

Delivering more than just a meal.

Annual Report 2013-2014



MEALS 
ON WHEELS

More than just a meal.

CELEBRATING
60 YEARS
1954 - 2014

Patron

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

Board Members

President

Mr L Holmes AM

Vice Presidents

Mr G Mattingly
Mrs M McKenzie

Honorary Treasurer

Mr J Hill

Elected Members

Ms R Bouchee
Mrs M Rowley
Mr T Bester

Delegate Members

Mrs H Richardson
Mrs C Monck
Mr J Symonds (from Oct 2013)
Mr J Raggatt (from Oct 2013)
Mr W Coomans (to Oct 2013)
Mrs S Mudge (to Oct 2013)

Co-opted Members

Mrs J Grieve
Mr D Henderson
Assoc. Prof. R Penhall

Leadership Group

Chief Executive Officer

Mrs S Broer

General Manager Service Operations

Mrs J Bonnici

Manager Facilities & Food Services

Mr E Coronica

Manager Strategy & Communications

Mr PRJ Neal

Manager Corporate Services

Mr D Smith

Professional Services

Auditors

HLB Mann Judd,
169 Fullarton Rd, Dulwich

Lawyers

Lynch Meyer
190 Flinders St, Adelaide

Bankers

National Australia Bank
48 Greenhill Rd, Wayville



The Rotary Club of Prospect epitomises the work of service club volunteers across the state. Mr Rob Roocke from the club received a certificate of recognition for 55 years service at this year's annual awards day from His Excellency the Honourable Kevin Scarce, Governor of SA and Patron of MoWSA and Leon Holmes, MoWSA President.

A voluntary workforce delivers

President's Report

In giving my report this year, first let me reflect on our 60 years so far ...

Meals on Wheels is powered by volunteers. For 60 years they have been the key ingredient in a recipe for success first envisaged by our founder, Miss Doris Taylor, OBE. In 1955, Doris described Meals on Wheels as:

"... a scheme whereby one hot meal per day is taken to the home of aged and infirm people. It is a Social Service provided by the community.

IT IS NOT A CHARITY – It is a Social experiment. An attempt to solve the problem of the care of the aged under modern conditions. It is, I hope, the beginning and centre of a Home Service Scheme, a scheme which could meet all the needs of the aged and enable them to live their lives as a part of the community with the maximum of independence, freedom, and comfort possible to old age."

Through discussions, visits and research, Doris determined that poor nutrition was a major factor causing people to move away from their homes and communities into various forms of institutional care. She also found that, when they had access to adequate nutrition, people regained and maintained both physical and mental health. Home delivering nourishing meals was a simple vehicle to help support the well being and independence of older people, those with disabilities or experiencing illness.

Doris firmly believed that Meals on Wheels would be strengthened by engaging community members to voluntarily contribute to both service provision and administration tasks. She foresaw that this would offer both economic and social benefits.

From the first kitchen established in Port Adelaide in 1954, the service now covers most regions of the state, operating from 88 branches, and providing approximately 4,200 meals per day. Collectively, we have now delivered well over 47 million meals since inception!

Driven by purpose

In our 60th year, the Board and management joined in reflecting on Doris' vision, to make sure that our organisation and the work we do is as relevant today as it was in 1954. Our process mirrored Doris', drawing on research and experience to reconsider the purpose of Meals on Wheels, who we are here to support, and what those people need and want.

We concluded that our original purpose remains as fundamental as ever. We have used contemporary language to express this as:

Meals on Wheels SA provides support to members of the community to live independently.

Our support enhances lifestyles through:

- the delivery of nourishing meals to maintain health and well-being;
- offering social contact; and
- recognising, responding and building people's capacity to meet nutritional and other needs that increase wellbeing.

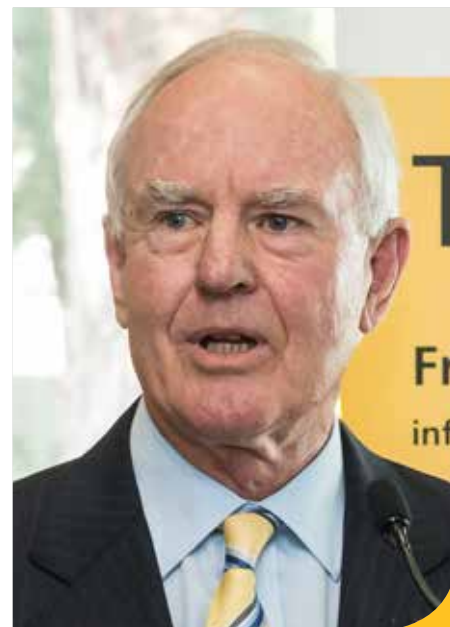
In providing these services through our volunteer workforce we strengthen communities.

This activity is expressed as 'more than just a meal'.

She began MoWSA as an independent movement, by soliciting support through donations and sponsorship from businesses and wealthy individuals, so that she could build a kitchen from which to produce and deliver the midday meal.

There was no government subsidy, nor indeed much government involvement in the operations of MoWSA.

Doris was the boss and she made the rules.



Meals on Wheels is powered by volunteers. For 60 years they have been the key ingredient in a recipe for success first envisaged by our founder, Miss Doris Taylor, OBE.

President's Report

Whilst MoWSA remains independent today, we are increasingly influenced by government. We now receive a modest subsidy to assist with meal production.

Governments make rules and regulations which must be adhered to for us to operate effectively. Some of the regulations which apply to us include; Food Safety, Work Health and Safety, Criminal History Checks and so on.

In addition, the aged and community space in which we operate has become quite crowded as more competition emerges.

Another possible influence and or change may come from the current Commonwealth HACCC Meals Review mentioned later in this report.

We must constantly consider our current position and how we will respond to any future changes governments might impose on us.

The board is acutely aware of these changes and influences and along with our excellent management team, we are preparing strategies to manage these changes so that these will not further burden or disadvantage volunteers."

Volunteers deliver

This year, more than 8,500 volunteers unstintingly donated their time to plan, prepare and deliver 1 million meals to households across the state. Branch Committee, Board and Board Committee members gave further time and energy to manage daily operations, the administration of branches and the organisation as a whole.

Meals on Wheels SA volunteers collectively gave more than 500,000 hours of their time during the year to support some 9,500 individual South Australians to maintain their independence, good health and connection to their local community.

As an organisation reliant almost entirely on the spirit of volunteering, Meals on Wheels SA has a perennial and generational need to attract new

volunteers to replace those who are planning to retire.

Meals on Wheels remains a popular volunteering choice across many age groups. People can clearly see how their very practical volunteer tasks make a difference to members of their community. Australian Meals on Wheels Association research shows that people are looking for organisations like Meals on Wheels, whose values they share, where they have a chance to meet people and feel they belong, and where they can use their skills.

The more inclusive we are of new ways of volunteering, welcoming a more diverse group of people, the more likely we will be able to fill our rosters.

