

From: [MPS](#)
To: [Minister Butler DLO](#); [HSOB Coords](#); [HRD Executive](#)
Subject: MB22-004286: New Information Brief - Update on Community Food Arrangements [SEC=OFFICIAL]
Date: Thursday, 15 December 2022 1:11:00 PM
Attachments: [image002.png](#)
[image003.png](#)

Hi all

An information brief has been logged under **MB22-004286** and assigned to **HRD** in PDMS.

Due to MO **19/12/2022**.

Thank you kindly

s47E(c), s47F

Parliamentary Officer
Ministerial and Parliamentary Services Branch (MPS)

People, Communication and Parliamentary Division | Corporate Operations Group
 Australian Government, Department of Health and Aged Care
 MPS Hotline: 02 6289 s47E(c) s47E(c) [@health.gov.au](mailto:s47E(c)@health.gov.au)
 Location: Scarborough House Level 12
 PO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community.

We pay our respects to them and their cultures, and to all Elders both past and present.

From: Minister Butler DLO s47E(d) @Health.gov.au>
Sent: Thursday, 15 December 2022 12:51 PM
To: HSOB Coords s47E(d) @Health.gov.au>; HRD Executive s47E(d) @Health.gov.au>
Cc: MPSS s47E(d) health.gov.au>
Subject: New Information Brief - Update on Community Food Arrangements [SEC=OFFICIAL]

Hey team

Could we please organise an Information Brief on Community Food Arrangements (essentially an update to MB22-002714 - Information Brief - Community food arrangements)? The Minister is keen for an update on how this is progressing. Would it be possible to please have this COB Monday?

MPS could you please log in PDMS?

Please let me know if you have any issues or concerns with timeframe.

Cheers

s47E(c), s47F

Departmental Liaison Officer

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

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

M: s47E(c), s47F P: s47E(c), s47F

Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

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the Freedom of Information Act 1982 (Cth)
By the Department of Health, Disability and Ageing

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Australian Government

Department of Health and Aged Care

Information Brief

MB22-004286

Version (1)

Date sent to MO: 20/12/2022

To: Minister Butler

Subject: INFORMATION BRIEF - COMMUNITY FOOD ARRANGEMENTS (UPDATE TO MB22-002714)

Comments:			
Contact Officer:	Minh Chu	A/g Assistant Secretary, Home Support Operations Branch	(02) 6289 s47E(c), s47F
Clearance Officer:	Russell Herald	A/g First Assistant Secretary, Home and Residential Division	(02) 6289 s47E(c), s47F

Key Issues:

- You requested an information brief on Community Food Arrangements and an update on how this is progressing (update to MB22-002714).

Current Settings

- There is currently no indication of structural viability challenges for delivered meals providers under the Commonwealth Home Support Programme (CHSP). While some delivered meals providers have a higher degree of financial risk, these issues are generally localised to individual outlets.
- The impact of inflation on food ingredients has had an impact on delivered meals providers, but they have largely been insulated from wage increases due to the relatively high use of volunteers. Where delivered meals providers have been unable to absorb increases to their production costs, cost recovery has sometimes occurred through increased consumer contributions.
- Over the period from 1 July 2022 to October 2022, service provision across all CHSP meals funded service providers was 87.7% against contracted numbers. Within CHSP, this is amongst the top performing services.
- In 2023-24, funding for delivered meals under CHSP will increase by between 5 and 10%, with the minimum funding level increased from \$7.50 per meal to \$8.25 per meal.

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In Home Aged Care Reforms

- On 18 October 2022, the Department of Health and Aged Care published the 'A new program for in-home aged care' – Discussion Paper. The paper canvassed key issues in the design of reforms to in-home aged care, including proposed, or possible changes to funding models.
- The department received 16 submissions from Meals on Wheels providers. Feedback in the submissions was mixed in relation to the new funding model and program approach. As expected, however, there were clear arguments to retain block funding over fee for service arrangements.
- The in-home aged care reform agenda proposes a mixed funding model with fee for service and supplementary grants for meals providers. This approach balances funding certainty for providers with funding that follows consumers to ensure services can grow in the areas where needs are highest.
- You are being briefed separately on the approach to these issues as part of the broader design of in-home aged care reform.

