

From: [CONNOLLY, Thea](#)
To: [LYE, Michael](#); [STODDART, Chloe](#); s47E(c), s47F; s47E(c), s47F; s47F @gmow.org; s47F @gmow.org; [president@mowtas.org.au](#); s47F @tweedmeals.org; s47F @nswmealsonwheels.org.au; s47F @mealsonwheelssa.org.au; s47F @gmail.com; s47F @mealsonwheels.org.au; s47F @centreforparticipation.org.au; s47F @live.com.au; s47F @mealsonwheelsvictoria.org.au; s47F @mealsonwheels.org.au
Subject: MoWA / Commonwealth forum
Start: Wednesday, 1 May 2024 4:00:00 PM
End: Wednesday, 1 May 2024 5:00:00 PM
Location: Webex

17/4 – agenda to be confirmed.

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From: s47F
To: [CONNOLLY, Thea](#)
Subject: Re: Question if you can assist [SEC=OFFICIAL]
Date: Tuesday, 11 June 2024 12:41:54 PM
Attachments: [image001.png](#)
[image002.png](#)

Thanks Thea - I thought that may have been the case so good to have that confirmed.

Kind Regards

s47F

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From: CONNOLLY, Thea
Sent: Tuesday, June 11, 2024 12:24:05 PM
To: s47F
Subject: RE: Question if you can assist [SEC=OFFICIAL]

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Hi s47F nothing I can share at this point sorry. As soon as we can we will, I appreciate people are keen to know. Regards Thea

From: s47F
Sent: Tuesday, June 11, 2024 11:27 AM
To: CONNOLLY, Thea
Subject: FW: Question if you can assist

Hi Thea

Hope this finds you well.

I sent the below email to s47E(c), s47F but discovered that s47E(c), s47F is on leave. I wasn't 100% sure where to go next so wondering if you would be able to provide some guidance here on the Deeming process and timings. If there is anything that can be shared I will provide also to s47F and the broader MOWA network.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

Email: s47F [@qmow.org](#)

Mobile: s47F

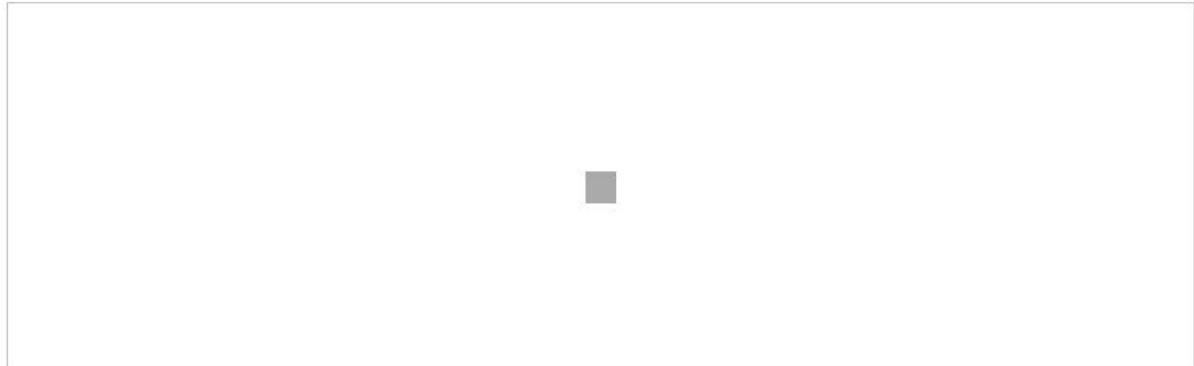
Phone: (07) 3205 5588

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From: s47F

Sent: Tuesday, June 11, 2024 11:02 AM

To: s47E(c), s47F <s47F@health.gov.au>

Subject: Question if you can assist

Hi s47E(c), s47F

Good to speak with you last week.

We have heard through ACCPA the Deeming process for CHSP providers will commence soon but we haven't seen an announcement about it.

I am wondering if there is any light you could shed on that so we can give our members the heads up – I wasn't sure who to contact so any guidance as always greatly appreciated.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

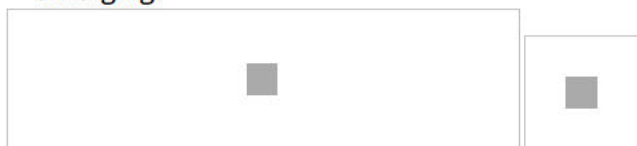
Email: s47F <s47F@qmow.org>

Mobile: s47F

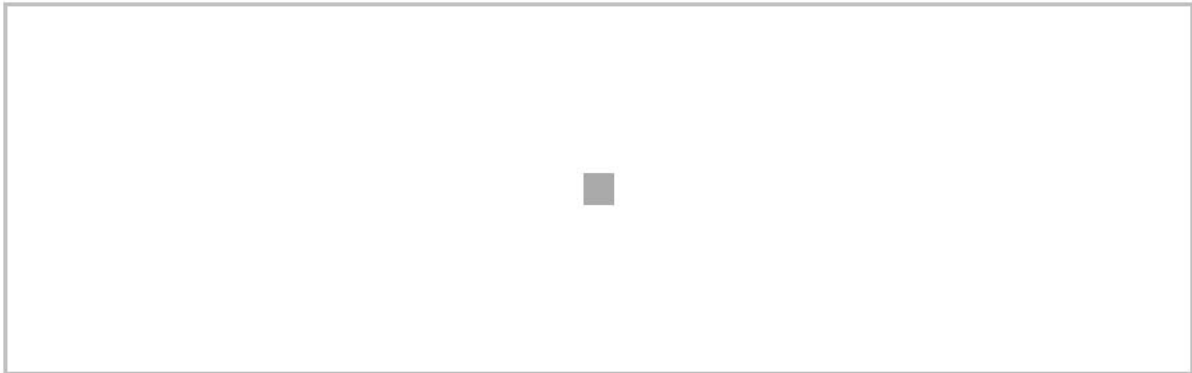
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From: s47F
To: [CONNOLLY, Thea](#)
Subject: MOWA Proposal question
Date: Tuesday, 18 June 2024 8:47:47 AM
Attachments: [image001.png](#)
[image002.png](#)

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Hi Thea

Trust this email finds you well.

I am working with MOWA representatives on the proposal for a feasibility study into Meals as discussed at the last reference group meeting.

As part of this the question has arisen as to what artefacts (non ICT) are accessible to MOWA now the MMA work has concluded. For example, it would be of great benefit for the group to have access to the draft Meal Definition paper that was produced last year. I have access to it as a member of the former feasibility study but I am unclear whether I am allowed to share that. Having an understanding of what is available and accessible would be very useful as it will assist with assumptions within the proposal itself.

Is it possible the department can provide advice on this? As always happy to discuss as you need.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

Email: s47F [@gmow.org](#)

Mobile: s47F

Phone: [\(07\) 3205 5588](#)

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From: [HERALD_Russell](#)
To: [s47E\(d\), s47F](#)
Subject: FW: Courier Mail article today on Meals on Wheels [SEC=OFFICIAL]
Date: Tuesday, 13 February 2024 10:11:00 AM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image005.png](#)
[image006.png](#)
[image007.jpg](#)

From: s47F
Sent: Monday, February 12, 2024 8:31 PM
To: HERALD, Russell
Subject: Courier Mail article today on Meals on Wheels

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 Rusty

I am alerting you to this article the Courier Mail posted today as below.

We did have a chance to respond to questions on volunteering and demand side, but unfortunately their editor took the opportunity to distort an issue on our financials. We did not and have never made a \$3M loss. This figure relates to the covid emergency grant ceasing in 2022 which of course means the grant income reduced in 2023 which was declared in our financials. But it doesn't mean remotely the same thing as posting a loss. We were never asked anything about the financials.

I didn't want you to be blindsided in case it comes up. We are trying to address with the CM and so will wait for that before our next steps.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

Email: s47F [@qmow.org](#)

Mobile: s47F

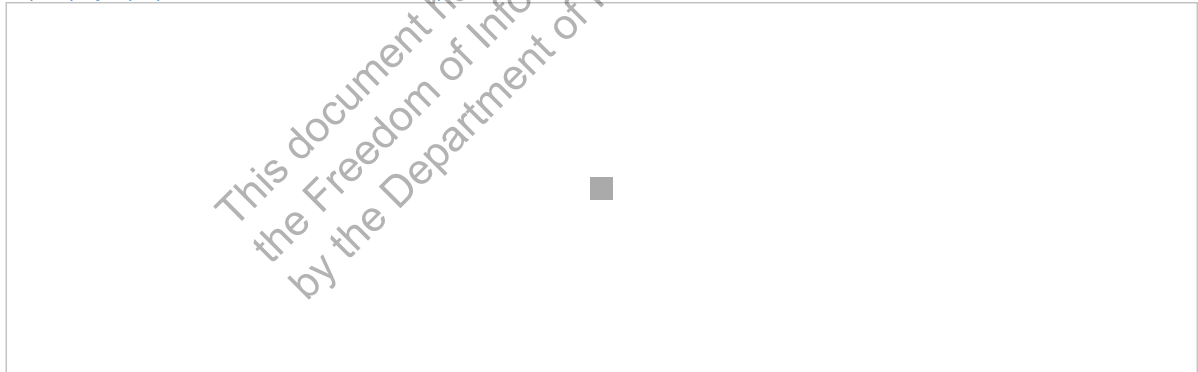
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Meals on Wheels posts \$3m loss, 9000 volunteers gone

One of Queensland's primary charities has reported a nearly \$3 million loss in revenue and has been decimated by the loss of nearly 10,000 volunteers.



[Isabella Holland](#)

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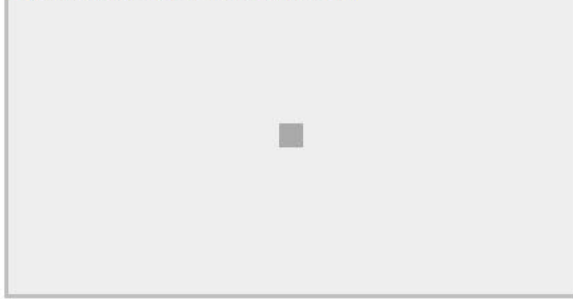
[@isabellajh00](#)

2 min read

February 12, 2024 - 12:00AM

[64 comments](#)

Opposition volunteering spokeswoman Ann Leahy



Opposition volunteering spokeswoman Ann Leahy

Lifestyle

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Follow

One of Queensland's primary charities has reported close to a \$3m loss in revenue and been decimated by the loss of thousands of volunteers despite being busier than ever.

In its latest annual report the Queensland branch of Meals on Wheels reported the significant losses as demand for services, particularly by those aged under 65, increases.

According to Queensland branch CEO Evan Hill Meals on Wheels has lost 9000 volunteers since Covid. In the 2018-19 financial year the charity boasted 15,000 volunteers. Last financial year only 6000 remained.

"Meals on Wheels has seen a steady decrease in volunteers," Mr Hill said.

"At the same time Meals on Wheels has increased our delivered meals and welfare checks across Queensland from two million per annum to 2.7 million per annum over the past three years.

"The cost-of-living crisis is translating to an increase in people reaching out to Meals on Wheels."

Not only has Meals on Wheels recorded a considerable increase in the number of inquiries for support, but according to Mr Hill a large portion of the calls for help are coming from people under 65.

