



NOTICE OF MEETING

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

DATE: Wednesday 8 MAY 2013

TIME: From 3pm – maximum 2 hours

PLACE: Volunteers' Room, Meals on Wheels Distribution Centre

COMMITTEE MEMBERS:

Councillors

Cllr Adele Heasman

Councillor

Other Representatives

Arthur Pasfield

Community Member

John Collins

Community Member

Robert Reed

Community Member

Michelle Sas

Community Member

Council Staff

Eric Poulos

Community Services Manager

Tom Miles

Food Services Coordinator

Sandra Faase

Community Development 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 Eayle

Divisional Manager

Human Services and Facilities

Date: 30.4.13



AGENDA

Meals on Wheels Advisory Committee

MEETING TO BE HELD ON WEDNESDAY 8 MAY 2013 AT 3.00PM

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 Notes held on 13 March, 2013 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 12 June, 2013 |



MINUTES OF MEETING
MEALS ON WHEELS COMMITTEE
HELD WEDNESDAY 13 MARCH 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 (Chair)

Other Representatives

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

Council Staff

Carmen Dowling Acting Food Services Coordinator (A/FSC)
Sandra Faase Community Development Coordinator (CDC) - Minutes

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Meals on Wheels Committee** met on Wednesday 13 March 2013, 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, Michelle Sas, Eric Poulos, Community Services Manager, Tom Miles, Food Service Coordinator	ACTION
ITEM 2	DECLARATION OF INTEREST Nil.	
ITEM 3	CONFIRMATION OF MINUTES The minutes of the Meals on Wheels Committee meeting of 13 February 2013 are confirmed.	Secretariat
	MATTERS ARISING The Committee minutes of 13 February 2013 were adopted at Council's Planning & Strategy Meeting of 4 March 2013.	
ITEM 4	FINANCE REPORT A/FSC explained the 2012-13 Income & Expenditure Report YTD to February 2013: Operating surplus for February is \$18,796.95	

- The following was raised:
 1. What was the total cost of the infrastructure installed to enable the service connection to Council's network? A proportion was covered by HACC one-off grants. But what was the remainder of the cost to the service; and are there ongoing costs to be connected ie. internet service usage costs.
 2. Why are the Volunteers Expenses & Refreshments costs higher than usual for February (\$2,893.00).
 3. Can the Utilities (Sundries Council) line be split, to reflect cost of Utilities and Sundries separately.
 4. Is St Matthews now invoicing the service more consistently for the use of their hall on Tuesdays.
- At the February meeting it was requested whether the interest from the service term deposit (\$220,000) and the service cheque account balance that were transferred to Council's accounts from 1 July 2012 and invested on behalf of the service, be reflected as Income on the service Income & Expenditure statement. The advice from Council's Finance section was that interest income from this investment would go into the Meals on Wheels interest income general ledger account, with this interest rolling over into another term deposit.

ACTION

Recommendation:

1. That 1-4 above be followed up and responses be reported back to the Committee.
2. That the Finance Report for February 2013 be accepted and attached to the minutes for Council's consideration.

FSC

ITEM 5 COORDINATOR'S REPORT

The A/FSC explained the February 2013 Coordinator's Report. Items of interest include:

Client numbers and Service Target for 2012-13:

- Target 2012-13 = 38,266 meals; monthly target = 3,189
- Meals/services delivered in February: 1,415
- YTD target (July – February) = 25,512
- Actual meals/services delivered YTD: 15,899 (62.3%).
- Clients February: 196 HACC + 6 non-HACC clients
- Meals delivered to HACC clients: 1,415
- Meals delivered to non-HACC clients: 93 (not counted in total)
- Meals sold at the Centre: 185
- Manly Community Restaurant (held 4 Fridays): 63 clients
- Manly CBD Community Restaurant (held 4 Tuesdays): 70 clients
- Seaforth Community Restaurant (1 Monday): 22 clients
- Shopping service to Warringah Mall (4 Tuesdays): 31
- Social outings (1): 10
- Volunteers: 180

It was noted that all Sydney Meals Services are low in their outputs. FSC to present outputs in a graph for next meeting, which will assist service planning.

FSC

- Research is being undertaken to provide a line of premium meals to grow the service. Legal advice was received that the contract with Master Catering does not preclude distributing meals from another supplier.
Following trialling meals from two other suppliers, meals from Simplot, who distribute Lite & Easy, were trialed. The new line is called Life and has been developed to cater to the needs of older people. These frozen meals have been tasted by Council staff and were distributed to the Committee. The majority of Committee present rated these meals as good and thought the meals were substantial. FSC has collated the comments from all Committee members.

Service governance and other matters

- From 1 July 2012 the Commonwealth Dept. of Health & Ageing (DoHA), has funded the service for clients 65 and over. Clients under 65 are funded by the State (ADHC). Under the funding agreement with DoHA has come increased accountability reporting. The next reports are due on 31 March, including a progressive Financial Accountability Report (FAR) and Output Variation Report (OVR).
- 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).
- Connection to the Council network is now activated. Clients and other stakeholders have been notified of new contact details, and all brochures and other material, will be updated. The Meals on Wheels page on Council's website has been updated.
- Staff are undergoing training to use Council's TRIM document management system and other systems as required.
- The Committee supported the purchase of t-shirts for volunteers with the new Meals on Wheels logo. However, it was suggested that rather than buy in bulk, that volunteers who were interested in a t-shirt first be identified.

