

**From:** s47E(c), s47F  
**To:** [HERALD, Russell](#)  
**Cc:** s47E(c), s47F  
**Subject:** FW: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]  
**Date:** Monday, 13 February 2023 12:58:00 PM  
**Attachments:** [image001.png](#)

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Hey Rusty – wanted to get your thoughts on this because I'm not completely across the Future Fit work.

Pontem have come to us asking if they could include a provider who has a small MoW component to their service delivery (<1% total revenue) in their Supporting Community Care Program.

I would still think they should be excluded because the business transformation activities under MoW may assist in other areas of their service delivery.

Thoughts?

---

**From:** s47F <[REDACTED]@pontem.com.au>  
**Sent:** Thursday, 9 February 2023 9:18 AM  
**To:** s47E(c), s47F <[REDACTED]@Health.gov.au>; s47E(c), s47F <[REDACTED]@health.gov.au>  
**Subject:** Re: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Good morning s47E(c), s47F

I just wanted to confirm that your guidance regarding not targeting Meals on Wheels (MoW) providers is intended for **stand-alone** MoW entities. I had thought MoW were all stand-alone entities, however, we met with one provider yesterday that could really benefit from our offering. They have a very small MoW component <1% total revenue. In my view, it would be a shame to exclude them from the Supporting Community Care Program on the basis of this.

And just FYI, I have spoken with the s47F - we'll talk again once both Programs are more settled to discuss potential synergies.

Kind regards

s47F

---

**From:** s47E(c), s47F <[REDACTED]@Health.gov.au>  
**Sent:** 31 January 2023 10:58  
**To:** s47F <[REDACTED]@pontem.com.au>; s47E(c), s47F <[REDACTED]@health.gov.au>  
**Subject:** RE: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Good morning s47F

I believe [s47E(c), s47F] is referring to MoW involvement in the pilot and future provider surveys. I understand your initial CHSP provider survey has already been distributed widely, so it would just be a matter of excluding them from the pilot and future communications/surveys.

For any responses you've already received, they would all state in the organisation field that they are a branch of Meals on Wheels, likely followed by their state/service area (e.g. SA; Tasmania etc.).

When distributing further communications via SSD networks, if you ask to exclude Meals on Wheels due to their own internal transformation, the distributors will easily be able to identify which emails to remove from their respective contact lists as needed.

Kind regards

[s47E(c), s47F]

---

**From:** [s47F] <[redacted]@pontem.com.au>  
**Sent:** Monday, 30 January 2023 4:05 PM  
**To:** [s47E(c), s47F] <[redacted]@health.gov.au>  
**Cc:** [s47E(c), s47F] <[redacted]@Health.gov.au>  
**Subject:** Re: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hello [s47E(c), s47F]

Doing well thanks and hope the same goes for you (both).

Thanks for the update re MoW. I would appreciate you advising on how we identify them though!

Cheers!

[s47F]

---

**From:** [s47E(c), s47F] <[redacted]@health.gov.au>  
**Sent:** 30 January 2023 14:52  
**To:** [s47F] <[redacted]@pontem.com.au>  
**Cc:** [s47E(c), s47F] <[redacted]@Health.gov.au>  
**Subject:** Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Hi [s47F]

Hope you are well.

Meals on Wheels is currently undertaking their own business transformation activities. To avoid any confusion, can you please avoid targeting Meals on Wheels providers? This will just remove any confusion within this organisation.

If you need help identifying if an organisation is a MoW provider, please reach out!

Many thanks,

**s47E(c), s47F**

s47E(c), s47F - **Reablement and CHSP Policy**  
**Home Support Operations Branch**

Home and Residential Division | Ageing and Aged Care Group  
 Australian Government, Department of Health and Aged Care  
 T: 6289 s47E(c), s47F | E: **s47E(c), s47F** [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)  
 Location: 5.S.558 Level 5, Sirius Building  
 GPO Box 9848, Canberra ACT 2601, Australia

Please note my work days are Mon, Wed, Thus and Fri

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

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**To:** s47E(c), s47F  
**Cc:** s47E(c), s47F  
**Subject:** RE: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]  
**Date:** Monday, 13 February 2023 1:08:00 PM  
**Attachments:** [image001.png](#)

---

Stand-alone entities are the ones being targeted, so should be OK for those where it's a small part of their business. These ones use the brand but aren't direct MOW outlets

---

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Monday, 13 February 2023 12:58 PM  
**To:** HERALD, Russell <Russell.Herald@health.gov.au>  
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s47E(c), s47F

**From:** s47E(c), s47F  
**Sent:** Friday, 3 February 2023 4:41 PM  
**To:** HERALD, Russell  
**Cc:** s47E(c), s47F  
**Subject:** s47G(1)(a) - approval- Relinquishment ID - CHSP-0160 - s47G(1)(a)  
 - Part 1 - Full relinquishment [SEC=OFFICIAL]  
**Attachments:** Multiple Records Reference.tr5; signed - COMMITMENT MINUTE - s47G(1)(a)  
 - GO5672 CHSP application.pdf  
**Importance:** High

Hi Rusty,

Have to come to you again as additional information was provided re clients and therefore where funding needs to go and to whom. Note that this also does not include meals services. The original notification for the providers didnt go out as the info came through from s47G(1)(a) and the CGH prior to nay initial letters.

Please find attached the revised first Direct Selection Minute for services and funding being withdrawn by s47G(1)(a)

This minute reverses the Minute signed 23/1/23.

This is first of 2 Minutes, for the mainstream services, 2<sup>nd</sup> Minute will be Meals (indicated to go to second pilot - s47G(1)(a) and CALD clients. Allocated amounts are re-aligned to support service continuity.

Info at end of Table 1 (p.3) shows amounts being re-allocated in Minutes 1 & 2, and SSD amount proposed to not be re-allocated.

#### ACTION

Please sign

#### Next steps

- CGH will engage with the new provider and start to facilitate the transition
- Second minute coming to you re CALD and meals

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

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

**Australian Government****Department of Health and Aged Care****Minute**

**To:** s47E(c), s47F  
Director  
CHSP Program Management Section  
Home Support Operations Branch

**COMMITMENT APPROVAL - Ad Hoc Funding Proposal (GO5672) from s47G(1)(a) for additional recurrent funding in 2022-23 for Commonwealth Home Support Programme (CHSP) service delivery**

**Purpose**

As the Commitment Approver under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) it is recommended that you:

**APPROVE:**

1. Recurrent funding totalling \$s47(1)(b) (GST exclusive) or s47(1)(b) (GST inclusive) in 2022-23 for CHSP provider s47G(1)(a)
2. Payment of s47G(1)(a) additional recurrent funding by:

- 
- 
- 
- 

s47(1)(b)

**NOTE:**

1. The CHSP Ad Hoc Funding Proposals from s47G(1)(a) (Attachments A/A1).
2. As s47G(1)(a) is GST registered, GST inclusive amounts have not been included.
3. The preliminary assessment undertaken by the Community Grants Hub (CGH) (Attachment B).
4. The Home Support Operations Branch (HSOB) assessment of the CHSP Ad Hoc Funding Proposal from s47G(1)(a) as Suitable. (Attachment C).
5. The 2022-23 funding will be monthly payments in line with the current grant agreement.
6. s47G(1)(a) has until 30 June 2023 to expend all funds and acquit them by 31 August 2023.
7. Following your decision, s47G(1)(a) will be notified of the outcome via email (Attachment D).
8. s47G(1)(a). As the total requested funding is under the grant limit they are being processed together in this Minute.



**CHSP Ad Hoc Funding Proposal 2022-23**

s47G(1)(a) CHSP Ad Hoc Funding Proposals to the Department of Health and Aged Care (the Department) requesting funding for additional CHSP services to respond to unforeseen and exceptional circumstances.

s47G(1)(a)


The proposals are recommended for approval. The proposals are seeking to maintain financial capacity to meet agreement service output obligations. The total funding requested in both applications is s47(1)(b) (GST exclusive) or s47(1)(b) (GST inclusive).

