

From: s47F
To: [HERALD, Russell](#)
Subject: Regarding data management at Whitehorse Meals on Wheels
Date: Monday, 4 December 2023 8:22:47 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

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Good morning Rusty,

Thanks for your enquiry regarding data management at Whitehorse Meals on Wheels.

I wanted to clarify that we have not been experiencing undue issues with relation to data management and the ERP in Whitehorse.

After reflection upon our conversation, I can say that it has not always been smooth sailing. We chose to utilise the ERP for Whitehorse to ensure live-testing for the software as it developed. This was a challenging process. Made more difficult by the limitation in access to existing data that Whitehorse Meals on Wheels had in their s47G(1)(a) data management system. As a result of the limitations in that original data transfer we had to manually upload a lot of client data in the early days. But this not uncommon in the process of switching software programs.

Also, in the early days of our takeover of service delivery, when the ERP was not fully functional, we worked in a unique way with Software developers in that we were not directly accessing our data through the ERP on the ground at all times. We would have for example Meal Runs developed and printed from the data but not directly by the ERP. We had to create 'workarounds' as we tested and developed the software. I know this because I utilised some of these workarounds.

For example, when I carried out delivery runs, I would use an App to optimise my runs, these runs were fairly rudimentary in their structure and I would work with extra information added to the sheet to manage details of the run.

Incidentally, as members of the Future Fit Program, s47G

As time moved forward and the ERP evolved, this changed. The last runs I did recently were using run sheets that automatically optimised the run and worked really well with great information provision to volunteers.

At the same time, in the early days my staff were not logging into the ERP to upload and download information, but on my last visit to the site, I watched as even our volunteers supported the service by themselves uploading client menu's into the ERP. An amazing distance to have come in utilising the software to manage our data.

I can also say we have not felt blocked from access to data. My admin team in Newcastle do all the invoicing of clients and also manage all the DEX reporting. We have whatever data we need to carry out these administrative processes.

Any misunderstanding about data management may in turn be driven by misunderstandings about our practices as relate to working cooperatively with the ERP development as part of Future Fit and the Feasibility Study.

I hope that helps with your enquiry Rusty, please don't hesitate to contact me if you have any

further questions.

Warm regards,

s47F

NMOW-Collective

Newcastle Meals on Wheels Collective Ltd
& Whitehorse Meal on Wheels



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From: s47F
To: [Robbie Millar - MOW VIC](#)
Cc: [HERALD, Russell](#); [Paul Sadler](#)
Subject: Letter to address expressed concerns about Whitehorse Meals on Wheels
Date: Thursday, 21 December 2023 11:43:26 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[2023 12 21 - Letter to MOWVIC.pdf](#)

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Dear Robbie,
Please find some responses to your concerns in the attached letter.
Warm regards,

s47F

NMOW-Collective

**Newcastle Meals on Wheels Collective
& Whitehorse Meal on Wheels**

(Newcastle Meals on Wheels Ltd)



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From: [Lakshman Gunaratnam](#)
To: [HERALD, Russell](#)
Subject: Data transfer for Newcastle Meals on Wheels (NMOW)
Date: Thursday, 21 December 2023 1:07:26 PM
Attachments: [image001.png](#)

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Hi Rusty,

As discussed, MMA entered into delegations with the former NMOW Board on 30 May 2023.

With the recent change in Board membership, we were advised by the new Board Chair that these delegations were not signed off / could not recall being signed off. On that basis we sought to put in place an arrangement to allow MMA to transfer WMOW data back to NMOW.

s47G

If the new NMOW Board can ratify the delegations then we at least have a basis to transfer WMOW data. And if NMOW can nominate a person, together with a secure data site, we can provide this data directly to NMOW. s47G

s47G

Please let me know if you need anything further.

Thanks

Lakshman

Lakshman Gunaratnam

CEO

s47F

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