



MINUTES OF MEETING

MEALS ON WHEELS COMMITTEE

HELD WEDNESDAY 11 FEBRUARY 2015

NOTE: All minutes are subject to confirmation at a subsequent Council or Planning and Strategy Committee meeting.

PRESENT:

Councillors Cllr Adele Heasman

Other Representatives

John Collins	Community Member (Chairperson)
Maureen Cotterell	Community Member
Robert Reed	Community Member
June Whelan	Community Member
Andrew McEwen	Community Member

Council Staff

Tom Miles	Food Services Coordinator (FSC)
Sandra Faase	Senior Community Development Officer (SCDO) - Minutes

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Meals on Wheels Committee** met on Wednesday 11 February 2015, to consider the matters referred to it and now provides the following advice to Council.

OPEN The meeting commenced at 3.05pm

ITEM 1 APOLOGIES & LEAVE OF ABSENCE
Cllr Jean Hay, Mayor (ex-officio), Michelle Sas

ACTION

ITEM 2 DECLARATION OF INTEREST
Nil.

ITEM 3 CONFIRMATION OF MINUTES & MATTERS ARISING
The minutes of the Meals on Wheels Committee Meeting of 12 November 2014 are confirmed. They were adopted at Council's Planning & Strategy Meeting of 1 December 2014.

- The Meals on Wheels Strategic Plan will be carried over into Item 5 as it is also an item in the Coordinator's Report.
- It was noted that the Volunteers Christmas lunch should have been table service. And that there were other miscommunications about service on the day.

Secretariat

ITEM 4 FINANCE REPORT
FSC presented the 2014-15 Finance Reports for November, December and January, as the Committee last met in November:

- The January report shows an operating deficit of \$24,506.99. Third quarter operating grants were not transferred in time for the January report. They are now deposited and will show in February with a surplus.
- It was noted with clients now paying for itemised food items, income from food has increased to adequately cover cost.

Recommendation:

The Committee recommends to the General Manager that the report be received and noted.

ITEM 5 COORDINATOR'S REPORT

The FSC presented the January 2015 Coordinator's Report. Items of interest include:

Service Target for 2014-15:

- Target 2014-15 = 38,266 meals (month = 3,189)
- YTD target (July - **January**) = 22,323 services
- Services/meals delivered in **January** = 1,759
- YTD delivered = 12,714 (57%)
- Meals/services delivered in **January** (to 202 CHSP clients): **1,396**
- Meals delivered to 4 non-CHSP clients (not in total): 63
- Meals sold at the Centre: **151**
- Manly Community Restaurant (5 Fridays): **63**
- Manly CBD Community Restaurant (4 Tuesdays): **121** clients
- Shopping bus to Warringah Mall (4 Wednesdays): **18**
- Social outing (held once): **10**
- **Total services delivered in January = 1,759** (20 working days; 88 per day)

Service Sustainability & Growth

- The service currently has 154 volunteers.
- New clients have been mainly self-referrals.
- There has been steady growth in numbers at the CBD community restaurant and a decline at the Seniors Centre restaurant. It was agreed that the **social outcomes** of these restaurants are important to communicate to funding bodies who will just see a meal as 1 output.
- The CBD restaurant's monthly themed lunch very popular; the next one is for Chinese New Year with a special menu.
- Those receiving a pensioner rebate from Council are being sent letters to promote the service. This has led to several new clients.
- A next of kin survey was conducted with feedback overall positive.
- The Community Visitors Scheme now has seven clients. A report to the funding body re progress advocated that given the low referral rates of clients by Home Care Package providers, that the program be extended to Meals on Wheels & other CHSP clients.
- The service has several activities publicised in Council's printed Seniors Week Program (14-22 March): a bus trip to Akuna Bay, themed lunches at the Tuesday and Friday community lunches, an afternoon high tea on Thursday. As well, clients will be going to the Premiers Concert.
- The Service will celebrate 50 years serving the Manly community on 1 November. It is proposed to form a sub-committee to work out how best to celebrate the occasion.

FSC

Service governance and other matters

- A workshop was held by consultant Doug Ferris in October 2014 for staff, Committee members and volunteers to gain input for the **service strategic plan**. Strategies were developed from the workshop and possible actions were discussed and noted in the November minutes. These have been further developed and included in an Implementation Plan, which was tabled (attached).
- The meeting expressed general support for the plan, in particular actions that would enable partnerships with other services and that would enable further/better marketing.
- There was support for a service presence at Council events such as the Food & Wine Festival and generally for information stalls.
- Re. partnerships, the service is looking into supplying meals to a local home care service provider.
- The service needs to undergo Third Party Verification to the Disability Service Standards by 30 June.

Recommendation:

The Committee recommends to the General Manager that:

1. That the Coordinator's Report for January 2015 be accepted and attached to the minutes for Council's consideration.
2. That the Committee is in general support of the service Strategic Plan.

ITEM 6 GENERAL BUSINESS

Nil

ITEM 7 NEXT MEETING DATE:

Date: Wednesday 11 March 2015

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.00 pm