Examples include an increasing number of corporate volunteers who undertake meal preparation or deliveries on 'company time', student volunteers, such as those from Grant High School who have successively assisted the Mount Gambier Branch for over 40 years, people who have a mutual obligation in return for receiving Centrelink benefits, people with disabilities, trainees, and recently arrived migrants.

The changing face of volunteering reflects the changes in our society. If we continue to explore and maximise the potential of new sources of volunteers, our future volunteer numbers will be assured.

Mobilising community awareness

High community esteem for Meals on Wheels volunteers was epitomised in a visit to our Port Adelaide kitchen by the Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd) and Lady Cosgrove. This was the first official duty of the Governor-General to mark the start of his patronage of the Australian Meals on Wheels Association. He and Lady Cosgrove are very familiar with our organisation and greatly enjoyed touring the Doris Taylor Memorial Kitchen and chatting with volunteers. In his address to the many volunteers who

attended the occasion, His Excellency paid tribute to the legions of volunteers in South Australia and across the nation, who generously contribute their time and energy to delivering our essential community service. To do so in Port Adelaide, where the first Meals on Wheels kitchen was established 60 years ago, made it a very symbolic tribute indeed.

In early 2014, the Board invested in the biggest and most exciting public awareness campaign ever undertaken for our organisation. We sought to remind the community how relevant, vibrant, proactive and beneficial Meals on Wheels is, and can be, to many! The benefits of Meals on Wheels for clients and volunteers alike were beautifully and authentically illustrated in a series of television, cinema and radio advertisements. This resulted in hundreds more enquiries than would otherwise have been expected, from both new clients and prospective volunteers, along with an improvement in public perceptions of our organisation. For me, the most important measure of success was that in June there were around 300 more people receiving the benefits of Meals on Wheels than when the campaign started in January.

A national movement

For the past 26 years, the Australian Meals on Wheels Association (AMOWA) has fostered the development of and provided a national voice for more than 700 Meals on Wheels services and branches throughout the country. Sharyn Broer and I represent Meals on Wheels SA on the national Board.

The aged care and disability sector has seen unprecedented reform in the past few years, with the National Disability Insurance Scheme and Living Longer Living Better reforms introducing paradigm changes such as the introduction of consumer directed care (choice and control), a well-being and reablement focus (short term support and rehabilitation) and increased government funding for in-home support.



Journalist, Ashleigh Ebert and her footballer brother, Brad, wanted to feature a day in the life of a MoW volunteer. They spent a day at our Mitcham branch where Chair Kay Brooke-Smith presented them with their very own MoW apron before going out to deliver a meal to surprised clients!

AMOWA has advocated strongly for Meals on Wheels in these reforms, including the Home and Community Care (HACC) Meals Review and the design of the Commonwealth Home Support Programme which will supersede the Commonwealth HACC Program in mid-2015. The National Disability Insurance Scheme has yet to make an impact on Meals on Wheels SA, though we have contributed to shaping the changes as they come into effect in other states.

The AMOWA Board commissioned research into Meals on Wheels and received two key reports that have assisted in our lobbying activities, particularly in the lead up to Federal and State elections. The first, funded by Challenger, sought to better understand the outcomes and benefits from volunteering with Meals on Wheels. The other, partly funded by an Australian Research Council Linkage Grant, investigated international and Australian Meals on Wheels services, highlighting the challenges experienced and innovative practices developed in response to those challenges.

Meals on Wheels SA has taken a lead role in researching the nutritional benefits

of Meals on Wheels meals, with a major study of an intervention into high protein and energy meals recently concluding. We await the scientific results with interest.

Many hands make light work

It is my privilege and pleasure to be the President and Chair of the Board of Meals on Wheels SA, leading our legion of proud and passionate volunteers and staff.

I extend my thanks to the dedicated members of the Board, particularly Vice President Glenn Mattingly and Elected Members Mary Rowley and Mikki Bouchée who will be retiring from the Board when their terms of office conclude at this year's Annual General Meeting. Glenn is well known to our volunteers, especially those from country branches, and can be relied on to open our conferences with a joke! He has served Meals on Wheels for over 20 years at branch and Board level, and we look forward to his continued association with Meals on Wheels in the future.

I would also like to thank all of the hard working Chairs and members of Branch Committees, who ensure the smooth operation of our 88 branches. And, of course, the thousands of kitchen helpers,

drivers and deliverers who make our clients' day, every day.

Also a big thank you to our patron and governor His Excellency, Rear Admiral, The Honourable Kevin Scarce AC CSC RANR, Governor of South Australia who is a passionate supporter of Meals on Wheels and is always willing to assist us in any way.

Finally I acknowledge and thank our CEO, Sharyn Broer, for her excellent leadership of the organisation and for her professional involvement in board deliberations both at a state and national level. My thanks also to the management team and the group of committed and dedicated staff who regularly go the extra mile to provide support to our volunteers and clients.

Together, we continue to make a remarkable difference in the lives of thousands of South Australians, and bring to life the vision created by our founder 60 years ago.

Leon Holmes AM
President

A sixty year success story

Chief Executive Officer's Report

"The idea of Homes for the aged seems quite wrong to me. Any community that segregates any part or group of its people is unhealthy, unbalanced. The community needs its aged people as much as they need, and want, to remain a part of the community". Meals on Wheels SA founder, Doris Taylor, 1955.

The vision outlined by our founder is as relevant today as it was 60 years ago. Our organisation exists to assist older people, those with a disability or recovering from illness, and their carers, to remain connected with and a vital part of their community. We support well being and independence by providing nourishment and offering social contact.

Doris was a visionary community leader, a fierce change advocate and a social entrepreneur, considered by many to be ahead of her time. I am often asked what Doris would do and say if she were with us today. I am certain that she would be looking for new ways to fulfil our purpose.

Over the past year, a million times over, homes around South Australia received a knock on the door. More than 9,500 different people were greeted by friendly volunteers and had a brief conversation, alleviating for some the loneliness of their day. Having delivered a hot or frozen three-course meal, and made sure the person was safe and well, the volunteers continued on their rounds.

If this was the extent of our service, the job would only be half done. The reality of the work we do comes down to the moment when our client receives the meal at lunchtime. Is the meal eaten, even if not all in one sitting? The best of ingredients and the most careful preparation matters little if the meal just does not appeal.

A meal to look forward to

This year we have focused on a number of initiatives to improve the meal experience for our clients. Using client feedback and other research, we identified ways to try to make the client's

meal experience the best that it can be. Two components were highlighted – is the food good to eat (taste, texture, look and smell) and is this the type of food I enjoy eating (preferences and choice)?

