

s47E(c), s47F

From: s47E(c), s47F
Sent: Monday, 19 June 2023 4:17 PM
To: s47F
Cc: s47E(c), s47F
Subject: RE: Volunteer checks [SEC=OFFICIAL]

Hi s47F

We not aware of a 'card' system as you have outlined below. While it may not be applicable (as I am unsure what volunteers you are referring to), the legal screening requirements for aged care workforce are available on our [website](#). However, I note that corporations funded to deliver aged care services may have individual arrangements in addition to these, and there may also be State or Territory requirements that services must also meet.

In respect to 'card' systems in general terms, in addition to police checks as s47E(c), s47F has outlined in her email below, the only other thing that comes to mind is working with vulnerable people rations. We understand that these are state-based, so are unable to provide details of each arrangement – but have located details on the [ACT arrangements as an example](#).

We note that clause 7 of the standard terms and conditions (page 2) provides that it is the role of the grantee to ensure personnel performing work in relation to the grant activity have obtained and maintain all relevant licences, permits and approvals.

I hope this is of assistance for your next steps.

Kind regards,

s47E(c), s47F

Assistant Director, Transparency and Risk Profiling
 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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)
 GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, water and community. We pay our respects to all Elders past and present.

From: s47F
Sent: Friday, 16 June 2023 1:57 PM
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: Re: Volunteer checks [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.

Thank you s47E(c), s47F

What I was looking for, is there any government department that is providing guidelines/advocacy around volunteers. More particularly creating a system where if a volunteer is registered and approved with one property and that there is more than one property in the region that they could volunteer at that there is a 'card' system so that they are known to be approved and do not need to go through the process 'approval' for every property they volunteer at.

Kind regards,



s47F

Community Relations Manager

t: 08 s47F m: s47F

SAHMRI, PO Box 11060, Adelaide, SA 5001

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

Work days: Mon, Wed & Thu



On 16 Jun 2023, at 13:11, s47E(c), s47F @Health.gov.au> wrote:

Hi s47F

Following from our phone call earlier today regarding volunteer checks, we thought the below might be helpful for you:

Volunteer checks | Australian Criminal Intelligence Commission (acic.gov.au)

Have a lovely weekend!

Kind regards

s47E(c), s47F

Transparency and Risk Profiling 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

E: s47E(c), s47F [REDACTED]@health.gov.au

PO Box 9848, Canberra ACT 2601, Australia

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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By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To:
Subject: Quarter 2 data - \$ spend per resident per day [SEC=OFFICIAL]
Date: Tuesday, 2 April 2024 7:48:00 AM
Attachments: [image001.png](#)
[QuarterlyServiceFoodAndNutritionInfo - current Q2 cut REFP edits.xlsx](#)

Hi s47E(c), s47F

So on Friday I was doing some work on the data and I'm having some problems with the \$ spend per resident per day formula and getting the value to match what is currently online with the same provider (as a result I haven't emailed s47F). Im sure its something simple but I spent ages trying to work it out and I couldn't!

Its attached but perhaps I can talk to you about it at our catch up?

Thank you

s47E(c), s47F

Public Interest Statement (PIC)	Information provided to MBF on 18 September 2023 regarding RAC	Information to be potentially provided to MBF on Q2 data
<p>The PIC states that the Maggie Beer Foundation (MBF) will receive the following dataset information from the Quarterly Financial Report (QFR):</p> <p>Section 1 – Description of Protected Information</p> <ul style="list-style-type: none"> “The following protected information contains contact information for residential aged care services”...“This protected information will be provided for the period between the date of delegate signing....to 30 April 2026” Comment: I assume that this means that RAC's contact information will be disclosed to the MBF <p>Information that will be provided:</p> <ul style="list-style-type: none"> Food preparation model 	<p>One excel spreadsheet with the following tabs of information:</p> <ul style="list-style-type: none"> QFR Definitions Q1. Information provided: <ul style="list-style-type: none"> Financial Year NAPS Provider ID NAPS Service ID Provider Name Quarter Service Name ACPR Name Latitude Longitude MMM Code Organisation Type Physical Address line 1,2,3 Physical Postcode Physical Suburb State Service Contact Email Service Contact number Fax Service Contact Phone 	<p>One excel spreadsheet with the following tabs:</p> <ul style="list-style-type: none"> QFR Definitions Q2. Information to be provided (the contact information will be different as the spreadsheet has come from GPMS not NAPS): <ul style="list-style-type: none"> Financial Year Quarter Provider Point of Contact Email Provider Point of Contact Primary Contact Provider Point of Contact Position Title Provider Postal Address Line Provider Physical Address Line Provider Physical Address Suburb Provider Physical Address State Provider Physical Address Postcode Service ID Service Name

<ul style="list-style-type: none"> ◦ cook fresh ◦ cook chill ◦ cook freeze • Catering type and Location <ul style="list-style-type: none"> ◦ Internal catering - On site % ◦ Internal catering - Off site % ◦ Contract catering - On site % ◦ Contract catering - Off site % 	<ul style="list-style-type: none"> ◦ Service Contact Position ◦ Service Type ◦ Provider ABN ◦ Provider contact email ◦ Provider contact email secondary ◦ Provider contact fax ◦ Provider contact phone ◦ Provider contact position ◦ Provider physical address line 1, 2, 3 ◦ Provider physical postcode ◦ Provider physical suburb ◦ Provider physical state ◦ Service preparation model ◦ Internal catering – On site % ◦ Internal catering – Off site % ◦ Contract catering – On site % ◦ Contract catering – Off site % ◦ Total % 	<ul style="list-style-type: none"> ◦ ACPR ◦ MMM ◦ Postal Address Line ◦ Physical Address Line ◦ Physical Address Suburb ◦ Physical Address Postcode ◦ State/Province ◦ Latitude ◦ Longitude ◦ Organisation Type ◦ Service Point of Contact Email ◦ Service Point of Contact Primary Contact ◦ Service Point of Contact Position
<p>Section 2 – Description of recipients</p> <ul style="list-style-type: none"> • The information will be disclosed to relevant staff members from the Maggie Beer Foundation Ltd (MBF), who are involved in the delivery of the <i>Improving Food in Aged Care through Education and Training</i> program. Relevant staff members will not have access to the disclosed information until the department receives a signed <i>Confidentiality, Conflict of Interest, Privacy and Secrecy Deed</i>. ◦ Action: Conduct an update with MBF to ensure that Health has received signed 	<ul style="list-style-type: none"> • QFR Q2. Information provided as above. • QFR Q3. Information provided as above. • QFR Q4. Information 	<ul style="list-style-type: none"> ◦ Service preparation model – Breakfast ◦ Service preparation model – Lunch ◦ Service preparation model – Dinner ◦ Internal catering – On site % ◦ Internal catering – Off site % ◦ Contract catering – On site % ◦ Contract catering – Off site % ◦ \$ spend per resident per day (this information is public but is not on PIC. Requires approval)

deeds from people who are accessing information.	provided as above.	
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s47E(c), s47F

Resident Experience and Food Policy Section

Choice and Transparency Branch | Quality and Assurance Division

Ageing and Aged Care Group | Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

Please note that I work part-time from Tuesday to Friday

The Department of Health and Aged Care acknowledges 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 elders both past and present.

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By the Department of Health, Disability and Ageing

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Aged Care
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Nutrition in Aged Care

	2021-22 (Actual) (\$m)	2022-23 (Estimate) (\$m)	2023-24 (Estimate) (\$m)	2024-25 (Estimate) (\$m)	Total 2022-23 to 2024-25 (\$m)
Better Food for Aged Care Residents (2022-23)	-	2.18	1.74	1.08	5.0
Strengthening Nutrition in Aged Care (2023-24)	-	-	8.2	4.8	12.9
Total	-	2.18	9.94	5.88	17.9

Source of figures – 2022-23 Budget, 2023-24 Budget (all figures are referenced as Estimate until completion of the financial year and publication of the annual report)

ISSUE: What is the Government doing to address poor quality food in aged care?

KEY POINTS:

- I thank the Member for their question.

Liberal Rebuttal

- The Royal Commission found that a shocking 68% of aged care residents were malnourished or at risk of malnourishment. Take a moment to let that reality sink in - over two-thirds of residents in aged care that literally did not have enough food to eat.
- Disgraceful. Shameful. Neglectful.
- This happened on YOUR watch. While Senator Colbeck was aged care minister. While Greg Hunt was Health Minister. While the Member for Cook was Health Minister and Prime Minister. I hope you're proud of your record.
- The Albanese Labor Government is absolutely committed to ensuring all older Australians receive nutritious, safe and appetising food.
- The budget delivered \$12.9 million to lift the standard of food and nutrition in aged care.
- This includes \$7.4 million for 720 targeted spot checks each year by specialist staff in the Aged Care Quality and Safety Commission to ensure aged care providers are delivering food that residents need and deserve.
- We're also investing \$3.0 million for up to 500 menu and mealtime assessments each year for aged care providers to be completed by independent Accredited Practising Dietitians - a measure which Dietitians Australia has applauded as "the start of the end of malnutrition in aged care in this country."

These measures the Albanese Government is already doing, including:

- developing a dedicated food and nutrition standard; and
- strengthening accountability and transparency through enhanced food and nutrition reporting and the release of our Star Ratings program; and

[This document may have been modified in the Ministerial Offices (blue/green text). Departmental officers must ensure that only factual content is provided by the Department (black text). No content in blue or green text has been amended nor cleared by the Department of Health and Aged Care.]

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- training aged care cooks and chefs in collaboration with the Maggie Beer Foundation. The first components of this program, eleven online modules and a questionnaire for residents, are now live.

Positive work Happening in the sector

- I would also like to recognise some of the good work that's being done on the ground by aged care workers in kitchens around Australia.
- I have had the pleasure of eating with the residents of Goodwin Aged Care Services in the Member for Bean's electorate, made by Chef Sandeep Vain. Sandeep works with an in-house dietitian to create nutritious and appetising meals onsite.
- Sam at Lutheran Services Salem Aged Care in Toowoomba runs the Happy Table project. He works with a dietitian to create a restaurant-like experience, because if the residents are enjoying themselves, they will eat more.
- Unfortunately there are still bad actors in the aged care sector, but I want to recognise those workers who are doing their best at brekky, lunch and dinner time every day.

Key facts and figures

- Through Budget 2023-24, the Australian Government is investing an additional \$12.9 million over two years to improve food in aged care.
 - \$7.4 million for 720 targeted monitoring checks each year by specialist staff in the Aged Care Quality and Safety Commission (Commission) to ensure aged care providers are complying with their food obligations, establishment of a Food, Nutrition and Dining Advisory Unit and a dedicated food 'hotline' staffed by specialists.
 - \$3.0 million for up to 1,000 menu and mealtime assessments for aged care providers, to be completed by independent Accredited Practising Dietitians.
 - \$2.2 million for new dietary guidelines and resources to be developed for people aged 65 and over to support nutritional intake.
 - \$300,000 for a Commission led communications campaign to raise awareness of aged care residents' nutritional needs and expectations.
- This is in addition to previous funding for initiatives which support food including:
 - \$5 million for the Maggie Beer Foundation to educate aged care chefs and cooks to deliver better food.
 - \$14.2 million for the urgent review of Quality Standards, including introduction of a new Food Standard.
- The second Food and Nutrition Report, published 29 November 2022, shows average expenditure on food was \$12.54 per resident per day in 2021-22.
- The significant unplanned weight loss Quality Indicator has seen a cumulative decline of 1.6% over the past four quarters (2022-23 FY).

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- The consecutive unplanned weight loss Quality Indicator has seen a cumulative decline of 1.4% over the past four quarters (2022-23 FY).
- The Commission's Food, Nutrition and Dining campaign continues to drive improved care by informing, guiding and educating providers about their obligations, monitoring providers' compliance and responding to non-compliance.
- From 1 July 2021 to 30 June 2023, the Commission has:
 - Hosted four webinars to support the sector work with consumers to improve choice, dining, attended by more than 1,900 provider representatives and staff.
 - Published 18 resources and online learning modules for providers and consumers.
 - Promoted innovative ideas and practices to improve food, dining and nutrition (such as 24-hour kitchen models, contrasting plates and cutlery, kitchen gardens, and family-style meal delivery).

Sensitivities

- Some stakeholders criticised the direct approach to the Maggie Beer Foundation.
 - Maggie Beer has expertise in training chefs in home style cooking and is a longstanding and passionate advocate for improving food in aged care. She has knowledge and close relationships with a range of industry experts.
 - Maggie Beer has recently announced the launch of a TV show, *Maggie Beer's Big Mission* to be aired in 2024 on ABC, where she is working with an aged care home to overhaul their food, nutrition and dining service.
- Some stakeholders criticised the reliance on self-reported food and nutrition expenditure data.
 - Expenditure is only one factor influencing an aged care home's performance and it is important to consider this against outcome measures such as the Quality Indicators, regulatory activities and Residents' Experience Surveys.
 - Initiatives funded through the 2023-24 Budget will provide additional data to better assess the quality of food and nutrition in aged care services, including from menu and mealtime assessments undertaken by dietitians.
- Meals on Wheels (Victoria) have recently raised concerns regarding a funding disparity resulting from the provision of funding to Meals on Wheels (QLD) and Meals on Wheels Newcastle (NSW) under the CHSP Program. The Department is currently investigating the issue.

Background

- This Government has taken immediate action on food and nutrition and has implemented five of the Royal Commission's recommendations directly related to food, with a further one almost complete.

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- We are enhancing **accountability** by mandating strengthened reporting requirements about food expenditure and building dietetic and speech pathology expertise into the Aged Care Quality and Safety Commission to enhance regulatory activity via the establishment of the Food, Nutrition and Dining Advisory Support Unit.
 - A dedicated Food, Nutrition and Dining Hotline with support and advice provided by dietitians and speech pathologists from the new Unit commenced on 28 July 2023.
- We are strengthening **capability** by referring at risk providers for a dietitian led menu and mealtime assessment, developing new dedicated dietary guidelines for the elderly, funding wage increases for aged care head cooks and chefs through the new \$10.80 per resident per day hotelling supplement, and upskilling the sector via free education and training opportunities through the Maggie Beer Foundation.
 - The Improving Food through Education and Training Grant was executed on 25 May 2023 and the program was launched by Minister Wells and Prime Minister Albanese on 29 August 2023.
 - Free online learning modules are already available to all aged care cooks and chefs via the Maggie Beer Foundation website.
 - Registrations for training opportunities are also available now. This includes online and in-person training sessions delivered in each state and territory, Food Satisfaction Questionnaires, and the 12-month in-person Trainer Mentor Program.
- We are improving **transparency** by publishing food expenditure data, responses to 'do you like the food here?' question from around 20 per cent of residents annually, and Quality Indicator (QI) information impacted by food.

Referrals to Commission and Action

- The Department of Health and Aged Care refers all services reporting a spend of less than \$10 per resident per day on food to the Commission and they are taking action.
- From 1 July 2021 to 30 June 2023, the Commission has:
 - Resolved 1,746 complaint issues (including own motion complaint issues) relating to food and catering.
 - Conducted assessments at 1,918 services against food related requirements in the Quality Standards.
 - Taken the following regulatory action in response to non-compliance with requirement 4(3)(f) of the Quality Standards (Where meals are provided, they are varied and of suitable quality and quantity):

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- 33 times in Directions notices
- 44 times in Non-Compliance Notices
- 8 times in Sanctions
- 8 times in Notices to Agree to Certain Requirements

MEDIA COVERAGE:

- Nil

Date last updated by Dept:	25 19 October 2023	Cleared by Adviser/date:	
Contact Officer: Assistant Secretary	Ingrid Leonard	Work Phone: (02) s47E(c), s47F	Mobile Phone: s47E(c), s47F
Cleared by: a/g First Assistant Secretary	Mel Metz Amy Laffan	Work Phone: (02) s47E(c), s47F	Mobile Phone: s47E(c), s47F

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Nutrition in Aged Care

	2021-22 (Actual) (\$m)	2022-23 (Estimate) (\$m)	2023-24 (Estimate) (\$m)	2024-25 (Estimate) (\$m)	Total 2022-23 to 2026-27 (\$m)
Better Food for Aged Care Residents (2022-23)	-	2.2	1.7	1.1	5.0
Strengthening Nutrition in Aged Care (2023-24)	-	-	8.2	4.8	12.9
Annual increase in spend	-	2.2	12.1	17.9	17.9
Growth (%)	-				

Source of figures – 2022-23 Budget, 2023-24 Budget (all figures are referenced as Estimate until completion of the financial year and publication of the annual report)

FACTS & FIGURES (2023-24 BUDGET)

- Through Budget 2023-24, the Australian Government is investing an additional \$12.9 million over two years to improve food in aged care by increasing the capability and accountability of residential aged care and home care providers.
 - \$7.4 million for 720 targeted spot checks each year by specialist staff in the Aged Care Quality and Safety Commission (Commission) staff to ensure aged care providers are complying with their food obligations and to provide consumer advice, build provider capability and regulatory officer expertise.
 - \$3.0 million for up to 500 menu and mealtime assessments each year for aged care providers to be completed by independent Accredited Practising Dietitians.
 - \$2.2 million for new dietary guidelines and resources to be developed for well older people to support nutritional intake.
 - \$300,000 for a communication campaign to raise awareness of aged care residents' nutritional needs and expectations.

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QB23-000027****ISSUE:** What is the Government doing to address poor quality food in aged care?**KEY POINTS:**

- I thank the Member for their question.

Liberal Rebuttal

- The Royal Commission found that a shocking 68% of aged care residents were malnourished or at risk of malnourishment. Take a moment to let that reality sink in - over two-thirds of residents in aged care that literally did not have enough food to eat.
- Disgraceful. Shameful. Neglectful.
- This happened on YOUR watch. While Senator Colbeck was aged care minister. While Greg Hunt was Health Minister. While the Member for Cook was Health Minister and Prime Minister. I hope you're proud of your record.
- The Albanese Labor Government is absolutely committed to ensuring all older Australians receive nutritious, safe and appetising food.
- Last night's budget delivered \$12.9 million to lift the standard of food and nutrition in aged care.
- This includes \$7.4 million for 720 targeted spot checks each year by specialist staff in the Aged Care Quality and Safety Commission to ensure aged care providers are delivering food that residents need and deserve.
- We're also investing \$3.0 million for up to 500 menu and mealtime assessments each year for aged care providers to be completed by independent Accredited Practising Dietitians.

These measures the Albanese Government is already doing, including:

- developing a dedicated food and nutrition standard; and
- strengthening accountability and transparency through enhanced food and nutrition reporting and the release of our Star Ratings program; and
- training aged care cooks and chefs in collaboration with the Maggie Beer Foundation, which will begin later this year.

Positive work Happening in the sector

- I would also like to recognise some of the good work that's being done on the ground by aged care workers in kitchens around Australia.
- I have had the pleasure of eating with the residents of Goodwin Aged Care Services in the Member for Bean's electorate, made by Chef Sandeep Vain. Sandeep works with an in-house dietitian to create nutritious and appetising meals onsite.
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- Unfortunately there are still bad actors in the aged care sector, but I want to recognise those workers who are doing their best at brekky, lunch and dinner time every day.

Key facts and figures

- Funding for initiatives which support food include:
 - \$12.9 million to increase provider capability and accountability to deliver improved food and nutrition outcomes.
 - \$5 million for the Maggie Beer Foundation to educate aged care chefs to deliver better food.
 - \$14.2 million for the urgent review of Quality Standards, including introduction of a new Food Standard.
- In 2021-2022, over \$699.7 million was distributed under the Basic Daily Fee (BDF) supplement.
 - While funding for the BDF supplement ceased 30 September 2022, the uplift is continuing through the new AN-ACC funding model which began on 1 October 2022.
- The second Food and Nutrition Report, published 29 November 2022, shows average was \$12.54 per resident per day in 2021-22.
- The latest quality indicator data for Quarter 2 (FY2022-23) shows marginal increases from Quarter 1 across:
 - Significant unplanned weight loss (5% or more) up by 0.1% to 9.4% (14,739) and
 - Consecutive unplanned weight loss (3 consecutive months) up 0.5% to 9.7% (14,722).
- While the latest quality indicator data shows a marginal increase for both significant and consecutive unplanned weight loss from the first to the second quarter for the financial year 2022-23, both have seen a cumulative decline of 1.5% over the past four quarters.
- The Commission's Food, Dining and Nutrition campaign continues to drive improved care by informing, guiding and educating providers about their obligations, monitoring providers' compliance and responding to non-compliance. The campaign has a focus on:
 - Supporting the sector to work with consumers to improve choice and the dining experience.
 - Guiding the sector to provide appealing food (including texture modified food) and drinks, and to monitor intake to ensure it is meeting individual needs (including swallowing and oral health needs).
 - Supporting consumers to understand their rights to receive good food, dining and nutrition in residential aged care, and how to raise concerns.

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- Increasing the Commission's view of provider performance through onsite spot checks of the dining experience and food.
- Improving the Commission's complaints resolution and regulatory engagement with the sector on matters related to food, dining and nutrition.
- Since 1 July 2021, the Commission has:
 - Hosted three webinars to support the sector improve food services, attended by more than 1,900 provider representatives and staff.
 - Published 18 resources and online learning modules for providers and consumers.
 - Promoted innovative ideas and practices to improve food, dining and nutrition (such as 24-hour kitchen models, contrasting plates and cutlery, kitchen gardens, and family-style meal delivery).

Sensitivities

- Some stakeholders have criticised the direct approach to the Maggie Beer Foundation.
 - Maggie Beer has expertise in training chefs in home style cooking and is a longstanding advocate for improving food for older Australians in aged care. We are partnering with the Maggie Beer Foundation because of her passion, expertise and close working relationships with a broad range of industry experts to raise the bar on food in aged care.
- Self-reported food and nutrition expenditure data is not considered in isolation when making assessments regarding an aged care service.
 - Initiatives funded through the 2023-24 Budget will provide additional data to better assess the quality of food and nutrition in aged care services, including from menu and mealtime assessments undertaken by dietitians.
 - Expenditure is only one factor influencing an aged care home's performance and it is important to consider this against outcome measures such as the Quality Indicators, the Commission's regulatory activities (including response to complaints and monitoring and assessment data) and most importantly consumer experience/RES which we are publishing through Star Ratings.

Background

- This Government has taken immediate action on food and nutrition and has implemented five of the Royal Commission's recommendations directly related to food, with a further one almost complete. We are:
- strengthening **accountability** by:
 - establishing a Food, Nutrition and Dining Advisory Support Unit (FND Unit)

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to be run by the Aged Care Quality and Safety Commission (Commission) that will coordinate up to 720 spot checks annually, with 10% of spot checks of the highest risk services to have accompanying dietitians

- setting up a dedicated “hotline” for food complaints that will be staffed by specialists from within the Commission
- having already developed, consulted and are piloting a new dedicated food and nutrition standard as part of an urgent review of the Aged Care Quality Standards
- having mandated strengthened reporting requirements on food for all residential aged care services by requiring providers to give more detailed reporting across a number of areas including their:
 - expenditure on fresh and processed food ingredients
 - food preparation model including whether this is cook fresh, chill or frozen and done on-site and
 - dietitian involvement at each service (via collection of dietitian expenditure data and worked hours).
- considering a malnutrition screening quality indicator in a future home care program.
- enhancing **capability** by:
 - providing up to 500 referrals annually for dietitian-led menu and mealtime assessments for residential aged care services
 - developing new dietary guidelines and resources for well older people to support nutritional intake
 - supporting providers to build capability by linking them with education programs and engaging Dementia Australia experts to promote nutrition and food enjoyment for people with dementia through the future FND Unit
 - providing \$5 million direct funding to the Maggie Beer Foundation for aged care sector education and training for food and nutrition
 - by embedding \$10 per resident per day into the funding arrangements for residential aged care providers.
- improving **transparency** by:
 - publishing sector level food and nutrition expenditure through the Food and Nutrition report and service level results through the future Provider Operations reporting, available on My Aged Care in 2024.
 - asking 20% of residents each year ‘do you like the food here’ and publishing the results through Star Ratings at the service level.
 - publishing Quality Indicator (QI) information impacted by food including unplanned weight loss, falls and pressure injuries also through the Star Ratings system at the service level.

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- The current QI information helps measure malnutrition through monitoring unplanned weight loss, and was selected following an extensive development process and was recommended by a range of technical experts including Dietitians Australia

Referrals to Commission

- The Department of Health and Aged Care tracks the number of distinct services (not providers) reporting expenditure on food per resident per day.
- In Quarter 2 of 2022-23, the Department has referred 296 residential services to the Commission for reporting (via the Quarterly Financial Report) a spend of less than \$10 per day, down 26% from 400 services in Q1.
 - 142 (48%) of these services were also referred in Q1.
- This includes 65 services who reported less than \$6 per day, **up from 58 in Q1.**
- The number of referrals to the Commission for spending under \$10 has decreased from 442 in Q4 2021-22 to 400 in Q1 2022-23 and to 296 in Q2 2022-23.
- In addition to the residential services, the Department has referred three National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) services to the Commission for reporting a spend of less than \$10 per resident day for Q2 2022-23. Of these, two services reported spending less than \$6.
 - These are the first NATSIFACP referrals to the Commission because Q2 2022-23 was the first reporting period to provide sufficient data to calculate service spend per resident per day.

Targeted Regulatory Action

- Since 1 July 2021, the Commission has:
 - Resolved 1,540 complaints about food related care and services.
 - Conducted 78 food, dining and nutrition spot checks under a targeted monitoring program.
 - Undertaken spot checks and found instances of both good and poor practice. A small number of matters have been escalated for further action due to risks around unplanned weight loss, choking, aspiration, meeting needs and preferences, and food safety and cleanliness.
 - Conducted 1,754 assessments using food related requirements in the Quality Standards.
 - Taken the following regulatory action in response to non-compliance with requirement 4(3)(f) of the Quality Standards (Where meals are provided they are varied and of suitable quality and quantity):
 - 35 times in Directions notices

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- 40 times in Non-Compliance Notices
 - 8 times in Sanctions
 - 8 times in Notices to Agree to Certain Requirements
- The Commission continues to actively monitor the sector, applying a risk-based assessment model to ensure they are engaging with services of concern.

MEDIA COVERAGE:

Nil

Date last updated by Dept:	10/05/2023	Cleared by Adviser/date:	
Contact Officer: Assistant Secretary	Josh Maldon	Work Phone: (02) s47E(c), s47F	Mobile Phone: s47E(c), s47F
Cleared by: First Assistant Secretary	Amy Laffan	Work Phone: (02) s47E(c), s47F	Mobile Phone: s47E(c), s47F

This document has been released under
the Freedom of Information Act 2009 (FOI Act)
By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To: s47F
Cc: s47E(c), s47F; s47F
Subject: Public Interest Certificate - Quarterly Financial Report Data [SEC=OFFICIAL]
Date: Friday, 8 September 2023 1:48:47 PM
Attachments: [Public Interest Certificate \(QFR data\) - Maggie Beer Foundation.pdf](#)
[image003.png](#)

Hi s47F

Please see attached your Public Interest Certificate for the Maggie Beer Foundation, which grants you access to Quarterly Financial Report (QFR) protected data.

We expect to have the QFR data uploaded into the Health Data Portal next week.

If you have any questions, please do get in touch.

Kind regards

s47E(c), s47F

Resident Experience and Food Policy Section
Choice and Transparency Branch

Quality and Assurance 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)

PO Box 9848, Canberra ACT 2601, Australia

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.

This document has been released under
the Freedom of Information Act 1982 (Cth)
By the Department of Health, Disability and Ageing



Australian Government

Department of Health

s47F

[date]

Community Relations Manager
Maggie Beer Foundation Ltd
SAHMRI, PO Box 11060
Adelaide SA 5001

Dear s47F

Disclosure of protected information

I am writing to you regarding the disclosure of protected information under the *Aged Care Act 1997* (the **AC Act**).

What information will be disclosed to you?

As a delegate of the Secretary, I have certified that it is necessary in the public interest to disclose certain protected information to you. The relevant information to be disclosed is specified in the Public Interest Certificate (PIC) provided at **Annex A**.

I am disclosing this protected information to you, via the Health Data Portal secure file transfer.

This protected information has been consolidated by the relevant data teams at the Department of Health and Aged Care for the purpose identified in Annex A.

What are your obligations?

The information to be disclosed is protected by secrecy provisions in the AC Act and must be handled consistently with the public interest statement set out in the attached PIC.

Under section 86-5 of the AC Act, you must not make a record of, disclose or otherwise use the information, other than for the purposes for which the information was disclosed to you, as set out in the attached PIC. If you breach this provision, you may be subject to criminal penalties. For your reference, the relevant provisions of the AC Act are provided at **Annex B**.

If you have any queries regarding this matter, please contact me via email to Joshua.Maldon@Health.gov.au, or by phone on s47E(c), s47F

Yours sincerely

Joshua Maldon
Assistant Secretary
Choice & Transparency Branch
Quality & Assurance Division

Phone: s47E(c), s47F Email: Joshua.Maldon@Health.gov.au

Scarborough House, Level 14, Atlantic Street, Woden ACT 2606 - GPO Box 9848 Canberra ACT 2601 - www.health.gov.au

Annex A – Public Interest Certificate**Australian Government****Department of Health*****Aged Care Act 1997*****Public Interest Certificate**

I, Joshua Maldon, a delegate of the Secretary for the purposes of paragraph 86-3(1)(a) of the *Aged Care Act 1997*:

- (a) CERTIFY that it is necessary in the public interest that the information described in Section 1 to Schedule 1 at Attachment B should be disclosed to such people and for such purposes as set out in paragraph (b) of this instrument; and
- (b) DETERMINE that the information referred to in paragraph (a) may be disclosed for the public interest purpose stated at Attachment A to persons whose names and addresses are specified in Section 2 to Schedule 1 to Attachment B.

This certificate is valid until 30 April 2026. After this date all data provided within the period of the certificate must be securely disposed of.

Signed this ____ day of _____ 2023

 Joshua Maldon
 Assistant Secretary
 Choice and Transparency Branch
 Quality and Assurance Division

ATTACHMENT A – Public Interest Statement

The disclosure of protected information is necessary in the public interest for the purpose of assisting the Maggie Beer Foundation Ltd (MBF) meet GO6193 *Improving Food in Aged Care through Education and Training* program deliverables outlined in the grant agreement. This data will be utilised to ensure program education and training opportunities can reach all aged care services (approximately 2,700 residential services and an additional 220 flexible care services) and assist in participant identification and selection for the State and Territory training and Trainer Mentor program.

This is necessary in the public interest due to the impact it has on achieving the overarching grant purpose of *seeking to improve food and nutrition outcomes for older Australians receiving aged care and to ready and support the sector to meet the new food and nutrition standard*. The intended outcomes of the grant agreement include:

- Improved industry capability including increased knowledge and understanding surrounding the provision of nutritious and appetising food by aged care cooks and chefs, and other staff working in residential and/or home care.
- Improved quality of life of older Australians residing within residential aged care and an increase in positive responses to the question “do you like the food here?” in Residents’ Experience Surveys.
- Reduced unplanned weight loss, falls and major injury and pressure injury quality indicators.

The Department of Health and Aged Care (Department) will disclose updates of the information to the MBF on a quarterly basis through the Health Data Portal for the duration of time agreed necessary for the purposes stipulated here.

ATTACHMENT B – Information to be disclosed

SCHEDULE 1 – Protected Information

Section 1 – Description of Protected Information

The following protected information contains contact information for residential aged care services, current as DATE EXPORTED (or subsequent date of extraction) and as recorded in the Department's Aged Care Data Warehouse, and Quarterly Financial Report (QFR) data collected through the Forms Administration Data Collection Portal. This protected information will be provided for the period between the date of delegate signing of this Public Interest Certificate to 30 April 2026, for the duration of this certificate:

Field	Description
Provider ID	Unique provider NAPS identifier
Provider Name	Name of Aged Care provider
Provider Physical address line 1	Provider physical address line 1
Provider Physical address line 2	Provider physical address line 2
Provider Physical suburb	Provider physical address suburb
Provider Physical postcode	Provider physical address postcode
Provider Physical state	Provider physical address state
Provider contact email	Provider contact email address
Provider contact position	Provider designated contact
Provider contact phone	Provider contact phone number
Service ID	Unique service NAPS identifier
Service no. of beds	Number of beds available at the service
Service Name	Name of Aged Care service
Service Physical address line 1	Service physical address line 1
Service Physical address line 2	Service physical address line 2
Service Physical suburb	Service physical address suburb
Service Physical postcode	Service physical address postcode
Service Physical state	Service state or territory
Service contact position	Service designated contact
Service contact phone	Service contact phone number
Service contact email	Service contact email address
Service contact email secondary	Service alternative contact email address
Service size	Service size (small, medium, large)
Organisation type	Service organisation type (residential, NATSIFACP, MPS)
MMM code	Modified Monash Classification
Residents' Experience Survey	Service responses to question 'Do you like the food here?'
Quality Indicators	Service results to indicators impacted by nutrition – unplanned weight loss, consecutive unplanned weight loss, pressure injuries and falls and major injury
QFR - Service food preparation models	Cook fresh, Cook chill, Cook freeze
QFR - Service catering types	Contract catering, internal catering (on site/off site), fresh/other ingredients

QFR - Internal catering – off site (food service staff)	Cooks and chefs (hours) Food service and food management (hours)
QFR - Contract catering – on site (food service staff)	Cooks and chefs (hours) Food service and food management (hours)

Section 2 – Description of recipients

The information will be disclosed to relevant staff members from the Maggie Beer Foundation Ltd (MBF), who are involved in the delivery of the *Improving Food in Aged Care through Education and Training* program.

The Department will disclose updates of the information to the MBF on a quarterly basis for the duration of time so agreed to be necessary for the purposes described in Attachment A.

Selected staff members of the MBF will be the only persons (and teams) that may access the data spreadsheet provided by the Department to undertake this work, and may only do so for the purpose stipulated in Attachment A.

Data will only be shared with the selected staff members working within the following fields:

- Project Management
- Administration
- Planning
- Marketing
- Stakeholder & Communications Management
- Program Evaluation

The spreadsheet of information is not to be transmitted, reproduced or otherwise disclosed to other parties except in the manner as stipulated in Attachment A.

Annex B - Extracts from legislation

Aged Care Act 1997

86-1 Meaning of *protected information*

In this Part, ***protected information*** is information that:

- (a) was acquired under or for the purposes of this Act or the *Aged Care (Transitional Provisions) Act 1997*; and
- (b) either:
 - (i) is personal information; or
 - (ii) relates to the affairs of an approved provider; or
 - (iv) relates to the affairs of an applicant for a grant under Chapter 5.

86-2 Use of protected information

- (1) A person commits an offence if:
 - (a) the person makes a record of, discloses or otherwise uses information; and
 - (b) the information is protected information; and
 - (c) the information was acquired by the person in the course of performing duties or exercising powers or functions under this Act or the *Aged Care (Transitional Provisions) Act 1997*.

Penalty: Imprisonment for 2 years.

- (2) This section does not apply to:
 - [...]
 - (e) conduct that is otherwise authorised under this or any other Act.

86-3 Disclosure of protected information for other purposes

- (1) The Secretary may disclose protected information:
 - (a) if the Secretary certifies, in writing, that it is necessary in the public interest to do so in a particular case—to such people and for such purposes as the Secretary determines; and
 - [...]

86-5 Limits on use of information disclosed under section 86-3 or 86-4

A person commits an offence if:

- (a) the person makes a record of, discloses or otherwise uses information; and
- (b) the information is information disclosed to the person under section 86-3 or 86-4; and
- (c) the purpose for which the person makes a record of, discloses or otherwise uses the information is not the purpose for which the information was disclosed.

Penalty: Imprisonment for 2 years.



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

Ref No: MS23-000338

Senator the Hon Katy Gallagher
 Minister for Finance
 Parliament House
 CANBERRA ACT 2600

Dear Minister

Seeking agreement to publicly release the *Improving Food in Aged Care through Education and Training Grant Opportunity Guidelines*.

I am writing to seek your agreement to release and publish the Grant Opportunity Guidelines (Attachment A) for the *Improving Food in Aged Care through Education and Training* grant opportunity.

The *Improving Food in Aged Care through Education and Training* grant opportunity forms a component of an election commitment made by the Australian Government of \$5 million over three financial years, and is designed to improve aged care sector capability through the development and delivery of an education and training package for aged care cooks and chefs. The package will incorporate multiple modalities (including virtual and face-to-face) and sector expertise and be free for maximum uptake.

The Department of Health and Aged Care has prepared Grant Opportunity Guidelines in consultation with your Department and the Department of the Prime Minister and Cabinet. This consultation has ensured the guidelines are consistent with the requirements of the *Commonwealth Grants Rules and Guidelines* and *Implementing Better Practice Grants Administration* released by the Australian National Audit Office. The risk rating for these guidelines is medium.

Therefore, in accordance with Estimates Memorandum 2018/39, I am seeking your agreement to release the medium risk-rated guidelines. The department intends to publish the Guidelines as soon as possible (before 24 March 2023) to ensure execution of the grant and commencement of the program prior to the end of the 2022-2023 financial year.

Yours sincerely

Anika Wells

14 March 2023

Encl (1) – Attachment A - Grant Opportunity Guidelines

From: s47F
To: s47E(c), s47F
Cc:
Subject: Re: Grant application - follow up questions [SEC=OFFICIAL]
Date: Tuesday, 4 April 2023 2:40:21 PM
Attachments: s22

Hi s47E(c), s47F please find updated document and I have tried to upload however it is not allowing me access.

Streamlined as per our discussion.

Understanding that in the agreement there will be 'detail' around reporting lines/finance-budget, to ensure MBF can automate as much as is possible.

I am away from my desk for an hour, but can take a phone call.

Kind regards,



s47F
 Community Relations Manager
 t: s47F m: s47F
 SAHMRI, PO Box 11060, Adelaide, SA 5001
 s47F@maggiebeerfoundation.org.au
www.maggiebeerfoundation.org.au
 Work days: Mon, Wed & Thu



> On 4 Apr 2023, at 11:47, s47E(c), s47F @health.gov.au wrote:

>

> Hi s47F

>

> Apologies – I've just noticed something we will need to check – could we have a Webex chat at 12:30 Canberra time? (in 10 mins)

>

> s47E(c), s47F

> <image005.png>

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

>

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

> Sent: Tuesday, 4 April 2023 12:07 PM
 > To: s47F @maggiebeerfoundation.org.au>
 > Cc: s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>
 > Subject: RE: Grant application - follow up questions [SEC=OFFICIAL]
 >
 > Yes, very valid correction!
 >
 > Thanks so much for that,
 >
 > s47E(c), s47F
 >
 > From: s47F @maggiebeerfoundation.org.au>
 > Sent: Tuesday, 4 April 2023 12:06 PM
 > To: s47E(c), s47F @health.gov.au>
 > Cc: s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>
 > Subject: Re: Grant application - follow up questions [SEC=OFFICIAL]
 >
 > Ok - CORRECTION....
 >
 > One final question in addition to the previous - we note that in the AWP cell I22 you have said "Evaluation Report delivered to the department by 30 June 2026". As indicated by the Grant Opportunity Guidelines and the information you provided for Activity End Date in cells 7E+F, the grant end date is 31 March 2023, meaning that the evaluation report will need to be delivered to the department by 31 March 2023. Can you please confirm this is your understanding?
 >
 > I confirm and understand - grant end date is 31 March 2026, evaluation report will be delivered to the department by 31 March 2026.
 >
 > Kind regards,
 >
 >
 >
 > <image006.png>
 >
 >
 > s47F
 > Community Relations Manager
 > t: s47F m: s47F
 > SAHMRI, PO Box 11060, Adelaide, SA 5001
 > s47F @maggiebeerfoundation.org.au
 > www.maggiebeerfoundation.org.au
 > Work days: Mon, Wed & Thu
 >
 >
 > <image007.png> <image008.png> <image009.png>
 >
 >
 > On 4 Apr 2023, at 11:30, s47F @maggiebeerfoundation.org.au> wrote:
 >
 > Thank you s47E(c), s47F
 >
 >
 > One final question in addition to the previous - we note that in the AWP cell I22 you have said "Evaluation Report delivered to the department by 30 June 2026". As indicated by the Grant Opportunity Guidelines and the information you provided for Activity End Date in cells 7E+F,

the grant end date is 31 March 2023, meaning that the evaluation report will need to be delivered to the department by 31 March 2023. Can you please confirm this is your understanding?

> I confirm and understand this is the correct timeline - grant end date is 31 March 2023, evaluation report will be delivered to the department by 31 March 2023.

>

> Kind regards,

>

>

>

> <image001.png>

>

>

> s47F

> Community Relations Manager

> t: s47F m: s47F

> SAHMRI, PO Box 11060, Adelaide, SA 5001

> s47F@maggiebeerfoundation.org.au

> www.maggiebeerfoundation.org.au

> Work days: Mon, Wed & Thu

>

>

> <image002.png> <image003.png> <image004.png>

>

>

> On 4 Apr 2023, at 11:20, s47E(c), s47F @health.gov.au> wrote:

>

> Hi s47F

>

> Thank you for your responses, these have been deemed satisfactory and will form part of our assessment.

>

> One final question in addition to the previous - we note that in the AWP cell I22 you have said "Evaluation Report delivered to the department by 30 June 2026". As indicated by the Grant Opportunity Guidelines and the information you provided for Activity End Date in cells 7E+F, the grant end date is 31 March 2023, meaning that the evaluation report will need to be delivered to the department by 31 March 2023. Can you please confirm this is your understanding?

>

> Thanks s47F

>

> s47E(c), s47F

>

>

> s47E(c), s47F

> Assistant Director | Transparency and Risk Profiling Section

> <image005.png>

> Quality and Assurance Division | Ageing and Aged Care Group

> Choice and Transparency Branch

> Australian Government Department of Health and Aged Care

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

>

> Please note I work part-time remotely Monday-Wednesday and Friday.

>

> 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.

>
>
>
> From: s47F [REDACTED]@maggiebeerfoundation.org.au>
> Sent: Monday, 3 April 2023 6:33 PM
> To: s47E(c), s47F [REDACTED]@health.gov.au>
> Cc: s47E(c), s47F [REDACTED]@health.gov.au>; s47E(c), s47F [REDACTED]@Health.gov.au>
> Subject: Re: Grant application - follow up questions [SEC=OFFICIAL]
> Importance: High
>
> 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 [REDACTED] I have responded below and attached an updated 'Attachments Pack'.
>
> I trust you find this in order.
>
> If there is anything else that I can help you with please let me know.
>
> In the meantime I am not available until 11am tomorrow, Tuesday, as I have a regular commitment. I have juggled the afternoon and am available then.
>
> Responses... below.....
>
>
>
> Kind regards,
>
> _____
>
>
> <image001.png>
>
>
>
> s47F [REDACTED]
> Community Relations Manager
> t: s47F [REDACTED] m: s47F [REDACTED]
> SAHMRI, PO Box 11060, Adelaide, SA 5001
> s47F [REDACTED]@maggiebeerfoundation.org.au
> www.maggiebeerfoundation.org.au
> Work days: Mon, Wed & Thu
>
>
> <image002.png>
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> <image003.png>
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> <image004.png>
>
>
> > On 3 Apr 2023, at 14:04, s47E(c), s47F [REDACTED]@health.gov.au>
wrote:
>
>
> > Hi s47F [REDACTED]

> >

> > Following the assessment of your grant application for the Improving Food in Aged Care through Education and Training Program grant opportunity, we require responses to some follow up questions (outlined below) to help us finalise the Foundation's suitability for the grant funding.

> >

> > Questions:

> > • Grant objectives criterion 1 – In line with meeting project outcomes, can you confirm the content for State and Territory training will incorporate relevant information and examples in line with the new Aged Care Quality Standard 6 - Food Standard, and also information relevant to reducing unplanned weight loss, falls and major injury and pressure injury quality indicators?

> MBF's delivery of the education and training program for Improving Food in Aged Care is in line with the draft Aged Care Quality Standards - Standard 6 – Food and Nutrition. The program will provide chefs and people involved in food preparation and serving with increased knowledge to provide better quality food that leads to better nutritional outcomes. Through menu assessments and surveys, a baseline of consumer satisfaction will be established that will enable providers and residents to manage expectations, provide adequate food and refreshments daily, include variety and choice, and promote a sense of inclusion and belonging.

>

> > • Trainer-Mentor Program and State & Territory Hubs (Budget) – Can you confirm that the costs listed for the Trainer-Mentor Program cover the salaries of all 10 mentor chefs and the training of 12 chefs each?

> To be clear and concise we have extrapolated figures to itemise Trainer-Mentor Program and State & Territory Hubs. The initial discussions have been that they were 'together' however for clarity separation is for better understanding. Activity has been weighted to year one - Hubs [focus on 75% take up], year two - Trainer-Mentor and then year three - finalise Hubs and Trainer Mentor. Each program has been budgeted and planned for coverage of salary, efficient allocation of staff time, on/off contracting, and ensuring that their time is fully utilised across activities and including Community activity.

