

**From:** s47F  
**To:** s47F (Sen M. Smith)  
**Cc:** PAUL, Dimity; s47F  
**Subject:** RE: [ADVICE] Request for committee to suggest item for ANAO draft work program [SEC=OFFICIAL]  
**Date:** Wednesday, 27 March 2024 3:59:28 PM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.jpg](#)  
[image007.gif](#)  
[image001.png](#)

Hi s47F

Thank you for your email.

# s47C

Thanks

s47F

s47F

Adviser – Aged Care, Parliamentary & Caucus

Office of the Hon. Anika Wells MP  
 Minister for Aged Care | Minister for Sport  
 Member for Lilley

M: s47F | E: s47F @health.gov.au

**From:** s47F (Sen M. Smith) s47F @aph.gov.au>

**Sent:** Wednesday, March 27, 2024 3:49 PM

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

**Subject:** [RE: ADVICE] Request for committee to suggest item for ANAO draft work program

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Hi s47F

The meeting at which this was discussed has now closed. In the absence of advice, the letter has been noted.

s47C

. The Committee will be writing back to ANAO tomorrow so would appreciate any direction on this at your earliest.

Thanks

s47F

**Media & Communications Advisor**

**T** (08) 8340 0444 **M** s47F  
**E** s47F@aph.gov.au **W** [www.mariellesmith.com.au](http://www.mariellesmith.com.au)  
**A** T1/10 Park Terrace, Bowden SA 5007 | Karna Country  
 @SenatorMarielleSmith



I acknowledge the Traditional Owners of the lands and waters upon which I live and work. I pay my respects to their Elders past, present and emerging.

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**From:** s47F@aph.gov.au  
**Sent:** Wednesday, March 27, 2024 1:35 PM  
**To:** Smith, Marielle (Senator) <[Senator.Marielle.Smith@aph.gov.au](mailto:Senator.Marielle.Smith@aph.gov.au)>; s47F (Sen M. Smith) s47F@aph.gov.au  
**Cc:** s47F (Sen M. Smith) s47F@aph.gov.au; Community Affairs, Committee (SEN) s47E(d)@aph.gov.au  
**Subject:** FW: Request for committee to suggest item for ANAO draft work program

Good afternoon

As discussed with s47F the attached letter will be brought to the attention of the committee when it considers the ANAO work program.  
 The secretariat will bring copies of the letter to the meeting.

Thanks

s47F | Committee Secretary

Senate Standing Committees on Community Affairs  
 Telephone 02 s47F | s47F  
[www.aph.gov.au/senate](http://www.aph.gov.au/senate)

*I acknowledge the traditional Custodians of Country throughout Australia and pay my respect to the elders, past and present of all Australia's Indigenous peoples.*

---

**From:** s47F (Sen J. Rice) s47F@aph.gov.au  
**Sent:** Wednesday, March 27, 2024 12:00 PM  
**To:** s47F@aph.gov.au  
**Cc:** Community Affairs, Committee (SEN) s47E(d)@aph.gov.au; s47F (Sen P. Allman-Payne) s47F@aph.gov.au; Smith, Marielle (Senator) <[Senator.Marielle.Smith@aph.gov.au](mailto:Senator.Marielle.Smith@aph.gov.au)>  
**Subject:** Request for committee to suggest item for ANAO draft work program

Hi s47F

I hope your day is going well!

I believe last meeting Senator Rice raised with the committee her desire for the committee to suggest the ANAO add an audit of a Department of Health and Aged Care's contract with Miles Morgan Australia to deliver the Future Fit Program to their work agenda.

This morning Senator Rice sent the attached letter to the ANAO and we wanted to send this the committee for their consideration.

Kind regards,

s47F

s47F | Senior Policy and Parliamentary Advisor

Office of Senator Janet Rice

Australian Greens Senator for Victoria

Shops 2-3, 26 Lygon Street, Brunswick East, 3057. Ph: 03 9381 1446

Pronouns – She/Her

Email - s47F@aph.gov.au

Facebook - [facebook.com/Janet.Rice.Greens](https://www.facebook.com/Janet.Rice.Greens)

Twitter - @Janet\_Rice

Instagram - @janetricegreens

<http://greens.org.au/vic/person/janet-rice>

*The Office of Senator Janet Rice respectfully acknowledges the Traditional Owners and Custodians of the Country on which we work*

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**From:** s47F (Sen J. Rice)  
**To:** Minister Wells  
**Cc:** s47F; Rice, Janet (Senator)  
**Subject:** Confidential - Letter to Minister Wells re Miles Morgan Australia  
**Date:** Monday, 20 November 2023 5:05:28 PM  
**Attachments:** Letter to Minister Wells re Miles Morgan Australia .pdf

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**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,

Please find attached a letter from Senator Rice regarding Miles Morgan Australia.

Kind regards,

s47F

s47F | Senior Policy and Parliamentary Advisor  
Office of Senator Janet Rice  
Australian Greens Senator for Victoria

Shops 2-3, 26 Lygon Street, Brunswick East, 3057. Ph: 03 9381 1446

**Pronouns** – She/Her

**Email** - s47F @aph.gov.au

**Facebook** - [facebook.com/Janet.Rice.Greens](https://www.facebook.com/Janet.Rice.Greens)

**Twitter** - @Janet\_Rice

**Instagram** - @janetricegreens

<http://greens.org.au/vic/person/janet-ric>

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## ELECTORATE OFFICE

Shop 2-3, 26 Lygon St  
Brunswick East VIC 3057  
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## SENATE OFFICE

Parliament House  
Canberra ACT 2600  
P: (02) 6277 3225

The Hon Anika Wells  
Minister for Aged Care  
PO Box 6022  
House of Representatives  
Parliament House  
Canberra ACT 2600  
Via email: [minister.wells@health.gov.au](mailto:minister.wells@health.gov.au)

20th of November 2023

Dear Minister,

*In confidence*

I am writing to request an urgent meeting with you to discuss concerns regarding Miles Morgan Australia (MMA) and the Future Fit Program.

I greatly appreciated your team organising for me to meet officers from the Department of Health and Aged Care to discuss the Future Fit Program.

However, due to the sensitive nature of my concerns, I would greatly appreciate the opportunity to discuss them with you directly.

Since raising my concerns at Supplementary Budget Estimates about MMA and the Future Fit Program, I have heard from a range of people both inside and outside of the Meals on Wheels network about the alleged unethical business practices of MMA.

Some of the most alarming issues that people have raised with me include:

- Questionable conduct whilst fulfilling Commonwealth contracts;
- Mishandling sensitive health data including personal government identifiers and,
- Threatening people involved with the Future Fit Program and Meals on Wheels with legal action if they seek to raise their concerns externally.

I understand that MMA's contract to deliver Future Fit is due to end on the 31st of December but that they are seeking an extension of their contract. The information presented to me leads me to strongly believe that would not be in the government or community's interests to re-contract MMA.

To organise a meeting please contact my diary manager, s47F, by emailing s47F@aph.gov.au or I can be contacted directly on s47F.

Yours sincerely,

# SENATOR JANET RICE

Greens Senator for Victoria

FOI 5281 IC - Document 3



## ELECTORATE OFFICE

Shop 2-3, 26 Lygon St  
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P: (03) 9381 1446

## SENATE OFFICE

Parliament House  
Canberra ACT 2600  
P: (02) 6277 3225

A handwritten signature in black ink, appearing to read 'Janet'.

Janet

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**From:** [Lakshman Gunaratnam](#)  
**To:** [Minister Wells](#)  
**Cc:** s47F ; s47F ; [@aph.gov.au](#); s47F  
**Subject:** Meeting request to discuss the Australian Care Worker Gateway  
**Date:** Monday, 6 March 2023 3:24:42 PM  
**Attachments:** [image002.png](#)  
[Australian Care Worker Gateway - Summary of MMA 2023-24 pre-Budget submission.pdf](#)

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Dear Minister,

I hope the start of this sitting week finds you well.

Miles Morgan Australia (MMA) is pleased to be able to continue to support your reform work through our support of the active Meals on Wheels network. I look forward to the possibility of you attending the event being hosted by the Speaker on 22 March for the Meal on Wheels program your department funds, which was recently expanded under your term (Future Fit), and also the possibility of being able to support your announcement of the exciting developments in Victoria to keep social connection at the heart of CHSP meal delivery (in and around the Whitehorse LGA).

But today, I am writing to you about work we have been doing with the s47G and others resulting in a pre-Budget submission.

As you know, productivity in the care economy is difficult to achieve – one hour of care is one hour of care. And therefore, in order to continuously improve our economic performance, governments will need to invest in productivity improvements resulting from better care quality and care outcomes. Not only will capability improvements across care sectors be important for the economy, but equally (if not more importantly) these investments will improve the quality of life of individuals and the cohesion of communities.

With a focus on improving the quality of care, we have put together a proposal that will help government create a digitised licensing framework that allows care workers to securely share information – from police checks to qualifications – with their employers, government and recipients of care and their families. **We believe this work can help drive significant improvements and underpin a number of aged care workforce initiatives in an unprecedented way.**

By putting care workers at the centre (rather than the somewhat punitive worker registration schemes currently in place or in progress), and will provide:

- A response to 15 recommendations arising out of the Royal Commission into Aged Care Quality and Safety
- A unique opportunity to facilitate multi-employer collective bargaining
- An opportunity to decentralise data holdings to the data owner, with world best practices for data privacy and consent
- An opportunity to better target training investment and support – maintaining common

- standards, reducing barriers for entry and mobility
- Increased transparency and accountability for the community and reduced administration and costs for employers and workers
  - Better skills-job alignment, better career pathways and better pay – with a focus on workplace assessments that also serve to build the capability of service providers (employers) in how they engage and develop staff.

While initially focused on aged care workers (where the biggest capability gaps currently are), the Australian Care Worker Gateway will ultimately benefit, and providing savings across all care sectors. While work has recently commenced on the aged care worker registration scheme, this proposal will take what has been planned and take it into a modern era, for the benefit of workers and the community, not just the regulators.

MMA and our partners have invested \$4.5 million in this project and we've made a pre-budget submission to Federal Treasury seeking Federal Government support of \$6.3 million in the May 23/24 budget. This funding would develop a combined first and second pass business case outlining the value, importance and relevance, as well as the benefits, costs and risks involved with full implementation of the Gateway by 2025.

A summary of the proposal is attached, we are happy to share the larger pre-budget submission with you on request. If you would prefer a video summary, please head to: [Australian Care Worker Gateway - Miles Morgan Australia](#)

We would welcome the opportunity to discuss this proposal with the Minister, yourself or Nick and would make ourselves and key partners available at any time that is suitable.

I look forward to being able to connect with your office.

Yours sincerely,

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F [@milesmorgan.com.au](mailto:@milesmorgan.com.au)



**From:** [Lakshman Gunaratnam](#)  
**To:** [Minister Butler](#); [Minister Wells](#)  
**Cc:** s11C [redacted]; s47F [redacted] s47F [@qmow.org](mailto:s47F@qmow.org); [Macdonald Les](#)  
**Subject:** Briefing on the Meals on Wheels transformation initiative – FUTURE FIT  
**Date:** Tuesday, 10 January 2023 5:36:25 PM  
**Attachments:** [image001.png](#)  
[Introduction to FUTURE FIT 10-01-2023.pdf](#)  
[Attachment 1\\_FUTURE FIT overview\\_January 2023.pdf](#)  
[MOW active network stats\\_by federal electorate.xlsx](#)

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Dear Ministers,

I am providing this letter and supplementary briefing materials on behalf of FUTURE FIT – a Meals on Wheels transformation initiative funded by your Department.

We would welcome the opportunity to provide any further information or assistance.

Kind regards  
Lakshman  
Lakshman Gunaratnam  
CEO

s47F [redacted]  
s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)



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The Hon Mark Butler MP  
Minister for Health and Aged Care

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

10 January 2023

### **Briefing on the Meals on Wheels transformation initiative – FUTURE FIT**

Dear Minister Butler and Minister Wells,

As the CEOs of Meals on Wheels (MOW) Queensland and New South Wales we represent the largest network of active MOW service organisations in Australia.

We are writing to you to provide with an overview of the transformation initiative titled FUTURE FIT – confirming our commitment to achieving its goals.

As you would be aware, our respective state associations, together with individual Meals on Wheels services, are working with Miles Morgan Australia to deliver this once-in-a-generation opportunity to modernise the operations of Meals on Wheels.

This has been made possible by an investment of \$7.5 million from your Department of Health and Aged Care, including an important extension of time and scope under the Albanese Government.

Miles Morgan Australia has developed, for your reference, a summary of the landscape in which we are delivering FUTURE FIT (Attachment 1).

At its core, FUTURE FIT:

- Captures a picture of the active Meals on Wheels network, identifying the challenges and opportunities for individual services, including electorate data on the number of volunteers, meals provided and people we feed each year, provided with this correspondence
- Creates a tool kit of resources to inform business and operational decisions
- Improves network infrastructure, providing better people, process and technology support
- Builds relationships across the network to leverage the brand, purchasing power and reach of the Meals on Wheels network
- Showcases reforms and providing a platform for change.

Collectively we are building an environment to better support older Australians, so that they can continue to receive high-frequency social connection – the essence of community-based care.

Meals on Wheels Queensland and New South Wales are committed to ensuring our network becomes a transformation exemplar, in preparation for the new in-home care program in 2024.

FUTURE FIT creates opportunities for our members to work collaboratively with like-minded organisations such as Lite n'Easy – creating values-based partnerships in preparation for broader reforms to the service system. The Deputy Speaker, Ms Sharon Claydon MP was invited to attend an event in Newcastle just before Christmas that speaks to the value of these prospective partnerships.

With the re-establishment of the Parliamentary Friends of Meals on Wheels, we will work with the group's co-convenor Mr Steve Georganas MP to ensure local representatives are well positioned to celebrate key milestones with their local service organisations over the next 12 months, and beyond.

On matters relating to FUTURE FIT, we will continue to work closely with your Department and look forward to providing your office with any supplementary briefings on progress and milestones.

We know the Albanese Government will always look to support the vital work Meals on Wheels volunteers do in our communities every day.

Our members would welcome an opportunity to host you both, or any member of Albanese Government, at any time to discuss FUTURE FIT.

We look forward to showcasing our progress over the coming months.

Yours sincerely,

s47F

Evan Hill  
CEO  
QLD Meals on Wheels

s47F

Les MacDonald  
CEO  
NSW Meals on Wheels

s47F

Lakshman Gunaratnam  
CEO  
Miles Morgan Australia

Copy to: Ms Sharon Claydon MP, Deputy Speaker of the House of Representatives and Member for Newcastle and Mr Steve Georganas MP, Member for Adelaide

**About the data**

Meal data provided for the 2020-21 financial year.

Data was self-reported by Meals on Wheels (MOW) contract holders as part of a Finance and Operations Stocktake (the Stocktake) conducted as part of the FUTURE FIT Initiative.

Data was collected from 21 February 2022 to 14 July 2022.

Data has been cleaned to exclude responses from any contract holder that completed less than 10% of questions. Partial completions greater than 10% of the questions have been included.

Only electorates where MOW services responded to the Stocktake have been included.

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Electorate	CHSP contract holders	Additional outlets	Dedicated MOW kitchen	Total clients	CHSP meals contracted	CHSP meals delivered	HCP meals delivered	NDIS meals delivered	State government meals delivered	Other program meals delivered	Total meals	Number of employees	FTE staff	Registered volunteers	Volunteers active per week
Adelaide	1	4	4	635	77,746	67,130	18,869	2,320	5,610		93,929	s47F	5.2	365	355
Banks	1		1	165	52,729	45,728	1,500	1,020			48,248	10	3.7	80	70
Barker		12	3	830	83,791	72,351	16,970	1,925	4,354		95,600	s47F	5.5	1,264	415
Bass		1	-	614	43,647	38,579	6,900		1,330		46,809		2.4	190	115
Bean	2		-	163	21,878	19,755					19,755		1.2	82	17
Benelong	1		-	170	58,503	45,540	3,091	1,918			50,549		2.5	83	38
Berowra		1													
Blair	3	3	2	758	72,305	69,326	2,737				72,063	22	9.6	309	158
Blaxland	1		1	2,600	16,357	17,000	600	800			18,400	s47F	2.0	100	20
Bonner	1	2	1	429	33,000	32,421	1,036		143	815	34,415	7	4.7	225	90
Boothby		5	5	1,109	126,277	109,035	30,694	5,768	9,034		154,531	-	8.5	833	535
Bowman	3	1	3	2,012	262,075	252,891	23,078	1,058	14,246		291,273	43	26.6	745	550
Braddon		6	-	387	39,746	40,033	63,052	99	4,249	324	107,757	11	2.5	273	343
Bradfield	1		1	650	116,900	65,000					65,000	14	11.5	240	180
Brisbane	2		2	257	51,516	37,527	10,910	1,767	7,370	1,043	58,617	10	6.3	166	85
Calare	4	1	1	6,883	67,917	64,537	8,853	3,540			76,930	7	5.0	298	70
Capricornia	4		3	634	147,330	118,530	53,092	3,249	1,968		176,839	19	15.1	325	258
Chifley	1		1	494	65,338	55,405	5,000				60,405	9	5.8	61	55
Clark	1	1	-	323	8,326	38,755	65,259	2,580	11,628	4	118,226	7	3.0	71	327
Cook	2		-	1,108	55,874	40,213	19,210	298		9,968	69,689	12	7.1	79	54
Corio	1		-	598	115,632	46,304	7,444		3,956		57,704	11	7.0	120	30
Cunningham	4	1	-	685	75,731	50,346	6,123	7			56,476	12	5.4	154	63
Dawson	2		2	79	10,987	8,343	5,028	365	532	28	14,296	s47F	2.8	48	31
Dickson	1		1	552	115,280	109,283	2,731	5	10,284	500	122,803	25	15.0	400	330
Dobell	2		-	1,140	208,994	209,356	16,450	115,310			341,116	19	14.2	389	250
Eden-Monaro	3	4	-	642	114,001	87,442	7,363	5,786	2,797		103,388	8	6.1	166	100
Fadden	1		-	120	23,901	31,467	831				32,298	s47F	1.4	30	30
Fairfax	4		3	558	77,052	71,232	14,725	920	165	6	87,048	11	8.7	334	156
Farrer	7	8	1	996	104,562	108,062	16,690	1,579	114	83,031	209,476	21	12.4	881	162
Fisher	2		2	743	68,795	141,053	5,518	2,310	12,470		161,351	10	7.4	160	160
Flynn	12	8	6	849	84,456	111,834	9,310	848	1,288	9,388	132,668	60	9.8	360	138
Forde	2		1	10,528	9,000	37,192	3,330	1,210			41,732	s47F	4.3	91	84
Fowler	1		1	228	32,878	34,930	1,036	2,846			38,812	8	5.0	39	71
Franklin		3	-	383	12,489	37,244	84,412	2,840	5,961	1,392	131,849	12	3.0	211	354
Gilmore	4	3	2	1,136	114,421	102,012	19,490	4,045		150	125,697	17	10.0	499	172
Grayndler	1		-	311	48,692	41,600	8,000	3,286			52,886	8	8.0	20	6
Grey		31	2	862	103,412	89,293	24,891	2,527	8,455		125,166	s47F	6.2	2,042	500
Griffith		2													
Groom	2	1	1	524	70,690	83,126	10,000	2,880	14,230		110,236	6	6.0	200	221
Herbert	1		1	596	63,999	59,540	64,540		5,117		128,197	10		200	150
Hindmarsh		3	3	859	74,441	64,277	19,167	1,608			90,424	s47F	5.1	345	285
Hinkler	2		1	948	118,933	80,616	15,025	2,072	7,833	3,969	109,515	18	6.4	224	50
Hume	4	2	-	733	90,000	88,329	2,408	1,635			92,372	14	7.6	262	114
Hunter	1	3	-	35	408	3,381					3,381	-	-	55	20
Kennedy	12		9	633	84,013	87,755	7,990	645	14,465	1,544	112,399	26	12.1	547	338
Kingsford Smith	1		-	316	56,575	51,850	1,468				53,318	s47F	4.0	44	36
Kingston		4	1	932	93,394	80,642	23,615	2,306	5,129		111,692		6.4	449	335
Leichhardt	4		3	521	73,797	89,300	19,315	5,508	5,845	6,595	126,563	21	16.1	144	76
Lilley	4	1	4	698	120,599	130,802	18,465	380	6,259		155,906	18	12.1	226	158
Lindsay	1		-	800	55,999	64,561	589	11,291		2,234	78,675	12	7.0	76	50
Longman		3													
Lyne	2	1	2	234	19,062	22,796	7,433	20			30,249	12	5.4	108	55
Lyons		7	1	454	28,045	43,177	83,739	969	7,186	192	135,263	12	3.0	352	330
Macquarie	1		-	578	81,042	67,247	6,588	8,218			82,053	14	7.0	80	41
Makin		1	-	296	32,169	27,777	11,466	79		504	39,826	-	2.2	157	80
Maranoa	23	2	4	656	70,645	62,009	8,985	1,080	4,013	4,148	80,235	36	15.2	787	214
Mayo		9	2	718	70,175	43,636	12,699	894	2,086		59,315	s47F	4.5	789	390
McMahon	1		1	378	45,545	51,270	4,500				56,030	13	10.0	20	20
McPherson	1	1	1	436	47,000	39,060	18	5	1,000		40,083	6	4.0	45	20
Moncrieff	2		-	251	22,017	19,767	910				20,677	8	2.1	60	32
Moreton		3													
New England	8	5	4	1,150	126,926	176,196	18,158	4,992		2,010	201,356	32	26.6	742	335
Newcastle	1	5	1	1,332	169,411	167,712	13,200	13,208		3,330	197,450	34	17.0	446	225
North Sydney	2	1	-	271	49,333	31,190					31,190	6	4.0	130	88
Oxley	1	2	1	150	14,949	13,073	1,190		1,207		15,470	s47F	2.5	25	20
Page	5	1	1	1,005	121,918	123,079	38,630	9,985		11,325	183,019	27	13.5	303	67
Parkes	11	6	2	18,022	142,922	128,919	13,023	3,986			145,928	36	24.5	783	209
Paterson	1	4	-	100	26,265	26,708	450				27,158	s47F	2.0	10	5
Petrie	2		2	256	76,754	62,117	4,019		3,858		69,994	9	5.2	155	140
Rankin	3		3	277	39,680	40,934	3,419		5,332	362	50,047	7	4.5	129	90
Reid	1	2	-	459	62,049	35,432	5,826	2,083			43,341	7	4.0	109	85
Richmond	3		1	765	106,390	119,624	28,070	2,995			150,689	19	10.8	175	47
Riverina	11	3	3	2,180	183,938	169,445	17,614	4,158			191,217	31	17.9	1,377	337
Robertson		3													
Ryan	3		1	759	68,393	79,995	17,108		595		97,698	13	8.4	345	135
Shortland	3	1	3	644	72,319	61,262	388	61			61,711	14	6.0	301	230
Spence		3	2	832	69,848	60,310	18,547	3,882	4,792		87,531	s47F	4.6	336	270
Sturt		4	2	1,929	107,698	92,992	25,677	1,718	4,115		124,502		7.4	424	350
Warringah	1		-	280	38,000	20,000	15				20,015		2.6	90	42
Watson	2		1	354	96,413	71,862	5,596				77,458	17	7.0	145	64
Wentworth	1		-	256	16,657	32,350	2,844	315		7,050	42,559	s47F	1.6	50	50
Whitlam	1		1	235	26,000	31,890	300			158	32,348	6	3.0	100	39
Wide Bay	4	2	3	554	57,664	58,498	3,416	437	3,162	374	65,887	15	8.5	304	174
Wright	5	1	1	420	50,042	63,644	11,368	157	914	134	76,217	8	10.9	231	118
<b>TOTALS</b>	<b>206</b>	<b>181</b>	<b>115</b>	<b>84,457</b>	<b>5,763,655</b>	<b>5,474,899</b>	<b>1,112,001</b>	<b>258,053</b>	<b>208,968</b>	<b>150,074</b>	<b>7,203,995</b>	<b>959</b>	<b>583</b>	<b>23,613</b>	<b>12,507</b>