Preparatory Reforms

- The Meals on Wheels network will have numerous challenges transitioning to a new in-home aged care system, with regulatory settings strengthened under the proposed new Aged Care Act.
- The NSW and Queensland arms of Meals on Wheels, which comprises most of the active Meals on Wheels network, are currently working with Miles Morgan Australia and technology partners, to design and deploy new technology that will uplift the back of house capability of Meals on Wheels outlets, while retaining the benefits of local delivery arrangements used by each Meals on Wheels outlet.
 - Work to improve the integrity and security of data held by Meals on Wheels outlets is due to start in January 2023, which will seek to standardise how meals on wheels outlets securely record and store data.
- One element under development is the concept of a meals marketplace, where meals on wheels providers can partner with ready to eat meals providers, such as Lite n' Easy to expand/diversify the number of offerings a Meals on Wheels provider can supply (as opposed to completely replacing locally made meals).
- The benefits of this approach, aside from increased consumer choice, is the ability for meals providers to leverage the scale of ready to eat meals providers, while those same providers benefit from the volunteer-based delivery network of Meals on Wheels.
- As an initial move toward these arrangements, Lite n' Easy announced a donation of meals to Newcastle Meals on Wheels, on 19 December 2022, which is anticipated to conclude with the announcement of a formal partnership sometime in January 2023.
- A nutrition stocktake is also currently underway to get a better understanding of the kind of food delivered by Meals on Wheels outlets. A delivered meal is not consistently defined across the network, with a meal ranging from one course to three courses.
- Miles Morgan Australia is also undertaking a consumer sentiment survey in January 2023, of up to 2,000 people, to better understand consumer expectations for a meal delivery service.
- The information collected through these processes will help refine the department's approach to the definition of meals delivery, including the role of social supports, in the context of in-home aged care reforms.
- The department notes that Meals on Wheels network is not uniform in its approach to business transformation, and preparation for in-home aged care reforms. The South

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Australian state association, in particular, is undertaking a separate path towards preparing for reforms.

Background:

- CHSP meals services offer delivery of pre-prepared meals to a client's home or meals provided in a community centre. Providers are not constrained to the model of meals service they provide, and evidence shows a wide range of business models across the meals delivery sector.
- Meals are delivered under CHSP to ensure food security for older Australians, along with social benefits. The policy intent of meals funding is to facilitate the preparation and delivery of meals without paying for the food component which is the responsibility of the client.
- CHSP is the primary program for Meals on Wheels, noting that outlets do also deliver meals for Home Care Package and National Disability Insurance Scheme providers.
- The funded unit price range for meals will increase from \$7.50 to \$13.00 in 2022-23, to \$8.25 to \$13.65 in 2023-24.
- Meals funding received by CHSP providers is not intended to meet the full cost of preparing and delivering a meal. CHSP providers are encouraged to charge clients a contribution to cover costs, which are often kept low through the contribution of volunteers. The CHSP client contribution policy recognises that older Australians have a responsibility to contribute towards the cost of their care, whilst also supporting the financial sustainability of the program.
- In late 2021, the department commissioned Miles Morgan Australia to work with Meals on Wheels Australia to undertake work to assess and improve the viability of meals on wheels outlets through a range of mechanisms, including governance reforms, improvements in back of house systems and technology, with the ultimate aim of driving increase efficiencies in the business model.
 - The first part of this process was to baseline the current meals on wheels network, by undertaking a detailed financial stocktake, which has been used to both define the active network and assess where to invest business transformation resources.
- The transformation work will continue to provide updated information to the department regarding the financial standings, business practices and readiness for any aged care reforms to be implemented until September 2024.