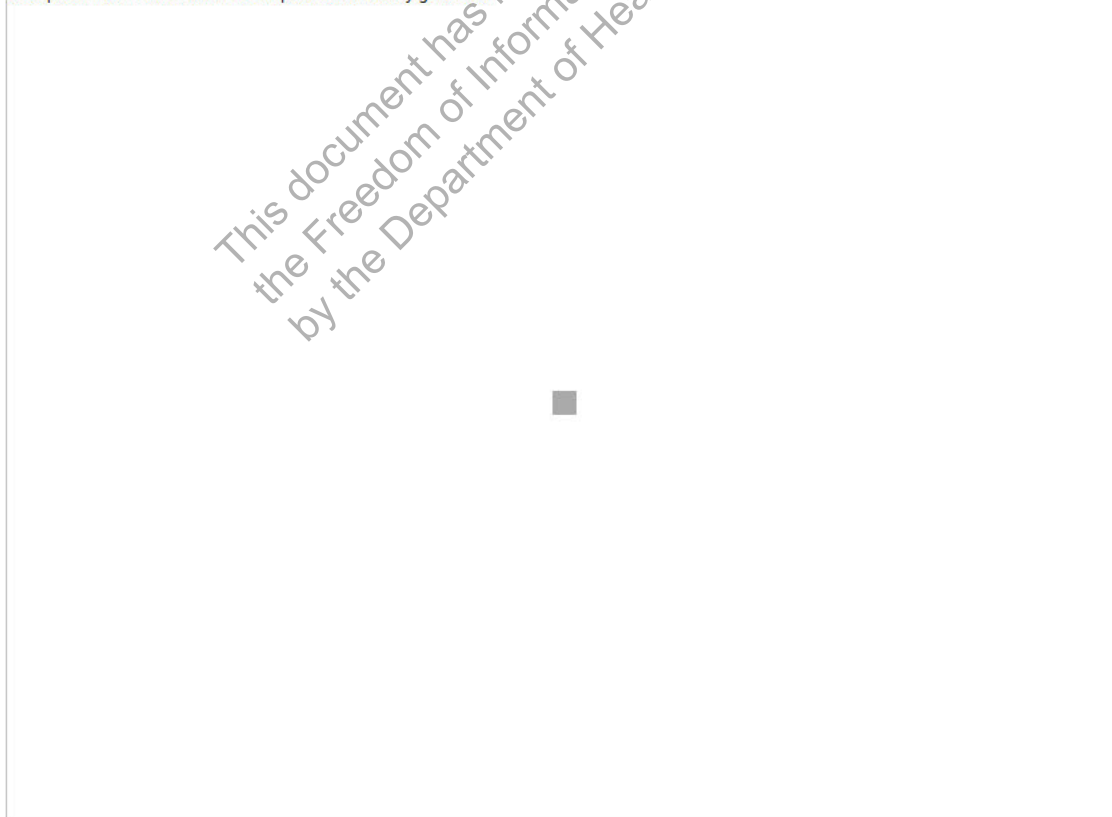
"Providers from Port Douglas down to Palm Beach are reporting more inquiries for support from people under the age of 65," he said.

"This trend is being felt across the entire community service sector.

"We know there is a real problem at the checkout and we need to see real action."

History of Meals on Wheels

A couple of men in a kitchen Description automatically generated



Started following World War II, Meals on Wheels began in Hertfordshire, England in response to many people losing their homes during the Blitz.

The name "Meals on Wheels" derived from the use of prams, carts, bikes and cars to deliver meals, often at no cost or a small fee.

Doris Taylor MBE founded Meals on Wheels in South Australia in 1953, and in 1954 the first meal was served in Port Adelaide.

By 1957 it had spread to NSW, and soon across the rest of Australia, as well as other parts of Europe and America.

In 2017 US President Donald Trump proposed budget cuts on Meals on Wheels, while the program reported close to a \$3 million loss in revenue in Queensland in 2024. About 9000 volunteers are also said to have been lost since Covid. In its most recent report Meals on Wheels posted an almost \$3m loss in cash revenue since 2020.

Mr Hill said the charity continued to work hard to combat inflationary pressures around the state.

"All our providers continue to ensure the community can continue to access affordable and quality meals, all the while meeting greater demand in the face of rising costs," he said.

Volunteering Queensland CEO Mara Basanovic said the decline in volunteers and an increase in people requiring services was a direct consequence of the cost of living crisis.

"The increasing cost of living is undoubtedly a significant factor in reducing the number of people who have the time or capacity to volunteer as they instead require more employment to make up for an income deficit or simply don't have the disposable income to support volunteering," she said.

"The government is yet to adequately acknowledge the charity sector is operated mostly by volunteer staff.

"Ensuring Queensland's volunteer workforce, which is the same size if not larger than our private sector, is well funded, managed and trained to provide services has been largely ignored."

Opposition volunteering spokeswoman Ann Leahy said: "Volunteering is the lifeblood of our communities, but when Queenslanders are forced to take on second jobs to make ends meet, community organisations pay a high price."

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From: [HERALD, Russell](#)
To: [CONNOLLY, Thea](#); s47E(d), s47F
Subject: FW: Future Fit Submission [SEC=OFFICIAL]
Date: Thursday, 15 February 2024 12:13:00 PM

From: s47F

Sent: Thursday, February 15, 2024 12:11 PM

To: HERALD, Russell

Cc: Central Coast Meals on Wheels Inc MOW ; manager@ipswichmow.org.au; s47F ; s47G @mowrockhampton.org.au; s47F @kmow.org.au; s47F @qmow.org; s47F @qmow.org; Narrandera Meals on Wheels Inc MOW ; s47F ; s47F @bmow.com.au; s47G @bigpond.net.au; s47G @bigpond.net.au; s47F @camdenmow.org.au; s47F @cdmow.com.au MOW ; s47F @wollongongmow.com.au; Blue Mountains Food Services Inc. MOW ; s47F ; s47F ; Nepean Food Services MOW ; s47F @fairfieldfoodservices.org.au MOW ; Open Arms Care Incorporated MOW ; s47F ; s47F @mowbnesouth.org.au; president@mowtas.org.au; s47G @bxmow.onmicrosoft.com; s47F ; manager@mowfc.org.au; s47F

Subject: Re: Future Fit Submission

Russell Herald

DOHAC

Rusty

I have contacted the other Future Fit Services and we as a group would like an opportunity to put in a tender to take up the Future Fit program.

Most of the 33 services that make up Future Fit are in favour of putting in a submission to self manage the program when Miles Morgan exits in March. These 33 services represent a significant percentage of the meal deliveries across 3 states.

We recognise the perceived conflict of interest in managing the program ourselves but believe this can be managed through a rigorous Terms of Reference.

The services will form a legal entity, an incorporated Association or similar to manage the Program. Once the new entity is formed, and all legalities addressed, we would work alongside Government to deliver the project. FF is and always has been service driven. We respectfully remind you of your words "the biggest problem with Meals on Wheels is Meals on Wheels" we want to develop a service driven partnership with government Peaks have never engaged with services consequently messages delivered contained no consultation. This is a unique way forward to ensure the maximum positive outcomes for older Australians.

- The organisation will be a not for Profit and we already have a commitment from services to cover the setup cost, registration, insurances and some operating money etc.
- The existing software ERP and all the IP should be deemed as Open Source so it can be further developed and made available to all Meals on Wheels Services. We would seek to be the custodians of the OPEN Source IP.
- We will seek corporate partners to develop the IP and support the goals of Future Fit.

Continued funding of the Future Fit program is not essential but would be appreciated. It will be managed by the new entity through an elected executive and services will contribute their time and expertise.

- The Services involved will be from QLD, NSW, TAS and Services from Victoria, South Australia and Western Australia, ACT and will be invited to join to ensure it is a National program.
- The current service managers who make up the Future Fit team have well over 200 years of cumulative experience. That is front line experience.
- The services proposing to take on the Future Fit Program have an estimate net asset base of over \$15M dollars.
- The services are committed to the future of all MOW services across Australia and work well as a team.
- The outcome for the program will be service driven and recognise the diversity of services across regions and states.
- The Services have already contributed to the program for nearly 3 years and are determined to see it through to its completion.

Before making any decisions on who is to take up the challenge of completing Future Fit please give us the opportunity to prepare a submission so that the services who have effectively driven the program can take control and complete it.

On behalf of s47F, s47F and the Future Fit Participants

s47F

Spokesperson

Future Fit Feasibility Study Participants.

From: [HERALD, Russell](#)
To: s47E(d), s47F
Subject: FW: MoWA position on Future Fit next steps [SEC=OFFICIAL]
Date: Wednesday, 13 March 2024 12:51:00 PM
Attachments: [image001.png](#)

From: s47F

Sent: Wednesday, March 13, 2024 12:51 PM

To: HERALD, Russell

Subject: FW: MoWA position on Future Fit next steps [SEC=OFFICIAL]

Hi Rusty

I haven't received a response from the national body as yet so am figuring best to ask you if you are able to tell me what the Senator Rice's new Order to Produce on Future Fit is all about? We are in Canberra next week so it would be useful to know what this means.

Kind Regards

s47F

From: s47F

Sent: Monday, March 11, 2024 6:53 PM

To: Paul Sadler <s47F@mealsonwheels.org.au>

Cc: s47F@mealsonwheels.org.au; s47F@tweedmeals.org;

s47F@mealsonwheels.org.au; s47F@qmow.org; s47F

@centreforparticipation.org.au; s47F@outlook.com; Company

Secretary s47G@mealsonwheels.org.au; s47F@dpac.tas.gov.au; s47F

@gmail.com; s47F@mealsonwheelssa.org.au; s47F

@nswmealsonwheels.org.au; s47F

@mealsonwheelsvictoria.org.au

Subject: RE: MoWA position on Future Fit next steps [SEC=OFFICIAL]

Hi Paul

Can you shed any light on what Senator Rice's new order to produce on Future Fit is?

s47F

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

Sent: Tuesday, February 27, 2024 11:33 AM

To: Paul Sadler <s47F@mealsonwheels.org.au>; CONNOLLY, Thea

<Thea.Connolly@health.gov.au>

Cc: s47E(c), s47F@health.gov.au; s47F

@mealsonwheels.org.au; s47F@tweedmeals.org; s47F

@mealsonwheels.org.au; s47F@qmow.org; s47F

@centreforparticipation.org.au; s47F@outlook.com; Company Secretary

s47G@mealsonwheels.org.au; s47F@dpac.tas.gov.au; s47F

@gmail.com; s47F@mealsonwheelssa.org.au; s47F

@nswmealsonwheels.org.au; Evan Hill s47F@qmow.org; s47F

@mealsonwheelsvictoria.org.au

Subject: RE: MoWA position on Future Fit next steps [SEC=OFFICIAL]

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Hi Paul,

Thanks for the update. We appreciate this information, and the desire to ensure the progress of funding feasibility trial.

In the interests of transparency, the Department has still not yet formed a position/recommendation on the way forward. We are instead focussed on closing out the current work program to ensure a clean base for future deliberations (that is no outstanding issues to be addressed from any party).

Unfortunately, while MMA activity will cease on 9 March our resources will, in coming weeks and months, be focussed on other matters either directly or indirectly related to MoW (for instance Senator Rice's new Order to Produce on Future Fit, the CHSP extension and other grant processes etc).

While there is much to work through, I think its important to advise that we are probably some months away, if not more, from being able to provide further information on the way forward. Generally speaking, the window that we did have to test something during 2024-25 has pretty much closed.

This may change given ordinary fluctuations in government/departmental business, and there may still be some scope to do something from 1 January 2025, but this is a reflection on where we are today.

Cheers

Russell

From: Paul Sadler <s47F@mealsonwheels.org.au>

Sent: Friday, February 23, 2024 3:34 PM

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

Cc: HERALD, Russell <Russell.Herald@health.gov.au>; s47E(c), s47F

<@health.gov.au>; s47F <@mealsonwheels.org.au>; s47F

<@tweedmeals.org>; s47F <@mealsonwheels.org.au>; s47F

<@qmow.org>; s47F <@centreforparticipation.org.au>;

s47F <@outlook.com>; Company Secretary

s47G <@mealsonwheels.org.au>; s47F <@dpac.tas.gov.au>; s47F

<@gmail.com>; s47F <@mealsonwheelssa.org.au>; s47F

<@nswmealsonwheels.org.au>; s47F s47F <@qmow.org>; s47F

<@mealsonwheelsvictoria.org.au>

Subject: MoWA position on Future Fit next steps

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Dear Thea

I am writing on behalf of the Meals on Wheels Australia (MoWA) Board.