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s22

**Subject:** Free

**Start:** Thu 19/12/2024 5:30 PM  
**End:** Thu 19/12/2024 5:30 PM

**Recurrence:** (none)

**Organizer:** s47F

**From:** Minister Wells  
**Sent:** Wednesday, 8 March 2023 12:45 PM  
**To:** s47F @milesmorgan.com.au' s47F @milesmorgan.com.au  
**Cc:** s47F @Health.gov.au  
**Subject:** DROP IN - NO SPEAKING/FORMAL ROLE | Parliamentary Friends of Meals on Wheels – first meeting of the 47th Parliament [SEC=OFFICIAL]

Dear Mr Gunaratnam

Thank you for the correspondence with invitation extended to Minister Wells to attend the Future Fit Parliamentary Friends of Meals on Wheels event being held on Wednesday 22 March 2023 from 11am – 11.45am.

Minister Wells will be happy to drop in during that period but does not want a speaking or any formal role. Please do not include the Minister in the formal program.

Once the program is finalised, can you please send me a copy for the Minister's information. She looks forward to dropping in around her commitments on the day.

Kind regards

s47F

s47F

**Executive Assistant / Diary Manager to the Minister**

Office of the Hon Anika Wells MP  
 Minister for Aged Care and Minister for Sport  
 Member for Lilley  
 P: 02 s11C | E: [Minister.Wells@health.gov.au](mailto:Minister.Wells@health.gov.au)  
 Ministerial Office: Suite M1.51 | PO Box 6022  
 Parliament House, Canberra ACT 2600

**From:** Lakshman Gunaratnam s47F @milesmorgan.com.au>  
**Sent:** Wednesday, 15 February 2023 4:15 PM  
**To:** Minister Wells <[Minister.Wells@Health.gov.au](mailto:Minister.Wells@Health.gov.au)>  
**Cc:** s47F @Health.gov.au>; s47F @aph.gov.au; s47F @Health.gov.au>  
**Subject:** ENTERED | Parliamentary Friends of Meals on Wheels – first meeting of the 47th Parliament

Dear Minister Wells,

I am writing on behalf of the members of the FUTURE FIT Portfolio Board – a Meals on Wheels transformation initiative funded by your Department.

I have attached information relating to the first meeting of the Parliamentary Friends of Meals on Wheels group.

Please let me know if we can be of further assistance.

Kind regards  
Lakshman

Lakshman Gunaratnam  
CEO

s47F [REDACTED]  
s47F [@milesmorgan.com.au](mailto:[REDACTED]@milesmorgan.com.au)



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**From:** s47F  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: FYI ONLY | Parliamentary Friends of Meals on Wheels [SEC=OFFICIAL]  
**Date:** Thursday, 8 December 2022 5:33:52 PM  
**Attachments:** [image002.png](#)  
[image003.png](#)

Thanks! I'll go to any events if they pop up.

s47F

Adviser – Digital Communications and Aged Care

Office of the Hon. Anika Wells MP  
 Minister for Aged Care | Minister for Sport  
 Member for Lilley

M: s47F | E: s47F @health.gov.au

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**From:** s47F @Health.gov.au>  
**Sent:** Thursday, 8 December 2022 4:09 PM  
**To:** s47F @Health.gov.au>; s47F @Health.gov.au>  
**Cc:** s47F @Health.gov.au>  
**Subject:** FYI ONLY | Parliamentary Friends of Meals on Wheels [SEC=UNOFFICIAL]

Apols if you already aware, I don't check my APH as frequently as I'd like!

NB this Parl Friends group relevant to our portfolio.

s47F

**From:** s47F (A. Wells, MP) s47F @aph.gov.au>  
**Sent:** Thursday, 8 December 2022 3:57 PM  
**To:** s47F @Health.gov.au>  
**Subject:** FW: Parliamentary Friends of Meals on Wheels



**From:** s47F (S. Georganas, MP) s47F @aph.gov.au>

**Sent:** Wednesday, 23 November 2022 8:33 AM

**To:** REPS-Members(REPS) s47E(d) @aph.gov.au>; REPS-Memstaff (REPS) s47E(d) @aph.gov.au>; SEN-Senators (SEN) s47E(d) @aph.gov.au>; SEN-Senstaff (SEN) s47E(d) @aph.gov.au>

**Cc:** s47F (S. Georganas, MP) s47F @aph.gov.au>; s47F @aph.gov.au

**Subject:** Parliamentary Friends of Meals on Wheels

Dear Senators and Members

Mark Coulton MP and Steve Georganas MP warmly invite you to join the ***Parliamentary Friends of Meals on Wheels.***

The purpose of this friendship group is to raise awareness and recognise the vital work Meals on Wheels volunteers do in our communities every day. This work is more than just delivering healthy and nutritious meals, it includes high-frequency contact with our most vulnerable citizens, safeguarding our communities from the significant health impacts of social isolation and loneliness.

For around 60 years, Meals on Wheels has delivered food and friendship to older Australians and those in need.

At last count, more than 7 million meals are delivered by more than 23,000 registered volunteers to 90,000 people each year in NSW, QLD, SA and TAS alone.

Meals on Wheels has embarked on an ambitious reform project called FUTURE FIT, to help stabilise and transform its service network in preparation for the new in-home aged care program.

If you would like to join or have any inquiries, please respond via email to [steve.georganas.MP@aph.gov.au](mailto:steve.georganas.MP@aph.gov.au) or [mark.coulton.MP@aph.gov.au](mailto:mark.coulton.MP@aph.gov.au)

Kind regards

**Steve Georganas MP**  
Member for Adelaide  
(Co-Chair)

**Mark Coulton MP**  
Member for Parkes  
(Co-Chair)

s47F

Office of Steve Georganas MP | Federal Member for Adelaide  
161 Main North Road  
NAILSWORTH SA 5083  
T: 08 8269 2433 / E: s47F @aph.gov.au

**From:** [Lakshman Gunaratnam](#)  
**To:** s47F  
**Subject:** Meals on Wheels and Sharyn Claydon  
**Date:** Tuesday, 20 December 2022 1:57:35 PM  
**Attachments:** [image001.png](#)  
[1756559459\\_20231220.pdf](#)

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Hi s47F

I hope you're well and looking forward to a well-deserved break!

Yesterday Miles Morgan Australia (MMA) organised an event with Sharon Claydon MP, the Meals on Wheels Newcastle branch and Lite N' Easy.

The event highlighted a Lite N' Easy donation to Meals on Wheels Newcastle of 500 meals for Christmas and was covered by the Newcastle Herald, article attached.

We're happy to organise a similar event for Minister Wells next year.

Steve Georganas MP has also recorded a message of support for the Parliamentary Friends of Meals on Wheels group, [viewable here](#), in his role as co-chair.

Mr Georganas mentioned MMA's work, Future Fit, to modernise the operations of Meals on Wheels as part of the new in-home care program.

I'd be grateful if Minister Wells could consider recording a similar message if the schedule permits and consider being involved in the launch event of the group when Parliament resumes in February.

Grateful for your time, thank you.

Kind regards  
Lakshman  
Lakshman Gunaratnam  
CEO

s47F  
s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)





20 DEC, 2022

## Donated meals spread joy

Newcastle Herald, Newcastle

Page 1 of 2

# Donated meals spread joy

BY HELEN GREGORY

FOR SISTER Maureen Rigby, her three Newcastle Meals on Wheels deliveries each week are more than lunches, dinners and desserts. They're also about connection.

"I find they're very respectful and personally interested in you," Sister Rigby said. "They want to bring the meals right inside and even put them in the fridge for you if you need that. They're very busy too, I admire them. It's volunteer work and they're so committed to their work and delivery to people. It saves us going down the street a lot to buy veggies... I just find them great men, they really are." She said clients also received small gifts on their birthdays, Easter and Christmas.

Donald McGregor has been volunteering with the Hamilton branch for 10 years and encouraged friends to join him. "I get a lot of self satisfaction giving back to the community," said Mr McGregor, who delivers meals to Waratah on Monday and Hamilton South and parts of Merewether and Adamstown on Friday. "Some of our clients lead very lonely lives and some days we're the only people that they see. There's always a smile on their face at the door when you arrive with the meals and over the years you form a close relationship with them. We're all on first name terms

and [we] really watch out for each other. The volunteers are a great bunch of people and you make a lot of friends, which is a bonus."

Mr McGregor delivered to Sister Rigby her regular order on Monday, as well as a Lite n' Easy traditional Christmas

dinner meal. Lite n' Easy donated 500 of the dinners for Meals on Wheels Newcastle clients. The two organisations recently formed a partnership, which Meals on Wheels Newcastle general manager Damien Isaacs said would improve "choice and range" for clients. "This part of the population is growing and growing rapidly, and being able to do that work efficiently and economically is going to be the biggest challenge moving forward. It doesn't mean in any way that Meals on Wheels stops cooking it means we are all working together to provide what is needed... by not competing we're putting our energy into the same goal."

The Meals on Wheels network is working with Miles Morgan Australia to modernise its operations.



20 DEC, 2022

## Donated meals spread joy

Newcastle Herald, Newcastle



Donald McGregor, Sharon Claydon, Sister Maureen Rigby and Lite n' Easy chief executive Dennis Stark.

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by the Department of Health, Disability

**From:** s47F  
**To:** s47F ; s47F ; s47F ; s47F  
**Subject:** FW: Meals on Wheels Australia - Meeting with Minister Wells [SEC=OFFICIAL]  
**Date:** Tuesday, 19 March 2024 3:29:23 PM  
**Attachments:** [image002.png](#)

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Hello

As flagged, Dimity and I are meeting with Paul on Thursday this week. He wishes to discuss the following:

- **The creation of the Support at Home Program and our evaluation of the benefits and risks the new program brings.**
  - **Our feedback on the exposure draft of the Bill for a new Aged Care Act.**
  - **The plans for future reform of Meals on Wheels services in light of the conclusion of the Future Fit program.**
- 

**From:** Paul Sadler s47F [@mealsonwheels.org.au](mailto:s47F@mealsonwheels.org.au)>  
**Sent:** Tuesday, March 19, 2024 9:37 AM  
**To:** s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>  
**Subject:** Re: Meals on Wheels Australia - Meeting with Minister Wells [SEC=OFFICIAL]

s47F

Unfortunately, that time clashes with the Parliamentary Friends of Meals on Wheels meeting (which runs from 11am-12.30pm). Can you make it 12.45pm? I'm available from 9.00-10.30am and 12.45-3.15pm.

**Paul Sadler**  
**Chair**

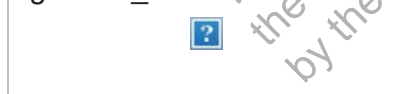
Meals on Wheels™ Australia

m: s47F

e: s47F [@mealsonwheels.org.au](mailto:s47F@mealsonwheels.org.au)

w: [mealsonwheels.org.au](http://mealsonwheels.org.au)

signature\_1033896897



Submitted on Wed, 2024-03-06 17:02  
 Submitted by: Anonymous

Submitted values are:

Title: Mr

Given name: Paul

Family name: Sadler

Email: s47F [@mealsonwheels.org.au](mailto:s47F@mealsonwheels.org.au)

Phone: s47F

Street address: c/- s11C

City/Suburb: Hornsby

State: New South Wales

Postcode: 2077

Organisation: Meals on Wheels Australia

Minister name: The Hon Anika Wells

Enquiry subject: Meeting with Meals on Wheels Australia

Details of your enquiry/comments:

I and other members of the Board of Meals on Wheels Australia will be at Parliament House, Canberra on Thursday 21 March for a meeting of the Parliamentary Friends of Meals on Wheels. That function runs from 11am to 1pm. We hope to see the Minister at the function.

The purpose of this communication is to ask for a meeting with the Minister either in the couple of hours before our function, or alternatively in the couple of hours after it.

We would like to introduce ourselves to the Minister and briefly discuss the following topics:

- The creation of the Support at Home Program and our evaluation of the benefits and risks the new program brings.
- Our feedback on the exposure draft of the Bill for a new Aged Care Act.
- The plans for future reform of Meals on Wheels services in light of the conclusion of the Future Fit program.

Thank you for considering our request.

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# S22

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by the Department of Health, Disability and Ageing

**From:** s47F [redacted] <[@secnewgate.com.au](mailto:s47F@secnewgate.com.au)>

**Sent:** Friday, 9 December 2022 12:35 PM

**To:** s47F [redacted] <[@Health.gov.au](mailto:s47F@Health.gov.au)>

**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Hi, sorry to again be a pain, the Meals on Wheels and Miles Morgan Australia team have asked if it's possible to have a written message endorsed from Minister Butler.

This is for the Future Fit project, funded by the Department of Health and Aged Care, to prepare the Meals on Wheels network for Federal Government's new in-home aged care program.

The message would appear on the Future Fit website (currently being updated) where Meals on Wheels branches/members go for updates on how the development of Future Fit is progressing.

A draft is attached, I know I'm being a real pain so grateful for your time, sorry!

s47F  
Ms47F  
s47F | SEC Newgate




---

**From:** s47F <[REDACTED]@Health.gov.au>  
**Sent:** Friday, 9 December 2022 11:45 AM  
**To:** s47F <[REDACTED]@secnewgate.com.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Sorry I never hit send on my txt response!

We're not going to be able to find time to record, apologies.

---

**From:** s47F <[REDACTED]@secnewgate.com.au>  
**Sent:** Friday, 9 December 2022 11:26 AM  
**To:** s47F <[REDACTED]@Health.gov.au>  
**Subject:** FW: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Hi again, I hope you're well!

I'm really sorry to hassle about this, I know it's busy!

Do you think the Minister will be happy to record a message?

If not, all good.

Thanks again for your help

s47F  
Ms47F  
s47F | SEC Newgate




---

**From:** s47F <[REDACTED]@secnewgate.com.au>  
**Sent:** Tuesday, 22 November 2022 1:50 PM  
**To:** s47F <[REDACTED]@Health.gov.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Hi again s47F thank you for your time with these requests!

Please find attached a note with background and a draft script for consideration, any questions please let me know.

Appendix A also has fast facts from a survey of Meals on Wheels members earlier this year.

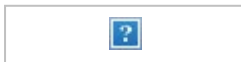
This was the first part of Future Fit, gaining insights into the network operations, next year these insights will inform the digital transformation work.

I should also note Steve Georganas and Mark Coulton have agreed to re-start the Parliamentary Friends of Meals on Wheels group, I think they're sending out an email this week to MPs and Senators to recruit members.

Thank you again for your help, completely understand if a message isn't possible but would be grateful for anything the Minister and you can do.

Thanks!

s47F  
Ms47F  
s47F | SEC Newgate




---

**From:** s47F <[redacted]@Health.gov.au>  
**Sent:** Tuesday, 22 November 2022 11:19 AM  
**To:** s47F <[redacted]@secnewgate.com.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Yep happy for you to send through words and we'll see what we can do

---

**From:** s47F <[redacted]@secnewgate.com.au>  
**Sent:** Tuesday, 22 November 2022 11:17 AM  
**To:** s47F <[redacted]@Health.gov.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

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Hi s47F thanks for your reply, completely understand! Would it please be possible for the Minister to either record a short video message or endorse a message in support of the Future Fit rollout?

That's the program funded by the Department of Health and Aged Care to modernise Meals on Wheels technology, helping them prepare for the new in-home aged care program.

We can draft words for consideration if possible?

Thank you

s47F  
 s47F | SEC Newgate  
 Ms47F  
 P 03 9611 1800  
[www.secnewgate.com.au](http://www.secnewgate.com.au)

Level 10, 120 Collins Street  
 Melbourne VIC 3000



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**From:** s47F <[REDACTED]@Health.gov.au>  
**Sent:** Tuesday, 22 November 2022 11:10 AM  
**To:** s47F <[REDACTED]@secnewgate.com.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler [SEC=UNOFFICIAL]

Hi Andy,

Apologies the Minister's diary is exhausted and he won't be able to attend one of those MoW.

We're hoping to organise a visit to a local MoW in Adelaide but we can arrange directly with them.