The combined total funding of both applications is under the GO5672 grant limit and both proposals are being processed in this Minute. The AHT and SSG services requested funding is more than would be available to the provider via funding at the 3.5% SCHADS limit. This was discussed with you as delegate in light of s47G(1)(a) low unit prices for these services and the approach of addressing the funding through an adjustment of unit prices and outputs was considered appropriate.

s47G(1)(a), s47G(1)(b)

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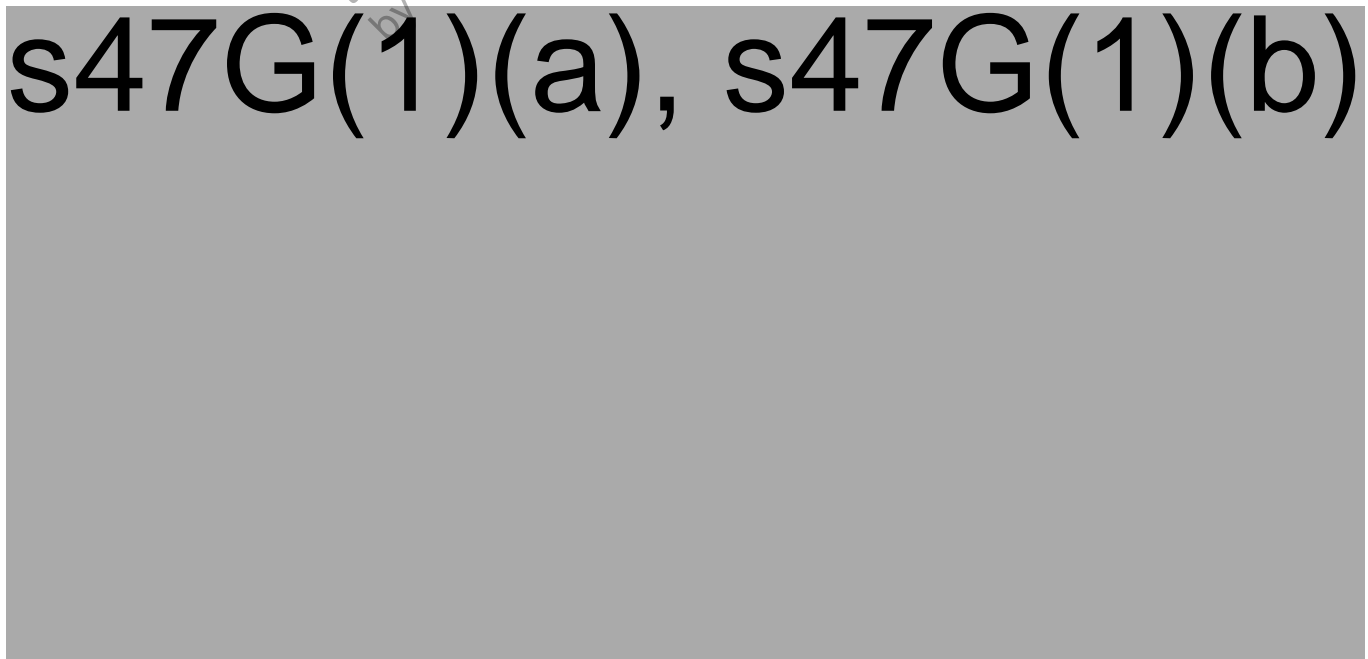
s47G(1)(a), s47G(1)(b)



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**Background**

s47G(1)(a), s47G(1)(b)



# s47G(1)(a), s47G(1)(b)

s47G(1)(a) received additional GO4265 Ad Hoc funding of \$66,191.25 (GST exclusive) or \$72,810.38 (GST inclusive) in 2021-22.

s47G(1)(a), s47G(1)(b)

The current overall funding in 2022-23 for s47G(1)(a) is listed below:

# s47G(1)(a), s47G(1)(b)

## Risks

# s47G(1)(a), s47G(1)(b)

The CGH has indicated the s47G(1)(a) risk rating is Low and there are no compliance issues.

## Constitutional and Legislative Authority Risk

# s42, s47C

## Grant Agreement

As the funding request is for recurrent funding, s47G(1)(a) must complete the activity and expend the funds by 30 June 2023, acquit by 31 August 2023 and will be subject to ongoing program arrangements beyond 30 June 2023. The recurrent funding request will be provided through a Deed of Variation to the existing Grant Agreement ceasing 30 June 2023. s47G(1)(a) will be responsible for the conditions outlined in the agreement and in the grant opportunity guidelines (GO5672). The reporting arrangements will include:

- Progress against agreed grant activity milestones and outcomes
- Contributions of participants directly related to the grant activity or project/services
- Expenditure of the grant.

## Funds Availability

CHSP funds are available through Priority 065 – Outcome 3.2 Aged Care Services under Cost Centre s47E(d) for funds totalling \$s47(1)(b) (GST exclusive) or \$s47(1)(b) (GST inclusive) as detailed earlier.

**Delegations**

The approval of funds is within your delegation limit under the Accountable Authority Delegations (PGPA) Schedule 1, 30 August 2022 – item number 5.

**Grant Agreement Acquittal**

A financial acquittal for these additional funds will be completed by the CGH and recorded in GOVGPS.

**Proposed Timeframe**

The Department will approve this funding to allow the new activity to commence as soon as possible.

**Documentation**

All relevant documentation pertaining to the grant agreement has been filed (in accordance with Corporate Business Rule 2: Records Management) on TRIM (PH22/8365) under E22-340489.

**Grant Opportunity – GO5672** – Commonwealth Home Support Programme (CHSP) Ad Hoc Proposals Grant Opportunity Guidelines

**Assessment process**

The CHSP Ad Hoc Funding Proposal from s47G(1)(a) has been assessed by the HSOB (see Attachment C) to determine whether it meets the aims, objectives and priorities of the CHSP and the Grant Opportunity (GO5672). The CGH has conducted the preliminary assessment (Stage 1) of the proposal (see Attachment B).

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**Recommendation**

As the Commitment Approver, under the PGPA Act it is recommended that you:

**APPROVE:**

**R1** Recurrent funding totalling \$s47(1)(b) (GST exclusive) or \$s47(1)(b) (GST inclusive) in 2022-23 for CHSP provider s47G(1)(a)

**R2** Payment of s47G(1)(a) additional recurrent funding by:

o  
o  
o  
o

s47(1)(b)

**NOTE:**

**N1** The CHSP Ad Hoc Funding Proposal from s47G(1)(a) ((Attachments A/A1)).

**N2** As s47G(1)(a) is GST registered, GST inclusive amounts have been included.

**N3** The preliminary assessment undertaken by the CGH (Attachment B).

**N4** The HSOB assessment of the CHSP Ad Hoc Funding Proposal from s47G(1)(a) as Suitable (Attachment C).

**N5** The 2022-23 funding will be monthly payments in line with the current grant agreement.

**N6** s47G(1)(a) has until 30 June 2023 to expend all funds and acquit them by 31 August 2023.

**N7** Following your decision, s47G(1)(a) will be notified of the outcome via email (Attachment D).

**N8** s47G(1)(a). As the total requested funding is under the grant limit they are being processed together in this Minute.

**DECISION:**

**R1** ☒ **APPROVED** / NOT APPROVED / DISCUSS

**R2** ☒ **APPROVED** / NOT APPROVED / DISCUSS

**N1** ☒ **NOTED** / DISCUSS

**N2** ☒ **NOTED** / DISCUSS

**N3** ☒ **NOTED** / DISCUSS

**N4** ☒ **NOTED** / DISCUSS

**N5** ☒ **NOTED** / DISCUSS

**N6** ☒ **NOTED** / DISCUSS

**N7** ☒ **NOTED** / DISCUSS

**N8** ☒ **NOTED** / DISCUSS

Recommending Officer

s47E(c), s47F

s47E(c), s47F

CHSP Program Management Section  
Home Support Operations Branch  
3 January 2023

PGPA Commitment Approver

s47E(c), s47F

Director  
CHSP Program Management Section  
Home Support Operations Branch  
10 January 2023

**ATTACHMENTS**

**Attachment A:** CHSP Ad Hoc Funding Proposal from s47G(1)(a)  
**Attachment A1:** Second CHSP Ad Hoc Funding Proposal from s47G(1)(a)  
**Attachment B:** Stage 1 Preliminary Assessment from the CGH  
**Attachment C:** Stage 2 Assessment by HSOB  
**Attachment D:** Outcome notification

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s47E(c), s47F

**From:** HERALD, Russell  
**Sent:** Friday, 3 February 2023 4:44 PM  
**To:** s47E(c), s47F  
**Cc:** s47E(c), s47F  
**Subject:** RE: s47G(1)(a) - approval- Relinquishment ID - CHSP-0160 - s47G(1)(a) - Part 1 - Full relinquishment [SEC=OFFICIAL]

? is that the right minute (s47G(1)(a) )

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Please find attached the revised first Direct Selection Minute for services and funding being withdrawn by s47G(1)(a)

This minute reverses the Minute signed 23/1/23.

This is first of 2 Minutes, for the mainstream services, 2<sup>nd</sup> Minute will be **Meals (indicated to go to second pilot - s47G(1)(a))** and CALD clients. Allocated amounts are re-aligned to support service continuity.

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- Second minute coming to you re CALD and meals

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 - Full relinquishment [SEC=OFFICIAL]  
**Date:** Friday, 3 February 2023 4:50:29 PM  
**Attachments:** [REVISED - s47G\(1\)\(a\) - Part 1 - standard allocations.pdf](#)  
[image001.png](#)

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So sorry

See attached

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CHSP Program Section | Home Support and Operations Branch

P | 02 s47E(c), s47F E | s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

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**Australian Government**  
**Department of Health and Aged Care**

**MINUTE:** To: Russell Herald  
Assistant Secretary  
Home Support Operations Branch

**WITHDRAWAL OF COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) SERVICES BY s47G(1)(a) AND APPROVAL TO DIRECT APPROACH AND COMMIT FUNDS TO ALTERNATIVE PROVIDERS**

**Purpose**

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) that you:

**APPROVE**

1. The reversal of the previous minute signed by you on 23 January 2023 in relation to \$s47(1)(b) (GST exc) being relinquished by s47G(1)(a) from 1 July 2023 to 30 June 2024
2. A NEW direct selection to engage alternative providers to deliver the services and outputs being withdrawn s47G(1)(a) ] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) GST exclusive (GST exc).
3. An approach to:

**s47G(1)(a)**

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

4. Additional recurrent funding of up to

**s47(1)(b)**

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

5. Relinquishment of recurrent funding of \$s47(1)(b) (GST exc) being withdrawn by s47G(1)(a) for the Service Systems Development activity for 1 July 2023 to 30 June 2024 without reallocation.

