2023 5:20 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22 <s22@health.gov.au>; s47F <s47F@health.gov.au>; s47F <s47F@health.gov.au>; s47F <s47F@health.gov.au>

s47F

Subject: Re: Meeting in October [SEC=OFFICIAL]

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Thanks Rusty

We would welcome the engagement on 10 October.

s47F raised the following questions with me, to discuss with you:

s47G

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You've probably got answers to some, if not all, of these.

See you in Canberra.

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>

Date: Monday, 25 September 2023 at 4:45 pm

To: s47F

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>, s22

s47F@health.gov.au, s47F

s47F

Subject: RE: Meeting in October [SEC=OFFICIAL]

Hi s47F

By way of follow up:

s47G

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Rusty

From: s47F

Sent: Tuesday, 19 September 2023 4:38 PM

To: HERALD, Russell <Russell.Herald@health.gov.au>

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22 s47F@health.gov.au;

s47F

s47F

s47F

Rusty

I've secured the following nominations:

MoW Australia

s47F – email s47F
 s47F ssy – email s47F

MoW SA

s47F – email s47F

MoW WA

s47F – email s47F

We look forward to the opportunity to participate, be it on 10 October or another date.

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>

Date: Tuesday, 19 September 2023 at 10:13 am

To: s47F

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>, s22
 s22 <s22@health.gov.au>

Subject: RE: Meeting in October [SEC=OFFICIAL]

Sorry, got the date wrong. Tuesday the 10th is the current plan. Otherwise happy for this to go to MOWA board.

From: s47F

Sent: Tuesday, 19 September 2023 10:07 AM

To: HERALD, Russell <Russell.Herald@health.gov.au>

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s22 <s22@health.gov.au>

Subject: Re: Meeting in October [SEC=OFFICIAL]

Thanks Rusty

Can I share this email with the MoWA Board, which in turn will alert SA and WA to the opportunity to attend?

The 8th October is a Sunday. Does that complicate it as a preferred date?

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

From: HERALD, Russell <Russell.Herald@health.gov.au>

Date: Tuesday, 19 September 2023 at 9:46 am

To: s47F

Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>, s22
@health.gov.au>

Subject: RE: Meeting in October [SEC=OFFICIAL]

Hi s47F

s47E(d)

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Happy to chat further on the details

Rusty

From: s47F

Sent: Monday, 18 September 2023 4:38 PM

To: HERALD, Russell <Russell.Herald@health.gov.au>

Subject: Meeting in October

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.

Russell

You mentioned when we met with Thea last week there is a meeting planned with MoW providers to discuss future funding arrangements. Could you let me know some details and I'll see who can attend on behalf of Meals on Wheels Australia.

Also, did you want any other states and/or services represented at the meeting? It sounded like you had the eastern states covered.

s47F

Meals on Wheels™ Australia

m: s47F

e: s47F

w: mealsonwheels.org.au

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s22

From: HERALD, Russell
Sent: Wednesday, 27 September 2023 4:06 PM
To: s47F
Cc: CONNOLLY, Thea
Subject: RE: Whitehorse [SEC=OFFICIAL]

Hi s47F

Thanks for the chat just now. I understand that you are undertaking to engage with the Board of MoWVIC, and to consider with them the best approach to considering/addressing this issue.

I will give you a ring tomorrow for a further discussion on this

Cheers
Russell

From: HERALD, Russell
Sent: Wednesday, 27 September 2023 3:49 PM
To: s47F
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s47F
Subject: RE: Whitehorse [SEC=OFFICIAL]

Thanks s47F and s47F

s47G

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Home and Residential Division | Ageing and Aged Care Group
Department of Health and Aged Care

s22

Executive Assistant: s22

s22

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s22

From: HERALD, Russell
Sent: Wednesday, 27 September 2023 4:38 PM
To: s47F s47F s47F
Cc: CONNOLLY, Thea
Subject: RE: Whitehorse [SEC=OFFICIAL]

s47F

Further to the earlier comments, I remain committed to providing as much information as we can on the Whitehorse pilot, to address the concerns that have been raised about meal options and client satisfaction.