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Minister	Minister Butler
PDR Number	MB22-004286
Subject	**URGENT TWO-DAY TURNAROUND** Information Brief - Community Food Arrangements
Contact Officer	Russell Herald (02) 6289 7599 s47E(c), s47F
Clearance Officer	Nick Hartland (02) 6289 9050 s47E(c), s47F
Division/Branch	Home and Residential Home Support Operations

Adviser/DLO comments:	Returned to Dept for: REDRAFT ☐ NFA ☐
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By the Department of Health, Disability and Ageing

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Australian Government

Department of Health and Aged Care

Information Brief

MB22-004286

Version (1)

Date sent to MO: 20/12/2022

RECEIVED

06 JAN 2023

Parliamentary Section

To: Minister Butler

Subject: INFORMATION BRIEF - COMMUNITY FOOD ARRANGEMENTS (UPDATE TO MB22-002714)

Comments: I want a close eye kept on the viability of the MOW model through these reforms. The update on New/Old is appreciated, but I'd like to be kept briefed on other Queensland impacts too.			
Contact Officer:	Minh Chu	A/g Assistant Secretary, Home Support Operations Branch	(02) 6289 s47E(c), s47F
Clearance Officer:	Russell Herald	A/g First Assistant Secretary, Home and Residential Division	(02) 6289 s47E(c), s47F

Key Issues:

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Current Settings

- There is currently no indication of structural viability challenges for delivered meals providers under the Commonwealth Home Support Programme (CHSP). While some delivered meals providers have a higher degree of financial risk, these issues are generally localised to individual outlets.
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Australian state association, in particular, is undertaking a separate path towards preparing for reforms.

Background:

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- The transformation work will continue to provide updated information to the department regarding the financial standings, business practices and readiness for any aged care reforms to be implemented until September 2024.

From: s47E(c), s47F
To: MPS
Subject: MB23-000009 RE: Request for new MB [SEC=OFFICIAL]
Date: Wednesday, 4 January 2023 12:08:03 PM
Attachments: [image001.png](#)

Oh I am so sorry!

Due date- 1/02/2023

Minister responsible- Mark Butler

Thank you so much

s47E(c), s47F

A/g Executive Assistant to Russell Herald

A/g First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T: 02 6289 s47E(c) s47E(c), s47E(c) [@health.gov.au](mailto:s47E(c)@health.gov.au)

Location: Sirius Building, Level 7 North

GPO Box 9848, Canberra ACT 2601, Australia

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

From: MPS

Sent: Wednesday, 4 January 2023 11:56 AM

To: s47E(c), s47F

Subject: RE: Request for new MB [SEC=OFFICIAL]

Good afternoon s47E(c), s47E(c)

Thank you for your email.

Please advise the due date for the MB and confirm the Minister responsible.

Kind regards

s47E(c), s47F

Parliamentary Officer – Parliamentary Section

People, Communication and Parliamentary Division | Corporate Operations Group

Ministerial and Parliamentary Services Branch

Australian Government Department of Health

T: 02 6289 s47E(c) E: s47E(c), s47E(c) [@health.gov.au](mailto:s47E(c)@health.gov.au)

Location: Scarborough House 12.211

GPO Box 9848, Canberra ACT 2601, Australia

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

Sent: Wednesday, 4 January 2023 11:30 AM

To: MPS s47E(c) [>](mailto:s47E(c)@health.gov.au)

Subject: Request for new MB [SEC=OFFICIAL]

Hi MPS

Can we please create a new Ministerial Information Brief titled 'Update: Community Food arrangements'. Can you please link MB22-004286 to this PDR, as this is a follow up to this brief.

Please assign to Ageing and Aged Care Home and Residential Divisional Unit.