Thanks for thinking of us.

s47F  
 Press Secretary

---

Office of the Hon Mark Butler  
 Minister for Health and Aged Care  
 M: s47F  
 E: s47F <[REDACTED]@health.gov.au>  
 PO Box 6022, Parliament House, Canberra ACT 2600, Australia

---

**From:** s47F <[REDACTED]@secnewgate.com.au>  
**Sent:** Friday, 11 November 2022 2:00 PM  
**To:** s47F <[REDACTED]@Health.gov.au>  
**Subject:** RE: Meals on Wheels visit for Minister Butler

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Hi s47F I hope you're well! Thank you for your time with this.

In my role at [registered lobbyist](#) SEC Newgate, a client is Miles Morgan Australia who are responsible for delivering a \$8.5 million digital transformation project for Meals on Wheels, funded by the Federal Department of Health and Aged Care.

Please find attached a note with a visit pitch for Minister Butler to visit a large Meals on Wheels site before Christmas, including the biggest/best sites for a potential visit.

These are all in the eastern states, Brisbane South is the largest and closest to a major airport.

Purpose would be for the Minister to join volunteers preparing meals, thank them for their work, potentially join them on deliveries that provide social connection to reduce isolation and loneliness and talk about the federally funded Future Fit transformation project for Meals on Wheels

Future Fit aims to digitise administration for Meals on Wheels, so volunteers have more time for meal prep/delivery/social connection than paperwork.

If possible, we'd love to have a message from the Minister (either signed or video) talking about the importance of Future Fit, if this is possible we can draft a script.

I appreciate the Minister has a very busy schedule so we would be flexible to accommodate his diary.

Grateful for your advice, thank you

s47F  
s47F | SEC Newgate  
Ms47F  
P [03 9611 1800](tel:0396111800)  
[www.secnewgate.com.au](http://www.secnewgate.com.au)

Level 10, 120 Collins Street  
Melbourne VIC 3000





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As the Minister for Health and Aged Care, I'm a strong supporter of the iconic Australian Meals on Wheels organisations who have delivered food and friendship to older Australians for more than 60 years.

None of this could be achieved without the wonderful work of Meals on Wheels volunteers, helping their communities every week.

At last count, more than 7 million meals are delivered by more than 23,000 registered volunteers to 90,000 people each year in NSW, QLD, SA and TAS alone.

This 'stocktake' marks the beginning of an ambitious reform project called Future Fit - funded by the Federal Government.

The objective of Future Fit is to make sure Meals on Wheels staff and volunteers spend less time on administration and paperwork.

And more time doing what they do best, helping people.

All Australians know Meals on Wheels is more than delivering healthy and nutritious meals.

Your regular contact with our most vulnerable citizens that safeguards our communities from social isolation and loneliness.

Helping keep older Australians healthy and happy in their own homes for longer.

I thank you for your work and look forward to another 60 years, at least, of helping our community.

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by the Department of Health, Disability and Ageing

**From:** s47F  
**To:** s47F; s47F  
**Subject:** FW: Newcastle Meals on Wheels & Future Fit Feasibility Study - Meeting Request Thursday 21 March 2024 [SEC=OFFICIAL]  
**Date:** Monday, 18 March 2024 2:19:44 PM  
**Attachments:** [image001.png](#)

---

FYI

I will set up a meeting with Briony next week. Did either you want to attend?

---

**From:** Board - Briony Mitchell s47F @mow.net.au>  
**Sent:** Monday, March 18, 2024 1:30 PM  
**To:** s47F @Health.gov.au>  
**Cc:** s47F @mow.net.au>; Invites.Wells s47E(d) @Health.gov.au>  
**Subject:** Re: Newcastle Meals on Wheels & Future Fit Feasibility Study - Meeting Request Thursday 21 March 2024 [SEC=OFFICIAL]

Dear s47F

Thank you for your replay.

We would greatly appreciate some time with Minister Wells. We would be happy meet online as we are located in Newcastle NSW. I would be available on 25<sup>th</sup>, 26<sup>th</sup> or 27<sup>th</sup> March or 4<sup>th</sup> or 5<sup>th</sup> April between 9.30am – 2.30pm. if none of these are convenient please let me know and I can provide some more times. Alternatively if you wish to arrange a time over the phone my number is s11C .

I look forward to your reply.

Yours sincerely

Briony Mitchell  
 Chair  
 Newcastle Meals on Wheels

---

**From:** Invites.Wells s47E(d) @Health.gov.au>  
**Date:** Monday, 18 March 2024 at 1:18 pm  
**To:** Board - Briony Mitchell s47F @mow.net.au>  
**Cc:** s47F @mow.net.au>, s47F @Health.gov.au>  
**Subject:** RE: Newcastle Meals on Wheels & Future Fit Feasibility Study - Meeting Request Thursday 21 March 2024 [SEC=OFFICIAL]

Good afternoon,

On behalf of Hon. Anika Wells, Minister for Aged Care, Minister for Sport and Federal Member for Lilley, thank you for requesting a meeting.

Unfortunately Minister Wells is unable to meet this week and sends her apologies. Pending their

availability, Minister Wells' advisors would be happy to meet with you.

Please reach out to **s47F** (cc'd), directly to organise a mutually convenient time for you to meet with her and another advisor.

Kind regards,

**s47F**

**Executive Assistant**

---

Office of the Hon Anika Wells MP  
 Minister for Aged Care and Minister for Sport  
 Member for Lilley

*Good afternoon Minister Wells,*

*I am writing on behalf of the Board of Newcastle Meals on Wheels (NMOW) in New South Wales to request a time to meet with you to discuss the inherent value of our service to our community, the remarkable work and commitment of our staff and volunteers, and some of the current opportunities and challenges we are facing in the organisation.*

*NMOW has been providing services to the community since 1963 with 9 branches locally, and one in Whitehorse, Victoria. We specialise in meal preparation and delivery for people aged 65+ (ATSI 50+) and their carers who are in receipt of the Commonwealth Home Support Program (CHSP), people with a Home Care Package (HCP), and individuals with relevant National Disability Insurance Scheme (NDIS) funding. We also provide a service to full fee paying (non means tested) private clients and Clients distribute to other organisations.*

*But we are more than just than a meal delivery service. Meals are delivered by our volunteers who check in on our client's wellbeing and never just leave an esky by the door. We also offer a range of individual, small group and centre-based programs focusing on the health and wellbeing of our clients and reducing social isolation.*

*More information on who we are and our services can be found online at [www.mow.net.au](http://www.mow.net.au)*

*We have had ongoing support from the Australian Government's Department of Health and Aged Care and hope to maintain our positive working relationship into the future. I will be in Canberra, with fellow Board member and NMOW Secretary Cathy Doyle, at the Parliamentary Friends of Meals on Wheels event on Thursday 21<sup>st</sup> March 2024 from 11am -1pm at Parliament House. I would greatly appreciate it if there is a possibility to meet with you in person either before or after this event. I do understand the nature of your role and how valuable your time is so if this is not possible I would be happy to make myself available online at another time.*

*We would like to discuss with you the servicing of Whitehorse Meals on Wheels in Victoria and also our participation in the Future Fit feasibility study as both these items are of importance to not only NMOW but also the brand more broadly. I am seeking your guidance and advice on moving forwards and ensuring the future sustainability of the organisation and service continuity*

*for our clients.*

*If you have any questions regarding this request please feel to contact me directly on s47F  
or at s47F @mow.net.au. I look forward to receiving your response.*

*Your sincerely,*

*Briony Mitchell  
Chair  
Newcastle Meals on Wheels*

"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."

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by the Department of Health, Disability and Ageing

**From:** [Lakshman Gunaratnam](#)  
**To:** s47F  
**Subject:** Parliamentary Friends of Meals on Wheels  
**Date:** Friday, 25 November 2022 12:19:10 PM  
**Attachments:** [image001.png](#)  
[Draft Email - PFG Meals on Wheels.docx](#)

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**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 s47F

Thank you for your time.

As discussed, Miles Morgan Australia (MMA) have been working with Steve Georganas MP to restart the Parliamentary Friends of Meals on Wheels, a copy of the email circulated this week is attached.

MMA is working with Meals on Wheels to deliver the reform project called FUTURE FIT, to help stabilise and transform its service network in preparation for the new in-home aged care program.

This is funded by the Department of Health and Aged Care and we're also completing a study for the Department, with meals provider Lite n' Easy, to quantify the importance of good nutritious food to support older Australians stay in their own home longer.

Mr Georganas' office advise us they've already had over the required 10 responses of MPs and Senators so will formally register the group next week.

We're planning a launch event for early next year, subject to the 2023 sitting calendar, we're keen to involve Minister Wells to support your good work for in-home aged care.

I know you're busy with parliament next week, but after that I would be grateful if you had time to for a Teams meeting or meet in-person to discuss how we can involve Minister Wells.

I travel to Melbourne and Canberra regularly so can fit around your schedule.

Thank you and look forward to hearing from you

Kind regards  
Lakshman  
Lakshman Gunaratnam  
CEO

s47F  
s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)



This document has been released under  
the Freedom of Information Act 1982  
by the Department of Health, Disability and Ageing

Dear Senators and Members

Mark Coulton MP and Steve Georganas MP warmly invite you to join the ***Parliamentary Friends of Meals on Wheels***.

The purpose of this friendship group is to raise awareness and recognise the vital work Meals on Wheels volunteers do in our communities every day. This work is more than just delivering healthy and nutritious meals, it includes high-frequency contact with our most vulnerable citizens, safeguarding our communities from the significant health impacts of social isolation and loneliness.

For around 60 years, Meals on Wheels has delivered food and friendship to older Australians and those in need.

At last count, more than 7 million meals are delivered by more than 23,000 registered volunteers to 90,000 people each year in NSW, QLD, SA and TAS alone.

Meals on Wheels has embarked on an ambitious reform project called FUTURE FIT, to help stabilise and transform its service network in preparation for the new in-home aged care program.

If you would like to join or have any inquiries, please respond via email to [steve.georganas.MP@aph.gov.au](mailto:steve.georganas.MP@aph.gov.au) or [mark.coulton.MP@aph.gov.au](mailto:mark.coulton.MP@aph.gov.au)

Kind regards

**Steve Georganas MP**  
Member for Adelaide  
(Co-Chair)

**Mark Coulton MP**  
Member for Parkes  
(Co-Chair)

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

**From:** s47F  
**To:** [Lakshman Gunaratnam](#)  
**Cc:** s47F; [Minister Wells](#)  
**Subject:** ACKNOWLEDGEMENT | Update on Whitehorse Meals on Wheels  
**Date:** Sunday, 16 July 2023 8:37:00 AM  
**Attachments:** [Whitehorse Meals on Wheels Correspondence to Minister Wells.pdf](#)  
[image002.png](#)  
[image003.png](#)

---

Dear Mr Gunaratnam

Thank you for your correspondence and open invitation to visit Whitehorse if there is a future opportunity.

We will keep that offer on file and be in touch if a visit is possible.

Kindest regards

s47F

s47F

**Executive Assistant / Diary Manager to the Minister**

Office of the Hon Anika Wells MP

Minister for Aged Care and Minister for Sport

Member for Lilley

P: 02 s11C E: s47F@health.gov.au

Ministerial Office: Suite M1.51 | PO Box 6022

Parliament House, Canberra ACT 2600

*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:** Lakshman Gunaratnam s47F@milesmorgan.com.au>

**Sent:** Thursday, 13 July 2023 7:40 AM

**To:** Minister Wells <Minister.Wells@Health.gov.au>

**Cc:** s47F@Health.gov.au>; s47F

s47F@Health.gov.au>

**Subject:** Update on Whitehorse Meals on Wheels

Dear Minister,

Please find attached correspondence regarding the successful launch and rollout of Whitehorse Meals on Wheels, under the Future Fit program. A very big thank you to you and your office for providing a supportive quote for the launch media release.

We'd like to extend a standing invitation to you to visit the Whitehorse service to meet our team and join a meal delivery if time permits.

We can organise an event in Chisholm, within Whitehorse, at short notice to suit your schedule.

Many thanks

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F@milesmorgan.com.au





Wednesday, 12 July 2023

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

By email: [minister.wells@health.gov.au](mailto:minister.wells@health.gov.au)

Dear Minister,

I write to update you on the successful launch and rollout of Whitehorse Meals on Wheels, under the Future Fit program.

As you know, we hosted a launch event for the new service on Saturday 1 July with more than 150 local residents joining us and we thank you for your supportive quotes about the service.

We were honoured to have a Welcome to Country from Uncle Colin 'Col' Hunter Jnr, Wurundjeri Woi-wurrung Co-op and a traditional Chinese erhu musical piece from local performer Sam Xu.

All three levels of Government were represented, with Future Fit and the Whitehorse service all received strong support from these elected members which you can see on the included handout.

To help achieve our ambitious goal of delivering 85,000 meals this financial year, up from 50,000, we're pleased to inform you we have three meal providers onboard, Lite 'n' Easy, Live Life Foods and Textured Concept Foods.

The new providers were selected after blind tasting sessions for residents and will be offering many of the same healthy meals currently enjoyed by our older Australians. They'll also be expanding the choice of new meals at more affordable prices, with average meal costs up to \$3.95 cheaper than current prices.

We have received only positive feedback from older Australians who say they appreciate having more choice and maintaining the valuable social connection from in-person deliveries and conversations.

We know volunteers are the lifeblood of Meals on Wheels services, that's why we're proud to say we've retained and recruited 40 volunteers and we're continuing targeted social media campaigns and direct engagement strategies to recruit even more.

We've also employed a dedicated Mandarin-speaking staff member who will focus on engagement with the Chinese-Australian community, who comprise 26.2% of the Whitehorse population but feel they haven't been included or represented until now.



We'd also like to offer you a standing invitation to join our volunteers to see our work first-hand. We know you're busy so we can offer these events that can be organised on short notice:

- Volunteer meet and greet at the Nunawading Community Hub
- Meal taste test hosted at the Nunawading Community Hub
- Join a meal delivery route with volunteers to welcome older Australians to the new service

For planning purposes, the Nunawading Community Hub is located 30 minutes to the east of the Melbourne CBD and 45 minutes from Melbourne Airport.

For more information about our work in Whitehorse or to arrange a visit, please feel free for you or your office to contact me on s47F @milesmorgan.com.au or s47F .

Kind regards,

Lakshman Gunaratnam  
Future Fit Program Sponsor

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# WHITEHORSE MEALS ON WHEELS LAUNCH

# DRIVEN BY FUTURE FIT



## Hon Anika Wells MP, Federal Minister for Aged Care and Sport

The Albanese Government's Future Fit program will help deliver more nutritious meals to older Australians in Whitehorse and is a step towards improving the viability and capability of the Meals on Wheels network nationwide.

**Anika Wells MP** @AnikaWells · Jul 1  
Meals on Wheels is about more than just food - it's about social connection.

With the support of the @healthgovau funded Future Fit program, the new Whitehorse Meals on Wheels officially launched today!



Will Fowles MP

7 14 35 2,711

**Anika Wells MP** @AnikaWells · Jul 1  
Replying to @AnikaWells  
Find out more here:

[mowfuturefit.com.au](http://mowfuturefit.com.au)  
Whitehorse Meals on Wheels Announcement — FUTURE FIT



## Hon Michael Sukkar MP, Shadow Minister for Social Services, Shadow Minister for the National Disability Insurance Scheme, Shadow Minister for Housing and Homelessness and Federal Member for Deakin (Liberal)

Meals on Wheels driven by Future Fit. A program put in place by the former government and credit to the new government taken on by them as well.

**Michael Sukkar MP - Member for Deakin**

Great to be a part of the launch for the new Whitehorse Meals on Wheels, an integral volunteer based service for our local seniors.



# WHITEHORSE MEALS ON WHEELS LAUNCH

# DRIVEN BY FUTURE FIT



## Mr Will Fowles MP, State Member for Ringwood

The Future Fit program brought on by the previous government has been continued by this government for the very simple reason that it's taking the program and it's doing good things. It's absolutely fantastic that the Federal Government's Future Fit program, which includes a \$7.5 million dollar investment to stabilise and to modernise the Meals on Wheels Network.



### Will Fowles MP

2 d · 🌐

...

Thrilled to have MCEd the launch of the new Whitehorse Meals on Wheels service at Nunawading Community Hub! 🎉🍴

Remember, [#MealsonWheels](#) is more than just food delivery. Dedicated local volunteers take the time to chat with our seniors, reducing feelings of isolation and empowering them to live independently. 🏠

Meals on Wheels offers a diverse range of nutritious meals, giving our older Australians more dietary choices. This not only enhances their health but also contributes to their overall wellbeing. 🌱🍌

Here's to a healthier, happier, and more connected community! 🎉🍷

[#CommunityService](#) [#HealthyLiving](#)  
[#SeniorCare](#)



## Cr Prue Cutts, Deputy Mayor, Whitehorse Council

We are so lucky here at Whitehorse that we were one of only two LGAs in Victoria chosen for this particular pilot program.



### Cr Prue Cutts - Deputy Mayor, Whitehorse Council · ...

Follow

23 h · 🌐

#### LAUNCH OF NEW WHITEHORSE MEALS ON WHEELS SERVICE

It was great to launch the new Whitehorse Meals on Wheels service on Saturday at the beautiful Nunawading Community Hub.

The program will provide 85,000 meals annually in Whitehorse for our 300 most vulnerable citizens.

The community celebration on Saturday brought together MOW clients, volunteers, the three newly selected meals providers, [Live Life Foods](#), [Lite n' Easy](#) and [Textured Concepts](#), [Newcastle Meals on Wheels](#) who will auspice the program under the re-branded Whitehorse Meals on Wheels logo, representatives from Miles Morgan Australia and the FutureFit program which has enabled this pilot program, together with our State and Federal parliamentarians and Whitehorse councillors.

The event commenced with local Wurundjeri elder Uncle Colin Hunter Junior performing a Welcome to Country, followed by a wonderful musical performance by Sam Xu on the Er-Hu instrument.

The Nunawading Community Hub is Council's first 5 star, Green star building. It is here where sustainability meets community needs, and a large part of this magnificent building is designed for our older citizens.

The purpose-built meals delivery area located within the Hub building in no small part contributed to Whitehorse being selected as one of only two of 79 LGA's in Victoria to be part of this Federal Government pilot program.

This outcome for the local Whitehorse community is the envy of surrounding LGA's and I understand that Manningham Council has been in touch with our new providers to see how they can become involved.

Meals on Wheels is a service that has been running for decades for our most vulnerable. It provides much more than a meal as we all know. It provides for human connection, a longstanding one on one relationship in many cases, and possibly the only human contact the person might have that day. It's power cannot be underestimated.

I was so thrilled to be able to speak at the launch on Saturday, along with [Michael Sukkar MP - Member for Deakin](#) and [Will Fowles MP](#), State Member for Ringwood who MCEd the joyous event.

In attendance also were [John Mullahy MP](#), State Member for Glen Waverley and my fellow councillors Tina Liu, Andrew Munroe, Trudy Skilbeck and Raylene Carr as well as our Director of Human Services, Lisa Letic.

To get involved either as a new client or a volunteer, please contact Rebecca at the Meals on Wheels Whitehorse team on [whitehorse@mow.net.au](mailto:whitehorse@mow.net.au) or call 0421230129 or 9017 3881.

This is the dawning of an exciting new era and the first meals will be rolling out of the Nunawading Community Hub and into our wonderful 60 volunteers cars then into our MOW clients homes tomorrow morning from 8:30am ❤️❤️

**From:** [Lakshman Gunaratnam](#)  
**To:** [Minister.Wells@aph.gov.au](mailto:Minister.Wells@aph.gov.au)  
**Cc:** s47F  
**Subject:** Future Fit update: Whitehorse Meals on Wheels  
**Date:** Tuesday, 16 May 2023 4:48:23 AM  
**Attachments:** [image001.png](#)  
[FF-Whitehorse MOW progress 15 May 2023.pdf](#)  
[Attachments.pdf](#)

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Dear Minister Wells,

Thank you for your continued support of Future Fit, particularly to enable the Whitehorse Council transition to Meals on Wheels.

Attached is a letter that summarises the significant progress to-date, together with relevant collateral that may be of interest to you. We will also keep you informed of the forward calendar of events, and I would be happy to speak with your office to discuss any event opportunities of interest.