I have sought, and have received, agreement that this material still be provided for your visibility. I am advised that it will be provided shortly. I am hopeful that this will lead to a resolution to at least some of the issues in question.

Cheers
Rusty

s47G

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s47G

Rusty

Russell Herald
Assistant Secretary

Home Support Operations Branch
Home and Residential Division | Ageing and Aged Care Group
Department of Health and Aged Care
(W) s47F (M) s47F

Executive Assistant: s47F
s47F @health.gov.au (W) s47F

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[REDACTED]

From: HERALD, Russell
Sent: Wednesday, 27 September 2023 11:47 AM
To: CONNOLLY, Thea
Subject: FW: Department of Health and Aged Care and Meals on Wheels Victoria [SEC=OFFICIAL:Sensitive]
Attachments: Re: Use of MOW Logo by MOW Newcastle and MMA [SEC=OFFICIAL]

Thea,

Im just trying to get confirmation, but I think s47F [REDACTED], whom s 47F [REDACTED] cc'd in, is the President of MOWVIC and her employer s47F [REDACTED].

The ad-hoc application was provided by a 's47F [REDACTED] as president, but no last name listed to confirm

Rusty

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s22

From: s47F
Sent: Wednesday, 27 September 2023 3:41 PM
To: HERALD, Russell
Subject: FW: MOWVIC Board list - Help please [CC-MATTER.FID537932]
Attachments: ABN Look up - Meals on Wheels, Victoria ABN 14 067 381 838.pdf; Consumer Affairs Victoria - search results - Meals on Wheels incorporated associations in Victoria (registered and deregistered).pdf; Consumer Affairs Victoria - Victorian Meals on Wheels Association Inc.pdf; ASIC extract - Victorian Meals on Wheels Association Inc.pdf; Association extract for Victorian Meals on Wheels Association Inc.PDF

Hi Rusty,

Latest extract, together with the email below and associated documents. May be of interest.

Thanks

s47F

s47G

From: s47F
Sent: Wednesday, September 27, 2023 2:26 PM
To: s47F
Cc: s47F
Subject: RE: MOWVIC Board list - Help please [CC-MATTER.FID537932]

Hi s47F

s42

s42

Kind regards

s47F

D: s47F

E s47F

s47G

s47G

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From: s47F
Sent: Friday, 29 September 2023 1:06 PM
To: HERALD, Russell
Cc: CONNOLLY, Thea; s47F; s47F
Subject: RE: Meals on Wheels Whitehorse [SEC=OFFICIAL]
Attachments: thumbnail_IMG_6906.jpg; thumbnail_IMG_6912.jpg; thumbnail_IMG_6915.jpg

Hi Rusty,

On a positive note, we wanted to share three pictures from yesterday. It was arguably the biggest day Whitehorse Meals on Wheels (requiring surge capacity for the footy long weekend).

Thanks

s47F

From: s47F
Sent: Friday, September 29, 2023 12:27 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s47F
Subject: RE: Meals on Wheels Whitehorse [SEC=OFFICIAL]

Hi Rusty,

Apologies for the delay in getting this information to you, there has been much to address this week.

Please find below data for your information about the first few months of operation at WMOW.

We are providing this to you as the funder and strongly recommend it is commercially sensitive information and therefore should not be passed on to an unrelated third party. If you are intending to pass any information to MOW-VIC that would not typically be in the public domain, then I would ask that we speak separately about this. While transparency is important, there is a considerable risk that any information provided will be misinterpreted and misused to the detriment of NMOW/WMOW, staff, volunteers and the community generally.

In a similar way to the Whitehorse City Council, we will survey a small random sample of WMOW clients from next week. Next Thursday we will also be holding an event with the deputy Mayor to announce WMOW's newest meal provider.

