

# Annual Report 2011-2012

Meals on Wheels (SA) Inc

MEALS   
ON WHEELS

*More than just a meal.*



**2011-12 Annual Report**

As presented to the

**Annual General Meeting  
Meals on Wheels (SA) Incorporated**

Held on Thursday 25 October, 2012  
Morphettville Junction Function Centre,  
Anzac Highway, Camden Park

**Patron**

His Excellency, Rear Admiral  
Kevin Scarce AC CSC RANR  
Governor of South Australia

**Board Members****President**

Mr L Holmes AM

**Vice Presidents**

Mr R Eccleston OAM,  
deceased (to Aug 2011)

Mr G Mattingly

Mrs M McKenzie (from Oct 2011)

**Honorary Treasurer**

Mr J Hill

**Elected Members**

Ms R Bouchee (from Nov 2011)

Dr R Hecker AM

Mrs M McKenzie (to Oct 2011)

Mrs M Rowley

**Delegate Members**

Mr T Bester (to Oct 2011)

Mr W Coomans

Mrs C Monck

Mrs S Mudge

Mrs H Richardson (from Nov 2011)

**Co-opted Members**

Mr T Bester (from Nov 2011)

Mrs J Grieve

Mr D Henderson

Mr R Tan (to Oct 2011)

**Honorary Medical Advisor**

Assoc Prof R Penhall

**Honorary Legal Advisor**

Ms S Bolzon

**Management Team****Chief Executive Officer**

Mrs S Broer

**Operations Manager**

Mr E Coronica

**Finance Manager**

Mrs A Draper CPA

**Strategy & Communications Manager**

Mr PRJ Neal MBA

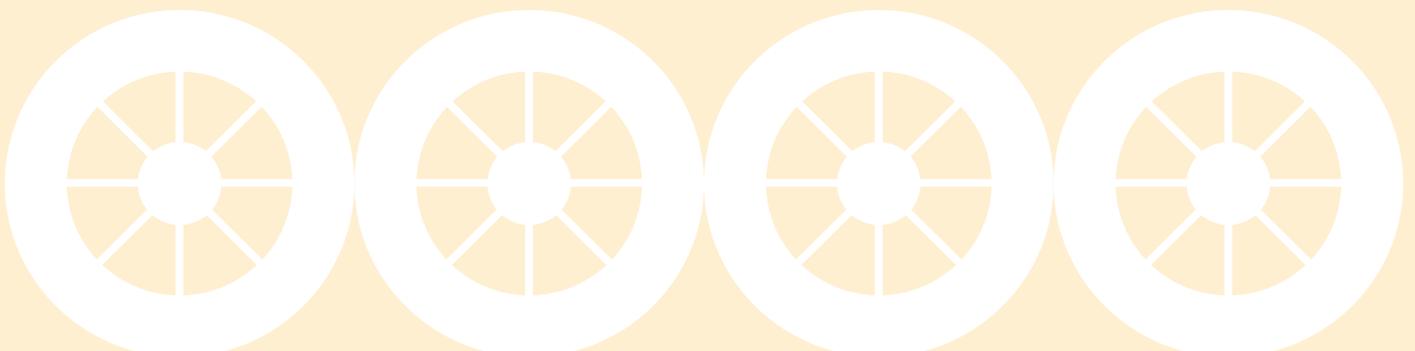
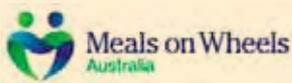
**Volunteer Manager**

Mrs G Noack

**Client Services Manager**

Mrs S Pippas

*A member of the Australian  
Meals on Wheels Association*



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*Photo courtesy of Naomi Jellicoe – The Advertiser*

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# Report of the President

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Meals on Wheels SA started nearly 60 years ago with a simple promise ... provide a hot, delivered midday meal to people unable to easily shop or cook for themselves, but are happy to make a modest contribution to the cost. Our purpose is as relevant and vital now as it was then.

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Our world is constantly changing, which inevitably brings adjustments in the way that Meals on Wheels goes about achieving its purpose. The Board, as the governing body of the Association, sets the direction for Meals on Wheels, ensures that it has appropriate resources for its current and future needs and meets its legal and regulatory obligations, monitors and manages risk, and provides operational oversight.

Strategically, the Board makes sure that Meals on Wheels is doing today what needs to be done so that our organisation matters in the future.

We envisage an organisation that is first choice and thriving. First choice for people who need a meal, for people who want to give something back to their community through volunteering, for employees, for donors, sponsors and government funders. Vibrant and sustainable branches and facilities, a healthy workforce culture, and a robust balance sheet, are indicators of an organisation that is thriving. We encapsulate this vision in our theme line ... "more than just a meal".

I am honoured to Chair a dedicated and hard-working Board and I thank them all for their support and contribution. In August 2011 our stalwart Vice President, former Honorary Treasurer and long-serving Board member Russell Eccleston AM reluctantly resigned from the Board due to ill health. We were greatly saddened by Russell's passing later that year. We also farewelled co-opted member Ron Tan OAM and welcomed new Board members Mikki Bouchee and Heather Richardson.

During the year, the Board sought to ensure that the Association's governance systems were contemporary, appropriately structured, and offered the best possible protections for members. We sought advice on the best non-profit governance structure for Meals on Wheels.

Under board member Bill Coomans' leadership, a small committee of Board members worked diligently to review the Association's Constitution and Rules Governing Branch Committees. We sought input from volunteers, branches and staff, along with independent legal advice.

The adoption of a revised Constitution will be proposed at a Special General Meeting immediately before this year's Annual General Meeting. We also revised the Board Committee structure. These Committees are forums which assist the Board by providing advice and recommendations. The Board has also revamped the Risk Framework and is monitoring the proposed Work Health and Safety legislation.

It is also important we ensure that Meals on Wheels has sufficient funds and resources for its immediate and future needs. The Association has substantial assets, particularly kitchens, other buildings and our investment portfolio.

This year the Board has overseen the creation of a Strategic Facilities Plan, which is near completion. The Plan will provide a rich source of information to support decision making regarding future building and renovation projects, and longer term kitchen requirements. The planning process and analysis has been led by Board member Heather Richardson who has done an outstanding job.

In 2011 the former Distribution Centre warehouse at Forestville was sold, and revised specifications for a new Port Pirie kitchen were developed in preparation for a tendering process. The Board has also focused on ways to secure the longest possible lease terms for council-owned land occupied by Meals on Wheels' buildings.

Meals on Wheels received a generous \$30,000 grant from the Coopers Foundation in celebration of the 150th anniversary of the founding of the family brewery. This helped purchase a

new refrigerated van to distribute the growing numbers of frozen, special and chilled meals to kitchens in the greater Adelaide area.

The Association has diligently prepared for changes in the Home and Community Care (HACC) Program, which subsidizes the cost of meals to clients. Our current grant, comprising joint State and Commonwealth funding, is administered by the State Government.

From July 1, 2012, the HACC Program will split in two, with services for people aged 65 and over funded and managed by the Commonwealth and for those under 65 by the State. This gives two agreements to negotiate in future.

In the Commonwealth agreement, Meals on Wheels must supply a target number of meals in each of four regions within the State. If meal targets are not met, the related meal subsidies must be repaid to the government. In exchange for these stricter funding conditions, the CEO successfully negotiated a lower meal target and an improved subsidy per meal of \$2.15.

In recognition of increasing ingredient and utilities prices the Board approved a modest meal price increase of 20 cents per meal, to take effect on 2 July, 2012.

In 2011-12 my term as President of the Australian Meals on Wheels Association (AMOWA) concluded, though I remain a member of the Board of Governors along with CEO Sharyn Broer who also provides the AMOWA Secretariat.

The National Conference held in Melbourne in September was attended by 38 SA delegates who enjoyed a broad and thought-provoking program.

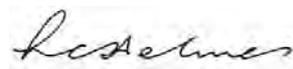
Late last year we discovered listeria in a sweets dish which was produced at the Kent Town kitchen. It was an extremely serious occurrence and one which could have had catastrophic consequences both to clients, who ate the dish and to our organisation as a whole.

I must pay great tribute to our CEO Sharyn Broer who immediately set up a task force to investigate the cause and urgently solve the problem.

The whole emergency was handled with great professionalism by Sharyn, her staff and some board members, with no long term concerns for our clients and our organisation.

So ends another successful year. I extend my great appreciation to Board members, to Sharyn, her management team and staff for their commitment to leading the organisation and achieving its mission.

Our volunteers are the backbone of Meals on Wheels and are a formidable force, who collectively bring "more than just a meal" to the homes of thousands of South Australians every day. You deserve the highest praise and recognition, and I extend it to you all.



**Leon Holmes**  
President

# Report of the Chief Executive Officer

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It has been a year of change, challenge and excitement for Meals on Wheels (SA). In the first year of our Strategic Plan we made a start on, and indeed completed, many major tasks to ensure our ability to manage changing client, volunteer and legislative needs and continue thriving in today's world.

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The number of meals delivered reduced by some 4% or 190 meals/day in the past year. While disappointing, this reduction was less than anticipated. Once again, metropolitan branches noted a greater decline than country branches. This highlights both the changing demographics in some suburbs and the proliferation of other delivered meal options, many of which offer greater flexibility and choice to clients than is currently available from Meals on Wheels.

To secure our future it is critical to maintain and improve the quality of our meals and the range of services we offer to the community. Earlier this year we added gluten-free meals to the menu to cater for the growing numbers of people diagnosed with coeliac disease.

Six kitchen branches pioneered manageable processes allowing clients a choice of two main courses on the daily menu, supporting their independence and greatly improving their satisfaction with meals. We hope to expand the choice menu to more branches in future.

We have made great progress in developing cold entrée recipes to offer instead of soup on some days in summer and completed our involvement in the pilot SeniorsWise SA Home Visiting Scheme that aimed to deliver information to the door of older people, as the SA Government chose to discontinue the project.

Meals on Wheels relies on our primarily voluntary workforce to keep the wheels turning. Volunteer enquiry levels remain strong across all age groups. There has been pleasing growth in the number of students, corporate volunteers and businesses wanting to be involved with Meals on Wheels. Criminal history checks became mandatory for new volunteers from 2 April 2012 and the volunteer registration process and Volunteer Handbook were revised and simplified.

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Perhaps the most important volunteer support initiative this year was the campaign to maintain delivery standards by promoting the need to deliver in pairs and be visible to our clients and the community. This included distribution of a catchy poster reminding teams of the need to deliver in pairs, a checklist for route folders and a set of new high visibility vests so that our teams are visible and identified for better client and volunteer safety.

Recognition of volunteer service remained a high priority. Following volunteer feedback the timing of some service awards was revised, with service badges to be presented every five years and the Board's special awards at 20, 30, 40 and 50 years.

The annual Movie Day and Awardee Afternoon were tremendous events enjoyed by hundreds of volunteers and guests. A new format for Branch Officer conferences was adopted. Round table discussions were a popular initiative that facilitated greater discussion, support and sharing of knowledge and experience between participants.

Our small paid workforce was relatively unchanged this year. A staff culture survey identified many opportunities to improve staff satisfaction and several initiatives are underway.

The departure of Assessment Officer Marie Koch created an opportunity for former SeniorsWise SA Home Visiting Scheme Project Officer Linda McDonald to join the Client Services team on an ongoing basis.

Peter Neal also joined the team in the newly created Strategy and Communications Manager role. It is critically important for MoWSA to maintain and increase our profile with prospective clients, referrers, volunteers and other audiences. Peter's role will help us to effectively and strategically manage change and importantly, reinvigorate public communication of what Meals on Wheels offers, does

and achieves. We have a terrific story to tell and we will be telling it in an exciting way.

We have modernised our logo which incorporates the traditional wheel, based on volunteer feedback. We have also introduced our new theme... "more than just a meal" which resonates strongly with clients, volunteers and others in the community. Our new corporate identity is gradually appearing on publications, promotional materials, signs, aprons and other apparel and merchandise.

We commissioned major market research amongst current, lapsed and prospective customers to find out how they feel about us, what they desire and what we need to do to encourage use of our service. The findings will help us to target our communication and develop a detailed marketing and public relations plan with an emphasis on customer focus.

The President's and Honorary Treasurer's Reports highlight our financial achievements. Kitchen branches have diligently monitored average meal costs, with a very positive impact resulting from the use of preferred suppliers. Our energy supply contracts were re-negotiated to rein in escalating costs and one kitchen used fundraising proceeds to install a solar power inverter system, which may be the way of the future for other branches. Major upgrades to kitchen facilities were completed at the Woodville and Prospect kitchens as part of our ongoing capital works program.

In June 2012 we were pleased to welcome a new Branch at Kapunda. There has been a delivered meal service operating in Kapunda for 45 years, with meals first cooked at the local convent and later at the hospital. Joining Meals on Wheels SA gives access to our state wide support systems and processes.

Further steps were taken to update our information systems. This included

procurement of new servers, installation of broadband internet access at many branches, and the creation of a much simpler website. It is envisaged that, over time, volunteers will use the web site to access the range of computer-based systems that support their daily work.

Our Food Safety program and emergency procedures were highlighted late in 2011 when a dessert dish prepared at our Kent Town production kitchen tested positive for the bacteria *Listeria monocytogenes*. Volunteers, staff and Board members rallied to ensure that important health messages were personally delivered to clients who had eaten the dessert. Fortunately no clients reported ill and the corrective action taken at Kent Town has significantly reduced the risk of a similar contamination occurring again. It certainly brought home the critical importance of adhering to our Food Safety Program right across the branch network.

We are embarking on a new program of work in 2012-13 that will continue to strengthen our foundations through our Strategic Plan. The combined efforts, initiative and commitment of our dedicated Board, our small group of paid staff, our many volunteers, and our hard working branch committees, will stand us in good stead to continue delivering more than just a meal into our 60th year and beyond.



**Sharyn Broer**  
*Chief Executive Officer*

# Report of the Honorary Treasurer

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In presenting to you our financial results for the financial year 2011/12 I would like to thank the Branch Treasurers and our financial staff at Central Office headed by Anna-Lucia Draper for their dedicated work over the last twelve months.

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It is my privilege to report to you on the financial outcome for the year but it is the painstaking work of all these people which makes it possible for me to do so.

It is pleasing to be able to report another good result for our Association. We made a loss of about \$0.4 million on our day to day operations but after including the interest we earned on our bank deposits and revenue from other sources we made a profit of a little over half a million dollars. This outcome was materially assisted by the fact that we were able to bring to account a significant profit on our Forestville warehouse property which was sold during the year for much more than our book valuation.

Added to this profit was a small gain in the value of our long term investments, producing an overall improvement of \$0.6 million in our net wealth.

The year 2011/12 was one of uncertainty for investment markets and we can be reasonably pleased that the outcome was a positive number. Capital values actually fell but after taking account of dividends and interest from our long term investments which were reinvested in our managed fund we managed a small gain in value.

This year the Board has made one important change in the way we calculate our profit. Previously we have brought to account over 42 years the money spent on those of our buildings which are on leasehold land. Increasingly we are finding that councils will renew our leases for only five years with an option for another five years.

While we may have a reasonable expectation of renewal at the end of the ten year period, our tenure is clearly less secure and so the Board thought it prudent to amortise these buildings over 15 years instead of 42 years. This added about \$240 000 to our annual costs and reduced our profit by the same amount.

The lesson for the future is that we will need to try to persuade councils to grant us greater security of tenure before we commit large sums to buildings on their land.

Members may care to note that during the year the Board reviewed its investment strategy and decided to retain its current approach but to reduce the level of risk somewhat in the short term by shifting some funds out of equities into bank deposits.

We think it is important still to take the long term view and retain a significant stake in equities so that we benefit from long term growth in the Australian and world economies, but just for the immediate future we prefer a little less exposure.

