

Task History

Date	Description	Type	User	Details	Reason	On Behalf Of
05/03/2026 03:25 PM	Manage User Access		s47E(c), s47F			
05/03/2026 02:59 PM	Request Access					

Additional Information

Access requested by user: s47E(c), s47F)
Date requested: 05/03/2026 02:59 PM
Reason: FOI response - Assisting s47E(c), s47F

Date	Description	Type	User	Details	Reason	On Behalf Of
04/03/2026 12:21 PM	Manage User Access		s47E(c), s47F			
10/02/2026 09:39 PM	Assign	Processing Instructions		Sent to Committee for tabling 10/Feb - see attachments		
10/02/2026 09:28 PM	Upload Attachment					

Additional Information

Attachments added:
For tabling _ Department of Health_ Disability and Ageing (.msg)

Date	Description	Type	User	Details	Reason	On Behalf Of
10/02/2026 09:23 PM	Submit		s47E(c), s47F		Note added by s47E(c), s47F	
10/02/2026 09:23 PM		File Note		Sent to Committee for Tabling 10/Feb - see attachments		
10/02/2026 09:22 PM	Publish					
10/02/2026 08:22 PM	Assign	Processing Instructions		October QoN first QA'd - ready for DB and tabling		
10/02/2026 08:16 PM	Submit				Note added by s47E(c), s47F	

Date	Description	Type	User	Details	Reason	On Behalf Of
10/02/2026 08:16 PM		File Note	s47E(c), s47F	MO noted: Yes Deputy/CEO cleared: Yes Attachments: No		
10/02/2026 08:14 PM	Claim					
10/02/2026 07:38 PM	Action & Assign For Publication	Processing Instructions	s47F, s47E(c)	Noted by MO for tabling. Thanks		
10/02/2026 07:38 PM	Claim					
10/02/2026 06:52 PM	Assign for Advisor Action	Processing Instructions		updated		
10/02/2026 06:52 PM	Claim					
10/02/2026 06:48 PM	Assign For MO Action	Processing Instructions	s47E(c), s47F	QA'd and ready for MO Noting		

Additional Information

CC'd emails: s47E(c), s47F@Health.gov.au, Greg.PUGH@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
10/02/2026 06:47 PM	Quality Check		s47E(c), s47F			
10/02/2026 06:45 PM	Claim					
10/02/2026 06:33 PM	Clear & Assign		Greg PUGH			

Additional Information

CC'd emails: Julia.ATKINSON@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
10/02/2026 05:06 PM	Clear & Assign	Processing Instructions	Julia ATKINSON	for clearance pls. this version cleared by s42		

Additional Information

CC'd emails: Miriam.MOORE@Health.gov.au, s47E(c), s47F@health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
10/02/2026 05:00 PM	Assign		Greg PUGH			
10/02/2026 01:14 PM	Clear & Assign	Processing Instructions	Julia ATKINSON	s42		

Additional Information

CC'd emails: Miriam.MOORE@Health.gov.au, s47E(c), s47F @health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
27/01/2026 01:18 PM	Assign	Processing Instructions	s47F	Returning as per MO request. Please return by COB 28/1. Thanks		

Additional Information

CC'd emails: s47E(c), s47F @Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
27/01/2026 01:17 PM	Claim		s47F			
27/01/2026 01:07 PM	Assign for Redrafting	Processing Instructions	s47E(c), s47F	Hi team, please assigned to Julia Atkinson. Thanks, s47E(c), s47F	Additional/updated information required	

Additional Information

CC'd emails: Julia.ATKINSON@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
27/01/2026 01:06 PM	Claim		s47E(c), s47F			
27/01/2026 12:49 PM	Assign to DLO	Processing Instructions		DLO: please reassign to Julia Atkinson s47F		
13/01/2026 10:22 AM	Assign for Advisor Action		s47F			
08/12/2025 03:06 PM	Assign for Advisor Action	Processing Instructions		For review please, HC to follow		

Date	Description	Type	User	Details	Reason	On Behalf Of
27/11/2025 12:22 PM	Claim		s47F			
24/11/2025 09:28 AM	Assign For MO Action	Processing Instructions	s47E(c), s47F	For MO noting		
24/11/2025 09:24 AM	Quality Check					
24/11/2025 09:18 AM	Assign	Processing Instructions		For second QA and progression to MO please		
24/11/2025 09:16 AM	Claim					
21/11/2025 03:30 PM	Assign	Processing Instructions		Initial QA complete - ready for additional QA and progression to the MO for noting		
21/11/2025 12:30 PM	Assign	Processing Instructions		For first QA please		
21/11/2025 11:44 AM	Claim					
20/11/2025 05:13 PM	Assign	Processing Instructions		Hi Team - sincere apologies for the delay QoNs Deputy Secretary cleared offline 17/11/25.		
15/11/2025 03:43 PM	Clear & Assign	Processing Instructions	Greg PUGH	FAS cleared thanks		