Please let us know if you need anything else.

Thanks

s4
7F

s47G

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s47G

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From: CONNOLLY, Thea
Sent: Monday, 2 October 2023 11:53 AM
To: HERALD, Russell
Cc: FOI; s22 [REDACTED]
Subject: RE: FOR ACTION: FOI request 4699 – s 47F [REDACTED] (Meals on Wheels Australia) [SEC=OFFICIAL]

Great, thanks for the update.

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Monday, 2 October 2023 11:51 AM
To: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: RE: FOR ACTION: FOI request 4699 – [s 47F [REDACTED]] (Meals on Wheels Australia) [SEC=OFFICIAL]
[SEC=OFFICIAL]

Thea - s22 [REDACTED] ran the document search and provided the package to FOI. They are undertaking the third party consultation process at the moment. Material was meant to go out to MMA last week though I didn't see the email go.

So is progressing and MMA will move within the statutory deadlines (2 weeks I think)

Rusty

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 30 Sept 2023 12:11 pm, "CONNOLLY, Thea" <Thea.Connolly@health.gov.au> wrote:

No one has been in touch with me about this. As you know I was already concerned about the timeframes about this one. It's been 2 more weeks without any apparent action. What's happening please?

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s22

From: HERALD, Russell
Sent: Sunday, 8 October 2023 6:34 PM
To: CONNOLLY, Thea
Subject: RE: MoW Victoria Documents [SEC=OFFICIAL, ACCESS=Personal-Privacy]
 [SEC=OFFICIAL]

They were late in providing their activity work plan for their SSD funding. CGH were chasing as part of contractual obligations

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 8 Oct 2023 6:26 pm, "CONNOLLY, Thea" <Thea.Connolly@health.gov.au> wrote:
 Hey Rusty, what were the contract compliance matters with MOWVIC that required CGH engagement?

From: HERALD, Russell <Russell.Herald@health.gov.au>
Sent: Thursday, 21 September 2023 9:54 AM
To: s47F
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Subject: MoW Victoria Documents [SEC=OFFICIAL, ACCESS=Personal-Privacy]

s47F

As discussed, attached and below is the material requested. This was in the context of trying to find some common ground with MOWNSW on a range of misunderstandings that has caused strain in the relationships. Separately, the Community Grants Hub were engaging with MOWVIC on contract compliance matters.

Have copied in Thea, just for awareness

Rusty

From: HERALD, Russell
Sent: Monday, 24 July 2023 11:14 AM
To: s47F
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

s47F

s47G

s47G

Rusty

From: s47F
Sent: Friday, 21 July 2023 2:20 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Subject: RE: Joint statement and draft MoU [SEC=OFFICIAL]

OK, but let's talk about the Victorian situation along with s 47F and s 47F We might be able to work something out.

s47F

Meals on Wheels NSW
Suite 0.2, 15 Bourke Rd
MASCOT NSW 2020

s47F

Phone s47F **Fax** s47F

Email: s47F
Website: www.nswmealsonwheels.org.au

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<http://www.youtube.com/user/MOWNSW>



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We acknowledge that we operate from the land of the Gadigal/Bidjigal people of the Eora Nation, whose sovereignty was never ceded

From: HERALD, Russell <Russell.Herald@health.gov.au>

Sent: Friday, July 21, 2023 11:22 AM

To: s47F

Subject: Joint statement and draft MoU [SEC=OFFICIAL]

Thanks s47F will look at the statement and provide comments next week.

However, on quick scan the Victoria component is a non-starter as its not realistic or feasible. Everything else in there we can probably land

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

On 21 July 2023 10:25 am, s47F wrote:

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 Russell,

As promised please find attached our response to the format and content of the Joint statement you provided. There are still matters in it which are the subject of contention but as a gesture of goodwill we have been prepared to accept those in order to reach some agreement. The statement was circulated in draft to AMOWA and Victoria to seek their views and input along with our legal advisor. Like all documents subject to negotiations over their content not all of what was requested has been included also as a means of trying to get an agreement that all can live with.