We discussed at our Board meeting on 20 February 2024 how MoWA and the State Associations might best assist the Department with the next phase of the Future Fit reform program. As we indicated in December 2023, MoWA supports an extension of the work of the Future Fit program, particularly a funding feasibility trial. However, at the MoWA/Commonwealth Forum meeting on 9 February, you had let us know that Miles Morgan Australia has decided not to continue as the lead consultant for Future Fit. The Department was therefore considering alternative options to carry forward the work and was keen to understand MoWA's views on the matter.

The MoWA Board considered three options:

1. Offer to take the lead on Future Fit 2.0 with the Department funding us and we in-turn engaging university or consultancy expertise as necessary. This would be a similar approach to that you are undertaking with ACTA for community transport.

2. Support the Department to engage appropriate consultants (ideally led by a university team) to undertake Future Fit 2.0, with MoWA then supporting the project via a Reference Group established as a working group off the MoWA/Commonwealth Forum.
3. Cease Future Fit and do not pursue meals funding reform at this time.

The Board believes we should do all we can to avoid option 3. The investment of time and effort that has gone into the Future Fit program has been extensive. While aspects of its implementation proved problematic, it would be a tragedy to lose the work completed to date. MoWA believes either option 1 or 2 could be adopted. Option 1 would be consistent with the approach taken for transport. If the Department wished to consider this option, MoWA would need to ensure it could sustainably support the project. Hence that would require us to discuss how the Department could resource us to that end.

We believe option 2 is a viable route to pursue. It allows the Department to tightly control the feasibility study and have a direct relationship with the lead contractor. MoWA has already committed to support such an approach via a reference group.

We are happy to discuss your preferred approach further.

Regards

Paul Sadler
Chair

Meals on Wheels™ Australia

m: s47F

e: s47F@mealsonwheels.org.au

w: mealsonwheels.org.au

signature_4197908222

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From: manager@ipswichmow.org.au
To: s47E(c), s47F
Subject: Review of Unit Price.
Date: Monday, 30 September 2024 9:29:44 AM
Attachments: [Outlook-pe4foaz3.png](#)
[Unit Price Review - Request to DoHAC.pdf](#)

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Hi,

Please find attached our brief to support the request to increase the unit price to s47G

Should you require any additional information, please let me know, otherwise will see you on Wednesday for our scheduled meeting.

Regards

s47F

s47F

07 3281 4465

www.ipswichmow.org.au



Meals on Wheels
Ipswich

More than just a Meal

Ipswich Meals on Wheels Inc. acknowledges the traditional custodians of the lands on which we work and meet.

We celebrate the richness and diversity of our society; we seek to acknowledge the individuality of each person we work with and aim to provide our service with dignity and respect.

From: s47F
To: s47E(c), s47F
Subject: Re: Site Visits - questionnaire [SEC=OFFICIAL]
Date: Friday, 13 December 2024 12:44:04 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image010.png](#)

Thanks s47E(c), s47F - yes no troubles at all.

Have a great weekend too.

s47F

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From: s47E(c), s47F
Sent: Friday, December 13, 2024 10:28:15 AM
To: s47F
Subject: RE: Site Visits - questionnaire [SEC=OFFICIAL]

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Thanks s47F that looks great. Good to see the prompts about reforms and changes to other legislative requirements.

Are you happy for the secretariate to share this doc with the forum?

Have a great weekend.

s47E(c), s47F

From: s47F
Sent: Thursday, 12 December 2024 5:07 PM
To: s47E(c), s47F
Subject: Site Visits - questionnaire

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Hi s47E(c), s47F

As per yesterday's meeting I am sending through the form we use on member site visits. What usually happens is we complete it when we are on site – most find it difficult to complete beforehand.

Kind Regards

s47F



s47F

Meals on Wheels Queensland

(07) 3205 5588 | s47F
 s47F @qmow.org
www.qmow.org
 16/27 South Pine Road, Brendale, QLD, 4500





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Service Name:	Completed by:
---------------	---------------

Area

Answers

Please answer these questions honestly as best you can so that we can gain an understanding of how we can assist you

What is your actual meal cost (cost to produce, deliver and administer a meal)?

(Remember to include all administration and operational expenses incurred by the service)

Do you have meal component pricing (i.e., each component of a meal – soup, main, dessert – has its own price)?

Please complete table on right with price charged.

Program	Soup	Main	Dessert	Meal Package	Other (specify)
CHSP					
HCP					
NDIS					
Under 65					
Private/Full Fee					

Are you subsidising meals for any clients who are unable to pay the full cost (e.g. due to cost of living or financial hardship)?

Are you on track to deliver your contracted CHSP outputs this year?

- ☐ Yes, we are about on target
☐ Yes, we are delivering above our contracted number
☐ No, we are on track for more than 20% below our contract
☐ I'm not sure what my contracted outputs are

Are all clients receiving subsidised CHSP meals registered in your My Aged Care portal?

Please indicate if you might need assistance with this

Are you aware of the following aged care reforms?

- New Aged Care Act
- Deeming process
- Support at Home program

Do you currently use a Meal Management Program?

If so, which program?

If not, do you want more information on this?

Do you have a business continuity plan?

For example, if staff/committee/key volunteers are unwell or resign suddenly, do you have a plan for continuing service?

Does your service have a menu?

If not a cooking kitchen, do clients have meal choice?

Cooking kitchens: Do you follow the National Meal Guidelines?

Are you directing volunteers to Rosterfy for onboarding?

Do you have any feedback about Rosterfy?	FOI 25-0327 LD - Document 12																	
Are you aware of the changes in workplace laws (March 2025)?																		
Do you have a Prevention Plan for sexual harassment in place?																		
Do you use the Volunteer Handbook issued by MOWQ?	<input type="checkbox"/> Yes <input type="checkbox"/> No																	
Do you use the Client & Carer Guide issued by MOWQ?	<input type="checkbox"/> Yes <input type="checkbox"/> No																	
Committee details	<table border="1"> <thead> <tr> <th>Role</th><th>Name</th><th>Contact details</th></tr> </thead> <tbody> <tr> <td>President/Chair</td><td></td><td>Phone: Email:</td></tr> <tr> <td>Vice-President/Vice-Chair</td><td></td><td>Phone: Email:</td></tr> <tr> <td>Secretary</td><td></td><td>Phone: Email:</td></tr> <tr> <td>Treasurer</td><td></td><td>Phone: Email:</td></tr> </tbody> </table>	Role	Name	Contact details	President/Chair		Phone: Email:	Vice-President/Vice-Chair		Phone: Email:	Secretary		Phone: Email:	Treasurer		Phone: Email:		
Role	Name	Contact details																
President/Chair		Phone: Email:																
Vice-President/Vice-Chair		Phone: Email:																
Secretary		Phone: Email:																
Treasurer		Phone: Email:																
Do you have a succession plan for your committee?																		
Do you have any volunteers who have reached 30 years or more of service and are not yet on our Role of Honour?	<i>If yes, please provide their names and the year they started volunteering.</i>																	
Are there any challenges you are facing that you would like us to assist with?																		

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From: s47F
To: s47E(c), s47F
Subject: RE: Question if you can assist [SEC=OFFICIAL]
Date: Tuesday, 11 June 2024 4:54:38 PM
Attachments: [image001.png](#)
[image002.png](#)

Thanks for getting back to me s47E(c), s47F – I saw you were on holidays so sorry for the interruption.

From: s47E(c), s47F

Sent: Tuesday, June 11, 2024 2:19 PM

To: s47F

Subject: RE: Question if you can assist [SEC=OFFICIAL]

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Hey s47F

The department will release some comms shortly. However, work will commence shortly to validate provider details ahead of the New Aged Care Act commencing 1 July 2025. This will be for those providers who will be automatically deemed under the new act. There is some information about the [new requirements](#) on the departments website.

Hopefully this helps!

s47E(c), s47F

From: s47F <s47F@qmow.org>

Sent: Tuesday, June 11, 2024 11:02 AM

To: s47E(c), s47F <[s47E\(c\)@health.gov.au](mailto:s47E(c)@health.gov.au)>

Subject: Question if you can assist

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Hi s47E(c), s47F

Good to speak with you last week.

We have heard through ACCPA the Deeming process for CHSP providers will commence soon but we haven't seen an announcement about it.

I am wondering if there is any light you could shed on that so we can give our members the heads up – I wasn't sure who to contact so any guidance as always greatly appreciated.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

Email: s47F <s47F@qmow.org>

Mobile: s47F

Phone: (07) 3205 5588

Follow us on: [Facebook](#) | [Instagram](#) | [Linkedin](#)

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<https://playforpurpose.com.au/meals-on-wheels-qld>



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From: s47F
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: RE: National food and nutrition Guidelines [SEC=OFFICIAL]
Date: Wednesday, 11 September 2024 4:26:42 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image011.png](#)
[image012.png](#)

That is greatly appreciated s47E(c), s47F We can make all of those dates work except for the 11th of October.

From: s47E(c), s47F
Sent: Wednesday, 11 September 2024 4:24 PM
To: s47F
Cc: s47E(c), s47F
Subject: National food and nutrition Guidelines [SEC=OFFICIAL]

CAUTION - External Sender: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi s47F

We appreciate your preference to have s47F attend.

Would any of the below time work for you both?

- Wed 9 Oct 2-3pm
- Thur 10 Oct 2-3pm or 3-4pm
- Fri 11 10-11am
- Mon 14 Oct 9:30-10:30am

Cheers

s47E(c), s47F

Director – Quality Standards Section
Choice and Transparency Branch

Quality and Assurance Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: 02 s47E(c), s47F M: s47E(c), s47F E: s47E(c), s47F [@health.gov.au](mailto:s47F@health.gov.au)
 Location: Sirius level 9
 PO Box 9848, Canberra ACT 2601, Australia

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From: s47F [@qmqw.org](mailto:s47F@qmqw.org)
Sent: Wednesday, September 11, 2024 12:08 PM
To: s47E(c), s47F [@Health.gov.au](mailto:s47F@Health.gov.au)
Cc: s47E(c), s47F [@health.gov.au](mailto:s47F@health.gov.au); s47E(c), s47F [@health.gov.au](mailto:s47F@health.gov.au)
Subject: Re: National food and nutrition Guidelines [SEC=OFFICIAL]

Thanks s47E(c), s47F - greatly appreciated.

We have a qualified dietitian on staff but they will be away on the dates provided unfortunately. I would really like to have s47F involved in the discussion with you if practicable however s47F won't be available until 7 October. Is that too far out?

s47F

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From: s47E(c), s47F [@Health.gov.au](mailto:s47F@Health.gov.au)
Sent: Wednesday, September 11, 2024 10:59:29 AM
To: s47F [@qmqw.org](mailto:s47F@qmqw.org)
Cc: s47E(c), s47F [@health.gov.au](mailto:s47F@health.gov.au); s47E(c), s47F [@health.gov.au](mailto:s47F@health.gov.au)
Subject: RE: National food and nutrition Guidelines [SEC=OFFICIAL]

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Hi s47F

Many thanks for reaching out to us following s47E(c), s47F kind introduction.

We are very excited to talk to you and learn more about how Meals on Wheels operates in Queensland particularly regarding how menus are designed, the use of national food and nutrition standards (including the Meals on Wheels national standards), whether food services are subcontracted and whether your organisation hires or has relationships with Accredited Practising Dietitians.

Would any of the below time frames work for you to meet?

- Wednesday 18 Sep: 3 - 4pm
- Friday 27 Sep: 11am - 12pm or 2 - 3pm
- Monday 30 Sep: 9:30 - 10:30am or 3 - 4pm

Our Assistant Secretary, Ingrid Leonard, will also be joining the meeting.

