

From: s47F
To: s22
Subject: Accepted: Whitehorse - DoHAC, NMOW, MMA [SEC=OFFICIAL]

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By The Department Of Health And Aged Care

From: s22
To: s47F"; "[Lakshman Gunaratnam](#)"
Subject: Actions log - Whitehorse transition.xlsx [SEC=OFFICIAL]
Date: Tuesday, 20 February 2024 5:37:00 PM
Attachments: [Actions log - Whitehorse transition.xlsx](#)

I've updated the schedule. Ignore the other tabs for now, I still need to update it!

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From: s47F
To: s22
Subject: s47F shared the folder "Whitehorse Share" with you
Date: Thursday, 15 February 2024 12:43:12 PM
Attachments: [AttachedImage.png](#)
[AttachedImage.png](#)
[AttachedImage.png](#)
[AttachedImage.png](#)

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s47F

shared a folder with you

Hi s22

As discussed with s47F.

Regards'
s47F



Whitehorse Share



This link only works for the direct recipients of this message.

Open

From: s22
To: s47
Cc:
Subject: FW: Access to NMOW Sharepoint [SEC=OFFICIAL]
Date: Tuesday, 20 February 2024 12:58:47 PM
Attachments: [image001.png](#)

Hey s47F

Are you able to action the email below. s11C needs access to the sharepoint.

Thank you!

From: Lakshman Gunaratnam s11C <[REDACTED]@milesmorgan.com.au>
Sent: Tuesday, February 20, 2024 12:55 PM
To: s22 <[REDACTED]@health.gov.au>
Cc: s11C <[REDACTED]@milesmorgan.com.au>
Subject: Access to NMOW Sharepoint

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H s22,

As discussed, I'd be grateful if we can get s11C (copied in) access to the NMOW Sharepoint.

s11C is assisting s47 as we pivot him to the ERP this afternoon, we would like to ensure we can upload those remaining materials to NMOW.

Thanks

LG

Lakshman Gunaratnam

CEO

s11C

s11C

[\[REDACTED\]@milesmorgan.com.au](#)



From: s22
To: s47F
Cc:
Subject: MMA handover 19 February 2024 V0.3.docx [SEC=OFFICIAL]
Date: Thursday, 22 February 2024 6:12:22 PM
Attachments: [image001.png](#)
[MMA handover 19 February 2024 V0.3.docx](#)

Hey s47

Just checking you have worked through this handover list. Are you across any of the actions in here?

s22

Many thanks,

s22

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
Australian Government, Department of Health and Aged Care
T: 6289 s22 | E: s22 [@health.gov.au](mailto:s22@health.gov.au)
Location: Level 7, Sirius Building
GPO Box 9848, Canberra ACT 2601, Australia

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Hi team,

Can we catch up regarding the spreadsheets MMA want us to complete going forward.

Thanks

Microsoft Teams Need help? <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>

Join the meeting now <https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmlyNGFmZWU0MzYyY00M2U2LWJjODUtMDkxZDQwMTI0OTRlOjE0?context=%7B%22Tid%22%3A%2218bc82ce-8204-41ac-ac26-b810b8a9a598%22%2C%22OID%22%3A%22e6d01130-3491-4d82-b323-cdfc7771edd%22%7D>

Meeting ID: s47G(1)(a)

Passcode: s47G

Dial-in by phone

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=e6d01130-3491-4d82-b323-cd9fc7771edd&tenantId=18bcb2ce-8204-41ac-ac26-b810b8a9a598&threadId=19_meeting_YmlyNGFmZWUtMzYyY00M2U2LWJjODUtMDE5ZSWY3YzE3Mzhi@thread.v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/msg/pstnc Conferencing>>

From: s47F
To: s22, s47F, [Lakshman Gunaratnam](#)
Subject: NMOW - update

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Microsoft Teams Need help? <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>

Join the meeting now <https://teams.microsoft.com/l/meetup-join/19%3ameeting_MmQ4ZmFmOWItYjYjZC00ZDl3LtkyYWYtYzYyZA3ODE0YmJk%40thread.v2/0?context=%%2771eddb%22%2d%2218bcb2ce-8204-41ac-ac26-b810b8a9a598%22%2c%22Oid%22%3a%22e6d01130-3491-4d82-b323-cd9fc7771eddb%22%2d%22>

Meeting ID: s47G(1)(a)