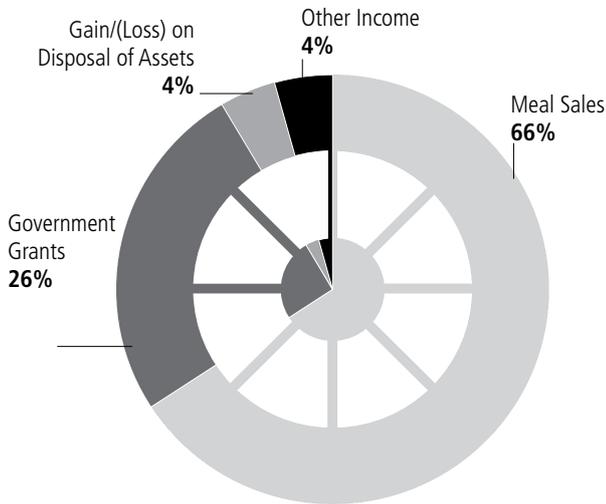
While our financial position is very healthy our meal numbers continue to decline. In 2007/08 we delivered 1.233 million meals. Four years later in 2011/12 we delivered 1.033 million meals, a drop of over 16%. It is important that we establish what clients and potential clients really want from us if we are to have a secure future.



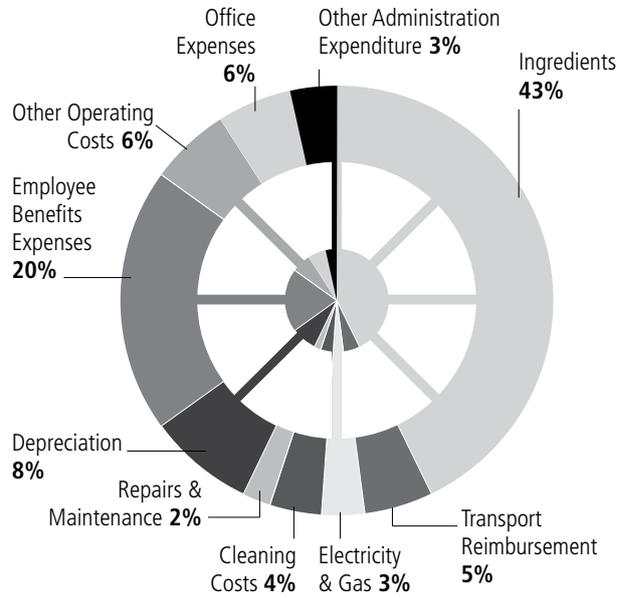
**John Hill**  
*Honorary Treasurer*



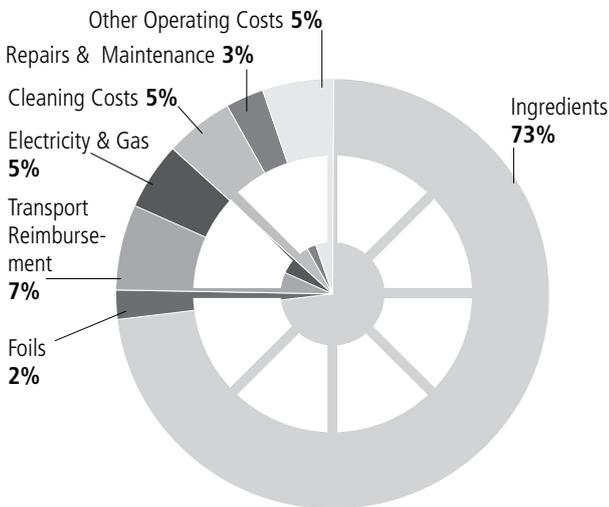
**Income**



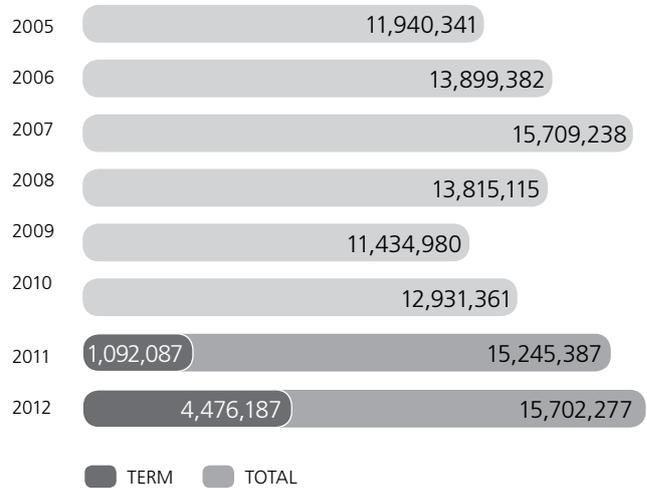
**Expenses**



**Meal Costs**



**Investment**



**89%**

Unprompted awareness of Meals on Wheels

**75%**

Awareness of source of 'meals for seniors'

**99%**

Prompted awareness of Meals on Wheels brand

Source: MTR Brand Health Check Feb 2012

# Branch Milestones

The following branches qualified for service awards between 1 July 2011 and 30 June 2012:

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## 15 Years

Minlaton

## 20 Years

Blackwood

## 35 Years

Southern Yorke Peninsula  
Streaky Bay

## 40 Years

Barossa Valley  
Burra  
Kadina  
Playford  
Port Augusta  
Port Lincoln  
Wallaroo

## 45 Years

Enfield  
Glenelg

## 55 Years

Hindmarsh  
Woodville

Other highlights during the period were branches that served milestone numbers of meals since inception.

## 25,000

Two Wells

## 100,000

Tailem Bend

## 150,000

Goolwa

## 200,000

Blackwood  
Peterborough

## 500,000

Daws Road

## 700,000

Modbury

## 750,000

Victor Harbor

## 800,000

Osborne

## 1,000,000

Enfield  
Salisbury

## 1,500,000

Port Adelaide



Enfield's Million Meal Milestone, was celebrated with Chair Roger Dermody, volunteer Daphne Lambden, client and former volunteer Mrs Stella Donald and the Hon. Kate Ellis MP, Member for Adelaide, all looking very bright and visible in their new vests!

# Service Awards



We pay tribute to all our volunteers and congratulate the following for achieving milestone years of service:

## 55 Years

Rotary Club Thebarton *Hindmarsh*

## 50 Years

Frost, Joyce *Whyalla*  
Rosefield Uniting Church *Unley*  
Rotary Club Edwardstown  
*Edwardstown*

## 45 Years

Dewar, Helen *West Torrens*  
Dick, Gwenda *Burnside*  
Fallas, Pat *Mount Gambier*  
Hunter, Judith *Port Adelaide*  
Rotary Club Henley Beach  
*Henley and Grange*

## 40 Years

Baker, Ros *Burnside*  
Beauchamp, Shirley *Northfield*  
Burrowes, Jytte *Glenelg*  
Catford, Marj *Balaklava*  
Catford, Ruth *Balaklava*  
Crabbe, Margaret *Brighton*  
De Garis, Dockie *Naracoorte*  
Forbes, Annette *Stirling*  
Fuge, Rosemary *Murray Bridge*  
Graham, Melva *Mitcham*  
Green, Peg *Naracoorte*  
Grummett, Pamela *Naracoorte*  
Inglis, Elizabeth *Port Adelaide*  
Johnson, Barbara *Naracoorte*  
Moulds, Pamela *Gawler*  
Neale, Margaret *Naracoorte*  
Noblett, Nan *Burnside*  
Pomery, Melva *Naracoorte*  
Sinclair, Gwenda *Burnside*  
Rowland, Lorraine *Murray Bridge*  
Trezise, Pat *Port Lincoln*

## 35 Years

Baker, Eunice *Burra*  
Behn, Jill *Gilbert Valley*  
Bell, Helen *Burnside*  
Brine, Doreen *Barossa Valley*  
Bruins, Margaret *Snowtown*

Bull, Audrey *S.Y. Peninsula*  
Clasohm, Lois *Whyalla*  
Dahlitz, Edna *Cummins*  
Davies, Dorothy *Naracoorte*  
Fisher, Joyce *Balaklava*  
Franks, Shirley *Tumby Bay*  
Gerschwitz, Desma *Cummins*  
Haarsma, Janette *Cummins*  
Haynes, Marjory *Naracoorte*  
Hebberman, Iris *Cummins*  
Keatley, Patricia *Naracoorte*  
Kowald, Shirley *Barossa Valley*  
Lamb, Gwen *Mount Gambier*  
Lombladt, Ruth *S.Y. Peninsula*  
McCallum, Jeannine *Millicent*  
Metcalfe, Margaret *Henley and Grange*  
Meyers, Freda *Cummins*  
Nitschke, Olga *Barossa Valley*  
Pearsons, Claire *Edwardstown*  
Robinson, Dallas *Christies Beach*  
Rohde, Yvonne *Eudunda*  
Rowe, Colleen *Naracoorte*  
Scheer, Lilli *Barossa Valley*  
Skidmore, Frances *Brighton*  
Smitham, Shirley *Kadina*  
Thompson, Pamela *S.Y. Peninsula*  
Traeger, Beverly *Goolwa*  
Tymukas, Kathleen *Burnside*  
Young, Margaret *Peterborough*  
Zurauskas, Margaret *Burnside*

## 30 Years

Asquith, Maria *Mitcham*  
Baird, Elizabeth *Millicent*  
Bath, Janet *Payneham*  
Beare, Betty *Kadina*  
Bennett, Suzanne *Naracoorte*  
Blieschke, Betty *Port Pirie*  
Bourne, Glenice *Naracoorte*  
Bowey, Rosalie *Kadina*  
Brook, Fay *Tailem Bend*  
Chapman, Janet *Kadina*  
Coombe, Christine *Berri*  
Curtis, Kate *Brighton*  
Daddow, Judith *Kadina*

Day, Ruth *Gawler*  
East, Jackie *Kadina*  
Endersby, Nellence (Nell) *Strathalbyn*  
Fairclough, Thelma *Edwardstown*  
Fartch, Mavis *Mount Gambier*  
Freeth, Betty *Port Lincoln*  
Gates, Erica *Stirling*  
Gobbett, Beryl *Mannum*  
Gransbury, Betty *Mitcham*  
Hart, Pauline *Onkaparinga Valley*  
Harvey, Pearl *Peterborough*  
Haylock, Philip *Wallaroo*  
Hillier, Janet *Gawler*  
Hobbs, Joan *Morgan*  
Hollitt, Alfred *Booleeroo Centre*  
Hollitt, Joyce *Booleeroo Centre*  
Jacka, Joyce *Jamestown*  
Kennedy, Josephine *Clare*  
Ker, Meredith *Yankalilla*  
Kidman, Patricia *Naracoorte*  
Kleingeld, Sigrid *Mitcham*  
Litchfield, Shirley *Gilbert Valley*  
Marks, Pat *Crystal Brook*  
Matters, Norma *Whyalla*  
McKerlie, Heather *Port Augusta*  
Moss, Pauline *Mount Gambier*  
Moten, Irma *Peterborough*  
Neumann, Jean *Balaklava*  
Pfitzner, Heather *Naracoorte*  
Powell, Faye *Quorn*  
Price, Gwen *Port Broughton*  
Prosser, Betty *Onkaparinga Valley*  
Rainsford, Eleanor (Josie) *Daws Road*  
Schaefer, Dawn *Brighton*  
Sizer, Heather *Booleeroo Centre*  
Smart, Mary *Meadows*  
Smith, Helen *Meadows*  
Stephen, Beryl *Onkaparinga Valley*  
Thompson, Lorraine *Clare*  
Toussaint, Rhonda *Murray Bridge*  
Treloar, Wendy *Cummins*  
Watson, Wendy *Daws Road*  
Willcocks, Lynette *Edwardstown*  
Williams, Clarice *Barossa Valley*  
Wright, Connie *Daws Road*

# Service Awards

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## 25 Years

Arbon, Noreen *Port Lincoln*  
Armour, Heather *Unley*  
Atkinson, Mary *Snowtown*  
Ayling, Peg *Renmark*  
Banks, Beverly *Millicent*  
Bennetts, Eric *Northfield*  
Bockmann, Bev *Henley and Grange*  
Brereton, Pat *Kadina*  
Brock, Jean *Tumby Bay*  
Bury, Helen *Quorn*  
Bussenschutt, Raelene *Kadina*  
Cannell, Judy *Goolwa*  
Crawford, Denise *Gilbert Valley*  
Cross, Pauline *Moonta*  
Emes, Lorraine *Murray Bridge*  
Everett, Mettie *Port Augusta*  
Fry, Bev *Port Augusta*  
Gameau, Helen *Two Wells*  
George, Ronda *Prospect*  
Geyer, Myra *Eudunda*  
Gilkes, Barbara *Mitcham*  
Glenn, Kaye *Laura & Districts*  
Goldsack, Fay *Adelaide*  
Graham, Roger *Mitcham*  
Gregory, Toni *Brighton*  
Guyatt, Peggy *Barossa Valley*  
Hannaford, Anne *Naracoorte*  
Harris, Marion *Brighton*  
Hart, Audrey *Two Wells*  
Herrmann, Aileen *Blanchetown*  
Holmes, Deidre *Barossa Valley*  
Kemp, Sybil *Mount Barker*  
Kernich, Ilse *Adelaide*  
Kernich, Max *Adelaide*  
Kester, Joan *Naracoorte*  
King, Digna *Cowell*  
Liebich, Pauline *Salisbury*  
Lock, Judy *Peterborough*  
McLeod, Maria *Findon*  
McLeod, Mary *Adelaide*  
Miles, James *Victor Harbor*  
Miles, Melva *Victor Harbor*  
Minge, Jean *Mannum*  
Nicholas, Antoinette *Unley*

Piggott, Shirley *Booleroo Centre*  
Pike, Andree *Daws Road*  
Pittman, Joy *Glencelg*  
Porter, Rosalie *Naracoorte*  
Probert, Kerry *Port Lincoln*  
Proud, Deborah *Victor Harbor*  
Raethel, Freda *Christies Beach*  
Rault, Rhonda *Edwardstown*  
Reeves, Graham *Modbury*  
Regnier, Bev *Eudunda*  
Rice, Beatrice 'Bub' *Enfield*  
Roberts, Kaye *Naracoorte*  
Sandford, Jan *Prospect*  
Schirmer, Joy *Gilbert Valley*  
Schroeder, Lynette *Whyalla*  
Shaw, Angela *Stirling*  
Shephard, Sue *Gilbert Valley*  
Sherrah, Joy *Streaky Bay*  
Starr, Heather *Quorn*  
Webster, Maureen *Millicent*  
Welke, Shirley *Balaklava*  
Wheatley, Heather *Prospect*  
Wheeler, Eileen *Kadina*  
Whittle, Ruth *Peterborough*  
Whyatt, Anna *Adelaide*  
Wilson, Desmond *Victor Harbor*

## 20 Years

Adams, Sylvia *Naracoorte*  
Aird, Laurel *Osborne*  
Allan, Joan *Burnside*  
Ashby, Jan *Port MacDonnell*  
Atkins, Maureen *Gilbert Valley*  
Battersby, Thelma *Booleroo Centre*  
Bird, Flora *Naracoorte*  
Blight, Bill *Modbury*  
Blumson, Melva *Ceduna*  
Bond, Diedre *Gilbert Valley*  
Brew, Lynette *Barossa Valley*  
Broadbent, Irene *Victor Harbor*  
Brown, Heather *Port Wakefield*  
Cahill, Joan *Hindmarsh*  
Clark, John (Nobby) *Port Adelaide*  
Clark, Myfwany *Victor Harbor*  
Collins, Denise *Mount Barker*