Please feel free to also invite other representatives from Meals on Wheels Queensland as you see fit to aid the discussion.

Looking forward to meeting you.

s47E(c), s47F

**Director – Quality Standards Section
Choice and Transparency Branch**

Quality and Assurance Division | Ageing and Aged Care Group

Australian Government, Department of Health and Aged Care

T: 02 s47E(c), s47F M: s47E(c), s47F | E s47E(c), s47F @health.gov.au

Location: Sirius level 9

PO Box 9848, Canberra ACT 2601, Australia

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From: s47F @qmow.org>

Sent: Tuesday, September 10, 2024 3:12 PM

To: s47E(c), s47F @health.gov.au>; 'president@mowtas.org.au'

Cc: s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>

Subject: RE: National food and nutrition Guidelines [SEC=OFFICIAL]

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Thanks for the introduction s47E(c), s47F

s47E(c), s47F and s47E(c), s47F – great to meet you.

We are more than happy to meet with you on this important topic. We have our AGM next Tuesday so our calendar becomes more open once we are past that if you have availability beyond then.

Kind Regards

s47F



s47F

Meals on Wheels Queensland

(07) 3205 5588 | s47F

s47F @qmow.org

www.qmow.org

16/27 South Pine Road, Brendale, QLD, 4500





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From: s47E(c), s47F <[redacted]@health.gov.au>
Sent: Monday, 9 September 2024 4:20 PM
To: s47F <[redacted]@gmow.org>; 'president@mowtas.org.au'
Cc: s47E(c), s47F <[redacted]@Health.gov.au>; s47E(c), s47F <[redacted]@health.gov.au>
Subject: National food and nutrition Guidelines [SEC=OFFICIAL]

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Hi s47F and s47F

I hope you are both well. I wanted to e-introduce you to my colleagues who are working on the quality standards for food and nutrition. s47E(c), s47F and her team are keen to speak with you about their work, I've provided some background below.

Background

As you may be aware, in late 2022 the Department of Health and Aged Care undertook public consultation on the strengthened Aged Care Quality Standards. We heard strong feedback regarding the new strengthened Quality Standard on food and nutrition (Standard 6) only applying to residential care and were asked to consider food and nutrition requirements that apply in home care and community respite settings. We are currently considering development of requirements for these settings (separate to the strengthened Quality Standards). Due to Meals on Wheels important work in providing meals for older people in their homes we are keen to gain a deeper understanding of how Meals on Wheels operates in your state, including how menus are designed, the use of national food and nutrition standards (including the Meals on Wheels national standards), whether food services are subcontracted and whether your organisation hires or has relationships with Accredited Practising Dietitians.

Looking forward to seeing you at the next MoW/Commonwealth forum.

Many thanks,

s47E(c), s47F

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: (02) s47E(c), s47F | E: s47E(c), s47F@health.gov.au

Location: Level 7, Sirius Building

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F
To: s47E(c), s47F
Subject: Re: Meals boost [SEC=OFFICIAL]
Date: Tuesday, 3 December 2024 1:38:03 PM
Attachments: [image001.png](#)

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.

Many thanks s47E(c), s47F Yes if I can call you later this afternoon that would be great. s47F

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From: s47E(c), s47F
Sent: Tuesday, December 3, 2024 12:15:02 PM
To: s47F
Subject: Meals boost [SEC=OFFICIAL]

CAUTION - External Sender: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi s47F

You might already be aware, the Minister has announced a funding boost for all meals providers. This equates to \$37 million across three years with \$12 million going out in this financial year. The media announcement is available online -

www.health.gov.au/ministers/the-hon-anika-wells-mp/media/37-million-boost-for-aged-care-meals-services?language=en

We have developed a factsheet - [Commonwealth Home Support Programme \(CHSP\) funding boost for meals services](#) (Australian Government Department of Health and Aged Care)

Happy to discuss this announcement when you have a spare moment.

Many thanks,

s47E(c), s47F

Director - CHSP Service Reform
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: (02) s47E(c), s47F | E: s47E(c), s47F@health.gov.au

Location: Level 7, Sirius Building

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F
 To: s47E(c), s47F
 Subject: Re: Including s47F in reference group [SEC=OFFICIAL]
 Date: Tuesday, 10 December 2024 7:28:26 PM

That's great s47E(c), s47F - greatly appreciated. As it happens s47F s22 so is an apology - but at least he is locked in for future meetings. Yes - will need a strong coffee for tomorrow.

Kind regards

s47F

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From: s47E(c), s47F
 Sent: Tuesday, December 10, 2024 6:08 PM
 To: s47F
 Subject: RE: Including s47F in reference group [SEC=OFFICIAL]

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Hi s47F

I'm so sorry I never came back to confirm s47F becoming a member of the forum. Thea has approved him joining. I know you mentioned you had already forwarded the invitation. Let me know if you need anything else.
 See you in the morning (apologies it will be very early QLD time!)

From: s47F
 Sent: Thursday, 28 November 2024 6:26 PM
 To: s47E(c), s47F
 Subject: Including s47F in reference group

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 s47E(c), s47F

Thanks for your time on the phone today.

As discussed I am seeking inclusion of our new s47F to the MOWA reference group if at all possible. s47F is also a member of the MOWA Board.

The department's consideration of this request is greatly appreciated.

Kind Regards

s47F

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From: s47F
To: s47F; [HERALD, Russell](#)
Subject: Re: Confidential : Suggested solution for our Future Fit Dilemma
Date: Tuesday, 13 February 2024 5:54:16 AM
Attachments: [image001.png](#)
[image006.png](#)

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Hi,

All I have to add is that I agree and support what s47F and s47F have said and hope out all of this that we, the services get a positive outcome that ensures MoW is around in years to come for our communities, which is what FF was all about.

Keep the dream alive.

s47F

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From: s47F @foodservices.org.au>
Sent: Monday, February 12, 2024 9:41 pm
To: s47F @mow.org.au>; HERALD, Russell
 <Russell.Herald@health.gov.au>; manager@ipswichmow.org.au
 <manager@ipswichmow.org.au>

Subject: RE: Confidential : Suggested solution for our Future Fit Dilemma

Evening all, firstly s47F thanks again for the great representation on behalf of the Future Fit team.

Russell I wholeheartedly support s47F proposals and I know s47F will as well. We have discussed similar options over the past few months.

Our aim is to drive a future for meal services, to work with Government and avoid the unnecessary barriers that can only result in a negative outcome for our respective communities and older Australians. We are on the ground day in and day out. Our lense on service delivery differs greatly from the peaks. Our agenda is significantly different from the peaks.

Russell what you have with the Future Fit team, as demonstrated by s47F is a 100% commitment to see this through. We have made such great headway and we are confident that we can deliver to Government an outcome that suits all parties, but most importantly our respective customers.

Too much time has been wasted with egos, emails, text messages, and the like. What s47F and Miles Morgan have done is consolidated a group of services who have been crying out for leadership for many many years. The CTF is just one example of this wonderful working relationship that has been borne.

After 10 years with Sutherland Food Services I would have never had the opportunity to work with s47F etc. That consolidation of resources is there at your disposal, but

more importantly a willingness FOR THE RIGHT REASONS to push this forward.

Collectively we have a host of resources, in our boards, our supporters and we can leverage those skills to make this happen. This is a game changer for sure, but it can also be a blueprint for the future.

I sincerely hope you don't think "we are dreamin" – would welcome any further information or opportunity to take this forward,

s47F

s47F



430 Kingsway, Caringbah NSW 2229

T 1300 637 301 **M** **s47F**

E **s47F** [@foodservices.org.au](mailto:s47F@foodservices.org.au)

W sutherlandfoodservices.com.au



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From: **s47F** [@mow.org.au](mailto:s47F@mow.org.au)

Sent: Monday, 12 February 2024 10:13 PM

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

Cc: **s47F** [@foodservices.org.au](mailto:s47F@foodservices.org.au); **s47F** manager@lpswichMealsOnWheels.onmicrosoft.com

Subject: Confidential : Suggested solution for our Future Fit Dilemma

Russell

Following our meeting this afternoon Future Fit Services have basically two goals.

1. Keep the Future Fit Program Going.
2. Keep the program out of the hands of the Peaks who will then deliver a Peak driven **s47F** driven) outcome instead of a service driven one.

I am suggesting a simple solution.

The Future Fit Services form our own Association or whatever entity we need to create to work across different States. Register as a Charity and Not For Profit. Basically use a Model constitution. Possibly use the current Future Fit logo.

Membership \$2 or whatever the current model constitution suggests.

We then formally request to be custodians of the Future Fit IP which we propose be Open Source. We are the services who effectively consulted on its development.

We run with no staff, just a voluntary committee. Continue to run with say fortnightly Chew the Fat sessions, and Committee meetings once a month. Expand with other members as we can.

From here we have two options. The first will be less contentious- but give slower results.

Option 1

- We run unfunded utilising the voluntary work of our member services.
- We approach corporate partners to develop the software and the meal definitions free of charge. I believe Polixen and like services would be interested.
- The department runs the Future Fit Feasibility Study as planned - The department meeting its own costs and the services their's.

[Services have already shown a willingness to invest time into this Project. This will simply be a small extension of that]

Option 2

- The department funds the new Association as a continuation of Future Fit. We then subcontract the required work.
- If necessary we could put on a person to Manage this. Possibly a secretarial role or if the funding is available someone with management skills familiar with the program that is currently available who could be appointed as CEO to drive it. On a fixed term contract basis of course.

The real beauty of this Association type model for both options is that it will be nation wide, not state based. Over a period of time we will pick up members who want to be part of the change. Who knows where that might lead to if we actually care for and listen to our members.

Before I float this with the broader Future Fit Team members I thought I would get a response from you.

As simple "has possibilities" or "Your Dreamin" will suffice.

I copied s47F and s47F in to get a feel for how they feel about this idea.

Cheers

s47F

Tamworth Meals on Wheels

02 6765 8999

Office hours 7:30am to 3:30pm



From: s47F
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: RE: CHSP Extension details [SEC=OFFICIAL]
Date: Friday, 8 November 2024 3:59:19 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image010.png](#)

Thanks s47E(c), s47F – greatly appreciated.

The below definition works for us in talking to the team.

Thanks again for the response and if there is any material feedback from the webinar will let you know.

Kind Regards

s47F



s47F

Meals on Wheels Queensland

(07) 3205 5588 | s47F
 s47F @qmow.org
www.qmow.org
 16/27 South Pine Road, Brendale, QLD, 4500



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From: s47E(c), s47F

Sent: Friday, 8 November 2024 10:20 AM

To: s47F

Cc: s47F

Subject: RE: CHSP Extension details [SEC=OFFICIAL]

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Hi s47F

Yes, things are busy and no doubt with you as well!

Happy to answer your questions on the 2025-27 Commonwealth Home Support Programme (CHSP) Extension survey for your webinar. What a great initiative for your members.

Where Q8 asks for their most preferred option for pricing, am I right though this will only apply to “per hour” services”

The survey question asks what option provider’s would prefer to apply to **all** CHSP unit prices for 2025-27, however this excludes GEAT and Home modifications. In addition, we are looking at keeping meals and transport as a unit price range while we look at the underlying policy/pricing for these services.

Question 10 asks if you agree with maintaining the unit price range for meals/transport.

It’s important to note, there is no additional funding and outputs will not be adjusted as part of all 3 options.

Where the survey identifies in Q10 “proposed social capital projects are underway”...is there any clarity on what those projects are or will they fall out of the data collection once that starts to tell a story?

The Community Transport Pricing pilot kicked off earlier this year. We are continuing to look at how social engagement can be quantified and more details will be provided on this work early next year. However, the proposed DEX data changes from 2025 will help to inform the policy.

On the proposed DEX reporting, will a No Show include where a meal has been prepared and delivered and the person wasn’t home ie the meal is wasted. The current definition is about having time to replace the ‘booking’ when someone cancels which doesn’t really relate to us.