**NOTE**

1. The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
2. The organisations will be notified of the outcome following your decision.
3. Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

## Background

- Shortly after the original minute for the partial allocation of s47G(1)(a) funds was signed by you (Attachment D) the Community Grants Hub (CGH) provided additional information from s47G(1)(a) [REDACTED]  
[REDACTED] CGH indicated the concern that existing regular clients of Home Maintenance would not have service continuity following the relinquishment.
- CGH also noted additional information from s47G(1)(a) [REDACTED]  
[REDACTED]
- Based on this information additional analysis was undertaken, with the indicative funding for s47G(1)(a) for 2023-24 realigned to support client service continuity across all service types.
- Additional consideration of CALD specific providers was also included to ensure clients retained the option of choice of provider and had access to culturally appropriate care if wanted.
- This new minute recommends the selection of providers for all 'mainstream' service delivery. A second minute will provide recommendations for specialist providers for Meals and CALD service delivery.
- s47G(1)(a) notified the CGH Victorian office on 22 August 2022 that it was considering relinquishing their CHSP funding from 1 July 2023. The CGH notified the Department of Health and Aged Care (the Department) and provided a Selection Handover (Attachment B). Formal advice was provided by the provider in a letter dated 22 October 2022 (Attachment A) of their intention to relinquish services.
- s47G(1)(a)
- The s47G(1)(a) LGA also has a higher proportion of people in the 80+ age groups compared with Greater Melbourne.
- s47G(1)(a)
- This minute is proposing to not reallocate SSD funding, as a review of this service model is to be undertaken, with a decision on future delivery to be advised.
- The funding being relinquished by s47G(1)(a) for 2023-24 is further outlined in Table1 on the following page.
- s47G(1)(a) will cease to be a CHSP provider from 1 July 2023.

Table 1: Funding to be relinquished in 2023-24 at activity level

	Current 2022-23 Funding and Outputs				Funding and Outputs to be relinquished 1 July 2023 - 30 Jun 2024			
Service type	Total funding (GST exc)	GST Amount	Total funding (GST inc)	Outputs	Total Funding (GST exc)	GST Amount	Total Funding (GST inc)	Outputs
Allied Health and Therapy Services	s47G(1)(a), s47G(1)(b)							
Domestic Assistance								
Flexible Respite								
Home Maintenance								
Home Modifications								
Meals								
Other Food Services								
Personal Care								
Social Support Group								
Social Support Individual								
Transport								
Service Systems Development								
Grand Total								

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## Direct Selection Process

- s47G(1)(a) has NOT identified a preferred provider; however, the council has noted six (6) providers who have expressed interest in taking on some or all of the funding and outputs.
- CGH have included all of these providers in their Selection Handover, noting that s47G(1)(a) [REDACTED].
- The CGH has identified 15 providers as potential alternative providers in the Eastern Metro (Vic) ACPR in the Selection Handover (Attachment B).

• s47C, s47E(d)

- All selections align with the Selection Handover provided by CGH.

s47G(1)(a), s47G(1)(b)

s47(1)(b)

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)

s47(1)(b)

s47G(1)(a), s47G(1)(b)

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s47(1)(b)

s47G(1)(a), s47G(1)(b)

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s47(1)(b)



s47(1)(b)

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.
- Through selecting these providers, the risk to client continuity of care is mitigated as clients will have choice of transfer to an existing, well performing provider delivering in their locality.

Recommended Selection

- It is recommended that the Department select s47G(1)(a) as the preferred organisation(s) to be offered the services being withdrawn by s47G(1)(a) as outlined in Table 4.

Table 3: Indicative 2023-24 funding being relinquished and/or reallocated from s47G(1)(a) in this minute

Year	ACPR	Activity type	Outputs	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-24	Eastern Metro (VIC)	Allied Health & Therapy Services	s47(1)(b)			
		Domestic Assistance				
		Home Maintenance				
		Home Modifications				
		Other Food Services				
		Personal Care				
		Social Support - Group				
		Social Support - Individual				
		Transport				
		Flexible Respite				
		Service Systems Development				
Total						

Table 4: 2023-24 funding being reallocated based on Table 3 indicative offer - incoming provider allocations

Year	ACPR	Provider	Activity type	Activity Cost Centre	Funding (GST exc)	GST Amount	Funding (GST inc)						
2023-2024	Eastern Metro (VIC)	s47G(1)(a)	Allied Health and Therapy Services	s47E(d)	s47(1)(b)								
			Domestic Assistance										
			Home Maintenance										
			Home Modifications										
			Other Food Services										
			Personal Care										
			Social Support Group										
			Social Support Individual										
			Transport										
			Flexible Respite										
				Sub-Total									
			2023-2024	Eastern Metro (VIC)					Domestic Assistance	s47E(d)			
Home Maintenance													
Social Support Group													
Social Support Individual													
Transport													
	Sub-Total												
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)									
			Domestic Assistance										
			Personal Care										
			Social Support Group										
			Social Support Individual										
			Flexible Respite										
	Sub-Total												
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)									
			Domestic Assistance										
			Home Maintenance										
			Home Modifications										
			Other Food Services										
			Personal Care										
			Social Support Group										
			Social Support Individual										
			Transport										
			Flexible Respite										
				Sub-Total									
			TOTAL									\$6,278,874.89	\$627,887.49

## Value for Money

The proposed direct selection process demonstrates value for money as it is likely to result in the timely selection of an appropriate provider (and the engagement of that provider at no additional cost to the Department), without the need to undertake a more extensive selection process requiring more significant resourcing.

## Funds Availability

CHSP funds are available through Priority 065 – Outcome 3.2 Aged Care Services

No additional funding is required as existing funds will be transferred through a variation to the new provider's agreement. Under the current administrative arrangements for CHSP variations, your approval is required for the recommended approach.

## Engagement Process

HSOB will work with the relevant CGH office to approach the preferred candidates and negotiate any outputs in line with the 2022-23 CHSP Manual. Once the provider accepts, the formal variation process will be provided to the CGH Establishment team through a data variation file.

## Variation Process

CHSP arrangements are funded under the Commonwealth Standard Grant Agreement. The CGH will manage the process and the variations to providers' contractual arrangements in accordance with the relevant legislation.

## Risk Management

Risk is being managed through:

- Ongoing consultation between the CGH and the Home Support Operations Branch.
- Risk assessment and data analysis undertaken by the CGH in the Selection Handover Template.
- A Transition Out Plan which details Whitehorse City Council's plan to ensure client care continuity (Attachment C).
- The timely approval of an incoming provider.

## Proposed Timeframe

It is proposed that the Department commence this process as soon as possible to allow the new provider to begin service delivery on 1 July 2023.

## Contingencies

The preferred candidates have not been approached by the Department at this stage, so in the event that an organisation is not willing to take on the services being relinquished by s47G(1)(a) [REDACTED], the Department would need to consider approaching other CHSP providers to offer the variation.

## Delegation

The approval of funds is within your delegation limit under the Accountable Authority Delegations (PGPA) Schedule 1, 30 August 2022– item number 03.

## Recommendations

It is recommended that you:

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act):

### APPROVE

- R1.** The reversal of the previous minute signed by you on 23 January 2023 in relation to \$s47(1)(b) (GST exc) being relinquished by s47G(1)(a) from 1 July 2023 to 30 June 2024
- R2.** A NEW direct selection to engage alternative providers to deliver the services and outputs being withdrawn s47G(1)(a) ] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) GST exclusive (GST exc).
- R3.** An approach to:

s47G(1)(a)

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

- R4.** Additional recurrent funding of up to

s47(1)(b)

fr

- R5.** Relinquishment of recurrent funding of \$s47(1)(b) (GST exc) being withdrawn by s47G(1)(a) for the Service Systems Development activity for 1 July 2023 to 30 June 2024 without reallocation

### NOTE

- N1.** The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
- N2.** The organisations will be notified of the outcome following your decision.
- N3.** Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

### DECISION:

- R1. APPROVED / NOT APPROVED / DISCUSS  
 R2. APPROVED / NOT APPROVED / DISCUSS  
 R3a. - 3d. APPROVED / NOT APPROVED / DISCUSS  
 R4a. -4d APPROVED / NOT APPROVED / DISCUSS  
 R5. APPROVED / NOT APPROVED / DISCUSS  
 N1.- N.3 NOTED / DISCUSS

PGPA Commitment Approver

Russell Herald  
 Assistant Secretary  
 Home Support Operations Branch  
 February 2023

s47E(c), s47F<sup>icer</sup>

s47E(c), s47F, CHSP Program Management Section  
 Home Support Operations Branch  
 3 February 2023

**Attachments –**

Attachment A – Notification of intent to relinquish CHSP services

Attachment B – CHSP Selection Handover Template

Attachment C – Transition Out Plan

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by the Department of Health, Disability and Ageing

**From:** [HERALD, Russell](#)  
**To:** s47E(c), s47F  
**Subject:** FW: s47G(1)(a) - approval- Relinquishment ID - CHSP-0160 - s47G(1)(a) - Part 1  
 - Full relinquishment [SEC=OFFICIAL]  
**Date:** Sunday, 5 February 2023 12:40:00 PM  
**Attachments:** [REVISED - s47G\(1\)\(a\) - Part 1 - standard allocations.pdf](#)  
[image001.png](#)

s47E(c), s47F – esig pls.