Thank you

s47E(c), s47F

A/g Executive Assistant to Russell Herald

A/g First Assistant Secretary

Home and Residential Division | Ageing and Aged Care Group

Australian Government Department of Health and Aged Care

T: 02 6289 47E(c) E: 47E(c), 47E(c)@health.gov.au

Location: Sirius Building, Level 7 North

GPO Box 9848, Canberra ACT 2601, Australia

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By the Department of Health, Disability and Ageing

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Australian Government

Department of Health and Aged Care

Information Brief

MB23-000009

Version (1)

Date sent to MO: 23/01/2023

To: Minister Butler

cc: Minister Wells

Subject: INFORMATION BRIEF: UPDATE COMMUNITY FOOD ARRANGEMENTS

Comments:			
Contact Officer:	Russell Herald	<i>Assistant Secretary, Home Support Operations Branch, Home and Residential Division</i>	Ph: (02) 6289 7599 Mobile: s47E(c), s47F
Clearance Officer:	Nicholas Hartland	<i>First Assistant Secretary, HRD Executive Branch, Home and Residential Division</i>	Ph: (02) 6289 9050 Mobile: s47E(c), s47F

Background:

- Your office requested advice from the Department of Health and Aged Care on the impacts of aged care reforms to the community food arrangements, beyond the current investment in New South Wales (NSW) and Queensland (QLD) (MB22-004286 refers).
- Your office also requested advice specific to the status of Meals on Wheels Western Australia (MoWWA) following correspondence from Ms Zaneta Mascarenhas MP on 17 January 2023. Her office is seeking information on potential funding opportunities for MoWWA.

Key Issues:

- The final design of the in-home aged care reforms is considering funding arrangements for Meals on Wheels providers. The grants proposed in the current model will need to properly fund the social support provided by Meals on Wheels and ensure that the volunteer base can be sustained.
- The Meals on Wheels model is affected in some states as Local Councils elect to withdraw from the Commonwealth Home Support Programme (CHSP), in advance of proposed reforms to in-home aged care.

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Response:**Reform Impacts**

- The department continues to engage with Meals on Wheels providers in relation to proposed in-home aged care reforms. For the most part, concerns from Meals on Wheels continues to relate to the risks to their viability of moving to a full fee for service funding model and the loss of block funding.
- The latest design of the Support at Home program includes provision for a mix of activity based funding and grant funding for community based CHSP providers of meals (as well as community transport, cottage and centre based respite and group social support).
- In considering the policy settings for this part of the sector, the final design of the in-home aged care system reform package will need to consider the role of social support as a part of this mode (if agreed by Government). This would include consideration of the role of volunteers in these service models.
- There are issues to balance in this design. The end point should not be a situation where the volunteer base is transformed to paid employment, as that would lead to higher costs to government. In that context, it may be more appropriate to invest in volunteer recruitment infrastructure as a means to support Meals on Wheels.
- Further consultation is required on this front, following high level decisions on the design options in the coming months. The next round of consultations with the sector is intended to expand upon the models as considered by Government, as well as the detail of the proposed service list.

Meals on Wheels infrastructure

- The department's approach to supporting the Meals on Wheels model in advance of in-home aged care reforms has prioritised NSW and QLD outlets, as data collected across the Meals on Wheels network indicates these states as having the highest level of risk exposure to the reform agenda. South Australia does not have any identified material service delivery risks.
- There is currently no (or next to no) presence of Meals on Wheels outlets in Victoria and Western Australia. As a solution, Meals on Wheels Australia provides agreement for service providers to operate under the Meals on Wheels banner, subject to meeting relevant conditions.

s47C, s47E(d)