Crouch, Jacqueline *Hindmarsh*  
Darling, Peggy *Tumby Bay*  
Dashorst, Leo *Edwardstown*  
Denham, Alan *Henley and Grange*  
Dickmann, Cynthia *Campbelltown*  
Donovan, Gene *Findon*  
Dorward, Sonia *Tumby Bay*  
Easton, Constance *Osborne*  
Emmins, Basil *Mitcham*  
Engelke, Erika *Balaklava*  
Ettridge, Shirley *Daws Road*  
Evans, Jennifer *Barossa Valley*  
Fathers, Margaret *Blackwood*  
Fearnley, Jean *Findon*  
Ferris, Dianne *Murray Bridge*  
Fischer, Gertrud *Barossa Valley*  
Flack, Helen *Christies Beach*  
Francis, Joan *Adelaide*  
Furze, Michael *Burnside*  
Gasmier, Ray *Aldinga*  
Griffits, Barbara *Wallaroo*  
Gunter, Helen *Port Wakefield*  
Hales, Pauline *Millicent*  
Hardy, Meredith *Millicent*  
Hartmann, Susanne *Laura & Districts*  
Hartwig, Cora *Morgan*  
Harvie, Petonia *Booleroo Centre*  
Haynes, Lorraine *Warradale*  
Hill, Clive *Henley and Grange*  
Hoare, Beverley *Port Pirie*  
Hoare, Maureen *Murray Bridge*  
Hopping, Daphne *Tumby Bay*  
Hopping, Dean *Tumby Bay*  
Hudson, Pat *Findon*  
Hunt, Sue *Willunga*  
Instrell-Walker, Elizabeth *Hamley Bridge*  
Instrell-Walker, Patrick *Hamley Bridge*  
James, Eric *Strathalbyn*  
James, Isobel *Strathalbyn*  
Janes, Patricia *Stirling*  
Johns, Beryl *Naracoorte*  
Keatly, Helen *Naracoorte*  
Kelly, John *Brighton*  
La Nauze, Susan *Barossa Valley*  
Lane, Janet *Findon*

Lawson, Janet *Naracoorte*  
 Lehmann, Miriam *Quorn*  
 Lewis, Gordon *Port Adelaide*  
 Low, Cynthia *McLaren Vale*  
 Mackenzie, Helen *Findon*  
 Mansfield, Shirley *Barossa Valley*  
 Marshall, Ian *Stirling*  
 Martin, Shirley *Peterborough*  
 McCallum, Rhonda *Booleroo Centre*  
 McKinnie, James *Goolwa*  
 McKinnie, Mary *Goolwa*  
 Melbourne, Ian *Brighton*  
 Melbourne, Judith *Brighton*  
 Miller, Judy *Gilbert Valley*  
 Nettelbeck, Judy *Gawler*  
 Nettelbeck, Peter *Gawler*  
 Nichols, Shirley *Walleroo*  
 Nottle, Beryl *Booleroo Centre*  
 Nourse, Shana *Burra*  
 Nunn, Bev *Stirling*  
 Oats, Helen *Murray Bridge*  
 Ollivier, Beverley *Tumby Bay*  
 Osmond, Raelene *McLaren Vale*  
 Pallant, Sonja *Naracoorte*  
 Persello, Maria *Mount Gambier*  
 Powardy, Jack *Waikerie*  
 Pratt, Geoffrey *Walleroo*  
 Preece, Kevin *Mount Gambier*  
 Prior, Melville *Victor Harbor*  
 Pycroft, Lynette *Port Lincoln*  
 Rice, Kenneth *Enfield*  
 Rodert, Raelene *Onkaparinga Valley*  
 Ryan, Rosemary *Whyalla*  
 Schmitt, Marilyn *Blanchetown*  
 Schubert, Brian *Barossa Valley*  
 Schubert, Jennifer *Barossa Valley*  
 Schulze, Maxwell *Enfield*  
 Brooke-Smith, Kay *Daws Road*  
 Speirs, Nancy *Victor Harbor*  
 Spiers, Betty *Renmark*  
 Stephenson, Beverley *Goolwa*  
 Stubing, Ann *Wudinna*  
 Sutton, Lynette *Balaklava*  
 Symons, Anne *Laura & Districts*

Teare, Elvie *Renmark*  
 Tedham, Corrine *Millicent*  
 Thomson, Julie *Laura & Districts*  
 Thomson, Phillis *Naracoorte*  
 Tome, Maria *Salisbury*  
 Venning, Pauline *Burra*  
 Walker, Helen *Adelaide*  
 Walters, May *West Torrens*  
 Warnest, Alex *Murray Bridge*  
 Weber, Fay *Barossa Valley*  
 Wellington, Margaret *Naracoorte*  
 Werk, Annie *Millicent*  
 Whitford, Des *Burnside*  
 Wiley, Alva *Findon*  
 Wilksch, Peter *Adelaide*  
 Willats, Marie *Murray Bridge*  
 Williams, Pam *Campbelltown*  
 Window, Ron *Crystal Brook*  
 Zeunert, Helen *Barossa Valley*

## 15 Years

Abayasekara, Nirangela *Whyalla*  
 Aerfeldt, Maris *Payneham*  
 Albert, Irish *Prospect*  
 Anderson, Heide *Warradale*  
 Austin, Pat *Mount Gambier*  
 Ayres, Fae *Campbelltown*  
 Baldock, Verity *Yankalilla*  
 Bampton, Fay *Morgan*  
 Barnfield, Bill *Christies Beach*  
 Basnett, Adrena *Brighton*  
 Beck, Christine *Blackwood*  
 Beekman, Lynette *Minlaton*  
 Beinke, Margaret *Happy Valley*  
 Bernhardt, Pamela *Victor Harbor*  
 Bester, Andrea *Laura & Districts*  
 Blanks, Rosemary *Unley*  
 Boddington, Maureen *Modbury*  
 Boddington, Ted *Modbury*  
 Boord, Janette *Naracoorte*  
 Bradshaw, Mal *Murray Bridge*  
 Braunsthal, Ann *Goolwa*  
 Bromley, Eve *Findon*  
 Brown, Diana *Unley*

Buckley, Rosslyn *Waikerie*  
 Burnie, Harold *Waikerie*  
 Button, Margaret *Minlaton*  
 Carmichael, Jill *Minlaton*  
 Cheng, Chiu-o *Norwood*  
 Chinner, Eric *McLaren Vale*  
 Clark, Jill *Meadows*  
 Clark, Val *Prospect*  
 Cockington, Lola *Woodville*  
 Cook, Carlene *Minlaton*  
 Cook, Margaret *Minlaton*  
 Corbo, Vince *Norwood*  
 Cornwell, Mary *Clare*  
 Correll, Joan *Minlaton*  
 Crossman, Norella *Booleroo Centre*  
 Curnow, Jill *Moonta*  
 Curtis, Marilyn *Cowell*  
 Dearman, Margaret *Onkaparinga Valley*  
 Devine, Ruth *Norwood*  
 Dixon, Roger *Adelaide*  
 Doherty, Marlene *Prospect*  
 Eitzen, Bob *Woodville*  
 Eitzen, Mary *Woodville*  
 Elliss, Dawn *Osborne*  
 Emery, Peter *Barossa Valley*  
 Erwin, Pam *West Torrens*  
 Evans, Carolyn *Gilbert Valley*  
 Faggotter, Beth *Laura & Districts*  
 Fielke, Ronald *Yankalilla*  
 Fletcher, Maxine *Cowell*  
 Fontanot, Jenny *Goolwa*  
 Forby, Elizabeth *Port Adelaide*  
 Galli, Lidia *Millicent*  
 George, Nirmala *West Torrens*  
 Gerschwitz, Norm *Cummins*  
 Glazbrook, Mary *Minlaton*  
 Goldspink, Barbara *Stirling*  
 Govett, Desmond *Osborne*  
 Hall, Bob *Brighton*  
 Hamilton, Margaret *Minlaton*  
 Hann, Judith *Millicent*  
 Hannaford, Grahame *Henley and Grange*  
 Harding, Vi *Glenelg*  
 Haskard, Joyce *West Torrens*

# Service Awards

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Hayman, Ted *Brighton*  
Heath, Trevor *Burnside*  
Heffernan, Marlene *Gawler*  
Hensel, Catherine *Burnside*  
Hocevar, Wendy *Berri*  
Holland, Bob *Findon*  
Holliday, Karol *Tumby Bay*  
Holman, Nadine *Gawler*  
Horsnell, Doreen *Stirling*  
Hoyle, Elaine *Minlaton*  
Irvine, Jillian *Millicent*  
Jared, Joyleen *Laura & Districts*  
Jettner, Max *Victor Harbor*  
Jones, Sandra *Stansbury*  
Keane, Brigitta *Christies Beach*  
Keenan, Doris *Henley and Grange*  
Kelly, Heather *Crystal Brook*  
Kelly, June *Kadina*  
King, Reginald *Osborne*  
Klau, Maureen *Murray Bridge*  
Klein, Anneliese *Port MacDonnell*  
Klemm, Nita *Laura & Districts*  
Kneebone, Ronald *Henley and Grange*  
Lane, Delia *Brighton*  
Lebrun, Pat *Tumby Bay*  
Lee, Helen *Northfield*  
Lee, Lawrence *Hindmarsh*  
Lee, Margaret *Hindmarsh*  
Lindner, Reet *Mount Gambier*  
Longbottom, Neil *Minlaton*  
Maddigan, Angela *Henley and Grange*  
Marks, Margaret *Victor Harbor*  
Martin, Helen *Minlaton*  
Masson, Les *Balaklava*  
Masson, Mary *Balaklava*  
Materne, Gladys *Barossa Valley*  
Maule, Barbara *Port Augusta*  
McCaffrey, Des *Mitcham*  
McCallum, Caroline *Booleroo Centre*  
Mellor, John *Salisbury*  
Meyers, Clarrie *Cummins*  
Mildwaters, Des *Kadina*  
Miller, Anne *Warradale*  
Miller, Garry *Warradale*  
Milstead, Dinny *Port MacDonnell*  
Mitsioulis, Pauline *Mitcham*  
Montgomerie, Colin *Streaky Bay*  
Montgomery, Margaret *Naracoorte*  
Needham, Yvonne *Mitcham*  
Nuske, Quentin *Barossa Valley*  
Oates, Judy *Salisbury*  
Oatey, Joyce *West Torrens*  
O'Connor, Gwen *Salisbury*  
O'Donnell, Maureen *Brighton*  
Owens, Beverley *Port Broughton*  
Owens, Ron *Port Broughton*  
Packer, Rhonda *Murray Bridge*  
Pappin, Susan *Millicent*  
Paterson, Ron *Mitcham*  
Pearce, Pam *Renmark*  
Pearce, Tom *Glenelg*  
Peckham, Len *Norwood*  
Phelps, Janice *Cummins*  
Plummer, Dorothy *Naracoorte*  
Pomerry, Bill *Naracoorte*  
Porter, Barbara *Minlaton*  
Porter, Kevin *Minlaton*  
Post, Bobbie *Eudunda*  
Pridham, Di *Naracoorte*  
Raffen, Madeline *Warradale*  
Rawson, Beth *Salisbury*  
Rayner, Alan *Mitcham*  
Rehn, Coral *Cowell*  
Riedel, Ngaire *Renmark*  
Ritchie, Shirley *Naracoorte*  
Robbins, Margaret *Clare*  
Roberts, Keith *Naracoorte*  
Roberts, Peter *Port Pirie*  
Roberts, Shirley *Naracoorte*  
Robinson, Constance *Streaky Bay*  
Robinson, Lorraine *Mount Barker*  
Robinson, Margaret *Waikerie*  
Robinson, Pamela *Osborne*  
Rosenzweig, Fenje (Fay) *Barossa Valley*  
Rowe, David *Glenelg*  
Ryan, Maxine *Brighton*  
Rymer, Ralph *Mount Barker*  
Saint, Carmel *Prospect*  
Sajedi, Tayebi *Adelaide*  
Sayer, Bernice *Laura & Districts*  
Schmidke, Norm *Gilbert Valley*  
Schubert, Basil *Murray Bridge*  
Schubert, Kenneth *Mount Barker*  
Schutz, Audrey *Eudunda*  
Schutz, Regina *Waikerie*  
Sibley, Elizabeth *Barossa Valley*  
Sinkinson, Fay *Victor Harbor*  
Skopal, Jillian *Unley*  
Smallacombe, Clare *Peterborough*  
Southern, Rosemary *Modbury*  
Spry, Janet *Kadina*  
Stagg, Judy *Glenelg*  
Stephenson, Peter *Daws Road*  
Stolz, Joy *Goolwa*  
Stevens, Frank *Brighton*  
Strong, Deidre *Gawler*  
Swanson, Hope *Happy Valley*  
Tamblyn, Rosalie *Brighton*  
Tangey, Dorothy *Glenelg*  
Teague, Rollo *McLaren Vale*  
Teague, Texine *McLaren Vale*  
Thompson, Ray *Christies Beach*  
Thulborn, Tom *Happy Valley*  
Travaglione, Maria *Waikerie*  
Tucker, Audrey *Tintinara*  
Vass, Margaret *Brighton*  
Vater, Laurice *Gilbert Valley*  
Walker, Madge *Christies Beach*  
Waller, Bob *West Torrens*  
Walsh, Anne *Modbury*  
Warren, Val *Renmark*  
Weber, Janet *Blackwood*  
Wegner, Phylis *Karoonda*  
Weinert, Ray *Murray Bridge*  
Wells, Margaret *Mount Barker*  
White, Jack *Campbelltown*  
White, Maureen *Mount Gambier*  
Whitehorn, Wendy *Port Adelaide*  
Whittaker, Mary *Port Lincoln*  
Williams, Beth *Kadina*  
Wilson, Bruce *Woodville*  
Wise, Betty *Mitcham*  
Wood, Neil *Hallett Cove*  
Wuttke, Ann *Onkaparinga Valley*  
Young, Brenda *Yankalilla*  
Young, Pamela *Meadows*  
Zadow, Betty *Murray Bridge*

# Congratulations



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We offer congratulations to all our volunteers, and particularly to those who received awards during the past twelve months in recognition of community service:

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## Member of the Order of Australia (AM)

### Leon Holmes

President and Chair of the Board of Meals on Wheels (SA) and Past President/Board Member of Australian Meals on Wheels Association

## Medal of the Order of Australia (OAM)

### Sam Smith

*Laura & Districts Branch*

## Australia Day Council Citizens of the Year Awards

### Trevor Kemp and Rose Kemp

*Streaky Bay Branch*  
District Council of Streaky Bay

### Raylee Chandler

*Ceduna Branch*  
District Council of Ceduna

### Valma Tonkin

*Cowell Branch*  
District Council of Franklin Harbour

### Lydia Klante

*Wudinna Branch*  
District Council of Wudinna

### Carrie Twigden

*Gilbert Valley Branch*  
Clare & Gilbert Valleys Council

### Bernard Smart

*Meadows Branch*  
City of Onkaparinga

### Dennis Ryan

*Playford Branch*  
City of Playford

### Geoffrey Pfeiffer

*Victor Harbor Branch*  
City of Victor Harbor

### Carmel Miels

*Balaklava Branch*  
Wakefield Regional Council

### Murray Thompson

*Stansbury Branch*  
District Council of Yorke Peninsula

### Joyleen Jachmann and Ernie Asplin

*Morgan Branch*  
Mid Murray Council

### Josie Nelsson

*Berri Branch*  
Berri Barmera Council

### Les Cunningham

*Mount Gambier Branch*  
Mount Gambier City Council

### Norma Modistach

*Waikerie Branch*  
District Council of Loxton Waikerie

## Local Government Volunteer Awards

### Don Brook

*Henley & Grange Branch*  
City of Charles Sturt

### Michael Abbott

*Henley & Grange Branch*  
City of Charles Sturt

### Ros Obst

*Prospect Branch*  
City of Walkerville

## Community Awards

### John Ferguson

*Goolwa Branch*  
'50 Inspirational Locals' Award  
from Victor Harbor Times

### Gordon Nolan

*Onkaparinga Valley Branch*  
'Community Service Award'  
from Adelaide Hills Council

### Christies Beach Branch

'Contributing to the Community' Award  
from City of Onkaparinga

### Ron Bolt

*Christies Beach branch*  
'Community Service Award'  
from City of Onkaparinga

### Yvonne Curran

### Judith Wirtz

### Elmar Wirtz

### Graham Lock

*Warradale Branch*  
'Unsung Hero' Awards  
from City of Marion

# Branch Reports

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## Aldinga

2011/2012 has been a steady year for the Aldinga Branch. We have recruited new volunteers and currently have 48 volunteers serving 28 clients.