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Friday, 3 February 2023 4:50 PM  
**To:** HERALD, Russell <[Russell.Herald@health.gov.au](mailto:Russell.Herald@health.gov.au)>  
**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>  
**Subject:** RE: s47G(1)(a) - approval- Relinquishment ID - CHSP-0160 - s47G(1)(a) - Part 1 - Full relinquishment [SEC=OFFICIAL]

So sorry

See attached

**From:** s47E(c), s47F  
**Sent:** Friday, 3 February 2023 4:41 PM  
**To:** HERALD, Russell <[Russell.Herald@health.gov.au](mailto:Russell.Herald@health.gov.au)>  
**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>  
**Subject:** s47G(1)(a) - approval- Relinquishment ID - CHSP-0160 - s47G(1)(a) - Part 1 - Full relinquishment [SEC=OFFICIAL]  
**Importance:** High

Hi Rusty,

Have to come to you again as additional information was provided re clients and therefore where funding needs to go and to whom. Note that this also does not include meals services. The original notification for the providers didnt go out as the info came through from s47G(1)(a) and the CGH prior to nay initial letters.

Please find attached the revised first Direct Selection Minute for services and funding being withdrawn by s47G(1)(a)

This minute reverses the Minute signed 23/1/23.

This is first of 2 Minutes, for the mainstream services, 2<sup>nd</sup> Minute will be **Meals** (indicated to go to second pilot - s47G(1)(a) and CALD clients. Allocated amounts are re-aligned to support service continuity.

Info at end of Table 1 (p.3) shows amounts being re-allocated in Minutes 1 & 2, and SSD amount proposed to not be re-allocated.

## ACTION

Please sign

Next steps

- CGH will engage with the new provider and start to facilitate the transition
- Second minute coming to you re CALD and meals

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

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

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**Australian Government**  
**Department of Health and Aged Care**

**MINUTE:** To: Russell Herald  
Assistant Secretary  
Home Support Operations Branch

**WITHDRAWAL OF COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) SERVICES BY s47G(1)(a) AND APPROVAL TO DIRECT APPROACH AND COMMIT FUNDS TO ALTERNATIVE PROVIDERS**

**Purpose**

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) that you:

**APPROVE**

1. The reversal of the previous minute signed by you on 23 January 2023 in relation to s47(1)(b) (GST exc) being relinquished by s47G(1)(a) from 1 July 2023 to 30 June 2024
2. A NEW direct selection to engage alternative providers to deliver the services and outputs being withdrawn s47G(1)(a) ] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling s47(1)(b) GST exclusive (GST exc).
3. An approach to:

**s47G(1)(a)**

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

4. Additional recurrent funding of up to

**s47(1)(b)**

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

5. Relinquishment of recurrent funding of s47(1)(b) (GST exc) being withdrawn by s47G(1)(a) for the Service Systems Development activity for 1 July 2023 to 30 June 2024 without reallocation.

**NOTE**

1. The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
2. The organisations will be notified of the outcome following your decision.
3. Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet



## Background

- Shortly after the original minute for the partial allocation of Whitehorse funds was signed by you (Attachment D) the Community Grants Hub (CGH) provided additional information from s47G(1)(a), s47G(1)(b) [REDACTED]. CGH indicated the concern that existing regular clients of Home Maintenance would not have service continuity following the relinquishment.
- CGH also noted additional information from s47G(1)(a) [REDACTED].
- Based on this information additional analysis was undertaken, with the indicative funding for s47G(1)(a) for 2023-24 realigned to support client service continuity across all service types.
- Additional consideration of CALD specific providers was also included to ensure clients retained the option of choice of provider and had access to culturally appropriate care if wanted.
- This new minute recommends the selection of providers for all 'mainstream' service delivery. A second minute will provide recommendations for specialist providers for Meals and CALD service delivery.
- s47G(1)(a) notified the CGH Victorian office on 22 August 2022 that it was considering relinquishing their CHSP funding from 1 July 2023. The CGH notified the Department of Health and Aged Care (the Department) and provided a Selection Handover (Attachment B). Formal advice was provided by the provider in a letter dated 22 October 2022 (Attachment A) of their intention to relinquish services.
- s47G(1)(a) [REDACTED]
- The s47G(1)(a) LGA also has a higher proportion of people in the 80+ age groups compared with Greater Melbourne.
- s47G(1)(a) [REDACTED]
- This minute is proposing to not reallocate SSD funding, as a review of this service model is to be undertaken, with a decision on future delivery to be advised.
- The funding being relinquished by s47G(1)(a) for 2023-24 is further outlined in Table1 on the following page.
- s47G(1)(a) will cease to be a CHSP provider from 1 July 2023.

Table 1: Funding to be relinquished in 2023-24 at activity level

	Current 2022-23 Funding and Outputs				Funding and Outputs to be relinquished 1 July 2023 - 30 Jun 2024			
Service type	Total funding (GST exc)	GST Amount	Total funding (GST inc)	Outputs	Total Funding (GST exc)	GST Amount	Total Funding (GST inc)	Outputs
Allied Health and Therapy Services	s47G(1)(a), s47G(1)(b)							
Domestic Assistance								
Flexible Respite								
Home Maintenance								
Home Modifications								
Meals								
Other Food Services								
Personal Care								
Social Support Group								
Social Support Individual								
Transport								
Service Systems Development								
Grand Total								

## Direct Selection Process

- s47G(1)(a) has NOT identified a preferred provider; however, the council has noted six (6) providers who have expressed interest in taking on some or all of the funding and outputs.
- CGH have included all of these providers in their Selection Handover, noting that s47G(1)(a)
- The CGH has identified 15 providers as potential alternative providers in the Eastern Metro (Vic) ACPR in the Selection Handover (Attachment B).

• s47C, s47E(d)

- All selections align with the Selection Handover provided by CGH.

s47G(1)(a), s47G(1)(b)

s47(1)(b)

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)

s47(1)(b)

s47(1)(b)

s47G(1)(a), s47G(1)(b)

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s47(1)(b)

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)

s47(1)(b)

s47(1)(b)

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.
- Through selecting these providers, the risk to client continuity of care is mitigated as clients will have choice of transfer to an existing, well performing provider delivering in their locality.

Recommended Selection

- It is recommended that the Department select s47G(1)(a) as the preferred organisation(s) to be offered the services being withdrawn by s47G(1)(a) as outlined in Table 4.

Table 3: Indicative 2023-24 funding being relinquished and/or reallocated from s47G(1)(a) in this minute

Year	ACPR	Activity type	Outputs	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-24	Eastern Metro (VIC)	Allied Health & Therapy Services	s47(1)(b)			
		Domestic Assistance				
		Home Maintenance				
		Home Modifications				
		Other Food Services				
		Personal Care				
		Social Support - Group				
		Social Support - Individual				
		Transport				
		Flexible Respite				
		Service Systems Development				
Total						

Table 4: 2023-24 funding being reallocated based on Table 3 indicative offer - incoming provider allocations

Year	ACPR	Provider	Activity type	Activity Cost Centre	Funding (GST exc)	GST Amount	Funding (GST inc)	
2023-2024	Eastern Metro (VIC)	s47G(1)(a)	Allied Health and Therapy Services	s47E(d)	s47(1)(b)			
			Domestic Assistance					
			Home Maintenance					
			Home Modifications					
			Other Food Services					
			Personal Care					
			Social Support Group					
			Social Support Individual					
			Transport					
			Flexible Respite					
			Sub-Total					
2023-2024	Eastern Metro (VIC)		Domestic Assistance	s47E(d)				
			Home Maintenance					
			Social Support Group					
			Social Support Individual					
			Transport					
			Sub-Total					
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)				
			Domestic Assistance					
			Personal Care					
			Social Support Group					
			Social Support Individual					
			Flexible Respite					
			Sub-Total					
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)				
			Domestic Assistance					
			Home Maintenance					
			Home Modifications					
			Other Food Services					
			Personal Care					
			Social Support Group					
			Social Support Individual					
			Transport					
			Flexible Respite					
			Sub-Total					
TOTAL					\$6,278,874.89	\$627,887.49	\$6,906,762.38	

## Value for Money

The proposed direct selection process demonstrates value for money as it is likely to result in the timely selection of an appropriate provider (and the engagement of that provider at no additional cost to the Department), without the need to undertake a more extensive selection process requiring more significant resourcing.