Many thanks

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)



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by the Department of Health, Disability and Ageing

The Hon Anika Wells MP  
Minister for Aged Care  
Minister for Sport  
By email: minister.wells@health.gov.au

16 May 2023

### **Progress on the Meals on Wheels pilot in Whitehorse, Victoria**

Dear Minister Wells,

We write to update you on the transition of services from Whitehorse City Council to Whitehorse Meals on Wheels, actively supported through the Australian Government funded FUTURE FIT initiative.

We're pleased to inform you since your announcement in March we have been working with the Whitehorse City Council and completed these transition activities:

- Hosted an event with over two dozen Meals on Wheels volunteers thank them for with work and retain them for the new service, emphasising the importance of social connection
- Completed an expression of interest for meal providers, including a focus on culturally appropriate meals, they closed Friday 12 May, and an announcement will be made soon
- Secured space at the Nunawading Community Hub as the hub for meal delivery
- Engaged two former Whitehorse City Council employees to continue their role managing the Whitehorse Meals on Wheels service
- Promoted the announcement in Whitehorse City Council publications and local media in the May edition of Eastsider News (copy of article attached)
- Commenced stake holder engagement with councillors, state, and federal MPs in the Whitehorse City Council boundaries, to inform them of our role and provide a direct point of contact in the new service for their electorate offices
- Produced volunteer recruitment material and explainer documents to promote our service and displaying these in MPs office front windows and reception areas, council buildings and Neighbourhood Houses and Community Centres across Whitehorse (see explainer attached)
- We are organising a tour of the Nunawading Community Hub for **s11C** Federal Member for Chisholm (**s11C** office has been enthusiastic about this opportunity)
- Updated the Future Fit website with dedicated information for the Whitehorse service, including an interactive calendar regularly updated with details of volunteer and engagement events and weekly emails to volunteers (<https://www.mowfuturefit.com.au/whitehorse>)
- Designed four logos for the Whitehorse service and given volunteers and residents the chance to vote on their favourite option
- Hosting multiple meal taste tests for our volunteers so they can try the food they'll deliver to residents.

We'd like to invite you to join local residents, Meals on Wheels volunteers, the Mayor and Councillors of Whitehorse, local MPs, local media and our staff for the launch of Whitehorse Meals on Wheels:

- **Date:** Saturday, 1 July 2023
- **Time:** Anytime between 11am-2pm
- **Location:** Nunawading Community Hub, 96-106 Springvale Rd, Nunawading, Victoria.

We can organise the schedule of the day around your availability and would provide the opportunity to speak about the Albanese Government's budget investments in aged care and nutrition for older Australians.

We'd also like to offer you a standing invitation to join our volunteers to see our work first-hand. We know you're busy so we can offer these events that can be organised on short notice:

- Volunteer meet and greet at the Nunawading Community Hub
- Meal taste test hosted at the Nunawading Community Hub
- Join a meal delivery route with volunteers to welcome older Australians to the new service.

For planning purposes, the Nunawading Community Hub is located 30 minutes to the east of the Melbourne CBD and 45 minutes from Melbourne Airport.

For more information about our work in Whitehorse or to arrange a visit, please feel free for you or your office to contact me on **s47F** @milesmorgan.com.au or **s47F** .

Kind regards,



**s47F**

Lakshman Gunaratnam  
Future Fit Program Sponsor

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# Eastsider News

Edition Number 17

**FREE**

News, views and items of interest for residents of Melbourne's east

May 2023



Australian context. The science tells us we should not open any more fossil fuel projects so there is more work to be done in this area.

## No public funding for fossil fuels from new funds

The government has provided \$16 billion funding to assist industry reconstruction and decarbonisation including for new technologies and hard to abate manufacturing industries. These funds will not be available to new or expanding coal or gas facilities.

## Offsets still available for big polluters

New research shows that offsets are failing to deliver genuine emissions reduction and do not tackle climate change. Despite new transparency, review and threshold measures, the strengthened Safeguard Mechanism still makes offsets available to polluters.

An offset threshold has been introduced. If a facility meets 30 percent or more of its baseline through offsets instead of actual onsite emissions reduction, they must explain why they are not taking onsite action. This will be reported publicly and provide an opportunity to hold these facilities to account.

## We must keep up the momentum for stronger climate action

The Safeguard Mechanism falls short of what the science demands, and it doesn't address Australia's biggest source of climate pollution, coal and gas exports. The pollution we export through coal and gas (Scope 3 emissions) is twice what we produce at home. Attention should now turn to replacing our coal and gas exports with clean exports. Solid research shows it can be done and can be an economic boon.

The climate crisis is urgent. The strengthened Safeguard Mechanism must start a wave of bold new climate action from our parliament. Let's create the groundswell for a ban on public money for coal and gas; a ban on new coal and gas projects; and replacing coal and gas exports with clean exports. The strengthened Safeguard Mechanism is a critical start, but not the final word, on real climate action.

A longer version of this article can be found at <https://www.acf.org.au/what-does-safeguard-mechanism-mean-for-slashing-climate-pollution>. More information on the failure of offsets is available here: <https://www.acf.org.au/why-offsets-do-not-work-new-analysis>. To read more on the opportunity for clean exports check out the article at <https://www.acf.org.au/clean-exports-could-deliver-395000-new-jobs>.

## What will the Safeguard Mechanism do?

– Liz Reen, ACF Community Chisholm

Much has been written about the Federal Government's proposed Safeguard Mechanism legislation in recent months. At the end of March, it was strengthened and passed. So, what does it all mean?

The changes are an important start in dealing with the failings of the previous policy. They include new caps on emissions, a new pollution trigger, new blocks on taxpayer funding for coal and gas, and an offset threshold among other updates. They are expected to lead to genuine emissions reduction and greater accountability and transparency from Australia's biggest polluters.

### A hard cap on emissions that will go down over time

We now have a hard cap on the total number of 'absolute' emissions from facilities captured by the mechanism. It cannot be influenced by offsets.

This hard cap will reduce over time and affect the number of new coal and gas projects. For new facilities, baselines will be set on international best practice, adapted for the

### New Safeguard pollution trigger

For the first time, new coal and gas projects will need to be assessed for their pollution impact. They can potentially be stopped or trigger additional government action, if projected to breach the Safeguard's pollution cap.

All project approvals under the Environmental Protection and Biodiversity Conservation (EPBC) Act will need to report their emissions and projected emissions. New gas fields will be treated as new projects not as part of an existing facility.

New reporting requirements for the Climate Change Authority (CCA) will make for greater transparency. This will enable us to target organisations which are not meeting legislated reduction targets, especially if they are using offsets when they have options available to directly reduce their emissions.

### Improved methane reporting

Gas is mainly made up of methane, a climate-heating gas way more potent than carbon dioxide. In Australia, methane emissions are likely under-reported and we need more accurate monitoring and reporting. Big polluters will now be required to report publicly their methane, carbon dioxide and nitrous oxide emissions.

## Help Union Road Surrey Hills Recover

– Bob Stensholt, Committee Member, Union Road Surrey Hills Traders Association

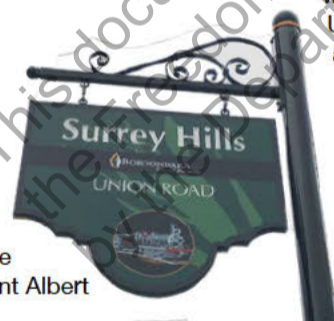
Many readers will be aware of the massive project to replace Surrey Hills and Mont Albert Stations with one new station and the consequent closure of Union Road and Mont Albert Road for months during the 'Big Dig'.

This is now well advanced with the roads predicted to reopen in early to mid-May and the new Union Station to be operating late May, weather permitting of course. Works around the station and the roads will continue to the end of this year.

A great result for commuters and road users in the long run but, in the short term, terrible for our local traders in Surrey Hills with this massive disruption following so closely upon two years of COVID affecting local businesses. Some have now closed either permanently or for some months and others have relocated. The impact and loss of trade and income on local shops has been considerable.

Our local traders, however, are responding and late last December the Union Road Surrey Hills Traders Association was launched with the help of the Economic Development officers at Boroondara Council and an initial grant from the Surrey Hills Community Bank. The President is Jeff Anderson from Ross Hunt Real Estate; Secretary is Rochelle Anderson from the Surrey Hills Neighbourhood Centre and Anjali Marcou from the Community Bank is the Treasurer.

The Association has been active in meeting with the Level Crossing Removal Program managers to ensure as much support as possible for local traders as well as to be kept



up to date with progress and plans. It has also liaised with Council over proposed upgrades to Union Road shops. Next step is to organise a marketing and promotion program to help the traders and the shopping strip recover.

That of course takes money and people. The Association is looking to the State Government for strong support by way of a grant and other support over the next 18 months or so while the works are being completed and beyond as the shopping centre recovers. It is also approaching Boroondara Council for a grant of

\$20,000 in the forthcoming budget to help with a part-time marketing coordinator and a program of promotions for the shopping strip over the 2023-24 financial year.

The Association is also looking to local businesses for help and the Surrey Hills Community Bank has agreed to provide a grant of \$10,000 to the Association to promote the centre. Ross Hunt Real Estate will provide some display boards in Surrey Hills and the Surrey Hills



Neighbourhood Centre will provide a working space for a volunteer or paid marketing assistant for the Association.

Most of all we need locals to come and shop in Union Road Surrey Hills – coffee and cake, banking, gifts, dining, takeaway, chemist, newsagent, medical and allied health, post office, real estate and so much more.

### In This Edition

Thank you to all our marvellous contributors who have yet again given us such a diverse array of material. In this edition, we report on local matters such as recent changes to the delivery of aged care services and the concern this is causing local residents.

The environment is well covered in this edition with reports on the Federal Government Safeguard Mechanism, the launch of the regional collaboration group for Gardiners Creek/Kooyong/Koot, duck shooting and initiatives to increase awareness of canopy tree, and the revegetation of nature strips. Health also gets a run with articles on macular degeneration and new crisis support services.

Members of the many active service organisations in our region such as Lions, Rotary, Neighbourhood Watch and church support groups report on the activities and programs they undertake to strengthen our local communities. Interest groups such as the Doncaster Camera Club, local historical societies, and groups to increase public speaking skills identify ways you can follow your passion.

We at *Eastsider News* want to encourage our readers to make a considered and well informed choice when they vote on the referendum on the Voice to Parliament. It is with this in mind that we have outlined some of the many sources of information relating to this important question on page 2 of this edition.

## Aged Care Reforms and Meals on Wheels

Meals on Wheels are provided to elderly residents assessed as eligible under the Federal Government funded Commonwealth Home Support Program (CHSP).

In March 2023, the Federal Minister for Aged Care, Anika Wells MP, announced changed arrangements for the delivery of Meals on Wheels in Whitehorse. From 1 July 2023, Council will cease meal deliveries and a new provider, Newcastle Meals on Wheels will take over the service. Both the Minister and the City of Whitehorse were keen to emphasise that the existing delivery model based around volunteers would be maintained.

The new provider, Newcastle Meals on Wheels was established in 1963 and is now registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Public Benevolent Institution to provide 'benevolent relief'.

Newcastle is the largest Meals on Wheels provider in New South Wales and is committed to supporting and



growing the local service in Whitehorse. They have a local transition team already in place and recruitment for local staff about to commence. They are working under the Commonwealth's Future Fit program to establish a local delivery agency, to be known as Whitehorse Meals on Wheels.

These changes form part of the Labor Government's response to the Royal Commission into Aged Care Quality and Safety. The commission was established by the Coalition Government in the latter part of 2018 to

examine the quality of aged care services provided to Australians, and to make recommendations on how best to deliver future aged care services.

The final report of the Commissioners Tony Pagone QC and Lynelle Briggs AO was tabled in Parliament on 1 March 2021. Their report highlighted significant failings in the current system. Since then, work has been going on to respond to their recommendations.

To read the Commission's Report, go to <https://agedcare.royalcommission.gov.au/>. To find out about the work of the Department of Health and Aged Care, go to their website at <https://www.health.gov.au/>.

Without volunteers, Meals on Wheels would not exist. You can find out more about volunteering at Whitehorse by visiting [www.mowfuturefit.com.au/whitehorse](http://www.mowfuturefit.com.au/whitehorse).

*The changes in arrangements for the delivery of Meals on Wheels and other services for elderly residents have raised concern among Whitehorse residents. We include the following article that reports on these concerns.*

## Cessation of Whitehorse Home and Community Services (WHACS)

– Glenys Grant

Whitehorse Home and Community Services currently delivers a range of services to elderly citizens in the community under the Commonwealth Home Support Program (CHSP) and the Home Care Program (HCP). The services include housekeeping and shopping assistance, home maintenance and home modifications including minor home repairs and safety alterations, meal assistance and delivery, occupational therapy, assistance with personal needs, transport and flexible respite.

From June 30, 2023, delivery of these various services will no longer be undertaken by Whitehorse Council. For the Meals on Wheel service, a new not-for-profit, Newcastle Meals on Wheels has been appointed under the Commonwealth Department of Aged Care and Health's Future Fit program.

Providers for other services have also been announced. They include Link Community Transport Inc. Health Ability formerly Carrington Health, Uniting AgeWell Limited,



Froniditha Care, Australian Multicultural Community Services and Access Health & Community.

The Council decision to cease services was made at a closed meeting. No information is available regarding what transpired at that meeting and a Freedom of Information request has been denied by Council. Ratepayers do not know how their elected Councillors voted.

Widespread community concern has been

expressed over the new arrangements. The Whitehorse Ratepayers and Residents Association collected close to 4000 signatures opposing the decision. The petition was tabled in the Legislative Council of Victoria on March 23 calling on the Minister for Local Government to intervene. Further lobbying of federal and state politicians is continuing.

Many letters have been written to Councillors. This follows letter boxing by advocacy group Elder Care Watch urging residents to convey their views in writing.

A silent protest was held at the March 27 Council meeting. A packed public gallery supported two speakers, Tanya Tescher and Michelle Mayur who read a letter from David Ellis. The speakers were allowed three minutes each to air the views and concerns of residents. Protesters carried placards with slogans such as 'Whitehorse Aged Care? Excellent! Please review your decision', 'Don't mess with Grandma' and 'You too will be old one day'. A technical fault meant there was no audio for the live streaming of the meeting.

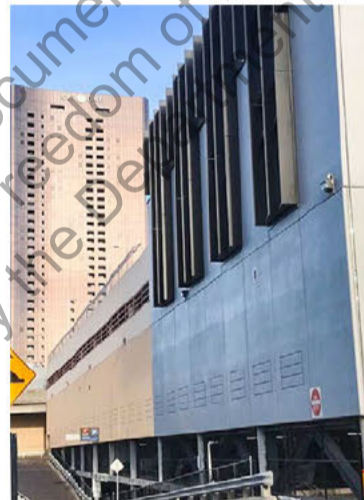
Concerns expressed include the fear the level of care from private providers would decline and whether there would be adequate supervision of the new services. Also raised was the possible increased cost of new services and the likelihood that clients would be required to engage with a number of providers to access the different services previously provided through one agency. Some elders will also have in dealing with the complexity of the transition to a new provider.

Also raised were concerns about the loss of jobs by carers who gave excellent continuous service and care to their elderly clients, some of whom may leave the sector; the ability of new service providers to find adequate well-trained staff to cover the service; and the elderly getting a continuous flow of different people coming into their homes instead of a person they know.

## Box Hill's Horizontally and Vertically Stacked Little Boxes

– Ian Hundley

Little boxes on the hillside  
 Little boxes made of ticky-tacky  
 Little boxes on the hillside  
 Little boxes all the same  
 There's a green one and a pink one  
 And a blue one and a yellow one  
 And they're all made out of ticky-tacky  
 And they all look just the same



Looking towards Sky One: The Vicinity project would see four towers in Box Hill taller than this

But even with population growth as a given, does high rise of the type contemplated with the Vicinity Centre project make much sense?

Harvard economist, Edward Glaeser, author of *Triumph of the City* (2010) led the charge in singing the praises of cities and high-rise developments,

claiming they facilitate greater face-to-face interaction, enhanced competition and social and economic mobility. These are what economists call agglomeration effects – the advantage firms and people are said to enjoy when located in close proximity to each other in cities and industrial clusters.

What about high-rise as a place in which to live? World-renowned architect, Jan Gehl, has said anybody living higher than the fifth floor should be referred to the airspace authorities. He said we know much more about good habitat for many species of animals than we do for homo sapiens. High rise dwellers are not part of the earth anymore, because they cannot see what's going on the ground, and the people on the ground cannot see where others are in their high rise. High rise developments are profoundly socially isolating in a way that lower-level dwellings are not, including the little boxes to which Malvina Reynolds referred over half a century ago.

A recent series in *The Age* newspaper contemplated a location for a second CBD in Melbourne ('Does Melbourne need a new CBD?', *The Age*, 1 to 4 April 2023). Whitehorse mayor, Mark Lane, told *The Age* that Box Hill's growth is occurring 'organically, anyway' (*The Age*, 5 April). This observation is difficult to reconcile

*Continues on page 4*

### Quizing Questions

1. What word for careless can be made endless. And reversed to make mates cheerless?
2. Explain why 50 in 09 reversed is a weather pattern by which our world is cursed.



Thank you, David Astle for allowing us to use your intriguing, teasing, and frustrating quizlings that can drive a person to distraction. These come from his book, *Puzzled*. You will find the answers on page 16 of this edition.

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**0439 493 710**  
**Scott Wainwright**  
 Licensed Plumber & Gasfitter



## What is Meals on Wheels

- Meals on Wheels (MOW) is an essential service delivering meals and social connection to older Australians, as well as people that are isolated, living with an illness or disability.
- Organisations delivering MOW services are an invaluable community resource, with companionship and healthy meals, reducing the risk of malnutrition and social isolation.
- Today, the active MOW network delivers over 7.2 million meals a year to more than 84,000 older Australians thanks to a network of more than 15,000 volunteers.
- Meal on Wheels has been serving communities across Australia for over 65 years – with local volunteers at the heart of all we do.

## How is it funded?

- MOW services are primarily funded through the Commonwealth Home Support Program (CHSP), helping older Australians live independently in their own homes.
- In Victoria, local councils have historically received funding to run in-home care services, including MOW – previously through the state government's Home and Community Care program and since mid-2016 through the federal government's CHSP.
- As with any provider of government services, councils make independent decisions as to what services they should provide in their local communities.
- Some local councils in Victoria are stepping back to let other organisations deliver aged care services, including MOW.

## What is Future Fit

- Future Fit is designed to enhance the viability and capability of the MOW network through a program of work covering people, process and technology.
- Future Fit will build the resilience of the MOW network to adapt and evolve with new regulatory and contractual requirements and leverage the benefits of coming together as a network to:
  - Capture a picture of the active MOW network, identifying the challenges and opportunities for individual services
  - Create a tool kit of resources to inform business and operational decisions
  - Improve network infrastructure, to enhance people, process and technology capabilities
  - Build relationships across the network to extend purchasing power and reach
  - Showcase reforms and providing a platform for change.

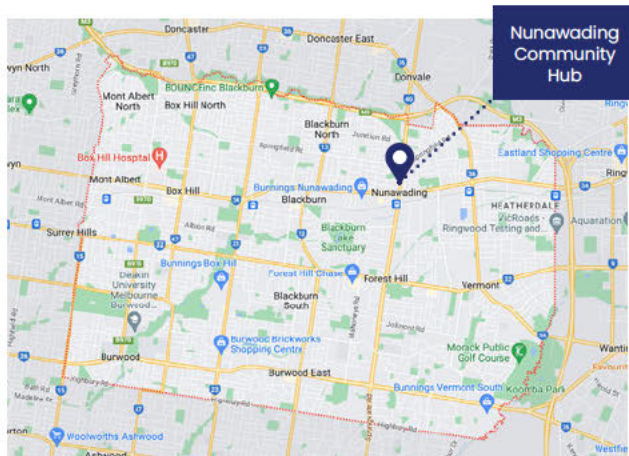


## What's happening in Whitehorse?

- The Whitehorse City Council decided to cease being a provider of MOW services from 30 June 2023 and informed the federal Department of Health and Aged Care (DOHAC) of their decision.
- As a result, DOHAC engaged a new service provider to take on the delivery of meals in the City of Whitehorse.
- In order to keep the MOW ethos of 'more than a meal' central to service delivery in Whitehorse and surrounds, DOHAC has asked Future Fit to support the transition from a council-run service to a community-led service.
- Your new not-for-profit MOW provider will start operations of the new Whitehorse MOW from 1 July 2023.
- This means that older Australians in Whitehorse will continue to enjoy healthy meals, delivered personally by local volunteers, subsidised by the federal government.