The attached MoU has also been subjected to pretty intensive examination, after its drafting by our legal advisor, and we are confident that it provides, along with the code of conduct it contains, a basis for working together co-operatively on this project. To ensure that it provides no barriers to you as a public servant we have sought to incorporate into it's provisions the public servants Code of Conduct attached to the Public Service Act, and to specify that it is not a legally binding document but a guide to conduct, behaviours and processes that will do as much as is possible to clarify and enunciate respective expectations of the parties to it.

Let me know your views?

s47F

Meals on Wheels NSW Ltd
Suite 0.2 , 15 Bourke Rd
MASCOT NSW 2020

s47F

Phone s47F **Fax** s47F

Email: s47F

Website: www.nswmealsonwheels.org.au

Find us on Social Media:

<http://www.facebook.com/MealsonWheelsNSW>

s22

From: FOI
Sent: Thursday, 12 October 2023 9:39 AM
To: CONNOLLY, Thea
Cc: HERALD, Russell; s22; s22; s22; FOI; s47F; s47F; s47F
Subject: [FOR SIGNATURE- by COB 13/10] FOI 4699 - s 47F - Documents regarding Miles Morgans Contract CN3839409-A1 [SEC=OFFICIAL]
Attachments: FOI 4699 - Decision on Access.DOCX; FOI 4699 - Bundle of Documents.PDF; FOI 4699 - Third Party Review Rights Letter.DOCX; FOI 4699 - Decision Makers checklist.pdf; FOI 4699 Search & Retrieval checklist.PDF; FOI 4699 Decision Makers Disclosure Log Recommendation.pdf; Notification of Decision - FOI 4699.docx

Dear Thea

I refer to FOI 4699 received from s 47F seeking access to:

I seek all documents including, but not limited to contracts, email correspondence and any other documents regarding contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia - Supplier

Supplier details Miles Morgan Australia PTY LTD from January 2021 through until currently.

I understand that Russell may be conflicted out of being decision maker, and that therefore you have been nominated as the decision maker for this request. I have prepared the **attached and linked** decision pack for your review and signature.

Action required and timeframe

The statutory due date for this request is 16 October 2023. In order to achieve this date, it would assist if the signed decision could be returned to the FOI Section by **13 October 2023**.

Decision Pack

Please find **attached** the decision pack, consisting of the following documents:

1. Decision Checklist **requires signature** [D23-3690258](#)
2. Draft Notice of Decision **requires signature** [D23-3690171](#)
3. Third Party Review Rights Letter **requires signature** [D23-3691836](#)
4. Disclosure Log Recommendation Form **requires signature** [D23-3690206](#)
5. Draft Email MO & Executive Notification of Decision **(for review)** [D23-3690142](#)
6. Document for release **(for review)** [D23-3689612](#)

Please let me know if you have any comments/changes to make to any of these documents.

Please also note that a completed search and retrieval checklist will be provided shortly (for review only).

Talking points specifically relating to the FOI process have been included in the draft Executive Notification of Decision email. In the event that you consider it appropriate to include further talking points regarding any sensitivities within the documents to be released, please provide those with your response.

If you have any questions, please feel free to contact me.

We would appreciate if you could please return the documents to the FOI Section at FOI@health.gov.au by **13 October 2023**.