>

> > • Can you confirm that travel, accommodation and per diem costs have been included under the pilot for the Trainer Mentor Program (row 13)?

> Travel, accommodation and per diem costs are included in the budget for the Pilot Mentor Program, now refer row 13 & 14.

>

> > • We can also see that travel and accommodation is covered in both State and Territory Hubs (cell B11) and State and Territory Hubs – Travel (row 12) Activity Items.

> Travel and accommodation wording was left in cell B11 in error, this has been corrected and updated in line with clarity of Trainer-Mentor Program and State & Territory Hubs budget line.

>

> > • Community education – this is included in your Activity Work Plan (row 21), however we do not see any budgeted costs associated with the activity. As per our conversation this afternoon and your clarification that this was a previously discussed activity, can you confirm these costs fit into the State and Territory Hubs and that Hub activity scope will not be affected?

> Community education activities are a subcomponent to Hub training; mentor roles incorporating the already trained chefs, utilising education tools and program structures to engage and support external consultants. The State and Territory Hub activity scope will not be affected, additionally it will add value to the Community.

>

> > • Risk Assessment Plan – The risks that are listed in the application are largely focused at the organisation level and don't consider project impacts like low participation/inability to recruit or retain chefs etc. Can you confirm, once the project has commenced (within 4 weeks of grant execution) that MBF are able to submit a revised Risk Management Plan to the department which will cover project impact in more detail including:

> > • Risk of lack of training program reach and/or low impact

> > • Risk of low participation rates

> > • Costing scales and variations e.g. increase cost of travel, accommodation over the

grant lifetime

> MBF will provide a detailed Risk Assessment Plan – Project centric, within 4 weeks of the grant execution. This will include risk assessment for - Recruitment of chefs, homes and partners/external consultants/stakeholders for the programs, manage program evaluation and assessment for impact, manage delay or adopt 'pre-record, live video' and webinar formats to deliver content due to cancellation or postponement of planned training and education. Potential variations have been managed within each activity.

> >

> > If you could get back to us with your responses as soon as possible that would be greatly appreciated.

> >

> > Please do not hesitate to get in touch if we need to clarify any questions.

> >

> > Kind regards,

> >

> > s47E(c), s47F

> >

> >

> >

> >

> > s47E(c), s47F

> > Assistant Director | Transparency and Risk Profiling Section

> > <image001.png>

> > Quality and Assurance Division | Ageing and Aged Care Group

> > Choice and Transparency Branch

> > Australian Government Department of Health and Aged Care

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

> >

> > Please note I work part-time remotely Monday-Wednesday and Friday.

> >

> > 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.

>

This document has been released under
the Freedom of Information Act 1982 (Cth)
By the Department of Health, Disability and Ageing

s47E(c), s47F

From: FBP QAD
Sent: Wednesday, 15 March 2023 3:11 PM
To: s47E(c), s47F; FBP QAD
Cc: s47E(c), s47F
Subject: RE: Seeking confirmation of funds - cost centre s47E(d) [SEC=OFFICIAL]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi s47E(c), s47F

I confirm the following is available from Priority 63, cost centre s47E(d) pre-commitment s47E(d) for the purposes specified in your below email.

2022-23 - \$2.180m (GST Exclusive)
 2023-24 - \$1.740m (GST Exclusive)
 2024-25 - \$1.080m (GST Exclusive)
 TOTAL - \$5m (GST Exclusive)

When seeking Delegate commitment approval, please ask that they use the following words:

"I approve this commitment of up to \$5m (GST ex) in 2022-23, 2023-24, 2024-25 and confirm that I am an authorised delegate under s23(3) of the PGPA Act for this commitment proposal. The commitment approval is within the limits of my delegation as specified in the Financial Delegations."

Grants

Before entering into a grant, the official must be satisfied:

- the official has legal authority to enter into a grant
- the official has acted in accordance with the CGRGs
- the requirements for approval in these instructions have been met

([see AAI 2.1 – Approving commitments of relevant money and entering into arrangements](#)).

For more information, visit [Grants \(sharepoint.com\)](#).

Financial Delegations

Schedule 1 ([Schedule 1 \(No. 1 of 2023\)](#)) provides delegate financial limitations for approving commitments and entering into financing and administering arrangements.

Each financial delegation contains:

- the positions that may exercise the delegation ([refer to financial delegations definitions](#) for an explanation of terms used in the schedule).
- the PGPA legislative reference for each delegation, and a brief description of each delegation.

Kind regards,

s47E(c), s47F

Finance Business Partner QAD and RID – Ageing and Aged Care Group

Financial Management Division | Corporate Operations Group
 Financial Business Support Branch

Australian Government, Department of Health and Aged Care
 T: 02 s47E(c), s47F | E: s47E(d) @health.gov.au
 Location: Sirius Building
 GPO Box 9848, Canberra ACT 2601, Australia

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.

From: s47E(c), s47F @Health.gov.au>
Sent: Wednesday, 15 March 2023 12:25 PM
To: FBP QAD <FBP.QAD@Health.gov.au>
Cc: s47E(c), s47F @health.gov.au>
Subject: Seeking confirmation of funds - cost centre s47E(d) [SEC=OFFICIAL]

Hi s47E(c), s47F

My team is undertaking a new grant agreement with the Maggie Beer Foundation for the Improving Food in aged Care through Education and Training Program, and we are seeking the confirmation of funds as per the grant process protocol.

Could you please confirm the funds are available using the below details:

- Total funding availability of \$5 million (GST exclusive), over 3 financial years as outlined below

2022-23	2023-24	2024-25
\$2.18 million	\$1.74 million	\$1.08 million

- Managing Division – Ageing and Aged Care
- Priority 63
- Outcome 3
- Program 3.3 – Aged Care Quality
- Cost centre s47E(c), s47F
- Cost centre name – Better Food for Aged Care Residents
- Beyond Forward Estimates – not required
- And any other details worth noting

Once we receive this confirmation, we will be sending you the grant agreement checklist and sign off form for your electronic signature.

Thank you for your help and please do contact me if you have any questions.

Thanks

s47E(c), s47F

Transparency and Risk Profiling 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
 E: s47E(c), s47F @health.gov.au
 PO Box 9848, Canberra ACT 2601, Australia

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.



Australian Government

Department of Health

UNDERTAKINGS IN RELATION TO CONFIDENTIAL INFORMATION AND CONFLICT OF INTEREST

This undertaking is made on the 21st day of March 2023 by s47E(c), s47F , who has been nominated as a member of an assessment process, at the Department of Health.

1. The Commonwealth of Australia (the 'Commonwealth') as represented by the Department of Health (the 'Department') has nominated s47E(c), s47F as a member of an assessment process.
2. The nomination as a member of an assessment process includes the agreement to preserve and maintain the confidentiality of information to which the appointee will have access.
3. The nomination as a member of an assessment process also includes the requirement to undertake certain actions in relation to any actual or potential conflict of interest, including direct and indirect conflicts of interest.

Undertakings

1. Undertaking in relation to confidential information

"Confidential Information" means any material made available that:

- (a) is by its nature confidential;
- (b) is designated by the Commonwealth as confidential; or
- (c) the appointee knows or ought to know is confidential; but does not include any information which;
- (d) is in the public domain;
- (e) becomes public knowledge other than by breach of this undertaking; or
- (f) is required to be disclosed by statute or court order.

2. Undertaking

- 2.1 Except as provided in this clause 2, the nominee undertakes to keep secret and confidential all Confidential Information by not disclosing that information directly or indirectly to any person or organisation, other than as directed.
- 2.2 The nominee undertakes not to make any other use of Confidential Information except as it relates to fulfilling the purpose of their role.
- 2.3 The obligations under this clause 2 will not be taken to have been breached to the extent that Confidential Information is disclosed as directed or as required, if the Commonwealth has given prior written consent to disclose such Confidential Information. In giving written consent to disclose Confidential Information, the Commonwealth may impose any conditions as it thinks fit.

- 2.4 If disclosing Confidential Information pursuant to clause 2.3 the nominee must:
- (a) notify the receiving person that the information is Confidential Information;
 - (b) not provide the information unless the receiving person agrees to keep the information confidential;
 - (c) comply with any conditions on disclosure imposed by the Commonwealth.
- 2.5 The nominee understands and acknowledges that any unauthorised use or disclosure of Confidential Information may make them liable for prosecution.

3. Return of materials

- 3.1 The nominee undertakes to return all Confidential Information in their possession to the Commonwealth on ceasing to perform the duties related to their nomination.

4. Undertaking in relation to conflict of interest

- 4.1 'Conflict of Interest' includes any situation where the nominee's partner, family member, or close family friend has a direct financial or other interest which influences or may appear to influence proper consideration or decision making on a related matter or proposed matter, that the nominee will be required to declare that interest and will then take no further part in the consideration of that matter.
- 4.2 The nominee warrants that at the date of this undertaking, and to the best of his or her knowledge and after making diligent inquiry, no conflict of interest exists, or is likely to arise in the performance of their duties.
- 4.3 If, during the period of the nomination, a conflict of interest does arise, or appears likely to arise, the nominee undertakes to notify the Commonwealth immediately in writing and to take such steps as the Commonwealth may reasonably require to resolve or to otherwise deal with the conflict.

5. Indemnity

- 5.1 The nominee undertakes to indemnify and hold harmless the Commonwealth against all costs (including legal costs and expenses on a solicitor/own client basis), liability, losses and claims reasonably incurred by the Commonwealth which are caused by or contributed to by the nominee's failure to comply with this undertaking.

6. Governing law

- 6.1 The law of the Australian Capital Territory applies to the clauses of this undertaking.

7. Survival of undertakings

- 7.1 The nominee acknowledges that the undertakings given in relation to the Confidential Information and Conflict of Interest will continue in force after the expiration or termination of this undertaking.

8. Acknowledgement of verbal explanation

- 8.1 The nominee acknowledges that the responsibilities and expectations set out in this undertaking will be described in practical terms in a verbal briefing.

Executed by the nominee in acknowledgement of the undertakings set out above and to which the nominee agrees to observe and abide.

... s47E(c), s47F

in the presence of:

..... s47F

S47F

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

From: s47F
To: s47E(c), s47F
Cc: National.AgedCareGrants@dss.gov.au; s47F
Subject: Monthly progress report - September 2023
Date: Thursday, 5 October 2023 12:55:00 PM
Attachments: s22

Hi all,

Please find attached the monthly progress report for September 2023.

Many thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au
www.maggiebeerfoundation.org.au

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

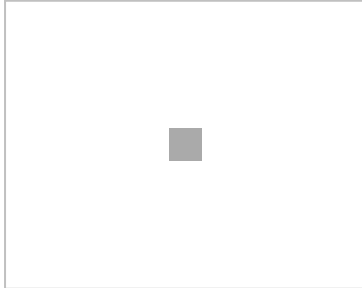
From: s47F
To: s47E(c), s47F
Cc: National.AgedCareGrants@dss.gov.au; s47E(c), s47F; s47F
Subject: Monthly progress report - August 2023
Date: Wednesday, 6 September 2023 6:01:24 PM
Attachments: s22

Hi all,

Please find attached the monthly progress report for August 2023.

Many thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

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By the Department of Health, Disability and Ageing

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Aged Care
QB24-000064

TITLE: NUTRITION IN AGED CARE

	2022-23 (Actual) (\$m)	2023-24 (Estimate) (\$m)	2024-25 (Estimate) (\$m)	Total 2022-23 to 2024-25 (\$m)
Better Food for Aged Care Residents (2022-23) (Maggie Beer Foundation Grant)	2.18	1.74	1.08	5.0
Strengthening Nutrition in Aged Care (2023-24)	-	8.2	4.8	12.9
Total	2.18	9.94	5.88	17.9

Source of figures – 2022-23 Budget, 2023-24 Budget (all figures are referenced as Estimate until completion of the financial year and publication of the annual report)

ISSUE: What is the Government doing to address poor quality food in aged care?

KEY POINTS:

- I thank the Member for their question.

Liberal Rebuttal

- The Royal Commission found that a shocking 68% of aged care residents were malnourished or at risk of malnourishment. Take a moment to let that reality sink in - over two-thirds of residents in aged care that literally did not have enough food to eat.
- Disgraceful. Shameful. Neglectful.
- This happened on YOUR watch. While Senator Colbeck was aged care minister. While Greg Hunt was Health Minister. While the Member for Cook was Health Minister and Prime Minister. I hope you're proud of your record.
- The Albanese Labor Government is absolutely committed to ensuring all older Australians receive nutritious, safe and appetising food.
- The budget delivered \$12.9 million to lift the standard of food and nutrition in aged care.
- This includes \$7.4 million for 720 targeted monitoring visits each year by specialist staff in the Aged Care Quality and Safety Commission to ensure aged care providers are delivering food that residents need and deserve.
- We're also investing \$3.0 million for up to 1000 menu and mealtime assessments over 2 years for aged care providers to be completed by independent Accredited Practising Dietitians - a measure which Dietitians Australia has applauded as "the start of the end of malnutrition in aged care in this country."

These measures the Albanese Government is already doing, including:

- developing a dedicated food and nutrition standard; and
- strengthening accountability and transparency through enhanced food and nutrition reporting and the release of our Star Ratings program; and

[This document may have been modified in the Ministerial Offices (blue/green text). Departmental officers must ensure that only factual content is provided by the Department (black text). No content in blue or green text has been amended nor cleared by the Department of Health and Aged Care.]

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QB24-000064**

- training aged care cooks and chefs in collaboration with the Maggie Beer Foundation. The first components of this program, eleven online modules and a questionnaire for residents, are now live.

Positive work Happening in the sector

- I would also like to recognise some of the good work that's being done on the ground by aged care workers in kitchens around Australia.
- I have had the pleasure of eating with the residents of Goodwin Aged Care Services in the Member for Bean's electorate, made by Chef Sandeep Vain. Sandeep works with an in-house dietitian to create nutritious and appetising meals onsite.
- Sam at Lutheran Services Salem Aged Care in Toowoomba runs the Happy Table project. He works with a dietitian to create a restaurant-like experience, because if the residents are enjoying themselves, they will eat more.
- Unfortunately there are still bad actors in the aged care sector, but I want to recognise those workers who are doing their best at brekky, lunch and dinner time every day

Key Facts and Figures:

- Through Budget 2023-24, the Australian Government is investing an additional \$12.9 million over two years to improve food in aged care.
 - \$7.4 million for 720 targeted monitoring visits each year by specialist staff in the Aged Care Quality and Safety Commission (Commission) to ensure aged care providers are complying with their food obligations, establishment of a Food, Nutrition and Dining Advisory Unit and a dedicated food 'hotline' staffed by specialists.
 - \$3.0 million for up to 1,000 menu and mealtime assessments for aged care providers, to be completed by independent Accredited Practising Dietitians.
 - \$2.2 million for new dietary guidelines and resources to be developed for people aged 65 and over to support nutritional intake.
 - \$300,000 for a Commission led communications campaign to raise awareness of aged care residents' nutritional needs and expectations.
- This is in addition to previous funding for initiatives which support food including:
 - \$5 million for the Maggie Beer Foundation to educate aged care chefs and cooks to deliver better food.
 - \$14.2 million for the urgent review of Quality Standards, including introduction of a new Food Standard.
- The Q1 2023-24 (July – September 2023) Quarterly Financial Snapshot reported the median total cost of food and ingredients for the sector to be \$13.56 per resident per day, an overall increase of \$1.13 on quarter 1 2022-23.
- While the latest quality indicator data (Q1 2023-24, July – Sept 2023) shows a slight increase for both significant and consecutive unplanned weight loss from

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QB24-000064**

the previous quarter (Q4 2022-23, April – June 2023), overall there has been a decrease in cumulative prevalence over the past five quarters in both indicators, with:

- Significant unplanned weight loss Quality Indicator decreasing by 1.5%; and
- Consecutive unplanned weight loss Quality Indicator decreasing by 1.0%.
- The Commission's Food, Nutrition and Dining campaign continues to drive improved care by informing, guiding and educating providers about their obligations, monitoring providers' compliance and responding to non-compliance.
- Over the last two years, the Commission has:
 - Hosted four webinars attended by more than 2,300 provider representatives and staff.
 - Published 42 resources, including factsheets, mini videos and online learning modules for providers and consumers.
 - Published ten articles to share good practice advice and examples of identified by the Commission.
 - Published an education support resource that approved providers can use to train their staff about improving the food, nutrition and dining experience of people in their care.
 - Published a consumer engagement resource to promote socialisation and conversation through artwork and storytelling activities.
- The Commission will continue collaborating with key aged care stakeholders, including members of the Commission's Food and Nutrition Expert Advisory Group, Dementia Australia, and OPAN to develop more educational resources to support the sector.

Sensitivities:

- Some stakeholders criticised the direct approach to the Maggie Beer Foundation.
 - Maggie Beer has expertise in training chefs in home style cooking and is a longstanding and passionate advocate for improving food in aged care. She has knowledge and close relationships with a range of industry experts.
 - Maggie Beer has recently announced the launch of a TV show, *Maggie Beer's Big Mission* to be aired in 2024 on ABC, where she is working with an undisclosed West Australian aged care home to overhaul their food, nutrition and dining service.
- Some stakeholders criticised the reliance on self-reported food and nutrition expenditure data.
 - Expenditure is only one factor influencing an aged care home's performance and it is important to consider this against outcome measures such as the Quality Indicators, regulatory activities and Residents' Experience Surveys.

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Aged Care
QB24-000064

- Initiatives funded through the 2023-24 Budget will provide additional data to better assess the quality of food and nutrition in aged care services, including from menu and mealtime assessments undertaken by dietitians.

Background:

- This Government has taken immediate action on food and nutrition and has implemented six of the Royal Commission's recommendations directly related to food.
- We are enhancing **accountability** by mandating strengthened reporting requirements about food expenditure and building dietetic and speech pathology expertise into the Aged Care Quality and Safety Commission to enhance regulatory activity via the establishment of the Food, Nutrition and Dining Advisory Support Unit.
 - A dedicated Food, Nutrition and Dining Hotline with support and advice provided by dietitians and speech pathologists from the new Unit commenced on 28 July 2023.
- We are strengthening **capability** by offering at risk services a dietitian led menu and mealtime assessment, developing new dedicated dietary guidelines for people aged 65 years or older, funding wage increases for aged care head cooks and chefs through the new \$10.80 per resident per day hotelling supplement, and upskilling the sector via free education and training opportunities through the Maggie Beer Foundation.
 - The Improving Food through Education and Training Grant was executed on 25 May 2023 and the program was launched by Minister Wells and Prime Minister Albanese on 29 August 2023.
 - 3 new free online learning modules were launched on the Maggie Beer Foundation website on 1 December 2023. 11 additional online learning modules are already available to all aged care cooks and chefs via the Maggie Beer Foundation website.
 - Registrations for training opportunities are available now. This includes online and in-person training sessions delivered in each state and territory, and the 12-month in-person Trainer Mentor Program.
- We are improving **transparency** by publishing food data, responses to 'do you like the food here?' question from around 20 per cent of residents annually, and Quality Indicator (QI) information impacted by food.
 - Food expenditure data (compared to sector average), food preparation location and model are now published for each aged care home on My Aged Care through the Find a Provider tool.

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QB24-000064****Referrals to Commission and Action**

- The Department of Health and Aged Care refers all services reporting a spend of less than \$10 per resident per day on food to the Commission to consider as part of its broader regulatory intelligence used to inform ongoing sector monitoring.
 - Following the submission of Q1 2023-24 expenditure data, the Department referred 232 residential services and 4 NATSIFACP services to the Commission.
- From 1 July 2021 to 30 June 2023, the Commission has:
 - Resolved 1,746 complaint issues (including own motion complaint issues) relating to food and catering.
 - Conducted assessments at 1,918 services against food related requirements in the Quality Standards.
 - Taken the following regulatory action in response to non-compliance with requirement 4(3)(f) of the Quality Standards (Where meals are provided, they are varied and of suitable quality and quantity):
 - 33 times in Directions notices
 - 44 times in Non-Compliance Notices
 - 8 times in Sanctions
 - 8 times in Notices to Agree to Certain Requirements

MEDIA COVERAGE

NIL

Date last updated by Dept:	5 March 2024	Cleared by Adviser/date:	
Contact Officer: Assistant Secretary	Ingrid Leonard	Work Phone: (02) s47E(c), s47F	Mobile Phone: s47E(c), s47F
Cleared by: First Assistant Secretary	Amy Laffan	Work Phone: 02 s47E(c), s47F	Mobile Phone: s47E(c), s47F

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Australian Government

Department of Health and Aged Care

Event Brief

MB23-002674

Version (1)

Date sent to MO: 28/08/2023

To: Minister Wells

Adviser: s47F

Subject: EVENT BRIEF: MAGGIE BEER FOUNDATION (PREVIOUSLY LOGGED UNDER MB23-002543)

Date/Time:	Tuesday 29 August, 2:45pm – 3:30pm (ACST)
Meeting type/Location:	Event and media stand up at Eldercare Seaford 100 Seaford Road, SEAFORD SA 5169 Traditional owners: Boon Wurrung (Bunurong) people of the Kulin nation
Staffing:	Office to include
Intended objective:	Promote improved food and nutrition in residential aged care.
Key Attendees:	<ul style="list-style-type: none"> • Prime Minister Anthony Albanese • Maggie Beer (via s47F, Communication and Engagement at Maggie Beer Foundation, s47F) • s47F, Maggie Beer Foundation SA Chef Trainer (contact via s47F) • Eldercare CEO Jane Pickering, s47F • Eldercare Seaford Hospitality Manager, s47F, s47F • Eldercare Seaford Chef Manager, s47F (contact via s47F) • Edlercare Senior Dietitian, s47F

Purpose:

- Showcase Government's commitment to improving food and nutrition in aged care homes.
- Promote the \$5 million grant to the Maggie Beer Foundation and its programs to aged care homes, older people and the general community.
- This is to be done through a media event hosted at Eldercare Seaford.
 - Note: The Eldercare Seaford location is an opportunity to highlight how training and educating chefs can improve food and nutrition outcomes for the older people in their care, but neither Maggie Beer nor the Foundation have an affiliation with Eldercare and the food they serve.

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- Eldercare Seaford Chef Manager, s47F, has taken part in several of the online training modules.
- Eldercare Seaford Hospitality Manager, s47F, is working to promote training opportunities under the grant to all chefs and cooks at Eldercare.

Key Matters/Issues:**Maggie Beer Foundation Grant**

- In May 2023, the Government awarded the Maggie Beer Foundation (the Foundation) a one off \$5 million grant to develop and deliver a free education and training program titled *Improving Food in Aged Care through Education and Training*.
- The program has 5 key components, which aim to support chefs and cooks to source, prepare and serve more delicious and nutritious food to improve the wellbeing of older people in residential aged care.
- All grant activities are fully funded by the Government. There is no cost to participants.
- The Maggie Beer Foundation is currently training chefs who will deliver key components of the grant activities.
- Participation opportunities soft launched from 1 August 2023, with aged care homes invited to [apply to take part in some programs](#) via the Aged Care Engagement Hub.
- Grant activities will be delivered between August 2023 and early 2026.

Program scope

- There are opportunities for every chef and cook working in a residential aged care home to participate in grant activities with:
 - 2,700 places available in state and territory training hubs (virtual and hybrid training)
 - unlimited participation in online learning modules
 - all aged care homes invited to participate in a food satisfaction questionnaire
 - space for 120 homes (which may contain multiple chefs and cooks) to take part in the trainer mentor program.
- Programs will be offered in each state and territory and online, ensuring a wide range of chefs, cooks and food service staff can participate.

Full details on grant activities are outlined in **Attachment B: Talking points**.

Wage increase

The Fair Work Commission's decision to increase award wages by 15 per cent for many aged care workers took effect from 30 June 2023.

- The Australian Government is investing \$11.3 billion to deliver on its commitment to fund the Fair Work Commission's decision.
- This historic wage rise ensures our hard-working aged care workers are appreciated for the complex, and often undervalued, care they provide to older people in Australia.

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- The wage increase is expected to benefit around 250,000 registered nurses, enrolled nurses, assistants in nursing, personal care workers, head chefs and head cooks, recreational activities officers and home care workers.
- The case is continuing with the Fair Work Commission considering whether further wage adjustments should be made to the award wages of aged care workers.

Sensitivities:**Maggie Beer Foundation Grant**

- N/A

Payrise for aged care chefs and cooks

- The 15 per cent award wage increase only applies to the most senior food service employee (levels 4 – 7) which is the head chef or head cook under the Aged Care Award. This is based on one FTE employee per service.
- The Fair Work Commission's decision did not extend to chefs and cooks who are not the most senior food service employee working at a particular aged care service, nor any other general food service employees.
- The Aged Care Work Value case is continuing with the Fair Work Commission considering further wage adjustments for direct care workers in the sector. It will also look at whether wage adjustments should be applied to indirect care workers, including (but not limited to) non-senior food services (kitchen) workers, maintenance workers and cleaners.
- All award-reliant workers in the federal award system received an increase of 5.75% from 1 July 2023 as part of the Annual Wage Review.



Background:**Additional Government measures for food and nutrition**

- The Maggie Beer Foundation grant is complemented and enhanced by:
 - \$14.2 million through the 2021-22 Budget to review the Aged Care Quality Standards, including the development of a new dedicated Food Standard.
 - \$12.9 million through the 2023-24 Budget to increase the capability and accountability of aged care providers to provide good food, nutrition and dining, including through the Aged Care Quality and Safety Commission's newly launched Food, Nutrition and Dining Advisory Support Unit and hotline.
 - The support unit helps providers improve the quality, variety, and nutrition of meals to people in aged care.
 - The Food, Nutrition and Dining hotline gives callers access to experts in the areas of food, nutrition and dining, including dietitians and speech pathologists.
 - Existing measures, such as:
 - mandating strengthened reporting on food expenditure through the Quarterly Financial Report
 - providing a hotelling supplement of \$10.80 per resident per day
 - publishing key food and nutrition information through Star Ratings (i.e. Residents' Experience Surveys and Quality Indicators).

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Biography/Biographies:

Name	About (brief description)	Photo
Maggie Beer	Founder of Maggie Beer Foundation, which provides good food for all, regardless of age or health restrictions. Recipient of \$5 million departmental grant, <i>Improving Food in Aged Care through Education and Training</i> .	
s47F	Maggie Beer Foundation SA Chef Trainer	
Jane Pickering	Eldercare CEO Jane started her career as a Registered Nurse/Midwife working in various roles in the public and private sectors and in rural and remote areas, including the Torres Strait. She has held several Executive positions prior to being appointed as CEO of Eldercare in 2013.	
s47F	Eldercare Seaford Hospitality Manager Experienced Hospitality Services Specialist, responsible for ensuring Hotel services and property maintenance team deliver the highest level of quality services to aged care residents across a range of areas in accordance with relevant legislative standards	s47F
	Eldercare Seaford Chef Manager	
	Senior Dietitian – Eldercare	

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About Eldercare Seaford

Service Name	Eldercare Seaford https://www.myagedcare.gov.au/find-a-provider/aged-care-homes/1235529
About (from website)	<p>Seaford is a state-of-the-art aged care home built in 2008 with modern resident rooms and spacious communal areas that support a range of social activities.</p> <p>https://www.eldercare.net.au/aged-care/aged-care-homes/seaford</p> <p>Eldercare is one of South Australia's largest and most experienced not-for-profit aged care providers with approximately 1000 residents cared for at 12 aged care homes across South Australia and 200 self-contained independent living units across 12 retirement villages.</p> <p>https://www.eldercare.net.au/about</p>
Operational Places	100 – (occupancy 100% as 30 June 2023)
Street address:	100 Seaford Road, SEAFORD SA 5169
MMM Classification	1
Commission check	<ul style="list-style-type: none"> • The Commission last conducted a site audit at the service in October 2022 and found the service compliant. • The service is accredited until January 2026 • RES data has been checked and confirms location suitable
Overall Star Rating	<p>4 Stars (Good)</p> <ul style="list-style-type: none"> • Compliance 5/5 • Quality Measures 4/5 • Resident's Experience 4/5 • Staffing 1/5 • 24/7 RN compliance confirmed

Attachments:

- A. Event summary
- B. Talking points
- C. Media release
- D. Social media

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Attachment A

SUMMARY SHEET**Event: Maggie Beer Foundation Grant Promotion at Eldercare Seaford**

Date Tuesday 29 August
 Arrive 2:45pm
 Depart 3:30pm
 Duration 45 minutes

Person the PM, Minister and Maggie Beer is to be met by:

Name Jane Pickering
 Title Chief Executive, Eldercare
 Contact phone s47F

Venue

Street address 100 Seaford Road, SEAFORD SA 5169
 Contact phone Eldercare CEO Jane Pickering, 0421 615 999

Format Event followed by media stand up

Parking arrangements Enter via Seaford road, carpark will be reserved to the right of entrance, marked out (space for PM, Min and Maggie Beer will be allocated)

Map

Traditional
Custodians

Boon Wurrung (Bunurong) people of the Kulin nation

COVID safe requirements

- COVID declaration to be completed by all on entry.
- Hair net to be worn in kitchen.
- Hand hygiene to be performed prior to meal prep.

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Order of proceedings: Tuesday 29 August 2:45 – 3:30PM

2:45pm	Minister, Prime Minister, Maggie Beer and 1 x cameraman arrives, meet team, check in.
2:50pm	<p>Prime Minister, Minister, Maggie Beer and cameraman to kitchen, where food is being plated.</p> <ul style="list-style-type: none"> • PM / Minister will have the option to put food on a plate (menu details to come) • Maggie to chat with chefs, PM and Minister – not to cook or serve food.
3:00pm	<ul style="list-style-type: none"> • Food taken out to residents • All chat to residents
3:10pm	<ul style="list-style-type: none"> • Media presser out front of facility • Minister, PM, Maggie Beer to attend.
3:30pm	<ul style="list-style-type: none"> • Presser ends, event wraps.

Of note:

- Eldercare Seaford Chef Manager, s47F, has taken part in several of the Maggie Beer Foundation online training modules and wishes to sign up for a training hub.
- Eldercare Seaford Hospitality Manager, s47F, is working to promote training opportunities under the grant to all chefs and cooks at Eldercare.
- It is important to Maggie Beer that it is clear that neither Maggie Beer nor the Foundation have an affiliation with Eldercare and the food they serve.

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Attachment B:

TALKING POINTS/Q&AS

Minister:	Minister Wells
Topic:	Opening of programs under the <i>Improving Food in Aged Care through Education and Training grant</i> (awarded to the Maggie Beer Foundation).
Date:	August 2023

OVERVIEW

- The Royal Commission into Aged Care Quality and Safety identified food, nutrition and dining as areas of concern in aged care.
- The Government believes improving food, nutrition and dining in aged care is crucial to the quality of life for older people in Australia.
- In May 2023, the Government awarded the Maggie Beer Foundation a one-off \$5 million grant to develop and deliver a free education and training program titled *Improving Food in Aged Care through Education and Training*.
- The program has 5 key components, which aim to support chefs and cooks to source, prepare and serve more nutritious and delicious food to improve the wellbeing of older people in residential aged care.
- All grant activities are fully funded by the Government. There is no cost to participants.
- Grant activities are open for application now, and will be delivered between August 2023 and early 2026. Aged care providers can register their interest for programs at <https://agedcareengagement.health.gov.au/engagement/register-your-interest-for-free-food-and-nutrition-education-and-training-for-aged-care-chefs-and-cooks/>

OBJECTIVES AND KEY MESSAGES

Program benefits

- All aged providers are invited to participate, encouraging a whole-of-sector uplift in food and nutrition.
- Older people living in residential aged care homes will receive improved food, nutrition, and dining experiences.
- Chefs and cooks in residential aged care homes will become better educated on how to source, prepare and serve nutritious food.
 - In some programs, this will include training on preparing and serving culturally appropriate food, including for First Nations people.
- Participation will also help residential aged care homes meet the dedicated draft food and nutrition Aged Care Quality Standard, which is currently being piloted.

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OFFICIAL**Program components (overview)**

- The program has 5 components.
 - **Online learning modules**
 - Eleven modules are currently available on the Maggie Beer Foundation website, and a further 6 free online learning modules for chefs and cooks will be delivered from late 2023.
 - **Food Satisfaction Questionnaire**
 - Developed by Flinders University, the questionnaire captures feedback on the food and dining experience in individual homes from residents, their families and food service staff.
 - All aged care homes are invited to participate.
 - **State and Territory Training Hubs**
 - 135 training hubs will be delivered by an expert chef trainer
 - Training will be virtual and hybrid (a combination of online and in-person), in groups of no more than 20.
 - 40 hybrid hubs are in priority locations, as determined by an analysis of relevant Star Ratings data.
 - The remaining hubs will be virtual.
 - Includes an optional dietitian-led menu appraisal
 - **Trainer Mentor Program**
 - Open to 120 aged care homes, the trainer mentor program is a 12-month in-person mentorship program with an expert chef trainer.
 - More information about the selection process for this program will be available soon.
 - Includes a dietitian-led menu appraisal.
 - **Professional Community**
 - All chefs and cooks who have completed program activities will gain access to the Foundation's online professional community.

Detailed information on each program:**Online learning modules:**

- Although not funded through the grant, 11 online learning modules are now available on the Maggie Beer Foundation's website and are now free to access at lms.maggibeerfoundation.org.au.
- Under the grant, the Foundation will deliver six additional free modules.
- They will be released in stages from late 2023 to mid-2024 and cover:
 - rethinking texture-modified diets
 - cook-chill preparation
 - supporting hydration
 - cooking at home in the community
 - dementia
 - First Nations nutrition.
- Each module is 20-40 minutes in length and comes with an information pack including additional resources and recipes.

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Food Satisfaction Questionnaires

- Open to all residential aged care homes from now until December 2023.
- The Foundation is using a world-first toolkit of validated food service satisfaction questionnaires.
- This was developed by the Flinders University Aged Care Food and Nutrition Research team.
- The questionnaires are evidence-based, validated and reliable.
- There are 25 questions for residents, 24 questions for families and 42 questions for aged care food service staff. They will take an average of 10 minutes to complete.
- The questionnaires will measure food satisfaction, food likes and dislikes, food choice and variety, dining atmosphere, dining companion and staff attitude.
- Families of residents will receive a link to complete the questionnaire within 4 weeks of when the resident has completed theirs.
- When a home registers to participate, the Foundation shares their details with Flinders University, who will then contact them.
- Homes will receive online training and a user guide, which includes how to best approach staff, residents and families to complete the questionnaires.
- The questionnaires can be completed through an online portal or in print.
- The resident questionnaire is designed to ensure the voices of a diverse range of residents is captured, including those with cognitive impairment.
- The results from the questionnaire will be provided to aged care homes to highlight areas for improvement.
- Results will also assist the Foundation in the development and tailoring of the state and territory training hubs and trainer mentor program by providing information about areas for improvement.

State and Territory Training Hubs:

- Open now for sign up on the Foundation's website, with training to commence from late August 2023 and run into 2024.
- 10 expert chef trainers have been recruited and are being trained by the Foundation to deliver the state and territory training hubs and trainer mentor program.
- Cooks and chefs will learn how to source, prepare and serve more delicious and nutritious food in residential aged care.
- The needs and preferences of older people will be incorporated into the training.
- Up to 135 training sessions will be offered nationally across all states and territories with a maximum of 20 participants per session.
 - If more than 20 participants register in a region, additional hubs will be scheduled.
- The virtual hubs will be delivered through 3, 2.5 hour sessions held over a period of 3 weeks. There will be various days and times of the week to allow for as many chefs and cooks to attend as possible. Participants of virtual only hubs are given 'practical homework', which mimics some of the practical cooking class content.
- The hybrid hubs will involve a mix of online and in-person training and will be delivered through 3, 2.5 hour sessions and a one-day practical cooking class over a period of 4 weeks.
- The hybrid hubs will be delivered in 40 priority locations.

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- Priority locations have been determined using Star Ratings data. (see *Questions and Answers* for more details).
- Although these locations have been chosen based on need, there is no selection process to participate. All homes in the region are welcome to register.
- The Foundation will update hub locations on the events section of their website.
- Training will be available across metropolitan, regional and rural locations.
- Dietitian-led menu appraisals will be offered virtually to all residential aged care services participating in hubs.
- Homes will also be encouraged to participate in the food satisfaction questionnaire if their home has not already completed the questionnaire (until December 2023).

Trainer Mentor Program

- The trainer mentor program is a 12-month in-person mentorship program with an expert chef trainer.
- The program is designed to provide tailored support to individual residential aged care homes.
- 10 expert chef trainers and are being trained by the Foundation to deliver the state and territory training hubs and trainer mentor program. 120 aged care homes will be able to take part in this program.
- Further work is underway on the development of this program, but participating homes will include those in metro, regional and remote locations.
- Participating homes will be required to complete a menu appraisal and food satisfaction questionnaire as a compulsory component for their tailored training.
- Note: participation in the state and territory training hubs is not a prerequisite for the trainer mentor program.

Professional Community

- The professional community is an online platform for chefs and cooks where they can share experiences, knowledge, ask questions and seek support from the Foundation and peers.
- The professional community is currently available, and will soon be moderated by a chef trainer.
- The moderator will provide mentoring, support and respond to enquiries, as well as post content twice weekly on best practice initiatives, case studies, peer-reviewed evidence and/or recipes.
- Access to the professional community is available to all chefs and cooks who complete a program under the grant.

Questions and Answers***Why was the Maggie Beer Foundation chosen for this grant?***

- The Government chose to partner with the Maggie Beer Foundation because of their long-term ambassadorial role in the improvement of food and the dining experience in aged care.

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- The Foundation also has extensive experience in the area of chef education and training.

Are dietary experts involved in delivering the programs?

- A range of experts have been involved in the development of the programs. This includes dietitians and speech pathologists and experts on dementia and First Nations culture.
- Nutrition Professionals Australia (NPA), a dietitian-led organisation with significant expertise in menu and mealtime quality assessments, have been engaged to lead and conduct the menu appraisals. The Foundation collaborated with Dietitians Australia during development of the 'menu appraisal' component of this grant.
- The Foundation is harnessing the expertise of the Aged Care Food and Nutrition research team at Flinders University by engaging them to develop and deliver the food satisfaction questionnaires.

Why was the Maggie Beer Foundation program delayed?

- Due to the timeframe to progress the government grant there was a delay in the commencement of activities planned for 2022 and early 2023. Activities are available now and chefs and cooks can register their interest on the Foundation's website.

How will the education and training program reach aged care services most in need of support?

- A requirement of the grant is that all residential aged care services are offered education and training opportunities to upskill the sector as a whole.
- The department will assist the Foundation by sharing data where needed to help determine services most in need of support. For instance, homes that score poorly on relevant questions of the Residents' Experience Survey may be directly contacted by the Foundation and invited to take part.
- The Aged Care Quality and Safety Commission's food, nutrition and dining advisory support unit and hotline may also recommend programs under the grant to homes in need of training and education.
- Information from the food satisfaction questionnaire will also assist in identifying services most in need.

Why is it a 'Menu Appraisal' and not Menu and Mealtime Assessment?

- The program's menu appraisals are an adapted version of Dietitians Australia's 'Menu and Mealtime Quality Assessment of Residential Aged Care' and are not intended to replace a full Menu and Mealtime Assessment.
- The menu appraisal, offered to all homes participating in hubs and the trainer mentor program, is an adapted menu appraisal facilitated by a dietitian that will inform aged care homes of the areas where they could improve, as well as assist in the development of the tailored training.
- The completion of a full Menu and Mealtime Assessment was outside the scope of the grant budget and requirements.

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- Up to 500 annual referrals for dietitian-led Menu and Mealtime Assessments will soon be available through the Aged Care Quality and Safety Commissions Food, Dining and Nutrition Unit.

How have the 40 priority locations been selected for the state and territory training, and where are they?

- The priority locations for the State and Territory training hubs were selected by assessing Star Ratings data, specifically whether the service rating was 1-star or 2-star for the Residents' Experience and/or Quality Measures sub-category ratings.
- Although these locations have been chosen based on need, there is no selection process to participate. All homes in the region are welcome to register.
- The Foundation will update hub locations on the events section of their website. They will also place targeted calls to homes in these regions to invite them to participate.
- The remaining hubs will be virtual only.
- The priority locations are:

NSW/ACT – Sydney (metro), Canberra (metro), Newcastle (metro), Central Coast (metro), Wollongong (metro), Byron/Lismore (regional), and Tamworth (rural).

VIC – Melbourne (metro), Geelong (metro), Bendigo (regional), Shepparton (rural), and Warrnambool (rural).

QLD – Brisbane (metro), Sunshine Coast (metro), Gold Coast (metro), Rockhampton (regional), Cairns (regional), Gympie (rural), and Mount Isa (remote).

SA – Adelaide (metro) and Berri (rural).

WA – Perth (metro), Mandurah (metro), Daven Port (regional), Kalgoorlie (rural), and Northam (rural).

NT – Darwin (regional) and Alice Springs (remote).

TAS – Hobart (metro), Launceston (regional), and Devonport (rural).

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Attachment C: Media release



The Hon Anika Wells MP
Minister for Aged Care

DRAFT MEDIA RELEASE

29 August 2023

Free training to deliver better food and nutrition for older people in aged care

Older people living in residential aged care homes will receive improved food, nutrition, and dining experiences, thanks to a free training program for aged care cooks and chefs.

The Department of Health and Aged Care has partnered with the Maggie Beer Foundation to deliver the free *Improving Food in Aged Care through Education and Training* program over the next 3 years. Participation will also help residential aged care homes to meet the draft dedicated food and nutrition [Aged Care Quality Standard](#) currently being piloted.

All aged providers are invited to participate, encouraging a whole of sector uplift in food and nutrition.

Program opportunities include:

- Online learning modules
- Food Satisfaction Questionnaire
- State and Territory Training Hubs
- Trainer Mentor Program
- Professional Community.

Visit the [Maggie Beer Foundation website](#) to find out more or register your interest.

These activities are complemented by the Aged Care Quality and Safety Commission's newly launched food, nutrition and dining advisory support unit and hotline.

The support unit is helping providers improve the quality, variety, and nutrition of meals to people in aged care.

The hotline will give callers access to experts in the areas of food, nutrition and dining, including dietitians and speech pathologists. You can call the hotline on 1800 844 044 with questions, concerns or complaints about food, nutrition or dining in aged care.

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OFFICIAL**Quotes attributable to Minister for Aged Care, Anika Wells:**

"The Maggie Beer Foundation will deliver expert training to chefs and cooks working in aged care. This is part of our approach to help providers upskill and be better educated so they can prepare and serve more delicious and nutritious food to the older people in their care."

"The free *Improving Food in Aged Care through Education and Training* program is an important step forward in ensuring all older people in residential aged care have access to nourishing food that they enjoy and improves their wellbeing."

"Food, nutrition and the dining experience have a significant impact on a person's quality of life. For questions, concerns or complaints about food, nutrition or dining in aged care you can call the Aged Care Quality and Safety Commission's dedicated food hotline on 1800 844 044."

Quote attributable to Maggie Beer:

"Food is nutrition not just for the body, but also for the soul. It's what fires our appetite for life. The Maggie Beer Foundation is thrilled to partner with the Department of Health and Aged Care to provide opportunities for every chef and cook working in residential aged care to improve food, nutrition, and dining experiences for older people."

MEDIA CONTACT: Chris Garry S47F

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OFFICIAL**Attachment D: Social media****Draft social media post:**

When it comes to food in residential aged care, it's time we did better.

As part of our approach to improving food and nutrition, the Maggie Beer Foundation will deliver **free** training to chefs and cooks working in residential aged care.

Today I joined Maggie and some of her expert team at an aged care home in Adelaide to celebrate how this program will help chefs and cooks serve more delicious and nutritious food to the people in their care. Chef Arno has already taken part in some of the training and told me how it inspired him.

Find out more or sign up for programs at → [Register your interest for free food and nutrition education and training for aged care chefs and cooks - Ageing and Aged Care Engagement Hub \(health.gov.au\)](#)

If you or a loved one have questions, concerns or complaints about food, nutrition or dining in aged care, call the Aged Care Quality & Safety Commission's (@AgedCareQuality) dedicated hotline on 📞 1800 844 044.

Maggie Beer Foundation social media handles

- [FB - https://www.facebook.com/mbeerfoundation](https://www.facebook.com/mbeerfoundation)
- [Twitter - @mbeerfoundation](#)

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Minister	Minister Wells
PDR Number	MB23-002674
Subject	Event Brief: Maggie Beer Foundation (previously logged under MB23-002543)
Contact Officer	s47F
Clearance Officer	
Division/Branch	Corporate Operations People Communication & Parliamentary
Has Budget Branch been consulted if there are financial implications?	Not Applicable

Adviser/DLO comments:	Returned to Dept for: REDRAFT <input type="checkbox"/> NFA <input type="checkbox"/>
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From: s47F
To: [Nutrition in Aged Care](#)
Cc: s47F
Subject: Maggie Beer free modules/ Creating an appetite for life
Date: Tuesday, 17 October 2023 8:11:47 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.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.

