

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

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

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

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 |
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| | | | - Question bookkeeper as to low amount showing under volunteer parties Moved: Dennis Second: Gary | |

Marketing & Promotions

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| 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 Moved: Barry Second: Martyn | 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

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| 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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| General Business | 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. Moved: Gary Second: Martyn | Completed |
| General Business | 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 |
| General Business | 10/4/2019 | Staff Appraisal Review | Handed out at last meeting. New Staff Appraisal Review accepted Moved: Barry Second: Gary | Completed |
| General Business | 10/10/2018 | Nutrition Care/Dental Care | Project still under development. Developing Partnership with Western Sydney University. <ul style="list-style-type: none"> - 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 |
| General Business | 10/10/2018 | UNSW Partnership | Lyn will get contact details from Ross when he is back from holidays | Ross / Lyn |
| General Business | 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 |
| General Business | 13/2/2019 | Impact HR Courses | Feedback from course was positive. Very constructive | Completed |

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| | | | and informative training. | |
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Operational Report:

| Issue | Action/Recommendation | Action/Recommendation |
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| Correspondence | Thank you letter from The PIT Martial arts, Health and Fitness training. | |
| Co-ordinators Report | <ul style="list-style-type: none"> • Meal outputs for February – 2688 / March - 2781 • Intake of New Clients; February – 15 / March - 12 • Exited Clients: February - 3 / March – 0 - All staff have now completed Food Safety Course - 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. - Easter Closures are Friday 19/4/19 & 22/4/2019 - ANZAC closure is 25/4/2019 - 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. - 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. - We have received a Volunteer Grant which we hope to use for more training, possible First Aid Course? - Meals on Wheels funding has been extended to 2022. - Lyn was asked to do and completed an Editorial for the NSW Meals on Wheels Magazine on our Minors Waiver. | Lyn |

Equipment Management:

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

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

Policy & Procedures:

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| 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

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| 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

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

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