## Funds Availability

CHSP funds are available through Priority 065 – Outcome 3.2 Aged Care Services

No additional funding is required as existing funds will be transferred through a variation to the new provider's agreement. Under the current administrative arrangements for CHSP variations, your approval is required for the recommended approach.

## Engagement Process

HSOB will work with the relevant CGH office to approach the preferred candidates and negotiate any outputs in line with the 2022-23 CHSP Manual. Once the provider accepts, the formal variation process will be provided to the CGH Establishment team through a data variation file.

## Variation Process

CHSP arrangements are funded under the Commonwealth Standard Grant Agreement. The CGH will manage the process and the variations to providers' contractual arrangements in accordance with the relevant legislation.

## Risk Management

Risk is being managed through:

- Ongoing consultation between the CGH and the Home Support Operations Branch.
- Risk assessment and data analysis undertaken by the CGH in the Selection Handover Template.
- A Transition Out Plan which details Whitehorse City Council's plan to ensure client care continuity (Attachment C).
- The timely approval of an incoming provider.

## Proposed Timeframe

It is proposed that the Department commence this process as soon as possible to allow the new provider to begin service delivery on 1 July 2023.

## Contingencies

The preferred candidates have not been approached by the Department at this stage, so in the event that an organisation is not willing to take on the services being relinquished by s47G(1)(a) [REDACTED], the Department would need to consider approaching other CHSP providers to offer the variation.

## Delegation

The approval of funds is within your delegation limit under the Accountable Authority Delegations (PGPA) Schedule 1, 30 August 2022– item number 03.



## Recommendations

It is recommended that you:

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act):

### APPROVE

- R1.** The reversal of the previous minute signed by you on 23 January 2023 in relation to \$s47(1)(b) (GST exc) being relinquished by s47G(1)(a) from 1 July 2023 to 30 June 2024
- R2.** A NEW direct selection to engage alternative providers to deliver the services and outputs being withdrawn s47G(1)(a) in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) GST exclusive (GST exc).
- R3.** An approach to:

s47G(1)(a)

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

- R4.** Additional recurrent funding of up to

s47(1)(b)

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

- R5.** Relinquishment of recurrent funding of \$s47(1)(b) (GST exc) being withdrawn by s47G(1)(a) for the Service Systems Development activity for 1 July 2023 to 30 June 2024 without reallocation

### NOTE

- N1.** The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
- N2.** The organisations will be notified of the outcome following your decision.
- N3.** Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

### DECISION:

- R1. APPROVED / NOT APPROVED / DISCUSS  
 R2. APPROVED / NOT APPROVED / DISCUSS  
 R3a. - 3d. APPROVED / NOT APPROVED / DISCUSS  
 R4a. -4d APPROVED / NOT APPROVED / DISCUSS  
 R5. APPROVED / NOT APPROVED / DISCUSS  
 N1.- N.3 NOTED / DISCUSS

s47E(c), s47F

s47E(c), s47F, CHSP Program Management Section  
 Home Support Operations Branch  
 3 February 2023

PGPA Commitment Approver

Russell Herald  
 Assistant Secretary  
 Home Support Operations Branch  
 February 2023

**Attachments –**

Attachment A – Notification of intent to relinquish CHSP services

Attachment B – CHSP Selection Handover Template

Attachment C – Transition Out Plan

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**From:** s47E(c), s47F  
**To:** s47E(c), s47F  
**Cc:** [HERALD, Russell](#)  
**Subject:** FW: DoH meeting with AU Aboriginal Home Health tomorrow [SEC=OFFICIAL]  
**Date:** Thursday, 9 February 2023 10:12:29 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

Hi s47E(c), s47F

Are you ok for tomorrow, I know you sent Nick M somewhere but will need at least you there

Rusty do you want to attend – AU update re their survey and outcomes for clients re the 'pilot'

Kind regards,

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

P | 02 s47E(c), s47F E | s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

**From:** s47F <s47F@australianunity.com.au>

**Sent:** Thursday, 9 February 2023 8:48 AM

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

**Cc:** s47F <s47F@australianunity.com.au>

**Subject:** DoH meeting with AU Aboriginal Home Health tomorrow

**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.

Morning s47E(c), s47F

I hope you have been keeping well.

Confirming your team are fine to meet tomorrow at 11am re AU's Aboriginal Home Health Outcomes report presentation? I noticed this morning that no one from DoH have accepted invite. Can you please let me know if we need to reschedule, thanks

Warm regards,

  
s47F

s47F

**Growth, Strategy & Finance | Home Health**

*I sometimes send emails out of hours, please do not feel obligated to respond outside of your normal working hours.*

M +s47F

E s47F [@australianunity.com.au](mailto:s47F@australianunity.com.au)

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[www.australianunity.com.au](http://www.australianunity.com.au)

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**From:** [HERALD, Russell](#)  
**To:** s47E(c), s47F  
**Subject:** RE: DoH meeting with AU Aboriginal Home Health tomorrow [SEC=OFFICIAL]  
**Date:** Thursday, 9 February 2023 10:46:00 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)

Ill come along and listen

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Thursday, 9 February 2023 10:12 AM  
**To:** s47E(c), s47F @health.gov.au>  
**Cc:** HERALD, Russell <Russell.Herald@health.gov.au>  
**Subject:** FW: DoH meeting with AU Aboriginal Home Health tomorrow [SEC=OFFICIAL]

H s47E(c), s47F

Are you ok for tomorrow, I know you sent s47F somewhere but will need at least you there

Rusty do you want to attend – AU update re their survey and outcomes for clients re the ‘pilot’

Kind regards,

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

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

**From:** s47F @australianunity.com.au>  
**Sent:** Thursday, 9 February 2023 8:48 AM  
**To:** s47E(c), s47F @health.gov.au>  
**Cc:** s47F @australianunity.com.au>  
**Subject:** DoH meeting with AU Aboriginal Home Health tomorrow

**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.

Morning s47E(c), s47F

I hope you have been keeping well.

Confirming your team are fine to meet tomorrow at 11am re AU’s Aboriginal Home Health Outcomes report presentation? I noticed this morning that no one from DoH have accepted

invite. Can you please let me know if we need to reschedule, thanks

Warm regards,



s47F  
s47F

Growth, Strategy & Finance | Home Health

*I sometimes send emails out of hours, please do not feel obligated to respond outside of your normal working hours.*

M +s47F

E s47F [@australianunity.com.au](mailto:s47F@australianunity.com.au)

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271 Spring Street, MELBOURNE VIC 3000  
[www.australianunity.com.au](http://www.australianunity.com.au)

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**From:** s47E(c), s47F  
**To:** [HERALD, Russell](#)  
**Cc:** s47E(c), s47F  
**Subject:** Att Rusty for signature- CA - s47G(1)(a) - Part 2 - specialist allocations (CALD and Meals)  
 [SEC=OFFICIAL]  
**Date:** Thursday, 9 February 2023 9:12:53 PM  
**Attachments:** [CA - s47G\(1\)\(a\) - Part 2 - specialist allocations.tr5](#)  
[Multiple Records Reference.tr5](#)  
[CA - s47G\(1\)\(a\) - Part 2 - specialist allocations.pdf](#)  
[image001.png](#)  
**Importance:** High

---

Hi Rusty, for your review and approval please of the attached PDF CA.

This is the 2<sup>nd</sup> of 2 CA's for Whitehorse Council

Note that meals is included in this CA- s47G(1)(a) second pilot site

This also focus' on CALD type of services/clients

Selections align with the Selection Handover as possible excepting s47G(1)(a)

Special thanks to s47E(c), s47F on this, very detailed and justified on paper as to why these providers picked, thank you

#### **ACTION**

Rusty please review and sign

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

P | 02 s47E(c), s47F E | s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)



**Australian Government**  
**Department of Health and Aged Care**

**MINUTE:** To: Russell Herald  
Assistant Secretary  
Home Support Operations Branch

**WITHDRAWAL OF COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) SERVICES BY s47G(1)(a) AND APPROVAL TO DIRECT APPROACH AND COMMIT FUNDS TO ALTERNATIVE PROVIDERS**

**Purpose**

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) that you:

**APPROVE**

1. A direct selection to engage alternative providers to deliver the services and outputs being withdrawn by s47G(1)(a) ] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) GST exclusive (GST exc).
2. An approach to:

**s47G(1)(a)**

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

3. Additional recurrent funding of up to

**s47(1)(b)**

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

**NOTE**

1. The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
2. The organisations will be notified of the outcome following your decision.
3. Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet



Background

Table 1: Funding to be relinquished in 2023-24 at activity level

	Current 2022-23 Funding and Outputs				Funding and Outputs to be relinquished 1 July 2023 - 30 Jun 2024			
Service type	Total funding (GST exc)	GST Amount	Total funding (GST inc)	Outputs	Total Funding (GST exc)	GST Amount	Total Funding (GST inc)	Outputs
s47G(1)(a)								

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Background

- This minute recommends the allocation of the remaining CHSP funds being relinquished by s47G(1)(a) for 1 July 2023 - 30 June 2024. These funds are being allocated separately to accommodate the Meals on Wheels “Future Fit” pilot, and to ensure CALD clients retain the option of choice of provider and have access to culturally appropriate care if wanted. The full details of s47G(1)(a) relinquishment were captured in the first minute (Attachment D).

