

STRATEGIC PLAN 2008 – 2010

Vision

To be a provider of excellence of flexible meals services to our Community.

Mission

To provide a range of food and nutritional services to the frail aged, people with disabilities and their carers, to assist them to have an optimum quality of life, to live independently in the Port Macquarie Community.

This is achieved through a network of volunteers, coordinated and supported by Port Macquarie Meals Service Inc, working in conjunction with the NSW Department of Ageing, Disability & Homecare and the state-wide administering body, Home & Community Care (HACC).

We value

- Client, volunteer and staff satisfaction
- Flexibility & innovation
- Promptness and thoroughness
- High quality services
- Interaction with Community stakeholders

Goals

- 1. Enhance the quality of life of an increased number of independently living frail aged and disabled people, through an expanding range of food and nutritional services**

Priorities

- Aboriginal & Torres Strait Islander people (ASTI)
- Hospital patients returning home
- Menu flexibility and weekend options
- Nutritional advice and assistance with shopping
- In-home services by volunteers

- 2. Build our capability to meet our clients' needs and expectations, through additional volunteers and business/community partnerships**

Priorities

- Aboriginal & Torres Strait Islander people, (ASTI) young people and males as volunteers
- Partnerships with businesses and community organisations
- Membership consolidation

- 3. Expand the awareness of the quality and extent of services offered, through targeted promotion and marketing activities**

Priorities

- Promotion of meal quality and choice
- Access to external resources – eg school students' expertise
- Increase internet profile - ie develop website.