In December our volunteers and clients had an enjoyable Christmas Lunch at the McLaren Vale Bowls Club. Hampers were delivered to our clients in December by two of our volunteers and their grandchildren and our clients appreciated the involvement of the children. The support of the Lions Club and local traders in providing items for the hampers was greatly appreciated. Our grateful thanks go to Marion Warren for collecting all of the goods.

In May, a number of volunteers attended the City of Onkaparinga's Volunteer's Cinema Day. It is pleasing to see that our volunteers' work is recognised by the community.

The staff at the McLaren Vale Hospital kitchen work hard at preparing meals and the quality of the meals and the new menu has been appreciated by our clients.

Our Welfare and Staff Officers deserve a special mention for the excellent job they do. We are fortunate in having such dedicated people working to achieve the vision of Doris Taylor when she started Meals on Wheels.

In December this year, one of our recipients will celebrate his 100th birthday and he has extended an invitation to all of our deliverers to attend the celebration.

## Ardrossan

We are so pleased to be once again having our meals supplied by the Ardrossan Community Hospital. From all the positive feedback we have received from our clients, it has been a great move.

Our 'rooms/office' have had a few upgrades with interior painting undertaken with donated paint and volunteer labour, new curtains, tables and chairs, kitchen equipment (funded by a Community Benefits SA

grant) and new carpet (funded by a Rex Minerals grant). We have submitted an application for a Volunteer Grant for an air-conditioning unit.

We currently have 101 volunteers and there are 25 clients receiving meals over an area from Pine Point, 16kms south, and Port Clinton, 25kms north of Ardrossan.

## Balaklava

Deliveries to 28 recipients continued to run smoothly this year, although volunteer numbers were slightly down. Meals from the hospital remain well received and we thank the hospital staff for their ongoing support.

We were sad to accept the resignation of our long-serving Welfare Officer, Joan Wood due to ill health. We thank her for all her work and wish her well for the future.

During the year we found it necessary to review the procedure for locating clients who are not home when the meal is delivered and now have more ready access to contact information.

28 volunteers attended a lunch at the Royal Hotel in October to celebrate Volunteers Day and get to know each other better. It was a successful event and we plan to repeat it every second year. National Meals on Wheels Day saw the delivery of the placemat and a bag of lollies and nuts with the meals.

The Courthouse Gallery held a Christmas Festival and our Branch set up a display for this. A bag of Christmas goodies was delivered to each client prior to Christmas, made possible by the generous donations of local organisations.

## Barossa Valley

Despite many roster changes this year, we are a dedicated and committed team and our clients have always received their meals. We provide around 60 meals daily divided between four runs.

Our Welfare Officers have been extremely busy and this trend will

continue due to our ever-increasing ageing population.

53 volunteers received awards in October with many invited to attend the Awardee Afternoon in Adelaide in November. National Australia Bank staff have volunteered for 7 years, and Heinrich Cooperage staff since January 2010, which is commendable.

Several volunteers attended the Regional Conference in June where there were interesting and informative speakers and round-table discussions.

A special thank you to Orlando Wines for their donation of \$1,720 so that we could purchase a spare hot box, a soup container and a paper shredder. Orlando also donated a bottle of wine to each Service Awardee of 15 years and over. Thanks to the Lions Club who again supplied Christmas cakes for our clients.

Thanks also to Angaston Hospital's maintenance staff for helping our volunteers at the pick-up area, and the catering staff who have prepared 12,033 meals during the year, with 1,316 frozen meals also collected from Angaston Cottage.

Grateful thanks go to all committee members and our wonderful volunteers for their dedication and commitment to a much appreciative community.

## Berri

This year has been a busy and successful year. We are a hospital-based Branch and we are very grateful to the Riverland Regional Hospital and the wonderful staff in the kitchen who work closely with us to provide our meals. On average we deliver around 50 meals per day.

Once again our Branch provided Christmas Hampers to our recipients.

We have a strong committee who meet regularly to ensure that our Branch functions well. In June four members were able to attend the Regional Conference in Nuriootpa. It was a well-organised, informative day. Those attending appreciated the opportunity

to meet with volunteers from other country regions.

We thank Central Office for their continued help and support.

A huge thank you must also go to our dedicated committee members and all of our volunteers for wonderful service throughout the year.

### **Blackwood**

Our Branch continues to run smoothly thanks to the on-going commitment of our hardworking committee and dedicated volunteers.

We again took part in the Blackwood Christmas Parade. The MoW banner always receives spontaneous applause from the crowd and highlights the work of MoW in our community.

On a lovely Saturday evening in March we celebrated our 20th Birthday with a barbeque. Our garden was at its best thanks to our volunteer gardeners.

A highlight of the year occurred on the eve of Anzac Day. The Belair Cub Pack camped overnight in our garden and attended the Anzac Eve Vigil and Dawn Service. We were delighted to be able to share our premises for such a noble cause.

Volunteer's Day equates to our Soup Day and the committee brings their specialty to share. Once again the afternoon was successful due to the culinary expertise of our group.

We serve approximately 200 meals a week and our client numbers continue to increase steadily. Christmas Hampers, together with gifts for Mother's Day, Father's Day and Easter are delivered by our volunteers and are always well received.

At Blackwood we are proud to deliver 'more than just a meal'.

### **Booleroo Centre**

Recently Avis Clarke and Joan Davis attended primary health care training on 'Making Connections'. Meals on

Wheels was noted to be one of the service providers which is important to our aged population. Besides providing a daily nutritious three course meal at minimal cost, our volunteers can visually check on clients and report on any issues detected.

Visits from our volunteers go a long way to alleviate loneliness. It has been proved that lonely people have difficulty in performing basic tasks such as bathing, dressing, eating etc.

In the course of the past 12 months we have delivered 4,592 meals in our local areas – Booleroo Centre, Wilmington, Murraytown and Wirrabara, so we are connecting with a lot of aged residents.

Congratulations to all volunteers who have received Service Awards.

Thank you to Edward Davis, Secretary/ Treasurer for his work in keeping our Branch well coordinated.

### **Brighton**

The Branch had another successful year. Client numbers have been steady but volunteer numbers are still down.

We have now installed more glass-fronted freezers to handle the frozen meals and to enhance our frozen food storage capacity.

As usual our Christmas Function was held at the Brighton Secondary School late in November but unfortunately the school is having major renovations over the next three years so another venue needs to be found.

We held a Volunteers Thank You Luncheon at Marion Function Centre on 28 September 2011 and 90 volunteers attended. We are highly appreciative of all the help given by our wonderful volunteers who support our Branch so well.

We thank the Brighton Secondary School, Holdfast Bay Council, Brighton Rotary and Lions Clubs, and also special thanks to the Bedford Industries Community Access Group, plus the Minda Home volunteers.

### **Burnside**

A successful Christmas/Awards function was held with many guests including volunteers, partners Central Office staff and the Mayor of Burnside enjoying the occasion. We again delivered a small Christmas basket to all recipients and received donations from a number of organisations, in particular the local Lions Club, along with some jam made by several of our volunteers.

A slight reduction in the number of meals being delivered and depleted deliverer numbers prompted a reduction to four rounds this year. The change went smoothly with clients and volunteers comfortable with the new arrangement.

After a long and difficult search we secured a new Kitchen Supervisor and Assistant Kitchen Supervisor this year. Once again, thanks to the hard work of a number of people, the kitchen passed all of its food safety audits.

The committee wishes to convey its sincere thanks to all our volunteers as it is their hard work that has seen the branch continue its work in assisting and supporting our recipients.

### **Burra**

In the last 12 months the Branch celebrated its 40th Birthday with a barbeque and birthday cake for volunteers, with representation from Central Office.

As a member of MoW's Country Hospital-based committee, our President Bev Fleming made it known that the hospital's meals have not been satisfactory in weight or temperature and, as a result, service agreements are being drawn up between Meals on Wheels and hospitals to unify meal quality.

Our members donate drivers' reimbursements back to the Branch for the purchase of Christmas hampers for clients, which is appreciated.

Deliverer numbers have remained fairly static while client numbers have declined markedly, due to moving from the district as well as deaths.

## Campbelltown

We have experienced a disturbing year with adjacent construction works and changes in control of the hall housing our Branch. Congratulations to delivery drivers on their acceptance of the limited space available. We appreciate the assistance given by the City of Campbelltown and Central Office during the SES building period.

Without the hall rental, our fundraising income will drop by over \$4,000 per year. However, we will continue to hold four main events – Barbeque, AGM/ Service Awards Presentation, Birthday and Christmas parties. Numbers at the Christmas Party and Barbeque were up on previous years and everybody seemed to have an enjoyable time at both functions.

Fundraising in future will centre around the sale of Easter Duckies, which this year earned nearly \$1,200. Sincere thanks to the ladies who knitted the Duckies.

We have a willing and active committee and Secretary Beth Wilson, Treasurer Tony Hack and Kitchen Supervisor Kookie Kronbers deserve a special thank you for jobs well done. Also thanks to Staff Officer David Freer and to each of our 100 volunteers.

Our kitchen is scheduled to be renovated in the near future. When completed we will have a much brighter and more cheerful premises.

Recipient numbers have increased slightly from last year, to 95. At times we have struggled to have enough delivery volunteers and all volunteers are becoming harder to recruit.

As we state every year, the winter months, when half our drivers take off overseas or north of the border, should be banned!

## Ceduna

Ceduna continues to run smoothly thanks to our wonderful volunteer drivers and deliverers.

At present we run a six week roster due to enlisting quite a few new deliverers and we have a good emergency list of volunteers as well. We deliver to between 15 to 25 recipients weekly.

4,396 meals were delivered between 1 July 2011 and 2 June 2012, supplied by our new hospital. The kitchen cooks a variety of healthy diet controlled three-course meals for our clients.

Our clients received a Christmas gift, which they all enjoyed receiving and eating. At our well-attended 2011 Christmas party, which everyone enjoyed, President Shirley Mahar gave out Service Awards to volunteers for service between 3 and 30 years. Congratulations to all.

## Christies Beach

Our Branch Supervisor/Treasurer, Judith Tindale retired this year and we thank her for her tireless effort and wish her well for the future. Rob Shaw has taken on the Supervisor's role with flair, and Maxine Payne is our new Treasurer and is keeping the accounts up to date.

The sad loss of our Chairperson, Theo Ellard, has been filled by Ron Bolt.

Many of our volunteers have received Service Awards ranging from 7 to 35 years of service.

The guest speaker at our AGM was Mrs Diane Grocock from Australian Red Cross, who gave an informative speech and we also had a representative from Central Office attend.

Onkaparinga Council, in conjunction with Seniors Week, presented us with a beautiful painting and plaque for 'Contributing to the Community'.

## Clare

The 2011-2012 year has been a success, with in excess of 100 volunteers including deliverers and committee members. As we welcome new faces to the Branch we say a very big thank you and farewell to members who are retiring.

Meals being delivered have diminished to an average of 12 per day due to hospital stays and respite in nursing homes by recipients.

The St Michael's Hall Committee continue to be very generous in allowing us the use of their hall for meetings.

The highlight of the year is preparing and delivering Christmas hampers to clients, wishing them a happy and healthy Christmas and New Year. It is a great opportunity to visit, bring some Christmas cheer and have a chat.

## Cowell

Our Branch has again run smoothly for the past twelve months. We are a hospital-based Branch and have six clients as at 30 June.

Thank you to hospital staff and our willing band of approximately sixty volunteers. Thanks also to Staff Officer, Elizabeth Carmody who juggles the roster when many of our volunteers join the 'grey nomads' for two to three months, and to Welfare Officer, Robyn Smith who visits clients.

Special thanks to the Cowell Op Shop who came forward to donate food items and wrapping for client Christmas hampers, and the Cowell Lions Club for their annual donation of cakes for the hampers.

Congratulations to Cowell's 'Citizen of the Year', Valma Tonkin who helped deliver the first meal in Cowell on 6 December 1982 and still delivers today. Well deserved, Val!

## Cummins

The Branch has operated smoothly for this financial year. Our client numbers are slightly up, between six and eight per day.

Thanks must go to the Cummins Hospital administration and catering staff for the preparation of meals, and to the sixty volunteers who cheerfully deliver to our clients.

The clients enjoy seeing a friendly face and receiving a lovely meal.

We also thank our District Council office which prints our volunteer roster for us.

Thank you to our committee who do a great job in making our programme run smoothly.

In October 2011 we successfully applied to the Department for Communities and Social Inclusion for a grant of \$1,628, which was used to buy two steamer pots and a new microwave for the hospital kitchen. Well done to Claire and Josie!

All clients receive Christmas and Easter treats, which are always gratefully accepted.

We are looking forward to another successful year.

### Daws Road

During the year the Branch delivered its 500,000th meal.

The Branch is the only hospital-based Branch within the metropolitan area. This unique situation has presented many challenges that are not faced by other Branches.

These challenges include the inability to offer sufficient menu variety, higher meal pricing, difficulties attracting and retaining volunteers due to limited types of volunteer roles, and a lack of space for volunteers to meet and enjoy fellowship as a usual part of volunteer shifts.

Sadly after a 31 year partnership between the Repatriation Hospital and Daws Road Branch volunteers, a decision has been made to disband the Branch and the three routes are to be incorporated into nearby Branches with fresh cook kitchens.

The hospital and our volunteers are to be thanked for their generous contribution to the community.

### Edwardstown

This year had its ups and downs, but as usual our volunteers have risen to the occasion. The availability of volunteers has been covered with a steady flow of new volunteers replacing the losses.

The number of meals delivered has plummeted due to Housing SA moving tenants to other areas, demolishing the houses and constructing new dwellings for younger inhabitants. Over the last year meal numbers have dropped by almost 50%.

The Adelaide Branch closure brought us a small number of clients along with two very efficient and reliable volunteer deliverers. Our client numbers will be boosted with the impending closure of the Daws Road Branch, and the transfer of volunteers will also relieve the strain on our current drivers and deliverers.

Service Awards are to be presented to thirty volunteers ranging from 3 to 40 years of service. Congratulations to all.

A number of students from several schools and colleges have worked in both the kitchen and delivery areas and have been quite impressive, and their help has been most appreciated.

Thank you to all our volunteers for their help during the year, and also to the Central Office for their support.

### Enfield

During the renovation of the Prospect Branch in September-October, Enfield Branch assisted them by preparing their meals. This meant that a total of approximately 130 meals were prepared daily with the assistance of volunteers from Prospect.

Our 45th Birthday lunch was held in October at the Empire Hotel, with representation from Central Office. Past and present long-serving volunteers entertained the gathering with humorous stories from the Branch and on the road.

Barbeques for volunteers were held

to celebrate the end of daylight saving and in November for Christmas.

A very special event was held on 28 June to celebrate Enfield's one millionth meal. The recipient was once a volunteer in our kitchen. The delivery was made by Federal Minister, The Hon. Kate Ellis MP.

The Choice 4 U project was introduced for Round 3 for one month then extended to Round 2 for one month. As a result all Rounds now have alternate main meal choices. This change is proving very successful and in the future the Branch will cook both main meals.

Thanks to all volunteers at Enfield for their fantastic effort in being able to supply all our recipients with nourishing meals. Special thanks to Gary and Bev Rice for their tremendous efforts in the organisation of the Branch.