Good Morning

I'm just making an enquiry whether I would be allowed to register for this training as I am an Allied Health Assistant in an aged care home and one of my scopes is that I work under the Dietitian? I also run our Food Forum Meetings for our residents and I deal with Dietitians regarding our menu and speak with the kitchen staff a lot. I am also involved in the discussions surrounding the dining experience.

Kind Regards

s47F

Kind Regards,

s47F

Allied Health Assistant

Mt Lofty Nursing Home

p: s47F

a: 66 Rifle Range Road, Toowoomba Qld 4350

e: s47F [@health.qld.gov.au](#) | w: [Darling Downs Health](#)

Darling Downs Health

Hand Hygiene

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Monthly Reporting Template

1. Grant Activity Summary			
Organisation name	<i>Maggie Beer Foundation Ltd</i>	Monthly Report Item number	#6
Grant Activity ID	<i>4-ILB85JS</i>	This Monthly Report covers the following period	<i>01/12/2023 – 31/12/2023</i>
Grant Activity Title	<i>Improving food in aged care through education and training</i>	Monthly Report submitted to Department of Health and Aged Care	<i>10/01/2024</i>

Activity Deliverables^

N.B reporting is for this month only unless otherwise stated.

2. Online Learning Modules and Professional Community							
Module topic	REGISTRATIONS No. of cooks/chefs for month	REGISTRATIONS No. of 'other' aged care staff registrations e.g. food service staff, nurses etc. for month	COMMENCEMENTS No. of cooks/chefs commenced for month	COMMENCEMENTS No. of 'other' aged care staff commenced e.g. food service staff, nurses etc. for month	COMPLETIONS No. of cooks/chefs for month	COMPLETIONS No. of 'other' aged care staff e.g. food staff, nurses etc. for month	COMPLETIONS No. of services
Module 1 <i>TMD</i>	28	129	13	33	3	6	TBC
Module 2 <i>Regen</i>			10	21	1	3	TBC
Module 3 <i>Hydration</i>			14	35	6	12	TBC
Module 4 <i>Community cooking</i>	<i>Filmed Nov 2023</i>						
Module 5 <i>Dementia</i>	<i>Filmed Nov 2023</i>						

^ If a column is not relevant at this stage of grant, state N/A.

Module 6 [insert module name]							
TOTALS This month:							
Professional Community							
Number of new individual users to the Professional Community			Number of interactions by Chef Moderator (including posts, responses to enquiries etc.)			Number of interactions from participants	
This month: 155			This month: 8			This month: 0	

3. Food Satisfaction Questionnaires

Number of questionnaires completed				Average satisfaction rating for questionnaires conducted
By resident	By representative (carer, partner, family member etc.)	By food service staff	By services	
This month: 31	This month: 56	This month: 72	This month: 20	69.8%

4. Menu Appraisals

Number of services who have signed up for a menu appraisal	Number of appraisals commenced	Number of services that completed an appraisal
This month: 24 Residential: 24 NATSIFAC: 0 MPS: 0	This month: 5 Residential: 5 NATSIFAC: 0 MPS: 0	This month: 5 Residential: 5 NATSIFAC: 1 MPS: 0

^ If a column is not relevant at this stage of grant, state N/A.

5. State and Territory Training Hubs

Number of virtual hubs completed	Number of participants for completed virtual hubs	Number of hybrid hubs completed (including locations)	Number of participants for completed hybrid hubs	Number of services participating (including both virtual and hybrid)	Breakdown of services participating in each State and Territory	Number of services participating by Modified Monash Model (MMM)	Number of feedback surveys received for both virtual and hybrid Hubs
This month: 2	This month (total): 16	This month: 1 Locations: Perth (13.11.2023)	This month (total): 6	This month: Residential: 15 NATSIFAC: 1 MPS: 0	This month: ACT: 1 NSW: 0 NT: 2 QLD: 4 SA: 0 TAS: 0 VIC: 3 WA: 6	This month: MM1: 8 MM2: 2 MM3: 0 MM4: 0 MM5: 4 MM6: 1 MM7: 0	This month: 12 Virtual: 4 Hybrid: 8

6. Trainer Mentor Program

Number of applications for Trainer Mentor Program and Tranche	Number of chefs/cooks/food service staff in program	Number of chefs/cooks/food service staff completed program	Total Trainer Mentor Programs in progress	Total Trainer Mentor Programs completed	Breakdown of service types participating	Number of services participating per State and Territory	Number of services participating by Modified Monash Model (MMM)
This month: Wave #2: 3	This month: N/a	This month: N/a	XX / 120 N/a	XX / 120 N/a	This month: N/a Residential: NATSIFAC: MPS:	This month: N/a ACT: NSW: NT: QLD: SA: TAS: VIC:	This month: N/a MM1: MM2: MM3: MM4: MM5: MM6: MM7:

^ If a column is not relevant at this stage of grant, state N/A.

						WA:	
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7. Expenditure

Activities	Budget <i>Please state any changes to these budget figures where necessary.</i>	Monthly Expenditure	Total Expenditure	Explanation (optional) <i>Overview of expenditure if required</i>
Project Management	\$830,000.00	\$22,348.96	\$197,348.84	Key staff including Project Lead, Training Coordinator(s)
Online Learning Modules	\$415,000.00	\$26,681.31	\$129,545.41	Post-production costs for OLM 1-3 Loading OLMs onto platform Filming OLMs 4&5 Functional improvements to OLM platform
Professional Community	\$190,000.00	\$6,448.68	\$10,284.42	Staff time to moderate, develop and load content
Food Satisfaction Questionnaires	\$200,000	\$0	\$100,000.00	No payments due this month
Menu Appraisals	\$790,000.00	\$3,600	\$63,128.65	External Consultants – Nutrition Professionals Australia
State and Territory Training Hub	\$775,000.00	\$18,562.42	\$200,994.18	Key staff: Chef Trainers to deliver hubs Recruitment costs

^ If a column is not relevant at this stage of grant, state N/A.

Trainer Mentor Program	\$1,350,000.00	\$9,763.84	\$18,448.03	Staff time to develop content Travel costs for Train the Trainer v2.0 (February 2024)
Evaluation	\$450,000	\$0	\$85,928.18	No payments due this month

8. Additional comments

Free text.

e.g. stakeholder engagement, interesting findings, issues, concerns or expenditure updates etc.

Online Learning Modules:

- Production meetings, module 5 (Dementia): 4 & 18 December 2023
- Info packs for modules 4&5 drafted
- Research for module 6 (Indigenous Nutrition) commenced

Professional Community:

Recipes loaded onto Professional Community:

- Eton Mess
- Prawn and Sesame Toast
- Chia Pudding
- Smoked Salmon Pintxos

Articles loaded onto Professional Community:

- Forming a Resident Food Committee

Resources loaded on Professional Community:

- IDDSI Testing Methods
- IDDSI Framework
- Creating an Appetising Dining Environment

^ If a column is not relevant at this stage of grant, state N/A.

The following improvements in the Professional Community platform have commenced:

- Automatic registration for people who participate in other training programs (e.g. hub registrants and TMP participants)
- Monthly notification to users of new content on PC
- Redesign and improved functionality of recipe section of PC to include the following features. Low fidelity prototype approved.
 - Categories such as: Breakfast, Morning and Afternoon Tea, Main Meals, Sides/ Salad/ Sauces, Supper, Drinks, Desserts
 - Search for recipes that are suitable for texture modification
 - Recipes with 3 different serve sizes (10,60,120 serves) to assist with scaling
 - Improved search functionality

Menu Appraisals:

- Weekly project meetings
- Inclusion of photos of food provided by Aged Care Homes to be included in Menu Appraisal report

Food Satisfaction Questionnaires:

- Fortnightly project meetings
- Registrations completed 31 December 2023 (except for aged care homes participating in Trainer Mentor Program)

State and Territory Hubs:

- Hubs scaled down during December for Christmas break.
- Three new hub dates launched for 2024 (national)
- Emailed those who registered but did not attend hubs to register for 2024 hubs
- Web content has been updated in line with format changes and FAQs uploaded
- Student portal (a new section added to the Professional Community) in development. Low fidelity prototype approved.

Trainer Mentor Program:

- A further 9 Aged Care Homes selected for wave #1 - making a total of 23
- Emailed 50 of the largest aged care providers in Australia, inviting them to apply for Trainer Mentor Program
- Continue to receive applications for wave #2
- TMP content in development
- Train the Trainer Program v2.0, in development
- Student portal (a new section added to the Professional Community) in development

Evaluation:

- Fortnightly project meetings
- Discussed option for Evaluation to include analysis of data from Menu Appraisals. Waiting for quote.
- Developed dashboard (phase 1) for evaluation results
- From 77 survey responses, 95% said they felt very confident or somewhat confident that they will be able to make changes to the food service at their aged care home in line with what's taught in the hub.

Communications and Marketing:

- Videos to promote Online Learning Modules and Trainer Mentor Program delivered
- Regular social media posts, promoting training and recruitment opportunities and manage community responses
- Email to providers inviting them to apply for TMP
- Email chefs/ cooks who did not complete hubs to register for 2024
- eNewsletter to Foundation subscribers (see Quarterly report for engagement data)

Staff, recruitment and training:

- Recruitment: Applications received (13), First round interview (8), Second round interview (7). Candidate selection due January 2024

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Maggie Beer Foundation Grant Activities – Uptake Statistics

- The Australian Government's 2022-23 October Budget included a one off \$5 million grant to the Maggie Beer Foundation, across three financial years, to deliver free education and training for key aged care staff on how to source, prepare and serve more delicious and nutritious food.
- The grant activities are available for all residential aged care services to participate, which includes residential, Multi-Purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) services.
- Delivery of the grant activities will occur between August 2023 and early 2026.

Online learning modules (available from November 2023)

- 6 new free online learning modules will be developed on the topics of Hydration, Texture-modified diets, Regeneration of cook-chill, Cooking in the community, Dementia, First Nations Nutrition.
 - The first 3 of these were released on 1 December 2023.
- The modules are open to anyone, including food workers providing meals through the Home Care Packages Program and Commonwealth Home Support Programme.
- Although not funded through this grant, 11 online modules are now available on the Foundation's website and are free to access.

Food Satisfaction Questionnaires (closed as of 31 December 2023)

- Three types of questionnaires were developed (by Flinders University) to capture valuable insights on food and dining experiences in individual services from residents, their families and food service staff.
- Results were provided to aged care services to highlight areas for improvement, as well as assist the Foundation in the development and tailoring of the State and Territory Training Hubs and Trainer Mentor Program.

State and Territory Training Hubs (available now until 2024)

- The Hubs aim to provide targeted and expert-driven education to aged care chefs and cooks both virtually and hybrid (a combination of online and in-person short courses).
 - Up to 135 short course sessions to be scheduled, with max 20 participants per session. Delivered through either a virtual or hybrid hub.
 - Hybrid hubs will be delivered in up to 40 priority locations:
 - NSW/ACT – Sydney (metro), Canberra (metro), Newcastle (metro), Central Coast (metro), Wollongong (metro), Byron/Lismore (regional), and Tamworth (rural).
 - VIC – Melbourne (metro), Geelong (metro), Bendigo (regional), Shepparton (rural), and Warrnambool (rural).
 - QLD – Brisbane (metro), Sunshine Coast (metro), Gold Coast (metro), Rockhampton (regional), Cairns (regional), Gympie (rural), and Mount Isa (remote).
 - SA – Adelaide (metro) and Berri (rural).
 - WA – Perth (metro), Mandurah (metro), Daven Port (regional), Kalgoorlie (rural), and Northam (rural).
 - NT – Darwin (regional) and Alice Springs (remote).
 - TAS – Hobart (metro), Launceston (regional), and Devonport (rural).

Trainer Mentor Program (commencing March 2024)

- A 12-month in-person program with 10 expert chef trainers providing tailored support to 120 individual aged care homes.
- Participating services will receive 5 days of intensive training, monthly follow-ups and regular coursework to consolidate learning.

February 2024

Maggie Beer Foundation Grant Activities – Uptake Statistics

Professional Community (available throughout entirety of grant period – early 2026)

- The Professional Community is an online platform supporting the sector to share best practice, recipes and innovative food ideas. A Chef Moderator provides daily mentoring, support and responds to enquiries.
 - This is a pre-existing MBF platform that had 880 users prior to grant commencement.
 - Any participant who has completed at least one of the grant activities get access to the platform.

More information on each activity can be found on the Foundation's website at - [Training and Education Programs for Cooks, Chefs and Providers.](#) | [Maggie Beer \(maggiebeerfoundation.org.au\)](#)

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Maggie Beer Foundation Grant Activities – Uptake Statistics

Activity	Status/Notes	Monthly uptake – February 2024	Total uptake (cumulative)
Online learning modules	<ul style="list-style-type: none"> The first three new modules launched 1 December 2023. Uptake figures represent when a <u>participant</u> has completed a module. N.B we do not track stats on 11 existing modules which are not part of this grant. 	Rethinking texture-modified foods	42
		Regeneration of cooked chilled foods	33
		Supporting Hydration	58
		Cooking in community	N/A
		Dementia	N/A
		First Nations nutrition	N/A
		TOTAL	133
Food Satisfaction Questionnaires	<ul style="list-style-type: none"> N.B This activity has closed. 	N/A	N/A
State and Territory Training Hubs	<ul style="list-style-type: none"> Priority locations so far have commenced in: Perth (WA), Brisbane (QLD), Melbourne (VIC), Sydney (NSW), Riverland (Berri) (SA). Uptake figures represent how many <u>services</u> are participating in either a virtual or hybrid hub. <u>Note:</u> Cumulative total outlines the <i>percentage</i> breakdown of State/Territory and Modified Monash Model (MMM). 	0 services (1 Hub in progress, with multiple services participating)	211 services, made up of ACT – 1% MMM1 – 59.4% NSW – 10.3% MMM2 – 6.3% NT – 2.1% MMM3 – 1.0% QLD – 16.5% MMM4 – 5.2% SA – 21.6% MMM5 – 25.0% TAS – 4.1% MMM6 – 3.1% VIC – 21.6% MMM7 – 0.0% WA – 22.7%

February 2024

Maggie Beer Foundation Grant Activities – Uptake Statistics

<i>Trainer Mentor Program</i>	<ul style="list-style-type: none"> Commencing March 2024. Uptake figures represent the number of <u>services</u> enrolled in the program (max 120). 	N/A	N/A
<i>Professional Community</i>	<ul style="list-style-type: none"> Uptake figures represents total <u>individual users</u> during the grant period. 	155 individual users	1816 individual users

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From: [LEONARD, Ingrid](#)
To: s47F
Cc: [LAFFAN, Amy](#); s47E(c), s47F
Subject: Maggie Beer Foundation - October update [SEC=OFFICIAL]
Date: Friday, 10 November 2023 10:28:30 AM
Attachments: s22

Hi s47F

Pls find attached a report reflecting the take up of activities (for October 2023) by residential aged care providers offered by the Maggie Beer Foundation, to support food and nutrition in aged care.

Background

- As you are aware, a one off \$5 million grant was provided to the Maggie Beer Foundation, across three financial years from 2023/24, to deliver free education and training for key aged care staff on how to source, prepare and serve more delicious and nutritious food.
- The grant activities are available for all residential aged care services to participate, which includes residential, Multi-Purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) services.
- Delivery of the grant activities will occur between August 2023 and early 2026, and includes the following activities:
 - *Online learning modules (available from November 2023)*
 - *Food Satisfaction Questionnaires (available now until December 2023)*
 - *State and Territory Training Hubs (available now until 2024)*
 - *Trainer Mentor Program (commencing March 2024)*
 - *Professional Community (available throughout entirety of grant period – early 2026)*

We will continue to provide you with monthly updates going forward.

Kind regards

Ingrid

Ingrid Leonard

Assistant Secretary

Choice and Transparency Branch

Quality and Assurance Division | Aged Care Group

Australian Government Department of Health and Aged Care

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

Location: Level 9 Sirius Building (NWOW)

PO Box 9848, Canberra ACT 2601, Australia

From: [MBF Training](#)
To: s47F
Cc: s47E(c), s47F ; [MBF Training](#)
Subject: Maggie Beer Foundation - TMP Selection Committee - Wave 3
Date: Tuesday, 2 April 2024 5:00:03 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.

Hi All

So quickly its Wave 3 !

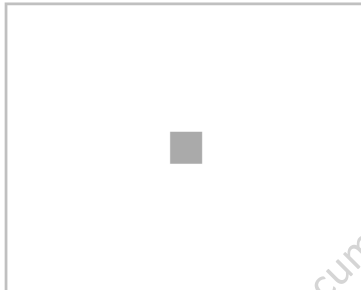
We are planning ahead for the Trainer Mentor Program Wave 3 selection process , upon us nearly with applications **closing 22 April**.

We are looking to book a placeholder for the Selection Committee to meet to agree our next group of successful homes.

A start time between **13:00 to 15:00 (NSW time) on 15 May** is suggested .. If the 15th is not viable, maybe the Thurs 16th or Fri 17th as other options.

Please advise your preference for 15th May or one of the other dates.

Best wishes,




The Training Team

08s47F

SAHMRI, PO Box 11060, Adelaide, SA


training@maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

Title	TPs	Slide
Menu and Mealtime Reviews (MMR) Program	<ul style="list-style-type: none"> • I would like to speak to you now about the upcoming Menu and Mealtime Reviews (MMR) Program. • As part of the 2023-24 Budget measure, <i>Building a strong regulatory framework for Aged Care: Strengthening Nutrition</i>, the government has committed to the delivery of up to 1,000 menu and mealtime reviews in residential aged care homes. • The aim of the program is to improve the food, nutrition and dining experiences of residents in residential aged care services nationwide and also to assist at-risk services to meet the new Food Standard that I just spoke about. • The Department and the Aged Care Quality and Safety Commission are working in partnership to engage a third party service provider to manage and deliver the onsite reviews at Residential Aged Care Services and National Aboriginal and Torres Strait Islander Program services (NATSIFACPS) across Australia. • Request for Proposals (RFP) opened on 4 April 2024 and closed on 29 April 2024. • The Department and the Commission are currently evaluating the received proposals and we are aiming to have a successful supplier on board by the end of May 2024, 	<p>Menu and Mealtime Reviews (MMR) Program</p> <ul style="list-style-type: none"> • Government commitment for the delivery of up to 1,000 MMR in residential aged care homes. <ul style="list-style-type: none"> • aim of improving the food, nutrition and dining experiences of residents in residential aged care services. • Currently seeking a supplier for the management and service delivery of MMRs. • Request for Proposals (RFP) closed on 29 April 2024 with the aim to have a successful supplier on board by 24 May 2024. • EOI for interested providers is open until 10 May 2024 at www.agedcarequality.gov.au/providers/food-nutrition-dining-information-providers/menu-and-mealtime-review-program 

	<p>with the first reviews to commence in the new financial year.</p> <ul style="list-style-type: none"> • Services are being selected for an MMR through an Expression of Interest (EOI) process being run by the Commission, which is open to interested Residential Aged Care Providers. • The program will prioritise nominations for: <ul style="list-style-type: none"> ○ aged care services in small rural towns, remote communities and very remote communities ○ residential services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program ○ smaller residential services (with 60 or less residents) ○ services with a score lower than 3 on the Residents' Experience Survey question, 'Do you like the food here?' • On completion of the review, the service will receive a written review report including any recommendations from the accredited practising dietitian, and the APD will schedule a feedback meeting with the service to support continuous improvement. • A review summary report will be completed by the attending accredited practising dietitian and provided to the Department which will be used to better understand the 	
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	<p>issues in food service in residential aged care and to inform evidence based policy.</p> <ul style="list-style-type: none"> • Importantly, there is no regulatory or compliance related involvement from the Commission in this process. • The EOI process closes on 10 May 2024. If you know of, or are, a residential aged care provider who would benefit from this program, I would encourage you to nominate one or more of your services. • More details are available on the Commission's website. • Finally, I wanted to make note of another initiative coming from this Budget Measure - the establishment of the Food, Nutrition and Dining (FND) Advisory Support Unit within the Aged Care Quality and Safety Commission (Commission), designed to embed clinical expertise and strengthen advice provided to consumers and providers. • As part of this FND unit, the Commission has established a Food, Nutrition and Dining Hotline for people receiving aged care and their representatives to call the Commission with enquiries, questions, concerns and complaints about their food, nutrition and dining experience. 	
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	<ul style="list-style-type: none"> I would encourage anyone with a query or concern to call the hotline, on 1800 844 044. 	
Maggie Beer Foundation (MBF)	<ul style="list-style-type: none"> I would now like to speak to you about the Maggie Beer Foundation 'Improving food in aged care through education and training' program. You may be aware that as part of the 2022-23 October Budget, the Government announced a one off \$5 million grant, across three years, to the Foundation to build sector capability in delivering improved food and nutrition in aged care. I am pleased to say that the Foundation has developed and is now delivering this free initiative, which targets aged care cooks and chefs, training them to source, prepare and serve more nutritious and delicious food. The 5 key components of the program include: <ul style="list-style-type: none"> Online learning modules Food satisfaction questionnaires State and Territory training hubs Trainer mentor program Professional community 	<p>Maggie Beer Foundation <i>Improving food in aged care through education and training</i> program</p> <ul style="list-style-type: none"> Partnered with the Maggie Beer Foundation to deliver the free <i>Improving food in aged care through education and training</i> program Providing support to chefs and cooks on how to prepare and serve more nutritious and delicious food to their residents Update on how the 5 key components of the program are going: <ul style="list-style-type: none"> Online learning modules Food satisfaction questionnaires State and Territory training hubs Trainer mentor program Professional community <p>Register interest or sign up at https://maggiebeerfoundation.org.au</p> 

	<p>We are now over a year in - how is the Program currently going?</p> <ul style="list-style-type: none"> • Three new online learning modules were released late last year, covering the topics: Rethinking texture-modified foods, Regeneration of cooked chilled foods and Supporting hydration. <ul style="list-style-type: none"> ○ Since their release nearly 200 participants have completed one of the new modules. • Three more modules, covering topics on: Cooking in the community, Dementia and First Nations nutrition, are on track to be released within the next couple of months. • Secondly, the Food Satisfaction Questionnaire captured information from residents, their representatives and food service staff on food and dining experiences within the home from over 340 services participating. This provides valuable insight into how residents feel about the meals they're being served. This activity closed at the end of last year, and the information collected is still being analysed. • The next activity, State and Territory Training Hubs, has had over 200 services taking part. These hubs are run by Chef Trainers who provide targeted and expert-driven education to aged care chefs and cooks, and are run virtually or in a 	
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	<p>hybrid 'online/in-person' design so that cooks and chefs from all parts of Australia are able to attend without having to travel.</p> <ul style="list-style-type: none">• The Trainer Mentor Program commenced in March 2024. This is an in person program where Foundation Chef Trainers mentor a service's cooking staff over a period of 12 months. Although the program has only just started, it has received overwhelmingly positive feedback from residents, their families and the services involved.• Finally, the Professional Community, which is an online platform bringing together the sector to share best practice, recipes and innovative food ideas has had over 1900 individual users join as at March this year.• In developing all these activities, the MBF has engaged a broad range of multidisciplinary experts including, but not limited to, Accredited Practicing Dietitians and Speech Pathologists. This was particularly important to the Department and Foundation to ensure this package has a strong evidence base and nutritional rigour.	
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<p>Quarterly Financial Report: Food and nutrition</p>	<ul style="list-style-type: none"> • I would now like to speak about food and nutrition expenditure information that we collect through the Quarterly Financial Report. • You may know that it is now mandatory for all residential aged care, NATSIFAC and MPS providers to report food expenditure and other food data via the strengthened reporting requirements. • Much of this data is published through the Quarterly Financial Snapshot (QFS) which provides information on the financial performance of the Australian aged care sector over four quarters. • Reporting from the Q1 QFS shows that: <ul style="list-style-type: none"> ○ The median total cost of food and ingredients for the sector was \$13.56 per resident per day, an increase of \$1.13 on quarter 1 2022-23. ○ We did notice that although there was an increase from Q1 2022-23, there was a slight decrease on the previous quarter (Q4) 2022-23 median total cost of food and ingredients - down from \$13.63. ○ Importantly, the median total cost of food and ingredients increased for all provider types from quarter 1 2022-23. 	
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	<ul style="list-style-type: none"> ○ In addition to this, the reporting showed that residential aged care providers spent an average of 82.2% of the total food and ingredients costs on fresh food and ingredients, which is a slight increase on quarter 1 2022-23 (81.4%). • While it is important we collect this information, we are very aware that a lower per-resident food spend does not necessarily equate to poorer quality food and nutrition within a service, and that this data should be (and is) considered along with outcome indicators and other regulatory indicators to inform a picture of quality. • This is why the QFR also collects data on things such as food preparation method and cooking location. While not reported in the QFS because it is not financial in nature, I am pleased to say that since February this year, this data is now published for each residential aged care service on the 'Find a Provider' tool on My Aged Care, alongside their per resident per day spend. • I have on the slide an example of what is on the My Aged Care website. You can see that the website outlines the following key information: <ul style="list-style-type: none"> ○ How much was spent on food last quarter? In this example you will note that it is above average at \$15.48 per resident per day. 	
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	<ul style="list-style-type: none">○ How do residents like the food? Which is taken from the most recent Resident Experience Survey (RES) which I will speak to in a minute.○ How the food is prepared and whether it is cooked fresh, cooked chilled or cooked frozen.● The Department monitors providers' food and nutrition expenditure data and services identified as spending less than \$10 per resident per day are referred to the Aged Care Quality and Safety Commission (Commission) to consider as part of its ongoing sector monitoring.● The Department referred 232 services to the Commission for expenditure of less than \$10 per resident per day in Q1 2023-24.	
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By the Department of Health, Disability and Ageing

<p>NHMRC - Dietary Guidelines for Older persons over 65 years</p>	<ul style="list-style-type: none"> • I would now like to briefly touch on the Dietary Guidelines update which the National Health and Medical Research Council (NHMRC) is currently undertaking. Specifically, the creation of Dietary Guidelines for Older persons 65 years and older (or 50+ years for Aboriginal and Torres Strait Islander peoples). • Some of you will be aware that the Australian Government has provided the NHMRC with funding to review the 2013 Australian Dietary Guidelines. • In 2023, we sourced an additional \$1.75 million through Budget for development of dietary guidance for the general Australian population aged 65 and older years (or 50 years and older for Aboriginal and Torres Strait Islander peoples). • The review will ensure the Guidelines remain a trusted resource by considering the best and most recent scientific evidence and is scheduled for delivery in late 2026. • More information is available on the NHMRC's website www.nhmrc.gov.au 	
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| | <ul style="list-style-type: none">• Whilst this work is still in its early stages, we are very excited that this body of work is progressing and together with the new Menu and Mealtimes Review Program, the Maggie Beer Foundation's expertise in training chefs in home style cooking, improved food and nutrition reporting, we believe that this is an excellent start on raising the bar on food in aged care. | |
|--|--|--|

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By the Department of Health, Disability and Ageing

s47E(c), s47F

From: s47E(c), s47F
Sent: Monday, 16 October 2023 12:47 PM
To: s47F
Cc: s47E(c), s47F
Subject: Food safety resources [SEC=OFFICIAL]

Categories: FOI

Hi s47F

Happy Monday!

See below a number of links for food safety resources, which we received from the Nutrition Policy team within the Department. These are largely companion resources to accompany, and help clarify, the food safety standards within the Food Standards Code.

[Safe Food Australia - A guide to food safety standards](#) – Safe Food Australia is a very comprehensive guide that is a good first port of call.

These guides and InfoBites from Food Standards Australia and New Zealand provide smaller snapshots of resources on various food safety topics:

- [Guides and resources \(foodstandards.gov.au\)](https://www.foodstandards.gov.au/guides-and-resources)
- [InfoBites fact sheets \(foodstandards.gov.au\)](https://www.foodstandards.gov.au/infobites)

Overarchingly all states and territories are required to follow the food safety standards within the Food Standards Code. These requirements are then enforced by each jurisdiction. As such, there aren't really any resources that directly compare jurisdictions.

Nevertheless, jurisdictions do have their own information available as well which could be of assistance. The NSW Food Authority and Queensland Health in particular have some quite good resources;

- New South Wales - <https://www.foodauthority.nsw.gov.au/>
- Queensland - <https://www.qld.gov.au/health/staying-healthy/food-pantry>

I trust this assists in adding content to the Professional Community 😊

Thanks

s47E(c), s47F

Resident Experience and Food Policy Section
Choice and Transparency Branch

Quality and Assurance 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)
 PO Box 9848, Canberra ACT 2601, Australia

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.

From: s47E(c), s47F
To: s47E(c), s47F; [ACTSENSWRegional](#)
Cc: s47E(c), s47F; [ResExpFood](#)
Subject: Home Care Forum - Invitation to Present on Food and Nutrition [SEC=OFFICIAL]
Date: Wednesday, 8 November 2023 8:47:33 AM
Attachments: s22

Good morning s47E(c), s47F

Following from our conversations yesterday, please see below a contact from Dietitians Australia.

s47F (she/her) | Policy & Advocacy Support Co-ordinator
T 02 s47F | E s47F [@dietitiansaustralia.org.au](mailto:s47F@dietitiansaustralia.org.au)

Alternatively, here is the 'Find a Dietitian' link, where you can make contact with a dietitian that may be in the local areas you mentioned below – [Find a Dietitian \(dietitiansaustralia.org.au\)](https://www.dietitiansaustralia.org.au).

I have also attached the factsheet that I mentioned for our *Improving Food in Aged Care through Education and Training* program, which is being delivered by the Maggie Beer Foundation. More information on the program can be found [here](#).

As discussed, this program is aimed more at residential aged care. However, I would encourage home care providers to view the program's free [online learning modules](#), particularly because there will soon be an online learning module specifically aimed at home care (available early 2024).

I hope this is of assistance and good luck with the forum!

Thanks

s47E(c), s47F
Resident Experience and Food Policy Section
Choice and Transparency Branch

Quality and Assurance 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)

PO Box 9848, Canberra ACT 2601, Australia

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From: ACTSENSWRegional s47E(d) [@Health.gov.au](mailto:s47E(d)@Health.gov.au)>

Sent: Monday, 30 October 2023 12:05 PM

To: ResExpFood <s47E(d) [@Health.gov.au](mailto:s47E(d)@Health.gov.au)>

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

[@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au); s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

Subject: Home Care Forum - Invitation to Present on Food and Nutrition [SEC=OFFICIAL]

Hi Team,

I am a member of the Southern NSW & ACT Regional Team which is part of the regional network rollout established by the Department of Health and Aged Care. My team is based in Wollongong and we cover the Illawarra, Shoalhaven and Eurobodalla regions. The regional team was formed in response to the recommendations of the Royal Commission into Aged Care Quality and Safety. As a part of our role in supporting the aged care sector, we are hosting a forum on hospitalisation prevention for our home care providers in the region on **Thursday 30 November in Wollongong**. We are kindly seeking your interest in coming along and presenting to home care providers on how food and nutrition can support healthy ageing. We are also seeking any resources that would complement the presentation and further educate providers in the sector. Grateful if you could please let us know if this is possible, and I am more than happy to set up a virtual meeting to discuss our request in further detail

Kindest regards,
s47E(c), s47F

ACT & Southern NSW Regional Team

NSW/ACT Branch | Service Delivery Division
Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
☎ s47E(c), s47F | ✉ s47E(c), s47F@health.gov.au

The Department of Health and Aged Care acknowledges 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 elders both past and present

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By the Department of Health, Disability and Ageing

Activity Work Plan (AWP)

Improving Food in Aged Care through Education and Training - GO6193

Guidance: This is the template for an Activity Work Plan (AWP). AWP's are used to more clearly define the requirements of the grant, such as deliverables, focus or timeframes. The requirement to use an AWP is stipulated in grant agreements. Not all sections will be required, and may be negotiated with Funding Arrangement Managers (FAMs). Complete/add more rows as needed.

Organisation name & ABN	Maggie Beer Foundation Ltd ABN: 15 188 278 885				
Grant activity name	Better Food in Aged Care Through Education				
ACTIVITY DETAILS					
Activity start date <i>This date is applicable to the entire grant agreement period.</i>	1-May-23	Activity End Date <i>This date is applicable to the entire grant agreement period.</i>	31-Mar-26	Total Activity Funding	\$5,000,000.00
Activity requirement:	<p>Improving Food in Aged Care through Education and Training will be available to all cooks and chefs in aged care. It aims to upskill, support and increase the power of cooks and chefs in aged care to ensure that residents get access to food that brings joy, nutrition, flavour, and opportunity to be sociable and, to the extent desired, be involved in it as they might in their own home (choice, preparation, serving etc).</p> <p>The project will include development of online modules, training chefs, menu assessment, consumer experience surveys, develop training packages for virtual and regional hubs, and manage a community of practice for ongoing support, networking and education.</p> <p>The Foundation will collaborate with independent experts for menu assessment and consumer experience surveys to establish baseline data. This will help chefs to understand gaps in nutrition for menus, expectations from their residents and to enable tailored training for improvement.</p> <p>The Community of Practice is an online moderated forum for cooks and chefs, providing access to resources, FAQ sheets and over 300 recipes, as well as participating in discussion groups, monthly Q&A sessions and 'mini bites' delivered by subject matter experts.</p> <p>The Foundation Trainer Mentor Chefs will work closely with providers and their staff to understand their limitations and find ways to expand their knowledge, competencies and commitment to providing nutritious food. Delivery of training by trained chefs will either be through an intensive 12 month program or a shorter 2 day course. Content will be tailored to the needs of aged care homes based on the information gathered through menu assessments and surveys with residents and families.</p> <p>Regular evaluation of the education and training will be incorporated, beginning with consumer experience and menu assessment, feedback from education sessions and follow up menu assessment and consumer experience.</p>				
This Activity Work Plan covers the following period	Activity Work Plan Start Date <i>This date is applicable to the work plan only.</i>		Activity Work Plan End Date <i>This date is applicable to the work plan only.</i>		
	1 May 2023		31 March 2026		
Activity focus					
Design, manage and deliver education to chefs and cooks in Aged Care homes to improve the food, nutrition and dining experience of older Australians.					
Activity deliverables					
Objective	Deliverable	Timeframes	Performance Indicator		
Online Learning Modules	6 new online learning modules, made up of 2 full modules and 4 mini modules Target audience includes chefs, cooks, other healthcare staff and community members	1 July 2023 - 31 Dec 2024 Completion dates: Modules 1, 2 & 3: 31 Dec 2023 Modules 4 & 5: 31 March 2024 Modules 6: 31 Dec 2024	6 module videos and accompanying learning resources released and freely available on the Foundation learning management system within 6 months of completion Module 1: Texture modified diets (mini module) Module 2: Hydration (mini module) Module 3: Cook/ chill (mini module) Module 4: Home care (mini module) Module 5: Dementia (full module) Module 6: First Nations (full module)		
Community of Practice (CoP)	A moderated forum for cooks, chefs and other aged care staff supporting the sector to share best practice guidelines, innovation and recipes. Participants will have ongoing access to information and resources and be able to support and learn from one another. Chef Moderator will daily monitor activities in the site, providing qualified responses and follow-up	1 July 2023 - 31 March 2026	Upgrade CRM Twice weekly posting of content 75% of participants who complete training modules are registered by end 2024		
Independent menu assessment	Menu assessment undertaken by an Accredited Practising Dietitian (APD) following section 1 of Dietitian Australia's 'Menu and Mealtime Quality Assessment of Residential Aged Care' through desktop review. Results from this assessment will be used to: - provide feedback to aged care homes - support chefs and cooks to understand nutritional gaps - tailor education activities (e.g. through Trainer Mentor Program and regional hubs) - form baseline data and insights for evaluation of education activities	1 July 2023 - 30 June 2025	Dietitian menu assessment offered to 2700 services		

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Consumer Experience	Residents and family Food Satisfaction surveys. The results from these surveys will be used to: - provide feedback to aged care homes - support chefs and cooks to understand gaps - tailor education activities (e.g. through Trainer Mentor Program and regional hubs) - form baseline data and insights for evaluation of education activities	1 July 2023 - 31 Dec 2023	Resident and family survey offered to 2700 services	
State and Territory Hub Training	Two day training course bringing together chefs and cooks from a range of aged care homes, using virtual and face to face training components.	1 July 2023 - 31 July 2025	Training developed by September 2023 Up to 135 training sessions, no more than 40 locations and maximum of 20 participants per session 75% aged care homes offered training by end 2024 Participant surveys indicate overall improvement in all training components	
Trainer Mentor Program	A 12 month training program delivered in aged care homes with cooks and chefs to establish and sustain MBF Principles. The program has two main components: - intensive training and education over one week - follow up and support one day a month	1 July 2023 - 28 February 2026	10 Chef Trainers recruited and trained by February 2024 Mentor chefs train 12 targeted cooks and chefs each (120) with 75% having entered into the program by end November 2024 90%+ of targeted participant chefs and cooks having completed the program by end October 2025 Pre and post chef participant surveys completed by all chefs by 28 February 2026	
Community Education	Collaborate with community organisations e.g. OzHarvest to adapt existing community education programs e.g. Nutrition Education Skills Training (NEST) for delivery to older people and carers.	1 Jan 2024 - 31 March 2026	100 community members attend training	
Evaluation	Evaluation to assess and determine the effectiveness of: - Trainer Mentor Program - State and Territory Hub Training	1 July 2023 - 31 March 2026	Evaluation Plan Evaluation Report delivered to the department by 31 December 2025 Improved quality of life of older Australians residing within residential aged care Increase in positive responses from residents to the question 'do you like the food here?'	Evaluation Plan Evaluation Report delivered to the department by 30 June 2026 Improved quality of life of older Australians residing within residential aged care Increase in positive responses from residents to the question 'do you like the food here?'
List objectives / requirements relating to the outcomes of the activity. Insert more rows as needed.	Specify the scope of the deliverable/requirement	Specify the timeframe for delivery	Specify the success metrics for the deliverable/requirement, including quality expectations	
Stakeholders				
Stakeholder	Interest or Impact	Engagement Strategy		
Government	Keep informed of progress Input into key decisions Engage in partnered media activities with the Minister for Aged Care as required	Collaborate - We will partner in each aspect of the decision including the development of alternatives and the identification of the preferred solution		
Professional bodies (e.g. Dietitians Australia, Speech Pathology Australia, Australian Dental Association, Aged and Community Services Australia)	Subject Matter Expert - input into education materials (e.g. Online Learning Modules, Trainer Mentor Program and Regional Hubs) Input into the process for menu assessments Promotion of program and education materials to their members	Involve - Work directly throughout the process to ensure concerns and aspirations are consistently understood and considered		
Flinders University	Access to evidence based and validated resident and family food satisfaction surveys	Empower - We will implement your resources		
University of South Australia	Independent consultant to design evaluation plan and deliver evaluation report	Collaborate - We will partner in each aspect of the decision including the development of alternatives and the identification of the preferred solution		
Condition specific organisations (e.g. Dementia Australia)	Subject Matter Expert - input into relevant education materials (e.g. Online Learning Module)	Involve - Work directly throughout the process to ensure concerns and aspirations are consistently understood and considered		
Community specific organisations (e.g. Older Persons Advocacy Network, COTA)	Subject Matter Expert - input into relevant education materials (e.g. Online Learning Module)	Involve - Work directly throughout the process to ensure concerns and aspirations are consistently understood and considered		
Same River Studio	Filming and production of the Online Learning Modules	Collaborate - We will partner in each aspect of the decision including the development of alternatives and the identification of the preferred solution		
Residential Aged Care Homes and in-home care providers	End users of training programs, education materials and community of practice	Consult - Obtain feedback, listen to and acknowledge concerns and aspirations		
Collab Agency	Development and maintenance of CRM and platform for Online Learning Modules	Collaborate - We will partner in each aspect of the decision including the development of alternatives and the identification of the preferred solution		
The Eatery, Pheasant Farm Road	Provide facilities for filming Online Learning Modules	Vendor - We will engage for facilities/ services		
TAFE SA in the Barossa Valley	Provide facilities for training chef trainers	Vendor - We will engage for facilities/ services		
Aged Care home(s)	Pilot site(s) for Trainer Mentor Program, locations to be confirmed	Consult - Obtain feedback, listen to and acknowledge concerns and aspirations		
Institute of Hospitality & Healthcare	Promotion of program and education materials to members	Inform - provide information and resources to understand the problem, alternatives, opportunities and/ or solutions		
Community cooking education organisations (e.g. OzHarvest)	Adapting and delivering existing community cooking programs to older people and carers	Empower - We will implement your resources		
Government bodies (e.g. Aged care Quality and Safety Commission)	Subject Matter Expert - input into relevant education materials (e.g. Online Learning Module) Promotion of program and education materials to Aged care Homes	Involve - Work directly throughout the process to ensure concerns and aspirations are consistently understood and considered		
Other interested parties (e.g. Researchers, Guideline and Standard developers, Education/ curriculum developers)	Promote program and evaluation findings	Inform - provide information and resources to understand the problem, alternatives, opportunities and/ or solutions		

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Name the stakeholder (insert more rows as needed)		Briefly describe why you will engage with this stakeholder			Briefly describe how you will engage with the stakeholder	
Specific Personnel						
Name		Interest or Impact			Engagement Strategy	
s47F		Developer of Resident, Family and Chef surveys Dietitian and Subject Matter Expert			Via Flinders University	
		Evaluation of Trainer Mentor Program and Regional Hubs			Via University of South Australia	
		Speech Pathologist and Subject Matter Expert			Via University of Tasmania	
		Dementia Care Specialist and Subject Matter Expert			Via Positive Approach to Care (PAC) Wagga Wagga Medical School, Centre for Ageing, Cognition and Wellbeing	
		Researcher Alzheimer's disease and Subject Matter Expert				
		Director/ Producer/ Editor			Via Same Rover Studio	
		Food consultant and Subject Matter Expert			Via Hammond Care	
		CEO, facilitate Dietitian Australia representatives to manage Menu Assessment and provide subject matter expert input to pro			via Dietitians Australia	
		Education Impact Manager, FEAST, NEST & NOURISH			Via OzHarvest	

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Indicative Activity Budget

Improving Food in Aged Care through Education and Training - GO6193

Maggie Beer Foundation Ltd ABN: 15 168 279 865

Better Food in Aged Care Through Education

Guidance: Include a detailed budget per activity by providing clear costings (include the source/basis of the estimates) for essential budget items outlined below. Complete/add more rows as needed.
Please ensure all figures are GST Exclusive.

Activity Item	Notes/basis of estimate/breakdown of items (e.g. 2 full time staff members, Software updates for system, etc.)	2022/23 (GST Exclusive)	2023/24 (GST Exclusive)	2024/25 (GST Exclusive)	Total \$ (GST Exclusive)
Project Management • Salaries of key personnel	Project Lead 1.0FTE Administration Officer 1.0FTE Stakeholder & Communications 0.2FTE	165,000.00	165,000.00	165,000.00	495,000.00
Expand Online Modules - free access • Scoping & scripting • Resource development • Location/filming/Editing/Distribute • SME fees • Admin, resource development &	2 full modules, 4 part modules, scoped, created and deployed Chief Manager 0.4-0.2FTE External Consultants	275,000.00	175,000.00	-	450,000.00
Community of Practice • Online Moderation • Events • SME Fees	Chef Moderator 0.4FTE SME discussion and Q&A Administration & Communications	90,000.00	82,000.00	78,000.00	250,000.00
Independent Menu Assessment	External Consultant Accredited Practising Dietitians (APD) Administration & Communications Resource development	390,000.00	370,000.00	50,000.00	810,000.00
Consumer Experience	External Consultant Survey resource Administration & Communication	200,000.00	-	-	200,000.00
State and Territory Hubs • Chef recruitment • Travel & Accommodation • Program development and delivery • Facility & venue hire • External consultants/SME fees • Pantry, props & catering • Admin, resource development & scheduling	Chef Manager Administration Officer Chef Trainer Mentors External Consultants Advertising & Recruitment Train the Trainer Program Virtual Training development Venue Hire - Hubs Kitchen Hire - Train Trainer Mentors	459,600.00	558,368.00	418,832.00	1,436,800.00
State and Territory Hubs - Travel	Delivery of program Travel - Hub x 135, 40 locations	140,000.00	160,000.00	88,200.00	388,200.00
Pilot for Trainer Mentor Program	Chef Trainers Onsite Training SMEs Admin, resource development and scheduling	300,000.00	100,000.00	-	400,000.00
Administration • External Consultants • Office Equipment/Supplies	Resources - legal, software, supplies	45,000.00	25,000.00	25,000.00	95,000.00
IT Systems/Maintenance • Licence/hosting platforms • External consultants	CRM Upgrade	15,000.00	5,000.00	5,000.00	25,000.00
Evaluation • External consultant	Evaluation of project External Consultant Administration	100,000.00	100,000.00	250,000.00	450,000.00
		2,179,600.00	1,740,368.00	1,080,032.00	5,000,000.00

Risk Management Plan								
Improving Food in Aged Care through Education and Training - GO6193								
<Insert Organisation name & ABN here>					<Enter the name of your grant activity here>			
Guidance: Complete the following table for risk associated with the activities you are applying for under this grant opportunity. Please use the "Risk Information & Help" tab (next tab) for further guidance and examples. Complete/add more rows as needed.								
Risk Reference	<u>Risk Identification</u> What event(s) can happen and how it can happen?	<u>Risk Impact</u> What are the effects if it does happen?	<u>Risk Controls</u> What controls are currently in place?	Likelihood	Consequence	Current risk rating	Acceptable/unacceptable?	Mitigation Strategy
1	s47E(d)							
2								
3								
4								
5								
6								
7								
8								
9								

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By the Department of Health, Disability and Ageing

Risk Information & Help

RISKS

A risk is defined as the effect of uncertainty on objectives¹. A risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances or knowledge) and the associated likelihood of occurrence. Where possible, try to combine similar risks to consolidate the number of potential risks.

