



**MINUTES OF MEETING**  
**MEALS ON WHEELS COMMITTEE**  
**HELD WEDNESDAY 8 MAY 2013**

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

**PRESENT:**

**Councillors**

Cllr Adele Heasman                      Manly Council

**Other Representatives**

Arthur Pasfield                      Community Member (Chairperson)  
John Collins                          Community Member  
Robert Reed                          Community Member

**Council Staff**

Eric Poulos                          Community Services Manager (CSM)  
Tom Miles                              Food Services Coordinator (FSC)  
Sandra Faase                          Community Development Coordinator (CDC) - Minutes

June Whelan                          Visitor

**TO THE MAYOR AND COUNCILLORS OF THE COUNCIL**

The **Meals on Wheels Committee** met on Wednesday 8 May 2013, to consider the matters referred to it and now provides the following advice to Council.

| <b>OPEN</b>   | The meeting commenced at 3.05pm<br><br>The meeting welcomed June Whelan, who has submitted an application to join the Committee.                                                                                                                           | <b>ACTION</b>      |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| <b>ITEM 1</b> | <b>APOLOGIES &amp; LEAVE OF ABSENCE</b><br>Cllr Jean Hay Mayor (ex-officio), Michelle Sas                                                                                                                                                                  |                    |
| <b>ITEM 2</b> | <b>DECLARATION OF INTEREST</b><br>Nil.                                                                                                                                                                                                                     |                    |
| <b>ITEM 3</b> | <b>CONFIRMATION OF MINUTES</b><br>The minutes of the Meals on Wheels Committee meeting of 13 March 2013 are confirmed.<br><br><b>MATTERS ARISING</b><br>The Committee minutes of 13 March 2013 were adopted at Council's Ordinary Meeting of 8 April 2013. | <b>Secretariat</b> |

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| <b>ITEM 4</b> | <b>FINANCE REPORT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>ACTION</b> |
|               | <p>The FSC explained the 2012-13 Income &amp; Expenditure Report YTD to April 2013:</p> <ul style="list-style-type: none"> <li>• Operating surplus for April is \$39,258.41.</li> <li>• This surplus would cover operations until end of June</li> <li>• There was no need to increase the cost of a meals package to clients, which is currently \$6.00, as meals income (\$105,829) was covering the service expenditure on meals purchase (\$95,515.31). This may need to be reviewed once there is a price rise with CPI in October as per the food supply contract.</li> </ul> <p><b>Recommendation:</b></p> <p>That the Finance Report for April 2013 be accepted and attached to the minutes for Council's consideration.</p>                                                                                                                                                                                                                                                                                                                                                      |               |
| <b>ITEM 5</b> | <b>COORDINATOR'S REPORT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |
|               | <p>The FSC explained the April 2013 Coordinator's Report. Items of interest include:</p> <p><b>Client Numbers and Service Target for 2012-13:</b></p> <ul style="list-style-type: none"> <li>• Target 2012-13 = 38,266 meals; monthly target = 3,189</li> <li>• Meals/services delivered in April: 1,863</li> <li>• YTD target (July – April) = 31,890</li> <li>• Actual meals/services delivered YTD: 19,510 (61.2%).</li> <li>• Clients February: 180 HACC + 7 non-HACC clients</li> <li>• Meals delivered to HACC clients: 1,470</li> <li>• Meals delivered to non-HACC clients: 95 (not counted in total)</li> <li>• Meals sold at the Centre: 225</li> <li>• Manly Community Restaurant (held 4 Fridays): 58 clients</li> <li>• Manly CBD Community Restaurant (held 4 Tuesdays): 57 clients</li> <li>• Seaforth Community Restaurant (1 Monday): 18 clients</li> <li>• Shopping service to Warringah Mall (4 Tuesdays): 26</li> <li>• Social outings (1): 9</li> <li>• Volunteers: 160</li> </ul>                                                                                   |               |
|               | <p>It was noted that all Sydney Meals Services are low in their outputs.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |
|               | <b>Service Sustainability &amp; Growth</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |
|               | <ul style="list-style-type: none"> <li>• As suggested in March, a letter box drop was conducted at Wesley Heights aged care facility which resulted in 4 new clients from the self-care units. It was suggested that the facility be letter-boxed twice a year.</li> <li>• The service has also been promoted to Housing NSW residents in Manly.</li> <li>• FSC underwent training to use the demographic community profile and atlas on Council's website: Profile id. &amp; Atlas id. It was suggested that letterboxing of service brochures be targeted at small areas that had a higher concentration of those 75 and over.</li> <li>• The A-Frame sign for the Tuesday St Matthews Community lunch has been ordered, which will encourage passing trade.</li> <li>• FSC will promote the service to Balgowlah School for Seniors on 28 May.</li> <li>• The premium Simplot meals have been approved for purchase. FSC is discussing with Simplot the first order, which needs to be smaller than what they usually deliver in to fit in the freezers with current stock.</li> </ul> | <b>FSC</b>    |
|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>FSC</b>    |

- FSC attended training on how to attract men to use the service, which he will relay to service staff and put into practice.

#### **Service governance and other matters**

- Two service volunteers have submitted their applications to become members of this Committee. It is hoped their applications will be formally accepted by the June meeting.
- FSC will attend the National Meals on Wheels conference in August 2013.
- All staff are undergoing TRIM training, Council's electronic records management system, now the service is connected to Council's computer network.
- The remainder of the service policies & procedures require completing as a matter of priority. The FSC has contacted other Councils who run meals services for their policies and procedures to facilitate this task. It was found that the majority have not yet drafted their new policies and procedures, as required under the Commonwealth Community Care Common Standards (CCCS). An application for HACC transition funds has been submitted in order to undertake the completion of this task.
- New contracts are to be signed off soon with NSW BusinessLink for undertaking the volunteer checks, and PFD Food Services (sandwich supplier). Both contracts are with Council's legal team for checking.
- The Committee supported the purchase of t-shirts for volunteers with the new Meals on Wheels logo. It was suggested that rather than buy in bulk, that volunteers who were interested in a t-shirt first be identified. Council's Communications team will undertake the layout of logos etc on the t-shirts.

**FSC**

#### **Recommendation:**

That the Coordinator's Report for April 2013 be accepted and attached to the minutes for Council's consideration.

#### **ITEM 6 GENERAL BUSINESS**

Nil

#### **ITEM 7 NEXT MEETING DATE:**

**Date:** Wednesday 10 June 2013

**Time:** 3.00pm

**Venue:** Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.35pm