## More choice to more older Australians in Whitehorse

- The new meal provider in Whitehorse is Newcastle Meals on Wheels, one of the largest MOW providers in Australia.
- They will bring extensive experience to support existing local volunteers in the ongoing delivery of 'more than a meal', using the same local people, that prioritises social connection.
- Meals will continue to be delivered by local volunteers from the new, state-of-the-art Nunawading Community Hub.
- The new service at Whitehorse will provide a diverse range of meals to give local older people more choice and control over what they eat, with high-frequency contact that contributes to overall wellbeing.
- Over the next 12 months, we're keen to expand the menu to offer more culturally inclusive meals that reflect Whitehorse's culturally diverse community.
- Our goal is to ensure we're providing 85,000 healthy meal choices at affordable prices to even more local older Australians in Whitehorse.



## We need more volunteers!

- Volunteers are the heart of all we do at MOW – we cannot provide this highly valued service without them.
- We would welcome your ideas on how we can build our local volunteer base:
  - Are there community groups your office deals with who we can reach out to?
  - Are you aware of other local volunteer organisations we can form partnerships with?
  - Can we provide information for newsletters?
- We also need help reaching more older Australians in Whitehorse, including more older Australians from the local Chinese and Greek communities.



## Next steps

You're invited to:

- Visit the Nunawading Community Hub and see first-hand how local volunteers prepare for meal delivery.
- Join us for a volunteer run! Come along and see what it's all about and help us deliver meals to older Australians in Whitehorse.
- Attend an upcoming volunteer morning-tea. We're holding a series of volunteer events in the lead up to June 30 and beyond and you're welcome to pop-in and meet our local volunteer heroes and learn more about what they do.
- Join us for our launch event.

For any further questions or to take up our invitation, please contact Whitehorse Meals on Wheels Transition Manager, Rebecca Bartleman on 0421 230 129 or [enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au).



# Volunteer for Meals on Wheels

Volunteers are the heartbeat of our Meals on Wheels services.

Our volunteers prepare and delivery healthy and nutritious meals to older Australians and provide social connection by saying hi and sharing a conversation.

We're aiming to deliver 85,000 health and nutritious meals to Whitehorse residents, and we'd love for you to join our team of wonderful volunteers to help us achieve this goal!

You'll be providing a valuable service to older Australians and in return you'll meet great people, learn new things and be closer to your community.

We provide full induction and training before you begin and have regular thank you events for our volunteers to show our appreciation for your time and efforts.

If you're interested in volunteering with Whitehorse Meals on Wheels, please give Rebecca a call on **0421 230 129** or **1800 718 326** or drop us an email at [enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au)

For further information, scan the QR code to visit the Future Fit website or visit: [www.mowfuturefit.com.au/whitehorse](http://www.mowfuturefit.com.au/whitehorse)



## No change for Meals on Wheels volunteers in Whitehorse



You may have heard there will be changes to your local aged care services – but the good news is the Meals on Wheels model will not change in Whitehorse.

Local volunteers will continue to be the heart of Meals on Wheels services in Whitehorse – upholding the ethos of ‘more than a meal’, delivering the best possible service to local residents.

### What’s happening?

The largest not-for-profit Meals on Wheels service in New South Wales has been invited to build on the good work of the Whitehorse City Council and continue delivering meals with wrap-around social connection.

This means your local Meals on Wheels service will continue to:

- Engage local volunteers to help look after local people
- Reduce isolation by embedding social connection into meal delivery.

The Meals on Wheels service in Whitehorse has been running for over 20 years – and this would not have been possible without the dedication of local volunteers.

We are aiming to deliver 85,000 meals next year, to support more people live independently and comfortably in the community. And we can only achieve this with your help.



### We need you!

Without volunteers, Meals on Wheels would not exist. Your new leadership team at Whitehorse Meals on Wheels are committed to engaging, informing and involving the whole community.

We want your help to set the vision for Meals on Wheels in Whitehorse – by sharing your perspectives and experience – because your continued involvement in Meals on Wheels is essential to maintaining the well-being of your neighbours, friends and community.

This starts with working out the best ways to grow the volunteer team in Whitehorse, making our Meals on Wheels community stronger.

Strengthening our volunteer team will mean we can expand the number of clients we can help – and deliver a service that reflects the needs of older people living in the Whitehorse area and surrounds.

You can find out more about volunteering at Whitehorse by visiting [www.mowfuturefit.com.au/whitehorse](http://www.mowfuturefit.com.au/whitehorse)

### More information

The establishment of Whitehorse Meals on Wheels will be supported by Future Fit, an initiative funded by the Australian government.

On this website you can sign-up to receive information updates about Whitehorse Meals on Wheels, as well as invites to a range of activities for volunteers to share information and ideas.

We are committed to a streamlined service transition, and to working with Whitehorse City Council every day between now and 1 July to ensure there is no disruption for you or your clients.

### Get in touch

If you have any questions, would like to share your experiences, or help make any changes necessary to ensure the long-term success of Meal on Wheels please email:

[enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au)  
or call 1800 718 326.

**From:** s47F  
**To:** s47F  
**Subject:** FW: Media Release quote for approval thank you  
**Date:** Friday, 30 June 2023 5:09:15 PM  
**Attachments:** [sec-newgate---secondary-australia\\_rgb\\_e0612c9d-7a9b-4176-8c9d-8a15f45a49d1.png](#)  
[sec-newgate---secondary-australia\\_rgb\\_e0612c9d-7a9b-4176-8c9d-8a15f45a49d1.png](#)  
[MEDIA RELEASE - Whitehorse Meals on Wheels 01072023.pdf](#)

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s47F  
Ms47F  
Account Director, Communications | SEC Newgate Australia



---

**From:** s47F @secnewgate.com.au>  
**Sent:** Friday, June 30, 2023 1:16 PM  
**To:** s47F @Health.gov.au  
**Subject:** Media Release quote for approval thank you

Hi s47F  
Thanks for your assistance with sourcing a quote from Minister Wells for our media release celebrating tomorrow's launch of the new Whitehorse Meals on Wheels service. Attached is the draft media release and a suggested quote from the Minister. We would be keen to get something turned around by COB today if possible so we're ready to hit send first thing tomorrow

Cheers,  
s47F  
s47F  
Ms47F  
Account Director, Communications | SEC Newgate Australia



This document has been released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing



## MEDIA RELEASE

### WHITEHORSE MEALS ON WHEELS IS FUTURE-FIT

A new Meals on Wheels operator has launched in Whitehorse today, offering older Australians a huge range of healthy and affordable meals, delivered by local volunteers, so they can stay in their own homes for longer.

Following the decision by Whitehorse local council to transition out of Meals on Wheels from 30 June 2023, a new provider was engaged by the Commonwealth Department of Health and Aged Care.

The Commonwealth Government funded Future Fit initiative has been commissioned to help improve the viability and capability of the Meals on Wheels network. Future Fit has been actively supporting the establishment of the new not-for-profit service in Whitehorse, with a view to making it an exemplar for others to follow.

Whitehorse Meals on Wheels is now part of Newcastle Meals on Wheels, one of the largest services in Australia and an active leader of Meals on Wheels network.

Under this new arrangement, meals will continue to be delivered by dedicated local volunteers, who are at the heart of the Meals on Wheels, from Monday 3 July.

Whitehorse Meals on Wheels will offer a diverse range of healthy meals, giving older Australians more choice and control over what they eat.

Good nutrition can contribute to stronger preventative health outcomes and improved overall wellbeing for older Australians.

Whitehorse Meals on Wheels is on a mission to provide 85,000 healthy meals each year, with more menu choices at affordable prices. Eligible clients can get a 2-course meal for just \$5.95.

Over the next 12 months, Whitehorse Meals on Wheels will be further expanding the menu selection to offer more culturally inclusive meals, and they will also be working hard to build the diversity of the local volunteer base.

Meals on Wheels are more than just a meal. Volunteers take the time to have a conversation with the older person when delivering their meal, reducing social isolation and enabling them to continue living independently in their home.

Whitehorse Meals on Wheels looks forward to serving the local community in Whitehorse well into the future.

#### **Quotes attributable to Federal Minister for Aged Care and Sport, Hon Anika Wells MP:**

*"The Albanese Government's Future Fit program will help deliver more nutritious meals to older Australians in Whitehorse and is the first step in enhancing the viability and capability of the Meals on Wheels network nationwide."*





**Quotes attributable to General Manager Newcastle Meals on Wheels, s47F**

*"We are taking the best of what they do up in Newcastle and applying it locally here in Whitehorse, with local people"*

*"Future Fit is helping Meals on Wheels services collaborate and innovate, while also helping government to better understand one of Australia's largest grass roots community run service network to help ensure Meals on Wheels services like Whitehorse can survive and thrive in the future"*

**Quotes attributable to Whitehorse Meals on Wheels Team Leader, s47F**

*"Meals on Wheels is about more than food; it's about building social connections with our neighbours. Our dedicated volunteers in Whitehorse are the heartbeat of everything that we do, delivering not only meals but also companionship and care."*

- ENDS -

Media contact - s47F

This document has been released under  
the Freedom of Information Act 1982  
by the Department of Health, Disability and Ageing



**From:** s47F  
**To:** [Minister Wells DLO](#)  
**Subject:** FW: Parliamentary Friends of Meals on Wheels – first meeting of the 47th Parliament [SEC=OFFICIAL]  
**Date:** Thursday, 16 February 2023 10:27:00 AM  
**Attachments:** [image001.png](#)  
[FUTURE FIT update-first meeting-MOW parliamentary friends group-Minister Wells.pdf](#)  
[Future Fit Parliamentary Friends Invite\\_March 2023.pdf](#)  
[image002.png](#)

---

Hello,

Can I please have a brief on this Future Fit program by next Wednesday? The info provided in MB23-000180 is vague.

Thank you,

s47F

Adviser – Digital Communications and Aged Care  
Office of the Hon. Anika Wells MP  
Minister for Aged Care | Minister for Sport  
Member for Lilley

M: s47F | E: s47F [@health.gov.au](mailto:s47F@health.gov.au)

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**From:** Lakshman Gunaratnam s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)>

**Sent:** Wednesday, 15 February 2023 4:15 PM

**To:** Minister Wells <[Minister.Wells@Health.gov.au](mailto:Minister.Wells@Health.gov.au)>

**Cc:** s47F s47F [@Health.gov.au](mailto:s47F@Health.gov.au); s47F [@aph.gov.au](mailto:s47F@aph.gov.au); s47F [@Health.gov.au](mailto:s47F@Health.gov.au)

**Subject:** Parliamentary Friends of Meals on Wheels – first meeting of the 47th Parliament

Dear Minister Wells,

I am writing on behalf of the members of the FUTURE FIT Portfolio Board – a Meals on Wheels transformation initiative funded by your Department.

I have attached information relating to the first meeting of the Parliamentary Friends of Meals on Wheels group.

Please let me know if we can be of further assistance.

Kind regards

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)





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

15 February 2023

**Parliamentary Friends of Meals on Wheels – first meeting of the 47<sup>th</sup> Parliament**

Dear Minister Wells,

On behalf of the Meals on Wheels services participating in the government funded transformation program 'FUTURE FIT', we would be grateful for your attendance to the launch of the Parliamentary Friends of Meals on Wheels at 11am on Wednesday 22 March 2023.

As a supporter of Meals on Wheels, the Speaker, the Hon Milton Dick MP, has kindly offered to host the launch. The event will take place in the Speakers Courtyard with Meals on Wheels volunteers.

Miles Morgan Australia, as program sponsors of FUTURE FIT, is working with the office of the Speaker, Mr Steve Georganas MP, Member for Adelaide and the Hon Mark Coulton MP, Member for Parkes to support this event.

As you know, the purpose of this group is to raise awareness and recognise the important work Meals on Wheels volunteers do in our communities every day. This event provides an opportunity for volunteers and staff to acknowledge the \$7.5 million investment to strengthen the Meals on Wheels network, and to demonstrate their commitment to adapt and meet new opportunities.

The first step in the FUTURE FIT reform program was to undertake a Stocktake of the active Meals on Wheels network, providing insights into how more than 7 million meals are delivered to 90,000 clients each year. This data is available by electorate showing how many volunteers donate their time and the type and number of meals delivered each year, and we're planning to share this data with Members and Senators at the launch event.

These insights are informing transformation initiatives across the Meals on Wheels network that will occur throughout the year.

We would like to extend an opportunity to you to deliver remarks at the event outlining the Albanese Government's principles underpinning reform to aged care sector and/or your support for the work of Meals on Wheels.

A copy of the invite that has been sent to all Members and Senators is attached. We understand your schedule is busy, particularly on a sitting day. The run sheet will be flexible to accommodate any time you may have.

If you or your office have any questions, please contact me on s47F or s47F @milesmorgan.com.au.

We look forward to hearing from you.

Yours sincerely,

s47F

Lakshman Gunaratnam  
Chair, FUTURE FIT Portfolio Board  
CEO, Miles Morgan Australia

# You Are Invited.

## Launch of the Parliamentary Friends Of Meals On Wheels Group

Dear Members and Senators,

You're invited to join the launch of the Parliamentary Friends of Meals On Wheels Group for the 47<sup>th</sup> Parliament.

The purpose of this Group is to provide a forum for Members and Senators to raise awareness and recognise the vital work Meals on Wheels volunteers do in our communities every day, creating invaluable social connections with older Australians.

At the first event of 2023 we will be joined by grassroots volunteers from Meals on Wheels Queensland and New South Wales. Members and Senators will be briefed on the work Meals on Wheels services are undertaking to prepare the network for the new in-home aged care system, supported by the Federal Government – a program they have titled 'Future Fit'.

**What:** Launch of the Parliamentary Friends Of Meals On Wheels Group for the 47<sup>th</sup> Parliament

**When:** 11am-11:45am, Wednesday 22 March 2023

**Where:** The Speakers Courtyard, Parliament House

Please RSVP your attendance to [enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au) including any dietary requirements.

We look forward to you joining us.

Mark Coulton and Steve Georganas, co-convenors

**From:** s11C  
**To:** s47F  
**Cc:** s47F; PAUL, Dimity  
**Subject:** FW: Sponsorship of MoWA Conference [SEC=OFFICIAL]  
**Date:** Friday, 5 April 2024 11:59:24 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[mowsalogs2\\_d34ff6b3-2f8a-4431-ab47-454f93b8ff36.jpg](#)  
[bluewwwlogo\\_dfe835cf-27f0-4b3a-821a-a8251fe891d8.png](#)  
[facebook\\_d3ce7919-d105-47b4-9531-f1107873514c.png](#)  
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[download\\_510a6cff-eeeb-4ce4-a7a3-ddcaf504d9f9.png](#)  
[app-icon2\\_3158921d-8291-4420-978a-aa407c14e1ff.png](#)  
[Government Sponsorship 2024 letter.pdf](#)  
[image001.png](#)

Hi s47F

I note that Paul sent you an email today about the s47G MOWA has asked for to sponsor their conference. Rather than me contact the Dept, can I assume your office is on to this?

Cheers

s11C

Office of the Hon Mark Butler MP  
 Minister for Health and Aged Care  
 P: 02 6277 7220 | M: s47F | E: s47F @health.gov.au  
 Suite MG.50 | PO Box 6022  
 Parliament House, Canberra ACT 2600

**From:** Sharyn Broer s47F @mealsonwheelsa.org.au>

**Sent:** Friday, April 5, 2024 11:14 AM

**To:** s11C s47F @Health.gov.au>

**Subject:** FW: Sponsorship of MoWA Conference [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 s11C

Sorot been over in Canberra for the recent Parliamentary Friends of MOW event. In conversation with staffers present at the event, Paul Sadler expressed frustration with the Department of Health & Aged Care's overdue decision on whether or not to provide sponsorship funding for the 2024 national Meals on Wheels Conference scheduled for July 2024. See attached and thread below.

We would be very grateful if there is anything your office could do to urge a response (preferably favourable) so that this important forum for community meal service providers can proceed as planned.

Many thanks and hope to catch up soon,

Sharyn

**Sharyn Broer**

Chief Executive Officer



**Meals on Wheels (SA) Incorporated**  
 84 Sir Donald Bradman Dr. Hilton 5033  
 PO Box 406, Unley SA 5061  
 T (08) 8273 1304

F 8490 2309

Ms47F



Please consider the environment before printing this email.

This email and/or any attachments is confidential and may be privileged information. If you have received this communication in error please notify Meals on Wheels SA. We do not guarantee that this communication is virus free.

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**From:** Paul Sadler s47F [redacted] <[s47F@mealsonwheels.org.au](mailto:s47F@mealsonwheels.org.au)>  
**Sent:** Friday, 5 April 2024 8:02 AM  
**To:** s47F [redacted] <[s47F@Health.gov.au](mailto:s47F@Health.gov.au)>  
**Cc:** s47F [redacted] <[s47F@tweedmeals.org](mailto:s47F@tweedmeals.org)> s47F [redacted] <[s47F@outlook.com](mailto:s47F@outlook.com)>; s47F [redacted] <[s47F@destinationconference.com.au](mailto:s47F@destinationconference.com.au)>; Sharyn Broers s47F [redacted] <[s47F@mealsonwheelssa.org.au](mailto:s47F@mealsonwheelssa.org.au)>  
**Subject:** Fwd: Sponsorship of MoWA Conference [SEC=OFFICIAL]

**CAUTION:** This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. If the email appears to be suspicious please report to IT for investigation.

s47F

You may remember us raising support for our national conference when we caught up in Parliament House a couple of weeks back. I wonder if you could follow this up for me. We original lodged our request with the Department back in November 2023. As you can see below, we followed up at the beginning of March. I chased the Department about it earlier this week but haven't received an answer.

Meals on Wheels Australia faces the prospect of canceling the event if financial support from the Department is not forthcoming. We would need a promise of the funding support (not the actual money) within the next 10 days to proceed.

I will call you to discuss.

Regards

Paul Sadler

Chair

Meals on Wheels Australia Ltd

M: s47F [redacted]

---

**From:** Paul Sadler s47F [redacted] <[s47F@mealsonwheels.org.au](mailto:s47F@mealsonwheels.org.au)>  
**Sent:** Monday, March 4, 2024 5:40 PM  
**To:** CONNOLLY, Thea s47F [redacted] <[s47F@health.gov.au](mailto:s47F@health.gov.au)>; EVANS, Melissa s47F [redacted] <[s47F@Health.gov.au](mailto:s47F@Health.gov.au)>  
**Cc:** s47F [redacted] <[s47F@tweedmeals.org](mailto:s47F@tweedmeals.org)>; s47F [redacted] <[s47F@destinationconference.com.au](mailto:s47F@destinationconference.com.au)>; s47F [redacted] <[s47F@destinationconference.com.au](mailto:s47F@destinationconference.com.au)>; s47F [redacted] <[s47F@outlook.com](mailto:s47F@outlook.com)>; s47F [redacted] <[s47F@outlook.com](mailto:s47F@outlook.com)>

**Subject:** Re: Sponsorship of MoWA Conference [SEC=OFFICIAL]

Thea and Mel

I'm writing to follow up on MoWA's request for the Department to sponsor our National Conference. I've reattached the original letter.

I believe the benefit to DoHAC of its sponsorship will be even greater than when we originally wrote to you last year. Our conference is due to be held at the end of July, after the Government makes significant decisions about a new Aged Care Act and the pathway to create a new Support at Home Program. This would be an excellent time for you to promote the Government's plans directly to MoW service providers from across the country.

You would also be able to address particular concerns that have arisen amongst MoW services

after the completion of Future Fit's phase one and advise our sector of next steps. MoWA would potentially be in a position to publicly support the Government's approach based on the MoWA/Commonwealth Forum, thus rebuilding some trust between stakeholders.

If you feel unable to provide the full \$47G we have asked for (though that is consistent with your previous support levels), we stand prepared to discuss with you what level of support you could provide.

We need an answer by the end of March, so that we can set registration fees for the conference.