### Findon

Someone once said that volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another. This is no less true of the volunteers at the Findon Branch who, since the Branch was established, have prepared 810,483 meals. This year, 42 kitchen staff and 40 drivers have cooked, packed and delivered, on average each month, over 2,700 meals.

At Christmas volunteers organised and hosted a recipient party which is always well attended and lots of fun. For the Christmas season volunteers made up 120 hampers and distributed them to recipients.

Our volunteers come from various sectors of the community including banking, schools, service clubs, local government as well as local residents. We recognise the invaluable commitment of all our volunteers and as a thank you, host a Birthday and Service Awards event to bring everyone together in celebration of individual and collective achievements.

# Branch Reports

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## Gilbert Valley

Our dedicated team of volunteers continue to support all facets of our Branch. The many volunteers across the three towns that deliver the meals are the backbone of our group as the deliveries are widespread across a large rural area.

The committee that pulls everything together work tirelessly with all the outside agencies involved as a committed and stable group and are continuing on into the new financial year.

The committee was again well represented at the Central Office conferences and meetings held throughout the year which always bring a wealth of information back to the wider community. We were also represented at the National Conference in Melbourne by Pamela Volkert with very rewarding networking, conference and information sessions packed in. The committee are still using the information gained on a day to day basis and look forward to any future local and national conferences.

Our Australia Day Citizen of the Year, Carrie Twidgen is an invaluable resource for the community with her many years of volunteering over a wide range of agencies. Carrie is a standby deliverer for our Branch and we congratulate her on the richly deserved award.

The committee looks forward to the next year with enthusiasm and commitment to providing the best service we can to all our clients and volunteers.

## Glenelg

Our Branch boundary extends from Adelaide Airport in the north, down Morphett Road to Oaklands Road in the south, and back along the coastline to the Airport. It is very diverse as we cover the new high rise apartments along the coast as well as many of the very old homes that were built in the early days.

Comparing this with many other Branches, we realise the actual area is quite small but we have 213 clients receiving meals, with nine routes a necessity. To cover this we have 162 volunteers, many working both in the kitchen and on delivery. As with all Branches, meal numbers vary on a daily basis but our average is 170 meals per day.

Many clients have adopted the idea of receiving a frozen meal to use on days they have cancelled a hot meal and this, together with our regular weekend clients, means we are now packing 45 frozen meals per week.

## Goolwa & Districts

Beverley Traeger was presented with a 35 year Service Award and life membership. Because she was not able to be at the Branch's AGM, President John Ferguson made a special presentation and a photo was sent to Central Office and also published in the Victor Times. Judy Cannell was presented with a service award for 25 years at the AGM.

Because of the success of the last year's sausage sizzle, another one was held at the Tennis Club in March. Once again it was well received by the volunteers, with John and Roger cooking the barbeque.

Secretary, Sue Tomlinson nominated President John Ferguson for a competition in the Victor Times called '50 Inspirational Locals' and in June, John was named as one on those Inspirational Locals who have helped to shape the Fleurieu Peninsula. John has been recognised for all his community work, not just the many hours he puts into the Branch.

## Hallett Cove

In 1992 a small group of dedicated people held discussions to create a Branch in Hallett Cove. On 27 June we held a special lunch to commence our celebrations in remembering this milestone.

We were honoured to have CEO Sharyn Broer, as well as past Chairs, Secretary, Welfare Officers and volunteers present. The event was attended by 66 volunteers at the Hallett Cove Tavern, where Sharyn presented the 20 year plaque to the Branch.

The Branch continues to support approximately 50 clients with the able assistance of more than 100 volunteers. The committee continues to nurture a team approach with quarterly events such as pizza days, barbeques and sausage sizzles. These enable volunteers to spend time getting to know their fellow helpers.

We thank all the committee members as well as the kitchen volunteers and deliverers for their continued dedicated support.

## Hamley Bridge

Although we have only delivered to between three and five people during the year it is a service that is entirely warranted in our area. We have had a very good year with the welcome addition of three new deliverers.

We had a very sad loss of one of our original deliverers for 33 years, Cath Hallion. We have also had several volunteers leaving us for various reasons and we thank them for their years of support. Welfare Officer, Raelene Hough resigned but we are thankful that Debra Ralph was able to fill the position.

Congratulations to our volunteers who received Awards for 3 to 15 years of dedicated service. We thank you all. We now have 22 deliverers and could do with more if possible!

We thank all of the officers and volunteers for their work throughout the year and a great thanks to the hospital and their staff for a job well done in supplying the meals for the recipients. Special thanks to Moreen our Treasurer, Raelene and Debra for the Welfare Officer role and to Phil, our Chair.

## Happy Valley

We were honoured to have Her Excellency Ms Quentin Bryce AO AVO, Governor General of Australia pay a visit to inspect operations, share morning tea with volunteers and dignitaries, then deliver hot meals to five recipients.

The rest of the year was also one of great satisfaction because of the 'happy' volunteers, the satisfied clients, the strong support from Central Office and the incremental improvements in everything we do.

The menu choice project proved a winner and has been rolled out to all rounds. Our regular barbeques and successful grant application with the local Council for tables and chairs, improved storage facilities, Christmas hampers and our Christmas lunch for volunteers and special guests have all been well received.

We delivered over around 66 meals daily (a decrease on last year) by 100 volunteers. Overall we are nearing our 300,000th meal milestone, 25 years of operation, 10 years in our current premises and 28 Life Members. Thanks to all in the 'Happy' Branch and beyond.

## Henley & Grange

As our Supervisor, Joan Beagley said at our 51st AGM in March, "through the year there have been a few challenges but as usual everyone has come through with flying colours. Indeed where would we be without our very capable volunteers, or without capable hands at the helm?"

Our Chairman, Sam Nicholls made our kitchen staff happy by having the deep sink raised. Committee members have been assisting other volunteers wherever they can, thereby easing responsibilities.

Despite declining membership, the Rotary Clubs of Henley Beach and Charles Sturt/Grange have continued to send a weekly car/driver.

At Christmas we appreciate the assistance of the West Beach Lions Club in providing cakes for client hampers. We also appreciate many individual donations given and the generous prizes donated by local suppliers for our volunteer Christmas luncheon, which is always well attended.

Volunteers enjoy working with the many students – they are so eager and willing to cooperate. We appreciate all assistance given by Central Office staff.

Although client numbers are lower, we hope that the upgraded menu and availability of frozen meals will be incentives for more to avail themselves of our service – we are ready to provide 'more than just a meal'.

## Hindmarsh

Most of the highlights in our Branch occurred in April. Firstly, one of our recipients celebrated her 100th birthday and on the special day our Chairperson and Vice Chairperson delivered her meal along with a card, cake and flowers.

Secondly, our Branch and one of our recipients featured in a Channel 7 interview with CEO Sharyn Broer about recent attempts by people to gain access to customers' homes by fraudulently posing as MoW delivers.

It was important to do this as a community service to remind people to be security conscious and to protect the reputation of MoW.

Thirdly, local Member of Parliament, Kate Ellis, visited our Branch to talk to the volunteers. She also delivered a meal and had a chat to the same customer that Channel 7 interviewed.

Once again we provided Christmas hampers and some goodies at Easter time.

Finally, and most importantly, we thank our team of volunteers for the fantastic work they do.

## Jamestown

We had a very successful year with a good client base ranging from 19-23 recipients, and 40 volunteer deliverers.

Our July 2011 AGM saw some new committee members elected. MOW plans, events and ideas and the direction the organisation will need to take were discussed.

2011 National Meals on Wheels Day with the theme of 'Eating Healthily' was very successful, with fruit boxes delivered to clients and publicity and photos in our local Jamestown Journal.

The Branch had an early Christmas volunteer's get-together in late October, as farmers are busy in December. Our Christmas hampers and wishes were well received and our clients look forward to it each year.

Clients received Easter eggs (kindly donated) and Anzac biscuits were made and delivered to our three RSL male clients. One client reached a wonderful milestone, celebrating 100 years in June 2012.

We are proud of our 22 volunteers who at our AGM received their service awards. Three volunteers have 40 years' service and are still active. All our volunteers enjoy attending birthdays and functions of our sister Branches, as well as informative conferences arranged by Central Office.

## Kadina

It has been a year of change for our Branch. In June 2011 we were advised that the room we had occupied since the beginning of the Branch would be demolished to facilitate the extension of the Council building. A special committee was organised to liaise with the Council to find a suitable venue and make sure the Branch ran smoothly during the transition. We were eventually relocated to what is referred to as 'The Hub' in August 2011, shortly

before our AGM, and the Council was most helpful in providing the alterations that were needed.

In July all of our volunteers received new badges from Central Office, which are much easier for our clients to read.

July 2011 was the 40th anniversary of the Kadina Branch and we celebrated with a special dinner at the Bowling Club. A special birthday cake was made and newspaper cuttings from the inception of the Branch were displayed. Special guests included founding volunteers and Father Pope, who was instrumental with Doris Taylor in organising the Branch in 1971.

Sadly our Treasurer Beth Williams passed away the day after the AGM and she will be sorely missed. Assistant Treasurer, Max Jauczius stepped into the breach and is doing a wonderful job, with help from Central Office, in quickly learning the skills necessary to fill the position.

The Branch enjoys attending as many MoW conferences and special events as possible, and is most grateful for the help that is provided by the staff at Central Office.

## Kapunda

On 1 June 2012 Kapunda officially registered our Branch with MoWSA. This came 45 years after a group of local women started cooking meals in the local Catholic convent which was still in use by the Sisters of St Joseph as a boarding school for girls. The group had to fundraise to buy produce for the meals. Today there are only 5 surviving members of that original group, with the oldest being 102 years.

Since 1977 meals have been prepared and supplied by the Kapunda Hospital, which is still happening. Our Branch has 40 very willing volunteers who deliver to 20 clients every week day of the year, including Christmas Day. Frozen meals are available for clients who live out of town or for the weekends.

A very dedicated committee was formed and we have been liaising with local doctors' surgeries, the Council and Library to distribute information and spread the word about our service.

The Kapunda community has welcomed the official recognition of the Branch and we always welcome new clients and volunteers.

## Laura & Districts

One of four inaugural hospital-based Branches, our Branch serves the towns and farms of Georgetown, Gladstone and Laura. We are well served by the Laura Hospital and thank the kitchen staff for their co-operation with volunteers and the very nicely presented meals.

A huge thank you to our dedicated, conscientious, cheerful volunteers and our committee, all of whom help form a wonderful team. We believe the rewards of volunteering need no explanation. During the past 12 months the Branch has actioned a Special Occasions Officer, responsible for the recognition of special milestones and events of our recipients.

Our recipients took the meal price increase in their stride, without fuss.

The Branch has actioned reminder letters to the district's doctors, outlining the procedures necessary for recipients before meal delivery begins and also including food policy documentation.

We acknowledge and congratulate our Service Award recipients, of whom we are most proud. A volunteer of whom we are very proud, Sam Smith is also congratulated for receiving an OAM. Sam has been auditor of the Branch's financial records since 1996 and a driver/deliverer since 1998.

We thank Central Office for their constant concern for Branches and being ready with help when the need arises and for setting up internet access, it is proving most helpful.

## Maitland

The Maitland Branch is indebted to the Maitland Hospital for the splendid way they continue to supply nutritious meals to an average of 20 clients a day. Particular thanks to Val Kelly and her staff at the hospital for their conscientious service.

We extend to all volunteers our sincere thanks and appreciation for their continued loyalty and commitment to this vital service.

Recently several volunteers tendered their resignation for various reasons (leaving the district, ill health and finding the heavy hot boxes too hard to handle). The committee will endeavour to recruit some younger members of the community to become volunteers.

We also wish to thank the committee for their ongoing commitment to Meals on Wheels, it is much appreciated.

Maitland has been represented at MoW conferences. The last one held at Nuriootpa was particularly successful, concentrating on Meals on Wheels and not using a guest speaker from other charities.

## McLaren Vale

We held our 40th AGM, representing 39 years of service to the McLaren Vale and McLaren Flat areas. A Central Office representative presented Service Awards to 10 volunteers, and the Branch has nearly 60 volunteers overall.

Special thanks to our committee who worked tirelessly including Staff Officer, Elizabeth Hunt and Secretary, Kym Wenham. This has been a year of change for the Branch and we were pleased to welcome Welfare Officer, Lisa Gale and acknowledge the continuing role of Heather Beck as Treasurer. We thank Heather for a particularly busy year as she mastered the joint role of Treasurer and Welfare Officer for many months.

Mary Eiseman retired from the committee after 22 years of service

and we thank Mary for her long term support of the Branch. This year also saw the sad passing of Audrey Hunt, a founding volunteer of the Branch who will be fondly remembered.

Maria Duncan will finish as CEO of McLaren Vale Hospital this month and we are indebted to her for the meal service and support we have received.

Our continued praise and thanks go to the staff of the Southern District's Hospital for their support in meal preparation and the high quality of meals.

We praise the work of all our volunteers for the tremendous effort they give on their regular delivering roster and those on the committee for the additional duties they offer to the cause.

## Meadows Branch

It has been a very good year for our Branch. We are still comparatively small on numbers of clients, but we have had an increase on this which seems to make it more worthwhile. Our clients are all very appreciative of the meals we deliver and the cheery service given by our reliable and friendly volunteers.

Our round remains extensive, from Echunga to Macclesfield, Meadows, Prospect Hill, Kangarilla and Clarendon which is more than 55km on Monday, Wednesday and Friday.

Sadly, we report the passing of our immediate Past Chair, Lloyd Harford who gave friendly, good service to our Branch.

We commend the Kent Town Branch for their cooperation and packaging of our meals on a regular basis.

Several of our volunteers have appreciated informative conferences this year and attended the Movie Day generously provided by Central Office.

## Millicent

This year has brought many unexpected changes and challenges to our Branch. Our Treasurer resigned quite suddenly, and we have been unable to replace him to date. Our long-standing Chairperson/ Staff Officer, Bev Banks also has had to very reluctantly resign after more than 20 years, due to ongoing health problems. The day to day running of the Branch seems to go on, with the recruiting of a couple of volunteers to help out in the office.

A special meeting was held to hopefully fill both these positions but, with only 13 people attending, the result was not as expected. Hopefully by the AGM planned for early December there may be some interest to fill these and other positions.

The main thing is that nutritious meals are still being delivered to those in need, with a smile and a cheery word.

## Minlaton

The activities of our Branch have remained normal throughout the year. Regular recipients average around 14.

Volunteers continue to cheerfully provide the delivery service and recipients enjoy the meals and daily visits.

Melaleuca Court Nursing Home kitchen provides an acceptable range of good, nutritious food and co-operates well with all concerned.

MoW Central Office staff are always available to assist if and when necessary and this is appreciated.

In the meantime it's business as usual!

## Mitcham

Another year of 'more than just a meal' for our recipients and we thank our wonderful volunteers whether they be in the kitchen, delivering or committee members.

We've had many school students volunteer, giving them a broader understanding, not only of helping

others, but also a sense of community. Our Mayor, members of the Mitcham Lions Club and corporate volunteers also volunteer their time regularly.

Service awards varying from 3 years and upwards were presented at our AGM in July 2011, and all are as dedicated as the next.

Some of our volunteers assisted at the Royal Show stand. This is yet another avenue to explain the many services MoW has to offer and encourage possible future volunteers.

Kitchen Supervisor, Judy Stone was appointed a member of the Board's Branch Operations and Services Committee, and Staff Officer, Rosemary Fisher attended the National Conference in Melbourne.

We are preparing for next year's 50th birthday celebration, a milestone very special to both this Branch and the whole organisation.

## Modbury

Modbury Branch delivered 31,531 meals, 12% more than last year. Our AGM was attended by 37 volunteers and 10 guests including representation from Central Office and Service Awards were also presented.