Additional Information

CC'd emails: s47E(c), s47F @health.gov.au, Julia.ATKINSON@Health.gov.au, s47E(c), s47F @Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
14/11/2025 02:59 PM	Clear & Assign	Processing Instructions	Julia ATKINSON	For clearance through to SS. s42 Julia		

Additional Information

Additional Information

CC'd emails: s47E(c), s47F@health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
14/11/2025 01:01 PM	Assign for Clearance	Processing Instructions	s47E(c), s47F	Hi Julia Please review and clear. I've left track and comments in so you can consider further if you wish before these are finalised. If you want to discuss further this afternoon. s47E(c), s47F will be able to assist s47E(c), s47F		

Additional Information

CC'd emails: s47E(c), s47F@Health.gov.au, s47E(c), s47F@health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
13/11/2025 08:18 PM	Assign	Processing Instructions	s47E(c), s47F	s42		
13/11/2025 11:54 AM	Assign	Processing Instructions	s47E(c), s47F	Hi s47E(c), s47F have redirected this QON to you which was assigned to s47E(c), s47F for clearance.		

Additional Information

CC'd emails: s47E(c), s47F@health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
11/11/2025 12:25 PM	Submit		s47E(c), s47F		Note added by	

Date	Description	Type	User	Details	Reason	On Behalf Of
					'SMITH, Gareth'	
11/11/2025 12:25 PM		File Note	s47E(c), s47F	s42		
11/11/2025 12:11 PM	Submit		s47E(c), s47F			
11/11/2025 09:53 AM	Assign	Processing Instructions	s47E(c), s47F	Hi s47E(c), s47F s47E(c), s47F contacted me asking for assisting in fixing this corrupt document that was not visible in the PDMS preview screen. I have fixed this and returning back to you now. Thanks, MPS.		

Additional Information
CC'd emails: s47E(c), s47F @Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
11/11/2025 09:51 AM	Replace With External Response		s47E(c), s47F			
11/11/2025 09:45 AM	Claim					
07/11/2025 08:52 AM	Claim					
24/10/2025 02:24 PM	Assign	Processing Instructions		Hi s47E(c), subject to your review the last 3 answers could be combined as 1 answer.		

Additional Information

CC'd emails: s47E(c), s47F@Health.gov.au, s47E(c), s47F@health.gov.au, s47E(c), s47F@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
23/10/2025 03:46 PM	Assign	Processing Instructions	s47E(c), s47F	s42		

Additional Information

CC'd emails: s47E(c), s47F@Health.gov.au, s47E(c), s47F@health.gov.au, s47E(c), s47F@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
23/10/2025 01:57 PM	Assign	Processing Instructions	s47E(c), s47F	Hi s47E(c), s47F. QoN for actioning. Please send to Greg with a CC to s47E(c), s47F by 12pm Friday 31 October. Thanks, s47E(c), s47F		

Additional Information

CC'd emails: s47E(c), s47F@health.gov.au, Julia.ATKINSON@Health.gov.au, s47E(c), s47F@Health.gov.au, s47E(c), s47F@Health.gov.au

Date	Description	Type	User	Details	Reason	On Behalf Of
23/10/2025 12:42 PM	Assign	Processing Instructions	s47E(c), s47F	*Initially sent to NBA in error* Hi team – spoken QoNs for actioning. Deputy Secretary/ CEO cleared QoNs are due to Parl Coord by COB Monday 17 November 2025. Please review the		

Date	Description	Type	User	Details	Reason	On Behalf Of
				QoN and advise the SE team ASAP if the record requires amendment or reassignment to another division or Portfolio Agency. Drafting guidance included within the QoN template and circulated via email to EAs/EOs. Thank you		
23/10/2025 12:41 PM	Claim		s47E(c), s47F			
23/10/2025 12:41 PM	Submit					
23/10/2025 11:42 AM	Assign	Processing Instructions		Hi team – spoken QoNs for actioning. Deputy Secretary/ CEO cleared QoNs are due to Parl Coord by COB Monday 17 November 2025. Please review the QoN and advise the SE team ASAP if the record requires amendment or reassignment to another division or Portfolio Agency. Drafting guidance included within the QoN template and circulated via email to EAs/EOs. Thank you		
23/10/2025 11:36 AM	Add Response		s47E(c), s47F			

Additional Information

Response Document generated from template 'SQ - CA Written Template.docx'

Date	Description	Type	User	Details	Reason	On Behalf Of
23/10/2025 11:36 AM	Submit		s47E(c), s47F			
23/10/2025 11:36 AM	Created					

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

Senate Committee: Community Affairs Committee

QUESTION ON NOTICE

Supplementary Budget Estimates 2025-2026

Outcome: 3 - Ageing and Aged Care

PDR Number: SQ25-001705

Question Subject: Customer Relationship Manager availability to all Meals on Wheels Services

Type of Question: Written

Senator: David Pocock

Question:

The questions below are in relation to a Customer Relationship Manager (CRM) which was produced by Miles Morgan Australia (MMA) and was to be made available to all Meals on Wheels Services. Senator Allman-Payne asked questions in relation to the program on 26 February 2025 (Hansard page 86)

1. Is there an update on whether the CRM has been made available to all Meals on Wheels services?
2. What steps the department has taken to make the CRM available to all Meals on Wheels services?
3. Which entity held the CRM/ERP software (on 26 March 2025)?
4. When did the department first become aware that the CRM/ERP would be provided to that entity?
5. Why was the CRM/ERP provided to that entity?

