



MINUTES OF MEETING

MEALS ON WHEELS COMMITTEE

HELD WEDNESDAY 13 AUGUST 2014

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)
Robert Reed	Community Member
Maureen Cotterell	Community Member
June Whelan	Community Member
Andrew McEwen	Community Member

Council Staff

Katie Acheson	Community Development & Direct Services Coordinator (CD&DSC)
Tom Miles	Food Services Coordinator (FSC)
Sandra Faase	Senior Community Development Officer (SCDO) - Minutes

In Attendance

Doug Ferris, Practical HR Solutions
Janice Pieper, Community Visitors Scheme Coordinator

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Meals on Wheels Committee** met on Wednesday 13 August 2014, to consider the matters referred to it and now provides the following advice to Council.

OPEN	The meeting commenced at 3.15pm	
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 The minutes of the Meals on Wheels Committee meeting of 9 July 2014 are confirmed. These minutes were adopted at Council's Ordinary Meeting on 11 August 2014.	Secretariat
ITEM 4	FINANCE REPORT FSC presented the 2013-14 Income & Expenditure Report, as well as the 2014-15 Finance Report to July 2014:	ACTION

- 2013-14 shows an operating deficit of \$30,075.17.
 - July 2014 shows an operating surplus of \$53,778.
- Master Catering letter of 30 July 2014 (MC/14/90556).
- It was noted that the 5 year contract with Master Catering expires in October, with an option to extend the contract for another year.
 - It was agreed that the one year extension should be taken up, and that the price rises in the letter be accepted.
 - MC is no longer offering meals package with all food items now itemised with costs overall increased.
 - The FSC will survey clients as to how to charge these increased costs – whether to charge clients for the itemised food as per the MC letter (Mosman Meals on Wheels does this), or whether to still package items together and appropriately increase the price of a package. A current 3 course package is \$7.00. But will now cost, adding the 3 items (main, dessert, soup) \$8.00, and more once biscuits and a drink are included.

FSC

Recommendation:

The Committee recommends to the General Manager that:

1. The contract with Master Catering be extended for a year and the price rises in their letter be accepted in writing by 1 September.
2. The way to charge increased food costs to clients be investigated.
3. The Finance Report for 2013/14 and the 2014/15 Report to July 2014 be accepted and attached to the minutes for Council's consideration.

FSC/ Div Mgr
HS&F
FSC

ITEM 5 COORDINATOR'S REPORT

FSC presented the July 2014 Coordinator's Report. Items of interest include:

Client numbers and Service Target for 2013-14:

- Target 2014-15 = 38,266 meals (monthly target = 3,189)
- YTD target (July 2014) = 38,266 services
- Services/meals delivered in April = 1,794
- YTD services delivered = 1,794 (56.3%)
- Meals/services delivered in July (to 204 CHSP clients): **1,304**
- Meals delivered to 5 non-CHSP clients (not in total) = 74
- Meals sold at the Centre: **206**
- Manly Community Restaurant (5 Fridays): **157** clients
- Manly CBD Community Restaurant (4 Tuesdays): **62** clients
- Seaforth Community Restaurant – (1 Monday): **20** clients
- Shopping service to Warringah Mall (5 Wednesdays): **26**
- Social outing (held twice): **19**
- **Total services delivered in July = 1,794** (23 working days; 78 per day)

Service Sustainability & Growth

- The Community Visitors Scheme Coordinator was introduced to the Committee, who will be working Wednesdays and Thursdays. She outlined the work ahead for the scheme to operate. Only clients who received a Home Care Package are eligible for the scheme.
- The service currently has 141 volunteers.
- The marketing campaign generated 30 new clients, half of who have remained with the service after the free meal offer.
- A cooking class for older men who are carers is being run by the NSW Health beginning on Monday 25 August at the Manly Meals

on Wheels kitchen.

- The marketing campaign has been in full swing including the free trial meal brochures being targeted to specific areas in the LGA and a digital campaign to be featured on the Council and Manly Daily websites.

Service governance and other matters

- Doug Ferris from HR Practical Solutions was introduced and addressed the Committee. He explained he would be developing a 5 year service strategic plan, building on the work on this plan that had been done already. He would be seeking the Committee's input in the future.
- The GM has approved a new Committee member – who has been a volunteer with the service for over 7 years (see attendance).
- A client survey will be administered in August.
- Two staff has undergone Squalor and Hoarding training, which will benefit clients who are identified in need of intervention by specialist services.
- Volunteers are being offered manual handling training.
- A Food Authority audit will be conducted on 27 August.

Recommendation:

The Committee recommends to the General Manager that:

1. That the Coordinator's Report for July 2014 be accepted and attached to the minutes for Council's consideration.

ITEM 6 GENERAL BUSINESS

Nil

ITEM 7 NEXT MEETING DATE:

Date: Wednesday 10 September

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.40pm