We extend our sincere thanks to Margery Milton who retired in June after 37 years of dedicated service. Direct credit and EFT arrangements have simplified driver payments and meal payments to Central Office respectively.

We thank the Tea Tree Gully Council for their grant of \$650, our local Lions Clubs for donating Christmas cakes, and Hope Valley & Fairview Park Foodlands for contributing to our Christmas hampers. Our thanks also go to Bunnings Modbury, for donating Mother's Day flowers for our clients.

Finally, our sincere thanks go to our 150 Branch volunteers who cheerily served our 140 clients and also to the staff at Central Office and Kent Town Branch for their ongoing support and guidance.

# Branch Reports

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## Moonta

The last year has proved to be a challenging one for our Branch. After the 2011 AGM we had no Chairperson, Secretary, Staff Officer or Kitchen Supervisor. In the intervening months, the tasks associated with these positions were divided up and a number of volunteers helped out with the essential parts of these positions, for example delivery rosters and ordering food for the kitchen. The positions of Chairperson, Secretary and Staff Officer have now been filled by two people with less than a year's involvement with Meals on Wheels, ably assisted by our long time Treasurer, Viv Lunsman. The position of Kitchen Supervisor, however, remains unfilled.

We have enjoyed visits to and support from Port Pirie Branch, our closest Fresh Cook Kitchen, in the last year and we look forward to these links continuing in the future.

## Morgan

The operation of the Branch continues to run smoothly thanks to our dedicated volunteers and committee members. Special thanks to Cadell Training Centre for preparing our meals.

In November we held our Christmas Social for volunteers and clients and an enjoyable afternoon was had by all with 'Rosie our Christmas Elf' giving goodie bags to our clients. Thank you to those who donated so generously for the goodie bags. In December our volunteers enjoyed a Christmas lunch at the Cadell Club.

Two members of our committee attended the MoW Regional Conference. Thank you to Central Office for the opportunity to attend a very informative and enjoyable day.

Congratulations also to all members who received Service Awards this year.

## Mount Barker

Volunteers deliver meals on three rounds from Mt Barker to Nairne,

including to Littlehampton, Hahndorf and Verdun. Our clients have interesting tales to tell and getting out of the door is often harder than getting in. We are delivering 'more than just a meal'.

Volunteers were invited to afternoon tea at a local restaurant to recognise their valuable service and to meet with their fellow volunteers. A successful Christmas barbeque was held with the local Mayor and Councillors, Member for Kavel and MoW staff also invited.

We have introduced the Choice 4 U project and those clients using the service are enjoying choosing their main course. Frozen meals have also proved popular and clients make arrangements before the date required.

We appreciate donations of Christmas cakes from the Hahndorf, Mt Barker and Nairne Lions Clubs. We added homemade biscuits and a small Christmas stocking to our Christmas hampers and the clients are very appreciative of this. Easter gifts were also made and again were accepted with pleasure.

Times are changing and driving, in particular in our area, is not so easy. Busy roads and streets, and road works, contribute to extra care needed whilst delivering but our Branch volunteers continue to serve our clients.

## Mount Gambier

Although our numbers have decreased slightly this has been another busy year, with tremendous support from the community and our many willing loyal volunteers. A big thank you to all.

We recently conducted a volunteer drive, and look forward to new volunteers joining our ranks once their necessary checks are completed.

In October 2012, we will celebrate our 50th Birthday. To mark the occasion, past and present volunteers have contributed photos and items and local historian, Graham Greenwood has written 'The History of our Branch', which will be launched at our annual

presentation of Service Awards, to be held in St Paul's Hall on 12 October.

We were all saddened by the passing of the recipient of our one millionth meal, and also the passing of Gary Sheehan who served on the early committee and was later Branch Chairman.

## Murray Bridge

Whilst our client meal numbers and volunteer deliverer numbers have fallen slightly we have had a very rewarding year.

Our task would be impossible without the support of our hospital and staff in preparing and packaging the meals so we say thank you. The Murray Bridge Lions Club again supported us with their generous donation of Christmas Cakes, which are well received by our clients.

Our AGM/Service Awards and Christmas afternoon teas were both well attended by our volunteers and with representation from Central Office.

As a result of a recruiting drive via a letter in the local paper and radio announcements appealing for volunteers, we obtained the services of 12+ new volunteers plus National Australia Bank staff. BankSA Branch staff have been volunteering for approximately 4 years.

Sincere thanks to all committee members, volunteers and the staff at Central Office for their ongoing commitment to our Branch.

It is with regret that our Welfare Officer of long standing, Dianne Ferris resigned due to ill health and we wish her well. This year we also farewell our Staff Officer, Rolly Willats and committee members Marie Willats and Ross Pfeiffer, who have all given wonderful service to our Branch over many years.

## Naracoorte

This has been an uneventful year for the Naracoorte Branch. The Branch continues to do great work in the area and received visits from representatives of the Board and Central Office.

## Northfield

Once again our loyal team of volunteers have ensured a trouble free year.

Our AGM was attended by CEO Sharyn Broer, who presented Service Awards.

The Christmas parcels given to our recipients were gratefully received. We thank the Gilles Plains Lions Club for their cakes and also our volunteers for making biscuits and packaging and delivering the parcels. Our local MP, Robyn Geraghty again delivered gifts as she always does each Christmas and Easter.

We have been trialling the Choice 4 U menu which gives recipients a choice of main meal. After a few hitches, things are progressing well. Thanks go to the staff at the Kent Town Branch for their part in the preparation of meals and menus.

We give huge thanks to our kitchen volunteers and deliverers for their patience during this transition.

We thank the committee and all volunteers for their diligence during the 2011-12 year.

## Norwood

Once again we held a combined Luncheon, presentation of Service Awards and Annual General Meeting in July.

In September, Norwood volunteers were among those assisting on the MoW Royal Show stand.

In October, 10 volunteers went on a bus tour to other Branches and we were successful in receiving a volunteers' grant. We purchased a large outdoor setting, which has since been used for morning teas and various functions in the warmer months.

A Christmas luncheon for volunteers was held in the kitchen this year and in March we celebrated our 57th birthday with a sausage sizzle.

Clients received hot cross buns donated by a local bakery at Easter and Christmas gift bags containing goods donated by local businesses.

Over the past year one of our committee members has been responsible for displaying a list of volunteer birthdays each month. This has proved popular with volunteers and enables them to celebrate over morning tea.

Volunteer numbers have been maintained over the past year.

## Onkaparinga Valley

This is the 34th year of the Onkaparinga Valley Branch. The Branch certainly shows true community spirit with volunteers eagerly undertaking their given tasks, which helps to build friendships between each other while also providing a vital service to the community and those people needing support.

Fourteen volunteers from our Branch received Service Awards this year, including two with 25 years service.

This year saw the retirement of Gordon Nolan from the position of Treasurer and committee volunteer. Gordon's involvement with Meals on Wheels spans 25 years and, as the person responsible for maintaining the financial records of the Branch, Gordon has done an amazing job and we thank him sincerely.

## Orroroo

Our volunteers have been very busy this year with the preparation and delivering of our meals, always with a smile.

Several volunteers have retired during the year but we all managed to get together to celebrate and thank our volunteers. One celebration was on the retirement of Edna Probert after 30 years of service, which is a wonderful contribution to our small community and we thank Edna most sincerely.

John Galbraith also decided to retire and we had a lovely afternoon tea for John to thank him for his dedication to the service and for always being there to take on the delivery if someone else could not do their turn.

We must also thank Ang Foulis who worked in the role of Volunteer Coordinator and helped with the delivery rosters etc.

## Osborne

This year has been quite demanding due to the lack of volunteers taking on Office Bearer roles. In particular, our search for a Kitchen Supervisor and Staff Officer is ongoing. Thanks must be extended to our dedicated Welfare Officer and Secretary who have jointly kept us afloat. Together with our tremendous team of volunteers we have managed to keep our Branch running smoothly.

Both client and volunteer numbers have increased slightly. Towards the end of June 2012 we reached 800,000 meals.

In July 2011 we applied for, and were successful in receiving, a state government Volunteer Support Fund Grant with which we purchased office equipment and some much needed kitchen utensils.

Christmas and Easter Hampers (helped by a donation of Easter eggs from the Taxation Department) were distributed to all clients, and thanks to our many raffles our volunteers enjoyed a very successful Christmas Lunch aboard 'The Dolphin Explorer'.

## Payneham

We have had a successful year in 2011-12, delivering meals to 87 recipients which is up slightly from 2010-11. We had (on average) 92 volunteers preparing and delivering meals, and we would like to have had an additional 6 volunteers in our pool.

We held our AGM in August, which was well attended by volunteers plus representation from Central Office. All committee positions were filled with the exception of Vice-Chairperson and Assistant Secretary, however our Treasurer resigned in April and although we now have a replacement, she has had little opportunity to get fully involved as she is about to give birth.

# Branch Reports

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Our Annual Awards luncheon was held in October and was attended by approximately 65 volunteers, who had a great time. An award was given for 30 years service, and we presented 3 year service awards to 14 volunteers. An official thank you was also given to representatives of the St Peters Rotary Club for their gift of a stainless steel freezer which replaces our old (and frequently faulty) freezer.

Sincere thanks to all our hardworking volunteers including the committee members for our efficient operations during the year, and we appreciate the assistance given to us by Central Office. We look forward to another good year in 2012-13.

## Peterborough

Our Branch delivered 4,751 meals this year.

Our Treasurer, Narelle Frost resigned in April and our new Treasurer, Ros Malycha was recruited in June.

On 28 November a successful Christmas luncheon for volunteers and clients was held in the Hospital Day Care Centre. A representative from Central Office attended with a gift to be raffled. The lucky winner, Margaret Heness, went home with a bag of goodies.

Our AGM was held on 13 February with a few new faces in office. Once again, representatives attended from Central Office and spoke to our members. Our local Mayor presented the Service Awards.

## Playford

At Playford we are a hardy bunch. The new committee is working as a great team. Michele Dickenson has the kitchen running well, with all kitchen volunteers working as a cohesive and happy group.

Big thanks must go to all of our volunteers who prepare and deliver up to 80 meals each day over a very large area; some are here four to seven times

a fortnight doing many different jobs.

We've had a good year of fundraising, with a sausage sizzle at Bunnings Munno Para and other smaller activities. As we have fed our clients, we have also fed our volunteers with our yearly 'Picnic in the Park' and 'Annual Luncheon'.

Our Chair, Dennis Ryan, has been nominated for a 'Pride of Australia' Award for his work in the local community.

This year we celebrate our 40th anniversary at Playford. We are "Playford Alive"!

## Port Adelaide

While our number of meals served has reduced in the past year, the number of weekend frozen and special dietary needs has increased somewhat.

It has been a difficult year to maintain volunteer numbers as we seem to have been hit with a lot of illness and personal needs.

Our longest serving volunteer celebrated her 45th year with our Branch in 2011. We thank Judy Hunter for all those years of dedicated service including 16 years as Secretary.

Because volunteers in our Branch tend to be in the older age bracket, we sometimes need to say sad farewells.

During the past 12 months we lost Helen Deen and Marion Osborne. Both had suffered from cancer and to the near end, were delighting us with their individual personalities and humour in the kitchen. We miss them greatly.

At our last Christmas celebrations we were privileged to have the SA Police Band entertain us, which delighted all volunteers and guests.

## Port Broughton

The Branch held its AGM on 19 October with 36 people attending. On the day 14 awards were presented, including a 30 year award.

Some members of the committee

travelled to Adelaide on 16 November for a tour of the Kent Town kitchen facilities, which was greatly enjoyed by those who attended.

Recipient numbers have remained steady for the Branch, and we have had new volunteers commence within the year, keeping our volunteer numbers strong.

## Port Lincoln

2011-12 has been another good year where we had a minimum of problems and a great deal of success to be proud of.

Our 40th year has been special. We celebrated with a Birthday Party at the Kirton Bowling Club which was well attended by volunteers, guests, politicians, Board and Central Office members. Our guest speaker informed us of current trends in food preparation.

A highlight was our well-attended combined Volunteers Awards and Client Christmas party. The awards were particularly important as we have many long-term volunteers, some of whom also attended the Awardee Afternoon celebrations in Adelaide.

Another highlight was the successful survey we undertook, which involved questions about the meals we deliver.

The outcomes of the survey were conveyed to the hospital kitchen and the results were viewed with some pleasure.

We regretfully farewell long-term committee members, Kath and Ernie Irwin as well as our Secretary Coleen Meffert who have left the committee to take on greater things.

Thank you to all the drivers, delivers, committee members and to the staff of the hospital kitchen for paving the path to success.

## Port MacDonnell

Our Branch is in our 33rd year. Thanks to our wonderful cooks, drivers and committee volunteers we have had a very good year.

Our Service Awards presentation night was held in October with special guests from Port MacDonnell District Council of Grant, the Port MacDonnell Lions Club and Mount Gambier Rotary Club. We were also privileged to have a representative from the MoW Board give us a very interesting talk.

Our number of recipients has dropped to seven which is the lowest for a few years, but that could change at any time.

### Port Pirie

We have had another very successful year, thanks to the committee and volunteers who work tirelessly to provide an excellent service to our recipients.

It is pleasing to report a steady increase in the number of meals being prepared and delivered each day.

25 May was our 47th birthday and, despite the inclement weather, over 100 clients and volunteers attended and enjoyed the afternoon celebrations.

Our new kitchen is still on the drawing board, however plans have been sent out for tender once again. Let's hope they come in under budget and building can begin!

Sincere thanks to all committee members, volunteers and staff at Central Office for their dedication and support.

### Prospect

The Prospect Branch is running smoothly again having had a kitchen makeover in September, when all our old facilities were replaced with stainless steel benches and other equipment.

It was quite an upheaval as all the meals had to be cooked at the Enfield Branch and then transported to Prospect. We are most grateful to the Enfield team and all involved to make sure our clients received their meals on time.

In June one of the former stalwarts of the Prospect Branch, Joe Horne, sadly passed away. He was Branch Chairman

for 17 years, and he and his wife set a solid foundation for our Branch.

Our AGM/Awards Presentation was held in September and 37 volunteers received Service Awards. Our congratulations to all concerned and to Ros Obst on being awarded Walkerville Volunteer of the Year.

Our sincere thanks to our supervisor and her team for all their efforts, and to our Chair for her continuing support.

### Salisbury

This year has been one of ups and downs, and our number of volunteers has been around 160. We have struggled at times with drivers and deliverers not being available because of winter ills etc.

A Christmas Luncheon was held for volunteers in early December where 130 attended, including 8 special guests.

A special Christmas lunch was delivered to clients in the week prior to Christmas Day and each recipient also received a hamper filled with goodies.

Over Christmas we delivered approximately 500 frozen meals for the holiday period, on top of the usual 120 plus meals each day. We have served over 31,250 meals in 2011–2012 and look forward to another great year.

### Snowtown

We have 45 volunteers who deliver meals that are cooked at the Snowtown Hospital kitchen, who do a great service for the town.

Meals on Wheels started in Snowtown in 1975 so has been delivering meals for people who need the service for nearly 37 years.

It is a great service to help people who are unable to get their own meals and we will continue being 'more than just a meal'.

### Stansbury

Our Branch was established 23 years ago, and we have recently achieved our 40,000 meal delivery milestone. This wouldn't have been possible without our willing band of volunteers.

To celebrate this milestone we are planning to incorporate a 'Thank You luncheon' for all volunteers and clients at our AGM in October.

At present we have 52 volunteers and six clients. This gives the deliverers time to have a friendly word with each client.

Several committee members attended the Regional Conferences in June 2011 in Tanunda and in Nuriootpa in June 2012. They thoroughly enjoyed the days.

Last Christmas the Branch again made up and delivered hampers to our clients who were all appreciative of the gift.

Our local Lions Club kindly donated Christmas cakes and several talented ladies cooked delicious biscuits to go in the hampers, along with other items.