This field is designed to capture CHSP clients who did not receive their scheduled service. I agree, we will need to update the definition for meals.

Does the below definition seem more appropriate?

For meals services:

- if delivery is attempted and no-one is home and can’t be contacted to accept delivery this is counted as a no show.
- If a client cancels a service within 24 hours and the provider does not get a replacement booking, this will be recorded as a no show. This would mean the provider will record a ‘no show’ output and receive the unit price they would have as if the meal had been delivered.
- It is assumed the provider has a cancellation policy in place with clients to recoup client fees as well.
- If a client cancels more than 24 hours before the service is due to be provided, this does not count as a no show as the provider should have sufficient time to fill the vacancy/adjust the booking.

Let me know if you have any other questions!

s47E(c), s47F

From: s47F <s47F@qnow.org>
Sent: Thursday, 7 November 2024 2:03 PM
To: s47E(c), s47F <s47F@health.gov.au>
Subject: CHSP Extension details

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Hi s47E(c), s47F

Trust all is going well with you. Must be an intense time with the Act moving it’s way through parly and the program reforms.

We are holding a webinar on the extension survey and associated documents. I am wondering if you are able to clarify a handful of questions we have on some of the details before we hold the webinar – hopefully minor in the scheme of things.

Where Q8 asks for their most preferred option for pricing, am I right though this will only apply to “per hour” services”

Where the survey identifies in Q10 “proposed social capital projects are underway”...is there any clarity on what those projects are or will they fall out of the data collection once that starts to tell a story?

On the proposed DEX reporting, will a No Show include where a meal has been prepared and delivered and the person wasn’t home ie the meal is wasted. The current definition is about having time to replace the ‘booking’ when someone cancels which doesn’t really relate to us.

Happy to discuss if easier and hope it’s okay to reach out directly on this.

Kind Regards

s47F



(07) 3205 5588 | s47F



s47F

Meals on Wheels Queensland



s47F@qmow.org

www.qmow.org

16/27 South Pine Road, Brendale, QLD, 4500



Meals on Wheels Queensland acknowledge the Traditional Custodians of the land and sea where we live and work. We pay our respects to Elders, past, present and emerging.

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by the Department of Health, Disability and Ageing

From: s47F
 To: s47E(c), s47F
 Subject: RE: Catch up - Future Fit [SEC=OFFICIAL]
 Date: Tuesday, 13 February 2024 10:38:33 AM
 Attachments: [image002.png](#)
[image003.png](#)
[image005.png](#)

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 s47E(c), s47F – yes sure thing. I am free at noon Qtime today and anytime thereafter.

Kind Regards

s47F

s47F

[Unit 16, 27 South Pine Road, Brendale Qld 4500](#)

[PO Box 2393, Strathpine Centre Qld 4500](#)

Email: s47F @qmow.org

Mobile: s47F

Phone: (07) 3205 5588

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Meals on Wheels Queensland acknowledge the Traditional Custodians of the land and sea where we live and work. We pay our respects to Elders, past, present and emerging.



Meals on Wheels
Queensland



<https://playforpurpose.com.au/meals-on-wheels-qld>

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From: s47E(c), s47F

Sent: Tuesday, February 13, 2024 8:55 AM

To: s47F

Subject: Catch up - Future Fit [SEC=OFFICIAL]

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Hey s47F

Any chance you have time for a catch up today?

Many thanks,

s47E(c), s47F

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 s47E(c), s47F | E s47E(c), s47F @health.gov.au

Location: Level 7, Sirius Building

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F
To: s47E(c), s47F
Cc: manager@ipswichmow.org.au; s47F
Subject: RE: Catch up - Future Fit [SEC=OFFICIAL]
Date: Tuesday, 13 February 2024 11:50:27 AM
Attachments: [image002.png](#)
[image007.png](#)
[Ltr Minister Wells Open Source Software Request.docx](#)

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Hi s47E(c), s47F thanks for the call and good to speak with you about how we achieve the common goal of delivering Future Fit. I'll await your email regarding the notice to Future Fit participants.

I still haven't been able to touch base with s47F but I will keep trying so she is also on the same page. I feel we are both share the same frustrations and fears! In all honesty nothing good will come from the peaks (Queensland being the one exception). As a group it's time for services to step up and take over from where Miles Morgan got us to which has been nothing short of a miracle (as I said in my email to Rusty last night).

I wanted to share the attached email we sent to Minister Wells, as this supports what s47F has sent through last night and shows that to move ahead we must move to open source software so all services can benefit and there is a consistent ERP across the network.

We feel the most appropriate way forward will be to maintain the "service lead" initiative, that is:

- Service leaders (we have all but formed a leadership group) ensure a services led approach thereby keeping the voices of services to drive the project;
- This leadership group recommence Future Fit under our own steam which we feel will remove the politics and distractions as per Peter's email;
- Once the dust has settled and the open source software is running we then come back to the Department to confirm our progress and how we get your support to move forward and recommence all aspects of the Future Fit program and deliver what will ensure older Australians are getting the best deal in terms of nutrition, wellness and social connection..

I know we can deliver this, the foundations are solid!

Cheers,

s47F

s47F



430 Kingsway, Caringbah NSW 2229

T 1300 637 301 M s47F

E s47F [@foodservices.org.au](mailto:s47F@foodservices.org.au)

W sutherlandfoodservices.com.au



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From: s47E(c), s47F

Sent: Tuesday, 13 February 2024 9:35 AM

To: s47F ; manager@IpswichMealsOnWheels.onmicrosoft.com

Subject: Catch up - Future Fit [SEC=OFFICIAL]

Hey s47F and s47F

Any chance you have time for a quick catch up today?

Many thanks,

s47E(c), s47F

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: s47E(c), s47F | E: s47E(c), s47F@health.gov.au

Location: Level 7, Sirius Building

GPO Box 9848, Canberra ACT 2601, Australia

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The Hon Anika Wells MP
Minister for Aged Care
Minister for Sport

10 February 2024

An opportunity for a service-led future

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 wasted effort, 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.

s47G

We expect the 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
Future Fit Co-convenor
New South Wales

s47F

Ipswich meals on Wheels
Future Fit Co-convenor
Queensland

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From: s47E(d)
To: [HERALD, Russell](#)
Cc: s47E(c), s47F
Subject: FW: Update - MoW feasibility study - project status [SEC=OFFICIAL]
Date: Tuesday, 16 January 2024 4:02:22 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Hi Rusty - fyi

CHSP and Continence Policy Section

Home Support Operations Branch

Home and Residential Funding Division | Department of Health and Aged Care

E | s47E(d) [@health.gov.au](#)

From: s47F [@foods-services.org.au](#)>

Sent: Tuesday, 16 January 2024 10:59 AM

To: Home Support Policy s47E(d) [@health.gov.au](#)>

Subject: FW: Update - MoW feasibility study - project status [SEC=OFFICIAL]

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Good morning Rusty, thank you for the update on Future Fit. And we appreciate we've come a long way since the meeting in Melbourne. I wanted to thank you and your team for keeping this going – our services need this to survive! And whilst we understand and appreciate the current circumstances particularly in relation to the Reference Group, the momentum and commitment jointly established by Miles Morgan and the participants will need to be reinvigorated. I know the participants are ready to go.

From our interactions with the participants, there is concern regarding the relationship with the Reference Group – we want to work together, but want to ensure **the voice of services are not lost**. We have made some great inroads re the definition of a meal and wouldn't want to lose this. We will certainly approach the relationship with positivity and do all we can to work towards the new deadline and genuine outcomes for Government and the meals network, however, we are hoping that the interactions with the Reference Group will take a similar approach.

Be assured as co-convenors we will do all we can to progress the project.

Kind regards

s47F NSW Convenor

s47F QLD Convenor

s47F

s47F



**Eat well.
Live well.**

1300 637 301 | s47F
www.sutherlandfoods-services.org.au

From: s47E(c), s47F [@Health.gov.au](#)> On Behalf Of HERALD, Russell

Sent: Monday, 15 January 2024 4:39 PM

To: s47F [@bigpond.com](#); s47F [@mow.net.au](#); s47F [@macpachr.com.au](#);

s47F @cdmow.com.au; s47F @wollongongmow.com.au; s47G @bmfs.org.au;
s47G @blacktownmow.com.au; s47G @invow.com.au;
s47F @mealsonwheelsdubbo.org.au; s47F @ccmow.com.au; s47F
@foodservices.org.au; s47F @mow.org.au; s47F @kmow.org.au;
s47F @nepeanfoodservices.org.au; s47F @fairfieldfoodservices.org.au;
s47F @gmail.com; ceo@openarms.org.au; manager@ipswichmow.org.au;
calmow@bigpond.net.au; s47F @bmow.com.au; manager@mowrockhampton.org.au;
cvilleconnect@gmail.com; babmow@gmail.com; s47F @gmail.com; s47F @tpg.com.au;
rsmow@bigpond.com; s47F @mowbnesouth.org.au; manager@mowfc.org.au;
redmow@hotkey.net.au; s47F @qmow.org>; president@mowtas.org.au
Cc: CONNOLLY, Thea <Thea.Connolly@health.gov.au>; s47E(c), s47F
@health.gov.au>; s47F @mealsonwheels.org.au; s47F
@tweedmeals.org>; s47F @mealsonwheelssa.org.au;
s47F @gmail.com; s47F @mealsonwheels.org.au;
s47F @centreforparticipation.org.au; Lakshman Gunaratnam
s47F @milesmorgan.com.au>; s47F @qmow.org

Subject: Update - MoW feasibility study - project status [SEC=OFFICIAL]

Dear Meals on Wheels (MoW) Feasibility Study Participants,

I thought it timely to provide you with an update on the Feasibility Study.

Since we met in October last year, the MoW Feasibility study process went through a particularly challenging period. While the objectives of the feasibility study are universally supported, you would all be aware that a number of issues about the Future Fit program were raised late last year which the department has been working through. This has impacted on our ability to implement the feasibility study by 1 July 2024 as intended, with a 1 January 2025 date now likely to be the earliest possible timeframe.

Consequently, the department is currently rebasing the project scope and considering options as we prepare advice to the Minister. As part of this, the department is looking to implement some changes to the governance of Future Fit, proposed by Meals on Wheels Australia and state MoW bodies. Subject to Ministerial endorsement, the department expects to be able to provide more detailed advice in February.

If you have any questions, please send an email to s47E(d) @health.gov.au and I will work with the project team to provide a response.

