



MINUTES OF MEETING

MEALS ON WHEELS COMMITTEE

HELD WEDNESDAY 11 JUNE 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 (A/Chairperson)
Maureen Cotterell	Community Member
June Whelan	Community Member
Bob Reed	Community Member
June Whelan	Community Member

Council Staff

Eric Poulos	Community Services Manager (CSM)
Tom Miles	Food Services Coordinator (FSC)

In Attendance Andrew McEwen

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Meals on Wheels Committee** met on Wednesday 11 June 2014, to consider the matters referred to it and now provides the following advice to Council.

OPEN The meeting commenced at 3.10pm

ITEM 1 APOLOGIES & LEAVE OF ABSENCE

Cllr Jean Hay, Mayor (ex-officio), Arthur Pasfield, Michelle Sas, Katie Acheson (Coordinator Community Development & Direct Services), Sandra Faase (Community Development Coordinator)

ACTION

ITEM 2 DECLARATION OF INTEREST

Nil.

ITEM 3 CONFIRMATION OF MINUTES & MATTERS ARISING

The minutes of the Meals on Wheels Committee meeting of 14 May 2014 are confirmed.

Discussion was had on the drafting of Manly MoW Strategic Plan 2014 – 2019 The Committee supported the development of a Manly MoW Strategic Plan 2014 – 2019.

Recommendation:

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

CSM

ITEM 4 FINANCE REPORT

FSC presented the 2013-14 Income & Expenditure Report YTD to 31 May 2014:

- Report shows an operating surplus of \$10,949.86, which should cover expenditure to the end of the financial year.
- It was noted that the 5 year contract with Master Catering expires in October. It was suggested to investigate if the current contract could be extended to June 2015, which is when the funding contract with the Department of Social Services ends.
- Food prices had risen and with a new contract, the price of a meals package would probably have to rise from \$7.00 to \$8.00.

FSC

Recommendation:

The Committee recommends to the General Manager that:

1. The Finance Report for April 2014 be accepted and attached to the minutes for Council's consideration.
2. The information be received and noted

FSC

ITEM 5 COORDINATOR'S REPORT

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

Client numbers and Service Target for 2013-14:

- Target 2013-14 = 38,266 meals (monthly target = 3,189)
- YTD target (July 2013 - May 2014) = 35,079 services
- Services/meals delivered in May = 1,609
- YTD services delivered = 20,060 (57.2%)
- Meals/services delivered in May (to 172 HACC clients): **1,282**
- Meals delivered to non-HACC clients (not in total) = **107**
- Meals sold at the Centre: **128**
- Manly Community Restaurant (4 Fridays): **37** clients
- Manly CBD Community Restaurant (4 Tuesdays): **107** clients
- Seaforth Community Restaurant – (1 Monday): **20** clients
- Shopping service to Warringah Mall (4 Wednesdays): **18**
- Social outing (held twice): **19**
- **Total services delivered in May = 1,609** (22 working days; 73 per working day)

Service Sustainability & Growth

- Service currently has 145 volunteers.
- The marketing campaign is underway and different avenues are being used to promote the Service. Information in the Manly Daily, brochure redesign, a print and digital advertising

campaign, ad in the Manly Hospital Patient Guide, banners on the Whistler Street car park gates, a teardrop banner outside the Seniors Centre and a banner on the fence near the roundabout. A letterbox drop with a free trial offer is also going ahead and the service web page will be upgraded with photos of meals etc. It was also suggested the new brochure be posted out with the rates notices in April 2015.

- Social outings are very popular and are now held twice a month. The two May outings were full with a wait list.
- Cooking classes for older men who are carers are being discussed with the Meals on Wheels kitchen a possible venue. Funding from Medicare Local may be used for this project.
- The FSC and other service staff are meeting on 16 May to discuss and formulate the 5 year draft strategic plan for the service. The draft plan will be presented to the Committee at the June meeting.
- The Community Visitors Scheme has been signed off by the Council has received funding from the Department of Social Services to commence. A PD for a two day per week position has been developed and the current software system can be used. The position will be advertised externally.

Service governance and other matters

- The service policies & procedures have been completed by Practical HR Solutions and have been approved.
- A client survey will be conducted in late June. The volunteer survey has been conducted and results are attached.
- National Volunteer Week was from 12 to 18 May and over 110 volunteers attended the BBQ breakfasts, as well as staff and the Mayor and Councillors. Good promotion was in the Manly Daily
- All service staff is attending a Manual Handling Course.
- A volunteer has been approached to participate in the Committee.

Recommendation:

The Committee recommends to the General Manager that:

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

FSC

ITEM 6 GENERAL BUSINESS

The results of the volunteer survey were tabled and discussed. There are a number of issues to be addressed from the survey, including further training for volunteers.

FSC

ITEM 7 NEXT MEETING DATE:

Date: Wednesday 9 July 2014

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.35pm