



Australian Government
Department of Health

Ref No: MC22-012032

Correspondence Background Brief
Minister Wells

Subject **Meals on Wheels FUTURE FIT program, Australian Care Worker Gateway and sports diplomacy**

Summary of Issues

- s47F [REDACTED], Miles Morgan Australia, has provided Minister Wells' Office with a brief update on the Meals on Wheels Future Fit program and has separately provided a proposal for an s22 [REDACTED] s22 [REDACTED]

Background

Meals on Wheels business transformation project

- The Department of Health and Aged Care is currently working directly with Miles Morgan Australia on a business transformation project with Meals on Wheels Australia to transform and modernise their network of meals services.
- The department is injecting \$5.0 million (GST exclusive) into Meals on Wheels outlets, through Miles Morgan Australia, to improve back of house operations, including:
 - improved technology and integration of the network, and
 - operational support and business advice, such as financial advice/audits.
- The department is in regular contact with s47F [REDACTED] and the contract is due for completion by the end of 2022, although some slippages are expected into early 2023.
- The department also notes that some business transformation activities are happening organically within some parts of the Meals on Wheels network, including:
 - active (commercial in-confidence) engagement between Meals on Wheels outlets and organisations such as Lite & Easy, to develop delivery partnerships, and
 - some Meals on Wheels outlets are merging into larger entities to deliver efficiencies of scale (in Queensland, 11 outlets recently merged into one).
- Please refer to MB22-001869 for further background.

s22 [REDACTED]

Consultation

- Markets and Workforce Division
- Policy and Programs Branch, Office for Sport

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