

**Minutes of the Management Committee Meeting of
Campbelltown Meals on Wheels and Housebound Resources Held At
Campbelltown Meals on Wheels office on April 12th, 2017 at 10:00am**

Mr Gary West called the meeting to order at 10.16am

Attendance & Apologies - as per the attendance book and listed at the conclusion of these minutes

Quorum was established at 10.16am

Business Arising from Meeting:

- **Promotion – C91.3**
- **Hospital Advertising**
- **Macarthur Advertiser 45 years**
- **Electricity Bill**
- **Premium Meals**
- **Policy Review – Section 11: Support Planning and Delivery**

Item	Date Raised	Issue	Action/Recommendation	Action/Recommendation
Treasurer & Financial Reporting	14/12/2016	Financial Report attached	As per attached report. The Government grant received was more than expected. It was suggested to spend more money on promotion.	
Treasurer & Financial Reporting	12/4/2017	Electricity Bill	Concern with steadily increasing electricity bill. Follow up needs to be done on who is connected to each meter. Barry to meet with council.	Barry
Treasurer & Financial Reporting	12/04/2017	Bad Debt	Bad debt to be written off Motion: Barry Second: Peter	

Item	Date Raised	Issue	Action/Recommendation	Action/Recommendation
Treasurer & Financial Reporting	14/12/2016	Stamp Duty	Exemption has been backdated 5 years returning about 4.5 thousand dollars. For future reference, we should not be paying stamp duty on anything being a NFP Organization.	COMPLETED
Treasurer & Financial Reporting	8/6/2016	Policy Section 10 – Service Areas	Committee feedback/amendment forms returned and changes to be made.	Lyn
Marketing & Promotions	8/2/2017	C91.3 promotion	C91.3 is waiting on us for budget. Committee approved \$4000.00/month for a 3-month trial run. Our ad will be aired at peak times for a duration of in between 15-30seconds. Motioned – Barry Second - Rose	Gary.
Marketing & Promotions	12/4/2017	Prescription Covers	Campbelltown Mall Priceline has requested to have more prescription cover. Lyn to follow up.	Lyn
Marketing & Promotions	8/2/2017	Ingleburn Alive Festival	Positive feedback. Not in the ideal spot but still good to be there to make ourselves known to the community. Pictures were shown of the new Marquee that was approved at last Committee meeting.	Completed
Marketing & Promotions	8/2/2017	West Tigers Promotion	Martyn has been in contact with and has set dates for Campbelltown Meals on Wheels to have a promotion stall at 3 West Tigers games. We will be given promotional items from the Tigers to use as raffles. First game will be on June 11 th .	All Members
Marketing & Promotions	12/4/2017	Bunnings BBQ Date	We are booked in to have a Bunnings BBQ on Sunday, June 11 th . A roster will be done closer to the date.	All Members
Marketing & Promotions	8/2/2017	Macarthur Advertiser Queen St Editorial	Campbelltown Meals on Wheels was featured in the Macarthur Advertiser Editorial featuring all businesses on Queen St Campbelltown.	Completed

Item	Date Raised	Issue	Action/Recommendation	Action/Recommendation
Marketing & Promotions	8/2/2017	Sunshades	Lyn has just recently been informed that the car shades ordered will be here by the end of April.	Lyn
Marketing & Promotions	8/2/2017	Shopper Dockets	Committee has decided not to go ahead with the shopper docket advertising.	Completed
Marketing & Promotions	12/4/2017	'45 Years' Advertiser Promotion	Campbelltown Meals on Wheels is looking at running a ¼ page feature in the Macarthur Advertiser announcing our 45 years serving the Campbelltown LGA. More information to be provided at next meeting.	Lyn
Marketing & Promotions	12/4/2017	Hospital Promotion	It was questioned in which elevators at the hospital our flyers are being displayed. Lyn to follow up.	Lyn
General Business	8/2/2017	NDIS Registration	We are now registered with the NDIS. We have joined a facebook site where NDIS providers can advertise their services and will be advertising on there regularly. Our service brochure will need to be redeveloped to include NDIS clients.	Lyn
General Business	8/2/2017	6 Monthly Meal Survey	All clients were sent a 'Client Feedback Survey' with positive results returned. Feedback was graphed and presented to the Committee. Feedback surveys to be done every 6 months.	Completed

Operational Report:

Issue	Action/Recommendation	Action/Recommendation
1. Data Exchange	January, February and March already uploaded to DEX.	Completed
2. Client Growth	There was a large increase in clients over the last month. Looking at recruiting more shopping volunteers to meet the need of growing client numbers.	

3. Care providers	As questioned at the last meeting, we are working with 9 other care providers to help promote our service.	Ongoing
4. Premium Meals	After positive results returned on a survey sent out to Clients, a Premium Meals range will be added to the menu. Meals will be provided from 'My Chef.'	Lyn
5. Breakfast Packs	Breakfast packs are on hold and will be looked at again at later date.	Completed
6. Blue Skys Project – Heat and Serve	As questioned at the last meeting, our insurance does cover all aspects of this project. We have 2 clients already on a waiting list for this service and it is being actively advertised.	Lyn
A) Blue Skys Project – Retail Arm	Lyn, Peter and Rose to have a discussion regarding united costing. Staff need to be timed on tasks such as packing, admin etc.	Rose/Peter/Lyn

Equipment Management:

1. Computer replacements	The main computer in the office has been replaced. The other 3 computers to follow. Motion: Barry Second: Gary	
2. iCRM	iCRM program is coming together. We are at the point of loading all client meal preferences into the system.	ongoing

Work Health & Safety:

1. Office Audits	After an office audit was performed, it was found that the stock in our first aid kits were expired. Kits renewed with in-date stock.	Completed
A) Desks	Two new desks have been installed in the office which are ergonomically correct and giving the office more workable space.	Completed

Policy & Procedures:

1. Policy Section 11 – Support Planning and Delivery	Policy and amendment forms handed out for the Committee to review and bring back to the next meeting.	All Members
2. Compliments and Complaints Register	Register updated and presented to the committee	ongoing

Meeting closed at 12.37pm

Present at the Meeting 19/10/2016

Gary West	President
Barry Daly	Treasurer/Public Officer
Peter Parawa	Committee Member
Bob Drake	Committee Member
Rose Fernandes	Committee Member
Lyn Moores	Operations Coordinator
Amy Furtner	Administration Officer
Deb Jones	Client Service Food Assistant

Apologies

Lennie Hayes	Secretary
Eloise Young	Vice President
Joan McIntyre	Committee Member
Martyn Gilbert	Committee Member

Next Management Committee Meeting
Campbelltown Meals on Wheels Office
June 14th, 2017 at 10.00am