Passcode: s47G(

Dial-in by phone

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=e6d01130-3491-4d82-b323-cd9fc7771edd&tenantId=18bcb2ce-8204-41ac-ac26-b810b8a9a598&threadId=19_meeting_MmQ4ZmFmOWItYTJjZC00ZDI3LTKyYWYtYzQyYzA3ODE0YmJk@thread.v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

options <https://teams.microsoft.com/meetingOptions/?organizerId=e6d01130-3491-4d82-b323-188cb2ce-8204-41ac-ac26-19_meeting_MmQ4ZmFmOWItYTJjZC00ZDI3LTkyYWYtYzQyYzA3ODE0YmJk@thread.v2>
<<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

From: s47F
To: Board; s47F s22
Cc: s47F; HERALD, Russell
Subject: NMOW - Whitehorse Transition to NMOW

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Hi team,

If this time doesn't work for our weekly updates, just let me know.

Thanks

Kind Regards,

s47F

Operations Manager

Newcastle Meals on Wheels

02 4957 7097

www.mow.net.au <<http://www.mow.net.au/>>

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting <https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzcyZWnkYjQyYWVmOC00MDk5LTgwNjltZDc3NDUzZTYyNTY1%40thread.v2/0?context=%7b%22tid%22%3a%2218bcb2ce-8204-41ac-ac26-b810b8a9a598%22%2c%22oid%22%3a%22e6d01130-3491-4d82-b323-cd9f7711edd%22%7d>](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzcyZWnkYjQyYWVmOC00MDk5LTgwNjltZDc3NDUzZTYyNTY1%40thread.v2/0?context=%7b%22tid%22%3a%2218bcb2ce-8204-41ac-ac26-b810b8a9a598%22%2c%22oid%22%3a%22e6d01130-3491-4d82-b323-cd9f7711edd%22%7d)

Meeting ID: s47G(1)(a)
Passcode: s47G

Download Teams <<https://www.microsoft.com/en-us/microsoft-teams/download-app>> | Join on the web <<https://www.microsoft.com/microsoft-teams/join-a-meeting>>

Learn More <<https://aka.ms/JoinTeamsMeeting>> Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=e6d01130-3491-4d82-b323-cd9fc771edd&tenantId=18bcb2ce-8204-41ac-ac26-b810b8a9a598&threadId=19_meeting_MzcYZWnKyJrYtYVwMOC00MDk5LTgwNjltZDc3NDUzZTYyNTY1@thread.v2&messageId=0&language=en-US>

From: s47F
To: s22
Subject: RE: NMOW - WMOW transition meeting [SEC=OFFICIAL]
Date: Tuesday, 6 February 2024 9:39:15 PM
Attachments: [image001.png](#)

So sorry, s47F & I we were called into a meeting with Board for the rest of the afternoon.
Please let me know if you still need anything from me and I can call you in the morning.

Thanks

s47F

Kind Regards,

s47F



Operations Manager
Newcastle Meals on Wheels
02 4957 7097

s47F

www.mow.net.au

From: s22 @health.gov.au>
Sent: Tuesday, February 6, 2024 2:43 PM
To: s47F @mow.net.au>
Subject: RE: NMOW - WMOW transition meeting [SEC=OFFICIAL]

Hey s47F

Are you able to give me a quick buzz, just want to confirm a few things before we respond to the board and MMA.

s22

Thank you!

Many thanks,

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
Australian Government, Department of Health and Aged Care
T: 6289 s22 | E: s22 @health.gov.au
Location: Level 7, Sirius Building
GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F @mow.net.au>
Sent: Tuesday, February 6, 2024 11:14 AM
To: s22 @health.gov.au>; HERALD, Russell
s22 @health.gov.au>
Cc: s47F @mow.net.au>
Subject: NMOW - WMOW transition meeting

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Hi s22 & Russell,
s47F asked that I pass on the meeting link for today's meeting with MMA, you should receive the invite soon if you wish to attend.
Thanks

Kind Regards,
s47F



Operations Manager
Newcastle Meals on Wheels
02 4957 7097
www.mow.net.au

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From: [HERALD, Russell](#)
To: s47F s22
Cc:
Subject: RE: NMOW - WMOW transition meeting [SEC=OFFICIAL]
Date: Tuesday, 6 February 2024 11:14:43 AM

Ta- I already have via my tea/MMA

Have made at least some progress on the 6 points that s47F has

From: s47F @mow.net.au>
Sent: Tuesday, February 6, 2024 11:14 AM
To: s47F @health.gov.au>; HERALD, Russell
s22 @health.gov.au>
Cc: s47F @mow.net.au>
Subject: NMOW - WMOW transition meeting

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 s22 & Russell,
s47F asked that I pass on the meeting link for today's meeting with MMA, you should receive the invite soon if you wish to attend.
Thanks

Kind Regards,
s47F



Operations Manager
Newcastle Meals on Wheels
02 4957 7097
www.mow.net.au

From: s47F
To: s47F; [Lakshman Gunaratnam](#); s47F
Cc: s22
Subject: Ordering from Suppliers - handover from MMA

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Dear all,

Please add any appropriate staff to this invite.

