

s22

From: s47F <[REDACTED]> @foodservices.org.au>
Sent: Saturday, February 10, 2024 11:13 PM
To: Minister Wells <Minister.Wells@Health.gov.au>; Minister.Wells@aph.gov.au
Subject: A SERVICE LED FUTURE

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 Minister Wells,

We are writing to you as Convenors of New South Wales and Queensland FUTURE FIT Meal Services.

FUTURE FIT has representatives from not only our two States, but also representatives from Tasmania and Victoria Meal Services. A number of services have contacted us raising concerns in relation to the current issues regarding to the future of the study, but also the opportunity to realise the benefits intended from FUTURE FIT.

Over the last two years frontline Meals on Wheels Services have participated enthusiastically in FUTURE FIT. Collectively, we have contributed our unfunded time and effort to the development of software as part of this transformation program. We have built the foundation of a future operating model and we are all now concerned that others may seek to take away our ideas and autonomy to suit their own purposes.

We believe the only way to counter this and associated market distortion and/or vendor lock-in, is to make the software developed through FUTURE FIT, open source.

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s47G . We hope that Government will support this approach to ensure continued collaboration, unity and transparency for Meals on Wheels services (and other CHSP meal providers) all of whom will be able to benefit from open source software. If this approach is not supported then the market distortion and opportunity for exploitation of frontline CHSP services will continue. We acknowledge the former and current government's support to help us get this far. However from hereon we need to take responsibility and control of our own destiny.

Our intention is to build an open source community where everyone is welcome and can contribute to the continual evolution of the software to meet our requirements. The only condition on this open source community will be that no one can use what we have built to commercialise it in any way.

The community will be governed by a not-for-profit entity and an advisory board, both made up only of frontline services. Our charter will ensure that we operate on an equitable and transparent basis for the betterment of the Older Australians we serve.

We look forward to being able to share this vision in more detail as we take this opportunity forward.

s47F Sutherland Food Services

New South Wals FUTURE FIT Convenor

s47F

Ipswich Meals on Wheels

Queensland FUTURE FIT Convenor



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This Document Has Been Released Under The
Freedom Of Information Act 1982
By The Minister Of Aged Care

s22

From: s47F <[REDACTED]@foodservices.org.au>
Sent: Wednesday, March 20, 2024 7:32 AM
To: Minister Wells <Minister.Wells@Health.gov.au>; Minister.Wells@aph.gov.au
Cc: s47F <[REDACTED]@Health.gov.au>; s47F <[REDACTED]@Health.gov.au>;
s47G <[REDACTED]@futurefitcollective.net.au>
Subject: Open Care Tech announcement

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EMBARGOED UNTIL 12.01AM 21 MARCH 2024

Dear Minister Wells

Further to my email to you on 10 February 2024, I am writing to let you know we will be launching Open Care Tech this Thursday 21 March. Our media release which is embargoed until 12.01am Thursday 21 March 2024 is attached for your reference.

Our decision to make the software we helped to develop freely available will not only benefit the wider community but also maximise the impact of the government's investment in Future Fit. We believe that this approach aligns with the objectives of the government to promote accessibility and advance technology, as well as setting a precedent for further investments to also be shared across the network.

We believe that this collaborative approach will foster innovation, reinforce a strengthened sense of community, drive improvements, and ultimately support our common goal, which is to enhance the quality of in-home care.

Tomorrow, the **Open Care Tech** code base will be available for any vendor, developer, CHSP, HCP or NDIS service provider to use – in whole or part. The only condition being that they similarly make any use or enhancement of the code open and free for others to use.

We have the support of vendors currently providing products to meals on wheels providers, because as anyone experienced in open-source software knows, a vibrant commercial ecosystem is essential to our continued growth and success. We hope that the release of the software as an open-source project will encourage transparency and excellence within the vendor community.

This is the legacy of the Future Fit project and of the efforts meals on wheels services involved in the now abandoned Feasibility Study. It is only due to the commitment of these meals on wheels services that it will now be possible for every aged care provider to benefit from the code, should they want to. Making this software open-source limits the risk of coercion or vendor lock-in or commercially motivated financial barriers to what is essentially a taxpayer funded resource. We hope that **Open Care Tech** sets a precedent for future government technology investments.

We would welcome the addition of an attributable quote from you to include in our media release. We would also like to offer a meeting with you or your office at any time to discuss the work Future Fit Collective and the benefits of **Open Care Tech**.

Kind regards,

s47F
 Manager



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 By The Minister Of Aged Care



UNDER EMBARGO UNTIL 12.01AM 21 MARCH 2024

MEDIA RELEASE

FUTURE FIT COLLECTIVE ANNOUNCES OPEN-SOURCE SOFTWARE

21 March 2024

For the first time ever, in-home care providers will be able to use and contribute to the same technology under an announcement made by a handful of reformist meals on wheels providers today.

A new entity called **Future Fit Collective**, which named after the government-funded transformation project the founding members were involved in, will be responsible for guiding the development of the software.