Rusty

Russell Herald

Assistant Secretary

Home Support Operations Branch
Home and Residential Division | Ageing and Aged Care Group
Australian Government Department of Health
(W) 02 6289 s47F (M) s47F
Executive Assistant: s47E(c), s47F
s47E(c), s47F @health.gov.au (W) s47E(c), s47F

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Text Message • SMS
15 Mar 2024 at 6:27 pm

Hi s47E(c), s47F Apologies I forgot about the time difference and that I missed your call. I can call Monday and trust all is well with you. s47F

18 Mar 2024 at 9:50 am



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Audio Recording · 20 KB

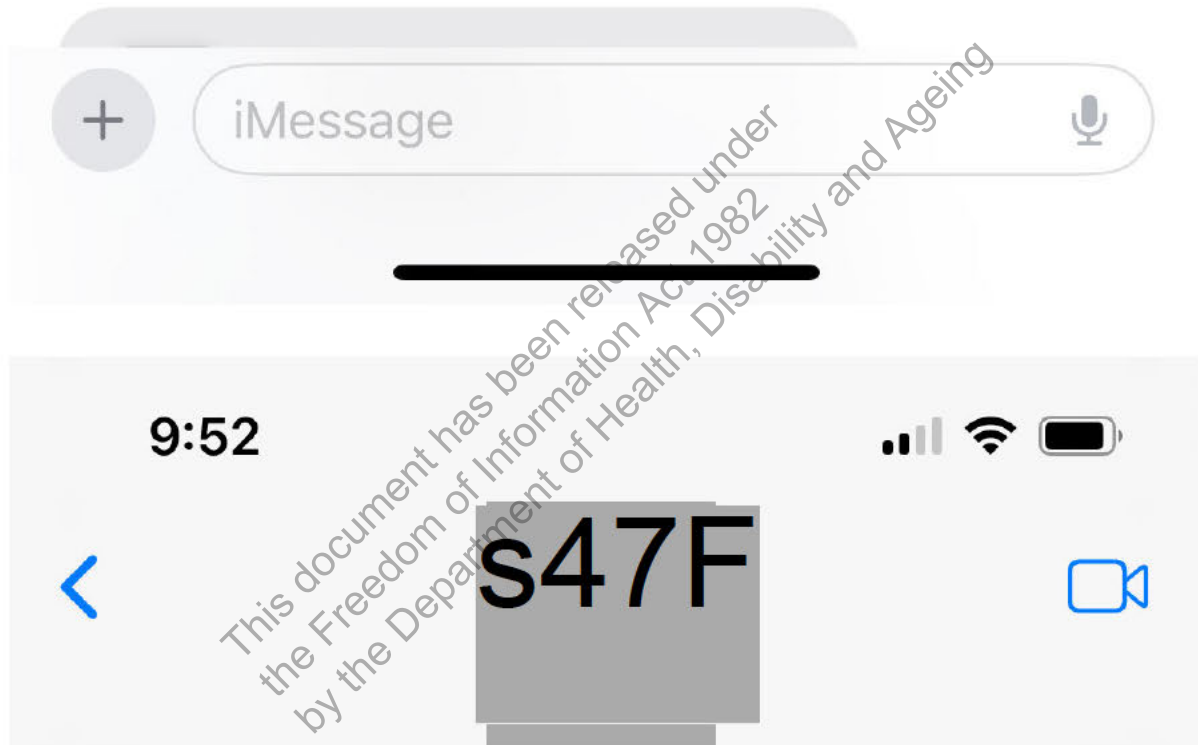
s47F left you a message.
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overseas. Can [you](#) to opt out.

18 Mar 2024 at 11:01 am

Hi s47E(c), s47F sorry I missed you last Friday. If there is any chance we can talk today that would be great. s47F

28 Mar 2024 at 11:48 am



Text Message • SMS
15 Mar 2024 at 6:27 pm

Hi s47E(c), s47F Apologies I forgot about the time difference and that I missed your call. I can call Monday and trust all is well with you. s47F

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overseas. Call [159](#) to opt out.

18 Mar 2024 at 11:09 am

Hi **s47E(c), s47F** sorry I missed you last
Friday. If there is any chance we
can talk today that would be
great. **s47F**

28 Mar 2024 at 11:48 am



iMessage



9:52

**s47F**

s47F

28 Mar 2024 at 11:48 am

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Fri 17 May at 10:37 am

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iMessage

Hi **s47E(c), s47F** If you can could you



iMessage



9:52

s47F

iMessage

Hi **s47E(c), s47F** If you can could you
call me about **s47G** who
are withdrawing from meals and a
channel 9 news story being run
tonight. **s47F**

Text Message • SMS
Tue, 30 Jul at 3:23 pm



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iMessage
Fri, 30 August at 2:22 pm

Hi s47E(c), s47F [REDACTED] wondering if you had
5 minutes for a quick call today?
s47F [REDACTED]

Sure do! Give you a buzz in about
5 mins

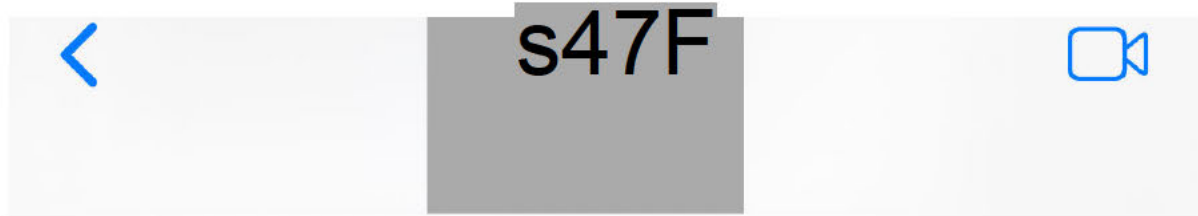


iMessage



9:52





iMessage

Hi ^{s47E(c), s47F} [redacted] If you can could you call me about **s47G** [redacted] who are withdrawing from meals and a channel 9 news story being run tonight. **s47F** [redacted]

Text Message • SMS
Tue, 30 Jul at 3:23 pm

**audio.amr**

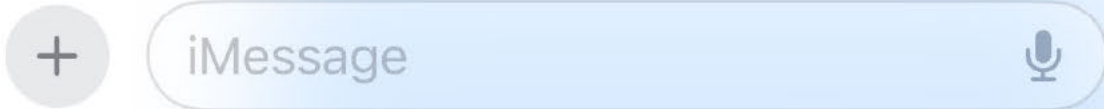
Audio Recording • 19 KB

s47F [redacted] left you a message. Click/tap to hear your message. Missed Call Service is at no cost in Australia, but international roaming charges apply if you're overseas. Call [159](#) to opt out.

iMessage
Fri, 30 Aug at 2:22 pm

Hi ^{s47E(c), s47F} [redacted] wondering if you had 5 minutes for a quick call today?
s47F [redacted]

Sure do! Give you a buzz in about 5 mins



9:52



s47F



Sure do! Give you a buzz in about 5 mins

I'm free for the rest of the day.
Give me a buzz when you have a sec

Sorry I missed your call. I am free as well this afternoon but can call Monday if easier.

Wed, 27 Nov at 4:31pm

Hi s47E(c), s47F trust you are well.
Green for Go on the Act - must be a mix of relief and pride on the job done. Is there is time for a talk

tomorrow if possible? s47F

Hey s47F yes happy to have a chat. Are you free at 10.30am your time (11.30am AEDT)?

Thanks s47E(c), s47F yes definitely. I will call you then. s47F

Thu, 28 Nov at 10:54 am

Hey s47F I've had a meeting pop up. Any chance we could bump our chat by 30mins? I can give



iMessage



9:52



s47F



Sure do! Give you a buzz in about 5 mins

I'm free for the rest of the day. Give me a buzz when you have a sec

sec

Sorry I missed your call. I am free as well this afternoon but can call Monday if easier.

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iMessage



9:52





Thu, 28 Nov at 10:54 am

Hey **s47F** I've had a meeting pop up. Any chance we could bump our chat by 30mins? I can give you a call at 11am (your time)?

Yes all good

Text Message - SMS
Tue, 3 Dec at 1:50 pm



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iMessage
Mon, 9 Dec at 12:16 pm

Hi [REDACTED] I wanted to give you
the heads up the journo who
wrote the initial story on ipswich
has followed up based on



iMessage



9:52



[REDACTED]
s47F



Thu, 28 Nov at 10:54 am

Hey [REDACTED] I've had a meeting pop
up. Any chance we could bump
our chat by 30mins? I can give
you a call at 11am (your time)?

Yes all good

Text Message • SMS
Tue, 3 Dec at 1:51 pm



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iMessage
Mon, 9 Dec at 12:16 pm

Hi s47E(c), s47F I wanted to give you
the heads up the journo who
wrote the initial story on ipswich
has followed up based on

comments from the local member



iMessage



9:52



s47F



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Thanks for the head up!

Delivered



iMessage



**audio.amr**

Audio Recording · 17 KB

s47F

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iMessage

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per the program rules. Happy to
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Thanks for the head up!

Delivered



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From: s47F
To: s47E(c), s47F
Subject: Declined: DoHAC and QMoW [SEC=OFFICIAL]
Start: Thursday, 5 December 2024 10:30:00 AM
End: Thursday, 5 December 2024 11:00:00 AM
Location: Microsoft Teams Meeting

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From: s47F
To: s47E(c), s47F
Subject: Accepted: Catch up - Future Fit [SEC=OFFICIAL]
Start: Tuesday, 13 February 2024 1:00:00 PM
End: Tuesday, 13 February 2024 1:30:00 PM
Location: CBR.SIRIUS.7.N.735.Meeting Room [8]

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From: CONNOLLY, Thea
To: LYE, Michael; HERALD, Russell; s47E(c), s47F ; s47F @mealsonwheels.org.au>; s47F @tweedmeals.org; s47F @mealsonwheelssa.org.au; s47F @gmail.com; s47F @mealsonwheels.org.au; president@mowtas.org.au; s47F @qmow.org; s47F @centreforparticipation.org.au; s47F @qmow.org; s47F @nswmealsonwheels.org.au; s47F
Subject: 12:30PM AEDST | MoWA / Commonwealth forum [SEC=OFFICIAL]
Start: Friday, 9 February 2024 12:30:00 PM
End: Friday, 9 February 2024 1:30:00 PM
Location: Webex
Attachments: [DRAFT v0.2 - The MOWA and the Commonwealth forum ToR 20240208.docx](#)
[Agenda - MoW and the Commonwealth forum 09022024.docx](#)

8.2.24: Agenda and draft TORs attached, thanks all

-- Do not delete or change any of the following text. --

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+61-2-9338-2221,,26511047773## <tel:%2B61-2-9338-2221,,*01*26511047773%23%23*01*> Australia Toll

Join by phone

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Global call-in numbers <<https://health-au.webex.com/health-au/globalcallin.php?MTID=mfa6bc46936da3066a0155071c59af9e7>>

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You can also dial 210.4.202.4 and enter your meeting number.

If you are a host, click here <<https://health-au.webex.com/health-au/j.php?MTID=ma5d4a19558b34a39521ad795994fbad0>> to view host information.

Need help? Go to <https://help.webex.com> <<https://help.webex.com>>

From: [CONNOLLY, Thea](#)
To: [BLACKWOOD, Rachel](#); s47E(c), s47F ; s47E(c), s47F
s47F @mealsonwheels.org.au; s47F @gmail.com; s47F @gmow.org;
s47F @mealsonwheelssa.org.au; s47F @mealsonwheels.org.au; s47F @centreforparticipation.org.au;
s47F @mealsonwheelsvictoria.org.au; s47F @nswmealsonwheels.org.au; president@mowtas.org.au;
s47F @gmow.org; s47F J Griffith Meals on Wheels; STEWART, Sonja
Subject: 2pm AEDST | Meals on Wheels / Commonwealth Forum
Start: Friday, 7 March 2025 2:00:00 PM
End: Friday, 7 March 2025 3:30:00 PM
Location: Microsoft Teams Meeting
Attachments: [MOWA and Commonwealth Forum - Agenda and Action Items - 7 March 2025.pdf](#)

5 March – UPDATED agenda now attached

3 Feb – The agenda is being drafted and will be circulated closer to the time

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[illegible]

Meeting ID: 461 019 212 11

Passcode: Aq7Mn7ob

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Find a local number <<https://dialin.teams.microsoft.com/021e9008-ebfe-4add-b865-cf7f806c0b85?id=322348499>>

Phone conference ID: 322 348 499#

Join on a video conferencing device

Tenant key: health-au@mwebex.com <mailto:health-au@mwebex.com>

Video ID: 132.861.986.7

More info <<https://www.webex.com/msteams?confid=1328619867&tenantkey=health-au&domain=m.webex.com>>

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=0b08447d-1ee5-4853-a10d-0575cf57b80a&tenantId=34a3929c-73cf-4954-abfe-147dc3517892&threadId=19_meeting_YJkZDUzYmMtZDgyNi00ODYxLTlhMWEtODgyMDI0YwZTI3@thread_v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