RISK IDENTIFICATION (SOURCE)

The purpose of risk identification is to find, recognise and describe risks that might prevent an organisation achieving its objectives. When identifying risks the following questions should be considered:

- What event(s) can happen that will have an adverse effect on the activity?
- How can it happen?

RISK IMPACT

The impact identifies the consequence of each risk (i.e. what are the effects to your organisation if it risk does happen?).

RISK CONTROL

A control is a current process, policy, device, practice or any other action designed to modify risk. Examples of controls include, checklists, meetings, procedures manual, contingency plans, audits and agreements in place.

RISK TREATMENT

A risk treatment is an additional activity being developed to manage and/or reduce the risk. Examples of risk treatments include the creation of new guidelines, the introduction of a review process etc. Once the proposed treatment has been implemented it becomes a control.

EFFECTIVENESS OF RISK IDENTIFICATION

An adequate control implies that the risk is well managed and no further treatments are required.

A marginally effective control implies that a treatment is not necessary however this may depend on the level of risk.

An inadequate control implies that treatments are necessary.

LIKELIHOOD

Likelihood is the chance that something might happen. Likelihood can be defined, determined, or measured objectively or subjectively and can be expressed either qualitatively or quantitatively (using mathematics).

Rate the likelihood of the identified risk occurring with the controls in place.

Ratings are: Almost certain, Likely, Possible, Unlikely or Rare.

CONSEQUENCE

A consequence is the outcome of an event and has an effect on objectives.

Rate the consequence to the Project outcomes of the identified risk occurring with the controls in place.

Ratings are: Insignificant, Minor, Moderate, Major or Catastrophic.

¹Further information at: [Risk Management - Principles and Guidelines 2018](#)

CURRENT RISK RATINGS

Likelihood	Insignificant Consequences	Minor Consequences	Moderate Consequences	Major Consequences	Catastrophic Consequences
Almost Certain	Low	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Medium	Medium	Medium

EXAMPLES OF RISK

Risk	Likelihood Low/Medium/High (comments)	Impact Low/Medium/High	Mitigation Strategies
Delays in receiving funding	e.g. Low	High/Med/Low	s47E(d)
Delays in recruitment of staff	May depend on nature, complexity and size of project.	High/Med/Low	
Budget shortfalls	Project has been appropriately scoped to cover all known contingencies. Project will be fully funded by Grant.	High/Med/Low	
Budget underspends	Where project is not rolled out in a timely fashion or has been inappropriately scoped in relation to expenditure.	High/Med/Low	
Operational demands lead to delays to the timely delivery of project	May depend on scope of project; availability of appropriate staff; unforeseen circumstances; inadequate planning; unrealistic goals.	High/Med/Low	
Communication with staff and/or target population	Inadequate or inappropriate methods of communication leads to breakdown in roll out of project.	High/Med/Low	
Target populations do not respond to project	Low uptake of project by target population.	High/Med/Low	

s45

From: s47E(c), s47F
To:
Subject: FW: Updated Budget Estimates Brief - MBF sensitives [SEC=OFFICIAL]
Date: Friday, 24 May 2024 4:37:28 PM
Attachments:

s22

H s47E(c), s47F

I have something for you to do for me for Monday!

As mentioned, Ingrid has asked for a backpocket brief on the MBF for Senate Estimates. Specifically, Ingrid has asked for: "a dedicated backpocket for me on the grant arrangement, activities being delivered and feedback received, and what is being done in response."

s47E(c), s47F has popped some additional info into the existing FAS brief which is great, however Ingrid wants a stand alone brief just for her (the attached brief goes to the FAS and Deputy Secretary). Are you please able to pull out all the info on the MBF in this attached FAS brief and put it into a separate word doc?

Can you put all the info under the below headings:

Budget – can you provide a financial year breakdown in a table pls

Grant Arrangement and Management – all details which introduce the grant or how it came about, activity description with how they are tracking. When the grant was executed and by who (I've attached the Question Time Brief which has this. This is the brief that the Minister takes to Question Time which we have responsibility for)

Sensitivities – in FAS brief, and additional content Carol added re feedback

'If Asked' – questions from FAS brief. Happy for you to add your own and we can answer them but obviously this is pretty tricky only one week in!

Have a look through these TRIM folders and docs for anything that you can add in addition to what is in the attached FAS brief:

D23-2646035 Maggie Beer Foundation Ltd - Better Food for Aged Care Residents Program - Activity Work Plan (approved 2 Aug 2023) 2/08/2023 at 4:08 PM

D24-1739356 Maggie Beer Foundation Ltd - Improving Food in Aged Care through Education and Training Program - Monthly Report April 2024 7/05/2024 at 3:37 PM

D23-3226674 P3911 - Maggie Beer Foundation Ltd - Standard Grant Agreement, Standard T&Cs, Standard Grant Conditions- Better Food for Aged Care Residents Program [SEC=OFFICIAL]

26/04/2023 at 12:16 PM – this one has info around grant management and payments

Don't be worried about putting too much or the wrong info in, if it's not needed then I'll just delete it. Ideally this brief will only be a page or two but it really depends on what we have in it and how useful it is.

If you can provide wherever you get to to me by Tues morning that would be fantastic!!

Thanks so much,

s47E(c), s47F

From: s47E(c), s47F

Sent: Friday, May 24, 2024 3:47 PM

To: s47E(c), s47F

Subject: Updated Budget Estimates Brief - MBF sensitives [SEC=OFFICIAL]

Hey s47E(c), s47F

I'm not sure if this is 100% what you wanted but I updated the MBF sensitives section of the June 2024 Budget Estimates brief (FAS cleared). Please find this attached for your review – I wasn't sure of what further actions the department has/will take? (highlighted yellow).

Hope its okay,
s47E(c), s47F

Resident Experience and Food Policy Section

Choice and Transparency Branch | Quality and Assurance Division

Ageing and Aged Care Group | Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

Please note that I work part-time from Tuesday to Friday

The Department of Health and Aged Care acknowledges 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 elders both past and present.

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By the Department of Health, Disability and Ageing

From: s47E(d) @health.gov.au
To: [REDACTED]
Cc: ResExpFood
Subject: FW: Request for Input - Meeting Brief - MB23-002145- Minister Butler and Minister Wells - Council on the Ageing (COTA) Australia - Due By COB, Monday 24 July [SEC=OFFICIAL]
Date: Thursday, 20 July 2023 3:47:16 PM
Attachments:

s22

Importance: High

Good morning s47E(c), s47F

I have collated the responses from the team. See below for your approval – **due to s47E(c), s47F for AS clearance by 12pm today (Fri when you see this).** s47F is monitoring the inbox so reach out if you have any questions, he is aware .

Should s47G have any questions about our reforms, please see below input for Residents Experience Surveys, Food and Nutrition, and Monthly Care Statements. In respect to the questions below s47F and s47F share the view that there are not any potential concerns or sensitivities regarding s47G

Residents' Experience Survey

- The Residents' Experience Survey are annual face-to-face surveys conducted an independent third party funded by the Department of Health and Aged Care. The survey captures the experiences of older people by offering older people an opportunity to share their experiences and provide feedback on their lived experience.
- The information collected contributes to the Residents' Experience Rating of Star Ratings and is also summarised into a Residents' Experience Report for residential aged care homes to analyse and identify areas for improvement.

Food and Nutrition

- The Australian Government has partnered with the Maggie Beer Foundation to deliver a free education and training program for aged chefs and cooks that will enhance overall food and nutrition outcomes for older people receiving aged care and support the sector to meet the new dedicated food and nutrition standard.
- Further, through Budget 2023-24, the Government is investing an additional \$12.9 million over two years to increase the capability and accountability of aged care providers when it comes to providing good food and nutrition. This investment will see:
 - 720 targeted spot checks each year by specialist staff in the Aged Care Quality and Safety Commission (Commission) to ensure aged care providers are complying with their food obligations
 - A dedicated food hotline established and run by the Commission to answer enquiries and complaints about food matters and provide callers access to expert dietitians
 - Up to 500 menu and mealtime assessments each year for aged care providers to be completed by independent Accredited Practising Dietitians
 - New dietary guidelines and resources to be developed for well older people to support nutritional intake, and
 - A communication campaign to raise awareness of aged care residents' nutritional needs and expectations.

Monthly Care Statements

- Monthly Care Statements is a new requirement being developed, where all aged care

homes will need to provide monthly statements to residents outlining the care they have received, and any significant changes or events that occurred in the previous month.

- The aim of the statements is to increase information flow, communication and transparency between aged care providers, residents, and their representatives.
- The Department is implementing this new requirement through a staged approach, with a pilot. Over 35 individual providers and more than 500 residents volunteered for the pilot. The residents, or their representatives, received three Monthly Care Statement prototypes from April to June 2023 which tested statement content, format, delivery and storage.
- An evaluation of the pilot is now taking place from June to August 2023 which includes surveys and interviews with providers, residents, and representatives. The evaluation report will summarise the outcomes of the pilot and make recommendations for the broader implementation requirement for Monthly Care Statements. We expect the findings from this report will be announced in September 2023.

From: s47E(d) @health.gov.au

Sent: Wednesday, 19 July 2023 1:02 PM

To: s47E(c), s47F

Cc: s47E(d) @health.gov.au

Subject: FW: Request for Input - Meeting Brief - MB23-002145- Minister Butler and Minister Wells - s47G - Due By COB, Monday 24 July [SEC=OFFICIAL]

Importance: High

Hi Team,

We've been asked to provide input for a side conversation Minister Butler, Minister Wells will have with s47F on s47G budget submission. s47E(c), s47F has suggested we provide only a couple of dot points for each project. You can view the attached submission for background however you'll note that their submission doesn't really relate to TRP's current or future priorities. s47E(c), s47F has also requested (where relevant) to include the following:

s47G

FYI HRD own the brief.

If you could please provide your points to me by 2pm tomorrow so that I can consolidate and add to s47E(c), s47F clearance time.

Thanks team,

s47E(c), s47F

From: CTB Coords s47E(d) @Health.gov.au>

Sent: Wednesday, 19 July 2023 11:54 AM

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

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

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

Cc: Quality Policy Secretariat s47E(d) @health.gov.au>; Quality Aged Care

s47E(d) @health.gov.au>s47E(d) @health.gov.au; Star Ratings

s47E(d) @Health.gov.au>; CTB Coords s47E(d) @Health.gov.au>

Subject: FW: Request for Input - Meeting Brief - MB23-002145- Minister Butler and Minister Wells - s47G - Due By COB, Monday 24 July [SEC=OFFICIAL]

Hi Team

Please see coord below for our response.

If we could please have input/nil for AS clearance by **Midday Friday 21 July.**

Many thanks

s47E(c), s47F

Hi Team

Can you please co-ord out to your Branches for a side conversation Minister Butler, Minister Wells will have with s47F on s47G budget submission. Whilst the meeting will cover areas more broadly than aged care, can we please have some input on areas of interest to s47G

Suggest but not limited to:

- New Aged Care Act
- Quality Indicators
- Star Ratings
- Standards
- Worker Registration

And the questions below

s47G

And lastly any comments on s47G prebudget submission.

If I could have by COB Friday 21 January 2023 or at the very latest 9:00am on Monday 24 January 2023 to enable me to consolidate and submit for Amy's clearance.

Thanks

s47E(c), s47F

Executive Officer | Amy Laffan | First Assistant Secretary
Quality and Assurance Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
P: 02 s47E(c), s47F | E: s47E(c), s47F @health.gov.au

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Making flexibility work - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless I reach out to you via phone or text, I'm not expecting you to read or reply until normal business hours.

From: Aged Care Enquiries s47E(d) @health.gov.au>

Sent: Monday, 17 July 2023 1:22 PM

To: HRD Executive s47E(d) @Health.gov.au>; QAD Executive

s47E(d) @Health.gov.au>; MWDExecutive s47E(d) @Health.gov.au>; SDD

Executive s47E(d) @Health.gov.au>; RID Executive s47E(d) @Health.gov.au>

Cc: Aged Care Enquiries s47E(d) @health.gov.au>

Subject: Request for Input - Meeting Brief - MB23-002145- Minister Butler and Minister Wells - s47G - Due By COB, Monday 24 July [SEC=OFFICIAL]

Good afternoon colleagues

The Ageing Policy, Research and Reporting Section is coordinating and preparing a Meeting Brief for Ministers Butler and Wells regarding an upcoming meeting with s47F

s47G. s47G wishes to discuss the Government's 2023-24 Budget and aged care initiatives, as well as s47G Pre-Budget Submission, including a proposal for Senior Dental Benefits Scheme.

Please see attached additional information regarding this meeting, including incoming MO briefing request, s47G invitation letter and s47G.

Also attached is s47G Pre-Budget Submission for 2023-24 and our team's One Pager Summary of the Submission for your convenience.

To enable us prepare a comprehensive meeting brief for our Ministers, we would really appreciate it if you could please provide your input under each of the below dot points (including Nil responses):

s47G

In addition, we would really appreciate it if you could please provide your comments or inputs in relation to the s47G which can be used to inform our Ministers' discussion with s47G. We would also really appreciate it if you could please provide your AS cleared input (including Nil responses) by **COB, Monday, 24 July**.

Please do not hesitate to contact myself (s47F) and/or my colleague s47F if you have any questions or require any clarifications in relation to this request.

With thanks

s47E(c), s47F

Aged Care Enquiries Team

System Policy and Evidence Branch | Reform Implementation Division

Ageing and Aged Care Group | Australian Government, Department of Health and Aged Care

E: s47E(d) @health.gov.au

PO Box 9848, Canberra ACT 2601, Australia

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From: s47E(c), s47F
To: [Aged Care Enquiries](#)
Subject: FW: MB23-002145 (Draft) - Meeting Brief - Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]
Date: Monday, 17 July 2023 12:31:42 PM
Attachments:

s22

From: MPS

Sent: Wednesday, 5 July 2023 1:12 PM

To: HRD Executive s47E(d) @Health.gov.au>

Cc: Minister Butler DLO s47E(d) @Health.gov.au>

Subject: MB23-002145 (Draft) - Meeting Brief - Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Hi HRD Team

The below **Meeting Brief** has been logged to you in PDMS under **MB23-002145** (PDR to follow shortly).

Due to MPS **3:00pm 4 August 2023**

Regards,

s47E(c), s47F

Parliamentary Officer

Ministerial and Parliamentary Services Branch (MPS)

People, Communication and Parliamentary Division | Corporate Operations Group

Australian Government, Department of Health and Aged Care

MPS Hotline: 02 s47E(d) | E: s47E(d) @health.gov.au

Location: Sirius Building, Level 6 (North)

PO Box 9848, Canberra ACT 2601, Australia

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.

From: Minister Butler DLO s47E(d) @Health.gov.au>

Sent: Wednesday, 5 July 2023 12:40 PM

To: MPS <s47E(d) @health.gov.au>

Subject: FW: MB REQUIRED | Min Butler | DUE COB 4 August - FW: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Meeting brief led by HRD pls

Due COB 4 Aug

Kind regards

s47E(c), s47F

Departmental Liaison Officer

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

E: s47E(d) @health.gov.au T: 02 s47E(d)

T: s47E(c), s47F

Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

From: s47F @Health.gov.au>

Sent: Wednesday, 5 July 2023 12:19 PM

To: Minister Butler DLO s47E(d) @Health.gov.au>

Cc: s47F @Health.gov.au>

Subject: MB REQUIRED | Min Butler | DUE COB 4 August - FW: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Hi team

Will need a MB for this one – due as per subject line. To cover a bio for new s47G, relevant dept info on relations with s47G and funding etc. and also a view on the report now provided. Welcome to add other info of relevance.

Thanks

s47E(c), s47F

From: s47F s47F

Sent: Wednesday, 5 July 2023 10:14 AM

To: s47F @Health.gov.au>; s47F

@Health.gov.au>; s47F @Health.gov.au>

Subject: Re: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Thanks s47F

I will let you know who is in attendance before the date

s47G

Look forward to the meeting and will be in touch prior to with more details. Let me know the date you need the details by and we will make sure we get them to you.

Regards

s47F

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From: s47F @Health.gov.au>

Sent: Monday, June 19, 2023 9:36:01 AM

To: s47F s47F

@Health.gov.au>; s47F @Health.gov.au>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Thanks s47F All locked in and you should have a meeting invitation. Can you advise of the NPC attendees details in due course?

Also do you have a copy of the s47G report as yet?

s47F

From: s47F

Sent: Sunday, 18 June 2023 2:11 PM

To: s47F @Health.gov.au>; s47F

@Health.gov.au>; s47F @Health.gov.au>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Hi

Apologies for the delay in replying

That will be great

Thanks

s47F

s47F

s47G

P: 02 s47F M: s47F

s47G

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

Sent: Wednesday, June 14, 2023 1:11 PM

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

s47F <[redacted]>; s47F <[redacted]@Health.gov.au>

Subject: Re: Meeting request regarding older Australians and federal budget initiatives
[SEC=OFFICIAL]

Minister Wells can do 3.45pm on Wednesday 9 August 2023.

s47F

From: s47F <[redacted]>

Sent: 14 June 2023 12:28

To: s47F <[redacted]>; s47F <[redacted]>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives
[SEC=OFFICIAL]

Sure, would 3.45pm work for all?

Ta

s47F

From: s47F <[redacted]>

Sent: Wednesday, 14 June 2023 12:20 PM

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

[redacted]@Health.gov.au>; s47F <[redacted]@Health.gov.au>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives
[SEC=OFFICIAL]

HI

This is fabulous – thanks so much. s47G

The timing is difficult as people are flying in the morning of the 9th. My apologies as I had that slightly wrong in my original email as it has changed from an 8th/9th event to a 9th/10th event. Is there something available later in the day on the 9th or on the 10th in the morning would work. Apologies for this issue but hoping we can work out another time.

More than happy to discuss.

Thanks so much again – I think it will be a really worthwhile meeting

s47F

s47G

P: 02 s47F M: s47F

s47G

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From: s47F <s47F@Health.gov.au>

Sent: Tuesday, June 13, 2023 6:49 PM

To: s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; Patricia Sparrow <s47F@cota.org.au>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

s47F

That's good - they will cover a lot that is not aged care – cost of living, employment, housing, digital literacy...

Cheers

s47F

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

P: 02 s47E(d) | M: s47F | E: s47F @health.gov.au

Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

From: s47F @Health.gov.au>
Sent: Tuesday, 13 June 2023 6:46 PM
To: s47F @Health.gov.au>; s47F
Cc: s47F
Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Hi s47F & s47F

Minister Wells is able to do this on Wednesday 9 August 2023 at 9.30am.

Thanks!

s47F

From: s47F @Health.gov.au>
Sent: Tuesday, 13 June 2023 6:34 PM
To: s47F
Cc: s47F @Health.gov.au>; s47F
Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

Thanks s47F We can certainly look forward to that period and schedule for then. Would the 9 Aug at 9.30am work for you and the NPC reps? If not the 8 Aug in afternoon may work too.

The Minister would also like to invite Minister Wells to this given her responsibilities across Aged Care. Gen – FYI.

Cheers

s47F

From: Patricia Sparrow <s47F @cota.org.au>
Sent: Friday, 9 June 2023 11:21 AM
To: s47F @Health.gov.au>
Cc: s47F @Health.gov.au>
Subject: RE: Meeting request regarding older Australians and federal budget initiatives [SEC=OFFICIAL]

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Hi s47F

Thanks for replying and I do understand how busy he is.

s47G

Look forward to hearing from you and happy to discuss if that's easier.

Regards

s47F

s47G

P: 02 s47F M: s47F

s47G

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From: s47F <s47F@Health.gov.au>

Sent: Thursday, 8 June 2023 12:24 PM

To: Patricia Sparrow <s47F@cota.org.au>

Cc: s47F <s47F@Health.gov.au>

Subject: RE: Meeting request regarding older Australians and federal budget initiatives

[SEC=OFFICIAL]

You don't often get email from s47F@health.gov.au. [Learn why this is important](#)

Dear s47F

Thanks for your email below and for being patient awaiting a response. Apologies for the delay this end.

The Minister would be happy to facilitate a meet and greet with you (and any other Executives from s47G) while in Canberra if this still works.

I could offer a time of 11.30AM on the 19 June or 4.30pm that date?

If this is not possible we can look at other options post some leave he is having in July.

Kind regards

s47F

Executive Assistant to the Minister

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

P: 02 s47E(d) | M: s47F | E: s47F@health.gov.au

Ministerial Office: Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

Electorate Office: 21 Commercial Road, Port Adelaide SA 5015

The Office and Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: s47F

Sent: Tuesday, 28 March 2023 1:25 PM

To: Minister Butler <Minister.Butler@Health.gov.au>

Cc: s47F@Health.gov.au

Subject: Meeting request regarding older Australians and federal budget initiatives

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

Dear Minister Butler

Please find attached a letter requesting a meeting to discuss key initiatives affecting older Australians within your portfolio. Please also find attached the s47G 2023/24 Pre-Budget Submission (attached) which expands upon these matters.

We would be more than happy to make ourselves available to you at a time and location of

your choosing (Canberra, electorate or CPO in a capital city). Our s47F
can be contact at s47F or on s47F to facilitate a suitable time.

Kind regards

s47F

s47G

P: 02 s47F M: s47F

s47G

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By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To:
Subject: FW: Lantern meeting and s47F [SEC=OFFICIAL]
Date: Thursday, 9 May 2024 5:03:40 PM
Attachments: [image001.png](#)
[image002.png](#)
[image001.png](#)

s47E(c), s47F

Director, Resident Experience and Food Policy 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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

Location: Sirius Building 9 South

GPO Box 9848, Canberra ACT 2601, Australia

From: LEONARD, Ingrid

Sent: Wednesday, May 8, 2024 9:18 PM

To: s47E(c), s47F

Subject: FW: Lantern meeting and s47F [SEC=OFFICIAL]

From: Maggie Beer <s47F [@maggiebeer.com.au](mailto:s47F@maggiebeer.com.au)>

Sent: Wednesday, May 8, 2024 9:16 PM

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

Subject: Re: Lantern meeting and s47F [SEC=OFFICIAL]

Thanks so much Ingrid..... i so appreciate your response.... Both working late!!

Warm wishes. Maggie

Maggie Beer AO

P: s47F

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

50 Pheasant Farm Road (PO Box 940)

NURIOOTPA SA 5355

W: Maggie Beer's Farm Shop: www.maggiebeersfarmshop.com.au

W: Maggie Beer's Foundation: www.maggiebeerfoundation.org.au

W: Maggie Beer Products: www.maggiebeer.com.au

On 8 May 2024, at 8:19 PM, LEONARD, Ingrid <Ingrid.Leonard@health.gov.au> wrote:

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Dear Maggie,

Thanks so much for your email and pls feel free to reach out to me at any time. We very much value the work you are doing, and consider the activities being delivered under the grant to be particularly important in supporting the aged care sector to improve food and nutrition. It is such a critical area, and I was pleased to see such great engagement and participation at the webinar last Friday.

As your staff have shared, an ACCPA representative (s47F) did indicate he

would appreciate the opportunity to share some reflections on some of the activities being delivered by the Foundation, and my team are meeting with Ian soon.

I'm pleased your team have reached out to him, and thanks for providing some insight into s47F discussion with s47F below.

Kind regards

Ingrid

Ingrid Leonard

Assistant Secretary

Choice and Transparency Branch

Quality and Assurance Division | Aged Care Group

Australian Government Department of Health and Aged Care

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

Location: Level 9 Sirius Building (NWOW)

PO Box 9848, Canberra ACT 2601, Australia

From: Maggie Beer <s47F@maggiieber.com.au>

Sent: Wednesday, May 8, 2024 5:56 PM

To: LEONARD, Ingrid <Ingrid.Leonard@health.gov.au>

Subject: Lantern meeting and s47F

Dear Ingrid,

I hope you don't mind me writing to you personally, but in hearing about the Lantern Meeting last Friday when s47F was so negative about our work in general: and thank you for immediately shutting down the conversation by saying you'd talk offline so that s47F felt he would be heard. s47F also took the opportunity to talk directly with s47F to hear his comments and relayed the conversation to me.

I'm so aware that we need to listen to comments positive or negative about what we are doing to see if there is something we should change.

I admire the work s47F has done pulling so many people together all interested in how we can bring about change... and am concerned that those 200 people interested in change won't know the background of s47F comments.

s47F notes to me from her conversation were that his comments were from over a year ago shared by some colleagues about the online learning modules that they were not realistic or accessible for aged care as I was cooking in a 'home kitchen' setting with small equipment which of course is not used in aged care. He also told s47F he was angry because he felt the 5 million grant from the Federal Government was to pay for these online modules. As ever, its terrific when such a conversation can get the wrong information out of the way and s47F was able to talk of the 11 Modules done several years ago with a grant from the Federal Government of five hundred thousand and though there were 4 new modules filmed as part of the current grant they were a tiny portion of the broad work of the virtual training of regional hubs and the rolling out of the Chef Trainer Mentor Programme. I know s47F listened to s47F and might have allayed some of his misgivings, however I wanted to be able to explain to you how I don't agree with his

assessment of the modules not being accessible for aged care.

It was a very deliberate decision to make the online modules more casual, even entertaining rather than an often dry instructional video as our anecdotal research, including conversations with training companies; was that making videos that were more sharing ideas and techniques in a way that the cook or chef would be more engaged with and as always, the additional learning that underpinned the filming was at the end of each segment to fill in every important detail.

I can see s47F feels the skill level is too advanced for the average chef in aged care but I want to change his mind. There is not a recipe here (which by the way I'm going through right now) that can't be cooked by a cook or chef in aged care that has both a passion for food, the skills of cooking techniques to maximise flavour and the support of management

Our mission is to raise the standard of food in aged care. And we are working within homes and we can tell you that we are showing that it is possible to do this food and that by

raising the bar of making fresh food full of flavour and nutrition is not only the quickest way to wellbeing for the resident, its also about giving respect, challenge and satisfaction from the cooks and chefs to give them pride in their role and lift the perception within the whole of the food industry that being a cook or chef in aged care is looked down on when in fact it is a much harder role than most cooks and chefs in the broader industry.

Certainly budgets have influence, but working with the average budget of aged care homes around \$13.68 at the moment (I believe), we have proof that cooking fresh does not cost more than what is happening in so many places now where easily 70%, often even more of processed foods are purchased. We know when the cook or chef is empowered and respected and given the skill that it makes a huge difference to everyone but none of this will change without management supporting; Which means training; training training with leadership is the vital element as there is a huge shortage of skilled people in the wider food industry, let alone those with the specialized skills required for aged care.

I care so deeply about this and know by working within the homes all this is possible. Simple, accessible, affordable food cooked with knowledge and love can change everything.

With my thanks for listening and warmest wishes too

Maggie

Maggie Beer AO

P: (08) s47F

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

50 Pheasant Farm Road (PO Box 940)

NURIOOTPA SA 5355

W: Maggie Beer's Farm Shop: www.maggiebeersfarmshop.com.au

W: Maggie Beer's Foundation: www.maggiebeerfoundation.org.au

W: Maggie Beer Products: www.maggiebeer.com.au

Begin forwarded message:

From: s47F [redacted]
 [redacted] <[\[redacted\]@maggiebeerfoundation.org.au](mailto:[redacted]@maggiebeerfoundation.org.au)>
Date: 7 May 2024 at 2:01:11 PM GMT+9:30
To: Maggie Beer <s47F@maggiebeer.com.au>
Cc: s47F [redacted] <[\[redacted\]@maggiebeerfoundation.org.au](mailto:[redacted]@maggiebeerfoundation.org.au)>
Subject: Meeting with s47F [redacted]

CAUTION: This Email is from an EXTERNAL source.
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Hi Maggie,

I spoke with s47F [redacted] this morning – regarding his negative comments at the recent s47G [redacted] webinar about the training offered by MBF.

s47F [redacted]
 [redacted]

He has previous experience in aged care kitchens, working a long time ago as a kitchen hand and his wife is a chef in aged care too. He said his comments were based on feedback he received from his colleagues about a year or so ago – related to the OLMs (although he seems to have tarnished all our offerings with the same brush). He also seemed to think that MBF had been given \$5m for the OLMs and that angered him. He was apparently one of the people MBF consulted with when he previously worked in s47F [redacted] ... but didn't feel what was promised then has come to fruition.

Before our meeting today he took the time to register for OLMs and has watched 3 – one of which was the cooking techniques module, another TMD (s47F [redacted]) and not sure of the other... He main criticism is that he doesn't feel they are practical for aged care. He went into a lot of depth on this, but essentially... The production style that is used doesn't match a real aged care kitchen – e.g. the equipment (using pots and pans, the quantities (3 serves of chicken) and the process (no temperature taken). He also commented on the skill level of our guests – and that it doesn't reflect the capability of aged care chefs (e.g. s47F [redacted]).

I feel that in the instance of the cooking techniques module he has missed the teaching points – that are consistent across the settings....e.g. cooking techniques that create flavour – all about the maillard reaction and that happens regardless of whether the chicken is in a pan or other larger equipment, not overcrowding the pan to maintain correct temperature (regardless of if that's 3

chicken breasts or 30).

I have explained that the OLMs are there to provide knowledge and the skills are transferrable to the aged care setting. I have promoted that there are new modules coming too.

I mentioned about the other components of our work (hubs and TMP) and that we aim to help homes implement the cooking principles outlined in our other training.

I hope that helps – just about to go into team meeting, but can chat later if you need to.

Cheers

s47F

s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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By the Department of Health

From: s47E(c), s47F
To:
Subject: FW: Monthly Progress Report - March 2024 [SEC=OFFICIAL]
Date: Tuesday, 9 April 2024 9:05:22 AM
Attachments:

s22

I just realised at COB we hadn't received this yet, but here it is!

For the MO report, can you remove the section where we reported on Food Satisfaction Questionnaire, as it's no longer available (if we didn't remove it last month). Fine to keep the intro text though I think.

Thanks

s47E(c), s47F

From: s47F
Sent: Monday, April 8, 2024 8:46 PM
To: s47E(c), s47F
Cc: National.AgedCareGrants ; s47F
Subject: Monthly Progress Report - March 2024

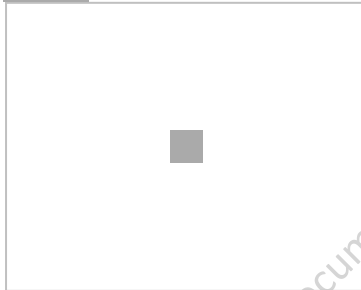
Hi all,

Please find attached the monthly progress report for March 2024.

The Quarterly Report is still being worked on and will be with you in the next couple of days.

Many thanks,

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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From: s47E(c), s47F
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Monthly Progress Report - April 2024 [SEC=OFFICIAL]
Date: Tuesday, 7 May 2024 11:20:09 AM
Attachments: s22

FYI

Ingrid's clearance time for the highly anticipated monthly MO report is Friday at 9am.

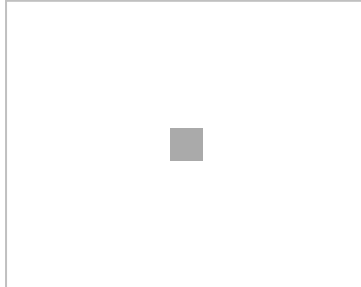
From: s47F
Sent: Tuesday, May 7, 2024 9:41 AM
To: s47E(c), s47F
Cc: National.AgedCareGrants ; s47F
Subject: Monthly Progress Report - April 2024

Hi all,

Please find attached the monthly progress report for April 2024.

Many thanks,

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To:
Cc: ResExpFood
Subject: FW: Hot Issue Briefs - AEs Feb'24 - Request for Input by cob Mon 8 Jan (SB24-000072) [SEC=OFFICIAL]
Date: Thursday, 4 January 2024 1:43:13 PM
Attachments: s22

Could you give this a once-over for any updates required for your stuff? thanks

s47E(c), s47F

Director, Resident Experience and Food Policy 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 | E: s47E(c), s47F @health.gov.au

Location: Sirius Building 9 South

GPO Box 9848, Canberra ACT 2601, Australia

From: s47E(c), s47F

Sent: Thursday, 4 January 2024 9:50 AM

To: s47E(c), s47F

Cc: s47E(c), s47F ; Quality Aged Care ; s47E(c), s47F

Subject: RE: Hot Issue Briefs - AEs Feb'24 - Request for Input by cob Mon 8 Jan (SB24-000072) [SEC=OFFICIAL]

Hi everyone – hope you are all well and getting back into the swing of things for 2024.

We are seeking you updates to our overview HIB on aged care quality and safety SB24-000072.

I've copied our previous HIB content (SB23-000321) into the attached 2024 template.

Action required

1. Please update your content using track changes.
2. Please identify any changes to the funding table (page 1) in red text only (for simplicity).
3. Please return your changes to me (cc to s47E(d) @health.gov.au) by **cob Monday 8 Jan.**

We will collate and arrange AS clearance ahead of returning to s47E(c), s47F for FAS clearance by 17 Jan.

I will also seek Budget Branch clearance of the funding figures after we receive your updates.

Thanks!

s47E(c), s47F

Assistant Director – Quality Standards Section, Choice and Transparency Branch

Quality and Assurance Division | Ageing and Aged Care Group

p: 07 s47E(c), s47F | e: s47E(c), s47F @health.gov.au | Location: Brisbane (1hr behind ACT)

This email comes to you from Turrbal / Kabi Kabi Country

From: SENATE-ESTIMATES <SENATE-ESTIMATES@health.gov.au>

Sent: Wednesday, 3 January 2024 12:08 PM

To: QAD Executive s47E(d) @Health.gov.au>; SDD Executive

s47E(d) @Health.gov.au>; RID Executive s47E(d) @Health.gov.au>; HRD Executive

s47E(d) @Health.gov.au>; MWDExecutive s47E(d) @Health.gov.au>; BIDInputs

s47E(d) @health.gov.au>; CHCC Coord s47E(d) @health.gov.au>; CNMO

s47E(d) @health.gov.au>; s47E(c), s47F @Health.gov.au>; DTDD Executive

s47E(d) @health.gov.au>; EMD Coord s47E(d) @Health.gov.au>; FMD Coord

s47E(d) @health.gov.au>; FNHD Coordination s47E(d) @health.gov.au>; HERD

Inputs s47E(d) @health.gov.au>; HSSD Coord s47E(d) @health.gov.au>; HWDInputs

s47E(d) @health.gov.au>; ITD Coordination s47E(d) @Health.gov.au>; s47E(c), s47F @health.gov.au>; MBDinputs s47E(d) @health.gov.au>; HPRG Coordination s47E(d) @health.gov.au>; MHSPD Inputs s47E(d) @health.gov.au>; s47E(c), s47F @health.gov.au>; nhmrc.parliamentary@nhmrc.gov.au; NCVPCoord s47E(d) @Health.gov.au>; s47E(c), s47F @Health.gov.au>; OHP Coord s47E(d) @health.gov.au>; Sport <s47E(d) @health.gov.au>; PCCD Coord s47E(d) @health.gov.au>; PHD Coords s47E(d) @health.gov.au>; Primary Care Inputs s47E(d) @health.gov.au>; s47E(c), s47F @health.gov.au>; TAAD Inputs s47E(d) @health.gov.au>

Cc: DL All EAs and EOs - Deputy Secretary s47E(d) @Health.gov.au>; DL All EAs and EOs - First Assistant Secretary s47E(d) @Health.gov.au>; DL All First Assistant Secretaries s47E(d) @Health.gov.au>; DL All Assistant Secretaries s47E(d) @Health.gov.au>; SENATE-ESTIMATES <SENATE-ESTIMATES@health.gov.au>; WOOD, Emma <Emma.Wood@health.gov.au>; s47E(c), s47F @Health.gov.au>

Subject: FOR ACTION: Hot Issue Briefs | Additional Estimates February 2024 (due 25 January)
[SEC=OFFICIAL]

Good Afternoon,

Additional Estimates is scheduled for the week commencing 12 February 2023. In preparation for the Senate Estimates hearings, please find attached the Secretary cleared HIB Index. The Senate Estimates team are busy registering HIBs into PDMS and will shortly workflow these items to Unit Coordinators for actioning. Please note the drafting advice included in the PDMS SB24 template.

Key dates and data cut off

- All HIBs are required to be Deputy Secretary cleared and returned to the Senate Estimates team by **COB Thursday 25 January 2024**.
- Within HIBs please provide indicative data **as at 30 December 2023**.
- Please advise the Senate Estimates team if a HIB will require updating again prior to the February hearings.

Budget information in HIBs

- All budget information within HIBs require clearance by the Budget Strategy Branch prior to being returned to the Senate Estimates team.
- Please ensure this clearance is documented in PDMS as a file note, HIBs without evidence of this clearance will be returned to Divisional Coordination points for action.

The exact dates of the portfolios appearance are yet to be confirmed and we will share the specifics and programs as soon as they become available.

We look forward to working with you in preparing for the upcoming hearings. Please reach out to the Senate Estimates team if you have any questions or concerns (02 s47E(d) opt 4; senate-estimates@health.gov.au).

Thank you

s47E(c), s47F

A/g Director

Parliamentary Coordination, Appointments and Committees

Ministerial and Parliamentary Services Branch | People, Communication & Parliamentary Division

Australian Government Department of Health and Aged Care

s47E(c), s47F @health.gov.au | ACT: Sirius Building, level 6 | GPO Box 9848, Canberra ACT 2601, Australia

From: s47F
To: s47F
Cc: s47F
Subject: NPA Example menu proposal
Date: Monday, 22 April 2024 12:31:13 PM
Attachments: s22
Importance: High

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Hi s47E(c), s47F

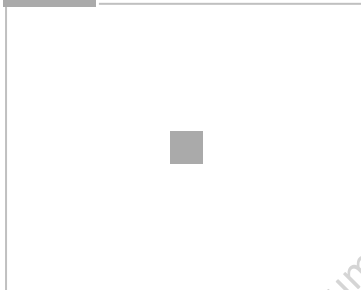
Please find attached a copy of the proposal to redirect finds from the Menu Appraisal to develop an example menu with accompanying standard recipes and other supporting tools.

It would be great to discuss this in our meeting on Wednesday.

In our current recruitment pool, we have a Chef that is well suited to this role. We would like approval of this activity prior to offering them the position.

Many thanks and best wishes,

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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From: s47E(c), s47F
To: [ResExpFood](#)
Cc: s47E(c), s47F
Subject: FW: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]
Date: Tuesday, 14 November 2023 12:47:05 PM
Attachments: s22

Thanks s47E(c), s47F good to go.

s47E(c), s47F

Director, Resident Experience and Food Policy 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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)
 Location: Sirius Building 9 South
 GPO Box 9848, Canberra ACT 2601, Australia

From: s47E(c), s47F

Sent: Monday, 13 November 2023 9:11 AM

To: s47E(c), s47F ; ResExpFood

Cc: s47E(c), s47F

Subject: RE: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Okay coolies. I have updated the spreadsheet to include the below breakdown.

Pls see attached

s47E(c), s47F

Resident Experience and Food Policy 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
 E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)
 PO Box 9848, Canberra ACT 2601, Australia

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.

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

Sent: Monday, 13 November 2023 8:57 AM

To: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; ResExpFood

s47E(d) [@Health.gov.au](mailto:s47E(d)@Health.gov.au)>

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

Subject: RE: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Yep - I think the point of the exercise is to work out the true cost of grants administration.

s47E(c), s47F

Director, Resident Experience and Food Policy 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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)
 Location: Sirius Building 9 South

GPO Box 9848, Canberra ACT 2601, Australia

From: s47E(c), s47F <[redacted]@Health.gov.au>
Sent: Monday, 13 November 2023 8:50 AM
To: s47E(c), s47F <[redacted]@health.gov.au>; ResExpFood <s47E(d)@Health.gov.au>
Cc: s47E(c), s47F <[redacted]@health.gov.au>
Subject: RE: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]
 Thanks s47E(c), s47F

I had a look at whether ASL was mentioned anywhere in my emails, but couldn't find anything either.

I am happy with what you have mentioned as a breakdown. I am just not sure whether there was a reason why there was no ASL listed? Should we be listing if there is nothing on the costings?

s47E(c), s47F

**Resident Experience and Food Policy 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
 E: s47E(c), s47F <[redacted]@health.gov.au>
 PO Box 9848, Canberra ACT 2601, Australia

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.

From: s47E(c), s47F <[redacted]@health.gov.au>
Sent: Friday, 10 November 2023 5:14 PM
To: ResExpFood <s47E(d)@Health.gov.au>
Cc: s47E(c), s47F <[redacted]@health.gov.au>; s47E(c), s47F <[redacted]@Health.gov.au>
Subject: RE: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]
 Thanks s47E(c), s47F

s47E(c), s47F – I think we would need to work out the fraction of each person's load that is taken up with managing the MBF grant. (just had a look at the costing and we didn't get any ASL)

I'm reckoning something like 0.6 of s47E(c), s47F and 0.4 of s47E(c), s47F and probably like 0.1 or 0.05 of my time? (you can tell me something different too if you think it's more/less... I'm just taking a stab....).

s47E(c), s47F

Director, Resident Experience and Food Policy 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 | E: s47E(c), s47F <[redacted]@health.gov.au>
 Location: Sirius Building 9 South
 GPO Box 9848, Canberra ACT 2601, Australia

From: ResExpFood <s47E(d)@Health.gov.au>
Sent: Friday, 10 November 2023 4:13 PM
To: s47E(c), s47F <[redacted]@health.gov.au>
Cc: s47E(c), s47F <[redacted]@health.gov.au>; ResExpFood <s47E(d)@Health.gov.au>; s47E(c), s47F <[redacted]@Health.gov.au>

Subject: DUE COB Monday 13th November. FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Hi s47E(c), s47F

Please find the Food team's input in the spreadsheet attached for the request below for your clearance.

Please note that we have been advised that AS clearance is required for this request.

For your review by COB Monday 13th November please

Kind regards,

s47E(c), s47F

Resident Experience and Food Policy Section

Choice and Transparency Branch | Quality and Assurance Division

Ageing and Aged Care Group | Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges 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 elders both past and present.

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

Sent: Friday, 10 November 2023 4:08 PM

To: ResExpFood <s47E(d)@Health.gov.au>; s47E(c), s47F <s47E(c), s47F@health.gov.au>; s47E(c), s47F <s47E(c), s47F@Health.gov.au>

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

Subject: RE: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Hi s47E(c), s47F

MBF Grant is now entered.

Thanks

s47E(c), s47F

From: ResExpFood <s47E(d)@Health.gov.au>

Sent: Thursday, 9 November 2023 1:22 PM

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

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

Subject: FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Hi All,

I believe this is most relevant for the Food team, but please provide any input you may have by

COB Monday 13th November please.

The requested ask is as follows:

- Please complete **'Workbook 2.' FY2022-23 Grant Opportunity Staffing and Costs**
- We have prepopulated it with existing grant data from GrantConnect which you can filter by Division to make this request easier for you, noting the list only includes relevant awarded grants. Some grant programs have multiple branches with grants so the branch with the largest volume of grants has been assigned. Note, any programs that were still in design, assessment or establishment in the 2022-23 will need to be added separately.

Please note Assistant Secretary (AS) level clearance is required on the below request.

Kind regards,

s47E(c), s47F

Resident Experience and Food Policy Section

Choice and Transparency Branch | Quality and Assurance Division

Ageing and Aged Care Group | Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47E(d) @Health.gov.au>

Sent: Wednesday, 8 November 2023 12:15 PM

To: Strengthening Providers Branch Coord

s47E(d) @Health.gov.au>; CTB Coords

s47E(d) @Health.gov.au>; HRS Coords s47E(d) @Health.gov.au>; Legislative Reform

Coords s47E(d) @Health.gov.au>; Program Assurance Branch QAD

s47E(d) @Health.gov.au>; NACAT.Coord s47E(d) @health.gov.au>

Cc: QAD Executive s47E(d) @Health.gov.au>

Subject: FW: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Good morning Coord Team

Please read on if you have any involvement in grants administration. If not feel free to disregard. The Department of Finance (Finance) has requested that all agencies subject to EM2022/48 *Whole of Government Grant Administration Arrangements* (yes that means us) provide information on the cost of grant administration for the **2022-23 financial year**. To do this we need your help to identify the staffing levels in your area associated with grants administration over the year.