Answer:

1. The CRM has not been made available to all Meals on Wheels services. The Department of Health and Ageing (the department) will not be in a position to discuss the release or use of the CRM software until an ongoing intellectual property dispute is resolved. The department also does not hold or have access to the CRM/ERP software.
2. The department is continuing to work to resolve the issues regarding the intellectual property ownership of the CRM/ERP. If and when the intellectual property ownership issues regarding the CRM/ERP software are resolved, the department will consider the extent to which it may be possible to release and use the CRM/ERP.
3. Due to the ongoing issues about intellectual property ownership, the department is currently unable to provide details of who may hold the CRM/ERP software.
4. Due to the ongoing issues about intellectual property ownership, the department is currently unable to provide details of who may hold the CRM/ERP software.
5. Due to the ongoing issues about intellectual property ownership, the department is currently unable to provide details of who may hold the CRM/ERP software.

Senate Estimates Questions on Notice
Clearance Sheet

DETAILS	
Responsible Minister:	Minister Sam Rae
Hearing:	Supplementary Budget Estimates
Committee:	Community Affairs Committee
Senator:	David Pocock
PDR Number:	SQ25-001705
Topic:	Customer Relationship Manager availability to all Meals on Wheels Services
Due to Parl Coord:	17 November 2025
Due Date to Cttee:	28 November 2025
Division/Agency:	Portfolio Agency National Blood Authority
Contact Officer:	Name: Sonja Stewart Work No: (02) 2132 2475 Mobile No: s47E(c), s47F
Contact Action Officer:	Name: Julia Atkinson Work No: (02) 5132 0315 Mobile No: s47E(c), s47F
Date sent to MO	24/11/2025 (MPS Use Only)
MO Advisor	(MO Use Only)
Noted in Minister's Office:	Noted Signature _____ Date ____/____/____

Comments:

Senate Committee: Community Affairs Committee

QUESTION ON NOTICE

Supplementary Budget Estimates 2025-2026

Outcome: 3 - Ageing and Aged Care

PDR Number: SQ25-001705

Question Subject: Customer Relationship Manager availability to all Meals on Wheels Services

Type of Question: Written

Senator: David Pocock

Question:

The questions below are in relation to a Customer Relationship Manager (CRM) which was produced by Miles Morgan Australia (MMA) and was to be made available to all Meals on Wheels Services. Senator Allman-Payne asked questions in relation to the program on 26 February 2025 (Hansard page 86)

1. Is there an update on whether the CRM has been made available to all Meals on Wheels services?
2. What steps the department has taken to make the CRM available to all Meals on Wheels services?
3. Which entity held the CRM/ERP software (on 26 March 2025)?
4. When did the department first become aware that the CRM/ERP would be provided to that entity?
5. Why was the CRM/ERP provided to that entity?

Answer:

1. The CRM has not been made available to all Meals on Wheels services. The Department of Health, Disability and Ageing (the department) will not be in a position to discuss the release or use of the CRM software until an ongoing intellectual property dispute is resolved. The department also does not hold or have access to the CRM/ERP software.
2. The department is continuing to work to resolve the issues regarding the intellectual property ownership of the CRM/ERP. If and when the intellectual property ownership issues regarding the CRM/ERP software are resolved, the department will consider the extent to which it may be possible to make the CRM/ERP available.

3. The department's understanding is that under an agreement with Miles Morgan Australia Pty Ltd (MMA), Agile Digital Engineering Pty Ltd (Agile) developed a version of the CRM/ERP software.

Records held by the department indicate that, at various times, a version of the CRM/ERP software was also held by:

- Miles Morgan Australia Pty Ltd (MMA);
- GoSource Pty Ltd;
- Newcastle Meals on Wheels;
- Whitehorse Meals on Wheels; and
- Future Fit Collective Ltd (FFCL).

Records also indicate that CRM/ERP software was made available as open source on the GitHub website for a short period of time – possibly two weeks. The department is not aware of any downloaded copies.

4. The department understands that MMA subcontracted the development of CRM/ERP software to Agile in November 2022.

Department records indicate that the department was first aware that a version of CRM/ERP software was held by:

- GoSource Pty Ltd in November 2023;
- Whitehorse Meals on Wheels in October 2023;
- Newcastle Meals on Wheels in January 2024; and
- by FFCL in May 2024.

5. The department did not provide the CRM/ERP to these entities, and so is unable to confirm why the CRM/ERP was provided.

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