

From: [CONNOLLY, Thea](#)
To: [HERALD, Russell](#); [LYE, Michael](#); s47E(c)
Cc: s47E(c) s47F
Subject: TRIM: FW: Whitehorse MOW transition [SEC=OFFICIAL]
Date: Tuesday, 6 February 2024 9:00:43 AM
Attachments: [image001.png](#)

Thanks **Rusty**, a few tweaks to check please, particularly highlighted areas. Two questions from me: Is there a risk to service delivery here? Re the ICT system arrangement: will we be asked to subsidise this?

Michael, for visibility and any input. I'm aiming to get advice up to s47F today. Did you want us to seek a private briefing for the Committee before estimates next Thursday, per s47E(c) suggestion on Friday?) 47F

Thea

Hi s47F

We are currently in a transition period following expiration of the Future Fit contract on 31 December 2023. The department put in place a transitional contract with Miles Morgan Australia (MMA) at Whitehorse while consideration was given by government to the next steps in Future Fit. s47C

Thanks for your advice yesterday that concerns have been raised with Senator Rice/her office, by a member of the Newcastle MOW (NMOW) board regarding arrangements at Whitehorse during this transition.

We can advise:

- The process to transition MMA out of Whitehorse has recently accelerated.
- This follows MMA's indication on 31 January that it would not wish to participate in a potential feasibility study. s47C
- NMOW has recently appointed a new board, s47C
 - Operating arrangements in Whitehorse are a matter between NMOW and MMA per bilateral agreements put in place by the previous NMOW board
- s47C
- MMA contend they are outlining necessary changes to operations to ensure full MMA withdrawal by 10 March (in line with transition timeline)
- There appear to be 3 issues:
 - Website. NMOW agreed for MMA to host the website when Whitehorse was established. MMA is decommissioning on 10 March, and have requested NMOW put in place alternate web coverage
 - s47C
 -
 - We suspect this is a communication issue
 - Clients

■ s47C

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- ICT appears to be OK – current system to remain in operation following NMOW striking a deal with a subcontractor to MMA.

As an immediate step, the department is now inserting itself into the **weekly** transition meetings between MMA and NMOW. Right now the website is the thing we need to resolve.

s47C

[REDACTED]

[REDACTED]

regards

Thea

From: s [REDACTED] <[REDACTED]@health.gov.au>
Sent: 4 Monday, February 5, 2024 4:30 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: s [REDACTED] <[REDACTED]@health.gov.au>
Subject: Whitehorse MOW transition [SEC=OFFICIAL]

Hey Rusty

Spoke with MMA about the transition work. It sounds like there is a miscommunication between NMOW board and MMA. I've highlighted some of **my commentary in green**.

Whitehorse/Future Fit webpage

- Web content related to Whitehorse MOW is exclusively found on the Future Fit website. This includes contact details, options to register online and the menu.
 - MMA has advise NMOW the Future Fit website, which includes a [landing page for Whitehorse](#), will be taken down when their contract ceases on 10 March 2024.
 - This means NMOW will need to arrange for a new website for the Whitehorse site.
 - To prevent any cultural insensitivities, MMA recommend NMOW don't link Whitehorse to their existing website. Some client's may be cautious about receiving services from a NSW provider.
 - To assist MMA will transition all web content to NMOW for the new Whitehorse website. This website doesn't need to be live when the FF website is decommissioned.
 - s47C
- [REDACTED]
- [REDACTED]

Menus

- s47C
- MMA have designed the menu structures to be updated periodically. s47C
- As part of the transition, MMA have developed a plan for how the meals could be

updated. To develop these plans, MMA undertakes a desktop analysis with suppliers to see what meals are popular/unpopular, they then decide what meals will be offered when the menus are updated.