Direct Selection Process

Meals

- Whitehorse LGA has been identified as a ‘metropolitan’ location for a Meals on Wheels pilot project under the Miles Morgan Australia “Future Fit” contract (refer D22-2913498) due to a volunteer profile and size of funding.
- Under the “Future Fit” pilot program, the Meals on Wheels (MOW) model of service delivery is being extended into Victoria through a direct engagement with a MOW provider, allowing the social support benefits of the MOW model to be provided to Victorian CHSP meals clients. As there are no providers in Victoria currently using the MOW model, the selection of an interstate-based MOW provider is required.

• s47G(1)(a), s47G(1)(b)

•

•

- For 2022-23 s47G(1)(a) has the following funding and service types:

Table 2a: s47G(1)(a) CHSP Funding 2022-23

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	s47(1)(b)				

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.

Culturally and Linguistically Diverse CHSP Clients

- As s47G(1)(a) delivery profile was quite different to their CHSP allocation, the movement of outputs and funding between service types with different unit prices to reflect actual delivery (as detailed in the first minute at Attachment D) led to a theoretical ‘underspend’ of around 16%.
- As noted in the first minute for this allocation (Attachment D) s47G(1)(a) provided detailed information regarding their significant CALD specific delivery, with some clients needing staff speaking their preferred language to undertake their CHSP services.
- s47G(1)(a)
  - This relatively small allocation has not affected the ability of the incoming ‘mainstream’ providers to deliver the full complement of outputs required by s47G(1)(a) Clients. The four main providers have been allocated sufficient funding and outputs to cover all s47G(1)(a) clients, including all CALD clients, plus approximately 5% extra to allow for client choice.
  - This allocation allows CALD clients equitable access to choose a provider to meet their needs.
  - DEX data indicates that there are more than 30 different main languages for s47G(1)(a) clients, with the three predominant non-English language groups being Chinese, Greek, and Italian.
  - It is recommended that allocations be made to specific providers for these three language groups, plus an allocation to a multicultural specialist provider that demonstrates capacity to provide services in some of the other languages identified.
  - The CALD specialist providers are being recommended for the service types where culturally appropriate care can provide the most benefit (Social Support Group and Individual, Allied Health and Therapy Services, Personal Care, Flexible Respite and Domestic Assistance), proportionate to what services the Whitehorse Council clients from their community have used in the past six months.

s47G(1)(a), s47C

Table 2b: s47G(1)(a) -- CHSP Funding 2022-23 - Eastern Metro (Vic) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Group	s47(1)(b)		
		Specialised Support Services			
		Centre Based Respite			
ACPR Total			s47(1)(b)		
CHSP Total Funding					

- s47G(1)(a) have not received any funding through the 2020-22 Growth round, or the Ad Hoc (GO4265 or GO5672) or COVID support (GO3877) funding rounds.

- s47(1)(b), s47E(d), s47C
- 
- 
- 
- 

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)

Table 2c: s47G(1)(a) -- CHSP Funding 2022-23 - Eastern Metro (Vic) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Group	s47(1)(b)		
ACPR Total					
CHSP Total Funding					

- s47G(1)(a) have not received any funding through the 2020-22 Growth or CALD round, or the Ad Hoc (GO4265 or GO5672) funding rounds.

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider

s47G(1)(a), s47G(1)(b)

Table 2d: s47G(1)(a) -- CHSP Funding 2022-23 - Eastern Metro (Vic) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Flexible Respite	s47(1)(b)		
		Social Support - Individual			
		Social Support - Group			
ACPR Total					
CHSP Total Funding					

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)

s47G(1)(a), s47G(1)(b)

Table 2e: s47G(1)(a) - CHSP Funding 2022-23 - Eastern Metro (VIC) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Individual	s47(1)(b)		
		Home Modifications			
ACPR Total					
CHSP Total Funding					

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider List.

Through selecting these providers, the risk to client continuity of care is mitigated as clients will have choice of transfer to an existing, culturally appropriate, and well performing provider delivering in their locality.

Recommended Selection

- It is recommended that the Department select s47G(1)(a) as the preferred organisations to be offered the services being withdrawn by Whitehorse City Council as outlined in Table 4.

Table 3: Indicative 2023-24 funding being reallocated from Whitehorse City Council in this minute

Year	ACPR	Activity type	Outputs	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-24	Eastern Metro (VIC)	Meals	s47(1)(b)	s47(1)(b)	s47(1)(b)	s47(1)(b)
		Allied Health & Therapy Services				
		Domestic Assistance				
		Personal Care				
		Social Support - Group				
		Social Support - Individual				
		Transport				
		Flexible Respite				
Total						

Table 4: 2023-24 funding being reallocated based on Table 3 indicative offer - incoming provider allocations

Year	ACPR	Provider	Activity type	Activity Cost Centre	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-2024	Eastern Metro (VIC)	s47G(1)(a)	Meals	s47E(d)	s47(1)(b)		
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Flexible Respite				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Flexible Respite				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Domestic Assistance	s47E(d)			
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Transport				
			Sub-Total				
				<b>TOTAL</b>			

### Value for Money

The proposed direct selection process demonstrates value for money as it is likely to result in the timely selection of an appropriate provider (and the engagement of that provider at no additional cost to the Department), without the need to undertake a more extensive selection process requiring more significant resourcing.

### Funds Availability

CHSP funds are available through Priority 065 – Outcome 3.2 Aged Care Services.

No additional funding is required as existing funds will be transferred through a variation to the new provider's agreement. Under the current administrative arrangements for CHSP variations, your approval is required for the recommended approach.

### **Engagement Process**

H SOB will work with the relevant CGH office to approach the preferred candidates and negotiate any outputs in line with the 2022-23 CHSP Manual. Once the provider accepts, the formal variation process will be provided to the CGH Establishment team through a data variation file.

### **Variation Process**

CHSP arrangements are funded under the Commonwealth Standard Grant Agreement. The CGH will manage the process and the variations to providers' contractual arrangements in accordance with the relevant legislation.

### **Risk Management**

Risk is being managed through:

- Ongoing consultation between the CGH and the Home Support Operations Branch.
- Risk assessment and data analysis undertaken by the CGH in the Selection Handover Template.
- A Transition Out Plan which details Whitehorse City Council's plan to ensure client care continuity (Attachment C).
- The timely approval of an incoming provider.

### **Proposed Timeframe**

It is proposed that the Department commence this process as soon as possible to allow the new provider to begin service delivery on 1 July 2023.

### **Contingencies**

The preferred candidates have not been approached by the Department at this stage, so in the event that an organisation is not willing to take on the services being relinquished by s47G(1)(a), the Department would need to consider approaching other CHSP providers to offer the variation.

### **Delegation**

The approval of funds is within your delegation limit under the Accountable Authority Delegations (PGPA) Schedule 1, 30 August 2022— item number 03.



## Recommendations

It is recommended that you:

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act):

### APPROVE

**R1.** A direct selection to engage alternative providers to deliver the services and outputs being withdrawn by s47G(1)(a) [REDACTED] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) [REDACTED] GST exclusive (GST exc).

**R2.** An approach to:

s47G(1)(a)

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) [REDACTED] in the Eastern Metro (Vic) ACPR

**R3.** Additional recurrent funding of up to

s47(1)(b)

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

### NOTE

**N1.** The confirmation of s47G(1)(a) [REDACTED] to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).

**N2.** The organisations will be notified of the outcome following your decision.

**N3.** Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

### DECISION:

R1. APPROVED / NOT APPROVED / DISCUSS  
R2a.-R2e. APPROVED / NOT APPROVED / DISCUSS  
R3a.-R3e. APPROVED / NOT APPROVED / DISCUSS  
N1.- N.3 NOTED / DISCUSS

### Recommending Officer

s47E(c), s47F

s47E(c), s47F CHSP Program Management Section  
Home Support Operations Branch

9 February 2023

PGPA Commitment Approver

\_\_\_\_\_  
Russell Herald  
Assistant Secretary  
Home Support Operations Branch  
February 2023

**Attachments –**

Attachment A – Notification of intent to relinquish CHSP services

Attachment B – CHSP Selection Handover Template

Attachment C – Transition Out Plan

Attachment D - Minute 1 for s47G(1)(a) [REDACTED] relinquishment

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**Australian Government**  
**Department of Health and Aged Care**

**MINUTE:** To: Russell Herald  
Assistant Secretary  
Home Support Operations Branch

**WITHDRAWAL OF COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP) SERVICES BY s47G(1)(a) AND APPROVAL TO DIRECT APPROACH AND COMMIT FUNDS TO ALTERNATIVE PROVIDERS**