“Today marks a new era in how software can be used to provide essential infrastructure to government-funded in-home care providers in a way that upholds the principle of market parity.” Peter Gallagher, Manager of Tamworth Meals on Wheels and Founding Director of Future Fit Collective said.

The software called **Open Care Tech** can currently support basic operations of meal providers delivering fresh and/or frozen meals to older Australians, National Disability Insurance Scheme participants or private clients.

Two care providers have already committed to using Open Care Tech and investing in its development, with more expected to follow.

It is expected that a lively vendor and developer community will form around Open Care Tech, helping end users adapt the platform to meet their needs, as well as providing support to access and use the software on an ongoing basis.

The licensing arrangement means anyone can use the software on the condition that any improvements made in alternate versions of the program also be open-source.

Providing open-source software to anyone who wants it, will not only save taxpayers money, but will help all care providers improve the quality of their services through modern infrastructure.

By collaborating and pooling resources, technology can advance commensurate with the demand for specific functions, with a greater ability to adapt to a frequently changing operating environment.

A number of existing vendors in the aged care sector, designers and developers have offered to contribute to the software to help in-home care providers improve useability and functionality.

At least once a quarter, Future Fit Collective will release a list of priority enhancements and functionality based on consultation and feedback, so that contributors have a clear understanding of what work will provide the greatest benefits both to current users and the broader community.

The objective of any aged or disability care service should be to have more time to spend with clients. By being part of this initiative service providers will benefit from the co-investment of other services, helping to lift the quality of care across everyone involved.

The Future Fit Collective is encouraging anyone who needs the software to use it, and anyone who wants to contribute to the software’s enhancement to do so – for the greater good.

Developers who would like to be involved or contribute time to this initiative, and care providers who would like to use Open Source Tech can email ^{s47G} [REDACTED]@futurefitcollective.net.au or go to futurefitcollective.net.au



Quotes attributable to ^{s47F} from Dubbo Meals on Wheels (Founding Director of Future Fit Collective Ltd): “Meals on wheels might be thought of as an old brand, but you don’t get to hang around this long without knowing how to embrace new and better ways of doing things.”

Quotes attributable to ^{s47F} of Sutherland Food Services (Founding Director of Future Fit Collective Ltd): “Building a community of users and ecosystem of paid and volunteer developers is not dissimilar to what each of us does in running a meal service.”

“Anyone who has managed a volunteer-driven organisation knows that being able to point to the public good is critical in being able to recruit people to your cause – and this is a unique opportunity for the IT sector to show some love, albeit in-directly, to their grand-parent’s generation.”

Quotes attributable to ^{s47F} of Meals on Wheels Central Coast (Director of Future Fit Collective Ltd and first service to use Open Care Connect): “We are all better, and stronger, together – rather than people spending time and money doing the same or similar things over and over again – why wouldn’t we share the technology we helped build, so that we can all spend more time with our clients.”

“We are one of the largest meals on wheels services in New South Wales, and if this technology works for us then I am sure it will do wonders for smaller services perhaps without the capital base to invest in bespoke software designed to improve the quality and efficiency of in-home meal services.”

– ENDS –

Media contact – ^{s47F}

s22

From: s47G [redacted] <s47G@futurefitcollective.net.au> s47G [redacted] <s47G@futurefitcollective.net.au>

Sent: Wednesday, April 3, 2024 12:13 PM

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

Cc: s47F [redacted] <s47F@Health.gov.au>

Subject:

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 Minister

Further to our email about launching **Open Care Tech**, we are pleased to let you know we are making great progress with developers and service providers putting their hands up to be involved in this great initiative.

There is no doubt that providing free and open software, where contributions can be shared and duplicated effort reduced. It gives service providers a sense of what the future might hold, where the point of difference are the services on offer and the quality of care – not the ability to pay large amounts of money for technical infrastructure.

The first location where the software will be deployed is likely to be Open Arms Care who deliver 88,000 meals per year across northern New South Wales. We would like to extend an invitation for you to visit Open Arms Care and see how your investment in Future Fit is benefiting a regional aged care service provider, and most importantly, their clients and local community. We will extend an invitation for each service as they are onboarded, as well as for companies donating time or money to our cause.

While it has no doubt been challenging for some people to see the responsibility for our own future shift into the our own hands as frontline services, we can assure you that nothing will dissuade us from our mission: to provide backbone infrastructure, in the form of dynamic and adaptable open-source software, so that community-based organisations can thrive in a challenging and changing operating environment.

If you would like more information, please feel free to contact me us on

Our website is also an easy point of reference, if anyone in your office should have any questions:

[Future Fit Collective - delivering Open Care Tech to the care community](#)

[The Directors](#)





Senator the Hon. Katy Gallagher

Minister for Finance
 Minister for Women
 Minister for the Public Service
 Manager of Government Business in the Senate
 Senator for the Australian Capital Territory

The Hon Anika Wells MP
 Minister for Aged Care
 PO Box 6022
 House of Representatives
 Parliament House
 Canberra ACT 2600

Dear Minister *Anika*

I write to you to make representations on behalf of the Directors of Future Fit Collective, a coalition of meals-on-wheels services committed to providing open-source software to assist community-based organisations in their day-to-day operation.