Regards

**Paul Sadler**

**Chair**

Meals on Wheels™ Australia

m: s47F

e: s47F@mealsonwheels.org.au

w: mealsonwheels.org.au

signature\_1277592829




---

**From:** CONNOLLY, Thea s47F@health.gov.au>

**Date:** Tuesday, 14 November 2023 at 12:36 pm

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

**Cc:** HERALD, Russell s47F@health.gov.au>, EVANS, Melissa s47F@Health.gov.au>, s47F@tweedmeals.org>, s47F@destinationconference.com.au s47F@destinationconference.com.au>, Sharyn Broer s47F@mealsonwheelssa.org.au>

**Subject:** RE: Sponsorship of MoWA Conference [SEC=OFFICIAL]

Thanks Paul,

We're considering your request. Mel Evans, AS Aged Care Communications and Change, will be in touch.

Regards

Thea

---

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

**Sent:** Friday, 10 November 2023 4:53 PM

**To:** CONNOLLY, Thea s47F@health.gov.au>

**Cc:** HERALD, Russell s47F@health.gov.au>; s47F@tweedmeals.org>; s47F@destinationconference.com.au; Sharyn Broer s47F@mealsonwheelssa.org.au>

**Subject:** Sponsorship of MoWA Conference

**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.

Thea

Please find attached a letter regarding sponsorship of the Meals on Wheels National Conference next year.

Regards

**Paul Sadler**

**Chair**

Meals on Wheels™ Australia

m: s47F

e: s47F@mealsonwheels.org.au

w: mealsonwheels.org.au

signature\_1064796774

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by the Department of Health, Disability and Ageing

**From:** [Lakshman Gunaratnam](#)  
**To:** s47F ; s47F  
**Cc:** [Lakshman Gunaratnam](#)  
**Subject:** Invitation for Minister Wells to attend Whitehorse Meals on Wheels launch (Saturday 1 July 2023)  
**Date:** Tuesday, 27 June 2023 6:42:17 AM  
**Attachments:** [image001.png](#)  
[Whitehorse Soup-er launch 1 July 2023.jpg](#)  
[FF-Whitehorse MOW progress 16 May 2023.pdf](#)

**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 s47F and s47F

I hope you're well after the many sitting weeks!

You may recall the invitation (attached) we sent to Minister Wells in May to attend the launch of the Whitehorse Meals on Wheels program she originally [announced in March](#), delivered under the federally funded Future Fit program.

The details are below (and flyer attached), we have confirmed 70 local residents, 12 Meals on Wheels volunteers, the Deputy Mayor, several Councillors of Whitehorse, 2 state MPs, local media and our staff.

- **Date:** Saturday, 1 July 2023
- **Time:** Anytime between 11am-2pm
- **Location:** Nunawading Community Hub, 96-106 Springvale Rd, Nunawading, Victoria

We understand the Minister cannot attend and we have invited s47F to attend but we have yet to receive a response.

We are following-up with her office but we'd be grateful for any assistance you can please provide to encourage s47F to attend representing the Federal Government.

Many thanks

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F [@milesmorgan.com.au](#)





# Whitehorse Meals on Wheels Soup-er Launch!

**WHEN:** Saturday 1 July, 11am to 2pm

**WHERE:** Community Kitchen  
Level 2 Nunawading Community Hub  
96-106 Springvale Rd, Nunawading

Our new Whitehorse Meals on Wheels service commences 1 July and we'd love you to join us for a special celebration.

Join us for some soup, socialising and heart-warming time with local volunteers.

No cost. All welcome! We look forward to feeding you.

For more information on our launch event, or if you're interested in volunteering with Whitehorse Meals on Wheels, please give Rebecca a call on 0421 230 129 or 1800 718 326 or drop us an email at [enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au)

**From:** [Enquiries - Future Fit](#)  
**Cc:** s47F  
**Subject:** MEDIA RELEASE: WHITEHORSE MEALS ON WHEELS IS FUTURE-FIT  
**Date:** Saturday, 1 July 2023 11:01:01 AM  
**Attachments:** [Outlook-uwj344iq.png](#)  
[Outlook-esdoi4it.png](#)  
[MEDIA RELEASE - Whitehorse Meals on Wheels 01072023.pdf](#)

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**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.

**MEDIA RELEASE: WHITEHORSE MEALS ON WHEELS IS FUTURE-FIT**

A new Meals on Wheels operator has launched in Whitehorse today, offering older Australians a huge range of healthy and affordable meals, delivered by local volunteers, so they can stay in their own homes for longer.

Please see attached media release from Whitehorse Meals on Wheels with quotes attributable to the Federal Minister for Aged Care and Sport, Hon Anika Wells MP along with General Manager, s47F and Team Leader, s47F.

Images can be provided to media outlets upon request.

Media contact – s47F

Kind regards,

s47F

Future Fit Support Team  
1800 718 326  
[enquiry@mowfuturefit.com.au](mailto:enquiry@mowfuturefit.com.au)



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**From:** s47F  
**To:** s47F  
**Subject:** Photos from Whitehorse Meals on Wheels launch and suggested social media lines  
**Date:** Saturday, 1 July 2023 2:59:17 PM  
**Attachments:** [sng-aus\\_rgb\\_colour\\_255x85\\_905a5382-ab04-4b85-98c5-bc98929da74c.jpg](#)  
[linkedin\\_25x21\\_76756c96-6da5-485b-b954-dbf0a962a5e0.jpg](#)  
[twit\\_25x21\\_6154611a-ca4b-4525-8a30-7eedea9dab52.jpg](#)  
[Suggested social media posts.docx](#)

**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 s47F

Thanks so much for your help organising a media quote for Minister Wells.

Our community celebration launch event for the new Whitehorse Meals on Wheels service was a huge success with approximately 150 attendees.

You can view some raw/ unedited photos from today's fantastic event [here](#) which you are welcome to use on any social media posts.

Please also see attached some suggested social media lines we drafted for MP's who attended the event.

Best wishes and thank you again!

s47F

s47F

Account Director, Communications | SEC Newgate Australia

M s47F

P 03 9611 1800

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

Level 17, 35 Collins Street  
Melbourne VIC 3000



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## Suggested social media posts:

### Facebook

**Post:** It was terrific to be part of the community celebration launching the new Whitehorse Meals on Wheels service today at Nunawading Community Hub.

Meals on Wheels are more than just a meal. Local volunteers take the time to have a conversation with the older person when delivering their meal, reducing social isolation and enabling them to continue living independently in their home.

Whitehorse Meals on Wheels will offer a diverse range of healthy meals, giving older Australians more choice and control over what they eat and contributing stronger preventative health outcomes and improved wellbeing.

Whitehorse Meals on Wheels service is being actively supported by the Commonwealth's Future Fit initiative to help improve the viability and capability of the Meals on Wheels network to ensure great local services like Whitehorse Meals on Wheels are able to continue serving the community well into the future.

<Add photo/s>

**Comment:** Meals on Wheels volunteers are the heartbeat of the community, delivering not only meals but companionship and care. Do you know someone who wants to volunteer? Get in touch with Whitehorse Meals on Wheels and let them know. For more information about volunteering as well as the meal choices on offer, visit: <https://www.mowfuturefit.com.au/whitehorse>

### Twitter

Terrific to celebrate the launch of Whitehorse Meals on Wheels today. Meals on Wheels is more than just a meal, it helps reduce social isolation and helps older Australians live independently. Thanks to the Australian Government's Future Fit program, Whitehorse Meals on Wheels is delivering more healthy choices to older Australians at affordable prices.

Find out more here: <https://www.mowfuturefit.com.au/whitehorse> #mealsonwheels #FutureFit

<Add photo/s>

### Instagram

**Post:** Terrific to be part of the community celebration launching the new Whitehorse Meals on Wheels service today.

Meals on Wheels are more than just a meal. Local volunteers take the time to have a conversation with the older person when delivering their meal, reducing social isolation and enabling them to continue living independently in their home.

Whitehorse Meals on Wheels will offer a diverse range of healthy meals, giving older Australians more choice and control over what they eat and contributing stronger preventative health outcomes and improved wellbeing.

Whitehorse Meals on Wheels service is been actively supported by the Commonwealth's Future Fit initiative, helping ensure great local services like Whitehorse Meals on Wheels are able to continue serving the community well into the future.

#mealsonwheels #whitehorse #FutureFit

<Add photo/s>

**Comment:** Find out more here: <https://www.mowfuturefit.com.au/whitehorse>

**From:** [Lakshman Gunaratnam](#)  
**To:** s47F  
**Subject:** RE: Invitation for Minister Wells to attend Whitehorse Meals on Wheels launch (Saturday 1 July 2023) [SEC=OFFICIAL]  
**Date:** Tuesday, 27 June 2023 10:38:44 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

Hi s47F  
 Really appreciate it – thank you.  
 Cheers  
 Lakshman  
 Lakshman Gunaratnam  
 CEO

s47F  
 s47F [@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)



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

**Sent:** Tuesday, June 27, 2023 10:08 AM

**To:** Lakshman Gunaratnam s47F @milesmorgan.com.au>

**Subject:** RE: Invitation for Minister Wells to attend Whitehorse Meals on Wheels launch (Saturday 1 July 2023) [SEC=OFFICIAL]

Hi Laksham,

I will follow up with s47F office.

Kind Regards,

s47F

Adviser – Aged Care and Digital Communications  
 Office of the Hon. Anika Wells MP  
 Minister for Aged Care | Minister for Sport  
 Member for Lilley

M: s47F | E: s47F @health.gov.au

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**From:** Lakshman Gunaratnam s47F @milesmorgan.com.au>

**Sent:** Tuesday, 27 June 2023 6:42 AM

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

@Health.gov.au>

**Cc:** Lakshman Gunaratnam s47F @milesmorgan.com.au>

**Subject:** Invitation for Minister Wells to attend Whitehorse Meals on Wheels launch (Saturday 1 July 2023)

**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 s47F and s47F

I hope you're well after the many sitting weeks!

You may recall the invitation (attached) we sent to Minister Wells in May to attend the launch of

the Whitehorse Meals on Wheels program she originally [announced in March](#), delivered under the federally funded Future Fit program.

The details are below (and flyer attached), we have confirmed 70 local residents, 12 Meals on Wheels volunteers, the Deputy Mayor, several Councillors of Whitehorse, 2 state MPs, local media and our staff.

- **Date:** Saturday, 1 July 2023
- **Time:** Anytime between 11am-2pm
- **Location:** Nunawading Community Hub, 96-106 Springvale Rd, Nunawading, Victoria

We understand the Minister cannot attend and we have invited s11C to attend but we have yet to receive a response.

We are following-up with her office but we'd be grateful for any assistance you can please provide to encourage s11C to attend representing the Federal Government.

Many thanks

Lakshman

Lakshman Gunaratnam

CEO

s47F

s47F [@milesmorgan.com.au](mailto:@milesmorgan.com.au)



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**From:** s47F  
**To:** s11C  
**Cc:** s47F; PAUL, Dimity; s47F  
**Subject:** RE: Sponsorship of MoWA Conference [SEC=OFFICIAL]  
**Date:** Friday, 5 April 2024 12:48:06 PM  
**Attachments:** [image001.png](#)  
[image004.jpg](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)  
[image011.png](#)

---

Hi s11C

Thank you for passing this on. Yes, we are aware of this and are dealing with it in our office.

Regards,

s47F

duplicate of document 30

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by the Department of Health, Disability and Ageing

**From:** s47F  
**To:** s47F  
**Subject:** Video message script  
**Date:** Friday, 14 July 2023 8:02:30 AM  
**Attachments:** [sng-aus\\_rgb\\_colour\\_255x85\\_905a5382-ab04-4b85-98c5-bc98929da74c.jpg](#)  
[linkedin\\_25x21\\_76756c96-6da5-485b-b954-dbf0a962a5e0.jpg](#)  
[twit\\_25x21\\_6154611a-ca4b-4525-8a30-7eede9dab52.jpg](#)  
[Video message Hon Anika Wells QLD MOW Town Hall events.docx](#)

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Hi s47F

Attached is a suggested transcript for the Minister to record her video message for the Queensland Meals on Wheels town hall events.

I am taking leave today but still contactable by text/ call if you have any issues.

Thanks again and hope you have a great weekend!

s47F

s47F

Account Director, Communications | SEC Newgate Australia

M s47F

P 03 9611 1800

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

Level 17, 35 Collins Street  
Melbourne VIC 3000



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I'm Anika Wells, the Federal Minister for Aged Care, thank you for joining this townhall meeting, hosted by Queensland Meals on Wheels.

This townhall is part of the Albanese Government's Future Fit program to improve the viability and capability of the Meals on Wheels network nationwide.

It's a great opportunity to hear from other services, ask questions of departmental offices and share your views and ideas for the future of Meals on Wheels.

I encourage you to engage with Future Fit because it's the way the Commonwealth Government engages with the Meals on Wheels network as we reform and improve in-home aged care.

Like it has been for nearly 70 years, Meals on Wheels will continue to help older Australians live in their own homes for longer.

As you all know, everyday Meals on Wheels staff and volunteers provide more than just a meal, they provide social connection.

Every day you're in your local communities, connecting with older Australians, having conversations to make sure everything is ok and helping where you can.

I thank you for your dedication and volunteering your time to be part of an iconic Australian organisation.

This document has been released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

**From:** [PAUL, Dimity](#)  
**To:** [Minister Wells DLO](#); s47F  
**Cc:** s47F  
**Subject:** RE: Order for the Production of Documents – Future Fit Program [SEC=OFFICIAL, ACCESS=Legal-Privilege]  
**Date:** Wednesday, 3 April 2024 12:46:00 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)  
[image003.jpg](#)  
[image004.jpg](#)  
[image005.png](#)

s47C

**Dimity Paul**  
**Chief of Staff**

Office of the Hon Anika Wells MP  
Minister for Aged Care and Minister for Sport

**From:** Minister Wells DLO s47E(d) @Health.gov.au>  
**Sent:** Tuesday, April 2, 2024 2:10 PM  
**To:** PAUL, Dimity s47F @Health.gov.au>; s47F  
s47F @Health.gov.au>  
**Cc:** s47F @Health.gov.au>; Minister Wells DLO  
s47E(d) @Health.gov.au>; s47F @Health.gov.au>  
**Subject:** FW: Order for the Production of Documents – Future Fit Program [SEC=OFFICIAL, ACCESS=Legal-Privilege]

**Importance:** High

Hi Dimity and s47F

Re Action - s47C

Re Sign-Off of OPD pack - **please advise** if you are happy for this approach.

Happy to discuss,

Kind regards,

s47E(c), s47F

Departmental Liaison Officer

Office of the Hon Anika Wells MP  
Minister for Aged Care and Sport  
02 6277 7720 | E: s47E(d) @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*

**From:** s47E(c), s47F @health.gov.au>  
**Sent:** Tuesday, April 2, 2024 11:35 AM  
**To:** Minister Wells DLO s47E(d) @Health.gov.au>  
**Cc:** s47E(c), s47F @health.gov.au>; STODDART, Chloe  
s47F @health.gov.au>; s47E(c), s47F @health.gov.au>; s47E(c), s47F  
@health.gov.au>; s47E(c), s47F @Health.gov.au>; Parliamentary

Committees s47E(d) [redacted] @health.gov.au>; s47E(c), s47F  
[redacted] @Health.gov.au>

**Subject:** FW: Order for the Production of Documents – Future Fit Program [SEC=OFFICIAL, ACCESS=Legal-Privilege]

Hi Team

# s42

**Background:**

Standing Order 164(3) states:

- If a minister does not comply with an order for the production of documents, directed to the minister, within 30 days after the date specified for compliance with the order, and does not, within that period, provide to the Senate an explanation of why the order has not been complied with which the Senate resolves is satisfactory:
  1. at the conclusion of question time on each and any day after that period, a senator may ask the relevant minister for such an explanation; and
  2. the senator may, at the conclusion of the explanation, move without notice—That the Senate take note of the explanation; or
  3. in the event that the minister does not provide an explanation, the senator may, without notice, move a motion in relation to the minister's failure to provide either an answer or an explanation.

Happy to chat and thank you for your help!

s47E(c), s47F

**From:** Parliamentary Committees s47E(d) [redacted] @health.gov.au>

**Sent:** Tuesday, February 27, 2024 11:38 AM

**To:** s47E(c), s47F [redacted] @health.gov.au>; HERALD, Russell  
s47F [redacted] @health.gov.au>; CONNOLLY, Thea s47F [redacted] @health.gov.au>

**Cc:** Parliamentary Committees s47E(d) [redacted] @health.gov.au>; s47E(c), s47F  
[redacted] @Health.gov.au>; s47E(c), s47F [redacted] @health.gov.au>; Minister Butler DLO  
s47E(d) [redacted] @Health.gov.au>; s47E(c), s47F [redacted] @health.gov.au>

**Subject:** ATT: Order for the Production of Documents – Future Fit Program [SEC=OFFICIAL]

**Importance:** High

Good Morning,

Please see the below email and attached documents regarding notification of a potential Order of Production of Documents regarding the Future Fit Program. This OPD will be considered by the Senate **today** and we will advise the outcome once notified by the Senate Parliamentary Liaison Officer.

All relevant information should be outlined in the attached documents but please reach out if you have any questions.

Thank you

s47E(c), s47F

Assistant Director

Parliamentary Coordination

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

Australian Government Department of Health and Aged Care

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

Australia

**From:** Senate Parliamentary Liaison Office s47E(d) @pmc.gov.au>

**Sent:** Monday, February 26, 2024 7:47 PM

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

s47E(c), s47F @health.gov.au>; Minister Butler DLO s47E(d) @Health.gov.au>;

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

Committees s47E(d) @health.gov.au>; DLO.Gallagher

s47E(d) @pmc.gov.au>; s47E(d) @finance.gov.au

**Cc:** s47F @aph.gov.au; s47F @aph.gov.au; s47F

s47F @pm.gov.au>; Senate Parliamentary Liaison Office s47E(d) @pmc.gov.au>;

s47F @aph.gov.au; s47F @pm.gov.au>; Senate

Parliamentary Liaison Office s47E(d) @pmc.gov.au>; s47F

@pm.gov.au>; PMO - Parliament s47E(d) @pm.gov.au>; s47F

s47F @pm.gov.au>; s47E(d) @aph.gov.au'

s47E(d) @aph.gov.au>

**Subject:** Heads Up - Order for the Production of Documents – Future Fit Program [SEC=OFFICIAL]

## OFFICIAL

Good evening

Please note: this motion has **NOT** been considered by the Senate yet. It may not get agreed to, this email is to provide you with a heads up.

Please see the attached motion requiring the Minister representing the Minister for Health (Senator Gallagher) to table **documents regarding the Future Fit Program** (details in the attached). This motion will be moved by Senator Rice tomorrow, Tuesday 27 February 2024 – the Senate has **not yet considered the motion.**

**If agreed** by the Senate:

- The Senator's office will receive a letter from the Clerk of the Senate outlining the order agreed by the Senate. The Senator would be required to provide the specified documents by **no later than 12.00pm, Thursday 14 March 2024.**
- Once the documents have been gathered and approved by the Senator for tabling, they should be accompanied by a letter to the President of the Senate (Senator the Honourable Sue Lines), indicating that the documents are the Senator's response to the Order for the Production of Documents. Alternatively, the Senator can write to the President of the Senate outlining their reasons for not being in a position to comply with the order.
- Where the documents are being requested of a Senate minister in their capacity representing a House of Representatives minister, it is the House of Representatives minister's responsibility for compiling the documents, but the Senate minister's responsibility to respond to the order. In these circumstances, the House of Representatives minister should write to the Senate minister, outlining the response or

reasons for non-compliance, and the Senate minister should write a cover letter addressed to the President of the Senate conveying the response.

- Please provide three hard copies to Senate sub-programming office (room SG 105 outside of the government entrance to the Senate chamber) on sitting days, or the Senate Table Office (SG 25) on non-sitting days. Please also send a single PDF (which should include the letter to the President from the minister, and any attachments related to that order) to the Senate Table Office at s47E(d) @aph.gov.au. If the file size is too large to send via email, contact the Senate Table Office via email to make alternative arrangements. In addition, as a matter of courtesy, one copy should be delivered to the requesting Senators office.

