



NOTICE OF MEETING

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

DATE: Wednesday 10 October, 2012

TIME: 3pm

PLACE: Volunteers' Room, Meals on Wheels Distribution Centre

COMMITTEE MEMBERS:

Councillors

Cllr Adele Heasman

Manly Council

Other Representatives

Arthur Pasfield

Community Member

Nora Pasfield

Community Member

John Collins

Community Member

Steve Byrne

Community Member

Robert Reed

Community Member

Michelle Sas

Community Member

Council Staff

Kathryn Fayle

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 Fayle

Acting Divisional Manager

Human Services and Facilities

Date: 24 September 2012



AGENDA

Manly Council

Manly Meals on Wheels Committee

MEETING TO BE HELD ON Wednesday 10 October, 2012

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 12 September, 2012 and Matters
Arising |
| ITEM 4 | Finance Report |
| ITEM 5 | Coordinators 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 14 November, 2012 |

Meals on Wheels Income & Expenditure July 2012-June 2013

[illegible]

Food Service Coordinators Report

August 2012

Service Update:

Staff:

- Jo & Carmen having a few days off in late September and their absence will be covered by Lyndall & Siobhan.
- Tom attended a training course in relation to new Funding arrangements and is aware of a number of reports (Assets register, Financial Accountability report) that need to be submitted to the funding body by 30.9.2012.

Volunteers:

- A student from the Australian Catholic University will be volunteering every Friday in order to complete 105 hours of volunteering.
- A yr 10 student with a mild intellectual disability has asked to volunteer at the Service every Tuesday between now and the end of the year. Tom & staff are happy for him to volunteer and we are at the moment obtaining approval from Council.
- Due to the change in the funding agreement that occurred on 1.7.2012, all MoW volunteers are required to have a current Police check in place. The last bulk Police checks on Manly MoW volunteers were done in 2007, so staff are working on updating the volunteer data base to ensure all volunteers have a Police check conducted every 3 years. The last Police Checks were sent off on 22.8.2012 – clearances are now coming through.
- The Volunteer Xmas Party will be held at the Balgowlah Hts Bowling Club, Dobroyd rd, Balgowlah Hts on Wednesday December 5 from midday.
- A business case has been approved by Council for the installation of a television and DVD in the Volunteer Room. The television would be used to show training DVDs to volunteers. An upgrade of the alarm system will include the Volunteer Room.

Clients:

- Client numbers have remained roughly the same. There were 6 new clients to the Service in August (4 walk-in clients and 2 delivery clients) however a number of current clients passed away or moved into supported accommodation. A full list of the Clients that have started / stopped receiving the Service can be obtained from Tom.

- The 3 Community Lunches at Manly Seniors Centre, Manly CBM and Seaforth now \$7 plus \$2 for bus transport (if available). There has been no negative criticism of the increase.
- An EFTPOS Machine has been installed and in August, 2012 - 17 clients paid their account using the EFTPOS machine. The number of clients using this service will increase as awareness grows.
- A Social outing was held on Monday August 20 (Carmens birthday) and the 9 clients enjoyed the trip to Middle Head and lunch at Mosman. Social outings are now to be on the 3rd Monday of every month – the next outing is on Monday Sept 17 for a drive around the Northern Beaches and lunch at the Harbord Diggers.
- Walk in sales remain strong – in August 2012 – 253 meals, in July 2012 - 192 meals, in June 2012 – 231 meals, in May 2012 – 243 meals, in April 2012 – 247 meals and in March 2012 – 251 meals.
- The Monthly Community Lunch was held at the Seaforth Sporting & Community Pavilion on Monday 6th September. The lunch was a success with 16 people attending. The next Seaforth BBQ will be on Monday 8th October (the second Monday due to the holiday Monday on the 1st).
- A survey of the Clients is currently being undertaken. The results will be available to the Committee soon once Lyndall & Siobhan have collected a good number from the clients.
- A delivery of Meals from Kuringai Meals on Wheels has been taste tested by staff and volunteers. Feedback has been positive however the cost of a meal package (main meal & dessert) is approx \$9 + a delivery fee. Meals arrived this week from RO'TH Cuisine. These meals cost at least \$9 - \$14. Tom will deliver these meals to certain volunteers to taste test and provide feedback.

- Details from the 2011 Census as per below shows that there are a large number of older people in the Manly Community that may be aware of the Service but are not taking advantage of it. A successful marketing strategy needs to be put in place in order to reach these older people.