- s47C [REDACTED]
- s47C [REDACTED] From there NMOW, as the contract holder, has the sole responsibility for determining how the site operates.

s47C [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Many thanks,

s47E(c) s47F [REDACTED]

Director - CHSP and Continence Policy
Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
 T: s47E(c) s47F [REDACTED] [@health.gov.au](mailto:[REDACTED]@health.gov.au)
 Location: Level 7, Sirius Building
 GPO Box 9848, Canberra ACT 2601, Australia

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

THIS DOCUMENT WAS RELEASED
 UNDER FREEDOM OF INFORMATION ACT BY THE
 DEPARTMENT OF HEALTH AGEING AND DISABILITY

From: HERALD, Russell
To: s47E(c)
Cc: s47E(c)
Subject: RE: Whitehorse MOW transition [SEC=OFFICIAL]
Date: Tuesday, 6 February 2024 3:46:00 PM
Attachments: image001.png

Noting I think they took on some s47C

From: S @health.gov.au
Sent: Tuesday, February 6, 2024 3:40 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: S @health.gov.au
Subject: FW: Whitehorse MOW transition [SEC=OFFICIAL]

Hey Rusty – Data for your visibility and response to Thea below.

Financial Year	Calendar Month	Funded Org Name (GPS ID)	Schedule ID	Service Type	ACPR	Funded Outputs	DEX Outputs	Performance	# of Clients
Totals		s47G(1)(a)	s47G(1)(a)	Meals	Eastern Metro - VIC	s47G(1)(a)			
2023-2024	Jul			Meals	Eastern Metro - VIC				
	Aug			Meals	Eastern Metro - VIC				
	Sep			Meals	Eastern Metro - VIC				
	Oct			Meals	Eastern Metro - VIC				
	Nov			Meals	Eastern Metro - VIC				
	Dec			Meals	Eastern Metro - VIC				

Response to Thea – also see red marked up changes in her email below. Can you check my maths re the decline in client numbers is s47C

s47C

s47C

I've included some suggested text below in red.

From: CONNOLLY, Thea <Thea.Connolly@health.gov.au>
Sent: Tuesday, February 6, 2024 9:01 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>; LYE, Michael <Michael.Lye@health.gov.au>; s47E(c) s47F
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Hi s4

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s47C

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We can advise:

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- Overall, there appear to be 3 issues:
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 - s47C
 - s47C

- s47C
 - [REDACTED]
- s47
 - s47C [REDACTED]
 - [REDACTED]
- ICT appears to be OK – s47C [REDACTED]

s47C [REDACTED]

regards
Thea

From: s47E(c) s47F [REDACTED] <[\[REDACTED\]@health.gov.au](mailto:[REDACTED]@health.gov.au)>
Sent: Monday, February 5, 2024 4:30 PM
To: HERALD, Russell <Russell.Herald@health.gov.au>
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- This means NMOW will need to arrange for a new website for the Whitehorse site.
- To prevent any cultural insensitivities, MMA recommend NMOW don't link Whitehorse to their existing website. Some client's may be cautious about receiving services from a NSW provider.
- To assist MMA will transition all web content to NMOW for the new Whitehorse website. This website doesn't need to be live when the FF website is decommissioned.
- s47C [REDACTED]

Menus

- s47C [REDACTED]
- MMA have designed the menu structures to be updated periodically. The release of new menus were signed off by the CEO of NMOW.
- As part of the transition, MMA have developed a plan for how the menus could be updated. To develop these plans, MMA undertakes a desktop analysis with suppliers to see what meals are popular/unpopular, then plan decide what meals will be offered when the menus are updated.
- NMOW does not need follow these plans and can choose when or if they implement the new menus.
- MMA is doing the required work to get NMOW to a good point. From there NMOW, as the contract holder, has the sole responsibility for determining how the site operates.

s47C [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Many thanks,

s47E(c) [REDACTED]
 Director - CHSP and Continence Policy
 Home Support Operations Branch

Home and Residential Division | Ageing and Aged Care Group
 Australian Government, Department of Health and Aged Care
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From: s47E(c)
 To: HERALD, Russell
 Cc: s47E(c)
 Subject: RE: Whitehorse MOW transition [SEC=OFFICIAL]
 Date: Wednesday, 7 February 2024 4:40:20 PM
 Attachments: image001.png

Hey Rusty

Added in your comment about HCP and also the IP stuff.

From: s47E(c)
 Sent: Tuesday, February 6, 2024 3:40 PM
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