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- For Meals on Wheels the issue is primarily about the scope of their brand and delivery model. As the Meals on Wheels network does not directly deliver meals in the locations where local councils are withdrawing, the department has not been able to select a Meals on Wheels outlet (or even a provider who currently operates under the brand). As Local Councils continue to make decisions to exit from service delivery under CHSP, there is the potential for a contraction of this delivery model in these areas.
- The proposed partnership between some of the Meals on Wheels network and Lite n' Easy (MB22-004286 refers) presents a potential path to navigate this issue and to support the retention of the Meals on Wheels model in Victoria in the short term (and potentially Western Australia).
- The department is currently exploring the feasibility of retaining the Meals on Wheels model in Ballarat and Whitehorse council areas as part of the next batch of Local Council withdrawals from 1 July 2023. This would involve an existing Meals on Wheels outlet from another state taking on responsibility for delivering meals in these areas and leveraging the meal preparation infrastructure of Lite n' Easy in at least the short term.
- Over time, the local infrastructure to support the Meals on Wheels model, including volunteers and other menu options, would be brought online. Advice on the viability of this approach is expected by the end of February 2023.
- Meals on Wheels has no presence in the Northern Territory. In Tasmania (TAS) and the Australian Capital Territory (ACT), Meals on Wheels is principally provided through the Australian Red Cross.
- Importantly, in Victoria, TAS and the ACT, the Meals on Wheels delivery model has been chosen by those providers. Under CHSP, a provider does not need to use the Meals on Wheels model.

Meals on Wheels Western Australia

s47C, s47E(d)



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OFFICIAL*Impact on Rural and Regional Australians*

- CHSP services are provided nationally. Meals services and networks are established to deliver across Australia. There are many meals providers operating in small regional towns delivering services to eligible CHSP care recipients.

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the Freedom of Information Act 1982 (Cth)
By the Department of Health, Disability and Ageing

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Minister	Minister Butler
PDR Number	MB23-000009
Subject	Information Brief: Update Community Food arrangements
Contact Officer	Russell Herald (02) 6289 7599 s47E(c), s47F
Clearance Officer	Nicholas Hartland (02) 6289 9050 s47E(c), s47F
Division/Branch	Home and Residential Home Support Operations

Adviser/DLO comments:	Returned to Dept for: REDRAFT ☐ NFA ☐
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Australian Government

Department of Health and Aged Care

Information Brief

MB23-000009

Version (1)

Date sent to MO: 23/01/2023

RECEIVED

02 FEB 2023

Parliamentary Section

To: Minister Butler

cc: Minister Wells

Subject: INFORMATION BRIEF: UPDATE COMMUNITY FOOD ARRANGEMENTS

Comments:			
			
Contact Officer:	Russell Herald	Assistant Secretary, Home Support Operations Branch, Home and Residential Division	Ph: (02) 6289 7599 Mobile: s47E(c), s47F
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s47C, s47E(d)

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s47C, s47E(d)



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From: [Minister Butler DLO](#)
To: [MPS](#)
Subject: MB22-002714 info brief - HRD [SEC=OFFICIAL]
Date: Monday, 22 August 2022 1:38:12 PM
Attachments: [image001.png](#)

Info brief – HRD

Community food arrangements – information on how to ensure the sustainability of MoW and assess the value of the social component/volunteer arrangements

26/8 pls

s47E(c), s47F

Departmental Liaison Officer

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

T: s47E(c), | M: s47E(c),

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

Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

The Department of Health acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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By the Department of Health, Disability and Ageing

From: [Minister Butler DLO](#)
To: [HERALD, Russell](#); [MPS](#)
Subject: RE: MB22-002714 info brief - HRD [SEC=OFFICIAL]
Date: Friday, 26 August 2022 3:51:06 PM
Attachments: [image001.png](#)

Sorry Rusty

I asked s47E(but wasn't able to get a response

Could you have it before Friday as that is s47E(c) last day before a new adviser so the preference would be during the week if possible

Thanks

s47E(c), s47F

[Departmental Liaison Officer](#)

From: HERALD, Russell
Sent: Thursday, 25 August 2022 8:22 AM
To: Minister Butler DLO ; MPS
Subject: RE: MB22-002714 info brief - HRD [SEC=OFFICIAL]

Hi DLOs

Can I please request and extension on this brief to 2/9.