The Hub Operations Team have prepopulated the attached workbook with data from GrantConnect to help identify the grants that were published in 2022-23. Please note that the request specifically asks for all grant administration activities, so would also include Grant Programs not active but undergoing design, assessment and establishment during the 2022-23 allow with those in the manage phase, and so the attached listing is not comprehensive.

The requested ask is as follows:

- Please complete **'Workbook 2.' FY2022-23 Grant Opportunity Staffing and Costs**
- It has been prepopulated with existing grant data from GrantConnect which you can filter by Division to make this request easier for you, noting the list only includes relevant awarded grants. Some grant programs have multiple branches with grants so the branch with the largest volume of grants has been assigned. Note, any programs that were still in design, assessment or establishment in the 2022-23 will need to be added separately.

For reference the Streamlining Grants Branch:

- Has prepared an explanatory note in the attached, alongside Finance's guidance.
- Will consolidate overall costs such as Grants Administration ICT System and associated costs.
- Will amalgamate all Divisional responses from workbook 2 into a Departmental response.

Please provide a response to s47E(d) @health.gov.au by **COB Tuesday 14 November**. If you need any support or further guidance please reach out to s47E(d) @health.gov.au.

Thanks

s47E(c), s47F

A/g Executive Officer | Amy Laffan | First Assistant Secretary
Quality and Assurance Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care

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

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.

Making flexibility work - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless I reach out to you via phone or text, I'm not expecting you to read or reply until normal business hours.

From: Hub Relationship Management <s47E(d)@health.gov.au>

Sent: Wednesday, 8 November 2023 11:45 AM

To: BIDInputs <s47E(d)@health.gov.au>; CHCC Coord <s47E(d)@health.gov.au>; EMD Coord <s47E(d)@Health.gov.au>; FNHD Coordination <s47E(d)@health.gov.au>; HERD Inputs <s47E(d)@health.gov.au>; HSSD Coord <PSD, s47E(d)@health.gov.au>; MWDExecutive <s47E(d)@Health.gov.au>; MBDInputs <s47E(d)@health.gov.au>; MHSPD Inputs <s47E(d)@health.gov.au>; CDB Coord <s47E(d)@Health.gov.au>; PHD Coords <s47E(d)@health.gov.au>; SDD Executive <s47E(d)@Health.gov.au>; FMD Coord <s47E(d)@health.gov.au>; Sport <s47E(d)@health.gov.au>; TAAD Inputs <s47E(d)@health.gov.au>; QAD Executive <s47E(d)@Health.gov.au>; HRD Executive <s47E(d)@Health.gov.au>; OHP Coord <s47E(d)@health.gov.au>; Primary Care Inputs <s47E(d)@health.gov.au>; DL All EAs and EOs <s47E(d)@Health.gov.au>

Cc: Hub Relationship Management <s47E(d)@health.gov.au>; s47E(c), s47F <s47E(d)@health.gov.au>; Grant Analytics <s47E(d)@health.gov.au>; s47E(c), s47F <s47E(d)@health.gov.au>; s47E(c), s47F <s47E(d)@health.gov.au>

Subject: ACTION REQUIRED: Cost of grant administration [SEC=OFFICIAL]

Good morning all

Please read on if you have any involvement in grants administration. If not feel free to disregard. The Department of Finance (Finance) has requested that all agencies subject to *EM2022/48 Whole of Government Grant Administration Arrangements* (yes that means us) provide information on the cost of grant administration for the **2022-23 financial year**. To do this we need your help to identify the staffing levels in your area associated with grants administration over the year.

My team have prepopulated the attached workbook with data from GrantConnect to help identify the grants that were published in 2022-23. Please note that the request specifically asks for all grant administration activities, so would also include Grant Programs not active but undergoing design, assessment and establishment during the 2022-23 allow with those in the manage phase, and so the attached listing is not comprehensive.

The requested ask is as follows:

- Please complete **'Workbook 2.' FY2022-23 Grant Opportunity Staffing and Costs**
- We have prepopulated it with existing grant data from GrantConnect which you can filter by Division to make this request easier for you, noting the list only includes relevant awarded grants. Some grant programs have multiple branches with grants so the branch with the largest volume of grants has been assigned. Note, any programs that were still in design, assessment or establishment in the 2022-23 will need to be added separately.

We are happy for data to be provided at the level that is easiest to prepare. For example if your branch / division works 100% on grants, please feel free to provide a single response at the branch level rather than against each individual grant.

For reference my Branch:

- Has prepared an explanatory note in the attached, alongside Finance's guidance.
- Will consolidate overall costs such as Grants Administration ICT System and associated costs.
- Will amalgamate all Divisional responses from workbook 2 into a Departmental response.

From: s47E(c), s47F
To:
Cc:
Subject: FW: **For clearance** Public Interest Certificate - Quarterly Financial Report Food Data - Maggie Beer Foundation [SEC=OFFICIAL]
Date: Tuesday, 22 August 2023 8:29:05 AM
Attachments: s22

Hi s47E(c), s47F

Do you mind letting s47E(c), s47F know that Ingrid has approved, and that we are happy for their team to make arrangements for s47E(c), s47F to sign I've attached latest emails between s47E(c), s47F and our team so that you can respond to that chain.

Thanks,

s47E(c), s47F

From: LEONARD, Ingrid
Sent: Monday, 21 August 2023 8:36 PM
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: FW: **For clearance** Public Interest Certificate - Quarterly Financial Report Food Data - Maggie Beer Foundation [SEC=OFFICIAL]
 Many thanks s47E(c), s47F looks fine.
 Happy for you to proceed.
 Kind regards
 Ingrid

From: s47E(c), s47F <[s47E\(c\), s47F@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>
Sent: Wednesday, 9 August 2023 4:30 PM
To: LEONARD, Ingrid <Ingrid.Leonard@health.gov.au>
Cc: s47E(c), s47F <[s47E\(c\), s47F@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>; s47E(c), s47F <[s47E\(c\), s47F@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

Subject: **For clearance** Public Interest Certificate - Quarterly Financial Report Food Data - Maggie Beer Foundation [SEC=OFFICIAL]

Hi Ingrid,

Please see attached for your clearance a draft Public Interest Certificate that would allow the department to share protected information with the Maggie Beer Foundation. I've included some background on this document below:

- As you are aware, the Maggie Beer Foundation has received a grant of \$5 million over the next 3 years to deliver the *Improving Food in Aged Care through Education and Training* program for aged care cooks and chefs.
- A key risk for the program is sector uptake as participation is not compulsory.
- As such, sharing protected information with MBF is to assist with promotion of the activities with services, including targeted promotion with services that appear to be more in need of increased food staff capability.
- The types of protected information to be shared with MBF include:
 - general contact details for services and providers (e.g. addresses, contact details, MMM)
 - Residents' experience survey results for the question 'do you like the food here?'
 - QI data on unplanned weightloss, pressure injuries and falls and major injuries, and
 - Quarterly Financial Report (QFR) food data (including preparation models (cook

fresh, cook chill, cook freeze), internal catering percentages (onsite and offsite), and contract catering percentages (onsite and offsite))

- On the assumption that all data above is owned by our Branch a PIC was prepared and signed off by Josh on 17 July 2023 (PDF attached for background).
- Following the sign off of the PIC, we reached out to s47E(c), s47F team to ask them to collate the data for us
- Based on advice from s47E(c), s47F team, we consulted with the QRF team about how to display QRF data in the proposed extract
- Through this consultation it was brought to our attention that the QFR team has a clear preference to sign off all PICs regarding data received through the QRF (including food data)
- We also identified some gaps/ambiguity in the way the data is described in the current PIC through these conversions
- In response we have prepared the attached separate PIC for sign off by s47E(c), s47F (Director of the QFR team).
- The PIC attached has been reviewed by the QFR team, and pending your clearance, they will sign.
- We note that the PIC Josh signed also remains valid, we have just have prepared the additional PIC to meet additional requirements of the QFR team, address some minor gaps and make some clarifications to alleviate their concerns
- Once the second PIC is signed by s47E(c), s47F we will work with s47E(c), s47F team and the QFR team to prepare consolidated data to share with MBF

Very happy to discuss or provide any other clarification. Would be grateful if you could get back to us by the end of next week (18 August 2023).

Kind regards,

s47E(c), s47F

Assistant Director, Resident Experience and Food Policy
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 | E: s47E(c), s47F @health.gov.au
GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, water and community. We pay our respects to all Elders past and present.

From: [CTB Coords](#)
To: s47E(c), s47F
Cc: [CTB Coords](#); [Star Ratings](#); [Quality Policy Secretariat](#); [Quality Aged Care](#); [ResExpFood](#)
Subject: FOR INPUT: DUE 12PM TMR | QAD EOM Financials - July 2023 (ACTION ITEM) [SEC=OFFICIAL]
Date: Thursday, 17 August 2023 3:27:25 PM
Attachments: **s22**
Importance: High

Good afternoon,

Apologies this is only being sent out now – please see below input request for your review. Are you able to please provide me with your updates by no later than **12pm tomorrow, Friday 18th August?** Apologies for the short turn around, this one wasn't sent out.

Thank you,

s47E(c), s47F

From: FBP QAD

Sent: Thursday, 17 August 2023 10:31 AM

To: s47E(c), s47F

Cc: s47E(c), s47F ; FBP QAD ; TURNOUR, Caroline ; s47E(c), s47F

Subject: QAD EOM Financials - July 2023 (ACTION ITEM) [SEC=OFFICIAL]

Good Morning All

The below email was sent to Branch Heads last week with an action item which is due COB today.

I'd appreciate if you flag it with BHs in order to get a response today.

Thanks in advance

Kind Regards

s47E(c), s47F

Financial Management Division | Corporate Operations Group

FMD Business Support Branch

Australian Government Department of Health

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

Location: Sirius Building 2.N.213

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: FBP QAD

Sent: Friday, 11 August 2023 3:55 PM

To: LAFFAN, Amy <Amy.LAFFAN@health.gov.au>

Cc: LEONARD, Ingrid <Ingrid.Leonard@health.gov.au>; CHEHL, Chamandeep <Chamandeep.Chehl@health.gov.au>; METZ, Mel <Mel.Metz@health.gov.au>; TURNOUR, Caroline <Caroline.Turnour@health.gov.au>; s47E(c), s47F

<[s47E\(c\), s47F@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; HOLM, Katie <Katie.HOLM@Health.gov.au>;

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

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

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

Subject: QAD EOM Financials - July 2023 [SEC=OFFICIAL]

Good Afternoon Amy

EOM July 2023 reports attached for QAD:

1. Departmental
2. Administered

Please note that the OPEX/CAPEX report is not available for July.

Please note that we are not sending separate branch reports this month. Though please let us know if you'd like to discuss your branch results in detail.

1. Departmental

QAD is currently forecasting a full financial year s47D against a budget of s47D – with the majority of the s47D

- The main driver of the full year forecast underspend is due to staffing being 26.3 ASL s47D.

QAD had s47E(c) (actual) in July, and are forecasting to increase during 2023-24 (FTE will be higher if recruitment rounds are successful in engaging new staff).

Note: the forecast does not yet include FTE for all vacancies. We are seeking your advice on what stage of the recruitment process you are up to with each of the vacancies highlighted in orange. See below Action Items.

Potential Risks:

- There are s47E(d) proposed vacancies s47E(d) in the division at a cost of approx. s47D. Onboarding all of these vacancies would place the division (and the Group) into an s47D.
- If there are upcoming expenses not factored in the forecast – please advise if something is missing.
- Engagement of ongoing staff with non-ongoing funding will create funding pressures in the out years.

Action Items:

Please provide updates to the departmental forecast for FTE (August 2023 to June 2024) – **DUE: 3pm Thursday, 17 August 2023.**

- *FTE WF tab* – FTE updates, including updates for vacant positions – please advise where the recruitment process is up to (column F) along with other relevant details (column G);

2. Administered:

The cost centre budgets have been revised in line with Bill 1 4% Save (proportional allocation), May 2023 Budget adjustments (where applicable) and WCI Framework/Base Parameter updates. Revised cost centre budgets will remain as is until there is a decision on the Bill 1 4% Save (reinvestment measure) reallocation.

s47D

3.

The DTDD are yet to finalise the capex/opex report for 2023-24; it is anticipated the report will be available for August reporting.

For reference

- Additional staff numbers increase workers compensation costs.
- *Budget is not connected to position numbers.*
- *Removing forecasted FTE will not reduce your annual Budget allocation.*
- *A position number will not become lost on removal of FTE from the forecast.*
- *You can have multiple people against one position number (if needed for HDA purposes), but you cannot have more than one person occupying a position number at the same time.*
- *Staff who have left your Branch (and incurred an expense) are to remain in the FTE Actual tab for reporting purposes. We are unable to remove these people as there is an expense against the person.*

- When forecasting, if a person is leaving and needs to be backfilled, please insert a new line with the new person's details (if known) and Ideally, reuse the same position number.
- Recruitment processes can take up to 10 weeks to engage a person into a position. Timing may be longer over the shut-down period each year.
- FTE are only being forecasted when a successful candidate and start date are confirmed.

s47E(c), s47F

Financial Management Division | Corporate Operations Group

FMD Business Support Branch

Australian Government Department of Health

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

Location: Sirius Building 2.N.213

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To:
Cc: [ResExpFood](#); s47E(c), s47F
Subject: For clearance 15/9: EngAged September article [SEC=OFFICIAL]
Date: Thursday, 14 September 2023 3:04:45 PM
Attachments:

s22

Hi s47E(c), s47F

See the final EngAged article attached for your **clearance first thing Friday 15 September**. You will see in the attached email correspondence that s47E(c), s47F and I had a quick discussion regarding whether we should have the program components in the article or have the overall F&N initiatives (both were included in the first article s47E(c), s47F sent to us, which you cleared). I see where s47E(c), s47F and the e-news team are coming from, so definitely your call. However, I thought that this article goes to aged care workers (its ticked in the 'audience' tab), which is why I thought maybe the program components should go there?

For action:

- Review and clear the attached EngAged article
- Send straight to Ingrid for clearance and cc s47E(c), s47F
 - s47E(c), s47F is aware this is coming (including the deadline) and will try fit it into Ingrid's clearance time. Ingrid has a lot to clear over the next few days.
 - I managed (per the MBF Webex chat) to get our timeline extended to COB Tuesday if Ingrid can't get it back to us tomorrow or Monday.

Happy to discuss any of this further!

Thanks

s47E(c), s47F

**Resident Experience and Food Policy 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

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

PO Box 9848, Canberra ACT 2601, Australia

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s47E(c), s47F

From: Aged Care Food and Nutrition Research
<agedcarefoodandnutritionresearch@flinders.edu.au>
Sent: Friday, 11 August 2023 1:17 PM
To: s47F
Subject: Fw: Your free access to the Flinders Aged Care Food Satisfaction Questionnaires!
Attachments: Flinders Satisfaction Questionnaire User Guide.pdf



Dear xxx

Thank you for expressing an interest in completing the Flinders Food Satisfaction Questionnaires and congratulations on demonstrating a commitment to seeking feedback on your food service.

This **free** opportunity in partnership with the Maggie Beer Foundation is being made available through *Improving Food in Aged Care through Education and Training - an Australian Government initiative*.

The opportunity involves access to unique links for three questionnaires, designed to be used together, to determine food satisfaction from the perspective of your residents, your resident's family and your workforce. The relevance of each of these questionnaires is explained [HERE](#). Further information is also available [HERE](#).

To support you in administering these questionnaires we have developed a User Guide which has been attached for your convenience. This User Guide is designed to guide you on how to interview your aged care residents and some example communications you might choose to use to gain input from residents' families and your workforce. An online training video is also available [HERE](#).

Your unique links for use at xxxx(insert site here) are as follows:

RESIDENTS
FAMILIES
WORKFORCE

Please note that these links are unique to (insert site) and if your organisation has multiples sites wishing to engage in this free opportunity then please ensure you express your interest for each site separately [HERE](#). Please get it contact by reply email if your preference is to administer the questionnaires in hard copy and we will send you the relevant files.

These links for (insert site) will be open for three weeks so you are encouraged to commence data collection as soon as possible. As we approach three weeks we will contact you to advise on how many of your stakeholders have completed the questionnaires and seek confirmation as to whether you wish to

keep the questionnaires open for an additional two weeks. Once data collection has been completed for your stakeholders our team will provide a summary report for your site and also share these data with the Maggie Beer Foundation to assist in the development of the Aged Care Cook and Chef Support Program.

The Flinders University Aged Care Food and Nutrition Research Team can also offer additional services to support you in understanding food satisfaction in your organization and making meaningful improvements. If you are interested in learning more about these options then please email agedcarefoodandnutritionresearch@flinders.edu.au and a member of our team will be pleased to follow up with a telephone or zoom call.

If you have questions about any of the above please do not hesitate to reach out to our team on agedcarefoodandnutritionresearch@flinders.edu.au

All the best,

Professor Michelle Miller and the Flinders Aged Care Food and Nutrition Research Team

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing



Confidentiality, Conflict of Interest, Privacy and Secrecy Deed Poll

For contractors, consultants and volunteers working on-site with the Department

Background

- A. I am engaged by the Department directly under the Agreement or indirectly by the Organisation for the benefit of the Department.
- B. I perform work at the Department's premises for the Department or for the benefit of the Department and I am legally bound by the Agreement.
- C. I provide the undertakings set out below in respect of my work under the Agreement.

Operative provisions

1. Definitions

In this deed:

Agreement means the document described in Item 3 of the Schedule.

Confidential Information means information that is:

- (a) by its nature confidential;
- (b) identified as confidential by the Department; or
- (c) information that I know or ought to know is confidential,

but does not include information that is or becomes public knowledge other than by breach of this deed or any other confidentiality obligation.

Conflict of Interest means any circumstance in which I have an interest (whether financial or non-financial) or an affiliation that is affecting, will affect, or could be perceived to affect, my ability to perform work associated with the Agreement, fairly and independently.

Department means the Commonwealth of Australia represented by the Department of Health and Aged Care ABN 83 605 426 759.

I means the person named in Item 1 of the Schedule.

Information includes Confidential Information, Personal Information and Secret Information.

Organisation means the entity described in Item 2 of the Schedule.

Personal Information has the meaning given in the *Privacy Act 1988* (Cth).

Secret Information means information about an individual or organisation that is required to be kept secret by legislation administered by the Department (for example under the *Health Insurance Act 1973* (Cth) and the *National Health Act 1953* (Cth)).

2. Benefit of deed poll

I make this deed poll for the benefit of the Department and the Organisation.

3. Access to and disclosure of Information

I understand that:

- (a) in the course of performing work under the Agreement, I may receive or have access to Information, which I must protect from unauthorised use and disclosure;
- (b) I must not use nor disclose the Information to any person except:
 - (i) for the purposes of performing my work for or for the benefit of the Department;
 - (ii) with the express written permission of the Department; or

- (iii) where required by law or court order and upon notification to the Department;
- (c) if I disclose Information, I must make sure that any person with whom I share the Information has a "need to know" the Information and understands that the Information must be treated as confidential and that an offence could apply if the person further shares the Information;
- (d) I must ensure that the Information remains on the Department's physical premises and within the Department's IT environment under the control of the Department unless I have express written permission from the Department; and
- (e) I must advise the Department and the Organisation immediately if I become aware of any unauthorised use or disclosure of the Information (including unauthorised access).

4. Deletion or delivery of Information

I acknowledge that:

- (a) the Department has obligations under the *Archives Act 1983* and that I must not delete the Department's information unless in accordance with the Department's policies; and
- (b) when requested by the Department or the Organisation, I must deliver or permanently and irreversibly delete all Information in my possession or control using the methods and within the timeframes requested by the Department or the Organisation.

5. Declaring and managing Conflicts of Interest

- (a) I confirm that, to the best of my knowledge, as at the date of this deed no Conflict of Interest exists or is likely to arise in my performance of the work associated with the Agreement except in relation to the Conflicts of Interest declared in Item 4 of the Schedule.
- (b) If a Conflict of Interest arises during the course of my work associated with the Agreement (whether directly or indirectly), or appears likely to arise, I understand that I must:
 - (i) immediately notify the Department in writing of the Conflict of Interest making a full disclosure of all relevant information relating to the Conflict of Interest; and
 - (ii) take such steps as the Department may reasonably require to resolve or otherwise deal with that Conflict of Interest.
- (c) I understand that I am required to complete and submit this deed annually to the Department for the duration of the period I am performing work under the Agreement.

6. Offence provisions

I understand that:

- (a) disclosure of the Information may be an offence under the *Crimes Act 1914* (Cth) and other laws; and
- (b) it is an offence under the *Criminal Code Act 1995* (Cth) to knowingly give false and misleading information to the Commonwealth.

7. Not used

8. Waiver

I understand that provisions of this deed may not be waived except in writing by the Department.

9. Survival

This deed survives the termination, suspension or completion of the Agreement.

10. Applicable law

This deed is governed by, and construed in accordance with, the law of the Australian Capital Territory.

Schedule – Deed Details

Item	Description	Details
1.	Details of person completing Deed Poll	Name: s47F Physical address: s47F Phone: s47F Email: s47F @maggiebeerfoundation.org.au
2.	Organisation details	Legal entity name: Maggie Beer Foundation Ltd ABN: 15 168 279 865
3.	Agreement	Title / Purpose: To fund the Maggie Beer Foundation through a grant opportunity. Program: Improving Food in Aged Care through Education and Training Date: 26/06/23
4.	Conflict of Interest Declaration	I declare that I have the following Conflicts of Interest in relation to my work under the Agreement: <i>(Insert details below or insert 'Nil')</i> Nil

Execution

EXECUTED as a deed poll

SIGNED, SEALED and DELIVERED by

Name (print)

s47F

Name of witness

s47F

Signature

Signature of witness

27/07/23

27/07/23

Date

Date

Monthly Reporting Template

1. Grant Activity Summary			
Organisation name	<i>Maggie Beer Foundation Ltd</i>	Monthly Report Item number	#2
Grant Activity ID	<i>4-ILB85JS</i>	This Monthly Report covers the following period	<i>1/08/2023 – 31/08/2023</i>
Grant Activity Title	<i>Improving food in aged care through education and training</i>	Monthly Report submitted to Department of Health and Aged Care	<i>31/08/2023</i>

Activity Deliverables[^]

N.B reporting is for the month only unless otherwise stated.

2. Online Learning Modules and Professional Community							
Module topic	REGISTRATIONS No. of cooks/chefs for month	REGISTRATIONS No. of 'other' aged care staff registrations e.g. food service staff, nurses etc. for month	COMMENCEMENTS No. of cooks/chefs commenced for month	COMMENCEMENTS No. of 'other' aged care staff commenced e.g. food service staff, nurses etc. for month	COMPLETIONS No. of cooks/chefs for month	COMPLETIONS No. of 'other' aged care staff e.g. food staff, nurses etc. for month	COMPLETIONS No. of services
Module 1 <i>Regeneration</i>	<i>Launch due November 2023</i>						
Module 2 <i>Hydration</i>	<i>Launch due November 2023</i>						
Module 3 <i>Texture Modified Food</i>	<i>Launch due November 2023</i>						

[^] If a column is not relevant at this stage of grant, state N/A.

Module 4 <i>Dementia</i>	Filming due November 2023						
Module 5 <i>Community cooking</i>	Filming due November 2023						
Module 6 <i>Indigenous Nutrition</i>							
TOTALS Final totals: Cumulative totals:							
Professional Community							
Number of registrations for Professional Community	Number of enquiries or interactions from participants on Professional Community	Number of interactions by Chef Moderator	Average number of monthly interactions from participants	Average number of monthly interactions from Chef Moderator			
1540 users	4	2	1.75 (1 May – 31 Aug)	2 (since commencement)			

3. Food Satisfaction Questionnaires						
Number of questionnaires commenced (consent from individual received)	Number of surveys completed					Overall satisfaction rating for surveys conducted
	By resident	By representative (carer, partner, family member etc.)	By chefs or cooks	By service	By services in total	

^ If a column is not relevant at this stage of grant, state N/A.

329 sites sent links to questionnaires	108 completed	61	142	42 sites commenced	42 services	N/a
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4. Menu Appraisals

Number of residential aged care facilities offered appraisals	Number of appraisals commenced	Number of appraisals completed	Number of services completed in total
2052 21 opted to participate	2	0	0

5. State and Territory Training Hub

Number of residential aged care facilities offered training	Number of training sessions in planning (separated by virtual and hybrid)	Number of virtual training sessions completed	Number of participants for each virtual training session	Number of face-to-face training sessions completed	Number of participants per face-to-face session (and location)	Number of <u>new</u> services participating	Number of feedback surveys received per session (for both virtual and Face-to-face)
2052	23 Virtual 3 Hybrid	2 virtual hubs commenced 1 hybrid hub commenced	Perth – 18/20 (hybrid) Brisbane – 4/9 (virtual) Melbourne – 12/19 (virtual)	First face to face on 11 September 2023	First face to face on 11 September 2023	20	Due from 18 September 2023

6. Trainer-Mentor Program

Number of Mentor chefs/cooks onboarded	Number of chefs/cooks commenced program	Number of training sessions completed	Number of chefs/cooks completed program	Number of <u>new</u> services participating in program	Feedback surveys received
7	Due from March 2024	Nil	Nil	Nil	Nil

^ If a column is not relevant at this stage of grant, state N/A.

7. Expenditure				
Activities	Budget <i>Please state any changes to these budget figures where necessary.</i>	Monthly Expenditure	Total Expenditure	Explanation <i>Overview of expenditure.</i>
Project Management	\$830,000	\$19,661.35	\$80,048.35	Salary for key staff, including Project Lead (1FTE), Training Coordinators (1.4 FTE)
Online Learning Modules	\$415,000	\$3593.00	\$32,906.00	Subject matter expertise to scope and file modules 1-3 and input into accompanying info pack
Community of Practice	\$190,000	\$388.00	\$388.00	
Food Satisfaction Questionnaires	\$200,000	\$0	\$0	
Menu Appraisals	\$790,000	\$30,000.00	\$30,000.00	Initial signing on fee
State and Territory Training Hub	\$775,000	\$53,495.01	\$60,971.00	Salary Chef Trainers (7 FTE), Train the Trainer program, Practical Cooking class costs
Trainer-Mentor Program	\$1,350,000	\$0	\$2,190.00	
Evaluation	\$450,000	\$0	\$0	
8. Additional comments				
<p>Free text.</p> <p>e.g. stakeholder engagement, interesting findings, issues, concerns or expenditure updates etc.</p> <p>Online Learning Modules: No further activity this month.</p> <p>Professional Community: Regular content publishing and moderation commenced 28 August 2023</p> <ul style="list-style-type: none"> News article – Register now for Maggie Beer Foundation Aged Care Cook Support Programs Recipe – Top Trainer Tip – Perfect combi oven eggs, by Michael Nam <p>Menu Appraisals:</p> <ul style="list-style-type: none"> Weekly project meetings 				

^ If a column is not relevant at this stage of grant, state N/A.

- Lead APD s47F) has been employed by Nutrition Professionals Australia (NPA)
- Training of Accredited Practising Dietitians completed
- Training of Chef Trainers commenced
- Appraisal tool designed (adapted from Dietitians Australia Menu and Mealtime Assessment Tool)
- Format for report summarising results and providing recommendations developed

Food Satisfaction Questionnaires:

- Weekly project meetings
- Training of Chef Trainers commenced
- Format for report summarising results and providing recommendations drafted

Train the Trainer Program:

- Held 14-18 August 2023 at Barossa Cellar, South Australia
- Attended by 7 Chef Trainers, with the aim to prepare them to deliver State and Territory Hubs
- Training covered a wide range of topics and delivered by subject matter experts:

Topics

- Background
- Flavour and changes in senses
- Texture modification
- Dining environment
- Regeneration and service
- Nutritional needs of older people (protein, hydration and fibre)
- Menu design
- Resident engagement
- Engaging your audience

Subject Matter Experts



State and Territory Hubs:

While registrations have been generally strong, many of the registrations have been from either:

- Cooks and chefs from a different region (offered another hub in their region is available)
- Aged care staff who are not cooks and chefs (provided advise on alternative training and education opportunities e.g. Online Learning Modules)

There have been some complaints from Catering Managers who believe they should be able to join the State and territory hubs as they have influence over the menu and implementation with kitchen staff.

Community Education:

No further activity this month.

Evaluation:

- Weekly project meetings
- Evaluation Reference Group meeting #2 held 22 August 2023. The group reviewed and advised on the draft Evaluation Plan, with specific focus on the Program Logic and Evaluation Framework (e.g. indicators, data sources and data analysis)
- Final draft of Evaluation Plan completed
- Draft survey tools developed

Stakeholder and promotional activities:

- Email promoting Food Satisfaction Questionnaire, State and Territory Husb and Online Learning Modules has been sent to all Provider and Service Contacts listed in DOH data portal
- Email to all Professional Community Users promoting Food Satisfaction Questionnaire, State and Territory Husb and Online Learning Modules
- Social Media posts through Facebook, LinkedIn and Twitter
- Additionally scheduled State and Territory Hubs loaded onto Education and Events page on MBF website
- Meetings with Eldercare (21 August) and Uniting Age Well (23 August) to provide further information about the Maggie Beer Foundation and the training/ education opportunities available
- Media and PR event with Prime Minister Anthony Albanese, Aged Care Minister Anika Wells, Local MP Amanda Rishworth and Maggie Beer AO at Eldercare Seaford (22 August)
- Media and PR event with Aged Care Minister Anika Wells and Maggie Beer AO at Hammond care Daw Park (23 August).

Challenges and issues

- 694 (26%) of the Service Primary contact email addresses provided through the DOH data portal are either missing or incorrect (received an 'undeliverable' notice).
- Opal Healthcare have requested for no direct promotion of training and education programs to be sent to their aged care homes – this represents 95 aged care homes, 45 across New South Wales, 16 Queensland, 24 Victoria and 10 in Western Australia
- While only a few virtual State and Territory Hubs have been conducted, it is clear that many chefs and cooks have never used an online platform like teams before and many lack technical skills. Information is provided to participants ahead of the meeting with instructions on how to join and what to do if they encounter problems.

^ If a column is not relevant at this stage of grant, state N/A.

Maggie Beer Foundation – fortnightly meeting

Date: 24 April 2024

Attendees: s47E(c), s47F, s47F, s47E(c), s47F

Apologies: s47E(c), s47F

Item	Agenda topic	Meeting notes
1	Action items from previous meeting	- See comments in agenda items table below.
2	Department Update	<p>Example Menu Proposal</p> <ul style="list-style-type: none"> - Both s47E(c), s47F have had a chance to briefly review MBF example menu proposal and had two main questions/issues: <ul style="list-style-type: none"> o wanted to understand how a residential aged care (RAC) home can take the proposed sample menu and materials and apply it to their specific needs? As it needs to meet the requirements of that specific home e.g. be able to provide culturally appropriate food. o How is this sample menu going to fit within the parameters of the MBF grant activities? - s47F confirmed that the example menu will be provided with contextual details, such as how to modify to your home, and that it will be available through the professional community. - s47F outlined the extensive components that the menu sample would provide. - Both s47E(c), s47F strongly suggested that this information could be linked to the completion of a new mini module on menu planning before information is accessed. - Both s47E(c), s47F advised that in order for this to move forward it will need to be approved by the delegate and that will require MBF providing additional information regarding the focus on education and training (both within existing proposal and also any add-ons which could be included). Action item: MBF to provide additional information within their proposal including approximate costs. - s47F mentioned that the Nutrition Professionals Australia already have many modules and potentially MBF could explore using their Learning Management System rather than recreate. - s47F asked about the timeframes for the delegate approval process. s47E(c) advised that it depends on whether the Department needs to vary the grant. s47E(c), s47F confirmed that she will test up the line but expect it to take at least a couple of weeks. - Action item: The department to schedule a catch up with MBF on Tuesday 30 April 2024 at 2pm to discuss MBF's updated menu proposal.

		<ul style="list-style-type: none"> - s47E(c), s47F mentioned that the sample menu is the outcome of the skill and that perhaps MBF should focus on what participants need to learn in order to obtain the skills. <p>Provision of data to MBF</p> <ul style="list-style-type: none"> - s47E(c) confirmed that there has been delays in providing the information to MBF due to the Public Interest Statement needing to be modified to allow for the provision of the data on spend per resident per day as well as issues with obtaining the food expenditure data on the latest quarter reporting data. - s47F stated that the MBF is very keen to receive updated data as working with old data is having a negative impact on the Foundation. Not getting the representative sample. - Action item: s47F asked s47E(c) to resend the star ratings data extract which was sent on 13 March 2024.
3	Comms Update	<ul style="list-style-type: none"> - s47E(c), s47F confirmed that the departmental Comms boosted two promotional posts on LinkedIn and Facebook on 20 and 22 March 2024: <ul style="list-style-type: none"> o The department spent \$4,000 for 4 weeks of boosting. o Reaching 500,000 people o Engagement rate was higher on Facebook as compared to LinkedIn. o Cost effective way to reach a lot of people. - The Department considered the boosting value for money. - s47F advised that MBF may consider this strategy to increase registrations for the Trainer Mentor Program in WA and QLD, however completion rate (rather than registration rate) was still an issue. - s47E(c) advised that there is strong support for Maggie Beer and that utilising her image and quotes on social media could be advantageous to the MBF. - Action item: s47E(c) to send information regarding social media reporting.
4	MBF Update	<p>Menu proposal</p> <ul style="list-style-type: none"> - s47F re-outlined the menu proposal: <ul style="list-style-type: none"> o an example 'best practice' menu for both summer and winter which also includes snacks and a nourishing drink. o standard recipes for every item on the menu which is foundation approved and endorsed. o associated preparation lists and other resources. o Example will be for a 'typical' RAC e.g. a home in VIC or NSW, located in a metropolitan area, 100 residents with standard equipment and staffing, based on the average \$ budget per person per day. <p>State and Territory Training Hubs</p> <ul style="list-style-type: none"> - s47F provided a state and territory training hub registration update:

		<ul style="list-style-type: none"> ○ The main issue which they are having is with attendance and this format isn't necessary working. ○ For example, the Department's extra, boosted promotion led to an increase in the number of registrations for the April and May hubs with 17 people registering for the April session however only 5 people attended. ○ MBF organised a practical cooking class in Sydney, with region specific promotion but the Foundation had to cancel it as only got 3 registrations. <ul style="list-style-type: none"> - §47F advised that the MBF have started providing Provider specific hubs and they have Bupa and two other providers who are interested. This may help attendance. - §47F advised that the online format for the state and territory training hubs is difficult as some RACS do not have computers in the kitchens, there is no wifi availability and just general poor digital literacy of staff. - §47E(c) advised that this is a take-away for running future education and training programs in residential aged care. - There was discussion around RACS attached to the hospitals in regional areas and whether the department could make an approach on behalf of the MBF. - §47E(c) stated that these are more than likely to be Multipurpose Services and that the department did speak to the MPS team at the beginning of the grant but happy to discuss again. - §47E(c) confirmed that the department will discuss internally the best way forward knowing that the state and territory training hubs not working especially as it is moving to being provider specific. (Action item).
5	Other comments	<ul style="list-style-type: none"> - §47F asked about receiving more specific details re food complaints lodged with the Aged Care Quality and Safety Commission's hotline team. - §47E(c) confirmed that the people who take the calls on the hotline are different from the food and nutrition team within the commission but that she will approach the Commission again. - §47E(c) also mentioned that the Dept is happy for MBF to reach out to the FND Unit team directly if they already have the connection there . - §47E(c) reminded the MBF that their quarterly report – January to March is outstanding.

Action item	Meeting date	Topic	Responsible	Action taken
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4	5/2/2024	<p>MBF to follow up use of free version of Google analytics.</p> <p>Update: MBF to follow up. FYI [REDACTED] leaving in April.</p>	MBF	Update 24/04: Still open, MBF to investigate.
5	4/3/2024	<p>Dept to provide below data to MBF:</p> <ul style="list-style-type: none"> • Provider and service level details and contacts • Star ratings • Resident experience results (detailed report) • Financial report inc. Catering service type (e.g. internal team/ catering company, onsite or off site) • \$ food per resident per day for latest QFR reporting • New comms starting on Monday and will be working on Monday and Fridays. [REDACTED] once started [REDACTED] to introduce himself. 	DoHAC	<p>Dept provided Star Ratings data extract 13/3</p> <p>Update 24/04: [REDACTED] to re-provide the star ratings data to [REDACTED]. The department advised of the delay to providing other data to MBF.</p>
6	24/04/2024	MBF to provide additional information regarding their menu proposal including approximate costs.	MBF	Complete
7	24/04/2024	[REDACTED] to schedule time on Tuesday 30 April 2024 at 2pm to discuss updated menu proposal with MBF.	DoHAC	Complete
8	24/04/2024	The department to discuss a way forward with the state and territory training hubs.	DoHAC	In progress

9	24/04/24	The Department to send information regarding social media reporting to the MBF	DoHAC	Complete. Email sent to MBF on 7 May 2024.
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This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

Maggie Beer Foundation – fortnightly meeting

Date: 4 March 2024

Attendees: s47E(c), s47F, s47F, s47E(c), s47F

Apologies: s47E(c), s47F

Item	Agenda topic	Meeting notes
1	Action items from previous meeting	- See comments in agenda items table below.
2	Department Update	- Nil (see MBF update on menu sample proposal)
3	Comms Update	<ul style="list-style-type: none"> - Sponsored social media posts for State and Territory Hubs are going live on 20th and 21st March. - They will be boosted for 4 weeks afterwards. - MBF will advise if they see uptake in participation resulting from the promotion.
4	MBF Update	<ul style="list-style-type: none"> - Dept requested an update on proposal to put together a sample menu with NPA utilising excess funding assigned to menu appraisals. - MBF reported that NPA is enthusiastic about project's potential and MBF will put together a proposal for Dept outlining roles/responsibilities/scope/project timelines etc. - MBF outlined factors to be taken into consideration such as defining a 'typical' aged care home, what do demographics look like, home size/type of food prep/ - suspect menu will focus on home with mostly Australian residents with small number of CALD. - Early plan is to show how a good menu is laid out, and what is required to obtain 100% in a menu appraisal. - It is anticipated that recipes will be loaded onto the professional community. - Anticipated timeframe for development will be 12 months of investments (use of existing recipes plus new investment). - Dept asked if there is possibility for development of a mini module covering menu planning, but this will depend on funding and resources. - Dept also outlined that it will be crucial to provide guidance with the menu that emphasises the importance of homes tailoring menus to their specific resident cohort, and that there is not a one-size-fits-all menu. - The TMP started yesterday, overwhelmingly positive outcome. - Emphasises the 5 days in home component is critical to providing positive outcomes. - Structured so that one day covers breakfast, one late covers dinner dinner and 3 standard days. - Encompasses structured and unstructured opportunities for teaching and learning.

		<ul style="list-style-type: none"> - Witnessed some very poor examples of cooking, but also great to see the chef trainer be able to turn them around to lead by example and create good outcomes. - Included texture modification and IDDSI training - Great feedback from family and residents. - Other activities at MBF: Recruitment, Dementia/Teepa Snow in person forum targeting providers/CEOs/managers/cooks and chefs/lots of carers and consumers.
5	Other comments	- Next meeting 15 April

Action item	Meeting date	Topic	Responsible	Action taken
4	5/2/2024	<p>MBF to follow up use of free version of Google analytics.</p> <p>Update: MBF to follow up. FYI s47F leaving in April.</p>	MBF	
5	4/3/2024	<p>Dept to provide below data to MBF:</p> <ul style="list-style-type: none"> • Provider and service level details and contacts • Star ratings • Resident experience results (detailed report) • Financial report inc. Catering service type (e.g. internal team/ catering company, onsite or off site) • \$ food per resident per day for latest QFR reporting 	DoHAC	Dept provided Star Ratings data extract 13/3

Frequently Asked Questions

Maggie Beer Foundation – State and Territory Hubs

Contents

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How many sessions do I need to attend to receive a certificate of completion/ attendance? .	2
What if I can't attend one or more of the hub sessions?	3
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Who can attend a State and Territory Hub?

State and Territory Hubs are for chefs and cooks who work in a residential aged care home kitchen. We designed the training to help cooking staff see and overcome challenges in kitchens to enhance the dining experience for residents.

If you can't attend, you can still access our online learning modules on our [website](#).

What are the benefits of taking part?

The Maggie Beer Foundation delivers education and training to improve the dining, food, and nutritional outcomes for Australian elders in Aged Care.

Our free programs can:

- build the capability of your chefs and cooks to source, prepare and serve delicious, nutritious food
- give support and advice on how to meet the draft dedicated food and nutrition Aged Care Quality Standard (mandatory from 1 July 2024)
- help reduce unplanned resident weight loss, falls, major injuries, pressure injuries
- improve Quality Indicator data, which contributes towards your Home's Star Rating and is published publicly on My Aged Care

- increase positive responses to the Residents' Experience Survey question "Do you like the food here?". This can contribute towards your Home's Star Rating published publicly on My Aged Care.

Which hub should I register for?

You should try to register for a State and Territory Hub in the state or territory that you work or live or one close to your workplace. This is because an important part of the program is to build a support network of industry colleagues in your area.

If you can't attend a local State and Territory Hub, you can register for a virtual hub at a time that suits you.

What is the virtual hub?

The virtual hubs deliver training online for 3 weeks. Each week you will attend a 2.5-hour online training session using Microsoft Teams.

Before the course starts, we will give you practical coursework for each week. The coursework is designed to be completed before the online session. This way you can discuss it with the trainer and your peers and get feedback from the chef trainer.

If you can't complete the coursework before the online session, you will still benefit from completing it afterwards. We encourage you to speak to your manager about whether you can complete the coursework on work time.

What is the hybrid hub?

The hybrid hubs are divided into four sessions, one week apart. Three sessions are online and run for 2.5 hours. Week 3 of the course is a practical session held in-person.

The hybrid hub has less coursework that needs to be completed outside of the training sessions than the virtual hub. This content is covered in the in-person session.

To attend the practical session, you must register for a hybrid hub in your state or territory or one close to your workplace. To view all upcoming hubs, go to our [website](#).

What if I can't complete or haven't received the coursework?

The coursework component is not assessed. It is designed to help you get the most benefit from the course.

If you haven't received the coursework before the session, you can contact us at xx@xx.com

If you can't complete the coursework before the online session, you will still benefit from completing it afterwards. We encourage you to speak to your manager about whether you can complete the coursework on work time.

How many sessions do I need to attend to receive a certificate of completion/ attendance?

You must attend at least 2 virtual sessions to receive a certificate of attendance.

If you are not sure you can attend every session, [contact us](#) to see how we can help.

What if I can't attend one or more of the hub sessions?

If you can't attend one or more sessions, you can attend a catch-up session.

Contact us to arrange a catch-up session.

How do I use Microsoft Teams?

When you sign up for a hub, you'll receive an invite link to the online sessions. You do not need to download the Microsoft Teams app to join the sessions. You can access them using a web browser such as Internet Explorer or Google Chrome by clicking the link in the invitation.

The Microsoft website has information about [how to join a Teams meeting](#) from a web browser.

What if I have trouble joining the online meeting?

If you are having trouble joining the online meeting, restart your computer and try again. You also may need to clear your browser's cache:

- [How to clear the cache in Google Chrome](#)
- [How to clear the cache in Internet Explorer](#)
- [How to clear the cache in Microsoft Edge](#)
- [How to clear the cache in Mozilla Firefox](#)

If you need help joining a meeting, you can contact us using the details on the meeting invitation or by **calling XXXX**.

I didn't register for a menu appraisal – can I still get one?

Yes. You can register for your aged care for a menu appraisal at any time from when you register for your State and Territory Hub until one week after your course finishes.

I didn't register for food satisfaction questionnaire – can I still get one?

Yes. All homes can register for a food satisfaction questionnaire until December 2023. After this date, they will only be available to homes participating in the [Trainer Mentor Program](#).

What should I bring to the practical cooking class?

For every in-person session you attend, you should bring:

- your own lunch
- your kitchen uniform
- your own knives, if you have them
- a notebook and pen for taking notes.

What equipment do I need for the virtual session?

For every online session, you will need a computer or laptop with a camera, speakers and a microphone. Most laptops have these features built in.

We recommend every person join on their own computer rather than sharing. This makes it easier to see the computer screen and join in the conversation.

What other programs do the Maggie Beer Foundation offer?

The State and Territory Training Hubs are part of the *Improving Food in Aged Care through Education Training* program. All components of the program are free. The program also includes:

- 6 new [online learning modules](#) for chefs and cooks. 11 are available now.
- a [Food Satisfaction Questionnaire](#) developed by Flinders University. The questionnaire captures feedback on the food and dining experience in individual homes from residents, their families and food service staff.
- the [Trainer Mentor Program](#), a 12-month in-person mentorship program with an expert chef trainer.
- the Foundation's [online professional community](#). All chefs and cooks who have completed any of the program activities will have access to this.