### Stirling District

Once again the Branch has cared for the meal needs of people in the hills area. It is disappointing that our client numbers are down this year but it seems that it is a state issue to be monitored.

Our committee and volunteers continue to be a happy working group very ably led by Supervisor Lois Allen. Government regulations are not always easy to implement but we do our best.

Local businesses and charity groups give magnificent support for the Christmas hampers and Easter goodies, bringing great pleasure and friendship to the clients.

We look forward to serving the Meals on Wheels community for many years ahead.

## Strathalbyn

We would like to thank the wonderful volunteers who have made our Branch an integral part of our community. It takes co-ordination from Central Office, our local committee, our 79 volunteers and our local hospital staff to make sure around 30 meals are delivered each day.

We thank the volunteers who turn up regular as clockwork to help our recipients retain independence, and those who fill in to replace a volunteer when an emergency occurs. We also thank those who follow up 'missing' recipients of meals to make sure they are safe. It is a very caring group of dedicated people in Strathalbyn.

Thank you to the committee who have organised the Christmas Hampers, the delivery rosters and payments to the hospital.

Thank you to Pauline Wittwer for her support and knowledge over the years. The financial strength of our group is due to her and Derry Proud.

Welcome to the volunteers who have joined our Branch, we hope you enjoy it as much as the volunteers who have given over 30 year's service to our Branch.

Thank you also to Derry for organising the bus trip to the Annual Movie Day in Adelaide.

## Tumby Bay

Our Branch has had a quiet year, with regular monthly meetings and a steady number of volunteers and clients.

We celebrated National Meals on Wheels Day with area school involvement – once again planning, cooking and serving the entire menu with supervision by teacher, Jane Charlton. Clients enjoyed this immensely.

Committee members attended conferences in Adelaide. Norvene and Carol finished their three year rotation on the Country Hospital-based Branch

Committee and also attended the National Conference in Melbourne. Volunteer Russell Woolford revamped and repaired our trolleys.

We had upheaval recently when the Council terminated us from our office. We have worked very hard to meet the criteria required at our new home within the Tumby Bay Hospital, and David Smith from Central Office connected us with the internet to get us up and running again.

Clients celebrated Christmas with a hot Christmas lunch and homemade biscuits baked by the committee.

## Unley

2011-12 was an interesting year for Unley. The closure of the Adelaide Branch gave us more recipients who had to be fitted into our routes. We have coped well with the extra meals and the transition has gone smoothly.

At our AGM there was a major turnover in Branch officers. Joan Young retired after nearly 30 years of service, with over 20 of these as Welfare Officer. The Chair and Secretary also retired. The new committee members have settled in and the Branch is its usual efficient place. As always, our volunteers do their work cheerfully and we thank them.

The Branch continues to be well supported by the community. National Australia Bank provides staff volunteers, and Rosefield Uniting Church and Unley Rotary Club continue to help as they have done for 51 years. Our local MP, David Pisoni also delivers meals when he is available. We thank them all.

## Waikerie

This has been another busy year. Our numbers have increased with many long term clients. We continue to provide frozen meals to a client who lives too far out of town for daily delivery.

The volunteers were busy during summer preserving fruit that local growers donated.

We were saddened by the passing of one of our founding members, Faye Gregory.

## Wallaroo

Due to employment opportunities our Welfare Officer and Assistant, John and Jenny Besselaar relinquished their positions in December. Fortunately the positions were able to be immediately filled by Ollie Silins and Jan Paull.

Meal deliveries increased by 345 to our current 34 clients on two runs. Total meals for the year were 6,933.

Discussion has taken place with the hospital regarding menus, with the intention that four week rotating menus will be introduced as soon as practicable.

The number of volunteers remains static but nonetheless we have sufficient volunteers to fill our rosters.

The highlight of the year was our 40th Birthday, celebrated with our AGM in August.

## Warradale

'More than just a meal' is our aim and with due diligence and commitment to providing those in need of our service, we have prepared and delivered approximately 43,000 meals through the financial year.

A vote of thanks must go to our Kitchen Supervisor, Graham Lock and his valuable team, together with our drivers, deliverers, Secretary, Treasurer, Welfare and Staff Officers as without them our Branch could not run so smoothly and efficiently.

Our Branch recently hosted a visit from State Liberal Leader, Isobel Redmond and the Hon. David Ridgeway MLC. It was pleasing to note their genuine interest in the workings of our Branch and volunteers.

We are eagerly awaiting the introduction of the new Hi Vis Vests – a great innovation for promoting, alerting clients and the general public who Meals on Wheels are and showing our vital volunteer role in the local community.

## West Torrens

Our Branch has completed a relatively uneventful year. We have continued to supply good food to our clients with a minimum of fuss.

As is the case more generally, we have experienced a drop in meal numbers and so have reduced the number of delivery rounds from 5 to 4. This has helped to offset the need for extra volunteers and deliverers. However, we can always use extra help – especially in the kitchen.

One popular change has been the making of soup from a liquid stock base provided by Kent Town, rather than the powder base used previously.

Our clients appreciate their birthday cards and Easter & Christmas hampers, while our volunteers enjoy their annual Christmas breakup lunch.

Finally, we farewell Helen Dewar who completed 45 year's service – much of it as Welfare Officer.

## Whyalla

One of the volunteers, Joyce Frost aged 93, celebrated 50 years of service.

At our AGM in November we presented her with a floral arrangement and the local paper ran a profile of this achievement. Joyce also attended the MoW Awardees Day in Adelaide.

In December we moved into our new office adjacent to the hospital kitchen, which came about due to a major upgrade of the hospital. We received a grant from the Council for \$2,500 which helped provide us with our own freezer.

We implemented the direct credit system, with a majority of drivers participating. In April we held a volunteers' luncheon at a local hotel, with 75 attending.

A client celebrated her 100th birthday and our Mayor delivered her meal, with the local paper taking her photo and reporting this milestone.

Thanks to Central Office for their help and also to the committee and volunteers for a job well done, and to the hospital kitchen for providing nutritious meals.

## Willunga

Our Branch experienced another successful year. Our volunteers have remained cheerful despite shifting to a new location for storage of our equipment.

Thank you to the Willunga Recreation Park and RSL who have given us a safe and convenient storage area.

Thank you to Ellis Sexton of Willunga Pharmacy and his staff for giving us a home for several months prior to our move.

This year Bev Miller and Jan Thiele retired after many years as Staff Officer and Treasurer respectively and we thank them for their contributions to the Branch.

Our continued thanks go to the kitchen staff of McLaren Vale Hospital for their support in the preparation of our meals.

Congratulations to all our recipients of Service Awards. Grateful thanks must be given to all our volunteers for their efforts in the regular delivery of meals and to those on the committee for the extra duties they perform to enable our Branch to run smoothly.

## Woodville

The Branch opened in June 1957 so this year celebrated its 55th birthday.

Client numbers are varying between 80 and 100 each day.

Now that the redevelopment of the northern suburbs nears completion, work in the Woodville West area has commenced and this has impacted on our clients in that area.

We were fortunate in obtaining a Federal Government grant during the year enabling us to purchase a garden shed for storage of outdoor tables, chairs, BBQ and other equipment.

Late in the financial year we had some unwelcome visitors in the Branch over the weekend. The office was ransacked and our safe was removed. We would like to have seen their reaction when they found it didn't contain a large amount of money! They did, however, take a small amount of petty cash.

A good result was achieved when the annual health inspection was conducted.

We appreciate the continued hard work of all our volunteers.

## Yankalilla

We are very fortunate because we have a Variety Shop (Op Shop) as a regular source of fundraising income. This year we committed some of the funds to providing solar panels to help offset our power bills. Whilst our site is not ideal, we have made significant savings on our bills. In the summer quarter we saved approximately \$600.

We have a healthy volunteer base of more than 100, who keep our Branch and shop functioning smoothly. Our client base is usually in the low to mid twenties with many more on our routes for short periods. Our volunteers work hard to support this small but valuable service to our community. We are also supported by the Lions Club and several local businesses that help us when needed.

Our 'Thank You' luncheon was held for volunteers in November. We were joined by federal and state MPs, our Mayor and Central Office representation as we shared good food, laughter, conversation, entertainment and a visit from Santa.

# Board and Committees

## Your Meals on Wheels SA Inc. Board 2011-12:

### **President/Chair: Leon Holmes AM**

Leon has over 20 years association with Meals on Wheels after a career spanning some 36 years with Shell in a variety of roles involving Sales and Marketing and broader corporate roles. Leon's experience in business includes being a Director and past President of the RAA in SA, as well as his own business and other boards in the arts, tourism, insurance, sport and petroleum.

### **Vice President: Glenn Mattingly**

Since retiring, volunteering has been a great and enjoyable part of Glenn's life. 20 years with Meals on Wheels at Branch and Board level and assisting as a simulated patient at TQEH, RAH and FMC is very rewarding. Married to wife Pamela for fifty two years, they have 3 children and 9 grandchildren.

### **Vice President: Margaret McKenzie**

Marg started in the Mt Gambier Branch in the 60's and has served Meals on Wheels since then. After a distinguished career in education and libraries she now chairs the Branch Operations & Services Committee, contributes as a Board member in strategic planning and decision making, chairs a Branch and is cook of the day each week.

### **Hon. Treasurer: John Hill B Ec PSM**

John has extensive and distinguished experience in finance and governance in the public/private sectors, including Deputy Under Treasurer and Under Treasurer with the SA Government. John had responsibility for providing policy advice on all aspects of Commonwealth-State financial relations and on State taxation policy. Board experience includes; Adelaide Bank Limited, Motor Accident Commission, RESI Corporation (Chair), Generation, Distribution, Transmission Lessor Corporations (Chair) and the University of Adelaide Audit and Compliance Committee.

### **Elected Member: Dr Bob Hecker AM**

A member of State Executive, and the Board of MoWSA since 1990, Dr Hecker has been Honorary Secretary and also delivered meals for the Mitcham Branch. He was Senior Director of Gastroenterology at the Royal Adelaide Hospital and later head of a Drug and Alcohol Resource Unit. Dr Hecker

is past president of the A.M.A. (SA Branch), served on the State Medical Practitioners Professional Conduct Tribunal, the Commonwealth Adverse Drug Reactions Advisory Committee, Flinders University Council and Flinders Medical School Board of Management. Dr Hecker was made a Member of the Order of Australia (AM) in 2003.

### **Elected Member: Mary Rowley**

Involved with Meals on Wheels Murray Bridge since 1993, Mary's 19 years' experience as a volunteer, branch Chair and Board Member provides great operational insights from a branch perspective.

### **Elected Member: Mikki Bouchee**

Mikki has a wide range of expertise and experience in community based organisations with a depth of knowledge in business, finance and strategic planning. In retirement she is involved with Meals on Wheels, local government (City of Holdfast Bay/City of Glenelg) and other regional service organisations.

### **Branch Delegate: Bill Coomans JP, Happy Valley**

Bill retired after working for the federal government in electronic engineering and management and finishing as a State Manager of a federal authority. His volunteering experience ranges from community management to service as a Councillor and Alderman with the Cities of Marion and Onkaparinga. He is Chair of the Happy Valley Branch and has given extensive service on the Constitutional Review Committee.

### **Branch Delegate: Shirley Mudge, Waikerie**

Shirley has been a Meals on Wheels volunteer for over 20 years and served/ed as Branch Chair and Welfare Officer, Secretary and Assistant Treasurer as well as being a member of the Branch Operations and Services Committee. She is a Lutheran Schools Officer (SSO) running a gross motor skills program for the younger students and as a Librarian. Shirley has also worked in aged care.

### **Branch Delegate: Chris Monck, Mt Barker**

With skills in administration, finance and management and extensive experience in other roles with State and Local

Government and the private sector, Chris also has extensive volunteering experience in the aged care sector and Meals on Wheels. She has experience as a Staff and Welfare Officer and a member of the Cook Chill Committee.

### **Branch Delegate:**

#### **Heather Richardson, Barossa Valley**

Heather has enjoyed a distinguished career with the SA Government (predominantly in TAFESA). She provides a combination of professional, Board membership and community volunteering experience. She has led and managed large corporate teams in a variety of disciplines. Her extensive Board experience in regional SA and her committee work with MoWSA adds great value to our organisation.

#### **Co-opted Member: Janet Grieve FAICD**

Janet has extensive experience working with not for profit organisations. She is a Board member of Save the Children Australia and served long term on the Board of the National Heart Foundation. Janet spent 10 years as a member of the Commonwealth Remuneration Tribunal and almost 20 years as Managing Director of a national public relations company. She has had experience as a company director on a range of private sector, government and not for profit Boards.

#### **Co-opted Member: David Henderson**

David has a background in general insurance and is the former General Manager of Commercial Insurance at SGIC and CEO of RAA Insurance. Since 2007 he is also a Director of Medical Insurance Group Australia. David is a Fellow of Australian Institute of Company Directors.

#### **Co-opted Member: Terry Bester**

Terry has over 20 years cumulative experience as a Director and Board Member of regional and local health and housing organisations. He has served Meals on Wheels for some 15 years as a volunteer, committee member and Chair. His professional life involved sales, accounts, administration, and client services in private industry and as a commonwealth public servant. He is also involved with the CFS and other community organisations.

## Board and Committee Meetings

### Board Meetings 2011-12

NAME	POSITION	ATTENDED/MEETINGS
L Holmes	President	11/11
R Eccleston*	Vice President (retired)	
G Mattingly	Vice President	10/11
M McKenzie	Vice President	10/11
J Hill	Hon. Treasurer	11/11
Dr R Hecker	Elected Member	10/11
M Rowley	Elected Member	9/11
M Bouchee	Elected Member	6/7
W Coomans	Branch Representative	11/11
S Mudge	Branch Representative	10/11
C Monck	Branch Representative	11/11
H Richardson	Branch Representative	6/7
J Grieve	Co-opted Member	11/11
D Henderson	Co-opted Member	11/11
R Tan	Co-opted Member (retired)	1/4
T Bester	Branch Representative	3/4
T Bester	Co-opted Member	4/5

### Finance, Audit & Risk Management Committee 2011-12

(formerly Finance, Audit & Governance Committee)

NAME	POSITION	ATTENDED/MEETINGS
J Hill	Chair	5/5
L Holmes	Member	5/5
D Henderson	Member	5/5
T Robins	Member (retired)	3/4
R Bryson	Member (retired)	4/4
Dr R Hecker	Member	1/1
M Rowley	Member	1/1
H Richardson	Member	0/1

### Governance & Nominations Committee 2011-12

(formerly Nominations Committee)

NAME	POSITION	ATTENDED/MEETINGS
L Holmes	Chair	5/5
R Eccleston	Member (retired)	1/1
J Raggatt	Member	3/5
W Coomans	Member	4/4
M McKenzie	Member	2/2
C Monck	Member	1/1

### Marketing and Communications Committee 2011-12

(formerly Public Relations & Marketing Committee)

NAME	POSITION	ATTENDED/MEETINGS
J Grieve	Chair	2/2
M Bouchee	Member	2/2
W Coomans	Member	2/2

\*Mr Russell Eccleston AM retired from the Board due to ill health after long and distinguished service to M oWSA

The President & Vice Presidents are ex-officio members of all committees and their attendance at committee meetings is not specifically recorded.

