



NOTICE OF MEETING

NOTICE IS HEREBY GIVEN that a meeting of the **Meals on Wheels Committee** will be held:

DATE: Wednesday 9th September 2015

TIME: From 3pm – maximum 2 hours

PLACE: Volunteers' Room, Meals on Wheels Distribution Centre

COMMITTEE MEMBERS:

Councillors

Cllr Adele Heasman

Councillor

Other Representatives

John Collins

Community Member

Robert Reed

Community Member

Michelle Sas

Community Member

June Whelan

Community Member

Maureen Cotterell

Community Member

Andrew McEwen

Community Member

Council Staff

Sandra Faase

Senior Community Development Officer

Tom Miles

Food Services Coordinator

All other Councillors are free to attend as observers and are invited to do so and to engage in discussions, but not in voting, on any matter before the Committee.


Beth Lawsen

Deputy General Manager

Deputy General Manager, People Place & Infrastructure

Manly Council

26/8 2015



AGENDA

Manly Council

Manly Meals on Wheels Committee

MEETING TO BE HELD ON WEDNESDAY 9 SEPTEMBER, 2015

Volunteers' Room, Meals on Wheels Distribution Centre

- | | |
|---------------|---|
| ITEM 1 | Apologies and leave of absence |
| ITEM 2 | Declarations of Interest – Pecuniary
Non- Pecuniary |
| ITEM 3 | Confirmation of Minutes held on, 8 July 2015 and Matters Arising |
| ITEM 4 | Finance Report |
| ITEM 5 | Coordinator's Report |
| ITEM 6 | General Business brought to the attention of the Chair prior to the Meeting and Approved for Consideration |
| ITEM 7 | Date for Next Meeting: 11 November, 2015 |



MINUTES OF MEETING

MEALS ON WHEELS ADVISORY COMMITTEE

HELD WEDNESDAY 8 JULY 2015

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

PRESENT:

Councillors Cr Adele Heasman

Other Representatives

Robert Reed	Community Member
John Collins	Community Member
Maureen Cotterell	Community Member
Andrew McEwen	Community Member

Council Staff

Tom Miles Food Services Coordinator (FSC) - minutes

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Meals on Wheels Committee** met on Wednesday 8 July 2015, to consider the matters referred to it and now provides the following advice to Council.

OPEN The meeting commenced at 3.00pm

ITEM 1 APOLOGIES & LEAVE OF ABSENCE

Cllr Jean Hay, Mayor (ex-officio), June Whelan, Michelle Sas, Sandra Faase

ACTION

ITEM 2 DECLARATIONS OF INTEREST

Nil.

ITEM 3 CONFIRMATION OF MINUTES & MATTERS ARISING

The minutes of 13 May 2015 are confirmed. These minutes were adopted at Council's Planning & Strategy Meeting of 1 June 2015.

Secretariat

Matters arising:

- The service recently achieved Third Party Verification to the Disability Service Standards and accreditation to the Home Care Standards with the Australian Aged Care Quality Agency auditors visiting on 18 July. The Committee wished to congratulate all staff involved for their hard work in meeting the standards.
- There was discussion about the service's 50th Birthday celebrations to be held later in the year. Cllr Heasman suggested that the Mayor be approached to have the function in the Council Chambers. Other venues were discussed. It was agreed that the

ACTION

Birthday function and Volunteer Christmas Function remain separate.

Recommendation

The Committee recommends to the General Manager that:

1. All staff involved in the recent successful service accreditations to the Home Care Standards and the Disability Service Standards be congratulated for their efforts.
2. That the service 50th Anniversary function remains separate to the Volunteers Christmas Function.

**Meals on
Wheels staff**

ITEM 4 FINANCE REPORT

There was no Finance Report available to present to the Committee. When the bookkeeper has received all of the information required, the Report will be completed and forwarded to the members of the Committee.

ITEM 5 COORDINATOR'S REPORT

The FSC presented the June 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 - June) = 38,266 services
- Services / meals delivered in June = 1,789
- YTD delivered = 21,708 (56.7%)
- Meals/services delivered in June (to 191 CHSP clients): 1,484
- Meals sold at the Centre: 103
- Clients at Seaforth Community Restaurant (1 Monday) = 14
- Clients at Manly Community Restaurant (4 Fridays): 42
- Clients at Manly CBD Community Restaurant (5 Tuesdays): 132
- Shopping bus to Warringah Mall (3 trips): 14
- **Total services in June = 1,789** (21 working days; 86 per day)

Service Sustainability & Growth

- The service currently has 155 volunteers.
- There have been quite a few new clients with most being referred by family.
- The CBD restaurant's monthly themed lunch is very popular; in June the theme was Italian National Day with a special menu. In July, we will celebrate Bastille Day and Christmas in July.
- The service will celebrate 50 years serving the community on 1 November. A suggestion was made that the children of the original Committee be invited to celebrate with us. A sub-committee is working out how best to celebrate the occasion.
- The Federal Government announced that they will not proceed with the Commonwealth Home Support Program National Fees Policy. The Press Release, from Minister Fifield, guaranteed Service funding until 30 June, 2018.