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From: [CONNOLLY, Thea](#)
To: [LYE, Michael](#); [s47E\(c\)](#), [s47F](#); [s47F](#)
[s47F](#) [@mealsonwheels.org.au](#); [s47F](#) [@gmail.com](#); [s47F](#) [@qmow.org](#); [s47F](#) [@twweedmeals.org](#);
[s47F](#) [@mealsonwheelssa.org.au](#); [s47F](#) [@mealsonwheels.org.au](#); [s47F](#) [@centretorparticipation.org.au](#);
[s47F](#) [@mealsonwheelsvictoria.org.au](#); [s47F](#) [@nswmealsonwheels.org.au](#); [president@mowtas.org.au](#)
Cc: [s47F](#) | [Griffith Meals on Wheels](#); [BLACKWOOD, Rachel](#)
Subject: 9am AEDST | Meals on Wheels / DoHAC Roundtable
Start: Wednesday, 11 December 2024 9:00:00 AM
End: Wednesday, 11 December 2024 10:30:00 AM
Location: Microsoft Teams Meeting
Attachments: [image001.png](#)
[Agenda and Action Items - 11 Dec 2024.pdf](#)
[The MOWA and the Commonwealth forum ToR Dec 2024.DOCX](#)

10/12/2024 – attaching the agenda and ToR for tomorrow's roundtable Thanks, Fran

20/11/2024 - agenda will be circulated closer to the meeting time

Regards

s47E(c), s47F

Executive Assistant to Thea Connolly

First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T: 02-547E(c), 547F E 547E(c), 547F @health.gov.au <mailto:547E(c), 547F @health.gov.au>

GPO Box 9848, CANBERRA ACT 2601, Australia

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Meeting ID: 443 538 224 134

Passcode: kg85RF

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Video ID: 139 820 639 5

More info <<https://www.webex.com/msteams?confid=1398206395&tenantkey=health-au&domain=m.webex.com>>

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=0b08447d-1ee5-4853-a10d-0575cf57b80a&tenantId=34a3929c-73cf-4954-abfe-147dc3517892&threadId=19_meeting_ZDE5MjcwYzktNmYwOS00ZDAzLWFMnZgtY2JmMTRkMzgzYTUvK@thread_v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

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The Meals on Wheels Australia and the Commonwealth Forum

Terms of Reference

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Overview

This document defines the purpose, membership, roles and responsibilities and operation of the Meals on Wheels Australia (MoWA) and Commonwealth ('the Forum').

Background

Eligible older people who need support with meal preparation can access home delivered meals through two Commonwealth Government programs – the Commonwealth Home Support Programme (CHSP) and the Home Care Packages (HCP) program. Meals on Wheels (MoW) has been a leading provider of meals services to Australian communities for decades. This network of more than 590 grassroots services provides essential meals delivery services to older people who benefit from healthy food and social connection. However, as our population ages and the demand for meals services continues to grow, the MoW network faces challenges with operational viability, including the ability to meet the needs of older people efficiently and effectively.

In recent years, the Department of Health and Aged Care (DoHAC) has supported the MoW network to adapt to changing client needs and remain viable in a contestable market in the lead-up to major reforms to in-home aged care. DoHAC has considered options to strengthen the MoW network, ensuring older people have access to delicious and nutritious meals whilst retaining important social elements of service delivery.

DoHAC held a roundtable meeting on 5 December 2023 with the MoWA Board and MoW state/territory representatives. Attendees agreed to establish a new forum to enhance transparency and understanding across the MoW network and the Commonwealth and help to ensure supports are in place ahead of aged care reforms. This forum will be known as the MoWA/Commonwealth Forum. It will include representation from MoWA as the national peak body, state and territory MoW associations and DoHAC.

Purpose

The Forum will bring together key organisations involved in the delivery of meals services to older people. It will provide a platform for collaboration and open dialogue about pressing issues within the sector. Members will bring expertise, leadership and guidance on issues impacting the MoW ecosystem, and play a valuable role in advising DoHAC and the Australian Government on the changing needs of the sector and informing policy development.

The Forum will:

- Provide expert advice, guidance and strategic direction to inform DoHAC and portfolio Ministers on issues affecting meals services for the aged care sector.
- Foster open and constructive dialogue on sector-related issues.
- Encourage sharing of expertise, research, and best practices.
- Support information sharing between organisations, particularly in relation to the progress and impacts of aged care reforms.



- Discuss, test and refine ideas about new approaches and joint initiatives in the sector.
- Support an ongoing partnership and effective engagement model between DoHAC and the MoW network.

Membership

The Forum will include representatives from:

- The Department of Health and Aged Care (DoHAC);
- Meals on Wheels (MoW) Australia; and
- Each state/territory MoW association.

A full list of members is at **Appendix 2**.

Roles and Responsibilities

The Forum is not a decision-making or governing body but will provide expertise, leadership and guidance to aid DoHAC and the broader MoW sector make well informed, evidence-based decisions. It does not have the authority to overturn decisions or recommendations made by the Commonwealth.

Chair

First Assistant Secretary (FAS), Home and Residential Division (HRD), DoHAC will Chair the Forum.

The Chair is responsible for:

- Approving meeting agendas.
- Opening, closing and directing meetings.
- Ensuring a quorum of members is present during meetings.
- Promoting full participation by all members during meetings.
- Approving additional attendees as required.
- Authorising any contact with other organisations, forums, sector groups or media on behalf of the Forum.

Deputy Chair

The MoWA Chair will act as the Deputy Chair for the Forum.

The Deputy Chair is responsible for:

- Fulfilling all responsibilities of the Chair in their absence.
- Assisting the Chair as necessary.



Members

Forum members are responsible for:

- Maintaining confidentiality of all data, documents and discussions.
- Providing good faith commitment to attend meetings and actively participate in discussions.
- Reading any papers presented at meetings or disseminated prior to meetings.
- Providing expert advice, insights and feedback about the service delivery environment.
- Actively contributing ideas, guidance and feedback with accuracy and integrity.
- Acting in the best interests of the stakeholder group they represent.
- Sharing updates from meetings within their jurisdictions.
- Being respectful, solution-focused and constructive in meetings.
- Disclosing any situation to the Chair that may give rise to an actual or perceived conflict of interest.
- Providing notice, as soon as practicable and in writing to the Secretariat, when unable to attend a meeting.

Secretariat

DoHAC will provide all secretariat functions for the Forum.

The Secretariat is responsible for:

- Maintaining a schedule of meetings.
- Managing and coordinating all meetings, including calendar invites.
- Collate the agenda and documentation for meetings.
- Circulating the agenda and supporting papers within two business days of each meeting.
- Recording and disseminating minutes and action items.
- Recording attendance and noting apologies.
- Reviewing and updating the Terms of Reference no less than once per calendar year.

Meeting protocols

Quorum

Meetings may only be held when a quorum of members are present. A quorum consists of an absolute majority of members, and the Chair or Deputy Chair.

If a member is unable to attend, they may nominate a suitable delegate to attend in their place with the Chair's approval.



Frequency

Meetings will be held once per quarter. Additional or out-of-session meetings can be convened with the Chair's approval.

Format

Meetings will typically be conducted virtually using WebEx, Teams or other suitable platforms and be 60 to 90 minutes duration. Meetings can be extended at the Chair's discretion.

Operating protocols

Some additional protocols for the Forum are below:

- All Forum papers, discussions and material are to be considered confidential unless indicated by the Chair, or where the papers are already in the public domain.
- Within the bounds of confidentiality, members will be expected to consult regularly within their association's network to inform Forum discussions. Where relevant, members may be asked to provide updates on consultations they have attended on behalf of the group.
- Members can email the secretariat to request adding an agenda item for consideration by the Chair. This request must be sent **no later than 7 days prior to the meeting to s47E(d) @health.gov.au**.
- Where input or feedback is sought from members, it must be returned in writing within the timeframes set by the Secretariat in order to be considered.
- Any contact with media, consumers or stakeholders on behalf of the Forum must be approved by the Chair.
- Terms of Reference will be reviewed and endorsed at the first meeting of each calendar year. Where other changes are required, requests should be made in writing to the Secretariat for consideration at the next meeting.
- The Chair may invite individual subject matter experts or advisors to attend meetings. Any requests must be made via the Secretariat within 7 business days of each meeting and will be considered by the Chair on reasonable grounds.
- DoHAC may remove any members from the group by providing written notice to that person.



Appendix 1 – Proposed Meeting Schedule

The forum will meet quarterly as needed.

Proposed meeting dates:	
Meeting 1	Friday 9 Feb 2024, 12.30 – 13.30 AEDT
Meeting 2	TBC
Meeting 3	TBC
Meeting 4	TBC
Meeting 5	TBC
Meeting 6	TBC

Appendix 2 – Proposed Membership List

As at February 2024, the following members are proposed for the Forum:

Organisation	Name	Position	Role
Department of Health and Aged Care	Michael Lye	Deputy Secretary	Member
Department of Health and Aged Care	Thea Connolly	First Assistant Secretary, Home Support Operations Branch (HSOB), HRD	Chair
Department of Health and Aged Care	Russell Herald	Assistant Secretary, Home Support Operations Branch (HSOB), HRD	Deputy (Acting) Chair
Department of Health and Aged Care	s47E(c), s47F	Director, CHSP Program Management	Member
Department of Health and Aged Care	s47E(c), s47F	Director, CHSP and Continence Policy, HSOB	Member
Department of	s47E(c), s47F	Assistant Director, CHSP	Member/



Health and Aged Care		and Continence Policy, HSOB	Secretariat
Department of Health and Aged Care	s47E(c), s47F	Policy Officer, CHSP and Continence Policy, HSOB	Secretariat
Meals on Wheels – Queensland	s47F	CEO, MoW QLD	Member
Meals on Wheels – Queensland		MoW QLD	Member
Meals on Wheels – Tasmania		President, MoW TAS	Member
Meals on Wheels – New South Wales		Chair, MoW NSW	Member
Meals on Wheels – New South Wales		CEO, MoW NSW	Member
Meals on Wheels – South Australia		CEO, MoW SA	Member
Meals on Wheels – South Australia		Chair, MoW SA	Member
Meals on Wheels – Western Australia		President, MoW WA	Member
Meals on Wheels – Victoria		Chair, MoW VIC	Member
Meals on Wheels – Victoria		CEO, MoW VIC	Member
Meals on Wheels Australia		Chair, MoWA	Member



Document control

Date	Version	Description / key changes	Approval
02/02/24	0.1	First draft	
08/02/24	0.2	Draft for MoWA	Thea Connolly

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All information in this document is current as at February 2024

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by the Department of Health, Disability and Ageing



Meals on Wheels Australia and Commonwealth Forum

Date: Friday 9 February 2024

Time: 12:30PM – 1:30PM AEDST

Venue: Online, via Webex

Meeting Link: <https://health-au.webex.com/health-au/j.php?MTID=mb8a233275ce097abe64f6bf2e688d7b5>

Meeting number (access code): 2651 104 7773

Meeting password: FJdWPaRQ622

Join by phone: +61-2-9338-2221 Australia Toll

Time	Item #	Agenda Item	Detail	Lead
12:30PM	1	Welcome/ Introduction	Acknowledgement of Country Housekeeping	Chair
12:35PM	2	Forum Terms of Reference	Review and endorse draft Terms of Reference (attached)	Chair
12:45PM	3	Peak body funding and Sponsorship of the MoWA Conference	Discuss MoWA funding application Discuss conference details Discuss sponsorship requirements	MoWA Paul Sadler
1:05PM	4	Meals relinquishments in Victoria	Update on VIC relinquishments and how it will be managed	DoHAC Russell Herald
1:15PM	5	Status update on Future fit/feasibility study	Update on the Feasibility study and next steps	DoHAC Russell Herald
1:25PM	6	Discuss and agree next Forum meeting details	Propose quarterly 17 May 2024	Chair



Australian Government
Department of Health and Aged Care



Meals on Wheels Australia and The Commonwealth Forum

Date: Friday 7 March 2025

Time: 2.00pm to 3.30pm AEDT

Venue: Online, via Teams

Meeting Link: [Join the meeting now](#)