Kind regards

s22

Case Officer – Freedom of Information Section
Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
Australian Government, Department of Health and Aged Care
T: 02 6289 1666 | E: FOI@health.gov.au
PO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present

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From: FOI
Sent: Friday, 13 October 2023 11:20 PM
To: LYE, Michael; CONNOLLY, Thea; s22; s22; s22; s22; s47E(d); Minister Butler Media
Cc: s22; s22; s22; s22; HERALD, Russell; s22; s22; s22; FOI; JOHNSTON, Chris; s22; MOORE, Miriam; s47E(d); s22; WOOD, Emma
Subject: Notification of Decision – FOI 4699 (Alina Tooley) (Home Support Operations) – Contract and Emails for Meals on Wheels supplier Miles Morgan Australia [SEC=OFFICIAL]
Attachments: FOI 4699 - Decision on Access.pdf; FOI 4699 - Documents for Release.pdf

Good evening

In accordance with *Corporate Business Rule 10 – FOI Requests*, this email is being sent on behalf of the Decision Maker to notify you of their decision in relation to a Freedom of Information (FOI) request FOI 4699.

Applicant:	s 47F
Applicant Organisation:	Meals on Wheels Victoria
Scope of request:	I seek all documents including, but not limited to contracts, email correspondence and any other documents regarding contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia – Supplier Supplier details Miles Morgan Australia PTY LTD from January 2021 through until currently.
Date request received:	16 August 2023
Date of decision:	13 October 2023
Decision	
Number of documents relevant to FOI request:	10
Documents to be released to the Applicant:	9
Exemptions applied:	s 47C – deliberative processes s 47F - personal information s 47G – business information s 22 – irrelevant information
Decision Maker	Thea Connolly First Assistant Secretary Home & Residential Division s22
Consultation undertaken:	Miles Morgan Australia
Attachments:	A copy of the decision and documents being released to the Applicant is attached.
Action and next steps	No action is required in relation to this notification.

Talking Points:

- On 16 August 2023, the department received an FOI request seeking access to contracts and email correspondence regarding contract notice CN3839409-A1 Business Transition Project for Meal on Wheels Australia supplier Miles Morgan Australia.
- The department, having followed the processes prescribed in the FOI Act, identified 10 documents falling within scope of the Applicant's request.
- Certain material contained in the documents is considered exempt under:
 - section 47C of the FOI Act as it contains information that is deliberative matter that has taken place in the course of a deliberative process involved in the functions of an agency. Disclosure would be contrary to the public interest to release that information at this time;
 - section 47F of the FOI Act as it contains the personal information of third parties. The disclosure of the personal information contained within the documents would, in the circumstances, constitute an unreasonable disclosure of personal information and it would be contrary to the public interest to release that information at this time; and
 - section 47G of the FOI Act as it contains business information of a third party that if disclosed would, or could reasonably be expected to, unreasonably affect that third party adversely in respect of its lawful business, commercial or financial affairs.
- Documents will be released once the third party's review rights have been exhausted. Once released to the applicant, the documents will be published on the Department of Health and Aged Care's FOI Disclosure Log here: <https://www.health.gov.au/resources/foi-disclosure-log>.
- The department takes its FOI responsibilities seriously and is committed to transparency and accountability in accordance with the FOI Act.

Kind regards,

s22

Case Officer – Freedom of Information Section

Legal Advice and Legislation

Legal and Assurance Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 T: 02 6289 1666 | E: FOI@health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present

s22

From: CONNOLLY, Thea
Sent: Friday, 13 October 2023 5:33 PM
To: FOI
Cc: s22; HERALD, Russell; s22; s22; s22
s47F
Subject: FW: [FOR SIGNATURE- by COB 13/10] FOI 4699 - s47F - Documents regarding Miles Morgans Contract CN3839409-A1 [SEC=OFFICIAL]
Attachments: FOI 4699 - Decision on Access.DOCX; FOI 4699 - Bundle of Documents.PDF; FOI 4699 - Third Party Review Rights Letter.DOCX; FOI 4699 Search & Retrieval checklist.PDF; Notification of Decision - FOI 4699.docx; FOI 4699 Decision Makers Disclosure Log Recommendation.pdf; FOI 4699 - Decision Makers checklist.pdf

Thanks s22 Note **annotations** below, only edits relate to adding dates for decision being today. Thea

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