Kind Regards

s47F

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting s47G(1)(a)

Meeting ID: s47G(1)(a)

Passcode: s47G

Download Teams <<https://www.microsoft.com/en-us/microsoft-teams/download-app>> | Join on the web <<https://www.microsoft.com/microsoft-teams/join-a-meeting>>

Learn More <<https://aka.ms/JoinTeamsMeeting>> | Meeting options s47G(1)(a)

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From: s47F
To: s22
Cc: s47F
Subject: RE: Whitehorse contact [SEC=OFFICIAL]
Date: Thursday, 18 April 2024 10:12:41 AM
Attachments: [image003.png](#)

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Hi s22

Yes I can confirm these numbers are correct the 02 number is our Newcastle Head Office number which we are happy for anyone to use.

Please don't hesitate to forward the complaint contact details to us and we can look into this.

Kind Regards,

s47F



Corporate Service Manager
Newcastle Meals on Wheels
02 4957 7097

www.mow.net.au

From: s22 @health.gov.au>
Sent: Thursday, April 18, 2024 10:06 AM
To: s47F @mow.net.au>
Cc: s47F @mow.net.au>
Subject: Whitehorse contact [SEC=OFFICIAL]
Hey s47F

Hope you are well. Are you able to confirm the contact details for clients to contact Whitehorse MoW?

I've noticed there are different numbers:

- [My aged care find a provider tool](#) has 03 9017 3881
- [MoW VIC](#) has (02) 4957 7097
- [Whitehorse Mow](#) website has 03 9017 3881.

We've had a client's daughter write in saying she hasn't been able to get in contact with Whitehorse MoW.

Thank you for your help.

Many thanks,

s22

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group

Australian Government, Department of Health and Aged Care

T: 6289 s22 | E: s22 @health.gov.au

Location: Level 7, Sirius Building

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F
To: s22
Subject: RE: Roles and responsibilities [SEC=OFFICIAL]
Date: Friday, 16 February 2024 3:30:46 PM
Attachments: [image001.png](#)

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Hi s22

As discussed, and just confirming we will arrive onsite by 9.30am and MMA staff will move to remote support & training by lunch on Monday.

Thanks

s47F

From: s22 @health.gov.au>
Sent: Friday, February 16, 2024 1:52 PM
To: s47F @mow.net.au>; s47F @mow.net.au>
Subject: Roles and responsibilities [SEC=OFFICIAL]

Hey s47F and s47F

Are you able to help me fill out the roles and responsibilities (I made some guesses) for everyone involved in the handover the next few weeks?

This will help with the runsheet I'm developing

Name	Organisation	Role	Responsibilities
s47F	NMOW		
	NMOW		
	NMOW		
	NMOW		
	NMOW	Client Manager	
	NMOW		
	WMOW	Food Safety and Logistics Coordinator	
	WMOW	Volunteer coordinator	

Many thanks,

s22

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
Australian Government, Department of Health and Aged Care
T: 6289 s22 E: s22 @health.gov.au

Location: Level 7, Sirius Building
GPO Box 9848, Canberra ACT 2601, Australia

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From: s22
To: s47F "[Lakshman Gunaratnam](#)"
Cc:
Subject: WEEK 1 - Plan - Whitehorse transition MMA to NMOW.dotx.docx [SEC=OFFICIAL]
Date: Monday, 19 February 2024 5:12:10 PM
Attachments: [image001.png](#)
[Whitehorse transition MMA to NMOW.dotx.docx](#)

Hi everyone

Please see the plan I've pulled together based on the conversations today. The days look pretty crammed. Lets confirm this plan tomorrow morning while s47 and s47F are shadowing s47F and s47F .

I'll also pull together some notes from today and keep an actions register that we can monitor each day.

s22

Many thanks,

s22

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
Australian Government, Department of Health and Aged Care
T: 6289 s22 E s22 [@health.gov.au](mailto:s22@health.gov.au)
Location: Level 7, Sirius Building
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