Meeting ID: Meeting ID: 461 019 212 11

Meeting password: Aq7Mn7ob

Join by phone: [+61 2 8318 0010, 322348499#](tel:+61283180010) Australia, Sydney

Item #	Time	Agenda Item	Detail	Lead
1.	2.00 – 2.30 (30 mins)	Welcome/Introduction	Acknowledgement of Country Housekeeping - welcome new members Statements from Department and MoWA Annual review of ToRs	Chair
2.	N/A	Action Items	Action items from last meeting	Provided out of session
3.	2.30-2.50pm (20 mins)	Independent Health and Aged Care Pricing Authority (IHACPA).	Update on In Home Aged Care Costing Study	<div>s47E(c), s47F</div> <div>:</div> <div>Director, Aged Care Costing</div> <div>s47E(c), s47F</div> <div>:</div> <div>Director, Aged Care Pricing</div> <div>s47E(c), s47F</div> <div>:</div> <div>Director, Aged Care Policy</div>
4.	2.50 – 3.00 (10 mins)	MoWA strategic plan		MoWA

Item #	Time	Agenda Item	Detail	Lead
5.	3.00 – 3.15pm (15 mins)	Compliance Obligations / New Aged Care Act – provider registration category		DoHAC – Robert Day
6.	3.15 – 3.25 (10 mins)	Update on CHSP	Update on CHSP 2025-27 extension and changes to DEX reporting. CHSP Transition Unregistered Clients Update on Relinquishments Meals reforms	DoHAC
7.	3.25- 3.30pm (5 mins)	Discuss and agree next Forum meeting details	Next meeting scheduled for June 2025 Volunteering Discussion – Guest speaker	Chair

Action Log

ACTION ID	ACTION DESCRIPTION	ASSIGNED TO	PROGRESS
2.5	DoHAC to recirculate information on recent MoW relinquishments relating to: • s47G	DoHAC	In Progress
3.1	Circulation of updated Terms of Reference	DoHAC	Completed Circulated with Minutes.
3.2	Circulate the schedule of when the rules will be released Consultation on the new Aged Care Act Australian Government Department of Health and Aged Care	DoHAC	Completed Circulated with Minutes.
3.3	s47F provided a link to the Australian Seniors Series: Cost of Living Longer Report 2024. Secretariat to recirculate to group. The Cost of Living Longer Report 2024 Australian Seniors	MoW	Completed Circulated with Minutes.
3.4	Members to provide some consolidated advice on unregistered clients and how the Department could approach this sector	MoW	In progress
3.5	DoHAC to provide information on the CHSP survey results	DoHAC	In Progress
3.6	CHSP to engage with MoW re new Meals DEX reporting	MoW	In progress

ACTION ID	ACTION DESCRIPTION	ASSIGNED TO	PROGRESS
	wording and collection for the changes being implemented from 1 July 2025. DEX Fact sheets and definitions to be provided for comment and feedback. https://www.health.gov.au/resources/publications/proposed-changes-to-commonwealth-home-support-programme-chsp-data-exchange-from-1-july-2025-fact-sheet?language=en		
3.7	Facilitate a discussion with IHACPA to discuss CHSP specifically and how this will fit in with their work for Support at Home and costing	DoHAC	Scheduled for 7 March 2025
3.8	Department to include a standing item on the agenda on Meals reforms	DoHAC	Completed
3.9	Department to provide update on 2024-25 relinquishments (See Attachment A)	DoHAC	Completed Details provided in Attachment A in Minutes
3.10	s47F to circulate process that MoW NSW undertakes to support CHSP providers who encounter financial and staffing issues to ensure they remain operational within a community	MoW	In progress
3.11	s47F to share questionnaire that is provided to sites prior to visiting to support providers that are having difficulty	MoW	Completed Circulated with Minutes.
3.12	Department to circulate the CHSP Transition Out Plan for providers seeking to exit out of CHSP	DoHAC	Completed Circulated with Minutes.
3.13	Department to schedule meeting for February 2025	DoHAC	Completed – 7 March 2025 at 2pm AEDT



Meals on Wheels Australia and The Commonwealth Forum

Date: 11 December 2024

Time: 9.00am to 10.30am AEDT

Venue: Online, via Teams

Meeting Link: [Join the meeting now](#)

Meeting ID: Meeting ID: 443 538 224 134

Meeting password: kq85RF

Join by phone: [+61 2 8318 0010, ID 429 923 349#](#) Australia, Sydney

Item #	Agenda Item	Detail	Lead
1.	Welcome/ Introduction	Acknowledgement of Country Housekeeping - welcome new members	Chair
2.	Action Items	Action items from last meeting	Chair
3.	Update on aged care reforms	New Aged Care Act Support at Home	Chair
4.	Update on CHSP	Update on CHSP 2025-27 extension and changes to DEX reporting. Overview of meals indexation boost 2024-25.	DoHAC
5.	MoWA proposal on meals reforms	Discuss the MoWA proposal	DoHAC
6.	Meals Relinquishments	Update on meals relinquishments	DoHAC
7.	Discuss and agree next Forum meeting details	Next meeting scheduled for February 2025	Chair

ACTION ID	ACTION DESCRIPTION	ASSIGNED TO	Progress
2.1	DoHAC to confirm sponsorship funding for the 2024 MoWA conference by 3 May.	DoHAC	Completed
2.3	MoWA to provide any further feedback on relinquishment paper by email	MoWA	Not started
2.4	DoHAC to further review the relinquishment paper, consider including some case studies to illustrate processes as well as suggestions from MoWA 2022 paper.	DoHAC	In progress
2.5	DoHAC to provide information on recent MoW relinquishments relating to: s47G	DoHAC	Completed
2.6	DoHAC to provide information to MoW VIC re the replacement services for Yarra Ranges.	DoHAC	Completed
2.7	MoWA to submit a proposal on the next stage of meals reform	MoWA	Completed
2.8	DoHAC to respond to questions about the MMA contract	DoHAC	Completed



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The Meals on Wheels Australia and the Commonwealth Forum

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- Support information sharing between organisations, particularly in relation to the progress and impacts of aged care reforms.
- Discuss, test and refine ideas about new approaches and joint initiatives in the sector.



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- Support an ongoing partnership and effective engagement model between DoHAC and the MoW network.

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- Meals on Wheels (MoW) Australia; and
- Each state/territory MoW association.

A full list of members is at **Appendix 1**.

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First Assistant Secretary (FAS), ~~Access and Home Support Division (AHSD)~~ ~~Home and Residential Division (HRD)~~, DoHAC will Chair the Forum.

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- Promoting full participation by all members during meetings.
- Approving additional attendees as required.
- Authorising any contact with other organisations, forums, sector groups or media on behalf of the Forum.

Deputy Chair

The MoWA Chair will act as the Deputy Chair for the Forum.

The Deputy Chair is responsible for:

- Fulfilling all responsibilities of the Chair in their absence.
- Attending events, forums and other functions as the Chair's delegate.
- Assisting the Chair as necessary.

Members

Forum members are responsible for:

The MoWA/Commonwealth Forum

Terms of Reference

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- Maintaining confidentiality of all data, documents and discussions.
- Providing good faith commitment to attend meetings and actively participate in discussions.
- Reading any papers presented at meetings or disseminated prior to meetings.
- Providing expert advice, insights and feedback about the service delivery environment.
- Actively contributing ideas, guidance and feedback with accuracy and integrity.
- Acting in the best interests of the stakeholder group they represent.
- Sharing updates from meetings within their jurisdictions.
- Being respectful, solution-focused and constructive in meetings.
- Disclosing any situation to the Chair that may give rise to an actual or perceived conflict of interest.
- Providing notice, as soon as practicable and in writing to the Secretariat, when unable to attend a meeting.

Secretariat

DoHAC will provide all secretariat functions for the Forum.

The Secretariat is responsible for:

- Maintaining a schedule of meetings.
- Managing and coordinating all meetings, including calendar invites.
- Collate the agenda and documentation for meetings.
- Circulating the agenda and supporting papers within two business days of each meeting.
- Recording and disseminating minutes and action items.
- Recording attendance and noting apologies.
- Reviewing and updating the Terms of Reference no less than once per calendar year.

Meeting protocols

Quorum

Meetings may only be held when a quorum of members are present. A quorum consists of an absolute majority of members, and the Chair or Deputy Chair.

If a member is unable to attend, they may nominate a suitable delegate to attend in their place with the Chair's approval.

Frequency

Meetings will be held once per quarter. Additional or out-of-session meetings can be convened with the Chair's approval.



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Format

Meetings will typically be conducted virtually using WebEx, Teams or other suitable platforms and be 60 to 90 minutes duration. Meetings can be extended at the Chair's discretion.

Operating protocols

Some additional protocols for the Forum are below:

- All Forum papers, discussions and material are to be considered confidential unless indicated by the Chair, or where the papers are already in the public domain.
- Within the bounds of confidentiality, members will be expected to consult regularly within their association's network to inform Forum discussions. Where relevant, members may be asked to provide updates on consultations they have attended on behalf of the group.
- Members can email the secretariat to request adding an agenda item for consideration by the Chair. This request must be sent **no later than 7 days prior to the meeting to s47E(d) @health.gov.au.**
- Where input or feedback is sought from members, it must be returned in writing within the timeframes set by the Secretariat in order to be considered.
- Any contact with media, consumers or stakeholders on behalf of the Forum must be approved by the Chair.
- Terms of Reference will be reviewed and endorsed at the first meeting of each calendar year. Where other changes are required, requests should be made in writing to the Secretariat for consideration at the next meeting.
- The Chair may invite individual subject matter experts or advisors to attend meetings. Any requests must be made via the Secretariat within 7 business days of each meeting and will be considered by the Chair on reasonable grounds.
- DoHAC may remove any members from the group by providing written notice to that person.



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Appendix 1 – Membership List

Organisation	Position	Role
Department of Health and Aged Care	Deputy Secretary	Member
Department of Health and Aged Care	First Assistant Secretary, Home and Residential Access and Home Support Division (HRDAHSD)	Chair
Department of Health and Aged Care	Assistant Secretary, Home Support Operations Branch (HSOB), HRD	Member
Department of Health and Aged Care	Director, CHSP Program Management (HSOB)	Member
Department of Health and Aged Care	Director, CHSP and Continence Policy Service Reform , HSOB	Member
Department of Health and Aged Care	Assistant Director, CHSP and Continence Policy Service Reform , HSOB	Secretariat
Meals on Wheels – Queensland	CEO, MoW QLD	Member
Meals on Wheels – Queensland	Chair , MoW QLD	Member
Meals on Wheels – Tasmania	President, MoW TAS	Member
Meals on Wheels – New South Wales	Chair, MoW NSW	Member
Meals on Wheels – New South Wales	CEO, MoW NSW	Member
Meals on Wheels – South Australia	CEO, MoW SA	Member
Meals on Wheels – South Australia	Chair, MoW SA	Member
Meals on Wheels – Western Australia	President, MoW WA	Member



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Meals on Wheels – Victoria	Chair, MoW VIC	Member
Meals on Wheels – Victoria	CEO, MoW VIC	Member
Meals on Wheels Australia	Chair, MoWA	Deputy (Acting) Chair
Meals on Wheels – Queensland	Chair of Board – MOW QLD	Member

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Document control

Date	Version	Description / key changes	Approval
02/02/24	0.1	First draft	
08/02/24	0.2	Draft for MoWA	Thea Connolly
01/04/24	0.3	Updated: <ul style="list-style-type: none"> Removed member names to position titles only. Removed Appendix 1 – Proposed Meeting Schedule. 	<u>Thea Connolly</u>
<u>11/12/2024</u>	<u>0.4</u>	<u>Updated</u> <ul style="list-style-type: none"> <u>Added Chair of MOW QLD board</u> <u>Replaced Home and Residential Division with DoHAC areas updated Access and Home Support Division (AHSD).</u> 	

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All information in this document is current as at April 2024

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