Our coordinated actions have included:

- upgrading the containers used for transporting meals so that the meal components can be presented more appealingly
- providing kitchens with guidelines about how to attractively plate the meals, with accompanying photographs
- reviewing our approved recipes to find the ones that we can collectively cook and present best and that clients enjoy, to create a 6 week rotating menu that meets all of our menu and nutrition guidelines and can be adopted by any kitchen to save planning and organising time for volunteers
- surveying clients about their favourite and least preferred dishes
- proceeding with the implementation of a choice menu at all kitchens
- trying out some cold entrée recipes during the summer months, rather than always serving a hot soup
- increasing the number of staff hours available to work alongside volunteers, supporting and encouraging small improvements in cooking techniques and meal presentation
- contributing to a review of Country Health SA hospital menus
- addressing some long standing problems with certain hospital suppliers, and in some cases enacting a plan to change to 'in house' meal production
- increasing the availability of frozen meals for those who need them on weekends and at other times
- including discussions about 'what makes a great meal experience?' in round table discussions with volunteers at regional workshops

Volunteers were closely involved in working out the ways to make some improvements without creating an unnecessary and unacceptable burden on fellow volunteers. For example, the procedures used to offer clients menu choices were entirely developed by volunteers at 6 branches and have been slightly modified as needed at other branches.

As a result of the efforts of volunteers and staff, there has been a marked increase in the number of compliments about our meals, which has also encouraged more people to refer themselves. More importantly, we have fewer people who are stopping meals because they disliked the food and more people reporting that they ate the whole meal. Kitchens that have started offering choices are spending much less time catering to food likes and dislikes, and people are choosing to receive more meals each week than they used to. Even the simple act of providing clients with a menu in advance has made the meal experience something that clients can look forward to.

The work we have done on improving the meal experience was publicly recognised when Meals on Wheels SA won the Outstanding Organisation Award in the 2014 Aged & Community Services SA/ NT Awards for Excellence. This award recognises organisations that demonstrate special or unique leadership, innovation and excellence to the sector and is an achievement of which we can all be justifiably proud.

A responsive, high quality service

Alongside improving the clients' meal experience, we have introduced some procedural changes to ensure we continue to satisfy the Commonwealth Home Care Standards – essential to meeting our obligations in exchange for funding that reduces the cost of meals to clients.

We greatly appreciate the cooperation of volunteer Client Service Coordinators in undertaking reviews of clients who

have been in receipt of our services for a year or more. This helps make sure that we have up to date information about dietary and other needs, including emergency contact details.

We have also confirmed clients' instructions for meal deliveries, particularly to ensure we have written consent to enter the client's home in circumstances where they are unable to come to the door.

We have been concerned for some time about the more vulnerable members of our community who may have difficulty paying even the modest price charged by Meals on Wheels. We are developing processes that will enable a partial or full waiver of the meal payment for the most financially disadvantaged clients for a period of time.

During the year, two branches that had been dormant for several years, due to lack of demand for delivered meal services in their towns, were officially closed. We thank the past members of the Blyth and Blanchetown branches for the services provided. Residents of these communities will be supported by the Clare and Waikerie branches, respectively, should a need for services arise in the future.

Supporting our branches and volunteers

In the past year we have strengthened direct support to branches, particularly through the appointment of dedicated Branch Support Officers. Our teams of two Branch Support Officers have skills in meal preparation and production, and client services, along with branch operations. Each team has greatly enjoyed visiting 'their' branches and developing relationships with Committee members and other volunteers. There has been overwhelmingly positive feedback from branches about this initiative, particularly the rapid response to questions and challenges.

Increasingly, Branch Support Officers have taken on tasks and responsibilities that are unreasonable to expect of a volunteer,

along with covering vacant Committee member roles. We are progressively increasing the number of Branch Support Officers so that each branch will have access to more regular contact and support.

This will include basing some Branch Support Officers in key regional areas over time.

Another popular initiative has been the introduction of Regional Workshops, where senior staff and Board members have travelled to various regional locations to work with volunteers close to home, rather than always in Adelaide or nearby. As well as participating in future planning for Meals on Wheels SA, volunteers have appreciated learning about support available for Committee members and the ability to have their concerns personally addressed.

Many branches have expressed concern about encouraging volunteers to join the Committee. There is a perception that these are onerous roles that people do not want to take on. Australian Meals on Wheels research clearly highlights the issue of 'red tape'. The scope and size of paperwork has increased over the years as our society has become more legislated, regulated and litigious. With oversight from the Board, our staff are continuously identifying ways to simplify compliance with our legal and other reporting obligations to minimise the administrative responsibilities of volunteer committee members. We also take every opportunity to inform the various levels of government about ways they could further reduce 'red tape'.

Volunteer safety remains a paramount concern. This year we established a Volunteer Work Health and Safety Consultative Committee which, with the Employee Consultative Committee, assists management in identifying and addressing hazards and ensuring safe systems of work. We have also undertaken a major revision of our Work Health and Safety Policies and Procedures to ensure that we meet the requirements of the Work Health and Safety Act 2012.



The vision outlined by our founder is as relevant today as it was 60 years ago... We support well being and independence by providing nourishment and offering social contact.



During the Awardee Afternoon we launched our new Community Voices video, which showcases the work of Meals on Wheels...

From time to time our operations are interrupted due to storms, utility outages, or other factors. Not that our clients would know – in a couple of notable events this year, meals were prepared and supplied to clients in a team effort between branch volunteers, Branch Support Officers, the Kent Town staff and the Facilities and Food Services team despite major damage at our Burnside kitchen, a blackout at our Unley kitchen and unavailability of our Henley & Grange kitchen due to refurbishment, all happening on the same day!

To help all volunteers remain up to date with procedural matters, we thoroughly revised the Volunteer Handbook and posted a copy to every registered volunteer.

Volunteer recognition

Our Honour Roll continues to grow, with hundreds more volunteers receiving Life Membership this year, along with recognition from local communities.

Our annual Awardee luncheon was a highlight of the year. Meals on Wheels Patron, the Governor of South Australia, His Excellency Rear Admiral Kevin Scarce AC CSC RANR and Mrs Scarce were present to acknowledge volunteers with 15, 20, 25, 30, 35 years of service and personally present awards of a specially

commissioned glass plate to the 40, 45 and 55 year Awardees present.

During the Awardee Afternoon we launched our new Community Voices video, which showcases the work of Meals on Wheels and will assist with recruitment of new volunteers. The video was filmed by students from Flinders University, courtesy of a successful application to the SA Government Office for Volunteers. Excerpts from the video were used to create a series of advertisements, used to great effect in our awareness campaign.

Through a range of recruitment activities, we continue to receive a high, and increasing, number of enquiries about volunteering with Meals on Wheels and our volunteer numbers remain steady at around 8300.

Strengthening our foundations

We have continued to invest in our kitchens. The Henley and Grange, Salisbury and Christies Beach kitchens received major refurbishments during the year, with large solar power units installed at the latter two sites. We upgraded refrigeration equipment at several kitchens following continued growth in demand for frozen meals.

A major strategic project is underway to identify the future capital requirements of Meals on Wheels SA. This allows the

modelling of a range of meal production and distribution options and will inform capital expenditure decision making and our investment strategy.

A dedicated team

I greatly appreciate and admire the work of our small group of employees who collectively support the operations of Meals on Wheels SA. Our rejuvenated leadership group has worked with branch committees to undertake many complex service improvement activities, whilst building and strengthening effective working relationships.