Service governance and other matters

- The service has met the Disability Service Standards with the Third Party Verification Quality Audit conducted on 26 & 27 May.
- The Service has met the Home Care Standards as a result of a visit by the Australian Aged Care Quality Agency on 18 June.

Recommendation:

The Committee recommends to the General Manager that:

1. That the Coordinator's Report for June 2015 be accepted and attached to the minutes for Council's consideration.

ITEM 6 GENERAL BUSINESS
Nil

ITEM 7 NEXT MEETING DATE:

Date: Wednesday 9 September, 2015

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.05 pm

Food Service Coordinators Report

June 2015

Service Update:

Staff:

- Carmen's returned from Annual Leave and Tom will be having 7 weeks Annual Leave in July / August. Siobhan, Janice and Lyndall will cover the absences if need be.
- Jo Hegney resigned – last day was June 5, 2015. Janice has agreed to work a further 2 days per week to cover Jo until 31.10.2015. Janice has done extremely well in filling in for Jo.

Volunteers:

- Training through Community Connect Northern Beaches, Community Care Northern Beaches and Alzeihmers Australia is available for volunteers – information is being emailed to volunteers and available in the tea room.
- A large number of volunteers are away for the winter so we have taken on a couple of new volunteers to cover. Tom's car is being used by a few volunteers without a car or without comprehensive insurance.

Clients:

- There have been quite a few new clients to the Service however a number have stopped receiving the service due to admission into Aged Care. A full list of the Clients that have started / stopped receiving the Service can be obtained from Tom.
- The My Aged Care Referral Service began on Wednesday July 1, 2015. Potential referrals will now ring a central number and be assessed over the phone. Clients identified as needing Meals on Wheels and living in the Manly area will then be referred to the Service. Tom & Sandra are working on setting up the referral tools for the Service.
- Walk in meals are still a strong point – there are regular customers every week. In total, 108 meals in April 2015, 101 meals in May 2015 and 103 meals in June 2015.
- Themed lunches are quite popular and are now every month. June saw us celebrate Italian National Day and July will be Bastille Day (14/7/15)

and Christmas in July (21/7/15 & 24/7/15). Master Catering have developed a special menu for the lunches.

- A list of all ratepayers claiming a Pensioner rebate on their rates has been obtained from Council and we are writing to all of them, informing them about the Services that we provide. Over 1140 letters have been sent which has led to a number of new referrals and a heightened awareness of the Service.

Work, Health and Safety:

- Council's WH&S minutes and JCC Minutes are posted on the Noticeboard and distributed via email to all staff.

Community Visitors Scheme:

- Services that provide Commonwealth Home Support Packages have been contacted about referring clients to participate in the Community Visitors programme. Current Manly MoW clients are not eligible to participate. A number of agencies have identified clients who can participate in the CVS and Janice is conducting home visits to assess them.
- The brochure design brief has been sent to the General Manager for approval.

Service Statistics

MOW June 2015	
Current volunteers	155
Current Client Numbers	191
Meals delivered to 191 CHSP Clients	1,484
Meals sold to clients at the Manly Seniors Centre	103
Clients at the Seaforth Community Restaurant – held once	14
Clients at the Manly Community Restaurant - held 5 times	132
Clients at the Manly CBD Community Restaurant - held 4 times	42
Clients on the Shopping Bus - 3 trips	14
Total Services delivered	1,789
Averages services / day June 2015 - 21 working days	86 per day
MOW Year to Date Service Outputs	
2014 – 2015 CHSP Target for Services delivered	38,266 Services per annum 3,189 per month
Services delivered June 2015	1,789 Services
Target July 2014 – June 2015	38,266 Services
Year to date Services delivered	21,708 Services (56.7%)

Work Plan Progress

Service Governance:

Service Growth:

- The Service will celebrate 50 years serving the Manly Community on November 1, 2015. Manly staff have attended 50th birthday celebrations at Willoughby and Eastwood whilst Kuringai MoW celebrated their 55th in May 2015. Carmen D is working with Maureen C and a number of other volunteers to plan our event to be held in November 2015. Suggestions include having the function at the Council Chambers at the invitation of the Mayor.
- The suggestion from Council that the Committee meet bi-monthly, instead of monthly, has been approved by the General Manager and passed by Council. Meetings will be held in July, September and November 2015.
- A Third Party verification Audit was conducted by BSI Group for the ADHC Funding that the Service receives for its younger clients with a disability. This was done on May 26. In mid-June, Council received confirmation that we'd achieved verification against the NSW Disability Standards.
- A Quality Review against the Commonwealth Common Care Standards was conducted in mid-June by the Australian Aged Care Quality Agency. The Service received a pass and met all the Standards.
- Tom and the staff are revisiting the Strategic Plan, developed late last year in conjunction with Doug Ferris. How to be a 'viable and effective service delivery partner' is the vision that we need to look and work towards.

Service Sustainability:

- The decision has been made not to proceed with the Commonwealth Home Support Programme National Fees Policy. The Press Release, from Minister Fifield, has also guaranteed Service funding until 30 June, 2018.