

**Minutes of the Management Committee Meeting of  
Campbelltown Meals on Wheels and Housebound Resources held at the  
Campbelltown Meals on Wheels office on 10<sup>th</sup> April 2019 at 10:05am**

Mr Gary West called the meeting to order at 10:05am

<b>Attendance &amp; Apologies</b> - as per the attendance book and listed at the end of these minutes
<b>Quorum</b> was established at 10:05am
<b>Previous Minutes:</b> Accepted <b>Moved:</b> Martyn, <b>Second:</b> Barry
<b>Business Arising from Meeting:</b> <ul style="list-style-type: none"><li>• Special Strategic Planning Meeting</li><li>• Energy Meter</li><li>• New Client Intake Promotion</li><li>• Policy and Procedures Section 3 (return)</li><li>• Meals on Wheels Constitution</li><li>• Wests Tigers Visit</li></ul>

#### Treasurer and Financial Reporting

Item	Date Raised	Issue	Action/Recommendation	Action/Recommendation
Treasurer & Financial Reporting	13/02/2019	Financial Report attached	As per attached report. - Looking at a profit of \$32,000 - Meter change is still ongoing. Waiting on Lathams for a call back. Staff to follow up. - 2x payments for Polixen program billed this year due to no payment charged last year as prices were being negotiated.	Lyn

Item	Date Raised	Issue	Action/Recommendation	Action/Recommendation
			- Question bookkeeper as to low amount showing under volunteer parties <b>Moved: Dennis      Second: Gary</b>	

## Marketing & Promotions

Marketing & Promotions	10/4/2019	Shopping Centre Promotions	April shopping centre has been rescheduled due to the rush around Easter.	Staff
Marketing & Promotions	10/4/2019	Promotional Material	New promotional items required. Promo bags: 1035.00 New promo shirts: 1165.00 Gifts – engraved coasters: 1158.00 Promotional material spending approved for \$4000.00 <b>Moved: Barry      Second: Martyn</b>	Completed
Marketing & Promotions	13/2/2019	New Client Intake Promotion	Idea brought forward to come up with a 'Referrals Incentive' for existing clients. Staff to come up with ideas and bring to Committee. Staff to consider doing facebook videos featuring existing clients and their thoughts on the meals and service they receive to encourage increase numbers.	Staff

## General Business

General Business	14/02/2018	Special Strategic Future Planning Meeting	All Committee to read through updated NSW Meals on Wheels Strategic Plan.	All Committee / Ongoing
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<b>General Business</b>	10/04/2019	Bad Debts	Lyn confirmed that there are procedures followed to try to recover any client debt. Explanation and acceptance of bad debts. <b>Moved: Gary      Second: Martyn</b>	Completed
<b>General Business</b>	11/10/2017	Pilot Project with Family and Community Services	Project Cancelled. FACS will be in touch if they wish to partner in future.	Completed
<b>General Business</b>	10/4/2019	Staff Appraisal Review	Handed out at last meeting. New Staff Appraisal Review accepted <b>Moved: Barry      Second: Gary</b>	Completed
<b>General Business</b>	10/10/2018	Nutrition Care/Dental Care	Project still under development. Developing Partnership with Western Sydney University. - This project will be an important part of Wellness and Reablement and will continue to be tabled. Potential partnerships with Community Transport or Myrtle Cottage for client transport to and from appointments or possibility of Campbelltown Meals on Wheels transport. Looking to speak to local government members for grants/financial assistance. Possibility of looking into Campbelltown Meals on Wheels transport vehicle.	Ongoing
<b>General Business</b>	10/10/2018	UNSW Partnership	Lyn will get contact details from Ross when he is back from holidays	Ross / Lyn
<b>General Business</b>	10/4/2019	Campbelltown Meals on Wheels Constitution	All Committee were given a copy of the Campbelltown Meals on Wheels and Model Constitution. Please review and compare.	All Members
<b>General Business</b>	13/2/2019	Impact HR Courses	Feedback from course was positive. Very constructive	Completed

		and informative training.	
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### Operational Report:

Issue	Action/Recommendation	Action/ Recommendation
Correspondence	Thank you letter from The PIT Martial arts, Health and Fitness training.	
Co-ordinators Report	<ul style="list-style-type: none"> <li>• Meal outputs for February – 2688 / March - 2781</li> <li>• Intake of New Clients; February – 15 / March - 12</li> <li>• Exited Clients: February - 3 / March – 0</li> <li>- All staff have now completed Food Safety Course</li> <li>- Lisa J has given her resignation, finishing on 12/4/2019. Advertising for her position has started with adverts on Meals on Wheels Associations Website, Local Advertiser etc.</li> <li>- Easter Closures are Friday 19/4/19 &amp; 22/4/2019</li> <li>- ANZAC closure is 25/4/2019</li> <li>- The PIT Martial Arts, Health and Fitness Centre brought a bus load of people to CMOW. Lyn was able to show them our meals and talk about who we are and what we do for our Community. Possible partnership to be formed in the future.</li> <li>- Our Promotional Stall at the Wests Tigers games has been moved to a low traffic spot. Lyn to visit the new staff there with the intentions of reexplaining who we are (the new staff thought we were a catering company) and the arrangement we had with Laura.</li> <li>- We have received a Volunteer Grant which we hope to use for more training, possible First Aid Course?</li> <li>- Meals on Wheels funding has been extended to 2022.</li> <li>- Lyn was asked to do and completed an Editorial for the NSW Meals on Wheels Magazine on our Minors Waiver.</li> </ul>	Lyn

### Equipment Management:

1. iCRM	Fine tuning in reports and accounting.	Ongoing/Lyn
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### Work Health & Safety:

1. Office Audits	Nothing to report	
2. Adverse event, Accident and Incident	Nothing to report	

### Policy & Procedures:

1. Policy Section 2 – Regulatory Compliance	- Policy Section 2 being held over as Lyn will compare and advise	All Members
2. Policy Section 3 – Information Management Systems	- Section 3 handed out. To be reviewed and brought back for next meeting.	
3. Compliments and Complaints Register	Register updated consistently.	Ongoing

Meeting closed at 11:25am

### ***Present at the Meeting 08/06/2018***

Gary West	President
Martyn Gilbert	Vice President
Barry Daley	Treasurer/Public Officer
Joan McIntyre	Committee Member
Dennis Baert	Committee Member
Amy Furtner	Administration Officer
Lyn Moores	Operations Co-Ordinator

### ***Apologies***

Peter Parawa	Secretary
Nevine Youssef	Committee Member
Rose Fernandes	Committee Member
Lennie Hayes	Committee Member
Ross Kelly	Committee Member

**Next Management Committee Meeting**  
**Wednesday 12<sup>th</sup> June**  
**at the Campbelltown Meals on Wheels office**  
**STARTING TIME 10:00 AM**