**Purpose**

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) that you:

**APPROVE**

1. A direct selection to engage alternative providers to deliver the services and outputs being withdrawn by s47G(1)(a) ] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) GST exclusive (GST exc).
2. An approach to:

**s47G(1)(a)**

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) in the Eastern Metro (Vic) ACPR

3. Additional recurrent funding of up to

**s47(1)(b)**

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

**NOTE**

1. The confirmation of s47G(1)(a) to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).
2. The organisations will be notified of the outcome following your decision.
3. Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

Background

Table 1: Funding to be relinquished in 2023-24 at activity level

	Current 2022-23 Funding and Outputs				Funding and Outputs to be relinquished 1 July 2023 - 30 Jun 2024			
Service type	Total funding (GST exc)	GST Amount	Total funding (GST inc)	Outputs	Total Funding (GST exc)	GST Amount	Total Funding (GST inc)	Outputs
s47G(1)(a)								

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Background

- This minute recommends the allocation of the remaining CHSP funds being relinquished by s47G(1)(a) for 1 July 2023 - 30 June 2024. These funds are being allocated separately to accommodate the Meals on Wheels “Future Fit” pilot, and to ensure CALD clients retain the option of choice of provider and have access to culturally appropriate care if wanted. The full details of s47G(1)(a) relinquishment were captured in the first minute (Attachment D).

Direct Selection Process

Meals

- Whitehorse LGA has been identified as a ‘metropolitan’ location for a Meals on Wheels pilot project under the Miles Morgan Australia “Future Fit” contract (refer D22-2913498) due to a volunteer profile and size of funding.
- Under the “Future Fit” pilot program, the Meals on Wheels (MOW) model of service delivery is being extended into Victoria through a direct engagement with a MOW provider, allowing the social support benefits of the MOW model to be provided to Victorian CHSP meals clients. As there are no providers in Victoria currently using the MOW model, the selection of an interstate-based MOW provider is required.

• s47G(1)(a), s47G(1)(b)

•

•

- For 2022-23 s47G(1)(a) has the following funding and service types:

Table 2a: s47G(1)(a) - CHSP Funding 2022-23

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	s47(1)(b)				

s47G(1)(a), s47G(1)(b)

- The provider is not on the CHSP Escalated Provider List.

Culturally and Linguistically Diverse CHSP Clients

- As s47G(1)(a) delivery profile was quite different to their CHSP allocation, the movement of outputs and funding between service types with different unit prices to reflect actual delivery (as detailed in the first minute at Attachment D) led to a theoretical ‘underspend’ of around 16%.
- As noted in the first minute for this allocation (Attachment D) s47G(1)(a) provided detailed information regarding their significant CALD specific delivery, with some clients needing staff speaking their preferred language to undertake their CHSP services.
- s47G(1)(a)
- This relatively small allocation has not affected the ability of the incoming ‘mainstream’ providers to deliver the full complement of outputs required by s47G(1)(a) Clients. The four main providers have been allocated sufficient funding and outputs to cover all s47G(1)(a) clients, including all CALD clients, plus approximately 5% extra to allow for client choice.
- This allocation allows CALD clients equitable access to choose a provider to meet their needs.
- DEX data indicates that there are more than 30 different main languages for s47G(1)(a) clients, with the three predominant non-English language groups being Chinese, Greek, and Italian.
- It is recommended that allocations be made to specific providers for these three language groups, plus an allocation to a multicultural specialist provider that demonstrates capacity to provide services in some of the other languages identified.
- The CALD specialist providers are being recommended for the service types where culturally appropriate care can provide the most benefit (Social Support Group and Individual, Allied Health and Therapy Services, Personal Care, Flexible Respite and Domestic Assistance), proportionate to what services the Whitehorse Council clients from their community have used in the past six months.

s47G(1)(a), s47C

Table 2b: s47G(1)(a) -- CHSP Funding 2022-23 - Eastern Metro (Vic) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Group	s47(1)(b)		
		Specialised Support Services			
		Centre Based Respite			
ACPR Total					
CHSP Total Funding					

- s47(1)(b), s47E(d), s47C
- Under and Ageing

- s47G(1)(a), s47G(1)(b)

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Group	s47(1)(b)		
ACPR Total					
CHSP Total Funding					

- s47G(1)(a) have not received any funding through the 2020-22 Growth or CALD round, or the Ad Hoc (GO4265 or GO5672) funding rounds.

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider

s47G(1)(a), s47G(1)(b)

Table 2d: s47G(1)(a), s47G(1)(b) -- CHSP Funding 2022-23 - Eastern Metro (Vic) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Flexible Respite	s47(1)(b)		
		Social Support - Individual			
		Social Support - Group			
ACPR Total					
CHSP Total Funding					

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider List.

s47G(1)(a), s47G(1)(b)



s47G(1)(a), s47G(1)(b)

Table 2e: s47G(1)(a) - CHSP Funding 2022-23 - Eastern Metro (VIC) ACPR

Year	ACPR	Activity type	Funding (GST exc)	GST Amount	Funding (GST inc)
2022-23	Eastern Metro (Vic)	Social Support - Individual	s47(1)(b)		
		Home Modifications			
ACPR Total					
CHSP Total Funding					

s47(1)(b), s47E(d), s47C

- The provider is not on the CHSP Escalated Provider List.

Through selecting these providers, the risk to client continuity of care is mitigated as clients will have choice of transfer to an existing, culturally appropriate, and well performing provider delivering in their locality.

Recommended Selection

- It is recommended that the Department select s47G(1)(a) as the preferred organisations to be offered the services being withdrawn by s47G(1)(a) as outlined in Table 4.

Table 3: Indicative 2023-24 funding being reallocated from s47G(1)(a) in this minute

Year	ACPR	Activity type	Outputs	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-24	Eastern Metro (VIC)	Meals	s47(1)(b)	s47(1)(b)	s47(1)(b)	s47(1)(b)
		Allied Health & Therapy Services				
		Domestic Assistance				
		Personal Care				
		Social Support - Group				
		Social Support - Individual				
		Transport				
		Flexible Respite				
Total						

Table 4: 2023-24 funding being reallocated based on Table 3 indicative offer - incoming provider allocations

Year	ACPR	Provider	Activity type	Activity Cost Centre	Funding (GST exc)	GST Amount	Funding (GST inc)
2023-2024	Eastern Metro (VIC)	s47G(1)(a)	Meals	s47E(d)	s47(1)(b)		
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Flexible Respite				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Flexible Respite				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Domestic Assistance	s47E(d)			
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Sub-Total				
2023-2024	Eastern Metro (VIC)		Allied Health and Therapy Services	s47E(d)			
			Domestic Assistance				
			Personal Care				
			Social Support Group				
			Social Support Individual				
			Transport				
			Sub-Total				
				TOTAL			

### Value for Money

The proposed direct selection process demonstrates value for money as it is likely to result in the timely selection of an appropriate provider (and the engagement of that provider at no additional cost to the Department), without the need to undertake a more extensive selection process requiring more significant resourcing.

### Funds Availability

CHSP funds are available through Priority 065 – Outcome 3.2 Aged Care Services.

No additional funding is required as existing funds will be transferred through a variation to the new provider's agreement. Under the current administrative arrangements for CHSP variations, your approval is required for the recommended approach.

### **Engagement Process**

H SOB will work with the relevant CGH office to approach the preferred candidates and negotiate any outputs in line with the 2022-23 CHSP Manual. Once the provider accepts, the formal variation process will be provided to the CGH Establishment team through a data variation file.

### **Variation Process**

CHSP arrangements are funded under the Commonwealth Standard Grant Agreement. The CGH will manage the process and the variations to providers' contractual arrangements in accordance with the relevant legislation.

### **Risk Management**

Risk is being managed through:

- Ongoing consultation between the CGH and the Home Support Operations Branch.
- Risk assessment and data analysis undertaken by the CGH in the Selection Handover Template.
- A Transition Out Plan which details Whitehorse City Council's plan to ensure client care continuity (Attachment C).
- The timely approval of an incoming provider.

### **Proposed Timeframe**

It is proposed that the Department commence this process as soon as possible to allow the new provider to begin service delivery on 1 July 2023.

### **Contingencies**

The preferred candidates have not been approached by the Department at this stage, so in the event that an organisation is not willing to take on the services being relinquished by s47G(1)(a), the Department would need to consider approaching other CHSP providers to offer the variation.

### **Delegation**

The approval of funds is within your delegation limit under the Accountable Authority Delegations (PGPA) Schedule 1, 30 August 2022— item number 03.

## Recommendations

It is recommended that you:

As the commitment approver, under sections 21 and 23 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act):

### APPROVE

**R1.** A direct selection to engage alternative providers to deliver the services and outputs being withdrawn by s47G(1)(a) [REDACTED] in the Eastern Metro (Vic) Aged Care Planning Region (ACPR) from 1 July 2023 to 30 June 2024 totalling \$s47(1)(b) [REDACTED] GST exclusive (GST exc).