Future Fit Collective have expressed concerns regarding a sub-contractor claiming rights to their software, jeopardising their ability to continue providing this service.

I understand that Future Fit Collective feels that the actions of this sub-contractor are contrary to the support needed for community services.

Future Fit Collective request a meeting to discuss the challenges they are facing, as well as future opportunities.

In bringing this issue to your attention, I have enclosed a copy of Future Fit Collective's original correspondence and ask the you respond directly to:

Future Fit Collective
 Email: ^{s47G} [@futurefitcollective.net.au](mailto:s47G@futurefitcollective.net.au)
 Phone: ^{s47G} [REDACTED]

Thank you in advance for your favourable consideration of this matter.

Yours sincerely

Katy Gallagher

Katy Gallagher
 Senator for the ACT

15 April 2024

Minister for Aged Care Minister for Sport	
15 APR 2024	
Reply By <input checked="" type="checkbox"/> Minister <input type="checkbox"/> Chief of staff <input type="checkbox"/> Adviser	Action <input checked="" type="checkbox"/> Response <input type="checkbox"/> Phone call <input type="checkbox"/> Information
<input type="checkbox"/> Department Other <input type="checkbox"/> Campaign <input type="checkbox"/> Constituent <input type="checkbox"/> Background <input type="checkbox"/> Information <input type="checkbox"/> Required	<input type="checkbox"/> Urgent by URG <input type="checkbox"/> Refer to
Comments:	

s47F

From: s47F (Sen K. Gallagher) s47F @aph.gov.au >
Sent: Monday, 15 April 2024 2:35 PM
To: s47F (A. Wells, MP)
Subject: Future Fit Collective Original Correspondence

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Hi s47F

Sorry for the mix-up on the Future Fit Collective representation!

Here is the original piece of correspondence:

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From: s47G @futurefitcollective.net.au s47G @futurefitcollective.net.au >
Sent: Thursday, April 4, 2024 1:57 PM
To: Pocock, David (Senator Office) <Senator.David.Pocock@aph.gov.au>; Gallagher, Katy (Senator) <Senator.Katy.Gallagher@aph.gov.au>
Cc: s47F @aph.gov.au >
Subject: OPEN CARE TECH

Commercial in Confidence | Without Prejudice

Dear Minister Gallagher and Mr Pocock

Future Fit Collective represents a coalition of Meals on Wheels Services who were previously involved in a government funded reform program "Future Fit".

Future Fit's aim was to provide Government with a consistent service model and basic backbone infrastructure with the objective that Government can adequately map, fund and develop meal services across Australia. The Future Fit program was funded by Australian taxpayers for the benefit of older Australians.

Future Fit was unlike any other, in that grass roots meal services were engaged to provide their knowledge, experience and time, outside of management of their individual services and commitment to their respective local communities. In the past Peak Bodies, with no real day to day exposure to service delivery, have been engaged by Government for information.

The resultant technology from the Future Fit program could not have been built without this knowledge, experience and input. Since the decision to halt the Future Fit program, the connections made through the experience has seen the birth of Future Fit Collective to continue to build and grow shared resources across the network, hence Open Care Tech.

Our aim is for Open Care Tech to be open-source software. Our decision to make the software we helped to develop freely available will not only benefit the wider community but also maximise the impact of the Government's investment in Future Fit. We believe that this approach aligns with the objectives of the government, and the procurement working group you both participate in, to promote accessibility and advance technology, as well as setting a precedent for further investments to also be shared across the sector.

We believe that this collaborative approach will foster innovation, reinforce a strengthened sense of community, drive improvements, and ultimately support our common goal, which is to enhance the quality of in-home care.

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As not for profit entities, funded by Government, our funding is for our local communities and the older Australians living in those various communities.

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Our aim is only to provide an open-source software to meal provides with the benefit to those we serve, our customer base.

We see our mission of demonstrating the value of open-source tech to be aligned with your collective wish to get better outcomes from government procurement, especially for information technology. However, we are concerned that the very companies you are working with - the ones that are using your discussions for self-promotion - are showing themselves to be bad actors against the very community services that you want to see thrive.

We would welcome a more fulsome discussion about the challenges we have faced and the opportunities we are creating, on our own accord.

You can read more about our open-source initiative here: [Future Fit Collective - delivering Open Care Tech to the care community](#)

Kind regards
The Directors



Future Fit Collective

1300 294 644
enquiries@futurefitcollective.net.au

Kind regards

s47F

Office of Senator the Hon. Katy Gallagher
Minister for Finance | Minister for Women | Minister for the Public Service
Senator for the Australian Capital Territory
P. 6230 0411 | E. [@aph.gov.au](#)