Reason is that we are expecting to receive an initial report in the next few days on the current state of the MoW networks viability. Would be good to provide detail concurrently

Rusty

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

Sent: Monday, 22 August 2022 1:38 PM

To: MPS s47E @health.gov.au>

Subject: MB22-002714 info brief - HRD [SEC=OFFICIAL]

Info brief – HRD

Community food arrangements – information on how to ensure the sustainability of MoW and assess the value of the social component/volunteer arrangements

26/8 pls

s47E(c), s47F

[Departmental Liaison Officer](#)

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

T: s47E(c), | M: s47E(c),

E: Minister.Butler.DLO@health.gov.au

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Australian Government

Department of Health and Aged Care

Information Brief

MB22-002714

Version (1)

Date sent to MO: 1/09/2022

To: Minister Butler

Subject: INFORMATION BRIEF - COMMUNITY FOOD ARRANGEMENTS

Comments:			
Contact Officer:	Russell Herald	Assistant Secretary, Home Support Operations Branch	(02) 6289 7599 s47E(c), s47F
Clearance Officer:	Nick Hartland	First Assistant Secretary, Home and Residential Division	(02) 6289 9050 s47E(c), s47F

Key Issues:Meals on Wheels operating environment

1. In 2021-22, over \$99 million was made available to 577 meals providers under the Commonwealth Home Support Programme (CHSP) are contracted to deliver around 11.0 million meals to eligible clients. Of these, around 206 are contracted under the Meals on Wheels network (as formally represented by Meals on Wheels Australia), covering around 5.5 million meals to 84,000 clients.

s47G(1)(a)

3. The delivered meals system under CHSP is under pressure from the private sector, with the cost of ready to eat meals in supermarkets now broadly equivalent, or cheaper, than the cost to a consumer of a Meals on Wheels service.

4. Under the CHSP fees model, consumers can pay around \$8-10 per meal (but varies significantly), while the Australian Government pays a base price between \$7.50 and \$13.00 per meal. Meal providers have also advised that rising costs of food production, transportation, compliance and increased specialisation and diversification in menu choices are being felt across Australia. This further opens the door for larger scale providers of ready to eat meals, such as Lite n' Easy, to provide comparably cheaper options to CHSP clients.

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Lite n' Easy have developed a range of meals that are specifically targeted to the nutritional needs of older Australians.

5. Viability risks disproportionately impact NSW outlets and outlets in metropolitan regions (MMM1). Comparatively, NSW has a higher proportion of paid staff over volunteers and a lower proportion of dedicated kitchens.

6. Funding levels for 'delivered meals' will be addressed in the development of future pricing models under the Support at Home program. However, funding levels are only one aspect of the viability issues facing Meals on Wheels. Legacy and immature business models also need to be addressed.

7. In addition, discussions to date on the funding model for Support at Home have included a proposal that delivered meals be funded on a fee for service type model. Meals on Wheels are concerned about this approach, and would prefer funding models that provide a greater degree of certainty for Meals on Wheels providers. This concession may be reasonable, but without a re-focusing of the value proposition of Meals on Wheels, it might not assist in the longer term. As the in-home care system focuses on more integrated service offers to people with higher support needs (the major area of unmet demand), the system will reward providers who offer services across a range of service types. Unless the service offer of Meals on Wheels is reviewed, even higher prices and the continuation of grant funding may not provide them with longer term security.

Social Supports

8. A unique value proposition from Meals on Wheels is social connection. Clients benefit greatly from a regular wellbeing check from volunteers when a meal is delivered. Relationships can be formed over time, and clients can get assistance with very basic domestic assistance (helping move some furniture for instance). This element is not a formal requirement of meal delivery under CHSP, and in many cases meals are delivered to the doorstep without any meaningful social engagement.