We have farewelled Krystyna Sahb and welcomed Marnie Hocking and Jason Webb. Jess Edgecomb has a new baby daughter and Rhiannon Challans has ably filled in Jess' role temporarily, with Nancy Lush taking charge of the Reception desk.

My thanks to all of our paid and voluntary workers, particularly our Board, for all you do personally and collectively to deliver 'more than just a meal' to thousands of South Australians every year.

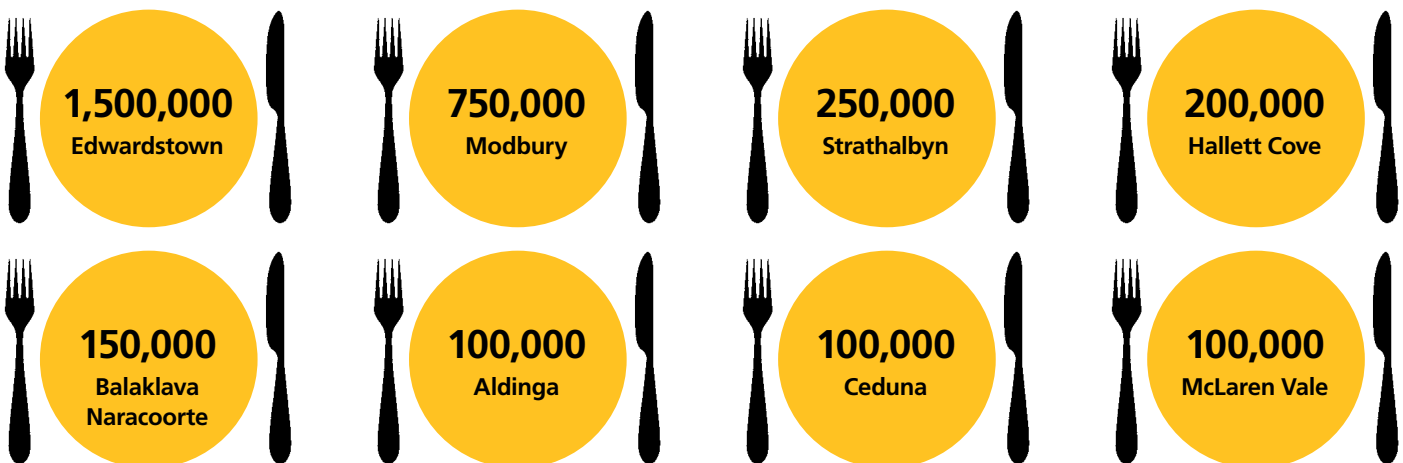
Sharyn Broer
Chief Executive Officer

Congratulations and thank you

Branch milestone years



Milestone number of meals served since inception



The forty year plus award recipients at the "Annual Awardee Day" 2013

60 years of achievements

60

Meals on Wheels celebrates 60 years of excellent service



From humble beginnings in a donated Nissen Hut on donated land in Port Adelaide and based on the passion and foresight of a special woman, Meals on Wheels SA has grown and developed into a thriving organisation.

60 years ago our founder Doris Taylor said...

WHAT IT IS; Meals on Wheels is a scheme whereby one hot meal per day is taken to the home of aged and infirm people. It is a Social Service provided by the community.

IT IS NOT A CHARITY- It is a Social experiment. An attempt to solve the problem of the care of the aged under modern conditions. It is, I hope, the beginning and centre of a Home Service Scheme, a scheme which could meet all the needs of the aged and enable them to live their lives as a part of the community with the maximum of independence, freedom, and comfort possible to old age.

88

Branches across South Australia play a vital role every day

From where it all began in Port Adelaide 60 years ago, Meals on Wheels has grown to an organisation that not only covers much of the state, but has provided a delivery model used interstate and across the world.

Interestingly the same ideals and inspiration that Doris Taylor set out to achieve have remained relatively intact. A great testament to the soundness of her arguments! She spoke of...

Having read of various Meals on Wheels schemes in England and South Melbourne chiefly, I set about working out how it could be done here with our longer distances between houses and our sparser population. Having evolved a plan which has since proved workable, my next step was to check up on how great the need really was... Voluntary workers cook the food and volunteers with their own cars distribute the meals. The kitchen helpers, drivers, and distributors are rostered and help one or more days each week. The cook supervisor for the day arranges the menu and cooks the food on a large commercial gas stove. It is then dished up... Meals on Wheels has proved a workable, economical and efficient method of meeting the needs of the aged as far as food is concerned. The knowledge that organised help is available, that they need never again depend on chance help or grudging help, or be left to suffer with no help at all, will bring comfort to the hearts and minds of every aged and infirm person...



4000⁺

Meals served daily to
Meals on Wheels Clients

8500

Volunteers working in a variety
of roles within branches



What is important about our service?

Doris wrote 60 years ago about what convinced her of the need for the service...

Finding that medical men have discovered that the aged deteriorate even more rapidly mentally than physically when undernourished...

She devised... a scheme which provides for those who with a little help can manage alone, solved the problem of existence for the aged.

Independence at home through a nourishing meal is just as important to the community today as it was then.

Our meals continue to be nourishing and are valued by clients who love the taste, smell and appearance of the meal together with the friendly face who brings it.

Our volunteers and support staff have done great work this year on meal packaging, presentation and choice, to support the revitalised brand awareness.

Today some 8500 volunteers are registered with Meals on Wheels SA. Cooks to Bottle Washers, Deliverers to Drivers, Chairs to Committee Members...every branch has volunteers with a role to play. Doris made a point that... *the community should be responsible for a voluntary contribution of services in administrative and actual work...* We wonder if she really appreciated how the organisation would grow!

Doris also said... *There are other reasons which make "homes" an inadequate, and for the many, an impossible solution. The ratio of the aged group to the working-aged group is growing every year. Every year there are more old people and fewer young ones to do the productive and general work of the community and to care for the aged. The wages, hours, and conditions obtainable in industry are such that the staffing of "Homes" and Institutions of all kinds grows harder and costlier every year. They must compete for the manpower and womanpower available. So, each year, "Homes" become less and less the answer.*

This was incredible foresight indeed and really set the platform for a community based grass roots volunteering model that operates today. That's why we regard our volunteers highly! Their dedication and application is really what makes Meals on Wheels tick. So, in our 60th year, thank you!