Kind regards,

Ann

**Ann Palmer**

A/g Assistant Secretary | Parliamentary Liaison Officer for the Senate

Department of the Prime Minister and Cabinet

p. (02) s47F | m. s47F

Ngunnawal Country, One National Circuit Barton ACT 2600 | PO Box 6500 CANBERRA ACT 2600

e s47F @pmc.gov.au w. pmc.gov.au



The Department acknowledges and pays respect to the past, present and emerging Elders and Traditional Custodians of Country, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

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**From:** s47F  
**To:** s47F ; s47F ; s47F  
**Cc:** s47F  
**Subject:** FW: Urgent: Senate Estimates Hearing Wednesday - Future Fit Program [SEC=OFFICIAL]  
**Date:** Monday, 12 February 2024 10:10:46 AM  
**Attachments:** [Outlook-2hallkhk.png](#)  
[Senate Estimates Feb 2024 Submission- Future Fit MOW from Tamworth and Armidale.pdf](#)  
[23.11.10 Senator Rice - Submission from AUMOW.pdf](#)  
[Rice submission 2023 - Issue 2 Wintalyka - Les Macdonald.pdf](#)  
[Rice submission 2023 - Issue 3 Wintalyka - Les Macdonald.pdf](#)

FYI

Please see letter to the Community Affairs Committee from MoW Armidale and MoW Tamworth. It has also been sent to other Senators/MP offices.

**From:** HERALD, Russell s47F @health.gov.au>  
**Sent:** Monday, February 12, 2024 10:03 AM  
**To:** s47F @Health.gov.au>  
**Cc:** CONNOLLY, Thea s47F @health.gov.au>; s47F, s47E(c) @health.gov.au>; LYE, Michael s47F @health.gov.au>; s47F s47F @Health.gov.au>  
**Subject:** FW: Urgent: Senate Estimates Hearing Wednesday - Future Fit Program [SEC=OFFICIAL] s47F

Just sending you FYI re Meals. This exchange was surprising/not anticipated.

MoW Tamworth and Armidale have some very strong views and have seemingly gone on the offensive against Senator Rice. We are going to reach out today and talk to them re this, but obviously I'm not sure how this will land in relevant offices.

Rusty

**From:** Peter Gallagher s47F @mow.org.au>  
**Sent:** Monday, February 12, 2024 9:41 AM  
**To:** [senator.sharma@aph.gov.au](mailto:senator.sharma@aph.gov.au)  
**Cc:** Kerryn Williams <[manager@aumow.org.au](mailto:manager@aumow.org.au)>; s47F @gmail.com>; s47F @gmail.com>; [senator.rice@aph.gov.au](mailto:senator.rice@aph.gov.au); [barnaby.joyce@mp.nationals.org.au](mailto:barnaby.joyce@mp.nationals.org.au); HERALD, Russell s47F @health.gov.au>  
**Subject:** Urgent: Senate Estimates Hearing Wednesday - Future Fit Program  
**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.

Senator Sharma

I am e-mailing you today asking for your assistance in the Senate Estimates Committee meeting on Wednesday.

Kerryn Williams, manager of Armidale Uralla Meals on Wheels and myself, Peter Gallagher representing Tamworth Meals on Wheels are very concerned about the possible cancelling of the Future Fit Program which is so near completion.

I have attached a letter that we have drafted explaining the background and the progress of the Future Fit project.

The value in the project is critical to the Meals on Wheels services across the entire nation, developing best practice standards, resources, tools and funding models which can only benefit our consumers and achieve better outcomes for the investment by government.

The project has been derailed by three Meals on Wheels Peak bodies. The Peaks are out of step with their member services who are either fully supportive of the project, or are waiting with considerable interest to see the benefits that come from it. The opposition of the 3 Peaks is

counter intuitive and appears self destructive, seems to be driven by a single personality who is involved in all three.

The project was initiated by the coalition and expanded by the current government. It is worthwhile and critical to maintain front line Meals on Wheels Services. If the project falls, over then it is very possible that when the CHSP program winds up in 2027, so will many of the smaller services. Council services are probably at the highest risk.

Please read our submission and if you believe that Meals on Wheels is a worthwhile Aged Care Service consider asking the questions that we have suggested.

We have also asked Senator Pratt to support us with the same questions. Her state of WA is in particular risk because of the dominance of council run Meals on Wheels programs.

If its possible to work with Senator Pratt on this issue showing bi-partisan support will help our cause a great deal.

Thank you for your time.

Peter Gallagher

Tamworth Meals on Wheels

Office : 02 6765 8999

Mobile: S47F

Office hours 7:30am to 3:30pm



This document has been released under  
the Freedom of Information Act 1982  
by the Department of Health, Disability and Ageing



Meals on Wheels

President: Mr. Peter Scorgie  
Secretary: Trish Balcombe

# MEALS ON WHEELS

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**February 12<sup>th</sup>, 2024**

**Subject:** Request for assistance from Meals on Wheels services – upcoming Senate Estimates – Community Affairs Legislation Committee

Dear Senators,

We are writing to request your assistance at the Community Affairs Senate Estimates committee meeting on Wednesday, 14 February.

As you may recall from the committee meeting in October 2023, Senator Rice was running a line of questioning relating to a transformation project titled 'Future Fit'. Future Fit is a project initiated by the Coalition government and expanded by Labor. Departmental responsibility for the project rests with the Department of Health and Aged Care.

The Project involves 32 Meals on Wheels Services across 4 states. New South Wales, Queensland and Tasmania are represented by individual services whilst in Victoria there are special projects at Ballarat and at Whitehorse in Melbourne. Future Fit is facilitated by the funded consultants Miles Morgan Australia (MMA).

Tamworth Meals on Wheels has been an active participant in this project and Armidale/Uralla Meals on Wheels has been a very interested 'observer' not having the resources to participate. All participating services pay their own costs and do not receive any subsidy other than an occasional travel reimbursement.

We are concerned about how questioning from Senator Rice is not only adversely portraying, but also misrepresenting the project and the meals on wheels services that have actively participated in this work.

As with any large group, there is a lot of politics within meals on wheels. Senator Rice openly admitted to us that she has a good and long-standing relationship with Mr Les Macdonald, CEO NSW Meals on Wheels.

Mr Macdonald has been CEO of NSW MOW for over 20 years. He also initiated the national peak body with representatives from each state forming Meals on Wheels Australia (MOWA) of which he has been one of the NSW representatives for its entire existence, until recently. Whilst tenures of that duration may be admirable there are inherent risks whenever one person holds a position of power and accumulates influence, especially where their roles overlap.

Mr Macdonald was also instrumental in the more recent establishment of the Support at Home Alliance and the 2023 appointment of Paul Sadler as the Chair of MOWA. Mr Macdonald, who is connected with all these peak organisations, has been very vocal about his displeasure with Future Fit and has freely expressed this both within and beyond the MOW-NSW network of services. Unfortunately, his

connection to multiple peaks strongly influences the opinions they express, including that of MOW-VIC whose submission to Senator Rice triggered the matter coming before Senate Estimates Thurs 26<sup>th</sup> October 2023.

We would ask you to be our voice in the meeting this week, to possibly challenge the source of Senator Rice's information and to put on the record some of the politicking which has led to the undermining of Future Fit, instead of highlighting its benefits.

While we understand this is a considerable ask given the short amount of time before the committee, we cannot convey how important it will be for frontline Meals on Wheels services to have a champion for transparency and accountability.

We met with Senator Rice on the 11<sup>th</sup> December last year, at her request, and hoped that the meeting would give her a better understanding of the complexity of the current Meals on Wheels program from both a government and a service point of view.

There is a whole lot of smoke and mirrors being used to distract from the core issue at hand, which is the value proposition of allowing Future Fit to see its conclusion.

**Please Do Not allow this project to be torpedoed** because of the biased agendas of a few peak bodies (MOW-NSW, MOW-VIC and MOWA) who are completely out of step with their own member services. By contrast the Queensland peak is fully supportive of Future Fit.

We believe the continuation and successful completion of the Future Fit project is critical to the sustainability of Meals on Wheels services which provide more than just a meal. Meals on Wheels services maximise government investment supporting people in their own homes longer with sound nutrition and regular social welfare checks.

For your information and consideration, we attach background information about the Future Fit project and questions that you may wish to put to the Department at the Committee meeting.

Yours sincerely

s47F

Peter Gallagher  
Manager  
Tamworth Meals on Wheels

s47F

Kerryn Williams  
Manager  
Armidale Uralla Meals on Wheels Inc.

We have attached Armidale's submission to Senator Rice dated 10<sup>th</sup> November with its attachments which are self explanatory.

## Future Fit Program

### Background

The government is introducing new Aged Care Legislation and needs to have a sound understanding of the meals services they are funding. Meals on Wheels services receive a tiny percentage of the Aged Care budget, yet it has the potential to have the greatest impact for money invested based on maintaining quality of life, health, mobility and slowing cognitive decline simply through early intervention, maintaining sound nutrition and regular social contact through the meal delivery and effective welfare check.

Meals on Wheels, through our professional services and army of volunteers effectively delay the need for clients to access more intense Aged Care services. We do not understand the Senator's objections to an 8 to 10 Million dollar project that, done thoroughly and methodically, has the potential to save the government millions of dollars in the future. Miles Morgan Australia, the contractors coordinating the project have put their heart and soul into the project and have been demonised for being awarded the contract.

### Why was Future Fit established?

For the last 70 years Meals on Wheels Services have grown organically across the country. The movement was and is community based with every service, large and small, being unique.

Initially services were run by volunteers, then by a paid Coordinator managing volunteers. Now most services are funded through the CHSP, professionally run with paid staff and continue to utilise an army of volunteers to keep costs down. In the recent Royal Commission CHSP services were the only section of the Aged Care program to receive a positive tick.

As services developed and struggled to survive funding was often lobbied for and varied to ensure services survived. The current transitional model is block funding in arrears based on the historical contracted meal delivery number and a set price per meal unit. In practice this means there is a broad range of operational funding structures with varying prices and meal targets, which in many cases were negotiated to keep services operational. For example, some services are way under their meal targets and others way over. Meal contracts vary by many dollars per unit depending on historical negotiations.

Another way that services achieve targets is the way they count their meal units. For example, some services claim one meal unit for a meal package – A main + soup + dessert, while other services claim a meal unit for each of these items. These differences effectively mean that the limited data the government collects through its DEX system is meaningless.

### The Main Goals of Future Fit:

- Establish a way of getting nutrition data consistently across all services
- Establish the current baseline for the way services claim outputs
- Establish a consistent meal definition
- Establish an accessible reporting mechanism to record meal units
- Establish a consistent funding arrangement for services
- Establish the value of the Social Support component of the resulting delivery welfare check
- Ensure Meals on Wheels Services are funded adequately to deliver contracted services
- Establish a viable business model to ensure continuity of meal services
- Ensure the government gets value for money
- Critically – ensure Aged Care clients get the best service possible

## Future Fit Progress:

### ○ Data Collection

- Two large data stocktakes were undertaken surveying services. In real terms only NSW and QLD participated because most other states have either centralised models or council run services
- The results identified the uniqueness of every service – showing a complexity unexpected by government who were being told of a more structured network by the Peaks
- The stocktake also showed many services lived month to month financially
- Following the stocktakes, the Department chose to contact services directly bypassing the peaks, organising Town Hall Meetings in Sydney and Queensland.
- Queensland MOW attended these meetings as they are both a peak and a service provider

### ● Client Relationship Management Program (Software) to gather live data

- Developed and is operating at Whitehorse in Melbourne
- This was fast tracked when Ballarat and Whitehorse City Council in Melbourne withdrew from providing Meals on Wheels Services when CHSP funding changed to payment in arrears.
- The department looked for a provider to take on the services and in consultation with MMA offered the contract to proven and viable services.
- The department contracted Queensland Meals on Wheels to service Ballarat and Newcastle Meals on Wheels to support Whitehorse.
- The new software is functioning as a basic meal program, but not yet fully developed to the level that will maximise data recovery for service and government planning.
- The concept is aspirational and could potentially give the government live nutritional data for ageing clients across the entire Meals on Wheels network enabling better future modelling once it is fully developed.

**It is critical that this work is not lost, and does not fall into the hands of a developer to profit from.**

### ● Definition of a Meal Unit - trial

- Through a strong consultation process with the Feasibility Study participants and professional nutritionists this piece of work is in its final phase and almost ready to trial.
- When trialed this work will determine the definition of a Meal Unit and at what level each meal unit will be funded to ensure viability of both the organisations while maximizing value for government.
- This will ensure meaningful data based on nutritional values can be captured.

**This piece of work, almost completed, is critical for services and government to get right. This will ensure appropriate funding for services delivering an early intervention model while providing a cost effective outcome for government. The data captured could be a game changer for future modelling.**

### ● Financial Viability of the Services

- A financial consultant was sub-contracted by MMA to analyse the Feasibility Study participant's business models.
- The consultant gained access and downloaded all necessary financial data with a goal to advise ways to streamline businesses.
- A few services have had face to face visits to give the financial advisers a real feel for each service.

- We are unaware of any feedback on the outcome of this part of the program. Feedback will most probably be individualised.
- **Service collaboration**
  - Services participating in Future Fit have been having regular Teams meetings supporting each other and developing ideas.
  - Everything from food labelling to direct debits, menu structures, hot and cold meals, compliance issues and Aged Care reforms are discussed.
  - The benefit from these meetings is an unexpected bonus of the Future Fit project – bringing progressive, innovative services together in mutual support.
  - This collaboration will be made available to all services across the network in the next few months. While it was initiated by the Future Fit project it is independent and will give every service in the country an opportunity to participate.

These results are tangible outcomes, beneficial and meaningful to all Meals on Wheels Services.

The Future Fit project is in danger of being dismantled because a few voices disagree with the way it was implemented, the selection of the consultant, and that NSW and QLD services were tasked to support their Victorian cousins at a time when Council Services are withdrawing from service delivery all over the country.

We believe the potential payback for services. Our consumers and government on this program is immense, measured in better client outcomes and many millions of dollars in savings based on early intervention by a nationwide responsive Meals on Wheels program.

This document has been released under  
the Freedom of Information Act 1992  
by the Department of Health, Disability and Prevention

## Senator Sharma

We have attached some questions for the department in relation to the future fit project.

Given the importance of the Future Fit project, please would you consider asking as many of these questions below that you are comfortable with. If you only ask one question can it please be the highlighted point 9.

1. The department has invested heavily in the Future Fit project. How much importance does the department place on a strong Meals on Wheels program and what are the expectations of the Future Fit project if it is funded to its completion?
2. If Future Fit continues being funded, and the outcomes met, do you believe there will be a tangible pay back on investment based on improved health outcomes? (effectively delaying higher care services due to early intervention, better nutrition and regular social contact through the Meals on Wheels program)
3. Is there modelling to suggest how much the government will save if a more robust and responsive Meal on Wheels service model is in place.
4. Apart from Newcastle Meals on Wheels, who recently had a major change in Board membership and subsequently a change in strategic direction, have any Future Fit Services made any complaints about the program ?
5. Have any services not involved in the Future Fit project made any Complaints about the Future Fit project and or the Feasibility Study?
6. Does Queensland Meals on Wheels support the project?
7. Does Meals on Wheels Tasmania support the project?
8. Do the Services participating in the Future Fit Feasibility Study support the project?
- 9. When the Future Fit program progress's to completion – or if it ceases mid project, will the department make the intellectual property developed, including statistical data, Policies, Procedures and Client Management Software freely available to services as Open Source, choosing a custodian approved by the project participants?**

**(The project participants are concerned that if the IP is granted to a developer or one of the Meals on Wheels Peak Bodies, access will only be granted through membership or subscription- for something we helped developed for the benefit of all Meals on Wheels Services)**

**To:** Senator Janet Rice  
Senator for Victoria  
**E:** [senator.rice@aph.gov.au](mailto:senator.rice@aph.gov.au)

**9<sup>th</sup> November 2023**

Dear Senator,

We write to you from Armidale / Uralla Meals on Wheels, located in northern NSW. Our service is a community based not-for-profit organisation formed in 1966. In 2022-23 financial year we were contracted with the Department of Health and Aged Care to deliver 37,376 meals, with actual outputs over 60,000. We provided meals to 348 clients, relying on a volunteer workforce of around 200. We employ six trained staff (EFT= 4.5) to prepare the meals in our own kitchen, and manage our relationships with our clients, volunteers, suppliers and numerous agencies.

We are not reaching out to you with the intent of refuting or substantiating Meals on Wheels Victoria's (MOW-VIC) claims. We viewed the Senate Estimates hearing on 26th October with interest, not knowing the content of the MOW-VIC submission until a few days afterwards.

We are distressed by the extreme bias demonstrated in MOW-VIC's submission. Unfortunately, the language it uses is consistent with much of the communication from our peak bodies over the last 12 months.

Our belief is that, in essence, the picture of Meals on Wheels being portrayed to the Department of Health and Aged Care by the collective peaks has been inaccurate.

As soon as an independent external consultant accessed the inner workings of the peaks (state and national) a very different picture began to emerge, and understandably the Department had some questions.

It's not unexpected for the peaks to defend their position and they have done so in concert.

By way of summary and to recap the telephone discussion with s47F on Thursday 2<sup>nd</sup> November, we respectfully submit our opinion.

### **Meals on Wheels (MOW) – Peak Bodies**

Meals on Wheels Australia (MOWA) is our national peak body.

Each state also has a peak body, and they internally nominate representatives to the Board of MOWA. The MOW-NSW representative is MOW-NSW Chairman, s47F who is the Vice President of MOWA. Until 2022, MOW-NSW CEO, Mr Les MacDonald was a long-standing member of the MOWA Board Executive.

*We note that, apart from its own enterprises, MOW-NSW receives Sector Support & Development funding under the Commonwealth Home Support Program (CHSP) from the Department of Health & Aged Care (DoHAC).*

### Contracting Miles Morgan Australia

Our understanding is that MOWA sought project funding from the DoHAC to develop and grow Meals on Wheels operations into a network of modern, responsive service providers in a new paradigm of aged care at home, in addition to securing funding for its own operational future as a national peak body.

We believe the Department wanted to avoid setting a precedent in providing funding directly to a peak body. Miles Morgan Australia (MMA) was appointed as the chosen consultancy firm to undertake the project.

If, as alleged by MOW-VIC, there are probity issues with the contracting arrangement, we trust the appropriate processes are in place to deal with such allegations, although we are aware MMA has a track record of consultancy services across a number of Commonwealth portfolios.

### Critical of project outcomes

The 'Future Fit' project parameters were a little ambiguous, but we understand the inherent need for data for planning, funding projections and the overall assessment of service provision. In the context of Aged Care Reform, we have completed so many surveys, feedback, and consultation documents and this was just another task to complete, but one that would cater more specifically to Meals on Wheels services.

Initial invitations to participate in 'Future Fit' were issued from MOWA, via NSW-MOW in February & March 2022. Services were strongly encouraged to participate due to the proposed benefits of the project:

The objective of FUTURE FIT is to give Meals on Wheels clients, volunteers, communities and funders improved transparency on value, impact, and costs.

It is about providing capability that is sustainable. While the impact of nutrition is well understood, the Meals on Wheels value proposition acknowledges the entirety of the service – that is, more than a meal.

However, true benefit to government, clients and the community will only be realised if we can all harness a truly connected network of members.

At an individual service, this means having more time to focus on the needs of clients and volunteers and continuing to make a positive impact in your community.

The first stage is the Finance and Operations stocktake to **identify our current national footprint and requirements.**

*\*Extract from MOW-NSW Services newsletter*

The data collected revealed the current national footprint of Meals on Wheels services. It just wasn't what the Department was expecting.

## Future Fit Project shines a light on Meals on Wheels

When the Finance & Operations Stocktake report was presented, it was obvious that QLD and NSW data dominated the reports. On questioning why, we were informed that services in these two states have similar operational models and therefore a data snapshot was easier to capture for comparative purposes.

Our understanding is that Tasmania and South Australia have a 'hub and spoke' model with centralised operations, and MOW services in Victoria are predominantly overseen by Councils.