<u>Age</u>	<u>Manly</u>	<u>%</u>	<u>New South Wales</u>	<u>%</u>	<u>Australia</u>	<u>%</u>
<i>People</i>						
0-4 years	5,882	7.8	458,736	6.6	1,421,050	6.6
5-9 years	4,788	6.3	434,608	6.3	1,351,921	6.3
10-14 years	3,989	5.3	439,168	6.3	1,371,054	6.4
15-19 years	3,555	4.7	443,416	6.4	1,405,798	6.5
20-24 years	3,913	5.2	449,685	6.5	1,460,673	6.8
25-29 years	5,830	7.7	473,160	6.8	1,513,236	7.0
30-34 years	7,104	9.4	468,336	6.8	1,453,775	6.8
35-39 years	7,271	9.6	488,124	7.1	1,520,138	7.1
40-44 years	6,422	8.5	483,502	7.0	1,542,879	7.2
45-49 years	5,678	7.5	481,428	7.0	1,504,142	7.0
50-54 years	4,661	6.2	469,024	6.8	1,447,404	6.7
55-59 years	3,795	5.0	419,612	6.1	1,297,244	6.0
60-64 years	3,458	4.6	390,678	5.6	1,206,116	5.6
65-69 years	2,770	3.7	304,327	4.4	919,319	4.3
70-74 years	1,931	2.6	237,362	3.4	708,090	3.3
75-79 years	1,508	2.0	186,032	2.7	545,263	2.5
80-84 years	1,422	1.9	150,724	2.2	436,936	2.0
85 years and over	1,545	2.0	139,735	2.0	402,681	1.9
Median age	36	--	38	--	37	--

The median age of people in Manly (State Electoral Divisions) was 36 years. Children aged 0 - 14 years made up 19.4% of the population and people aged 65 years and over made up 12.2% of the population.

Work, Health and Safety:

- Council's OH&S minutes and WLB Newsletter are posted on the Noticeboard and distributed via email to all 7 staff.
- Chris W, Councils WorkCover auditor, did an audit of the Service and the Centre on Wednesday August 1. He is happy with the processes and procedures at Meals on Wheels and at the Seniors Centre – a number of small issues are to be attended to.

Service Statistics:

August 2012 Statistics:

Current Clients	202
Current Volunteers	187
HACC Clients	192 + 10 Non-HACC Clients
Meals delivered to HACC Clients	1746 – 76 meals per day (23 working days)
Meals delivered to 10 non - HACC Clients	155 meals
Meals sold to Clients here at the Centre	253 meals
Manly Community Restaurant	75 – 5 Fridays in August
Manly CBD Community Restaurant	76 – 4 Tuesdays in August
Seaforth Community Restaurant	16 – 1 Monday in August
Shopping Service to Warringah Mall	29 – 4 Tuesdays in August
Social Outings	9 - one outing
Total of Services provided during August 2012	2,204 – 96 per day

Year to Date service outputs

2011 – 2012 HACC Target for meals delivered	38,266 meals per annum 3,189 per month
Actual Meals delivered August 2012	2,204 meals
July 2012 – August 2012 Target	6,388 meals
Year to date meals delivered	4,320 meals (67.6%)

Work Plan Progress:

Service Sustainability:

- The Service had a fire in one of the freezers. It has been damaged beyond repair and an insurance claim for the freezer and the cost of the portable freezer has been lodged by Council and approved by the insurance company. 3 quotes were obtained as to a dollar cost for the replacement freezer. However, Tom, in consultation with a number of refrigeration companies, has decided that a reach-in freezer would be more beneficial to the Service. A business case has been approved by Council and Tom will ask the company to begin installation within the next few weeks.

Service Governance:

Service Growth:

- Recurrent funding of \$37,500 for a weekly Community Restaurant in the Manly CBD is being received. The lunch at Manly has been a success with numbers in August averaging 19 per week. A marketing strategy, word of mouth and promotion to the older people in the Community that visit Manly will result in an increase in numbers. Building up the numbers is the key, rather than being swamped with 45 every week.....
- Two Dept. of Veterans Affairs grants, totaling \$28,149 “to assist your organisation with improvements to service delivery or management processes” were received. These grants, will be used for the connection of the Meals on Wheels Service to the Council mainframe Computer system. The optic cable was laid on Thursday August 9 and connection to Councils intranet should happen soon after.