**R2.** An approach to:

s47G(1)(a)

for the purposes of delivering the services and outputs being relinquished by s47G(1)(a) [REDACTED] in the Eastern Metro (Vic) ACPR

**R3.** Additional recurrent funding of up to

s47(1)(b)

from 1 July 2023 to 30 June 2024 for the purposes of delivering additional CHSP services.

### NOTE

**N1.** The confirmation of s47G(1)(a) [REDACTED] to withdraw from the CHSP and cease service delivery on 30 June 2023 (Attachment A).

**N2.** The organisations will be notified of the outcome following your decision.

**N3.** Once acceptance of the offer from the incoming providers is received any negotiation on outputs will be undertaken in line with the CHSP Manual 2022-23, and the incoming providers CHSP Funding Agreements will be varied with this approval through a data variation spreadsheet

### DECISION:

R1. APPROVED / NOT APPROVED / DISCUSS  
R2a.-R2e. APPROVED / NOT APPROVED / DISCUSS  
R3a.-R3e. APPROVED / NOT APPROVED / DISCUSS  
N1.- N.3 NOTED / DISCUSS

### Recommending Officer

s47E(c), s47F

s47E(c), s47F

[REDACTED] CHSP Program Management Section  
Home Support Operations Branch

9 February 2023

PGPA Commitment Approver

Russell Herald  
Assistant Secretary  
Home Support Operations Branch  
February 2023

**Attachments –**

Attachment A – Notification of intent to relinquish CHSP services

Attachment B – CHSP Selection Handover Template

Attachment C – Transition Out Plan

Attachment D - Minute 1 for s47G(1)(a) [REDACTED] relinquishment

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the Freedom of Information Act 1982  
by the Department of Health, Disability and Ageing

**From:** [HERALD, Russell](#)  
**To:** s47E(c), s47F  
**Cc:** s47E(c), s47F  
**Subject:** RE: Att Rusty for signature- CA - s47G(1)(a) - Part 2 - specialist allocations (CALD and Meals) [SEC=OFFICIAL]  
**Date:** Sunday, 12 February 2023 4:36:00 PM  
**Attachments:** [image001.png](#)

Savanna – all good to sign

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Thursday, 9 February 2023 9:13 PM  
**To:** HERALD, Russell <Russell.Herald@health.gov.au>  
**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F @health.gov.au>  
**Subject:** Att Rusty for signature- CA - s47G(1)(a) - Part 2 - specialist allocations (CALD and Meals) [SEC=OFFICIAL]  
**Importance:** High

Hi Rusty, for your review and approval please of the attached PDF CA.

This is the 2<sup>nd</sup> of 2 CA's for Whitehorse Council

Note that meals is included in this CA- s47G(1)(a) second pilot site

This also focus' on CALD type of services/clients

Selections align with the Selection Handover as possible excepting s47G(1)(a)

Special thanks to s47E(c), s47F on this, very detailed and justified on paper as to why these providers picked, thank you

#### **ACTION**

Rusty please review and sign

s47E(c), s47F

s47E(c), s47F

CHSP Program Section | Home Support and Operations Branch

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

s47E(c), s47F

**From:** HERALD, Russell  
**Sent:** Monday, 13 February 2023 1:09 PM  
**To:** s47E(c), s47F  
**Cc:** s47E(c), s47F  
**Subject:** RE: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Stand-alone entities are the ones being targeted, so should be OK for those where it's a small part of their business. These ones use the brand but aren't direct MOW outlets

---

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Monday, 13 February 2023 12:58 PM  
**To:** HERALD, Russell <Russell.Herald@health.gov.au>  
**Cc:** s47E(c), s47F @Health.gov.au>  
**Subject:** FW: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Hey Rusty – wanted to get your thoughts on this because I'm not completely across the Future Fit work.

Pontem have come to us asking if they could include a provider who has a small MoW component to their service delivery (<1% total revenue) in their Supporting Community Care Program.

I would still think they should be excluded because the business transformation activities under MoW may assist in other areas of their service delivery.

Thoughts?

---

**From:** s47F @pontem.com.au>  
**Sent:** Thursday, 9 February 2023 9:18 AM  
**To:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @health.gov.au>  
**Subject:** Re: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Good morning s47E(c), s47F

I just wanted to confirm that your guidance regarding not targeting Meals on Wheels (MoW) providers is intended for **stand-alone** MoW entities. I had thought MoW were all stand-alone entities, however, we met with one provider yesterday that could really benefit from our offering. They have a very small MoW component <1% total revenue. In my view, it would be a shame to exclude them from the Supporting Community Care Program on the basis of this.

And just FYI, I have spoken with the s47F - we'll talk again once both Programs are more settled to discuss potential synergies.

Kind regards

s47F

---

**From:** s47E(c), s47F @Health.gov.au>  
**Sent:** 31 January 2023 10:58  
**To:** s47F @pontem.com.au>; s47E(c), s47F @health.gov.au>  
**Subject:** RE: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Good morning s47F

I believe s47E(c), s47F is referring to MoW involvement in the pilot and future provider surveys. I understand your initial CHSP provider survey has already been distributed widely, so it would just be a matter of excluding them from the pilot and future communications/surveys.

For any responses you've already received, they would all state in the organisation field that they are a branch of Meals on Wheels, likely followed by their state/service area (e.g. SA; Tasmania etc.).

When distributing further communications via SSD networks, if you ask to exclude Meals on Wheels due to their own internal transformation, the distributors will easily be able to identify which emails to remove from their respective contact lists as needed.

Kind regards  
s47E(c), s47F

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**From:** s47F @pontem.com.au>  
**Sent:** Monday, 30 January 2023 4:05 PM  
**To:** s47E(c), s47F @health.gov.au>  
**Cc:** s47E(c), s47F @Health.gov.au>  
**Subject:** Re: Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hello s47E(c), s47F

Doing well thanks and hope the same goes for you (both).

Thanks for the update re MoW. I would appreciate you advising on how we identify them though!

Cheers!

s47F

---

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** 30 January 2023 14:52  
**To:** s47F @pontem.com.au>  
**Cc:** s47E(c), s47F @Health.gov.au>  
**Subject:** Pontem - Avoid Meals on Wheels providers [SEC=OFFICIAL]

Hi s47F

Hope you are well.

Meals on Wheels is currently undertaking their own business transformation activities. To avoid any confusion, can you please avoid targeting Meals on Wheels providers? This will just remove any confusion within this organisation.

If you need help identifying if an organisation is a MoW provider, please reach out!

Many thanks,



s47E(c), s47F

s47E(c), s47F - Reablement and CHSP 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](mailto:s47E(c), s47F@health.gov.au)  
Location: 5.S.558 Level 5, Sirius Building  
GPO Box 9848, Canberra ACT 2601, Australia

Please note my work days are Mon, Wed, Thus and Fri

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

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Australian Government

Department of Health  
and Aged Care

## Commonwealth Home Support Programme Adhoc Funding 2022-24 (GO5672)

**Business Name**

**Business ABN**

**Organisation Id**

**Schedule Id**

**Length of Project**

### Certification

I declare that I am an authorised representative of the organisation described above, my organisation is an existing CHSP service provider and that the information provided below is true and accurate at the date of application.

**Name**

**Signature or E-signature**

**Position in organisation**

**Date**

Please indicate under which category you are applying for funding

Unforeseen and exceptional circumstances

Service demand pressures and supply shortages

Sector improvement or innovative delivery model

Y N

Y N

Y N

Have you read the Grant Guidelines (GO5672)?

Does the request fit within the scope of CHSP?

Have you considered the flexibility provisions?

Do you anticipate having unspent funds from 2022-23?

Are you requesting one-off funding?

Are you requesting recurrent funding?

Is this a joint (consortia) application?

Is your FAM aware of this application?

Have you investigated sub-contracting options?

Are you a subcontractor delivering CHSP?

Has the ACQSC found any compliance issues?

Have you received a Notice of Non Compliance?

Please provide additional information below

### Alignment with Grant Opportunity Objectives

Describe how your proposal efficiently and effectively meets the objectives and outcomes of the CHSP and this grant opportunity outlined in Sections 2.1 and 2.2, with supporting evidence and costings (450 words)

**Organisational capacity and performance**

Demonstrate your organisation's capacity, including the governance, and your key personnel/staff capability (experience and qualifications) to deliver the activity objectives (450 words)

**Risks and risk management**

Describe how you will operationalise the activity in the timeframe to achieve the outcomes for the target group within budget, including risks and risk mitigation strategies (450 words)

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**2022-2023 - Part Year Funding Request (should be the expected service delivery costs for the period from start of service delivery to 30 June 2023)**

[illegible]

**Please sign, save and submit to [chspprogram@health.gov.au](mailto:chspprogram@health.gov.au)**

**2023-2024 - Full Year Funding Request (requested funding should reflect the expected service delivery costs in the 2023-24 Financial Year)**

[illegible]

**Please sign, save and submit to [chspprogram@health.gov.au](mailto:chspprogram@health.gov.au)**