FSC

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FSC

Recommendation:

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

ITEM 6 GENERAL BUSINESS

- Members requested a formal letter of thanks be sent to former Committee member Steve Byrne for his many years of service.
- CDC advised Committee of funding available from DoHA to extend the Community Visitors Scheme (CVS) as part of the *Living Longer Living Better* aged care reforms and asked whether they thought service volunteers would be interested in volunteering in such a program. The response was favourable with the A/FSC noting that some volunteers were already involved in the Manly Warringah Pittwater Community Aid CVS and when Lifeline Northern Beaches ran the program.

CSM
Div. Mgr

Recommendation:

Committee requests a formal letter of thanks be sent to former member Steve Byrne.

Secretariat

ITEM 7**NEXT MEETING DATE:**

Date: Wednesday 10 April 2013

Time: 3.00pm

Venue: Volunteers Room, Meals on Wheels Distribution Centre

Meeting closed at 4.25pm



NOTES OF MEETING

Manly Meals on Wheels Advisory Committee Wednesday 10 April 2013

Members of the Meals on Wheels Advisory Committee gathered on 10 April to consider matters referred to it. However, there was no quorum. Notes of the discussions held are contained here and items on the held over to the next available meeting on 8 May 2013.

PRESENT:

Councillors:

Other Representatives:

John Collins

Community Member – Acting Chairperson

Robert Reed

Community Member

Council Staff:

Eric Poulos

Manager, Community Services

Carmen Dowling

Acting Food Services Coordinator

Sandra Faase

Community Development Coordinator (notes)

APOLOGIES: Cllr Adele Heasman, Arthur Pasfiled (Chairperson), Michelle Sas

DECLARATIONS OF INTEREST – Pecuniary, Non-pecuniary: Nil

CONFIRMATION OF MINUTES

The minutes of the Committee meeting held 13 March 2013 were noted as an accurate record of that meeting and are held over for confirmation at the next meeting. It was resolved at Council's Ordinary Meeting held on 8 April 2013 that the minutes of the Committee meeting of 13 March 2013, be adopted.

MATTERS ARISING:

ACTION

1. Need for more Committee members

CDC advised she would seek advice from the Secretariat on how advertising for Committee members. It was suggested that as well as asking service volunteers if they were interested, to also sound out the families and carers of clients who may be interested.

Committee requests: CDC & FSC to follow-up as above to ensure new recruits.

**CDC/
Secretariat**

2. Cost to of service connection to Council network

Cost was reported at the 14 September 2011 meeting as \$33,497, covered by two HACC/DVA grants (\$16,635 in 2010-11; \$11,514 in 2011-12) and shortfall of \$5,384.48 was met by the service. Council IT section has been contacted to confirm this cost.

Committee requests: CDC to follow-up with Council IT section to confirm final cost.

**FSC/
CIO**

3. High Volunteer Expenses & Refreshments cost in February

ACTION

The Service Bookkeeper explained this cost line was higher than usual in the February report (\$2,893) as he had yet split the costs into the correct lines. The March 2013 Financial Report has been corrected (attached) with this line for February now \$1,555 and the rest of the costs allocated to correct cost lines.

4. Request to split Utilities from Sundries in Finance Report

The Service Bookkeeper said he could do this and those present thought it a good idea so that utilities costs such as phone, fax, internet etc. could be tracked.

MoWs

Bookkeeper

Committee requests: A new Utilities line in the Finance Report.

5. Consistency of invoicing for rental of St Matthews Church Hall on Tuesdays

CDC advised St Matthews is invoicing the service every two months but figures for each period vary somewhat. Some felt the amounts should be broken down evenly for each invoice but consensus was that as long as they were charging the correct amount over the year (\$142 per week, \$7,384 per year), that was sufficient, in particular as the church uses volunteers for their administration.

FINANCE REPORT

- The March 2013 Finance Report was tabled (attached) showing a net operating loss of \$9,047.05.
- Report to be confirmed at the May meeting along with the March minutes. CSM advised that Council Finance section had provided details of the account in which the service surplus funds are held, and where interest is shown.

FOOD SERVICE COORDINATOR'S REPORT

A/Food Service Coordinator's explained the March 2013 report (attached), highlights being:

- Seniors Week activities - Seniors Week Concert and special Seniors Week lunch at St Matthews with entertainment with article featuring in Manly Daily
- A progressive Financial Accountability Report (FAR) was submitted to the Dept. of Health & Ageing, as per the funding agreement requirement.
- A-Frame artwork for the St Matthews Community Restaurant is being progressed.
- Simplot advised they can deliver a smaller amount of meals to accommodate service needs – however, storage space is still an issue.
- Walk-in meals are selling well, with 157 sold in March and with high sales in April so far. Fridays are the best selling days.
- Service statistics – can be found in the report. The service is meeting 61.6% of its contracted outputs. It was noted that all meals services were experiencing the same low outputs due to the growth in other meals options available.

Report to be confirmed at the May meeting along with the March minutes.

NEW ITEMS

It was suggested and supported by those present that:

- The service conducts a letter box drop of brochures to the self-care units at Wesley Heights Aged Care Facility.
- That stickers with the new service number be used on the 'old' service brochures so that this stock can be used up.

FSC

FSC

Committee requests: That the above tasks be progressed.

NEXT MEETING DATE: Wednesday 8 May, 2013

This discussion closed at 4.45pm