You can find out information about all these programs including how to [take part on our website](#).

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

Senate Committee: Community Affairs Committee
Budget Estimates - October 2023
FOOD, NUTRITION AND DINING IN AGED CARE

BUDGET (Direct Measures)

	2022-23 (BUDGET) (\$m)	2023-24 (BUDGET) (\$m)	2024-25 (BUDGET) (\$m)	Total 2022-23 to 2024-25 (\$m)
2022-23 Budget: Better Food for Aged Care Resident (Maggie Beer Foundation Grant)	2.18	1.74	1.08	5.00
2023-24 Budget: Building a strong regulatory framework for Aged Care: Strengthening Nutrition	-	8.2	4.8	12.9
Food, Nutrition and Dining Advisory Support Unit and Hotline	-	4.5	2.9	7.4
Consumer awareness and preparedness campaign	-	0.3	-	0.3
Menu and Mealtime Assessments	-	1.5	1.5	3.0
New Dietary Guidelines for people over 65 years	-	2.2	-	2.2
Total	2.18	9.94	5.88	17.9

- *2021-22 Budget (former Government):* \$14.2 million for the urgent review of the Aged Care Quality Standards, including the development of a new Food and Nutrition Standard.

KEY POINTS

- The **Royal Commission** into Aged Care Quality and Safety called out food and nutrition as one of the four areas of concern in aged care requiring immediate attention.
- The Government continues to implement a range of different measures to support its multi-faceted approach to improving food and nutrition in aged care. This includes:
 - **strengthening accountability** by:
 - establishing the new **Food, Nutrition and Dining (FND) Advisory Support Unit**, which is run by the Aged Care Quality and Safety Commission, incorporating **720 targeted monitoring visits**, with 10% of the highest risk services supported by dietitians.

Contact Officer:	Ingrid Leonard	Last FAS clearance date:	
Mobile No:	s47E(c), s47F		
Division/Agency:	Quality and Assurance Division		

- launching the new **dedicated FND Hotline** for food complaints and advice.
- developing a new **draft food and nutrition standard** to better reflect older people's expectations in receiving quality food, nutrition and dining experiences in residential aged care.
- mandating **strengthened reporting** for food expenditure through the Quarterly Financial Report. *[See 'Strengthening Food and Nutrition Reporting' in this brief for reporting requirements overview and Attachment A for detailed requirements]*
- **strengthening capability** by:
 - supporting **consumer awareness and preparedness** through a Commission led **communications campaign**.
 - Offering up to 1,000 **dietitian-led menu and mealtime assessments** for residential aged care services *[See 'Sensitivities']*.
 - developing **new dietary guidelines** and resources for people aged over 65 years.
 - collaborating with the **Maggie Beer Foundation** to undertake sector education and training for aged care chefs and cooks on how to source, prepare and serve more nutritious and appetising food.
 - introducing the **hotelling supplement of \$10.80 per person, per day** to support providers to meet the costs of hotel services, such as catering, and to fund a wage uplift for aged care head chefs and cooks *[See 'If Asked' question 12]*.
- **improving transparency** by publishing key information through Star Ratings and using it to measure improvements including:
 - **Residents' Experience Survey results**, where we are asking up to 20% of older people in residential aged care "do you like the food here?"
 - In the 2022 round of RES, 70% of respondents reported that they like the food in residential aged care all or most of the time.
 - **Quality Indicators** where food and nutrition have an impact including unplanned weight loss, consecutive unplanned weight loss, falls and major injury and pressure injury.
 - **Publishing food and nutrition expenditure data** at the **sector level**, through the Food and Nutrition Report and Quarterly Financial Snapshot and at the **service level** through Provider Operations reporting, to be accessible on My Aged Care from February 2024 *[See 'If Asked' question 5 for publishing data]*.

Strengthening Nutrition 2023-24 budget measure

- Through the 2023-24 Federal Budget, the Government has invested \$12.9 million over two years to further improve food in aged care by increasing the capability and accountability of aged care providers to provide better food, nutrition and dining experiences.
- This measure will **embed food and nutrition regulatory expertise into the Aged Care Quality and Safety Commission (Commission)** through the establishment of the:
 - **Food, Nutrition and Dining (FND) Hotline** for food complaints and advice (launched July 2023).

- **Food, Nutrition and Dining Advisory Support Unit** (commenced July 2023), which is:
 - Embedding dietetic and speech pathologist knowledge into the Commission by providing advice to callers transferred from the FND Hotline to support better practice in the industry,
 - leading **720 targeted monitoring visits annually**, with 10% of checks of the highest risk services supported by dietitians,
 - supporting providers to understand the importance of **building capability by linking them to education programs**, including those offered under the Maggie Beer Foundation program,
 - engaging with **Dementia Australia experts** to promote food and nutrition enjoyment for people living with dementia.
- The Budget measure will also provide funding to:
 - Identify up to **1,000 services for menu and mealtime assessments**, which will be completed by Accredited Practising Dietitians to increase providers' knowledge and capability to provide nutritionally balanced menus [See 'Sensitivities'].
 - Support dedicated research to develop **new dietary guidelines** for people aged 65 years and over. This will support good nutritional intake and reduce malnutrition risk (to be released December 2025).
 - Support **consumer awareness and preparedness** by:
 - delivering a **communications campaign** (August 2023) through the Commission to increase consumers' and residents' understanding of aged care provider obligations about food, nutrition and dining experiences, and how to raise concerns about quality.
 - communicating directly with aged care providers to ensure they understand their obligations and have access to the right support and training to lift their capability in providing nutritious food.
 - encouraging older people, their representatives, approved providers and aged care staff to call the FND Hotline with enquiries, questions, concerns and complaints relating to food, nutrition and dining experiences.

Maggie Beer Foundation

- The Government's 2022-23 October Budget included a one off \$5 million grant to the **Maggie Beer Foundation (MBF)**, across three financial years, to deliver free education and training for key aged care staff.
- The grant's **purpose** is to:
 - enhance overall food and nutrition outcomes in aged care, and
 - ready and support the sector to meet the new food and nutrition standard (currently being piloted by the Commission).
- The MBF are working with a **multi-disciplinary team**, including dietitians, to ensure relevant nutritional input is incorporated into each activity.

- Grant **activities** include a range of modalities to provide flexibility and encourage uptake, including [See 'If Asked' question 7 for currently available activities]:
 - **Six new free online learning modules**, available from November 2023, on the topics of:
 - First Nations nutrition
 - Dementia,
 - Rethinking texture-modified diets,
 - Cook-chill preparation,
 - Supporting hydration, and
 - Cooking at home in the community, to support sector capability and utilise MBF's extensive experience in education delivery.
- Note: although not funded through the grant, 11 online learning modules are now available on the MBF website and are free to access.
- **Food Satisfaction Questionnaires**, developed by Flinders University, to capture valuable insight on food and dining experiences in individual homes from older people, their families and food service staff. All aged care homes are invited to participate.
 - To date (August 2023), 42 services are participating in the food satisfaction questionnaires.
 - **State and Territory Training Hubs** to provide targeted and expert-driven education to aged care chefs and cooks both virtually and hybrid (a combination of online and in-person).
 - Up to 135 training sessions will be offered with a maximum of 20 participants per sessions.
 - Up to 40 hybrid hubs are in 'priority' locations, which have been determined by an analysis of relevant Star Ratings data. [see 'If Asked' for priority locations]
 - To date (August 2023), 20 services are participating in the State and Territory Training Hubs.
 - A 12-month in-person **Trainer Mentor Program** with 10 expert chef trainers providing tailored support to 120 individual residential aged care homes, to commence in early 2024.
 - An online **Professional Community** supporting the sector to share best practice, recipes and innovative food ideas. A Chef Moderator provides daily mentoring, support and responds to enquiries.
 - There have been 660 additional registrations in the online Professional Community between June (grant commencement) and August 2023 (the professional community was a pre-existing MBF platform).
 - Dietitian-led **Menu Appraisals** will also be offered virtually to all residential aged care homes participating in the State and Territory Training Hubs, and as a compulsory component for the Trainer Mentor Program [See 'If Asked' question 11 for additional information].

- To date (August 2023), two menu appraisals have commenced at two separate services.

Dedicated food and nutrition standard

- As part of the urgent review into the Aged Care Quality Standards (Quality Standards) a dedicated food and nutrition standard (Standard 6) has been developed, with public consultation undertaken in October and November 2022 [Refer to Quality Standards Senate Estimates brief].
- The draft Quality Standards have been piloted by the Aged Care Quality and Safety Commission.
- The draft food and nutrition standard provides greater guidance while strengthening expectations about food by requiring:
 - greater **consumer engagement** with chefs and menu development,
 - greater **expertise**, for example, services' menus must be developed and reviewed annually through a menu and mealtime assessment by an Accredited Practising Dietitian,
 - **nutritional considerations** including protein and calcium requirements,
 - **encouraging eating** by increasing an older person's enjoyment of their food through the provision of appetising, visually appealing meals and a pleasant dining experience.
 - **early detection strategies** by embedding malnutrition screening which complements the existing nutrition related quality indicators.

Strengthening Food and Nutrition Reporting

- Mandated **strengthened reporting** for food expenditure through the Quarterly Financial Report (QFR) requires services to report against six mandatory categories comprising:
 - Food Preparation Model for each main meal (breakfast, lunch and dinner): cook fresh, cook chill or cook freeze.
 - Catering Model: internal, contract, on site or off site
 - Total food expenditure: split by whether the food is classified as fresh or not
 - Hours for cooks, chefs, food service and food management staff
 - Resident expenses: expenditure on oral health living expenses and oral nutrition supplements
 - Allied Health: expenditure and hours for Dietitians and Speech Pathologists.
- Multi-Purpose Services (MPS) and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) services are also required to report on 'number of available bed days'.

KEY FACTS & FIGURES

Quarterly Financial Snapshot (QFS)

- QFS reports at the provider level, whereas food and nutrition reporting are at the service level thus data reported may differ.

	Median total cost of food and ingredients per resident per day (\$)	Providers' total spend for food and ingredient costs on <u>fresh</u> food (%)
Q1 (July – Sept 2022)	12.40	81%
Q2 (Oct – Dec 2022)	13.17	80%
Q3 (Jan – Mar 2023)	13.41	83.5%

- QFS for Q3: Food related content
 - The quarter 3 median total cost of food and ingredients for the sector was \$13.41 per resident per day, an increase of \$0.24 on quarter 2.
 - The median total cost of food and ingredients increased for all residential aged care provider types [e.g for- and not-for-profit, regional etc] except for not-for-profit metropolitan, which saw a slight decrease from quarter 2.
 - Residential aged care providers spent an average of 83.5% of the total food and ingredients costs on fresh food and ingredients, which is a slight increase on the October to December quarter (80%).

Quarterly Financial Report (QFR) Food and Nutrition Data

- QFR Food and Nutrition data is reported at the service level.
- In Q3 2022-23, the **median total cost of food and ingredients** for the sector was \$13.41 per resident per day, an increase of 1.8 per cent compared to \$13.17 in Q2.
- Residential aged care services spent an average of 83.5 per cent of the total food and ingredients costs on fresh food and ingredients in Q3 2022-23 compared to 80 per cent in Q2.
- 87 per cent of residential services reported food being prepared on-site in Q3.
- The Q4 2022-23 dataset is still undergoing cleaning and analysis and is not yet available. Once available, the Department will review 12 months of QFR data and potentially look to publish a Food and Nutrition report in the future.

2021-22 Food and Nutrition Report (reporting using 2021 Basic Daily Fee (BDF) Supplement data)

- The 2021-22 Food and Nutrition Report was published on 29 November 2022 (the second report), providing a summary and trend analysis of 12 months of the BDF supplement reporting [See Background 'Royal Commission (Basic Daily Fee supplement)'].

- The BDF supplement of \$10 per resident per day commenced on 1 July 2021 and ceased on 1 October 2022 when it was rolled into AN-ACC, however reporting was based on 12 months of data analysis from 1 July 2021 to 30 June 2022.
- The 2021-22 Food and Nutrition Report showed:
 - 76% of residential services reported expenditure on **food and ingredients only**¹, with an average spend of **\$12.54** per resident per day in 2021-22.
 - The average spend per resident per day, for services with expenditure on **food and ingredients only, increased each quarter**, from \$12.25 in Q1 to \$12.93 in Q4.
- Reporting requirements for the BDF supplement differ to current reporting requirement through QFR. Direct comparisons should be interpreted with caution.

Referrals to the Commission

- Services spending less than \$10 per resident per day on food and ingredients are referred to the Commission to consider as part of its broader regulatory intelligence which is used to inform regulatory targeting.

2022-23 (referrals through QFR)

Service referrals to Commission for expenditure of <\$10 per resident per day	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23
Referrals	400	296	190	186
change (%)	-10%	-26%	-36%	-2%

- 11 services in the Q4 referrals reported spending less than \$6 per day.
- Food expenditure data is not assessed in isolation but is a useful input indicator which can be considered along with outcome indicators such as residents' experience results, quality indicators, complaints and other regulatory indicators to inform a view of risk.

Quality Indicators

- While the latest quality indicator data (2022-23 FY) shows marginal increase for both significant and consecutive unplanned weight loss from the first to the second quarter, both have seen a cumulative decline over the past four quarters.
 - Significant unplanned weight loss Quality Indicator has seen a cumulative decline of 1.6% over the past four quarters.
 - Consecutive unplanned weight loss Quality Indicator has seen a cumulative decline of 0.4% over the past four quarters.

¹ Food and ingredients only refers to services that exclusively reported their food expenditure on food and ingredients used to prepare meals and snacks on-site (Food and Nutrition form, Question 1 only).

SENSITIVITIES

1. *Menu and Mealtime Assessment implementation is behind schedule.*

- Menu and Mealtime Assessments were due to commence in September 2023.
- The Department is working with the Aged Care Quality and Safety Commission to finalise implementation arrangements for delivery.

IF ASKED

1. *What progress has there been to improve food and nutrition in aged care?*

- Dietitians and speech pathologists have been onboarded to support the new Food, Nutrition and Dining Advisory Support Unit within the Commission, which will embed clinical expertise and strengthen advice provided to consumers and providers.
- Since 28 July 2023, aged care residents, their representatives, approved providers and aged care staff can call the new Food, Nutrition and Dining Hotline to make complaints, raise concerns, receive advice or ask questions relating to food, nutrition and dining experiences.
- Food and nutrition reporting is mandatory for providers under the Quarterly Financial Report, providing us with an improved picture of service level expenditure and data.
- Quality Indicator reporting is also mandatory. We've seen cumulative declines for both significant and consecutive unplanned weight loss quality indicators over the past four quarters.
- Internal (and unpublished) data analysis from Residents' Experience Surveys (2022) has told us that from the 37,000 older Australians surveyed, 70% said they like the food at their service.
- Aged care chefs and cooks from 20 residential services have already participated in the tailored State and territory Training being offered through the Maggie Beer Foundation's *Improving Food in Aged Care through Education and Training* program, which only began in late August.
- Head aged care chefs and cooks have received a wage increase through the new hotelling supplement of \$10.80 per resident per day.
- This is a good start, but we will continue to do more to improve, and assess, the quality of food in aged care.

2. *Why is the Government only funding 1,000 menu and mealtime assessments when there are over 2,700 residential aged care services?*

- Selection for menu and mealtime assessments will be prioritised based upon need, risk and access to dietitians. These assessments aim to build capability and will help prepare these services for the new food and nutrition Aged Care Quality Standard (mandatory from 1 July 2024).
- The Department is in consultation with the Aged Care Quality and Safety Commission to finalise the eligibility criteria.

3. *Has any auditing occurred to ensure the self-reported Food and Nutrition figures, supplied by providers, are accurate? If not, how can the Department ensure that this information is precise?*

- The submission of accurate data, such as that for food and nutrition expenditure and QI program, is a responsibility of approved providers of residential aged care under the Aged Care Act 1997, and the Department is unable to exercise discretion in accepting the late or inaccurate submission of data.
- The Department and the Commission analyse the data and can compare against other reporting quarters and outcome measures, including quality indicators and relevant regulatory activity such as performance assessments and complaints to identify potential outliers which could indicate inaccuracies in data submission.

4. *What actions have been taken against the service providers who have been spending less than \$10 per day?*

- Services identified as spending less than \$10 per day are referred to the Commission to consider as part of its broader regulatory intelligence used to inform ongoing sector monitoring.
- Referrals to the Commission include the provision of data for matching the services reporting expenditure of \$10 or less against complaints, performance assessments, residents' experience results and quality indicator data to determine an appropriate response.

5. *How many NATSIFACP services have been referred to the Commission for spending less than \$10 per day?*

- Two NATSIFACP services were referred to the Commission for reporting a spend of less than \$10 per resident day for Q4 2022-23. Of these, one service reported spending less than \$6.
 - N.B Spend per resident per day is calculated using self-reported available bed days, rather than occupied bed days (as per residential calculations).
- It is important to note that a lower per-resident food spend does not necessarily equate to poorer quality food and nutrition within a service. Food and nutrition expenditure data is not assessed in isolation but is a useful input indicator which can be considered along with outcome indicators such as residents' experience results, quality indicators, complaints and other regulatory indicators to inform a view of risk.

6. When will the Department publish food and nutrition data or the next food and nutrition report?

- The Department continues to analyse the food and nutrition data received through Quarterly Financial Reporting.
- Food data is currently published through the Quarterly Financial Snapshot at the provider level.
- Additional food data will also be published on My Aged Care at the service level through Provider Operations Reporting and the Dollars Going to Care measure from February 2024.

7. Given the Food and Nutrition standard is only in the 'pilot phase', what are the existing requirements of aged care?

- Aged Care providers are required to meet the Aged Care Quality Standards which address the delivery of food and nutritional needs across multiple standards by requiring providers to:
 - Enable cultural inclusion and choice in the way services are delivered (Standard 1).
 - Undertake assessment and planning to identify health and wellbeing needs (Standard 2).
 - Provide varied meals of suitable quality and quantity to ensure consumers have enough nutrition to maintain good health and reduce the risks of malnutrition and dehydration (Standard 4).
- Additionally, under specified care and services in the *Quality of Care Principles 2014*, residential aged care providers are required to provide three meals a day plus morning and afternoon tea and supper and make snacks, including fresh fruit and drinks including juice, available.
- The Aged Care Quality and Safety Commission independently oversees the approval, accreditation, assessment, complaints handling, monitoring and compliance of aged care providers against the Quality Standards. Assessment and monitoring arrangements include unannounced visits to service providers (during which, the Commission watches care practices and talks to staff and at least 10 per cent of people in care and/or their representatives). If a provider is not meeting the Quality Standards, the Commission may take regulatory action, including imposing sanctions.
- Enhanced monitoring of nutrition is achieved through the National Aged Care Mandatory Quality Indicator Program (QI Program), which requires residential aged care services to report quarterly data on critical care areas – including unplanned weight loss.
- The QI Program provides a vital mechanism for aged care providers to engage in continuous quality improvement and achieve improved clinical outcomes for older people in Australia living in residential care.

8. What Maggie Beer Foundation grant activities are currently available and when?

- There are currently 11 online learning modules available now and free to access on the Maggie Beer Foundation's website.
 - Under this grant, six additional modules will be available in stages from November 2023 to mid-2024.
- The food satisfaction questionnaires are available now until December 2023.
- The State and Territory Training Hubs commenced in August 2023 and will run into 2024.
 - Registration for the Hubs is open on the MBF's website.
- The Trainer Mentor Program will commence in 2024.
- The online Professional Community is available now to any participants who have completed at least one MBF activity.

9. What MBF grant activities are available in my electorate?

- At this point in time, the [enter electorate] can participate in:
 - all 11 online learning modules that are currently available on the MBF's website
 - the food satisfaction questionnaires for residents, their families and food service staff
 - the State and Territory Training Hubs, either virtually or in person by checking the MBF website's allocated hybrid (combination of virtual and in person) hub location
 - See 'If Asked' question 10 for the list of priority areas
- The online Professional Community is available for any participant who has completed at least one MBF activity.
- The program offers flexibility and aims to ensure all aged care services have the opportunity to participate, regardless of their location. This is why many of the components are carried out virtually.

10. How will the MBF education and training program reach aged care services most in need of additional support?

- Grant requirements will ensure that all aged care services are offered the education and training opportunities in order to upskill the sector as a whole.
 - This includes residential, Multi-Purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) services.
- The Department has assisted the MBF by sharing data where needed to help determine services most in need of support. For example, services that score poorly on the question 'Do you like the food here?' from the Residents' Experience Survey may be directly contacted by the MBF and invited to take part.
- The Commission's FND Advisory Support Unit and Hotline may also recommend program opportunities under the grant to services in need or who are seeking additional training and education.

11. How have the priority locations been selected for the MBF State and Territory Training Hubs, and where are they?

- The priority locations for the hybrid State and Territory training hubs were selected by assessing Star Ratings data, specifically whether the service rating was 1-star or 2-star for the Residents' Experience and/or Quality Measures sub-category ratings.
- Although these locations have been chosen based on need, there is no selection process to participate. All homes are welcome to register in any location.
- As at 17 August 2023, the priority locations are:

NSW/ACT – Sydney (metro), Canberra (metro), Newcastle (metro), Central Coast (metro), Wollongong (metro), Byron/Lismore (regional), and Tamworth (rural).

VIC – Melbourne (metro), Geelong (metro), Bendigo (regional), Shepparton (rural), and Warrnambool (rural).

QLD – Brisbane (metro), Sunshine Coast (metro), Gold Coast (metro), Rockhampton (regional), Cairns (regional), Gympie (rural), and Mount Isa (remote).

SA – Adelaide (metro) and Berri (rural).

WA – Perth (metro), Mandurah (metro), Daven Port (regional), Kalgoorlie (rural), and Northam (rural).

NT – Darwin (regional) and Alice Springs (remote).

TAS – Hobart (metro), Launceston (regional), and Devonport (rural).

- The Foundation will be frequently updating the hub locations on the events section of their website. They will also place targeted calls to homes in these regions to invite them to participate.
- The remaining hubs will be virtual only.

12. Why is MBF delivering a 'Menu Appraisal' and not a Menu and Mealtime Assessment?

- The project's menu appraisals are an adapted version of Dietitians Australia's Menu and Mealtime Quality Assessment of Residential Aged Care and are not intended to replace a full Menu and Mealtime Assessment (MMA).
 - Menu appraisals are carried out virtually by an Accredited Practising Dietitian (APD) and provide a summary menu assessment and recommendations for improvement. An MMA involves a comprehensive on-site visit from an APD, incorporating a full menu and mealtime audit.
 - The completion of a Menu and Mealtime Assessment was outside the scope of the grant budget and requirements.
- The menu appraisal, offered to all homes participating in the hubs and trainer mentor programs, will inform aged care homes of areas where their food service could be improved, as well as assist in identifying topics for inclusion within the tailored training content.
- As part of the new Strengthening Nutrition 2023-24 budget measure, up to 1,000 dietitian-led Menu and Mealtime Assessments will soon be available through the Aged Care Quality and Safety Commission.

12. What is the new hotelling supplement for residential aged care? Is this the same as the previous BDF supplement?

- A new \$10.80 per person per day hotelling supplement will be provided in addition to AN-ACC funding. This supplement represents the previous Basic Daily Fee (BDF) supplement that was rolled into AN-ACC on 1 October 2022.
- This supports providers to meet the costs of hotelling services (such as catering), that were not covered by the BDF, and funds higher wages for head chefs and cooks.
- Multi-purpose Services (MPS) and services funded through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) are not eligible for the hotelling supplement but will continue to receive the \$10 per resident per day funding uplift via their individual payment mechanisms.

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

BACKGROUND

Royal Commission (Basic Daily Fee supplement)

- Recommendation 112 of the Royal Commission proposed ‘the Government provide a payment to approved providers of \$10.00 per resident per day from 1 July 2021’.
- The Government responded with the Basic Daily Fee (BDF) supplement which was in place from 1 July 2021 to 30 September 2022, after which it was embedded into ongoing funding arrangements from 1 October 2022 (AN-ACC).
- To receive the BDF supplement, approved providers gave a written undertaking and met reporting requirements regarding the basic living needs of residents, and in particular their nutritional requirements.
- From 1 July 2023 the new \$10.80 per person per day hotelling supplement was provided in addition to AN-ACC funding. This supplement represents the previous BDF supplement that was rolled into AN-ACC from 1 October 2022.

Importance of improving food and nutrition in aged care

- The importance of improving food and nutrition for older people living in Australia is fundamental to supporting a high quality of life as we age.
- We know that as we get older, we experience a number of physiological changes, such as changes to the way we sense taste and smell, and reduced appetite which impacts on our food intake.
- Without intervention and support, these changes inevitably lead to the risk of malnutrition, which brings a range of negative health effects:
 - Reduced muscle function, bone mass, immune system and wound healing,
 - lowering mobility, reducing your ability to take part in daily living activities, and
 - increased hospital re-admission rates and mortality.
- These negative health outcomes are not a natural part of ageing however, and we can take steps to support older people in preventing malnutrition and maintaining a high quality of life. We can do this through realising some basic concepts that need to inform our approach to nutrition, specifically:
 - Food is not nutritious if it is not eaten. So it also has to be delicious, palatable, and adapted to the changing taste profile of older people.
 - Food is part of our identity, it is culturally and socially embedded and underpins the way we enjoy our lives, and finally we need to put older people living in Australia at the centre of the system and understand people as individuals and tailor:
 - meal selection, timing and cultural preferences
 - food presentation, texture, taste and smell, and
 - the dining environment to engage people (providing familiarity, comfort and offering the social engagement which we have always associated with this).

ATTACHMENT A – Food and Nutrition QFR Reporting Requirements**Food and Nutrition Report for the quarter July to September 2023****Resident Expenses**

Oral nutrition supplements
Oral health living expenses

Allied Health Expenses

Dietetic Care - Employee Labour
Dietetic Care - Consultant or Agency staff
Speech pathologist (food, nutrition and dining experience) - Employee Labour
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff

Allied Health Worked Hours

Dietetic Care - Employee Labour
Dietetic Care - Consultant or Agency staff
Speech pathologist (food, nutrition and dining experience) - Employee Labour
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff

Food Preparation Model (for main meals only)

Select how your breakfast is prepared (excluding snacks)
Select how your lunch is prepared (excluding snacks)
Select how your dinner is prepared (excluding snacks)

Internal catering - on site

Food is prepared on-site by the aged care service

Food and cooking ingredients - fresh
Food and cooking ingredients - other
Cooks and chefs (hours)
Food service and food management (hours)

Internal catering - off site

Food is prepared off-site by the aged care service

Food and cooking ingredients - fresh
Food and cooking ingredients - other
Cooks and chefs (hours)
Food service and food management (hours)

Internal catering - transport/delivery costs**Contract catering - on site**

Food is prepared on-site by an external provider

Food and cooking ingredients - fresh
Food and cooking ingredients - other
Cooks and chefs (hours)
Food service and food management (hours)

Contract catering - off site*Food is prepared off-site by an external provider*

Food and cooking ingredients - fresh

Food and cooking ingredients - other

Average daily spend

Food and Cooking ingredients per resident - Internal Catering

Food and Cooking ingredients per resident -Contract Catering

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the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

IMPROVING FOOD IN AGED CARE THROUGH EDUCATION AND TRAINING PROGRAM TALKING POINTS

Speaker: Maggie Beer

OVERVIEW

- The Royal Commission into Aged Care Quality and Safety identified food, nutrition and dining as an area that needs to be improved in aged care.
- To assist in the Government's approach to provide delicious and nutritious food and better dining experiences in aged care, we were awarded a one-off \$5 million grant to develop and deliver a free education and training program titled *Improving Food in Aged Care through Education and Training*.
- Our program has 5 key components, which aim to support chefs and cooks on how to source, prepare and serve more nutritious and delicious food to improve the wellbeing of older people in aged care homes.
- The grant activities are fully funded by the Government. There is no cost to participants.
- Grant activities are open for application now, and will be available between August 2023 and early 2026.
- Aged care homes can register their interest for the programs by going to our website – www.maggibeerfoundation.org.au

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OBJECTIVES AND KEY MESSAGES

Program benefits

- We are inviting all residential aged care homes to participate, encouraging a holistic approach to improving skills in serving better food and nutrition within this space.
- Older people living in aged care homes will receive delicious and nutritious food and inviting dining experiences.
- Chefs and cooks in residential aged care homes will become better educated on how to source, prepare and serve delicious and nutritious food.
 - In some programs, this will include training on preparing and serving culturally appropriate food, including for First Nations people.
- Participation will also help aged care homes meet the draft dedicated food and nutrition Aged Care Quality Standard, which is currently being piloted.

Program components (overview)

- The program has 5 components.
 - **Online learning modules**
 - 11 modules are currently available on our website, and a further 6 free online learning modules for chefs and cooks will be released from late 2023.
 - **Food Satisfaction Questionnaire**

- Developed by Flinders University, the questionnaire captures feedback on the food and dining experience in individual homes from residents, their families and food service staff.
- All aged care homes are invited to participate.
- **State and Territory Training Hubs**
 - 135 training hubs will be run by an expert chef trainer.
 - Training will be virtual and hybrid (a mix of online and in-person), in groups of no more than 20.
 - 40 hybrid hubs will be run in priority locations, based on relevant Star Ratings data.
 - The additional hubs will be virtual.
 - Includes an optional dietitian-led menu appraisal.
- **Trainer Mentor Program**
 - Open to 120 aged care homes, the trainer mentor program is a 12-month in-person mentorship program with an expert chef trainer.
 - More information about this program will be available soon.
 - Includes a dietitian-led menu appraisal.
- **Professional Community**
 - All chefs and cooks who have participated in the program activities will gain access to our online professional community.
 - We will also provide chefs and cooks with a certificate to show they have completed a program

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Detailed information on each program:**Online learning modules:**

- Although not funded through the grant, we have 11 online learning modules currently on our website and are now free to access at lms.maggibeerfoundation.org.au.
- Under the grant, we will be creating six additional free modules.
- They will be released in stages from late 2023 to mid-2024 and cover:
 - rethinking texture-modified diets
 - cook-chill preparation
 - supporting hydration
 - cooking at home in the community
 - dementia
 - First Nations nutrition.
- All our modules are 20-40 minutes in length and come with information packs with additional resources and recipes.

Food Satisfaction Questionnaires

- Open to all residential aged care homes from now until December 2023.
- We will be working with Flinders University Aged Care Food and Nutrition Research team, who developed the food service satisfaction questionnaires.
- The questionnaires are evidence-based and reliable for aged care homes to easily complete (average of 10 minutes).
- There are 25 questions for residents, 24 questions for families and 42 questions for aged care food service staff.
- The questionnaires will measure food satisfaction, food likes and dislikes, food choice and variety, dining atmosphere, dining companion and staff attitude.
- Families of residents will receive a link to complete the questionnaire within 4 weeks of when the resident has completed theirs.
- When a home registers to participate, we will share their details with Flinders University, who will then contact them on how to complete the questionnaires.
- Homes will receive online training and a user guide, which includes how to best approach staff, residents and families to complete the questionnaires.
- The questionnaires can be completed through an online portal or in print.
- The resident questionnaire is designed to ensure the voices of all residents is captured, including those with cognitive impairment.
- The results from the questionnaire will be provided to aged care homes to highlight areas for improvement, and assist us in tailoring the state and territory training hubs and trainer mentor programs to their needs.

State and Territory Training Hubs:

- Open now for sign up on our website, with training to start from late August 2023 and run into 2024 across metropolitan, regional and rural locations.

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- We have recruited 10 expert chef trainers and are currently training them to deliver our state and territory training hubs and trainer mentor program.
- Cooks and chefs will learn how to source, prepare and serve more delicious and nutritious food in residential aged care.
- The needs and preferences of older people will be incorporated into the training.
- Up to 135 training sessions will be offered nationally across all states and territories with a maximum of 20 participants per session.
 - If more than 20 participants register in a region, we will schedule more hubs.
- The virtual hubs will have 3, 2.5-hour sessions over 3 weeks. There will be various days and times of the week to allow for as many chefs and cooks to attend as possible. Participants of *virtual only* hubs are given 'practical homework', which mimics some of the practical cooking class content.
- The hybrid hubs will involve a mix of online and in-person training and will have 3, 2.5-hour sessions and a one-day practical cooking class over a period of 4 weeks.
- The hybrid hubs will run in 40 priority locations.
 - Priority locations have been determined using Star Ratings data. If a group of aged care services had a 1-Star or 2-Star rating for Residents' Experience and Quality Measures sub-categories in a particular region, then that region was made a 'priority location'.
 - Although these locations have been chosen based on need, there is no selection process to participate. All homes in the region are welcome to register.
 - The priority locations are:

NSW/ACT – Sydney (metro), Canberra (metro), Newcastle (metro), Central Coast (metro), Wollongong (metro), Byron/Lismore (regional), and Tamworth (rural).

VIC – Melbourne (metro), Geelong (metro), Bendigo (regional), Shepparton (rural), and Warrnambool (rural).

QLD – Brisbane (metro), Sunshine Coast (metro), Gold Coast (metro), Rockhampton (regional), Cairns (regional), Gympie (rural), and Mount Isa (remote).

SA – Adelaide (metro) and Berri (rural).

WA – Perth (metro), Mandurah (metro), Daven Port (regional), Kalgoorlie (rural), and Northam (rural).

NT – Darwin (regional) and Alice Springs (remote).

TAS – Hobart (metro), Launceston (regional), and Devonport (rural).
- We have updated our hub locations on the events section of our website, which are available now. We will also call homes in these regions to invite them to participate.

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- Dietitian-led menu appraisals will be offered virtually to all residential aged care homes participating in hubs or the trainer mentor program.
- Homes will also be encouraged to participate in the food satisfaction questionnaire if their home has not already completed the questionnaire (until December 2023).

Trainer Mentor Program

- The trainer mentor program is a 12-month in-person mentorship program with an expert chef trainer.
- The program is designed to provide tailored support to individual residential aged care homes.
- 10 expert chef trainers and will be trained by us to deliver the state and territory training hubs and trainer mentor program. 120 aged care homes will be able to take part in this program.
- This program is still in early stages of development, but I can confirm that participating homes will include those in metropolitan, regional and remote locations.
- Participating homes will need to complete a menu appraisal and food satisfaction questionnaire as a compulsory component for their tailored training.
- Note: participation in the state and territory training hubs is not a prerequisite for the trainer mentor program.

Professional Community

- Our professional community is an online platform for chefs and cooks to share experiences, knowledge, ask questions and seek support from each other.
- The professional community is currently available, and will soon be monitored by a chef trainer.
- This chef trainer will provide mentoring, support and respond to enquiries, as well as post content twice weekly on best practice, case studies, peer-reviewed evidence and/or recipes.
- Access to the professional community is available to all chefs and cooks who complete a program under the grant.
- We will also provide chefs and cooks with a certificate of attendance to showcase they have completed a program.

Questions and Answers

Are dietary experts involved in delivering the programs?

- A range of experts have been involved in the development of the programs. This includes dietitians and speech pathologists and experts on dementia and First Nations culture.

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- Nutrition Professionals Australia (NPA), a dietitian-led organisation with significant expertise in menu and mealtime quality assessments, have been engaged to lead and conduct the menu appraisals. We collaborated with Dietitians Australia during development of the 'menu appraisal' component of this grant.
- We are harnessing the expertise of the Aged Care Food and Nutrition research team at Flinders University by engaging them to develop and deliver the food satisfaction questionnaires.

Why was the Maggie Beer Foundation program delayed?

- There was a delay in the commencement of activities that were planned for 2022-23 due to the timeframe to progress the grant. Activities are available now for chefs and cooks to register their interest on our website.

How will the education and training program reach aged care services most in need of support?

- Education and training opportunities are offered to all residential aged care services to upskill the sector as a whole.
- We are supported by the department through sharing data where needed to help determine services most in need of support. For instance, homes that score poorly on relevant questions of the Residents' Experience Survey may be directly contacted by our Foundation and invited to take part.
- The Aged Care Quality and Safety Commission's food, nutrition and dining advisory support unit and hotline may also recommend programs under the grant to homes in need of training and education.
- Information from the food satisfaction questionnaire will also assist in identifying services most in need.

Why is it a 'Menu Appraisal' and not Menu and Mealtime Assessment?

- The project's menu appraisals are an adapted version of Dietitians Australia's Menu and Mealtime Quality Assessment of Residential Aged Care and are not intended to replace a full Menu and Mealtime Assessment.
- The menu appraisal, offered to all homes participating in hubs and trainer mentor programs, is an adapted appraisal facilitated by a dietitian that will inform aged care homes on the areas they could improve their food service, as well as assist in the development of the tailored training.
- The completion of a full Menu and Mealtime Assessment was outside the scope of the grant budget and requirements.
- Up to 500 annual referrals for dietitian-led Menu and Mealtime Assessments will soon be available through the Aged Care Quality and Safety Commissions Food, Dining and Nutrition Unit.

How have the 40 priority locations been selected for the state and territory training, and where are they?

- The priority locations for the State and Territory training hubs were selected by assessing Star Ratings data, specifically whether the service rating was 1-star or 2-star for the Residents' Experience and/or Quality Measures sub-category ratings.
- Although these locations have been chosen based on need, there is no selection process to participate. All homes in the region are welcome to register.
- The priority locations are:

NSW/ACT – Sydney (metro), Canberra (metro), Newcastle (metro), Central Coast (metro), Wollongong (metro), Byron/Lismore (regional), and Tamworth (rural).

VIC – Melbourne (metro), Geelong (metro), Bendigo (regional), Shepparton (rural), and Warrnambool (rural).

QLD – Brisbane (metro), Sunshine Coast (metro), Gold Coast (metro), Rockhampton (regional), Cairns (regional), Gympie (rural), and Mount Isa (remote).

SA – Adelaide (metro) and Berri (rural).

WA – Perth (metro), Mandurah (metro), Daven Port (regional), Kalgoorlie (rural), and Northam (rural).

NT – Darwin (regional) and Alice Springs (remote).

TAS – Hobart (metro), Launceston (regional), and Devonport (rural).

- We will update hub locations on the events section of our website. We will also place targeted calls to homes in these regions to invite them to participate.
- The remaining hubs will be virtual only.

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Australian Government

Department of Health and Aged Care

Meeting Brief

MB23-000733

Version (1)

Date sent to MO: 17/03/2023

To: Minister Wells

cc: Minister Butler

Subject: MEETING WITH CEO, s47G, s47F

Comments:

Contact Officer:	Emma Cook	A/g Assistant Secretary, Choice and Transparency Branch, Quality Assurance Division	Ph: (02) s47E(c), s47F Mobile: s47E(c), s47F
Clearance Officer:	Amy Laffan	First Assistant Secretary, Quality Assurance Division	Ph: (02) s47E(c), s47F Mobile: s47E(c), s47F

Date / Time: 21 March 2023/ 12:00 PM

Meeting Type/Location: APH/Minister's Suite M1.51 - meeting room

Traditional Custodians: Ngunnawal People

Purpose: To discuss s47G 2023-24 pre-budget submission, which focuses on initiatives to improve nutrition in aged care and access to allied health, including dietitians, in primary care through Medicare.

Desired Outcomes:

- To engage with s47G on their proposal to improve the health and nutrition of Australians.
- To take the opportunity to discuss the Government's policies to improve nutrition and demonstrate alignment between this agenda and the priorities of s47G, particularly in relation to older Australians.

Key Attendees/Speakers:	Title:	Organisation:	Mobile No:
s47F	CEO	s47G	s47F
	President		-

Key Matters/Issues:

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- s47G informed the Department of Health and Aged Care (department) on 8 February 2022 they would like to discuss their 2023-24 pre-budget submission (Attachment B).
- s47G submission relating to aged care and menu and mealtime quality assessments is anticipated to be the focus of this meeting.
- The 2023-24 Dietitians Australia pre-budget submission includes the following recommendations:

Aged Care

1. Menu and Mealtime Quality Assessment – to be funded for every residential aged care home annually.

Preventive Health

2. National Preventive Health Strategy and National Obesity Strategy – commitment of ongoing funding for implementation.
3. Ongoing nutrition monitoring – to be funded and include a comprehensive approach to health, food supply, literacy and consumption.

Medicare Benefits Schedule

4. Increased allied health for chronic disease management – increasing service limits from 5 to 10 consultations per annum to support access and quality care.
5. Medicare items for long dietetic consultation (over 50 minutes) – to acknowledge the complexity of dietary intervention and support quality of care.
6. Medicare items for allied health professionals to prepare reports for referring practitioners - supporting multidisciplinary care and communication to ensure optimal outcomes.
7. Medicare Benefit Scheme for dietetic services relevant to mental illness – including standard, extended, group and telehealth consultations for people experiencing depression, other mood disorders and severe mental illness.
8. Medicare Benefits Schedule item numbers for dietetic services for children – including people experiencing the symptoms of autism, pervasive developmental disorder and disability, to provide nutrition assessment, diagnosis and treatment, and allied health case conferencing.

Discussion Guide:

- As recognised by s47G, the Government is focused on improving food and nutrition outcomes for older people who are accessing aged care in Australia.
- The Government is taking a multifaceted approach to improving food and nutrition in aged care and is delivering on its election promises by:
- strengthening accountability of aged care providers by having already:
 - developed a **dedicated food and nutrition standard** which will better reflect the expectations of older Australians in relation to the delivery of food and nutrition and their dining experience.

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- **strengthened reporting requirements** and mandating food expenditure reporting (from 1 October 2022) through the Quarterly Financial Report, ensuring all aged care providers report expenditure on dietitian involvement, fresh and processed food and food preparation models.
- strengthening capability by:
 - working with the **Maggie Beer Foundation** to undertake sector education and training for aged care chefs and cooks. This will include surveying residents and their families and developing and delivering training on how to source, prepare and serve more nutritious and appetising food, including training on texture modification. This work will be developed in consultation with allied health professionals, including Accredited Practising Dietitians (APD's).
 - ensuring the **funding uplift** provided by the Basic Daily Fee supplement has an enduring impact by embedding it in the new funding model for residential aged care which began on 1 October 2022.
- Improving transparency by publishing key information on food and nutrition, including:
 - Star Ratings for all residential aged care services that consider:
 - the outcomes of Residents' Experience Surveys, which are asking 20% of older people in residential aged care "do you like the food here?"
 - the prevalence of people experiencing unplanned weight loss.
 - Publishing food and nutrition expenditure through Food and Nutrition reports and the future Provider Operations Report, which will be available on My Aged Care from January 2024.
- These actions are having an impact:
 - We've seen provider expenditure on food above \$10 increase over the last year (but we want to see more)
 - The prevalence of both significant and consecutive unplanned weight loss quality indicators has decreased by almost 2% (approximately 2,500 people) over the past three quarters (January-September 2022 period), and
 - Consumer Experience Interviews with over 37,000 older Australians have told us that over 70% said that they actually liked the food at their service.
- However, this is just the start and we think the sector can do better.
- The Government agrees that the role of Dietitians is critical to improving health and wellbeing, including for older people.
- The Government appreciates s47G previous and continued collaboration in:
 - defining the current quality indicators and potential future expansion to include malnutrition risk screening in home care.
 - the review of the Quality Standards, which will further strengthen the requirements of aged care providers in relation to food and nutrition – which s47G advice has been crucial in defining.

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OFFICIAL**In direct response to the Dietitian Australia's submission:**Menu and mealtime assessments

- The department agrees that menu and mealtime assessments provide valuable insights to Providers which enables improved food and nutrition in aged care.
- For this reason, the new Food and Nutrition Standard includes the requirement that 'Menus are reviewed at least annually through a menu and mealtime assessment by an Accredited Practising Dietitian' and the requirement that 'Menus are to be developed with the input of an Accredited Practising Dietitian'.

Funding for the implementation of the National Preventive Health Strategy and National Obesity Strategy

- The Government recognises that obesity is a complex and critical health issue, which also increases the risk of many chronic diseases and cancers.
- The Government is therefore committed to progressing the implementation of both the National Obesity Strategy and the National Preventive Health Strategy, as collectively these strategies provide a strong evidence base to guide action to address obesity in Australia.

Funding for ongoing nutrition monitoring

- The department are currently in the early scoping stages of developing a National Nutrition Policy Framework.
- This will include consideration of food and nutrition monitoring systems for Australia.

Increasing allied health service limits for chronic disease management from 5 to 10 consultations per annum

- The Medicare Benefits Schedule (MBS) Review Taskforce supported the objective of increasing the number of allied health appointments under Chronic Disease Management Arrangements.
- However, they recommended that more research is needed to develop an appropriate evidence base on patient needs and the appropriate number of services (or appropriate model of care) to best meet patients' needs.
- The Chief Allied Health Officer has been progressing work on Taskforce recommendations that require further research.

