



NOTICE OF MEETING

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

DATE: Wednesday 12 November 2014

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.

Kathryn Fayle

Divisional Manager

Human Services and Facilities

Date: 26/10/14



AGENDA

Manly Council

Manly Meals on Wheels Committee

MEETING TO BE HELD ON WEDNESDAY 12 NOVEMBER, 2014

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 October, 2014 and Matters Arising |
| ITEM 4 | Meals on Wheels draft Strategy Plan – Doug Ferris from Practical HR
Solutions to address Committee on progress |
| ITEM 5 | Finance Report |
| ITEM 6 | Coordinator's Report |
| ITEM 7 | General Business brought to the attention of the Chair prior to the
Meeting and Approved for Consideration |
| ITEM 8 | Date for Next Meeting: 11 February, 2015 |



MINUTES OF MEETING

MEALS ON WHEELS COMMITTEE

HELD WEDNESDAY 8 OCTOBER 2014

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

PRESENT:

Councillors

Other Representatives

John Collins	Community Member (Chairperson)
Michelle Sas	Community Member
Maureen Cotterell	Community Member
June Whelan	Community Member
Andrew McEwen	Community Member

Council Staff

Eric Poulos	Community Services Manager (CSM)
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 8 October 2014, 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), Cllr Adele Heasman, Robert Reed	ACTION
ITEM 2	DECLARATION OF INTEREST Nil.	
ITEM 3	CONFIRMATION OF MINUTES The minutes of the Meals on Wheels Committee meeting of 10 September 2014 are confirmed.	Secretariat
ITEM 4	FINANCE REPORT FSC presented the 2014-15 Finance Report for September: - The reports show an operating surplus of \$4,791.51. - FSC to speak to service bookkeeper re capturing information in the headings of Finance Report which define expenditures.	FSC

Recommendation:

The Committee recommends to the General Manager that:

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

ACTION**ITEM 5 COORDINATOR'S REPORT**

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

Service Target for 2014-15:

- Target 2014-15 = 38,266 meals (month = 3,189)
- YTD target (July - **September**) = 6,378 services
- Services/meals delivered in **September** = 1,802
- YTD delivered = 3,634 (57%)
- Meals/services delivered in **September** (to 240 CHSP clients): **1,447**
- Meals delivered to 5 non-CHSP clients (not in total): 82
- Meals sold at the Centre: **132**
- Manly Community Restaurant (4 Fridays): **53**
- Manly CBD Community Restaurant (4 Tuesdays): **132** clients
- Seaforth Community Restaurant – (1 Monday): **15** clients
- Shopping bus to Warringah Mall (3 Wednesdays): **22**
- Social outing (held twice): **16**
- **Total services delivered in September = 1,802** (22 working days; 82 per day)

Service Sustainability & Growth

- The service currently has 145 volunteers.
- There have been 76 new clients since the marketing campaign began. About 40% have continued with the service. The free meal offer was by far the most effective campaign element. However, most of the new clients only receive meals infrequently, thus more clients has not translated into a substantial increase in outputs.
- It was suggested those clients who took up the free meal offer but did not continue the service, be followed up, especially as the summer menu is available.
- Those receiving a pensioner rates rebate will soon be contacted to promote the service.
- A phone survey of delivered meal clients was conducted. Surveys have been posted to clients and community lunch clients are being surveyed. Initial feedback is very positive. A summary of results will be presented at the November meeting.
- The cooking classes for older men who are carers have been successful and they will be held monthly in October to December. Discussion ensued whether the group, who have found companionship with each other, will continue in some way.
- The Community Visitors Scheme is making progress with 9 volunteers to be trained and 6 clients having been identified with more being investigated. Only those on a Commonwealth Home Support Package are eligible which rules out service clients.

FSC**Service governance and other matters**

- A workshop will be held by consultant Doug Ferris on Thursday 16 October for staff, Committee members and volunteers to gain input for the service strategic plan.
- The Volunteer Christmas Party will be held on Monday 15

December at Balgowlah RSL.

- During the recent phone survey, clients were advised of the food supplier price rise and the majority supported paying for food items separately, rather than for a meals package rate, which is currently the case (current package is 3 courses for \$7.00). To this end, the Committee supported the following pricing structure. The prices are comparable with other nearby meals services which range from \$8.00 to \$9.00 for a meals package and \$8.00 to \$13.50 for a centre-based meal.

	Master Catering cost	Suggested cost to MoW Clients
Main meal	\$ 5.20	\$ 6.00
Dessert	\$ 1.40	\$ 2.00
Soup	\$ 1.40	\$ 2.00
Berri Juice	\$ 0.26	\$ 0.30
Full meal package	\$ 8.26	\$ 9.00
Salad	\$ 6.05	\$ 6.50
Centre Based meal	\$ 7.50	\$ 9.00

Recommendation:

The Committee recommends to the General Manager that:

- That the Coordinator's Report for September 2014 be accepted and attached to the minutes for Council's consideration.
- That the above price structure be adopted for the service commencing on 1 November to cover for increased food costs.

FSC

ITEM 6 GENERAL BUSINESS

Nil

ITEM 7 NEXT MEETING DATE:

Date: Wednesday 12 November.

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.05 pm



Report from: Sandra Faase, Senior Community Development Officer

To: Manly Meals on Wheels Committee

Date: 12 November 2014

Subject: Manly Meals on Wheels Service - Strategic Plan

Introduction

Manly Meals on Wheels is in the process of developing a Strategic Plan. Consultant Doug Ferris from Practical HR Solutions has been engaged to carry out this task.

Information

To progress the plan and seek input, the Consultant held a Strategy and Business planning workshop for Committee members and service staff on 16 October. Their feedback now has been incorporated into a draft Strategic Plan for the service.

The Consultant would like to address the Committee at its meeting on 12 November to present the draft of the plan and to gain further comments before finalising the draft for management input and approval.

Recommendation:

- 1. That Doug Ferris from HR Practical Solutions, presents to the 12 November 2014 Manly Meals on Wheels Committee to gain Committee input and feedback on the draft Strategic Plan for the service.**

Report prepared: 21 October 2014