9. There may be merit in re-focusing the service offer of Meals on Wheels on social connection. The department is expecting to receive a more detailed impact of the financial costs associated with social connection, as part of the next phase of the financial stocktake which is due in the next few weeks. This is also expected provide further advice about how long volunteers tend to stay with each client (anecdotally, if it occurs it is usually less than 5 minutes).

10. The department considers there is merit in exploring ways that this can be built into the design of Support at Home, such that there is a point of difference in funding between those who simply drop off the meal and those who provide social support. Explicitly funding social connection would orientate Meals on Wheels to fostering volunteers.

11. This would involve a change in approach from the Meals on Wheels network, which has focused on funding the 'meal' component of the service offer at a higher rate. It would also require a clear definition of what social support means in this context (i.e., is it five minutes per person to talk, or help with basic domestic tasks such as moving a couch), and considerations of the subsidy that would be payable for the social connection aspects of delivered meals. Discussions are continuing as part of the reform consultation process, and the department will provide further advice on options.

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Background:

- CHSP meals services offer delivery of pre-prepared meals to a client's home or meals provided in a community centre. Providers are not constrained to the model of meals service they provide, and evidence shows a wide range of business models across the meals delivery sector.
- Meals are delivered under CHSP to ensure food security for older Australians, along with social benefits. The policy intent of meals funding is to facilitate the preparation and delivery of meals without paying for the food component which is the responsibility of the client.
- CHSP is the primary program for Meals on Wheels, noting that outlets do also deliver meals for Home Care Package and National Disability Insurance Scheme providers.
- In 2021-22, the former government injected an additional \$7 million to meals providers to support the ongoing delivery of meals services, increasing the minimum meals unit price from \$4.90 to \$7.50.
- Meals funding received by CHSP providers is not intended to meet the full cost of preparing and delivering a meal. CHSP providers are encouraged to charge clients a contribution to cover costs, which are often kept low through the contribution of volunteers. The CHSP client contribution policy recognises that senior Australians have a responsibility to contribute towards the cost of their care, whilst also supporting the financial sustainability of the program.
- In late 2021, the department commissioned Miles Morgan Australia to work with Meals on Wheels Australia to undertake work to assess and improve the viability of meals on wheels outlets through a range of mechanisms, including governance reforms, improvements in back of house systems and technology, with the ultimate aim of driving increase efficiencies in the business model.
 - The first part of this process was to baseline the current meals on wheels network, by undertaking a detailed financial stocktake, which can be used to both define the active network and assess where to invest business transformation resources.
 - This will be followed up by a nutrition survey to get a better understanding of what each meal provider offers, and their adherence to national meals guidelines.
- The business transformation work has been challenging to stand up as the process has identified a clear disconnect between Meals on Wheels Australia and the outlets they seek to represent. Several delays in the project have occurred due to the need to close trust deficits across the network.

s47G(1)(a)

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Minister	Minister Butler
PDR Number	MB22-002714
Subject	Information Brief - Community food arrangements
Contact Officer	Russell Herald (02) 6289 7599 s47E(c), s47F
Clearance Officer	Nick Hartland (02) 6289 9050 s47E(c), s47F
Division/Branch	Home and Residential Home Support Operations

Adviser/DLO comments:	Returned to Dept for: REDRAFT ☐ NFA ☐
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Department of Health and Aged Care

Information Brief

MB22-002714

Version (1)

Date sent to MO: 1/09/2022

To: Minister Butler

Subject: INFORMATION BRIEF - COMMUNITY FOOD ARRANGEMENTS

Comments: <i>Excellent brief - please keep discussing w. R my office as this thinking develops. I am very keen to ensure this service remains vibrant and viable</i> <i>MLH 23/9</i>			
Contact Officer:	Russell Herald	Assistant Secretary, Home Support Operations Branch	(02) 6289 7599 s47E(c), s47F
Clearance Officer:	Nick Hartland	First Assistant Secretary, Home and Residential Division	(02) 6289 9050 s47E(c), s47F

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