### Branch Operations & Services Committee 2011-12

(formerly Services Development Committee)

NAME	POSITION	ATTENDED/MEETINGS
M McKenzie	Chair	7/7
G Mattingly	Member	7/7
R Cram	Member	5/7
M Donohoe	Member	6/7
R Dallow	Member (retired)	4/4
G Lock	Member (retired)	1/4
L Allen	Member	7/7
J Oates	Member (retired)	2/4
K Norman	Member	7/7
T George	Member	4/7
S Wells	Member	3/3
K Brooke-Smith	Member	3/3
J Stone	Member	3/3
A Jeffriess	Member	3/3
S Mudge	Member	2/2
H Richardson	Member	1/2
P Ferris	Member	1/1

### Country Hospital-based Branch Sub-Committee 2011-12

(formerly Country Hospital-based Committee)

NAME	POSITION	ATTENDED/MEETINGS
G Mattingly	Chair	3/3
P Ferris	Member	3/3
B Fleming	Member	2/3
P Volkert	Member	2/3
J Behn	Member	2/3
C Evans	Member	2/3
J Raggatt	Member (retired)	1/1
C Beaton	Member (retired)	1/1
N Richter	Member (retired)	1/1
H Richardson	Member	1/3
C Hick	Member	0/3
B Banks	Member	0/1
M Webster	Member	0/1
S Walding	Member	1/1
M Klau	Member	1/1
G Mantle	Member	1/1
W Morgan	Member	0/1

### Constitution Review Sub-Committee 2011-12

(formed in 2012)

NAME	POSITION	ATTENDED/MEETINGS
W Coomans	Chair	12/12
G Mattingly	Member	11/12
J Hill	Member	10/12
C Monck	Member	12/12
T Bester	Member	11/12

# Declaration by the Board

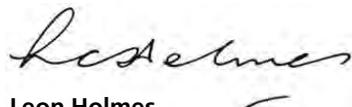
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## **Declaration by the Board Meals on Wheels (SA) Incorporated**

In the opinion of the Board the accompanying abridged financial report, comprising the Income Statement, Statement of Changes in Equity, Balance Sheet and Cash Flow Statement present fairly the financial position of Meals on Wheels (SA) Incorporated as at 30 June 2012 and the results for the year then ended, having been extracted from the audited special purpose financial report which is available to members upon request.

This declaration is made in accordance with a resolution of the Board and is signed for and on behalf of the Board.

Signed at Wayville this 17th day of September 2012 by



**Leon Holmes**  
*President*



**John Hill**  
*Honorary Treasurer*

# Statement of Comprehensive Income



FOR THE YEAR ENDED 30 JUNE 2012

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	2012	2011
	\$	\$
<b>OPERATING REVENUE</b>		
Meal Sales	7,012,956	7,040,789
Government – Home & Community Care (HACC)	2,489,018	2,477,960
Government Grant Senior's Wise/Volunteer Grants	236,924	95,095
Fuel Grant	0	70,000
Sundry Receipts	15,098	11,341
	<b>9,753,996</b>	<b>9,695,185</b>
<b>EXPENSES</b>		
Purchases	4,339,872	4,174,187
Transport Reimbursement	496,263	485,995
Electricity & Gas	321,305	310,990
Cleaning Costs	358,342	394,247
Repairs & Maintenance	219,583	275,545
Depreciation	410,760	435,853
Amortisation	379,026	143,321
Employee Benefits Expenses	2,125,917	2,095,887
Other Operating Costs	331,797	403,109
Branch Services	101,095	104,695
Public Relations	129,748	75,567
Auditors Remuneration	33,000	18,610
Office Expenses	425,836	469,372
Insurance	84,586	87,331
Motor Vehicles	83,739	60,624
Other Administration Expenditure	313,113	113,765
	<b>10,153,982</b>	<b>9,649,098</b>
<b>OPERATING SURPLUS (DEFICIT)</b>	<b>(399,986)</b>	<b>46,087</b>
<b>OTHER REVENUE</b>		
Interest	188,034	67,355
Donations & Legacies	148,134	149,274
Other Income	132,445	128,737
Gain/(Loss) on Disposal of Assets	436,648	85,235
	905,261	430,601
<b>SURPLUS (DEFICIT) BEFORE INVESTMENT INCOME AND IMPAIRMENT LOSSES</b>	505,275	476,688
Investment income reinvested into MLC (NCIT) Trust	387,812	777,136
<b>TOTAL SURPLUS (DEFICIT)</b>	<b>893,087</b>	<b>1,253,824</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Gains (Losses) from remeasuring available for sale financial assets	(312,095)	443,581
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>580,992</b>	<b>1,697,405</b>

# Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2012

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	Available - for - Sale Financial Assets	Retained Earnings	Total Equity
	\$	\$	\$
Balance at 30 June 2010	776,195	21,250,645	22,026,840
<b>CHANGES IN EQUITY</b>			
Other Comprehensive Income	443,581		443,581
Surplus (Deficit)		1,253,824	1,253,824
<b>Balance at 30 June 2011</b>	<b>1,219,776</b>	<b>22,504,469</b>	<b>23,724,245</b>
<b>CHANGES IN EQUITY</b>			
Other Comprehensive Income	(312,095)	-	(312,095)
Surplus (Deficit)	-	893,087	893,087
<b>Balance at 30 June 2012</b>	<b>907,681</b>	<b>23,397,556</b>	<b>24,305,237</b>

# Cash Flow Statement

FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
<b>Net Operating Costs</b>	(2,145,169)	(1,776,738)
<b>Funded by</b>		
Donations and Legacies	148,134	149,274
Government Grants	2,725,941	2,643,055
Investment funds realised	3,000,000	-
	5,874,075	2,792,329
<b>Cash Generated</b>	3,728,906	1,015,591
Add Funds from Asset Sales	640,602	133,496
	4,369,508	1,149,087
<b>Which was used as follows</b>		
Payment for Plant, Equipment, Land & Buildings	(578,542)	(421,552)
<b>Net increase (Decrease) in Cash Held</b>	<b>3,790,966</b>	<b>727,535</b>

# Statement of Financial Position



FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,340,131	1,541,743
Investments	4,705,247	712,669
Trade and other receivables	45,257	78,563
Inventories	47,138	30,548
Other assets	199,149	142,519
<b>TOTAL CURRENT ASSETS</b>	<b>6,336,922</b>	<b>2,506,042</b>
<b>NON CURRENT ASSETS</b>		
Property, Plant & Equipment	7,340,126	7,755,324
Financial Assets	11,214,864	14,139,147
<b>TOTAL NON CURRENT ASSETS</b>	<b>18,554,990</b>	<b>21,894,471</b>
<b>TOTAL ASSETS</b>	<b>24,891,912</b>	<b>24,400,513</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	302,820	279,109
Provisions	232,876	175,395
Other liabilities	19,859	190,207
<b>TOTAL CURRENT LIABILITIES</b>	<b>555,555</b>	<b>644,711</b>
<b>NON CURRENT LIABILITIES</b>		
Provisions	31,120	31,557
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>31,120</b>	<b>31,557</b>
<b>TOTAL LIABILITIES</b>	<b>586,675</b>	<b>676,268</b>
<b>NET ASSETS</b>	<b>24,305,237</b>	<b>23,724,245</b>
<b>EQUITY</b>		
Retained Surpluses	23,397,556	22,504,469
Reserves	907,681	1,219,776
<b>TOTAL EQUITY</b>	<b>24,305,237</b>	<b>23,724,245</b>

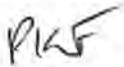
A copy of the full set of Financial Statements, Statement by the Board and Auditor's Statement is available on request from the Chief Executive Officer, Meals on Wheels (SA) Incorporated PO Box 406 Unley SA 5061

**INDEPENDENT AUDIT REPORT  
TO THE MEMBERS OF  
MEALS ON WHEELS (SA) INCORPORATED**

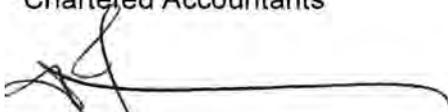
We have audited the abridged financial report of Meals on Wheels (SA) Incorporated for the year ended 30 June 2012, as set out on pages 31 to 33 of the Annual Report, in accordance with Australian Auditing Standards.

The abridged financial report has been derived from the Association's special purpose financial report for the year ended 30 June 2012, prepared in accordance with accounting standards and other mandatory professional reporting requirements and the Associations Incorporations Act.

In our opinion, the information reported in the abridged financial report is consistent with the special purpose financial report from which it has been derived and upon which we expressed an unqualified audit opinion. For a better understanding of the scope of our audit, this report should be read in conjunction with our Independent Audit Report on the special purpose financial report.



**PKF**  
Chartered Accountants



**I J Painter**  
Partner

Signed in Adelaide this 17<sup>th</sup> day of September 2012

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We detail below particulars of the various types of services provided by our branches during the year together with the number of meals provided since the inception of each branch.

## Kitchen Based

These meals are prepared and delivered by volunteers working from our own kitchens.

	Total 2011/2012 12 Months	2011/12 Daily Average	Meals served since Inception
Brighton	38,679	156	1,775,922
Burnside	20,569	83	1,353,232
Christies Beach <sup>+</sup>	39,109	158	1,357,809
Edwardstown	26,615	107	1,443,279
Enfield	15,660	63	1,001,200
Findon	28,042	113	811,442
Gawler	16,402	66	697,827
Glenelg	39,385	159	1,365,203
Henley & Grange	32,746	132	1,391,329
Hindmarsh	14,531	59	1,266,536
Mitcham	27,223	110	1,618,572
Moonta	7,189	29	376,988
Mount Gambier	25,909	104	1,051,627
Norwood	16,495	67	1,179,127
Osborne	23,022	93	818,348
Payneham	16,683	67	1,178,363
Port Adelaide	39,216	158	1,613,647
Port MacDonnell	2,186	9	84,289
Port Pirie	20,149	81	855,913
Prospect	15,426	62	1,036,852
Renmark	11,742	47	538,571
Salisbury	31,359	126	1,027,441
Stirling & District	8,661	35	481,212
Unley	24,115	97	1,394,051
Victor Harbor	13,266	53	757,793
Waikerie	6,626	27	285,516
Warradale*	42,954	173	867,433
West Torrens	21,804	88	1,135,457
Woodville	18,283	74	1,202,923
Yankalilla	4,917	20	171,290
<b>Total</b>	<b>648,963</b>	<b>2,617</b>	<b>30,139,191</b>

\* Warradale has also produced a further 285,613 meals for Cook-Chill branches.

+ Christies Beach produced a further 77,206 meals for other branches.

## Cook Chill

Cook Chill meals produced at Kent Town Meal Production Centre, transported to branches, regenerated and distributed to recipients by volunteers daily.

	Total 2011/2012 12 Months	2011/12 Daily Average	Meals served since Inception
Blackwood	9,708	39	206,350
Campbelltown	18,795	76	944,923
Hallett Cove	10,170	41	183,789
Happy Valley	16,403	66	296,631
Modbury	31,531	127	710,540
Mount Barker	6,140	25	422,803
Northfield	17,563	71	398,530
Onkaparinga Valley	3,946	16	234,088
Playford	18,407	74	552,952
<b>Total</b>	<b>132,663</b>	<b>460</b>	<b>3,950,606</b>

## Other Meal Services

Frozen meals, reconstituted and delivered by volunteers daily.

## Country

	Total 2011/2012 12 Months	2011/12 Daily Average	Meals served since Inception
Meadows	1,265	5	37,567
Milang	752	3	16,525
Tintinara	140	1	7,659
Two Wells	1,280	5	26,250
<b>Total</b>	<b>3,437</b>	<b>14</b>	<b>88,001</b>

# Delivered Meal Services

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## Hospital Based

These meals are prepared by hospitals or other third party suppliers and delivered by our volunteers.

	Total 2011/2012 12 Months	2011/12 Daily Average	Meals served since Inception
Aldinga	4,941	20	90,975
Ardrossan	5,627	23	64,869
Balaklava	5,014	20	142,093
Barossa Valley	13,349	54	497,752
Berri	9,708	39	314,366
Booleroo Centre	4,585	18	117,884
Burra	4,108	17	133,375
Ceduna	4,460	18	96,107
Clare	3,349	14	240,151
Cowell	1,499	6	57,433
Crystal Brook	3,913	16	184,657
Cummins	1,767	7	87,338
Daws Road	15,648	63	507,968
Eudunda	2,461	10	78,366
Gilbert Valley	3,676	15	161,894
Goolwa & Districts	6,750	27	152,033
Hamley Bridge	855	3	48,298
Jamestown	4,314	17	177,775
Kadina	6,674	27	314,248
Kapunda*	325	16	325
Karoonda	465	2	20,896
Laura & Districts	3,407	14	130,903
Maitland	6,589	27	85,255
Mannum	2,680	11	175,071
McLaren Vale	3,921	16	90,611
Millicent	6,598	27	118,021
Minlaton	2,370	10	42,326
Morgan	1,580	6	60,290
Murray Bridge	16,419	66	819,945
Naracoorte	5,208	21	143,835
Orroroo	2,503	10	10,595

Peterborough	4,995	20	200,437
Port Augusta	11,742	47	580,726
Port Broughton	2,784	11	106,194
Port Lincoln	18,595	75	623,579
Quorn	2,159	9	90,873
Snowtown	3,917	16	88,950
Southern Yorke Peninsula	1,440	6	40,614
Stansbury	1,205	5	94,975
Strathalbyn	6,549	26	238,247
Streaky Bay	4,520	18	125,887
Tailem Bend	2,265	9	100,582
Tumby Bay	5,574	22	171,724
Walleroo	6,935	28	267,923
Whyalla	16,535	67	527,362
Willunga	1,754	7	42,389
Wudinna	2,840	11	48,746
<b>Total</b>	<b>248,572</b>	<b>1,017</b>	<b>8,514,863</b>

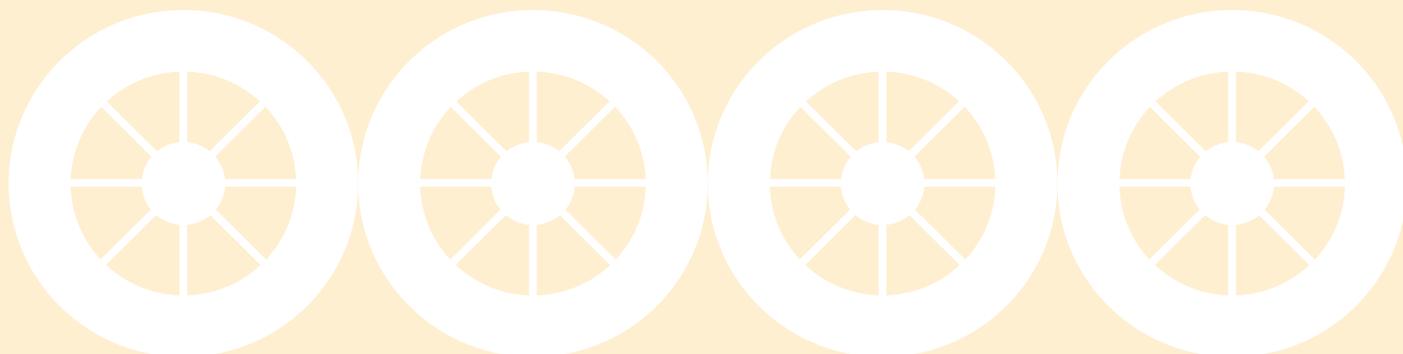
\* Kapunda commenced June 2012

Frozen meals through Central Office	734,447
Inactive Branches	1,272,190
<b>Total Number of Meals 2011 - 2012</b>	<b>1,033,636</b>
<b>Total Meals Since Inception</b>	<b>44,699,298</b>

# Donations and Bequests

Meals on Wheels SA Incorporated would like to acknowledge and thank the following organisations and individuals for their kindness through bequests and donations during the year. Gifts such as these allow us to undertake projects and activities that benefit our clients and volunteers.

- Coopers Foundation
  - Yankalilla MoW Variety Shop
  - Bank SA and Staff Charitable Fund
  - Goodwood Community Bank
  - BHP Billiton
  - Hilary Cree
  - Stephen J White
  - Bernie Lewis Charity Committee
- ...and the Estates of:
- Pamela Rooke
  - Joan Morrish
  - Pamela McLaren
  - Kathleen Moore
  - Jess Curtis
  - Vera Buck
  - Ruth Phillips





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