

CP.4**FOOD SERVICES**

Division:	community services	Date Adopted:	Dec 1995
Section:	Community Development	Date Last Changed:	
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POLICY STATEMENT

To provide a range of effective, efficient quality services and activities which are accessible for and responsive to the needs of older people, people with disabilities, carers and the wider community.

POLICY STATEMENT**GOAL 1**

The provision of a culturally appropriate and cost-efficient food service.

OBJECTIVES:

- Provide food which is responsive to customer needs, including home delivered meals and centre based meals;
- Plan and prepare a menu which ensures the delivery of culturally appropriate food that meets customer requirements;
- Compliance with health standards;
- Provide a cost-efficient service maximising the cost benefit to the community and Council.

GOAL 2

To provide, or assist in the provision of, appropriate services and activities.

OBJECTIVES:

- Consult with Centre users to plan, develop and implement educational, recreational and social programs;
- Develop policies and procedures;
- Increase the use of the Centre by other members of the community.

GOAL 3

To encourage support and resource staff and volunteers.

OBJECTIVES:

- Maintain a register of appropriate, available volunteers;
- Develop and provide appropriate training programs for volunteers and staff;
- Encourage feedback from volunteers and staff to improve the delivery of the service;
- Provide a safe working environment.

GOAL 4

To maintain up-to-date information and refer as appropriate.

OBJECTIVES

- Maintain regular contact with relevant services providers;
- Develop and maintain a customer database;
- Make available up-to-date relevant information.

GOAL 5

To promote services and activities.

OBJECTIVES

- Inform residents and service providers of the availability of services.
- Develop, implement and review an ongoing marketing strategy.