Recognition of our volunteers

Medal of the Order of Australia (OAM)

Joyce Leslie
Onkaparinga Valley MoW

Len Glastonbury
Formerly West Torrens MoW

Premier's Certificate of Recognition for Outstanding Volunteer Service

Maureen Schmidt
Margaret Arbon
Gaynor Blake
Ruth Combe
Mavis Crawford
Barbara Kleinig
Laura & Districts MoW

Janet Williams
Henley & Grange MoW

Gerrie Taylor
Iris Muller
Stan Darley
Crystal Brook MoW

Rosemary Fisher
Joan Teagle
Mitcham MoW

Carolyn Evans
Meg Smyth
Gilbert Valley MoW

Pat Barnes
Anita Watts
West Torrens MoW

Nell Shane (Heidi Taylor Community Volunteer State Award)
Jamestown MoW

Ruth Reynolds
Glenys Ziegler
Waikerie MoW

Nancy Jaeschke
Des Memen
Port Pirie MoW

Doris Crane
Christies Beach MoW

Jenny Lyons
Berri MoW

Joanne Dickson
Kapunda MoW

Kaye Knight
Ronald Dean
Victor Harbor MoW

Marion Council Unsung Hero's Awards

Tom Hough
Lorraine Hough
Joan Marshall
Len Messenger
Warradale MoW

SA Power Networks Community Achievement Award for "Leadership and Innovation"