*It was around this time that national media were reporting that due to funding uncertainty Victorian Councils were opting to relinquish their DoHAC contracts for MOW services.*

*The Age ran an article on Sept 5<sup>th</sup>, 2022 criticising Council services for replacing the traditional MOW model with bulk delivery options such as Lite N Easy.*

*MOW-VIC was quick to add to the chorus of voices critical of the proposed removal of CHSP block funding and the impact it would have on Council-based services in Victoria.*

*The ongoing exodus of Council-run MOW services and the uptake of options such as Lite N Easy happened under the watch of MOW-VIC.*

*Using Lite N Easy as a 'drop and run' delivery solution certainly pre-dates any arrangements with service providers from other states.*

The variation in service models was news to us, perhaps naively thinking all MOW services were similar. It became evident that the similarity is only in the endpoint - the provision of meal services to vulnerable people.

What is defined as a 'meal' is varied; the unit cost is varied; the service offering is varied; the delivery model is varied; the structure of the actual organisation is varied.

We don't think the Department was expecting such a disparity across the network of services.

**The positive to note is that every single MOW service in Australia has evolved organically in response to the needs of the community it serves and that is paramount to their success and their solid reputation of quality services over 70 years – there is no disputing this.**

## Shooting the Messenger

There is criticism from the peaks that MMA is seeking to meet a prescribed brief from the bureaucrats; this was reciprocated with criticism directed at the peaks for concealing the reality of the MOW network from the Department.

We believe, at least initially, that MMA were effectively 'caught in the crossfire' because they facilitated and provided the data that was being disputed.

We think this is about the time that things 'got ugly'.

### **Meanwhile in the trenches ....**

During this period, there were some MOW-NSW issues brewing in the background.

The Manager of Newcastle MOW, s47F, was elected to the MOW-NSW Board by his peers in 2018.

It's now public knowledge that early in 2023 s47F raised concerns about governance matters within the MOW-NSW Board environment. s47F reports that these concerns were 'shut down' by the MOW-NSW Board Executive as part of a recurring pattern.

What had been occurring behind closed doors spilled out into the MOW-NSW network through a series of emails during April and May 2023 revealing a very bitter dispute resolution process and a subsequent investigation involving lawyers on both sides. It is worth noting that a copy of the 'confidential' investigation report was later offered to all MOW-NSW services by the CEO, Mr MacDonald.

We mention this incident because it illustrates both the level of ill-feeling within the MOW-NSW Board and the power imbalance held by the Executive and the CEO whose conduct has been condescending and unprofessional at best.

Mr MacDonald has an impressive resume as the founder of MOW-NSW and subsequently, MOWA. He was also instrumental in the more recent establishment of the Support at Home Alliance and the 2023 appointment of Paul Sadler as the Chair of MOWA. He has been very vocal about his displeasure with the Future Fit project and has freely expressed this both within and beyond the MOW-NSW network of services.

Unfortunately, his involvement with multiple peaks strongly influences the opinions they express including recently, that of MOW-VIC.

Newcastle MOW is one of the services participating in the ongoing Future Fit project and s47F has been actively lobbying services around the state to embrace the process of change and growth. This is at odds with the MOW-NSW Board Executive and most of the correspondence to MOW-NSW Members in the last 8 months, endorsed or written by Mr MacDonald, has been demonstrably and publicly anti-Future Fit.

MOW-NSW, through its CEO, have adopted an us-vs-them mentality, whilst accusing MMA and the Future Fit participants of doing the same, as demonstrated in the attached documents.

Until these matters became public, many services were content to trust that the peaks were acting in our best interests. As the situation evolved some services, including ours, sought clarification or explanation from Mr MacDonald about some of the communications circulating. These queries were met with critical, condescending, evasive and dismissive responses and often these were shared across the entire network of services.

It shows poor governance from the MOW-NSW Board to allow its CEO to dispense his views in a way that claims to represent the Board and the majority of Member services. These incidents have damaged the relationships across the state and national networks and caused many services to disengage from the peaks.

## **The Relevance of Data - What will Future Fit achieve?**

The services within Future Fit have a different perspective from the peaks on how to improve the service model of Meals on Wheels. The Future Fit group is seeking out operational models that might be more efficient for services, also keeping in mind that rural and regional services face different challenges and supply chain issues to their metropolitan colleagues.

The additional project funding is allowing the Future Fit project team to pursue more robust data for the Department to use in shaping the funding model for Meals on Wheels services. The project participants are contributing their own time and resources to trial new methodologies whilst also reviewing the nutritional adequacy and quality of all food items produced.

As service providers it seems natural for us to be critical of departmental directives around how we operate. Whilst we enjoy the flexibility of guidelines which are open to interpretation, this flexibility facilitates a situation where service modelling has become so diverse that it is now impossible for the Department to attempt to define a core set of parameters by which all MOW services can operate.

The proposed Support at Home (SAH) consumer assessment process indicates that a Service Plan will have a prescribed allocation of services to consumers, which determines a client's budget.

Lack of clarity and consistency around the definition of a "meal unit" impacts the ability of the Department to appropriately apportion a "unit cost". An assessor's task of allocating a specified service plan will be complicated by the varying definitions between services and between states.

We know that, for example, South Australian services provide a "3 course meal" and count this as a single meal output. Most of our colleagues around the region in northern NSW count a single meal as a single meal output. If we deliver two food items, they are likely to be consumed as two separate meals and therefore we report these as two outputs.

Everyone thinks THEIR methodology is correct.

The peaks have done very little to seek a consistent approach across each state, let alone nationally. Had this been achieved in the past, the complexities faced by the Department now would have been significantly reduced. This may also have provided some clarification on the ongoing debate around unit costing.

**This is what the Future Fit project is trying now to achieve.**

## **Business As Usual**

The peaks have demonstrated a lack of insight into their own shortcomings as representative organisations. The transparency they spoke of in their initial invitation to participate in the Future Fit project has not been evident.

Upon reflection, it appears that the peaks were content to have services continue in exactly the same manner as they always have – without growth or change or seeking more contemporary business methods and opportunities.

A comfortable option was to actively lobby the Department around the AN-ACC funding model, which would recognise meal outputs in addition to supporting baseline operational costs. It's so simple! The services would not have to change anything at all but would continue to secure ongoing block funding.

However, the flaw in this plan is that the Department still requires a solid data set to make informed decisions about any future funding model. This is the data that the Future Fit project is providing - initially from the stocktakes and now the project team is currently working through the Feasibility Study.

It is a huge undertaking by the 30+ services engaged in the project. It was beyond the capacity of our organisation to participate in the Future Fit Project, due to staffing issues and the general busy-ness of our organisation. So, we are watching from the sidelines and providing input and suggestions where possible.

### **Conclusion**

Contrary to the negative messages issued by the peaks, we do not believe that MMA set out to reveal a fractured Meals on Wheels network. The fractures only became apparent once the stocktake phase of the Future Fit was complete. It is sad that the peaks have been publicly stating otherwise. NSW services have been inundated with a stream of negative messages about the Future Fit project and MOW-NSW have targeted their anger towards MMA and several project participants – s47F in particular.

We believe that MOWA was aggrieved from the outset that they did not secure the Future Fit project funding directly. This is an odd belief given that government was unlikely to award such a contract to a peak body in preference to an experienced and recognised consultancy.

While being perturbed initially that the Future Fit project has been brought before a Senate Estimates Committee, we now believe that this is an opportunity to shine a light on the misrepresentation of our sector by our peak bodies, and the quality of governance behind it.

In particular we have a real concern that if the MOW-NSW Board continues to avoid engaging constructively with the Department then smaller Meals on Wheels services will basically wither on the vine come July 2025.

We appreciate the opportunity to provide this information to you.

Kind Regards,

s47F

Kerryn Williams  
Manager

s47F

Simon McMillan  
President

### **Attached:**

MOW-NSW quarterly publication – Wintalyka Issue #2 “Message from our CEO”

MOW-NSW quarterly publication – Wintalyka Issue #3 “Message from our CEO”

MOW-NSW Annual Report – Treasurers Report

## A message from our CEO...

Les MacDonald  
CEO, Meals on Wheels NSW



It is I think important that I address the issues that have diverted so much of the Association's and the network's time and resources over recent months into fruitless, unnecessary and damaging interpersonal and inter-organisational conflict. In order to understand that, it is necessary to have some context to those events. The Federal Department of Health and Ageing decided nearly two years ago now, to appoint an external consultant to provide assistance to MOW services around Australia to develop processes, systems and tools to enable those services to cope with the emergence of the new funding and classification system that the then government were proposing to introduce into the Care at Home space for older Australians by end June 2023. The Department appears to have decided upon that course of action without having a relatively mature understanding of the complexity of the MOW system throughout Australia and of the different levels of development and structure that then existed between different states.

That created a major problem in that when the consultants who were appointed to undertake that task turned their minds to the task, they found to their surprise that what had been told to them about that complexity and differences in structure had been correct. That raised the question of how the consultant was to deliver on what they had undertaken to do across Australia in their contract with the Department. It was apparently decided that the body chosen to take the blame for that lack of understanding by the Consultant and the Department was The Australian Meals on Wheels Association (AMOWA). Thus began a process which led to confusing both the Department and AMOWA as to the alleged actions and decisions of each other. As a result of that confusion, whether deliberately created or due to failure of processes, the Department were led to believe that AMOWA was a problem for Future Fit and should be excluded from participation. It appears apparent from statements attributed to the Departmental Officer concerned that he believed what he was being told. The result appears to have been the exclusion of AMOWA from the Future Fit process at a very early stage.

In order to cope with the reality that the consultant belatedly discovered they began to drastically modify the coverage of the project by in effect reducing it to principally two states, Queensland and New South Wales, and changing the language to suggest that those two states were the only parts of the network that were "active" and functional. The creation of that impression appeared to be necessary to deal with the fact that the original contract with the consultant was meant to deal with the entire MOW system throughout Australia.

In order to show delivery on the contract requirements it became clear that it was necessary to achieve the participation of virtually all the services in those two states for the project to have any credibility within government. The two state bodies were convinced to try to assure that level of total participation, despite expressions of concern about the ability to achieve that level of participation. Both bodies responded actively and professionally and put major resources into achieving the two stocktakes, without much yet in the way of return to the services for that participation. That effort to obtain sign-on

## A message from our CEO cont'd...

was complicated by the inability to obtain a clear and compelling indication of what services would achieve from the process. That lack of clarity has continued pretty much up to the present, compounded by a culture of secrecy worthy of ASIO. That failure in transparency has led to some distrust within the network in NSW as to what exactly it is that they will get from what is a very time consuming and costly expenditure of public funds.

To further complicate the issue, a very small number of member services within the network whose service model ideas do not correspond with those of a clear majority of the network, appear to have seen Future Fit as a way to put their system design ideas into practice throughout the network. Those member services have created, almost certainly unwittingly, a level of potential conflict and dissension within the network that, if successful, could be extremely damaging to the reputation and service model that services have worked so hard for decades to develop and sustain. The ideas of this small group, in so far as it is possible to summarise a broad collection of not necessarily related ideas, appear to focus around the idea that our network can best survive by changing our service model to match the service model of commercial organisations in the meal supply to the home space. That means, to a greater or lesser extent, changing from our very successful relational model of service delivery to a far more transactional model. There are a number of other ideas within that group including centralising purchasing functions, eliminating production kitchens and purchasing all supplies from commercial meal suppliers, etc. As you will all know we have canvassed the network on a number of occasions about such ideas and you have convincingly demonstrated that you simply do not agree with adopting those. We will of course continue to seek your views as circumstances change.

Unfortunately whether deliberate or due to incapacity, the combined efforts of this rather disparate group appears to be undermining the established roles of both MOWNSW and the bulk of the services. The cumulative effect of their actions in collaboration with the consultant, appears to have led to the unfortunate, costly and diversionary situation which we recently faced on the board of the Association. That has not only absorbed enormous amounts of board and staff time, but has cost a very substantial amount of money that would otherwise have been spent in supporting the network. We are working hard to put these aggravations behind us and continue the high level of services that we know that you appreciate and expect. We have convened a Webinar that all members have been invited to attend that will give an opportunity for members to understand the complexities of the situation that has arisen and to ask whatever questions they feel need answering.

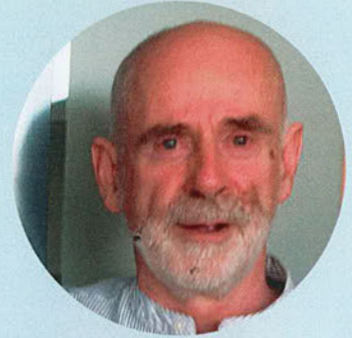
I am sure that you all appreciate that division in such networks as ours only renders us weak and vulnerable and that is the last thing we need during a time when we are lobbying flat out to support all of you and to ensure you have a long and healthy future.

# A message from our CEO...

Les MacDonald

CEO, Meals on Wheels NSW

Hi all,



The last few months have been really eventful for our organisation nationally. As you would all know, we celebrated National Meals on Wheels Day on 30th August, celebrating 70 years since Australia's Meals on Wheels journey began when Mrs. E. Watts pedalled her tricycle around South Melbourne, delivering meals to the needy. Our team have been out as part of the Wholesome 70 Years Roadshow and service visits to celebrate this National milestone as well as local milestones, with many NSW services also reaching their milestone years of 50, 60 or 65 years in 2023. And as we stop and reflect on Mrs E. Watts journey seven decades ago in Victoria, we reflect on the reasons why she may have started this service, and what comes top of mind is local people wanting to support their local community and starting a movement in Australia that would, 70 years later, continue to enrich and strengthen local communities.

If your service hasn't already, you should expect to very soon receive a copy of the Best Practice Guidelines, which have been adapted for NSW from a document that was originally put together by consultations with the Meals on Wheels Victoria Committee and service provider representatives in Victoria. NSW took on the project of adapting the Victorian Guidelines for our own use because we believe that they capture the spirit of the Meals on Wheels model so very well, in addition to the practical and operational advice.

In light of this proud Victorian legacy, it is sadly serendipitous that there is now concerning news coming out of Victoria with the departure of local governments from the provision of CHSP services. The process of finding new providers by the Commonwealth Health and Aged Care Department have not to date been encouraging regarding any level of public service understanding of the essence of the Meals on Wheels model that has sustained and built its community respect and admiration over those seventy years. For instance, in the Whitehorse Council area in Melbourne the Meals on Wheels service that has taken over from the Council appears to be being operated by a private management consultant employed by the Department fronting for a NSW service provider as a way to ensure continued funding at a level well above that provided to long standing Victorian Meals on Wheels services. We've been advised that the previous staff of the service have been sacked by the consultant who have brought in Lite n' Easy (along with two other meal providers) to deliver the meals with limited, if any, social support contact and well-being monitoring of the client, often with meals that do not meet the National Meal Guidelines and therefore the nutritional and health needs of the clients. Clients and volunteers are reportedly angry and dissatisfied and are increasingly leaving. The consultant concerned is the one employed by the Department to run a program costing \$7.5 million of taxpayer funds to allegedly prepare Meals on Wheels for the new Aged Care Act to be passed by the Federal Parliament in 2024. This contract has been in place since before Covid (around three years) and little if anything, has yet been produced by the consultant in the way of usable resources for network members around Australia. On the positive side however, the work of the Support at Home Alliance in producing a proper funding model now appears to be largely reflected in the one they are testing with the services participating in Future Fit. We have been excluded by the consultant from participating in Future Fit but we will keep you informed as further information comes to hand.

Les

**From:** [Minister Wells DLO](#)  
**To:** s47F  
**Cc:** [Minister Wells DLO](#)  
**Subject:** FW: Parliamentary Friends of Meals on Wheels Invite [SEC=OFFICIAL]  
**Date:** Thursday, 23 February 2023 3:16:57 PM  
**Attachments:** [image001.png](#)  
[FUTURE FIT portfolio overview - February 2023.pdf](#)

Advice from the Department on Future Fit for your consideration

Thank you

s47F

**From:** HERALD, Russell s47F @health.gov.au>  
**Sent:** Thursday, 23 February 2023 3:14 PM  
**To:** Minister Wells DLO s47E(d) @Health.gov.au>  
**Cc:** HRD Executive s47E(d) @Health.gov.au>; s47F, s47E(c) @health.gov.au>; s47F, s47E(c) @health.gov.au>; HARTLAND, Nicholas s47F @health.gov.au>  
**Subject:** Parliamentary Friends of Meals on Wheels Invite [SEC=OFFICIAL]

Hi Team,

Apologies for delay on this. The attached pack came in a bit later than I hoped. Also typing this on my phone so excuse the lack of formatting.

Some points:

1. The history of FUTURE FIT stems from advocacy work that Meals on Wheels Australia (MOWA) undertook several years ago to get the funded meal price under CHSP increased to at least \$10 to avoid viability issues on the network.
  - a) It was only increased to \$7.50 resulting in threats to undertake a political campaign in front of the election.
2. The Department undertook due diligence of the MOWA claims and noted thwy had no evidence to substantiate their claims of widespread viability risks.
3. The Department did identify that the Meals on Wheels network was disjointed with a number of areas being commercially inefficient. We also identified that the network tended to work as competitors, or otherwise siloed which contained their ability to leverage scale against larger competitors.
4. Through MOWA, we commissioned FUTURE FIT to undertake business transformation to help improve governance, efficiencies and back of house tech, such that the brand could be insulated from the aged care reform agenda. Note: this includes investigating the partnership being formulated with lite n easy with a view to developing a Meals marketplace in the future.
5. One example that FUTURE FIT is managing is developing a new CRM for more than 80 outlets, as their existing tech is past its used by date (an no longer supported).
6. Another example is developing a baseline understanding of the full network including cost of production, and food preparation methods and nutritional standards.
7. This work is underway in the background as FUTURE FIT works across Meals on Wheels outlets to identify and develop improvements, noting that the majority of the work is in NSW and QLD (per advice in previous breifs)
8. In relation to the specific event in question, FUTURE FIT wants to bring people and volunteers at the coalface to Canberra rather than MOWA to outline the benefits to Meals on Wheels and their role in aged care into the future. In that vein, the Department would generally recommend the Ministers attendance if there was interest.
9. However, there is a BUT.
10. In entering into the iniative with MOWA, the Department built risk protections into the

business transformation contract by funding Miles Morgan Australia directly, and not through MOWA.

11. The reason was concern about the current executive/management within MOWA, where there were at least some unsubstantiated allegations of financial mismanagement. We also assessed that funding was generally delivering a poor return on investment. Ultimately we weren't convinced that MOWA would effectively use the funding to improve the front line, and may divert funding towards another initiatives.

12. Once this was understood by MOWA, their engagement with FUTURE FIT reduced, and at least one individual began to work against it.

13. In the context of separate feedback indicating that the messaging and advocacy from MOWA did not really reflect on the ground issues, the Department pivoted and chose to work directly with state Meals on Wheels associations, where buy in has been larger and more effective.

14. It is this work that has allowed the Department to select Meals on Wheels outlets in NSW and QLD to pick up some of the gap being left by councils in Victoria, as the FUTURE FIT initiative provides extra resources and drive to stand up infrastructure that otherwise wouldn't have been possible.

15. The BUT is that the MOWA exec have been concerned about Victoria for some time, and are not too happy that a solution was found without them as they wish to be the organisation that can claim the wins with politicians.

16. So the one small risk from the event is that MOWA may try to re-elevate their relevance if they also attend.

Happy to chat.

Rusty

Sent from Workspace ONE Boxer

[SEC=OFFICIAL]

----- Forwarded message -----

From: s47F [redacted] <[s47F@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)>

Date: 22 Feb 2023 9:29 pm

Subject: FUTURE FIT portfolio overview

To: "HERALD, Russell" s47F [redacted] <[s47F@health.gov.au](mailto:s47F@health.gov.au)>

Cc: "s47F, s47E(c)" s47F [redacted] <[s47F@health.gov.au](mailto:s47F@health.gov.au)>, Lakshman Gunaratnam

s47F [redacted] <[s47F@milesmorgan.com.au](mailto:s47F@milesmorgan.com.au)>

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

Hi Rusty – apologies for the delay. Please find attached an overview of FUTURE FIT.

The Victorian MOW pilot sites will fall under program 1 – please let me know if you would like me to add text that explicitly states this. We are also happy to add detail that you think would help with the briefing.

Many thanks,

s47F [redacted]

Managing Director

s47F [redacted]

s47F@milesmorgan.com.au



This document has been released under  
the Freedom of Information Act 1982  
by the Department of Health, Disability and Ageing