Funding Medicare items for dietetic consultations where duration is 50 minutes or longer

- Requests for new items, where there is no new health technology, should be directed to the MBS Continuous Review for consideration.
- Stakeholders can propose matters for consideration by contacting the department via s47E(d) [REDACTED]@health.gov.au.

Funding Medicare items for allied health professionals to prepare reports for the referring practitioner

- A long-standing general principle in the MBS is that each professional service listed is a complete medical service in itself.

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- A separate item to write reports for previously provided health services would not meet the policy intent of the complete medical service principle nor would it be considered a clinical service in itself.

Create Medicare Benefit Scheme items relating to dietetic services for people experiencing depression, other mood disorders and severe mental illness, including standard and extended individual consultations, group sessions and telehealth

- The department considered this recommendation in 2022 under the Medical Services Advisory Committee application 1558.
- The application was ranked unsuitable, and a response was provided to s47G on 9 September 2022, with additional feedback provided on 2 December 2022.

Create unique 820 Medicare Benefits Schedule item numbers for dietetic services for children with autism, pervasive developmental disorder and disability, including for nutrition assessment, diagnosis and treatment, and allied health case conferencing

- The MBS Review Taskforce recommended consideration of the inclusion of dietetic services for assessment and treatment services for patients suspected or diagnosed with a complex neurodevelopmental disorder (previously pervasive developmental disorder) and eligible disabilities.
- This recommendation is currently under Government consideration.

Stakeholder information:

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Stakeholder Objective:

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Sensitivities or Contentious Issues:

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Budget/Financial Implications:

Note: Funding relevant to Aged Care Minister only

- Funding for initiatives which support food in aged care include:
 - \$5 million election commitment for the Maggie Beer Foundation
 - \$14.2 million for the urgent review of Quality Standards and
 - \$100 million for the Star Rating System

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Background:

- In total s47G explicit recommendations to the Royal Commission with nine on food and nutrition.
- The Royal Commission included only two s47G proposals in their recommendations:

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- However, Government reforms are going further to address the matters raised by s47G (see [Attachment D](#)).
- A response letter to s47G 2023-24 pre-budget submission recommendations has been prepared by the department and provided to your office on 7 March for your consideration ([Attachment C](#) - MC23-004032).

Attachments:

- A. Biographical details
- B. Original correspondence from s47G – February 2023
- C. MC23-004032 draft response to s47G CEO from the Hon Anika Wells MP regarding their 2023-24 pre-budget submission.
- D. s47G recommendations impacting food or nutrition in aged care

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Attachment A

Biographies

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Minister	Minister Wells
PDR Number	MB23-000733
Subject	Meeting with CEO, s47G
Contact Officer	Emma Cook s47E(c), s47F
Clearance Officer	Amy Laffan s47E(c), s47F
Division/Branch	Ageing and Aged Care Reform Implementation

Adviser/DLO comments:	Returned to Dept for: REDRAFT <input type="checkbox"/> NFA <input type="checkbox"/>
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Food, Nutrition and Dining in Aged Care - Project Pitch

Health Tracker Implementation ID	Health Tracker Planner ID	Budget Measure/Election Commitment Title	TRIM Reference
HTI00798	HTP01269	Improving Food in Aged Care through Education and Training	E22-140042

Senior Responsible Owner	Project Manager	Contact Officer
Josh Maldon, Assistant Secretary, QAD Choice and Transparency Branch	s47E(c), s47F – Director, QAD CT Transparency and Risk Profiling Section	s47E(c), s47F – Assistant Director, QAD CT Transparency and Risk Profiling section

Outcome	Program	Sub-Program
Outcome 3: Ageing and Aged Care	3.3 Aged Care Quality	Aged Care Quality

Project Phase	Project Type	Baseline Start Date*	Baseline End Date^	Actual Start Date#	Forecast End Date@
Deliver	Administered Project	1/11/2022	24/12/2025	1/11/2022	24/12/2025

Tier	Tiering Justification (Please refer to Project Tiering – Definitions and Criteria)
2	The budget for the project overall is a one-off non-competitive grant of \$5 million as part of the Government's election commitment to support improvements to food in aged care. The project is of medium complexity and sensitivity due to the likelihood of reputational damage through external scrutiny if the project encounters difficulties i.e. Maggie Beer Foundation expertise to effectively deliver.

Project Summary**Description of the Project:**

The Royal Commission into Aged Care Quality and Safety calls out food and nutrition as one of the four areas of concern in aged care quality and safety requiring immediate attention. This call to action has resulted in the Government's election commitment to partner with the Maggie Beer Foundation (MBF) to support improvements to food in aged care. This project focuses on sector uplift through training and education of cooks and chefs in aged care in order to ready and support the sector to meet the new food and nutrition standard, and to enhance overall food and nutrition outcomes.

What is the problem you are trying to solve, or the opportunity being sought?

Within the final report of the Royal Commission into Aged Care Quality and Safety, the role and importance of food and nutrition in the overall wellbeing of the elderly was categorically recognised. The report noted that the consequences of poor nutrition are significant and often irreversible for older people and is associated with many other health risks, including an increased incidence of falls and fractures, increased time for pressure injuries to heal, and increased risk of infection.

Background:

The Government's election commitment to improve food in aged care has three key parts, with this project focusing on the partnership with the MBF to deliver a new education and training package to build capability of key aged care staff in how to source, prepare and serve more nutritious meals in residential and in home aged care.

This project additionally builds upon Focus Area 3 from the project *Aged Care – preparatory funding to support better care and funding outcomes (AN-ACC)* and findings from the *National Congress on Food, Nutrition and the Dining Experience in Aged Care*, held in February 2021, which stated that nutrition is not as simple as making more food

available for older Australians in residential care; it requires a collaborative approach with management teams and providers, with allied health support, and through training chefs and personal care workers to improve food delivery and uptake.

How will the project be implemented/delivery approach e.g. will it involve IT, legal, procurement, grant, consultation?

A one-off non-competitive grant of \$5 million across three years will be administered to deliver education and training for key aged care staff.

The measure aims to improve food and nutrition for older Australians receiving aged care through a range of initiatives, which include:

- **Online Training Modules:** Current training modules, to be made accessible free of charge, with additional modules for specific issues including Home Care and Food Culture in First Nations People to support broad sector uplift in the preparation of appealing and flavoursome food. This will be complemented by an online Community of Practice to be developed and made available, supporting the sector to share best practice guidelines, innovation and recipes;
- **Menu assessment:** By Accredited Practising Dietitians across all 2,700 residential aged care services to provide valuable sector insights and to inform State and Territory specific virtual training;
- **Food Satisfaction Survey:** Selection, preparation and roll out of a food satisfaction survey for older Australians and their families across all 2,700 residential aged care services to provide valuable sector insights and to inform State and Territory specific virtual training;
- **State and Territory Virtual Training:** Informed by the above inputs virtual training programs tailored to the specific needs of State and Territories with an emphasis on local produce will be designed and rolled out to all 2,700 residential aged care services;
- **Targeted train-the-trainer Program:** To provide intensive guidance and outreach support to a cohort of chefs and cooks on site;
- **Evaluation:** Third party evaluation to evaluate the success of each component of the program.

Specific initiatives and deliverables are subject to further consultation and negotiation with the Maggie Beer Foundation, as well as *Commonwealth Grants Rule and Guidelines 2017*.

Objectives

1. To upskill, engage and support aged care cooks, chefs and workers in order to empower them to improve food within aged care.
2. To support Aged Care Providers to improve the level of food, nutrition and the dining experience currently delivered to older Australians in residential aged care.
3. To enhance older Australians' ability to receive safe, nutritious and appetising food within the aged care system, including those who choose to age at home.

Outcomes and Benefits

1. Improved standard of food delivered by Aged Care Providers (both residential and home care) to older Australians.
2. Increased knowledge and understanding surrounding the provision of nutritious and appetising food by aged care cooks and chefs, and workers in the area of home care.
3. Improved quality of life of older Australians residing within residential aged care.

This will also ready and support the sector to meet the new food and nutrition standard, which will enhance overall food and nutrition outcomes.

IT Enabled

Will you evaluate?

Legislative Change Required

Project Pitch –Quality and Assurance Division

No	Yes	No
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Project Scope		
What is in scope	What is out of scope	
<ul style="list-style-type: none">• Publication of online training modules through hosted platform• Organise for menu assessments to be carried out by Accredited Practicing Dietitians• Carry out State and Territory virtual training• Food Satisfaction Survey – collection and analysis of content which include any personal or sensitive information about the resident• Evaluation undertaken to assess and recommend additional content or implementation considerations	<ul style="list-style-type: none">• Development of hosting service for online training modules.• Steps taken by the Aged Care Quality and Safety Commission to monitor and assess project risk.	
Governance arrangements		
The Aged Care Quality and Assurance Program Board has oversight of the project. Risks and issues will be escalated to the Aged Care Governance Committee as required.		
Project Board Name	Meeting Frequency	Other Relevant Boards
Quality and Assurance Program Board	Monthly	Aged Care Standing Committee Aged Care Governance Committee
Key Stakeholders and Delivery Partners		
<p>Senior Responsible Officer: Assistant Secretary, Joshua Maldon, Choice and Transparency Branch</p> <p>Department Project Manager: s47E(c), s47F, Director, Transparency and Risk Profiling Section</p> <p>Department Project Lead: s47E(c), s47F</p> <p>Department Project Officer: s47E(c), s47F</p> <p>The project also recognises the following as key stakeholders:</p> <p>Non-Government Stakeholder Groups</p> <ul style="list-style-type: none">• Group 1 – All Commonwealth-subsidised residential aged care providers, including respite providers; Multi-purpose service (MPS) and NATSIFACP providers• Group 2 – Aged care service chefs and cooks• Group 3 – Allied health professionals• Group 4 – Peak body organisations including Dietitians Australia• Group 5 – Consumers, residents and members of the public <p>Government Stakeholders</p> <ul style="list-style-type: none">• Choice and Transparency Branch• Strengthening Providers Branch• Aged Care Communications and Change Branch• Residential Care Funding Reform Branch• Funding Operations and Analysis Branch• Indigenous and Thin Markets Branch• Dementia, Diversity and Design Branch• Health and Aged Care IT• Preventive Health Policy Branch		

Project Pitch –Quality and Assurance Division

- Primary Care Division
- Aged Care Quality and Safety Commission

Resources

Senior Responsible Officer: Approval of the project deliverables (such as grant requirements, project plans).

Department Project Manager: Project leadership and oversight.

Department Project Lead and Officer: Project Management and policy implementation. Oversight and development of project artefacts such as project plan, stakeholder engagement plan, briefings and other materials.

Maggie Beer Foundation: Inform and provide updates on project deliverables.

Aged Care Quality and Safety Commission: Inform and provide advice on the role of the ACQSC for monitoring and regulation of this new initiative.

Budget Summary	2021-22	2022-23	2023-24	2024-25	Total
Administered	\$0.0m	\$2.18m	\$1.74m	\$1.08m	\$5.0m
TOTAL	\$0.0m	\$2.18m	\$3.92m	\$5.0m	\$5.0m (GST exclusive)
Cost Centre	1410				

Project Phase	Deliverable/Milestone	Due Date	Stage	Status
Project Planning	Completion of all planning documentation e.g. Project Pitch, Plan on a Page etc.	31/01/2023	In Progress	Green
	Stakeholder Engagement and Comms Plan (across all Focus Areas)	30/06/2023	Not Started	Green
Deliver Online Training Modules	3-6 new online modules development completed	30/09/2023	Not Started	Green
	Implement Community of Practice	30/09/2023	Not Started	Green
Deliver Menu Assessment	Menu assessments completed by an Accredited Practising Dietitian for all 2,700 residential aged care services	30/03/2025	Not Started	Green
Deliver Food Satisfaction Survey	Food satisfaction survey rolled out across all 2,700 residential aged care services	30/03/2024	Not Started	Green
Deliver Train-the-trainer Program	Begin implementation of first State and Territory Virtual Training Program	30/11/2023	Not Started	Green
	Achieved 50+% of targeted cohorts who have participated in the virtual training program	25/02/2025	Not Started	Green

Project Pitch –Quality and Assurance Division

	Achieved 90+% of targeted cohorts who have participated in the virtual training program	30/09/2025	Not Started	Green
	Participant surveys completed	30/11/2025	Not Started	Green
Deliver State and Territory Virtual Training	Development of program underway	31/08/2023	Not Started	Green
	Achieved 75+% of either participants being offered training opportunities or participated in the program	31/12/2024	Not Started	Green
	Achieved 90+% of either participants being offered training opportunities or participated in the program	30/09/2025	Not Started	Green
Evaluation	Provision of evaluation report to the Department	24/12/2025	Not Started	Green
Closed	SRO acceptance of Project Closure Report	04/02/2026	Not Started	Green

Risk Summary (Please refer to the Department's [Risk Register Workbook](#) - Risk Matrix Worksheet)

Risk Title:	s47G, s47E(d)				
Risk Description:					
Control Description:					
Owner	State	Theme	Current Consequence	Current Likelihood	Current Risk Rating (Refer to the Risk Matrix before completing this cell)
Department	Active	Delivery	Moderate	Possible	Medium
Risk Title:	s47G, s47E(d)				
Risk Description:					
Control Description:					
Owner	State	Theme	Current Consequence	Current Likelihood	Current Risk Rating (Refer to the Risk Matrix before completing this cell)
Department, ACQSC	Active	Delivery	Moderate	Possible	Medium
Risk Title:	s47G, s47E(d)				

Risk Description:	s47G, s47E(d)				
Control Description:					
Owner	State	Theme	Current Consequence	Current Likelihood	Current Risk Rating (Refer to the Risk Matrix before completing this cell)
Department	Active	Delivery	Moderate	Possible	Medium

Dependencies and Linkages

Cross-project dependencies:

- New Food and Nutrition Standard – The review of the Aged Care Quality Standards has developed a dedicated Food and Nutrition Standard. This forms part of the overall election commitment of which this project is one component.

HTI00639: Quality and Assurance Program

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the Freedom of Information Act 1982 (CTH) and is
By the Department of Health, Disability and Ageing



Australian Government
Department of Health and Aged Care

Ref No: MC22-023014

s47F

s47F

School of Public Health
 The University of Queensland
 s47F [@uq.net.au](mailto:s47F@uq.net.au)

Dear s47F,

Thank you for your correspondence of 05 December 2022 to the Minister for Aged Care and Minister for Sport, the Hon Anika Wells MP regarding your research on food service costs in aged care facilities and showcasing your Foodservice Costing Tool. Minister Wells has asked me to reply.

I would firstly like to commend you on the research you are undertaking on ways to measure food costs in aged care and we agree this is an important space that requires more evidence to inform both better practice in aged care and policy. Thank you also for sending through your published paper on your Foodservice Costing Tool. It is great to see researchers developing innovative measuring tools that can be utilised by aged care homes.

We believe the work you are undertaking in this space is very important and could be relevant to the work our food and nutrition team is undertaking. As such, I have passed on this information to the team to look have a look at. You may also be interested in our most recent publication of the *Food and Nutrition Report 2021-2022* which can be found at: health.gov.au/resources/publications/food-and-nutrition-report-2021-2022?language=en.

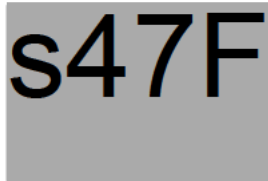
As you would be aware, the Australian Government is committed to improving food and nutrition for residents in aged care. In addition to food and nutrition reporting, the Department of Health and Aged Care is simultaneously working on other Government initiatives to continue the delivery of a multi-faceted approach to improve outcomes in this space. This includes:

- strengthening accountability by already:
 - developing a dedicated food and nutrition standard which will better reflect the expectations of older Australians in relation to the delivery of food and nutrition and their dining experience.
 - strengthening reporting requirements by mandating food expenditure reporting (from 1 October 2022) through the Quarterly Financial Report, ensuring all aged care providers report expenditure on dietitian involvement, fresh and processed food and food preparation models.
- strengthening capability by:

- working with the Maggie Beer Foundation to undertake sector education and training for aged care chefs and cooks on how to source, prepare and serve more nutritious and appetising food, including training on texture modification.
- ensuring the funding uplift provided by the Basic Daily Fee supplement has an enduring impact by embedding it in the new AN-ACC funding model which began on 1 October 2022.
- improving transparency by publishing key information through Star Ratings and using it to measure improvements including:
 - Consumer experience interview results, where we are asking 20% of older Australians in residential aged care "do you like the food here".
 - Quality indicators where food and nutrition have an impact including unplanned weight loss, consecutive unplanned weight loss, falls and major injury and pressure injury.
 - Publishing food and nutrition expenditure data at the sector level, through the Food and Nutrition Report, and at the service level as part of the Annual Provider Operation's Report, to be accessible on My Aged Care from January 2024.

Thank you once again for writing on this matter.

Yours sincerely

A grey rectangular box containing the text 's47F' in a large, bold, black sans-serif font. This is a redacted signature.

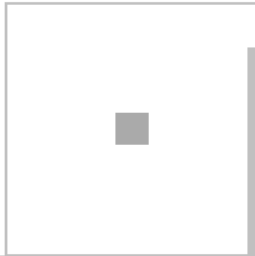
Josh Maldon
Assistant Secretary
Choice and Transparency Branch
5 January 2023

From: [CTB Coords](#)
To: s47E(c), s47F
Cc: s47E(d)
Subject: CTB FAS Briefs - FINALS as at 23 May 2023 [SEC=OFFICIAL]
Date: Tuesday, 23 May 2023 4:56:30 PM
Attachments:

s22

Hi Team

Please find attached a copy of our cleared FAS briefs. Well done !



s22

TRIM - [E23-134705](#)

Thanks

s47E(c), s47F

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the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

From: s47F
To: s47F
Subject: confidentiality form - s47F
Date: Wednesday, 15 May 2024 8:31:11 AM
Attachments: s22

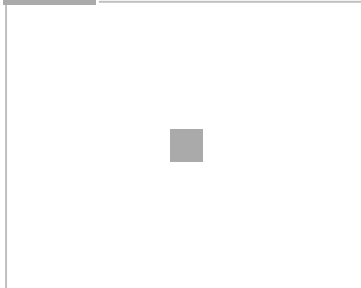
REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47E(c), s47F

Please find attached another completed confidentiality form for a new starter s47F

Thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

From: s47E(c), s47F
To: s47F
Cc: s47E(c), s47F
Subject: Confidentiality and Conflict Deed [SEC=OFFICIAL]
Date: Monday, 26 June 2023 3:50:38 PM
Attachments: s22

Good afternoon s47F

It was nice to catch up with you both earlier today!

As s47E(c), s47F mentioned at the end of the meeting, see attached the Confidentiality and Conflict Deed.

We require all those involved in the project to read and sign, which includes those who will be given access to the Health Data Portal (even if not involved in the project on a day to day basis).

Any questions or queries, please get in touch!

Many thanks

s47E(c), s47F

**Transparency and Risk Profiling 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

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

PO Box 9848, Canberra ACT 2601, Australia

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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Assurance Plan Template – Short Form

Overview/Introduction	
Project/Program/ Initiative Name	Better food for aged care residents
Senior Responsible Owner	Ingrid Leonard
Project/Program Manager	s47E(c), s47F
Objective & Budget/Funding	The Government's 2022-23 October Budget included a one off \$5
Health Tracker ID	HTI00798

Assurance Requirements Checklist			
Everyone is responsible for undertaking or facilitating appropriate first, second and third line assurance activities. Indicate whether the following mandatory requirements apply to you and whether you have considered the optional requirements.			
Mandatory Requirements		Optional Requirements	
Tier 1 Project: Ongoing, external assurance?	<input type="checkbox"/>	Assurance Schedule attached to this plan?	<input checked="" type="checkbox"/>
Tier 2 Project: Scheduled assurance?	<input checked="" type="checkbox"/>	Assurance provider engaged from Departments Independent Assurance Panel?	<input type="checkbox"/>
Tier 3 Project: Ad hoc assurance?	<input type="checkbox"/>	Corporate Assurance Branch reviewed Assurance Plan?	<input type="checkbox"/>

Assurance Budget	
Estimated Budget	\$450,000
Avoiding Assurance Duplication and/or Gaps	
The team will work with the QAD PMO and AC	

Key Risks				
Risk ID	Risk Description	Risk Rating	Inside Tolerance [Y/N]	Is it planned for an assurance activity to review this risk? [Y/N]
HTI00798R01	Grantee expertise to deliver effectively: The Maggie Beer Foundation may not have the expertise from a nutritional aspect to	Medium	Yes	Yes
HTI00798R02	Grantee adequacy of resources and/or procedures: The Maggie Beer Foundation has inadequate resources and/or procedu	Medium	Yes	Yes
HTI00798R03	Grantee project component impact: The Maggie Beer Foundation may not reach all project deliverables due to poor plannin	Medium	Yes	Yes
HTI00798R04	Low uptake of grant activities: Poor communication and promotional strategies leads to low participation rate of each grant e	Medium	Yes	Yes

Assurance Activities							
Assurance Activity – e.g. Health Check, Internal Audit, Gateway Review	Description – high level scope/objective	Key Risk/s Addressed (reference 'Risk ID' from above)	Activity Budget	Timing	Assurance Line *i.e. first, second, third)	Delivery Party (e.g. external provider, internal team etc)	Reporting Line (i.e. will report be submitted to board/committee)
Management Commissioned Reviews (Provision of an update and 'lessons learnt' overview follo	All risks	\$0	20/06/2023	Second	Resident Experience and Foo	Aged Care Quality and A
Performance Reporting (monthly report)	Provision of report on progress against agreed grant acti	All risks	\$0	Monthly/Annually	First	Grantee (MBF)	Resident Experience and
Monthly Project Status Updates	Regular reviews of issues, risks and schedule.	All risks	\$0	Monthly	First	Resident Experience and Foo	ACTPO Steering Commi
Project Evaluation	Provision of Evaluation Report to the Department outlinin	All risks	\$450,000	31/03/2026	Third	HealthConsult	Resident Experience and

Governance & Oversight		
Oversight Committees / Boards / Working Groups	Assurance Oversight Responsibilities	Meeting Frequency
Aged Care Quality and Assurance Program Board	Oversight over all project components.	Quarterly
Aged Care Governance Committee	Oversight over all risks and issues.	Quarterly
Evaluation Reference Group (Maggie Beer Foundation)	Oversight over project components implemented by the	Ad-hoc (or annually)

Assurance Plan Version & Signoff		
[signed by]	10/3/23	[next update scheduled]
An Assurance Schedule should be attached to this Plan. Please see guidance and template here. Corporate Assurance Branch is available to provide support - contact s47E(d) @health.gov.au		

From: s47E(c), s47F
To: s47F
Cc: s47F s47E(c), s47F
Subject: Application process - Trainer Mentor Program [SEC=OFFICIAL]
Date: Monday, 25 September 2023 12:50:12 PM
Attachments:

s22

Hi s47F

Thanks for providing the draft of the application process for the Trainer Mentor Program.

We shared this with s47E(c), s47F as well to get her take from a Comms perspective, and I've attached a word document with suggestions on how your web content could be 'fleshed out' to provide more details on the program and the benefits for homes in taking part.

s47E(c), s47F and I have made some comments and suggestions on the EOI tab. We noted that it is quite a lot of information you are asking for just for an EOI (and I do get that you are trying to assess need) but was wondering if some fields could be put as a FYI for full registration e.g "as part of full registration you will need to provide". One particular requirement is the CEO/Board letter. In addition, we were wondering if you have a clear set of criteria you'll be assessing against and a scoring framework yet? You've made comments about prioritisations, but now how they'll be scored.

We are really happy to meet to go through all this if you would like, please let us know.

As a side note, s47E(c), s47F is no longer working on the grant program (she was just helping us out for a few weeks), so I have removed her from the email chain.

Thanks

s47E(c), s47F

Assistant Director | Resident Experience and Food Policy Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

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

Please note I work part-time remotely Monday-Wednesday and Friday.

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.

From: s47F

Sent: Wednesday, 20 September 2023 9:30 PM

To: s47E(c), s47F

Cc: s47F

Subject: REVIEW: Application process - Trainer Mentor Program

Hi all,

Attached is a final draft of the Application Process for the Trainer Mentor Program.

The excel spreadsheet has 4 tabs:

- Web content for aged care homes (outlining the process and linking to application forms)
- Expression of interest form (stage 1)
- Full Application (stage 2)
- Data collection (stage 3) – this needs more work – I've just listed items for now.

I would very much appreciate your review and feedback on the first 2 or 3 tabs. We are aiming to have the content from the first two tabs finalised and active early next week.

Please let me know if you would like to talk through over the phone/ Teams..

Many thanks and best wishes,

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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From:
To:
Subject:

s47E(c), s47F

Room name: Food and Nutrition | Room type: group | Message count: 36 | Room id: Y2IzY29zcGFyazovL3VzL1JPT00vZTU4ZGI3MDAtODQ3Ni0xMWVjLWE3NTktYTdhNTdiMzJyY2Uw

May 30 at 09:14 AM AEST | s47E(c), s47F@health.gov.au: Hey foodies - do you have a spreadsheet with all the Maggie Beer data in it? Hoping you can tell me how many menu appraisals have been done?

May 30 at 09:18 AM AEST | s47E(c), s47F@health.gov.au: Yep I'll have a look now

May 30 at 09:23 AM AEST | s47E(c), s47F@health.gov.au: Hey s47E(c), s47F According to the MBF Monthly Reporting spreadsheet, a total of 91 menu appraisals have been completed (services). Will, I'll send you a link to the spreadsheet so you know where I am getting the info from.

May 30 at 09:23 AM AEST | s47E(c), s47F@health.gov.au: Thanks s47E(c), s47F

May 30 at 09:23 AM AEST | s47E(c), s47F@Health.gov.au: Yeah that would be great thank you

May 30 at 09:24 AM AEST | s47E(c), s47F@health.gov.au: And note, this figure may be updated very soon as the MBF will be sending their May report (due 5 business days after the end of the month)

May 30 at 09:24 AM AEST | s47E(c), s47F@health.gov.au: i think

May 30 at 09:27 AM AEST | s47E(c), s47F@health.gov.au: D23-4693727

May 30 at 09:27 AM AEST | s47E(c), s47F@health.gov.au: Hopefully that worked?

May 30 at 09:29 AM AEST | s47E(c), s47F@health.gov.au: thanks!

May 30 at 12:20 PM AEST | s47E(c), s47F@health.gov.au: Hey s47E(c), s47F Report just sent to PAS unfortunately s47E(c), s47F had to spend the whole morning fixing up formatting problems with the doc Go s47E(c), s47F Anyhoo, s47E(c), s47F just messaged to say that Ingrid would like to report by this arvo and not 9am?? Im hoping that s47E(c), s47F gets a chance to look at it asap but Im not sure it'll be ready by this arvo - especially if we have to fix some things up??

May 30 at 12:21 PM AEST | s47E(c), s47F@health.gov.au: yeah i know

May 30 at 12:21 PM AEST | s47E(c), s47F@health.gov.au: Hey s47E(c), s47F Report just sent to PAS unfortunately s47E(c), s47F had to spend the whole morning fixing up formatting problems with the doc Go s47E(c), s47F Anyhoo, s47E(c), s47F just messaged to say that Ingrid would like to report by this arvo and not 9am tomorrow?? Im hoping that s47E(c), s47F gets a chance to look at it asap but Im not sure it'll be ready by this arvo - especially if we have to fix some things up??

May 30 at 12:22 PM AEST | s47E(c), s47F@Health.gov.au: Thanks s47E(c), s47F yeah it was abit of a mission.

May 30 at 01:38 PM AEST | s47E(c), s47F@health.gov.au: Hey foodies

May 30 at 01:39 PM AEST | s47E(c), s47F@health.gov.au: Just messaged s47E(c), s47F and it looks like s47E(c), s47F schmoozing did the trick - she's looking at the report this afternoon

May 30 at 01:39 PM AEST | s47E(c), s47F@Health.gov.au: awesome

May 30 at 01:39 PM AEST | s47E(c), s47F@health.gov.au: yaya for s47E(c), s47F schmoozing!!!!

May 30 at 01:39 PM AEST | s47E(c), s47F@Health.gov.au: awesome!

May 30 at 01:39 PM AEST | s47E(c), s47F@health.gov.au: yay for s47E(c), s47F schmoozing!!!!

May 30 at 01:41 PM AEST | s47E(c), s47F@health.gov.au: I also need to email s47E(c), s47F and s47E(c), s47F as i found

an error in the costing sheet which changed the points rankings. Actually worked out better as puts the preferred candidate as the most cost effective on the service delivery costs

May 30 at 01:42 PM AEST | s47E(c), s47F @health.gov.au: Annnd....

May 30 at 01:42 PM AEST | s47E(c), s47F @Health.gov.au: Oh thats great!

May 30 at 01:42 PM AEST | s47E(c), s47F @health.gov.au: i note that we need to get the panel to sign the report

May 30 at 01:43 PM AEST | s47E(c), s47F @health.gov.au: Yeah, I wasnt sure when that had to happen. Did you want me to email s47E(c), s47F after we have s47E(c), s47F input?

May 30 at 01:44 PM AEST | s47E(c), s47F @health.gov.au: I hope that both s47E(c), s47F and s47E(c), s47F dont want to physically sign it??

May 30 at 01:58 PM AEST | s47E(c), s47F @health.gov.au: as they both wanted to for the conflict of interest form....hopefully we can convince them otherwise!

May 30 at 01:58 PM AEST | s47E(c), s47F @health.gov.au: maybe that was more for the witness aspect

May 30 at 01:58 PM AEST | s47E(c), s47F @health.gov.au: so just ignore me

May 30 at 01:59 PM AEST | s47E(c), s47F @health.gov.au: I think we just ask for an electronic declaration which we can reflect in the report

May 30 at 02:00 PM AEST | s47E(c), s47F @health.gov.au: okay yes and we ask this when we send them the final version (after s47E(c), s47F has reviewed) and before it has gone to ingrid?

May 30 at 03:26 PM AEST | s47E(c), s47F @Health.gov.au: Well done PAS team

May 30 at 03:27 PM AEST | s47E(c), s47F @Health.gov.au:

May 30 at 03:27 PM AEST | s47E(c), s47F @Health.gov.au: Well done PAS team!

May 30 at 03:57 PM AEST | s47E(c), s47F @health.gov.au: Yeah, s47E(c), s47F is great!

May 30 at 05:32 PM AEST | s47E(c), s47F @health.gov.au: Hey - just a note for tomorrow.... Do we have/are we getting the Q2 QFR food data?

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By the Department of Health, Disability and Ageing

From:
To:
Subject:

s47E(c), s47F

s47E(c), s47F | Message count: 39 | Room id:
Y2IzY29zcGFyazovL3VzL1JP100vYmE4MDg3MjAtMTY0My0xMWVmlLWfKjItY2IxNTJhOTQ1OTew

May 29 at 10:04 AM AEST | s47E(c), s47F @health.gov.au: Hey! How are you today?

May 29 at 10:05 AM AEST | s47E(c), s47F @health.gov.au: Do you want to request access to the section inbox?

May 29 at 10:05 AM AEST | s47E(c), s47F @health.gov.au: s47E(d) @health.gov.au

May 29 at 10:06 AM AEST | s47E(c), s47F @health.gov.au: Ill also forward you the media monitoring email s47E(c), s47F did. She sent it to the ELIs but then we realised that because s47E(c), s47F is covering s47E(c), s47F it didn't leave too many people

May 29 at 10:07 AM AEST | s47E(c), s47F @Health.gov.au: Yeah good! How about yourself today?

May 29 at 10:10 AM AEST | s47E(c), s47F @Health.gov.au: Yeah for sure, ill add that in

May 29 at 10:12 AM AEST | s47E(c), s47F @health.gov.au: yep thats the one. just on sitting weeks

May 29 at 10:12 AM AEST | s47E(c), s47F @health.gov.au: s47E(c), s47F has a roster which she sends around

May 29 at 10:16 AM AEST | s47E(c), s47F @Health.gov.au: Oh okay great,

May 29 at 10:16 AM AEST | s47E(c), s47F @Health.gov.au: Hows your day looking?

May 29 at 10:17 AM AEST | s47E(c), s47F @health.gov.au: Good - just moved a meeting with the commission to Friday and added you in

May 29 at 10:19 AM AEST | s47E(c), s47F @Health.gov.au: Okay great, thanks for that

May 29 at 10:21 AM AEST | s47E(c), s47F @Health.gov.au: Would be good to chat to you and s47E(c), s47F later today about the Maggie beer stuff ive been running through

May 29 at 10:28 AM AEST | s47E(c), s47F @health.gov.au: Yes please!!

May 29 at 10:29 AM AEST | s47E(c), s47F @health.gov.au: Sorry s47E(c), s47F and I are madly finalising the RFP Eval report so we can send off to PAS before the Division Standup (do you have that in your calendar?)

May 29 at 10:38 AM AEST | s47E(c), s47F @Health.gov.au: yes! The one at 11am.

May 29 at 12:45 PM AEST | s47E(c), s47F @Health.gov.au: Hey s47E(c), s47F

May 29 at 12:45 PM AEST | s47E(c), s47F @Health.gov.au: If theres anything I can help s47E(c), s47F or yourself with this afternoon please let me know

May 29 at 12:52 PM AEST | s47E(c), s47F @health.gov.au: s47E(c), s47F

May 29 at 12:52 PM AEST | s47E(c), s47F @health.gov.au: Have you had a look at the food dashboards on Qlik?

May 29 at 12:52 PM AEST | s47E(c), s47F @health.gov.au: Im just looking at your summary of the FSQ as part of the MBF activities

May 29 at 12:53 PM AEST | s47E(c), s47F @Health.gov.au: Ah that sounds arduous

May 29 at 12:54 PM AEST | s47E(c), s47F @health.gov.au: yeah its becoming that way. I wasnt in on the evaluation panel's discussions so im finding it very difficult to have input

May 29 at 12:55 PM AEST | s47E(c), s47F @Health.gov.au: Yeah I had a brief look yesterday when I got Qlik access

May 29 at 12:56 PM AEST | s47E(c), s47F @Health.gov.au: Yeah okay, thats really tricky.

May 29 at 12:56 PM AEST | s47E(c), s47F @health.gov.au: yep sounds good.

May 29 at 12:57 PM AEST | s47E(c), s47F @health.gov.au: s47E(c), s47F was chair, s47E(c), s47F who is the director of the Quality Standards section, and s47F who is from the Commission.

May 29 at 01:33 PM AEST | s47E(c), s47F @health.gov.au: s47E(c), s47F

May 29 at 01:33 PM AEST | s47E(c), s47F @health.gov.au: pop them into the update schedule tab.

May 29 at 01:34 PM AEST | s47E(c), s47F @health.gov.au: Also for milestones only the due date for start and end will be the same (whereas tasks start and end date differ as its a task being performed over a period of time)

May 29 at 01:34 PM AEST | s47E(c), s47F @health.gov.au: Happy to discuss at any time

May 29 at 01:37 PM AEST | s47E(c), s47F @Health.gov.au: Yeah definately

May 29 at 01:38 PM AEST | s47E(c), s47F @Health.gov.au: I will open them up and see what I'm able to do,

May 29 at 03:39 PM AEST | s47E(c), s47F @Health.gov.au: Hey I'm just checking whether you would like me to input the milestones in the Project Schedule or Project Schedule updated Tab

May 29 at 03:44 PM AEST | s47E(c), s47F @Health.gov.au: Im just going to add more rows into the Project Schedule and Input them, similar to the NHMRC progress reports

May 29 at 03:57 PM AEST | s47E(c), s47F @Health.gov.au: Heading off now s47E(c), s47F Have a nice day off and see you Friday!

May 29 at 04:01 PM AEST | s47E(c), s47F @health.gov.au: updated i think, as this is where s47E(c), s47F made her changes

May 29 at 04:01 PM AEST | s47E(c), s47F @health.gov.au: yep perfect

May 29 at 04:02 PM AEST | s47E(c), s47F @health.gov.au: Thanks so much s47E(c), s47F I sent you an email on Public Interest Certificate for tomorrow Hopefully all makes sense

From: s47E(c), s47F
To: s47F
Cc: s47E(c), s47F
Subject: Talking points [SEC=OFFICIAL]
Date: Friday, 25 August 2023 10:42:41 AM
Attachments: s22

Good morning s47F

Sending through as discussed talking points to ensure Maggie and the Minister are aligned – please be sure to reach out to s47E(c), s47F to discuss if you have any issues.

I also wanted to share our latest edition of Engaged, which includes an article about the programs:

<https://comms.agedcareupdates.net.au/pub/pubType/EO/pubID/zzzz64e2d26e44f70466/interface.html>

Please let me know about the quote and send through s47F bio when you can.

We'll no doubt continue to be in touch



Cheers

s47E(c), s47F

Account Manager | Quality Assurance Communication | Aged Care Communication and Change Branch

People, Parliamentary and Communication Division | Corporate Operations Group

Australian Government Department of Health and Aged Care

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

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By the Department of Health, Disability and Ageing

From: [MALDON, Joshua](#)
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: RE: P3911 - Grant Opportunity Guidelines - Closed Non-competitive (JM ALM) (002).docx [SEC=OFFICIAL]
Date: Monday, 16 January 2023 11:49:13 AM
Attachments: s22
Importance: High

Hi team

I've had another go but think it still needs a little bit more tightening/specificity (as discussed on IM). Hit me back up when you review/respond to my comments and I will try to look asap.

Kind Regards

Josh Maldon

Assistant Secretary - Choice and Transparency Branch

Quality and Assurance Division | Aged Care Group

Australian Government Department of Health and Aged Care

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

Location: Sirius Building 4.N.510

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community

From: s47E(c), s47F

Sent: Thursday, 12 January 2023 7:49 PM

To: MALDON, Joshua

Cc: s47E(c), s47F

Subject: P3911 - Grant Opportunity Guidelines - Closed Non-competitive (JM ALM) (002).docx [SEC=OFFICIAL]

Hi Josh,

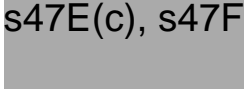
Amendments and responses to your comments for review. I added in a deliverable around media events with the minister and then took it out because it didn't read well. I've added promotional events to the things the grant money could be used for and we will build the media requirements into the actual grant agreement.

Once you've reviewed/amended can you respond to s47E(c), s47F – she will update the corresponding documents to align and resend the package to you for the approval to progress.

Also any word from s47F on approval of the Min Sub to give you the delegation?

Thanks

s47E(c), s47F

From: s47E(c), s47F
To: 
Cc:
Subject: RE: Online Learning Modules [OLMs] [SEC=OFFICIAL]
Date: Wednesday, 1 May 2024 2:59:56 PM
Attachments: [image001.png](#)
[image002.png](#)

Hi s47E(c), s47F

As requested, I have cross checked the MBF **State and Territory Training Hubs** figures in the Monthly Reporting spreadsheet against the each monthly MBF reports received (from March 2024 going back until August 2023). Please see the below points:

State and Territory Training Hubs

Problems identified:

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

Possible problem location:

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

Perhaps when s47E(c), s47F starts we can discuss a better way forward with the reporting? IS there a better/more clearer way of displaying the information?

Anyway, I hope this has helped,

s47E(c), s47F

Resident Experience and Food Policy Section

Choice and Transparency Branch | Quality and Assurance Division

Ageing and Aged Care Group | Australian Government Department of Health and Aged Care

GPO Box 9848, Canberra ACT 2601, Australia

Please note that I work part-time from Tuesday to Friday

The Department of Health and Aged Care acknowledges 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 elders both past and present.

From: s47E(c), s47F

Sent: Wednesday, May 1, 2024 11:17 AM

To: s47E(c), s47F

Cc:

Sub es [OLMs] [SEC=OFFICIAL]

Hi s47E(c), s47F

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

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s47(1)(b)

I'll take a look at the MBF monthly report stuff this afternoon.

Thanks,

s47E(c), s47F

From: s47E(c), s47F <[redacted]@health.gov.au>

Sent: Wednesday, May 1, 2024 9:32 AM

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

Cc: s47E(c), s47F <[redacted]@health.gov.au>

Subject: RE: Online Learning Modules [OLMs] [SEC=OFFICIAL]

Hi [redacted]

Yes, agreed, and it was something that we discussed over a year ago with [redacted] and we put into the Grant Opportunity Guidelines...however I can't remember exactly where we landed!

Can you please read through the GoGs and the Grant Agreement to see what we had regarding to s47(1)(b) ? I'll go back to [redacted] and say we're working on it.

s47C

[redacted]
[redacted]
[redacted]
[redacted]

Thanks

s47E(c), s47F

From: s47E(c), s47F <[redacted]@health.gov.au>

Sent: Wednesday, May 1, 2024 8:22 AM

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

<[redacted]@health.gov.au>

Subject: RE: Online Learning Modules [OLMs] [SEC=OFFICIAL]

Hi [redacted]

s47C, s47E(d)

[redacted]
[redacted]
[redacted]

Thanks

s47E(c), s47F

From: s47E(c), s47F <[redacted]@health.gov.au>

Sent: Tuesday, April 30, 2024 9:48 AM

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

<[redacted]@health.gov.au>

Subject: FW: Online Learning Modules [OLMs] [SEC=OFFICIAL]

FYI – for discussion

From: s47F <[REDACTED]@maggiebeerfoundation.org.au>
Sent: Tuesday, April 30, 2024 8:04 AM
To: s47E(c), s47F <[REDACTED]@health.gov.au>
Subject: Online Learning Modules [OLMs]

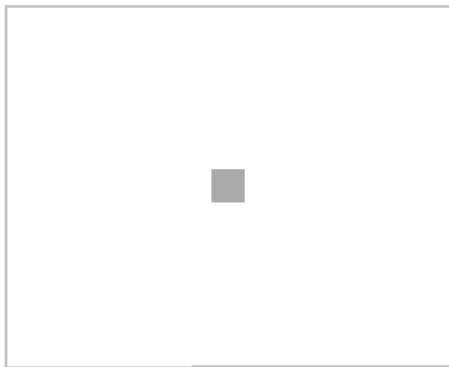
REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Good morning s47E(c), s47F I trust this finds your well.

s47(1)(b), s47C

Your thoughts please.

Kind regards,



s47F
Chief Operating Officer
t. 08 s47F m. s47F
e. s47F <[REDACTED]@maggiebeerfoundation.org.au>
w. www.maggiebeerfoundation.org.au
Mon, Wed, Thu

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From: s47E(c), s47F
To: s47F
Cc: s47E(c), s47F
Subject: RE: Minister PR event [SEC=OFFICIAL]
Date: Thursday, 27 July 2023 1:45:14 PM
Attachments: [image001.png](#)
[image002.png](#)

Wow, you weren't kidding, the food is stunning!

I think the foyer will look good for presser too – I'll feed all this up to the MO and come back to you.

Will also follow up re suggestion to make Trainer Mentor "more information on how to apply coming soon" tomorrow when I've spoken to s47E(c), s47F and the team.

Best

s47E(c), s47F

From: s47F

Sent: Thursday, 27 July 2023 1:05 PM

To: s47E(c), s47F

Cc: s47E(c), s47F

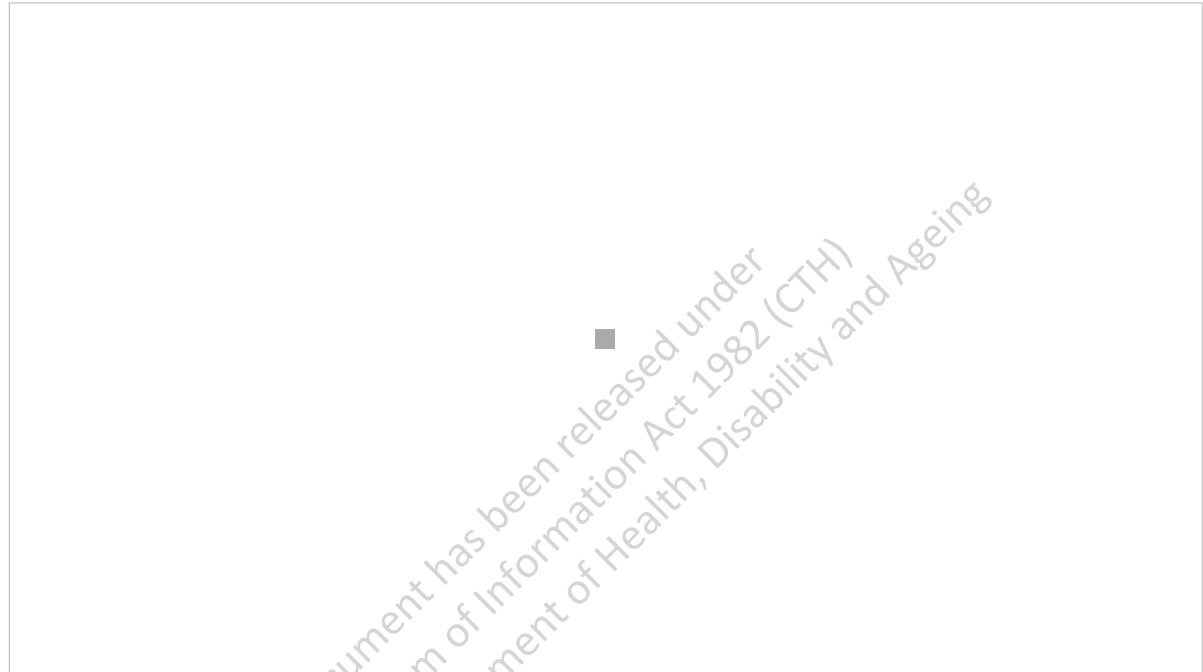
Subject: Minister PR event

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

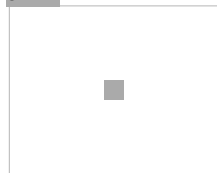
Thanks for chatting this morning about the Minister PR event.