Margaret Button
Minlaton MoW

Blackwood Rotary Community Service Award

Stan White
Blackwood MoW

Australia Day Council Citizen of the Year

Crystal Brook
Elaine Haggerty
Crystal Brook MoW

Whyalla
Carol Craney
Whyalla MoW

Stansbury
Jeanette Canton
Stansbury MoW

Saddleworth
Laurie Ablett
Gilbert Valley MoW

Balaklava
Joyce Fisher
Balaklava MoW

Mount Barker
Pam Hoffrichter
Mount Barker MoW

Aged & Community Services SA/NT Volunteer Award For Excellence Finalists

Ruth Christie
Renmark MoW

Jo Mitchell
Edwardstown MoW

District Council of Yankalilla Community Pride Awards

David Noack
Frances Lewis
Carol Still
Chris Lewis
Yankalilla MoW

State Award of Merit Neighbourhood Watch

Daphne Hooper
Woodville MoW

2013 Volunteer Recognition Awards and the Mark Butler Local Legends Prize

Ellen Loftus
Findon MoW

City of Charles Sturt Australia Day Volunteer Recognition Award

Michael Stone
Findon MoW

District Council of Mount Barker 'Our Community Heroes' Award Nominee

Ann Duell
Mount Barker MoW

Service Awards

55 Years

Rotary Club of Prospect *Prospect*

45 Years

Lions Club *Mitcham*

Mitchell, Jo *Edwardstown*

40 Years

Davies, Dorothy (Joy) *Naracoorte*

Eberhard, Judy *Burra*

Forgan, Audrey *Crystal Brook*

Gartery, Beverley *Renmark*

Geytenbeek, Jan *S.Y.Peninsula*

Grant High School *Mount Gambier*

Jensen, Irma *Port Lincoln*

Lindsay, Margaret *Port Lincoln*

Melville, Pam *Stirling*

Rowe, Colleen *Naracoorte*

Sawyer, Jean *Crystal Brook*

Schopp, Norma *Balaklava*

Todman, Brenda *Brighton*

Wood, Jenny *Barossa Valley*

Wood, Sue *Barossa Valley*

35 Years

Aitchison, Jean *Port Broughton*

Annear, Elaine *Payneham*

Atkinson, Joy *Blackwood*

Bennier, Margaret *Port Broughton*

Bowley, Barbara *Port Broughton*

Bentley, Elaine *Millicent*

Brown, Doreen *Mount Gambier*

Burls, Helen *Onkaparinga Valley*

Copeland, Norma *Onkaparinga Valley*

Coulter, Dawn *Onkaparinga Valley*

Dennis, Jean *Port Broughton*

Dickson, (Margaret) Joanne *Aldinga*

Geering, Valma *Whyalla*

Graeber, Vera *Onkaparinga Valley*

Hetzel, Claire *Norwood*

Hewett, Jennifer *Christies Beach*

Holland, Atholy *Streaky Bay*

Joyce, Kay *Onkaparinga Valley*

Kerley, Mavis *Port Broughton*

Leske, Joy *Barossa Valley*

Leslie, Joyce *Onkaparinga Valley*

Lutze, Ronda *Onkaparinga Valley*

MacLeman, Morva *Modbury*

McInerney, Irene *Port Lincoln*

Mildren, Olive *Port Broughton*

Millowick, Margaret *Mount Gambier*

Pickering, Flo *Murray Bridge*

Ramsay, Beverley *Campbelltown*

Seidel, Coral *Crystal Brook*

Smith, Elizabeth *Port Broughton*

South, Maureen *S.Y.Peninsula*

Springbett, Margaret *Clare*

Starke, Patricia *Cummins*

Thredgold, Valma *Onkaparinga Valley*

Wallis, Pat *Woodville*

Winen, Joy *Port Broughton*

Wittwer, Pauline *Strathalbyn*

30 Years

Allen, Lois *Stirling*

Clements, Pat *Strathalbyn*

Connell, Jan *Victor Harbor*

Coverdale, Ildema *Quorn*

Doube, Libby *Strathalbyn*

Duell, Margaret *Murray Bridge*

Ettridge, Daphne *Port Lincoln*

Fisher, Dawn *Port Adelaide*

Goodes, Pat *Tumby Bay*

Green, Barbara *Mitcham*

Green, Rosalind *Onkaparinga Valley*

Harvey, Val *Port Pirie*

Heyne, Heather *Salisbury*

Hill, Pauline *Salisbury*

Jinks, Betty *Waikerie*

Lee, Maurine *Streaky Bay*

Maloney, Maureen *Cummins*

Maas, Ruth *S.Y.Peninsula*

Miller, Margaret *Mount Barker*

Ness, Ros *Strathalbyn*

Phaup, Judy *Murray Bridge*

Pitson, Ann *Port MacDonnell*

Potts, Margaret *Berri*

Reimann, Glenda *Eudunda*

Rogers, Mary *Mount Gambier*

Schiller, Wendy *Barossa Valley*

Schmerl, Trish *Gilbert Valley*

Schmidt, Margaret *Aldinga*

Stanway, Raelene *Clare*

Stone, Judy *Mitcham*

Thomas, Rod *Renmark*

Vadori, Marcia *Mount Gambier*

Vesecky, Eva *Snowtown*

Wigan, Wendy *Barossa Valley*

Wollaston, Jennifer *Yankalilla*

25 Years

Bankes, Rosemary *Mount Gambier*

Brown, Les *Brighton*

Buttfield, Maurice *Peterborough*

Chantrell, Barbara *Brighton*

Cole, Terrie *Yankalilla*

Harmon-Smith, Lois *Goolwa & Districts*

Hoskin, Athalie *Campbelltown*

Hyland, Keith *Port Broughton*

Jones, Coralie *Clare*

Kelly, Joyce *Brighton*

Knight, Lynette *Happy Valley*

Lewis, Wendy *Port MacDonnell*

Lowe, Joan *Brighton*

McArthur, Dorothy *Goolwa & Districts*

Mclaren, Noeline *Murray Bridge*

Memmen, Jill, *Port Pirie*

Modistach, Norma *Waikerie*

Mulders, Dianne *Onkaparinga Valley*

Nelson, Annette *Murray Bridge*

Noblett, Jo *Glenelg*

Otterspoor, Lois *Payneham*

Paredes, Edy *Findon*

Parker, Lois *Mannum*

Remlein, Kathe *Mount Gambier*

Richards, Joyleen *Campbelltown*

Schmitt, Colleen *Port Broughton*

Shambook, Margaret *Whyalla*

Shipway, Rosemary *Mitcham*

Snell, Katie *Mount Gambier*

Swan, Nancy *Mitcham*

Sweetser, Joy *Brighton*

Tostevin, Peggy *Brighton*

Treacy, Anne *Happy Valley*

Tucker, Susan *Meadows*

Vermeeren, Patricia (Pat) *Port Pirie*

Williams, Cheryl *Streaky Bay*

Williams, Marilyn *Booleroo Centre*

20 Years

Anderson, Don *Balaklava*

Anderson, Isobel *Balaklava*

Battersby, Margaret *Warradale*

Blackall, Sue *Mount Gambier*

Service Awards

Braunack, Jill *Moonta*
Callery, Meredith *Gilbert Valley*
Carn, Shirley *Quorn*
Carpenter, Lorraine *Burnside*
Carr, Wally *Prospect*
Chappell, Joylene (Joy) *Kadina*
Cobby, Ruth *Salisbury*
Collins, Elizabeth *Quorn*
Corns, Dennis *Salisbury*
Croft, Diana *Burnside*
Cummins, June *Quorn*
Curtis, Sandy *Crystal Brook*
Dallow, Brian *Modbury*
Davey, Mary *S.Y.Peninsula*
Dearman, Margaret *Onkaparinga Valley*
Dohnt, Julie *Murray Bridge*
Dridan, David *Strathalbyn*
Edmonds, Geraldine *Brighton*
Emms, Rosemary *Whyalla*
Fielke, Vera *Happy Valley*
Fairclough, Carmel *Hindmarsh*
Flynn, Marjorie *Yankalilla*
Francis, Judy *Cowell*
Gosling, Noel *Streaky Bay*
Greenslade, Pat *Goolwa & Districts*
Hales, Cathy *Tumby Bay*
Hage, Beth *Barossa Valley*
Hick, Carole *Barossa Valley*
Hick, Michael *Barossa Valley*
Hobbs, Ann *Northfield*
Holloway, Jean *Stansbury*
Holmes, Penelope *Barossa Valley*
Hough, Lorraine *Warradale*
Hunt, Shirley *Crystal Brook*
Ingham, Margaret *Modbury*
Jackson, Heather *Blackwood*
Jauczius, Leonie *Kadina*
Karran, Merrilyn *Brighton*
Kelsey, Jenifer *Victor Harbor*
Keogh, Bernard *Port Adelaide*
Kerr, Margaret *Burnside*
Kraehenbuhl, Cheryl *Barossa Valley*
Kuchel, Gwenda *Mount Barker*
Letto, Judy *Prospect*
Llewellyn, Liz *Murray Bridge*
Lienert, Rhonda *S.Y.Peninsula*
Litchfield, Lois *Quorn*
Martin, Max *Northfield*

McDonald, Bev *Renmark*
McEachern, Barbara *Prospect*
McLennan, John *Stansbury*
McPherson, Donald *Laura & Districts*
Meldrum, Christine *Unley*
Merchant, Jeanne *Strathalbyn*
Middenway, Gillian *Strathalbyn*
Middleton, May *Port Adelaide*
Neilson, Jillian *Walleroo*
Nicholson, Pat *Walleroo*
O'Connor, Denise *Murray Bridge*
Paech, Lorna *Mount Barker*
Parry, Henrica *Christies Beach*
Parslow, Marjorie *Valda Waikerie*
Parsons, Barbara *Burnside*
Phaup, Robert *Murray Bridge*
Proeve, Theo *Northfield*
Redden, Valerie *Millicent*
Richards, Tom *Mitcham*
Roberts, Nola *Salisbury*
Rowe, Lou *Prospect*
Rowley, Mary *Murray Bridge*
Ruge, Benita *Northfield*
Samuel, John *Payneham*
Scanlon, Terri *Millicent*
Spinella, Nerina *Brighton*
Staker, Clarke *Brighton*
Stanton, Ross *West Torrens*
Steed, John *Renmark*
Strawbridge, Kelvin *Port Augusta*
Stribley, John *Mitcham*
Sumner, Vicki *Onkaparinga*
Tesselaar, Marcene *Gawler*
Thomas, Margot *Mannum*
Thompson, Ingerborg-gerda *Playford*
Ward, Betty *Meadows*
Ware, Colin *Port Augusta*
Wallace, Glenna *Northfield*
Weidenhofer, Geoff *Happy Valley*
Willemse, Dianne *Whyalla*
Willemse, Harry *Whyalla*
Wright, Sandra *Northfield*
Young, Allan *Crystal Brook*

15 Years

Ablett, Laurie *Gilbert Valley*
Ablett, Pat *Gilbert Valley*
Adams, Marie *Gawler*

Adamson, Helen *Happy Valley*
Alde, Jennifer *Brighton*
Ambler, Malcolm *Prospect*
Bairstow, Melissa *Port Pirie*
Baker, Marie *Port Augusta*
Baker, Judy *Northfield*
Bampton, Janet *Modbury*
Barnett, Beryl *Mount Barker*
Baron, Freda *Gawler*
Bevan, Carole *Christies Beach*
Bickley, Helen *Mannum*
Billinger, Marlene *Salisbury*
Boehm, Cheryl *Barossa Valley*
Bradbrook, Pat *Port Pirie*
Brenton, Pamela *Walleroo*
Brereton, Brian *Whyalla*
Bretag, Lorna *Mannum*
Brewster, Gerry *Port Pirie*
Brooks, Lynn *Goolwa & Districts*
Brown, Sandra *Millicent*
Bujevich, Diane *Happy Valley*
Burns, Phillip *Goolwa & Districts*
Butterfield, Thomas (Jim) *Christies Beach*
Bryson, Robert *Norwood*
Cabot, Val *Ceduna*
Cain, Jeff *Blackwood*
Campbell, Valma *Jamestown*
Carmody, Elizabeth *Cowell*
Carmody, Errol *Cowell*
Carracher, Patricia *Naracoorte*
Champion, Ian *Brighton*
Champion, Norma *Brighton*
Conley, Helen *Barossa Valley*
Connell, Jean *Payneham*
Cooper, Valerie *Berri*
Cother, Joanna *Naracoorte*
Cronin, Colleen *Streaky Bay*
Cunningham, Heather *Balaklava*
Cunningham, John *Victor Harbor*
Curtis, Malcolm *Brighton*
Curtis, Joy *Port Lincoln*
Cutts, Jo *Streaky Bay*
Davis, Edward *Booleroo Centre*
Davis, Joan *Booleroo Centre*
Del Fabbro, Anne *Unley*
Dix, Margaret *Norwood*
Donato, Dom *West Torrens*
Duell, John *Mount Barker*

Elliott, Jan *Mitcham*
 Elliott, Paul *Yankalilla*
 Elliott, Sue *Yankalilla*
 Ellis, John *Brighton*
 Eisen, Bob *Murray Bridge*
 Evans, Mary *Mount Gambier*
 Farmer, Andrew *Port Adelaide*
 Faulkner, Pat *Port Pirie*
 Finch, Meryl *Happy Valley*
 Fisher, Rosemary *Mitcham*
 Fisher, Ron *Port Adelaide*
 Friends of Rotary *Findon*
 Gates, Malcolm *Stirling*
 Glasgow, Heather *Mount Gambier*
 Goldfinch, Beth *Victor Harbor*
 Grant, Christine *Millicent*
 Grant, Neil *Millicent*
 Green, Dawn *Whyalla*
 Green, Dianne *Onkaparinga Valley*
 Groves, Pat *Edwardstown*
 Growden, Maureen *Jamestown*
 Hann, Sharon *Millicent*
 Harrop, Margaret *Kadina*
 Hayden, Joan *Osborne*
 Haynes, Josie *Kadina*
 Haynes, Gary *Warradale*
 Hemmerling, Christine *Henley and Grange*
 Hewett, Nedra *Port Broughton*
 Hill, Judith *Whyalla*
 Hussin, Jenny *Goolwa & Districts*
 Hutt, Brian *Port Lincoln*
 Ingerson, Shirley *Berri*
 Jaeschke, Ruth *Aldinga*
 James, Claire *Renmark*
 Jantke, Frieda *Barossa Valley*
 Julge, Julie *Walleraroo*
 Kammerman, Basil *Streaky Bay*
 Kammerman, Edna *Streaky Bay*
 Keane, Marlene *Port Adelaide*
 Knight, Dennis *Warradale*
 Knight, Elise *Warradale*
 Koop, Glenda *Mount Gambier*
 Koop, Ralph *Mount Gambier*
 Lauritson, Pauline *Mitcham*
 Lehmann, Heather *Ceduna*
 Lehane, Rob *Port MacDonnell*
 Leopardi, Vicky *Henley and Grange*
 Linton, Roslyn *Barossa Valley*
 Lobban, Marj *Renmark*
 Lucas, Henry *Mannum*
 MacDonald, Maggie *Millicent*
 Mahoney, Colin *Cummins*
 Markham, Margaret *Prospect*
 Martin, Rhonda *Port Adelaide*
 Mathews, Marie *Happy Valley*
 McCormack, Coral *Walleraroo*
 McDermid, Melanie *Gilbert Valley*
 McDonald, Helen *Salisbury*
 McKenna, Pat *Tumby Bay*
 McLean, Allan *Renmark*
 McQuillen, Sylvia *Aldinga*
 Mee, Pat *Waikerie*
 Milburn, Mary *Brighton*
 Miles, Guelda *Naracoorte*
 Nogaj, Christopher *Happy Valley*
 Norton, Ailene *Stirling*
 O'Dea, Miriam *Crystal Brook*
 Page, Josephine *Whyalla*
 Parker, Pat *Port Adelaide*
 Patterson, Jan *Streaky Bay*
 Pearce, Sue *Brighton*
 Perry, Elaine *Milang*
 Pfitzner, Lisa *Eudunda*
 Phelps, Margaret *Cummins*
 Pioro, Alex *Renmark*
 Pratt, Thelma *Mount Gambier*
 Richardson, Bevan *Campbelltown*
 Ridings, John *Unley*
 Riverland Respite & Rec. Service *Berri*
 Robertson, Rayleen *Moonta*
 Roesler, Coral *Mannum*
 Rypers, Antoinette *Victor Harbor*
 Ruzic, Karmella *Unley*
 Sarjeant, Coral *Brighton*
 Schiller, Adrian *Barossa Valley*
 Schiller, Rosemary *Barossa Valley*
 Searle, Marion *Happy Valley*
 Searle, Roger *Happy Valley*
 Seidel, Dianna *Port MacDonnell*
 Seyfang, Bernie *Port Pirie*
 Sharpe, Ben *Hallett Cove*
 Sharpe, Pat *Hallett Cove*
 Simpson, Betty *Enfield*
 Simpson, Ella *Henley and Grange*
 Sims, Les *Brighton*
 Sinkinson, Helen *Victor Harbor*
 Skidmore, Barrie *Brighton*
 Smith, Margaret *Enfield*
 Smith, Josie *Happy Valley*
 Smith, Samuel *Laura & Districts*
 Smith, Thea *Laura & Districts*
 Smyth, Margaret (Meg) *Gilbert Valley*
 Sowerby, Janet *Peterborough*
 Sparks, Brian *Warradale*
 Speed, Pat *Cummins*
 Standish, Karen *Barossa Valley*
 Stewart, Ian *Unley*
 Stewart, Marjorie *Unley*
 Stillwell, Joy *McLaren Vale*
 Stone, Maureen *Jamestown*
 Thiele, Desmond *Norwood*
 Thorburn, Kerby *Aldinga*
 Trowbridge, Maureen *Ceduna*
 Trowbridge, Pat *Woodville*
 Underdown, Daphne *Glenelg*
 Van Den Ende, Danny *Peterborough*
 Veitch, Joy *Balaklava*
 Wang, Bernie *Warradale*
 Warn, Lois *Mitcham*
 Waye, Peter *Osborne*
 Weeks, Kay *Woodville*
 White, Joyleen *Port Augusta*
 Williss, Jill *Glenelg*
 Wolf, Annie *Streaky Bay*
 Wood, Monica *Hallett Cove*
 Young, Jan *Balaklava*
 Zwar, Helen *Laura & Districts*

Board Members and Committees

Board Members

President/Chair: Leon Holmes AM

Leon has more than 20 year's association with Meals on Wheels after a career spanning some 36 years with Shell in a variety of management roles involving sales and marketing and broader corporate roles. Leon's experience in business includes being a Director and past President of RAA, as well as his own business and serving on other Boards in the arts, tourism, insurance, sporting and petroleum sectors. Leon is Chair of the Board's Executive Committee and Governance & Nominations Committee, a member of the Finance, Audit & Risk Management Committee and ex-officio member of all other Board Committees.

Vice President: Glenn Mattingly

Since retiring, volunteering has been a great and enjoyable part of Glenn's life. More than 20 years service with MoWSA at Board and branch level, and assisting as a simulated patient at The Queen Elizabeth Hospital, Royal Adelaide Hospital and Flinders Medical Centre has been very rewarding. Glenn is Chair of the Board's Country Hospital-based Branch Sub-Committee, a member of the Executive Committee and the Branch Operations and Services Committee and ex-officio member of all other Board Committees.

Vice President: Margaret McKenzie

Marg started volunteering in the Mount Gambier branch in the 1960's for seven years. After retiring from a distinguished career in education and libraries she joined the Norwood branch, where she is now Chair, and Cook of the Day each week. Marg contributes to the Board's strategic planning and decision making, is Chair of the Board's Branch Operations and Services Committee, a member of the Executive Committee and the Governance & Nominations Committee and ex-officio member of all other Board Committees.