As requested, please see photos attached of the Barossa Cellar and some examples of Texture modified meals that we are hoping to recreate... below are examples of puree and attached – soft/ bite-sized.



Thanks

s47F



s47F

Project Lead

08 s47F

*Mobile: s47F

SAHMR, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

From: s47F
To: s47E(c), s47F
Cc:
Subject: RE: Meeting to hear feedback on food and nutrition programs [SEC=OFFICIAL]
Date: Tuesday, 7 May 2024 3:54:53 PM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

10am

From: s47E(c), s47F
Sent: Tuesday, May 7, 2024 3:06 PM
To: s47F
Cc: s47E(c), s47F
Subject: RE: Meeting to hear feedback on food and nutrition programs [SEC=OFFICIAL]
 Thanks s47F

We can do 9.30am, 10am or 11.30am on Friday 17th for 30 mins. Did you have a preference?

s47E(c), s47F

From: s47F <s47F@accpa.asn.au>
Sent: Tuesday, May 7, 2024 1:17 PM
To: s47E(c), s47F <[s47E\(c\),s47F@health.gov.au](mailto:s47E(c),s47F@health.gov.au)>
Cc: s47E(c), s47F <[s47E\(c\),s47F@health.gov.au](mailto:s47E(c),s47F@health.gov.au)>
Subject: RE: Meeting to hear feedback on food and nutrition programs [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.

Hi s47E(c), s47F Next Friday the 17th any time

Kindest, s47F

s47F

Aged & Community Care Providers Association Ltd

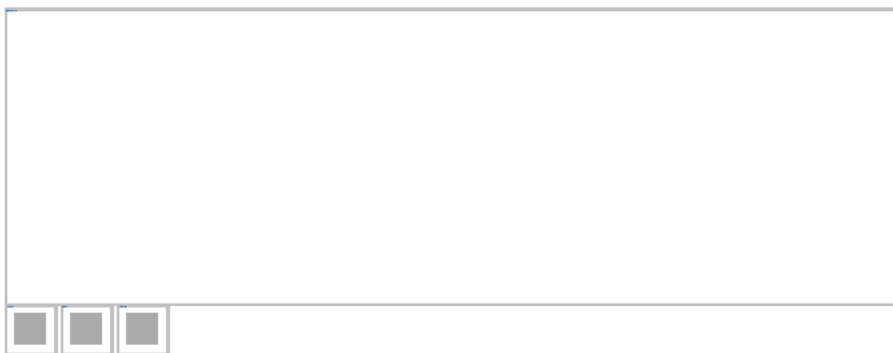
p:1300 222 721 d:s47F

e: s47F@accpa.asn.au w: accpa.asn.au

Mailing address:

Lvl 2, 176, Wellington Parade,
 EAST MELBOURNE VIC 3002





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From: s47E(c), s47F [redacted] <s47F@health.gov.au>

Sent: Tuesday, May 7, 2024 1:14 PM

To: s47F [redacted] <s47F@accpa.asn.au>

Cc: s47E(c), s47F [redacted] <s47F@health.gov.au>

Subject: Meeting to hear feedback on food and nutrition programs [SEC=OFFICIAL]

Good afternoon s47F [redacted]

I hope this email finds you well. I lead the Nutrition in Aged Care team at the Department of Health and Aged Care. My Assistant Secretary, Ingrid Leonard who spoke at the Lantern Conference on Friday, asked if I could reach out to you to make a time for us to hear more about the feedback you had on the Maggie Beer Foundation activities, and health programs more broadly.

Were you able to suggest a couple of days/times in the next week or so which suit you to meet virtually?

Looking forward to hearing from you.

Kind regards,

s47E(c), s47F [redacted]

Assistant Director | Resident Experience and Food Policy Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

T: 02 s47E(c), s47F [redacted] | E: s47E(c), s47F [redacted] <s47F@health.gov.au>

Please note I work part-time Monday-Wednesday and Friday.

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From: s47E(c), s47F
To: s47F ; s47E(c), s47F ; s47F
Cc: s47E(c), s47F
Subject: RE: Meeting Agenda 9 October: Monthly meeting | MBF & Dept. of Health (General & Comms) [SEC=OFFICIAL]
Date: Thursday, 12 October 2023 12:46:20 PM
Attachments: [image001.png](#)
[image002.png](#)

Hi s47F

Great to chat on Monday. As promised, sending through some more information about the items discussed.

Planned communications on departmental channels

We're planning some communications to promote the Trainer Mentor Program, starting next week. We're aiming to promote in the [Your Aged Care Update newsletter](#) on 17 October, which goes to around 37,000 subscribers. We'll also promote across the Department's social media channels (Facebook, Instagram, X and LinkedIn) on 18 October.

Mailchimp and the Public Interest Certificate

As discussed, Mailchimp is a third party that stores its data overseas. We reviewed the Public Interest Certificates (PIC) under which we provide the contact information for aged care services. To mitigate risks of using Mailchimp in relation to the data we provide under the PIC, we advise you:

- Limit access to Mailchimp as per the stipulations in the PIC.
- Limit information included in Mailchimp to email addresses only (please do not include any further info we provide in the [Customer Relationship Management features](#), if using those).
- Ensure passwords are:
 - regularly changed
 - also changed if anyone accessing Mailchimp leaves the organisation
 - not used on any other platform/s
 - of high strength (for example, using a range of numbers, characters and symbols).
- That all data provided under the PIC must be removed from Mailchimp at the end of the grant period.

This advice relates specifically to the info we provide under the PIC, not the information you're gathering through program sign up.

I've sought some advice internally and we can't provide you with a privacy notice or legal advice on your privacy obligations and data collection more generally. You can find some privacy information on our website (see the various notices on the [right side of this page](#)), which might give you a sense of things you might like to consider, but best to seek your own legal advice.

FAQ development

Thanks again for your time to discuss developing some FAQs to cover some of the questions and issues being raised, and sending through further information. We'll work on these and come back to you.

Thanks again
 s47E(c), s47F

From: s47E(c), s47F

Sent: Monday, 9 October 2023 1:03 PM

To: s47F ; s47E(c), s47F ; s47F

Cc: s47E(c), s47F

Subject: RE: Meeting Agenda 9 October: Monthly meeting | MBF & Dept. of Health (General &

Comms) [SEC=OFFICIAL]

Hi s47F

Hope you had a wonderful weekend.

Apologies for the delay in closing the loop - I don't work on Fridays.

I reviewed the Flinders University materials and think these are fit for purpose from a comms perspective. I think they're highlighting the benefits of participation while also giving a good understanding of what's involved. It's also great that they designed the user guide to make it visually engaging.

In terms of evaluation data, we were hoping to get a sense of things like:

- website page visits, most popular pages, average visit times, scroll downs
- social media – reach, page followers, engagement rates
- EDM data (once you're no longer using mail merge), like open rates, click throughs, unsubscribes etc.

This information will help us understand how things are tracking and consider what communications the department can publish to support through our channels while balancing the possible risk of audience fatigue.

Very happy to discuss in more detail when we catch up this afternoon.

Thanks again

s47E(c), s47F

From: s47F <s47F@maggiebeerfoundation.org.au>

Sent: Friday, 6 October 2023 12:48 PM

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

<s47F@health.gov.au>; s47F

<s47F@maggiebeerfoundation.org.au>; s47E(c), s47F <[s47E\(c\), s47F@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

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

Subject: RE: Meeting Agenda 9 October: Monthly meeting | MBF & Dept. of Health (General & Comms) [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.

Hi s47E(c), s47F

An update on the action items listed below...

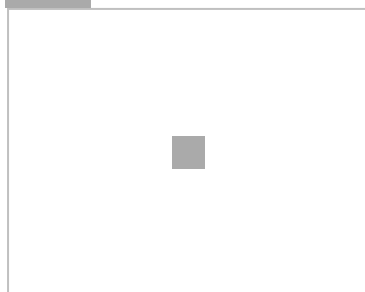
1. I will leave s47F to follow up on this
2. I have not received any feedback from DOHAC on this
3. I have not received any feedback from DOHAC on this
4. I have to you s47E(c), s47F yesterday

I look forward to catching up on Monday with you all. s47F may not be able to attend as she is travelling. s47F will not be attending.

Have a wonderful weekend all

Cheers

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F <s47F@maggiebeerfoundation.org.au>

www.maggiebeerfoundation.org.au

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

Sent: Friday, October 6, 2023 12:30 PM

To: s47E(c), s47F <[redacted]@health.gov.au>; s47F <[redacted]@maggiebeerfoundation.org.au>; s47F <[redacted]@maggiebeerfoundation.org.au>; s47F <[redacted]@maggiebeerfoundation.org.au>; s47E(c), s47F <[redacted]@Health.gov.au>

Cc: s47E(c), s47F <[redacted]@health.gov.au>

Subject: Meeting Agenda 9 October: Monthly meeting | MBF & Dept. of Health (General & Comms) [SEC=OFFICIAL]

Hi all

Please see below the agenda and outstanding action items in preparation for our meeting on Monday (9/10) next week.

Item	Agenda topic
1	Action items from previous meeting
2	Comms update <ul style="list-style-type: none"> What communication activities are planned by MBF or DoHAC in the next month.
3	Trainer mentor program
4	NATSIFAC and MPS services

Outstanding Action Items

Action item	Meeting date	Topic	Responsible
1	13/9	MBF requested to provide details of the aged care home they are working with in WA for Maggie Beer's TV show (in confidence)	MBF - outstanding
2	13/9	Send a list of providers that could not be contacted. DOHAC can investigate options on how to reach services that didn't have correct contact details	MBF – complete
3	13/9	Send DOHAC copies of what information Flinders University and NPA are sending to participants for DOHAC to make any additional recommendations	MBF - complete
4	13/9	Send DOHAC recommendations on what to change for the monthly report template	MBF - outstanding
5	13/9	Identify any relevant communications data that DOHAC comms team could use for their evaluation	MBF – complete
6	13/9	Provide MBF recommendations on promotional strategies of how to promote the benefits of the program for aged care homes – based on Action Item 3.	DOHAC - complete
7	13/9	Identify what data could be collected for FSQ and menu appraisals and send to MBF	DOAHC – still in discussion
8	13/9	Search for resources that are used to compare food safety standards in states and territories	DOHAC – awaiting information from Nutrition Policy team

Look forward to seeing you all soon.

s47E(c), s47F

**Resident Experience and Food Policy 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

E: s47E(c), s47F <[redacted]@health.gov.au>

PO Box 9848, Canberra ACT 2601, Australia

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-----Original Appointment-----

From: s47E(c), s47F

Sent: Friday, 14 July 2023 10:13 AM

To: s47E(c), s47F ; s47F

; s47E(c), s47F

Cc: s47E(c), s47F

Subject: Monthly meeting | MBF & Dept. of Health (General & Comms)

When: Monday, 9 October 2023 1:30 PM-2:15 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where:

Hi all

Please accept this monthly meeting invite.

Thanks!

s47E(c), s47F

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Meeting password: 9taRHTJgi28

Tap to join from a mobile device (attendees only)

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Join by phone

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[Global call-in numbers](#)

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If you are a host, [click here](#) to view host information.

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From: [REDACTED]
To: [REDACTED]
Cc: s47F; s47E(c), s47F
Subject: Re: Hotline Information [SEC=OFFICIAL]
Date: Monday, 22 April 2024 12:42:37 PM
Attachments: [PastedGraphic-1.png](#)

Good afternoon s47E(c), s47F I trust all is well.

I meant to chat about this on Friday also.

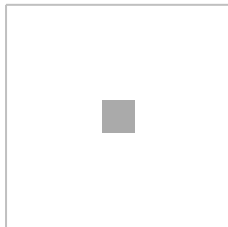
We look at this as an opportunity to be relevant/current to all and develop resources accordingly within the project.

To better understand what 'food related' questions are being asked we would appreciate the actual questions received via the Hotline, emails etc. This will enable us to review current resources, education program content and delivery models and be relevant to the industry.

What might be the next steps in order to receive 'question detail'?

Happy to chat Wednesday more about this.

Kind regards,



s47F
 Chief Operating Officer
 t. 08 s47F m. s47F
 e. s47F@maggiebeerfoundation.org.au
 w. www.maggiebeerfoundation
 Mon, Wed, Thu

On 8 Mar 2024, at 3:29 PM, s47E(c), s47F wrote:

Hi s47F

The Commission have come back to me today with the below information regarding the FND hotline. They have also said that they are happy for you to refer to any of their resources in your training content, which can be accessed here: [Food, nutrition & dining information for providers | Aged Care Quality and Safety Commission](#)

- Since the FND hotline was launched in late July 2023, we have received over 330 calls. This includes complaints and enquiries.
- 41% of food-related calls to the hotline are about the quality and variety of food. Other issues raised related to food advice and specific diets, for example, texture-modified diets.

- Support and guidance for providers has included:
 - o referring services to best-practice guidelines about food, nutrition, and dining matters.
 - o clarification on provider responsibilities concerning choice (generally and with respect to people requiring texture-modified foods, and those with cognitive impairment).
 - o guidance on addressing and managing the quality of food provided by external suppliers, directing to food safety requirements for the provision of food to vulnerable populations – specifically high-risk foods.
 - o guidance on texture modified foods and eating and drinking with acknowledged risk (EDAR) and referral to supporting commission-developed resources.
 - o guidance on engaging dietitians and other allied health professionals to provide input on matters such as food allergies and malnutritional diagnosis that aligns with best-practice guidelines.
- Not all complaints and enquiries related to food, nutrition and dining were received through the new Hotline – other avenues of contact include online form, email, letter, and calls to the general 1800 phone number.
- People receiving aged care, their family members and carers, approved providers, aged care staff, can call the Hotline with enquiries, questions, concerns, complaints related to food, nutrition and dining issues in aged care. The Hotline is available on 1800 844 044, Monday to Friday, 9 am to 5 pm AEDT.

I hope you have a nice long weekend.

Kind regards,

s47E(c), s47F

Ident Experience and Food Policy Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

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

Please note I work part-time Monday-Wednesday and Friday.

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.

From: s47E(c), s47F

Sent: Friday, March 1, 2024 11:45 AM

To: s47F @maggiebeerfoundation.org.au>

Cc: s47F @maggiebeerfoundation.org.au>

Subject: RE: Change in meeting time [SEC=OFFICIAL]

Hi s47F

I haven't received advice from the Commission on what we can share yet. I just followed up now and will hopefully have something for you soon.

Thanks

s47E(c), s47F

From: s47F @maggiebeerfoundation.org.au>

Sent: Friday, March 1, 2024 11:14 AM

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

Cc: s47F <[REDACTED]@maggiebeerfoundation.org.au>

Subject: Re: Change in meeting time [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.

Hi s47E(c), s47F just following up and wonder if you have had any feedback from the Commission regarding the Help Line and the 'calls' they are receiving, and what they are about?

Kind regards,

s47F

Chief Operating Officer

t. 08 s47F m. s47F

e. s47F <[REDACTED]@maggiebeerfoundation.org.au>

w. www.maggiebeerfoundation.org.au

Mon, Wed, Thu

On 27 Feb 2024, at 10:52 am, s47E(c), s47F

<[REDACTED]@health.gov.au> wrote:

Hi s47F and s47F

Im hoping we can move our next catch up on Monday 4th March back by an hour to 2.30pm (Canberra time)?

Thanks,

s47E(c), s47F

Assistant Director | Resident Experience and Food Policy Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch




Australian Government Department of Health and Aged Care


T: 02 s47E(c), s47F | E: s47E(c), s47F <[REDACTED]@health.gov.au>

Please note I work part-time Monday-Wednesday and Friday.

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
"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

From: s47E(c), s47F
To: 
Cc:  [ResExpFood](#)
Subject: RE: FOR URGENT REVIEW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]
Date: Thursday, 2 May 2024 1:29:35 PM
Attachments: s22 




Not at all  - please find attached a revised spreadsheet. Noting that for applicable cells in column D you will need to double click to see our proposed changes.

Hope this is better?

s47E(c), s47F

From: s47E(c), s47F
Sent: Thursday, May 2, 2024 12:40 PM
To: s47E(c), s47F
Cc: s47E(c), s47F ; ResExpFood
Subject: RE: FOR URGENT REVIEW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]
 Thanks  sorry to be a pain but I think it would be worth separating out all of the components and labelling them in the "initiative components" column – then we can identify the individual funds available (reference the SEB for the values). Thanks
 s47E(c), s47F
 Director, Resident Experience and Food Policy Section

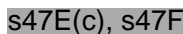
Choice and Transparency Branch | Quality and Assurance Division
 Ageing and Aged Care Group
 Australian Government Department of Health and Aged Care
 T: 02  | E:  [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)
 Location: Sirius Building 9 South
 GPO Box 9848, Canberra ACT 2601, Australia

From:  s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>
Sent: Thursday, May 2, 2024 10:00 AM
To:  s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>
Cc:  s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>; ResExpFood
 <s47E(d) [@Health.gov.au](mailto:s47E(d)@Health.gov.au)>

Subject: FW: FOR URGENT REVIEW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]

Importance: High


<< File: Obesity - Australian Government initiatives - Senate Estimates - May 2024-REFP edits.xlsx

>> Hi again 

I have made those small amendments which you suggested but also changed D46 back to the original budget amounts as I realised I was doubling up on amounts (as the FND hotline had a separate budget line.)

If you are happy with this, I'll send it off,

s47E(c), s47F

From: ResExpFood
Sent: Thursday, May 2, 2024 9:10 AM
To:  s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>

Cc: [REDACTED] s47E(c), s47F [REDACTED]@health.gov.au>

Subject: FOR URGENT REVIEW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]

Importance: High

Hi [REDACTED] s47E(c), s47F [REDACTED]

In [REDACTED] s47E(c), s47F [REDACTED] absence, I have made some changes which I think are necessary to the attached spreadsheet.

Please could you urgently review these changes to our food stuff - in red font.

Also one cell in particular is being weird – D46 about budget stuff but if you click on it, it should show you the information. I also was quite unsure about my nominations with each programs alignment with the strategies of the National Obesity Strategy.

Thank you and hope it is okay?

[REDACTED] s47E(c), s47F [REDACTED]

From: QAD Executive <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Sent: Wednesday, May 1, 2024 5:21 PM

To: [REDACTED] s47E(c), s47F [REDACTED]@health.gov.au>; ResExpFood <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Cc: QAD Executive <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>; CTB Coords

[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Subject: FW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]

Hi [REDACTED] s47E(c), s47F [REDACTED] and team

Can you please respond to the Obesity Team directly. They are chasing any input to their Senate Estimates brief. Please copy QAD into the response.

Thanks

[REDACTED] s47E(c), s47F [REDACTED]

Device Independent Bitmap) >>

Executive Officer | Amy Laffan | First Assistant Secretary
Quality and Assurance Division | Ageing and Aged Care Group
Australian Government Department of Health and Aged Care
P: 02 [REDACTED] s47E(c), s47F [REDACTED] | E: [REDACTED] s47E(c), s47F [REDACTED]@health.gov.au

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.

Making flexibility work - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless I reach out to you via phone or text, I'm not expecting you to read or reply until normal business hours.

From: QAD Executive <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Sent: Tuesday, April 23, 2024 9:19 AM

To: CTB Coords <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Cc: QAD Executive <[REDACTED] s47E(d) [REDACTED]@Health.gov.au>

Subject: FW: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]

Hi Team,

For your input please.

Thank you,

[REDACTED] s47E(c), s47F [REDACTED]

From: Obesity Team <s47E(d)@health.gov.au>

Sent: Monday, April 22, 2024 3:14 PM

To: QAD Executive <s47E(d)@Health.gov.au>; SDD Executive <s47E(d)@Health.gov.au>; RID Executive <s47E(d)@Health.gov.au>; HRD Executive <s47E(d)@Health.gov.au>; s47E(d)@ausport.gov.au; OFSPortfolioSupport <s47E(d)@Health.gov.au>; CHCC Coord <s47E(d)@health.gov.au>; CNMO <s47E(d)@health.gov.au>; HERD Inputs <s47E(d)@health.gov.au>; HPRG Parliamentary <s47E(d)@Health.gov.au>; HWDInputs <s47E(d)@health.gov.au>; FNHD Coordination <s47E(d)@health.gov.au>; MBDInputs <s47E(d)@health.gov.au>; MHSPD Inputs <s47E(d)@health.gov.au>; HSSD Coord <s47E(d)@health.gov.au>; Primary Care Inputs <s47E(d)@health.gov.au>; nhmrc.parliamentary@nhmrc.gov.au; Sport <s47E(d)@health.gov.au>; TAAD Inputs <s47E(d)@health.gov.au>; AODB Coordination <s47E(d)@Health.gov.au>; Health Equity Coords <s47E(d)@Health.gov.au>; TEC Coordination <s47E(d)@Health.gov.au>; s47E(d)@health.gov.au

Cc: PHD Coords <s47E(d)@health.gov.au>

Subject: INPUT REQUEST: Senate Estimates Briefing - Obesity - Australian Government initiatives - DUE: COB, Wednesday 1 May 2024 [SEC=OFFICIAL]

<< File: Obesity - Australian Government initiatives - Senate Estimates - May 2024(5).xlsx >>

Good afternoon,

In January, we reached out seeking information about Australian Government initiatives, programs or activities that contribute to addressing the prevention, management and treatment of overweight and obesity in Australia. We are now seeking any updates or additions to this information for briefing purposes for Senate Estimates in May.

ACTION REQUIRED:

- **REQUIREMENT:** Please review the attached spreadsheet that contains initiatives, programs and activities to address obesity in Australia in the attached excel spreadsheet. Please ensure any amendments or additions are coloured in **red text** so they are easily identifiable.
 - The spreadsheet attached has been pre-populated with previously identified initiatives, however a number of these require updates and/or completion. Please complete all columns (where possible).
 - In addition, please complete the spreadsheet for any other relevant initiatives that are not currently listed.
 - If the initiative is comprised of multiple components, please provide a separate line item for each initiative component.
 - For each initiative, please identify its alignment with the strategies of the National Obesity Strategy (column O).
 - A list of the strategies is provided in the second tab of the attached spreadsheet.
 - Further information about each of the strategies is contained in the National Obesity Strategy (available at: www.health.gov.au/sites/default/files/documents/2022/03/national-obesity-strategy-2022-2032_0.pdf).
 - For each initiative, please also provide a contact name and a co-ord inbox (columns T and V).
- **TIMING/ CLEARANCE:** Please provide **AS cleared** input, or NIL, to s47E(d)@health.gov.au by

COB, Wednesday, 1 May 2024.

- QUESTIONS: Please email s47E(d)@health.gov.au or contact s47E(c), s47F on s47E(c), s47F

Kind regards,

Obesity Team

Prevention and Wellbeing Section | Preventive Health and Food Branch | Population Health Division
Australian Government Department of Health

E: s47E(d)@health.gov.au

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

This document has been released under
the Freedom of Information Act 1982 (CTH)
By the Department of Health, Disability and Ageing

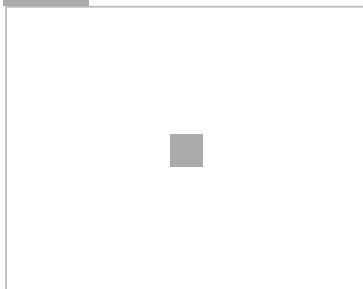
From: s47F
To: s47E(c), s47F ; s47F
Cc: s47E(c), s47F
Subject: RE: Evaluation working group [SEC=OFFICIAL]
Date: Friday, 16 June 2023 2:04:43 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Perfect s47E(c), s47F Monday 26 works for s47F and I.. locked in.

I look forward to meeting you all.

Best wishes,

s47F



s47F

Project Lead

08 s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

From: s47E(c), s47F

Sent: Friday, June 16, 2023 10:55 AM

To: s47F

Cc: s47E(c), s47F

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi s47F

Let's lock in 9:30-10:30am (AEST) Monday 26 of June. Alternatively, between 9-1am Tuesday 27 June we have flexibility, but I understand s47F doesn't work with the Foundation that day.

Once confirmed, I will send through a calendar invite.

Talk soon

s47E(c), s47F

**Transparency and Risk Profiling 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

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

PO Box 9848, Canberra ACT 2601, Australia

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.

From: s47F @maggiebeerfoundation.org.au>

Sent: Thursday, 15 June 2023 3:57 PM

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

@maggiebeerfoundation.org.au>

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

@health.gov.au>

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi again ,

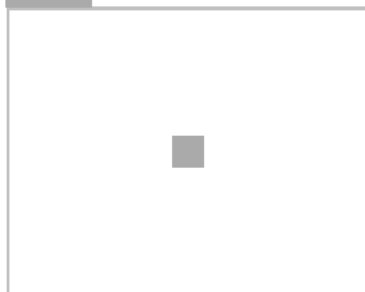
Sorry to be a pain... I can meet over the phone at that time (for up to 30 mins) as we will be in

transit.

Would that work – or the following week is far more flexible.

Cheers

s47F



s47F

Project Lead

08 s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

From: s47E(c), s47F @Health.gov.au>

Sent: Thursday, June 15, 2023 3:55 PM

To: s47F @maggiebeerfoundation.org.au>; s47F

@maggiebeerfoundation.org.au>

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

@health.gov.au>

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi s47F

That is exciting!

Will 9:30am (AEST) on Thursday work? I understand that s47F doesn't work on Friday's.

Once confirmed, I will send through a calendar invite.

Talk soon

s47E(c), s47F

**Transparency and Risk Profiling 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

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

PO Box 9848, Canberra ACT 2601, Australia

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From: s47F @maggiebeerfoundation.org.au>

Sent: Thursday, 15 June 2023 2:59 PM

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

@maggiebeerfoundation.org.au>

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

@health.gov.au>

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi s47E(c), s47F

I am very happy to meet, however we are filming our first set of online learning modules next week – I am free Thursday/ Friday if that suits others – otherwise the following week looks pretty flexible.

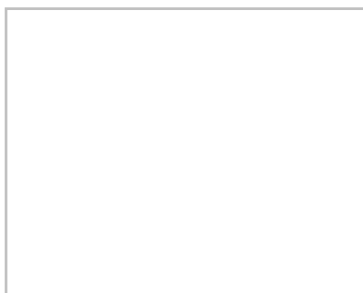
Thanks

s47F

s47F

Project Lead

08 s47F



SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

From: s47E(c), s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>

Sent: Thursday, June 15, 2023 2:22 PM

To: s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>; s47F

[@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.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: Evaluation working group [SEC=OFFICIAL]

Good afternoon s47F

Firstly, thank you s47F for sending the updated ToRs, and for clarifying our questions regarding the evaluation group.

From here, I wanted to follow up on setting up a time for us all to meet next week to discuss more about the evaluation, including any updates on how you are tracking. Please let me know which times below work best for you both and we will send through an invitation:

- 1-2pm Monday 19 June (AEST)
- 9-10am Wednesday 21 June (AEST)

Look forward to hearing from you!

Many thanks

s47E(c), s47F

**Transparency and Risk Profiling 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

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

PO Box 9848, Canberra ACT 2601, Australia

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From: s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Sent: Tuesday, 13 June 2023 4:17 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)>; s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi s47E(c), s47F

Thank you for your reply.

The Evaluation Reference Group will be providing advice on each of the items you have mentioned (the framework, assessment tools and reports), however the work will be conducted by the University of South Australia, led by s47F – also the chair of this group.

I have adapted the Terms of Reference to make this distinction explicit. Is it possible for a DOH representative to attend this group with these changes?

Many thanks and best wishes,

s47F



s47F

Project Lead

08 s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au**From:** s47E(c), s47F @health.gov.au>**Sent:** Friday, June 9, 2023 2:54 PM**To:** s47F @maggiebeerfoundation.org.au>**Cc:** s47E(c), s47F @Health.gov.au>; s47E(c), s47F @Health.gov.au>; s47F @maggiebeerfoundation.org.au>**Subject:** RE: Evaluation working group [SEC=OFFICIAL]

Hi s47F

Thanks for sending the Terms of Reference (ToR) through. We've had a look and noticed that the sub-committee would be responsible for developing and implementing the evaluation methodology, and for the preparation of the evaluation report.

As outlined in the executed grant agreement (page 7) and Clause 2.1 of the Grant Opportunity Guidelines, the intention is that the Foundation would engage an independent third party to develop the evaluation methodology and deliver the report to the Department by 31 March 2026. Are you able to confirm that this is your intention?

As the ToR is currently drafted we do not consider it would be appropriate for a departmental representative to be appointed to the subcommittee. We consider this would be a conflict of interest as the subcommittee would be required to meet deliverables set by the department. Our previous understanding was that the subcommittee would have more of an oversight/advisory role to the independent third-party evaluators, although this does not appear to be what is documented in the ToR, so we are hoping that you could clarify whether there has been any misunderstanding.

We are also conscious that page 7 of the executed grant agreement requires that the independent third party evaluator develop the evaluation methodology prior to the commencement of deliverables.

We think it would be useful to meet sooner than our first standard meeting scheduled for July to address this and see how things are going. Could you please let us know if any of the following times would be suitable and we will send through an invitation:

- Between 9-10am Wednesday 14 June (AEST)
- Between 12:00-1:33pm Wednesday 14 June (AEST)
- Between 2:00-3:30pm Wednesday 14 June (AEST)

Kind regards,

s47E(c), s47F

A/g Director | Transparency and Risk Profiling Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

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

Please note I work part-time remotely Monday-Wednesday and Friday.

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From: s47F <[REDACTED]@maggiebeerfoundation.org.au>
Sent: Tuesday, 6 June 2023 8:16 AM
To: s47E(c), s47F <[REDACTED]@health.gov.au>
Cc: s47E(c), s47F <[REDACTED]@Health.gov.au>; s47E(c), s47F <[REDACTED]@Health.gov.au>; s47F <[REDACTED]@maggiebeerfoundation.org.au>
Subject: RE: Evaluation working group [SEC=OFFICIAL]

Hi s47E(c), s47F

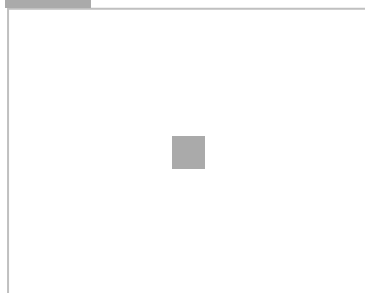
Lovely to meet you.

Attached are the group's draft Terms of Reference.

If you'd like any further information, please do not hesitate to get in touch.

Many thanks and best wishes,

s47F



s47F

Project Lead

08 s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F <[REDACTED]@maggiebeerfoundation.org.au>

www.maggiebeerfoundation.org.au

From: s47E(c), s47F <[REDACTED]@health.gov.au>
Sent: Tuesday, June 6, 2023 8:10 AM
To: s47F <[REDACTED]@maggiebeerfoundation.org.au>; s47F <[REDACTED]@maggiebeerfoundation.org.au>
Cc: s47E(c), s47F <[REDACTED]@Health.gov.au>; s47E(c), s47F <[REDACTED]@Health.gov.au>

Subject: RE: Evaluation working group [SEC=OFFICIAL]

Thanks so much Lesley.

And looking forward to meeting you s47F. Please reach out if you have any questions, and we'll send a meeting invitation for our monthly meetings.

Kind regards,

s47E(c), s47F

A/g Director | Transparency and Risk Profiling Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

T: 02 s47E(c), s47F | s47E(c), s47F <[REDACTED]@health.gov.au>

Please note I work part-time remotely Monday-Wednesday and Friday.

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.

From: s47F <[REDACTED]@maggiebeerfoundation.org.au>
Sent: Tuesday, 6 June 2023 7:07 AM
To: s47F <[REDACTED]@maggiebeerfoundation.org.au>
Cc: s47E(c), s47F <[REDACTED]@Health.gov.au>; s47E(c), s47F <[REDACTED]@Health.gov.au>; s47E(c), s47F <[REDACTED]@health.gov.au>
Subject: Re: Evaluation working group [SEC=OFFICIAL]
 Good morning s47F

s47F I introduce you to s47E(c), s47F and the team who have been my contacts throughout the negotiation time for the Grant, and go to with questions up until execution of the grant.

Please refer to question below re reference working group and respond accordingly.
Contact me if there is anything further I can help with.

Kind regards,



s47F

Community Relations Manager

t: 08 s47F m: s47F

SAHMRI, PO Box 11060, Adelaide, SA 5001

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

Work days: Mon, Wed & Thu



On 6 Jun 2023, at 05:54, s47E(c), s47F
@health.gov.au> wrote:

Hi s47F

Thanks for your email.

I had a look back and I'd sent through some questions regarding the evaluation reference group which I think you may have missed (see attached).

If you could please provide a bit more detail around the group (e.g do you have a Terms of Reference or do you plan on developing one?) then we will be able to decide on the appropriate person and will let you know shortly after.

Thanks,

s47E(c), s47F

s47E(c), s47F

A/g Director | Transparency and Risk Profiling Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

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

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

Sent: Monday, 5 June 2023 4:06 PM

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

Cc: **s47E(c), s47F** [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

Subject: Evaluation working group

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Hi **s47E(c), s47F** I was wondering when we spoke about a person from DOH representing on this group did you have someone in mind?

Kind regards,

s47F

Community Relations Manager

t: 08 **s47F** m: **s47F**

SAHMRI, PO Box 11060, Adelaide, SA 5001

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

Work days: Mon, Wed & Thu

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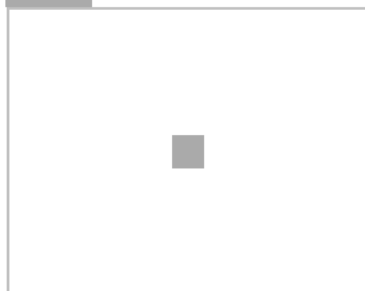
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By the Department of Health, Disability and Ageing

From: s47F
To: s47E(c), s47F
Cc:
Subject: RE: Completed Confidentiality forms - MBF Chef Trainers [SEC=OFFICIAL]
Date: 26:05 PM
Attachments: s22

Witnessed version attached

Thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F @maggiebeerfoundation.org.au

www.maggiebeerfoundation.org.au

From: s47E(c), s47F

Sent: Monday, August 28, 2023 11:32 AM

To: s47F

Cc: s47E(c), s47F

Subject: RE: Completed Confidentiality forms - MBF Chef Trainers [SEC=OFFICIAL]

Good morning s47F

Thanks so much for sending through!

Could we please have an updated form for s47F? There was no witness signature. I have attached

Many thanks

s47E(c), s47F

**Resident Experience and Food Policy 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

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

PO Box 9848, Canberra ACT 2601, Australia

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From: s47F @maggiebeerfoundation.org.au>

Sent: Monday, 28 August 2023 9:56 AM

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

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

@Health.gov.au>

Subject: Completed Confidentiality forms - MBF Chef Trainers

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 all,

Please find attached completed confidentiality forms by our Chef Trainers.

Many thanks

s47F

s47F

**Project Lead**

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)www.maggiebeerfoundation.org.au

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By the Department of Health, Disability and Ageing

From: s47F
To: s47F; s47F
Cc: s47E(c), s47F
Subject: RE: Budget Forecast [SEC=OFFICIAL]
Date: Thursday, 30 November 2023 8:53:29 AM
Attachments: [image001.png](#)
[image002.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.

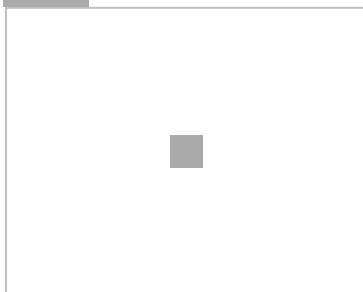
Hi s47E(c), s47F

I will be able to provide you with a budget forecast for FY 2023-24 along with the monthly progress report.

I'll follow up on the other items you have listed after that.

Thank you,

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

From: s47E(c), s47F

Sent: Wednesday, November 29, 2023 2:12 PM

To: s47F

Cc: s47E(c), s47F

Subject: Budget Forecast [SEC=OFFICIAL]

Hi s47F

Following on from our meeting on Monday, I wanted to request that you send through a budget forecast outlining expected monthly spend for the rest of this financial year, but also for the entire grant lifespan (acknowledge this may take longer if you don't already have it). We are just looking at whether the budget that was submitted with the grant application is still an accurate reflection of how you expect the funding to be spent.

In addition, considering the increase in work expected for next year with the Trainer Mentor Program commencing, we would be amenable to a revision of the budget to allow a project officer or data officer/analyst to come onboard (e.g send SMSs or find ways to automate!) to free up some of your time for other tasks. Happy for you to explore this in your forecast budget if this is something that you are interested in.

Do you think you would be able to provide this by 8 December?

Happy to discuss any of the above.

Thanks,

s47E(c), s47F

Assistant Director | Resident Experience and Food Policy Section

Quality and Assurance Division | Ageing and Aged Care Group

Choice and Transparency Branch

Australian Government Department of Health and Aged Care

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

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By the Department of Health, Disability and Ageing

From: s47F
To: s47E(c), s47F
Cc: s47E(c), s47F ; s47F ; National.AgedCareGrants@dss.gov.au
Subject: RE: Activity Work Plan and Risk Management Plan [SEC=OFFICIAL]
Date: Wednesday, 2 August 2023 1:54:11 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

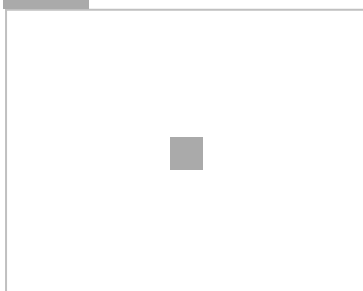
Hi s47E(c), s47F

Thank you for sending these through. I am happy to accept these minor edits.

I look forward to receiving the official approval from s47F

Many thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

From: s47E(c), s47F

Sent: Wednesday, August 2, 2023 11:48 AM

To: s47F

Cc: s47E(c), s47F ; s47F ;

National.AgedCareGrants@dss.gov.au

Subject: RE: Activity Work Plan and Risk Management Plan [SEC=OFFICIAL]

Hi s47F

Once again, thank you so much for making the additional changes we requested to your Risk Management Plan (RMP) and Activity Work Plan (AWP), and apologise for the delay in getting back to you on this.

We have reviewed the updated documents and have just made some final minor changes. These include:

- aligning terminology of the approved grant activity names in both the RMP and AWP
- minor change to risk #8 Breach of Privacy or Consent requirements in RMP. These have been shown in red text.
- risk ratings in the AWP have been updated to reflect the risk ratings on the RMP.
- minor changes made to the RMP were also made in the AWP in tracked changes.

We are now seeking your approval of these minor changes, so we can officially tick this off our list. Once we receive your written approval of the changes, we will notify your Funding Arrangement Manager (s47E(c), s47F) and she will send an official 'approval' email. She will also provide an update on when your Performance Report will be due.

Any questions, please don't hesitate to get in touch. Thanks again for making the additional changes.

Kind regards,

s47E(c), s47F

Assistant Director, Resident Experience and Food Policy
 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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, water and community. We pay our respects to all Elders past and present.

From: s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Sent: Monday, 24 July 2023 1:10 PM

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

Cc: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; s47E(c), s47F

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

[@maggiebeerfoundation.org.au](mailto:s47E(c), s47F@maggiebeerfoundation.org.au)>; National.AgedCareGrants@dss.gov.au

Subject: RE: Activity Work Plan and Risk Management Plan [SEC=OFFICIAL]

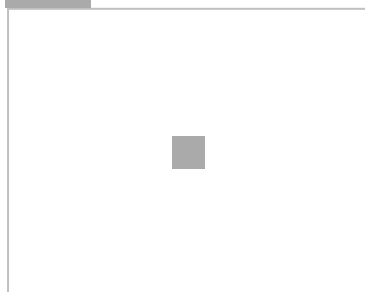
Hi s47E(c), s47F

Please find attached the updated Risk Management Plan and Activity Work Plan.

If you have any further questions, please give me a call.

Thanks

s47F



s47F

Project Lead

08 s47F

Mobile: s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

From: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

Sent: Tuesday, July 18, 2023 4:54 PM

To: s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Cc: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; s47E(c), s47F

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

[@maggiebeerfoundation.org.au](mailto:s47E(c), s47F@maggiebeerfoundation.org.au)>; National.AgedCareGrants@dss.gov.au

Subject: RE: Activity Work Plan and Risk Management Plan [SEC=OFFICIAL]

Hi s47F

Thank you for sending through the Risk Management Plan and Activity Work Plan to us for assessment.

Risk Management Plan

We appreciate the improvements that you and the team have made to the plan. It is much closer to what we were originally expecting, although we have identified a few further improvements that we are requiring the Foundation to make before we provide sign-off. Once these changes have been made, we believe we should have the level of detail to be able to provide assurances to Government that all risks have been fully considered with adequate risk controls in place in respect to the grant.

We have included a list of overarching feedback below and have also used the comments function to provide specific input on the plan for your action.

Overarching comments:

- There appears to be some duplication between the 'risk controls' and 'mitigation strategies'. Risk controls are measures that are currently in place to reduce the chance of the risk becoming an issue, while mitigation strategies should identify the handling strategies that would be used to eliminate/lessen the likelihood and/or consequence if the risk were to increase or become an active issue. To reduce confusion, it might be helpful if clarifications can be made between the two sections

with the difference being, 'risk controls' are being implemented currently, and 'mitigation strategies' are strategies that could be implemented if the risk were to increase.

- In addition to the current risks identified from the overarching perspective of the grant, we would be grateful if the Foundation could consider whether there are any further risks that could be identified that relate to the specific grant activities, for example issues that may directly relate to State and Territory Hubs.
- We note that the COVID-19 risk plan that was included in the first Risk Plan is no longer included. While we acknowledge new Risk 11 addresses emergency events generally, we thought the previous risk was very well outlined in the original plan and recommend that this be reinstated (in addition to new Risk 11).
- We would be grateful if additional risks could be included on the following topics:
 - safe data collection, use and disclosure,
 - sector reach across difficult locations e.g. rural/remote.
- We would suggest that the Foundation review the current risks and where it is not already the case, shift the focus to the grant outcomes, for example - ensuring chefs/cooks feel more confident about implementing the new standard as part of the training evaluations.

While it is for a different purpose, we have also attached some guidance that we have used in the past to prepare risk assessment. This provides a variety of categories of potential risk areas (which should assist with determining risks) and also guidance on the tolerance levels. This should hopefully assist with identifying the additional risks mentioned above.

Activity Work Plan

We are happy with the activity work plan, although given that you will be making changes to ensure that the Risk Management section aligns with the Risk Management Plan, we thought it would be useful to send through a couple of minor comments included in the version attached. The comments mainly relate to consistency of language and ensuring that details are as up to date as possible (acknowledging the additional detail you provided via the Summary of Activities/Narrative yesterday).

We would be grateful if you could provide updated plans for our assessment at your earliest convenience.

Please also don't hesitate to contact us if you would like to clarify anything.

Kind regards,

s47E(c), s47F

Assistant Director, Transparency and Risk Profiling
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 | E: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

GPO Box 9848, Canberra ACT 2601, Australia

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From: s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Sent: Thursday, 29 June 2023 12:11 PM

To: National.AgedCareGrants@dss.gov.au

Cc: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)>; s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>; s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)>

Subject: Activity Work Plan and Risk Management Plan

Importance: High

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Dear s47E(c), s47F

Please find attached the following documents for your review and approval:

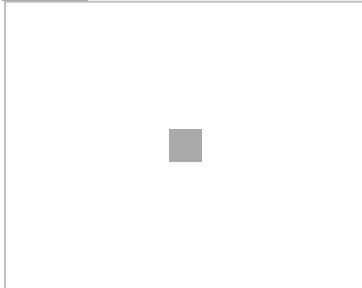
- Activity Work Plan (please can you confirm who at the Foundation should sign this)
- Risk Management Plan

The Monthly Progress Report and Engagement and Communications Plan will follow shortly.

Please do not hesitate to get in touch if you need further information or detail.

Many thanks and best wishes,

s47F



s47F

Project Lead

08 s47F

SAHMRI, PO Box 11060, Adelaide, SA

s47F [@maggiebeerfoundation.org.au](mailto:s47F@maggiebeerfoundation.org.au)

www.maggiebeerfoundation.org.au

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