Hon Treasurer: John Hill B Ec PSM

John has extensive and distinguished experience in finance and governance in the public and 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. John's Board experience includes National Disability Insurance Agency, Essential Services Commission of South Australia, Motor Accident Commission, Independent Gambling Authority and Adelaide Bank. John is Chair of the Board's Finance, Audit & Risk Management Committee and a member of the Executive Committee.

Elected Members

Mary Rowley

Mary brings her experience and insights to the Board and its Committees, especially from a country hospital-based branch perspective and many decades of living, working and volunteering in rural South Australia. Involved with the Murray Bridge branch since 1993, Mary has 21 years as a MoWSA volunteer which includes 17 years as branch Chair, and 8 years as a Board member. This includes being former Chair of the Board's Cook Chill Committee (now Branch Operations and Services Committee) and a former member of the Country Hospital-based Branch Sub-Committee. Mary is currently a member of the Board's Finance, Audit & Risk Management Committee.

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. She is Chair of the Glenelg branch, is an Elected Member with the City of Holdfast Bay and is involved with other regional service organisations. Mikki is a member of the Board's Marketing & Communications Committee.

Terry Bester

Terry has over 20 year's cumulative experience as a Director and Board member of regional and local health and housing organisations. He has served MoWSA for over 15 years as a volunteer, branch Chair and committee member. His professional life involved sales, accounts, administration

and client services in private industry and as a commonwealth public servant and, in retirement, Terry is involved with the CFS and other community organisations. Terry is a member of the Board's Governance & Nominations Committee.

Branch Representatives

Chris Monck, Mount Barker

With skills in administration, finance and management and extensive experience in other roles with State and Local Government and in the private sector, Chris also has volunteering experience in the aged care sector, and with Meals on Wheels as a Volunteer Coordinator, Client Services Coordinator and branch Chair. Chris has been a member of the Board's Branch Operations & Services Committee and Constitution Review Committee, and is currently a member of the Governance & Nominations Committee.

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. Heather is a member of the Board's Finance, Audit & Risk Management Committee and Branch Operations and Services Committee.

John Symonds, Brighton

Before retiring, John was a farmer in the Mid-North for 30 years – his son is still working the property. While in the country he served on a number of committees as a member, Office Bearer and Chair. He has previously been active as a volunteer with the City of Marion, and is at present helping at Telecross (Red Cross). John has been a MoWSA volunteer for 17 years and has served as Treasurer and Chairman at the Brighton branch. His wife Frances is also a volunteer for Red Cross and Meals on Wheels. John is a member of the Board's Branch Operations and Services Committee.

Board Members	Role	Board Meetings		Finance, Audit & Risk Management		Governance & Nominations		Branch Operations & Services		Country Hospital-based Branch Sub-Committee		Marketing & Communications	
		Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended
L Holmes AM	President	11	10	6	4	4	3						
G Mattingly	Vice President	11	10					6	6	3	2		
M McKenzie	Vice President	11	11			4	4	6	6			5	2
J Hill	Hon. Treasurer	11	11	6	6								
M Rowley	Elected Member	11	10	6	6								
M Bouchee	Elected Member	11	8									5	3
T Bester	Elected Member	11	9			4	4						
W Coomans*	Branch Representative	4	4										
S Mudge*	Branch Representative	4	4										
C Monck	Branch Representative	11	11			4	4						
H Richardson	Branch Representative	11	8	6	5			6	5				
J Raggatt**	Branch Representative	7	6			4	3			2	1		
J Symonds**	Branch Representative	7	7					3	2				
J Grieve	Co-opted Member	11	9	6	6							5	5
D Henderson	Co-opted Member	11	11	6	6								
R Penhall	Co-opted Member	11	7									3	3

* Retired Oct 2103 **Joined Nov 2013

The Board would like to acknowledge and thank the following non Board member volunteers for their service on MoWSA Committees during the year: Bill Coomans, Lois Allen, Peter Ferris, Bev Jackson, Anneke Jeffriess, Sue Lowe, Tony McArthur, Karen Norman, Judy Oates, Judy Stone, Jennifer Trewartha, Pamela Young, Christine Anderson, Jill Behn, Carolyn Evans, Maureen Klau, Christine Todd, Denis Moulds, Sandra Walding, Adele Whittaker

Jim Raggatt, McLaren Vale

Jim had a 30 year executive career at ACH Group in Adelaide. He is active in his local community, having been a local government Elected Member. Now that he has retired from full time employment he can offer more time to MoWSA. Jim is Chair of the McLaren Vale hospital-based branch where he has been a member for 29 years, and has previously served on the MoWSA Board. He is a member of the Board's Governance & Nominations Committee and Country Hospital-based Branch Sub-Committee.

Co-opted Members

Janet Grieve FAICD

Janet has extensive experience working with not for profit organisations. She is a past 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 experience as a Company Director on a range of private sector, government and not for profit Boards. Janet is Chair of the Board's Marketing & Communications Committee and a member of the Executive Committee. and Finance, Audit & Risk Management Committee.

David Henderson FAICD

David has a background in general insurance and is the former General Manager of Commercial Insurance at SGIC and former Chief Executive Officer of RAA Insurance. Since 2007 he has also been a Director of Medical Insurance Group Australia. David is a fellow of the Australian Institute of Company Directors. David is a member of the Board's Finance, Audit & Risk Management Committee.

Associate Professor Robert Penhall MBBS, D(Obst)RCOG, FRACP, AFRACMA, FAAG, FRCP, FANZSGM

Bob was previously MoWSA's Honorary Medical Advisor and was co-opted to

the Board last year. Formerly Director of the Department of Geriatric and Rehabilitation Medicine, Royal Adelaide Hospital, he is Associate Professor in the Discipline of Medicine, School of Medicine and in the Discipline of Clinical and Experimental Pharmacology and Toxicology, School of Medical Sciences at University of Adelaide. He was also Adjunct Senior Lecturer, Department of Palliative and Supportive Services, Flinders University. His board appointments include Central Adelaide and Hills Medicare Local and Active Ageing Australia. He has over 100 publications and has been named Fellow of the Australian Association of Gerontology, Fellow of the Australian and New Zealand Society for Geriatric Medicine, and Alumni Fellow of the University of Adelaide. Bob is a member of the Board's Marketing & Communications Committee.

Facing the challenges

Honorary Treasurer's Report



The Board sees the awareness campaign as an investment in the future of Meals on Wheels and is pleased with the resulting increase in our public profile.

Before reporting to you once again on our financial activities I would like to thank all the people in our organisation who have made it possible for me to do so. They include our Branch Treasurers who record and report on activities in the branches, our financial staff in Central Office who draw all the threads together and our advisers from NFPAS (not-for-profit-accounting specialists) who cast their expert eyes over our financial statements.

The outcome for the year was an operating loss of about \$400,000. This follows a break even result last year and a profit of \$360,000 in 2011-12. There are several reasons for this loss and I will describe them briefly. Most are temporary in nature and likely to disappear or be reversed in future years.

On the income side, our revenues from donations and legacies were well down on last year. These are very difficult to predict, particularly since we do not campaign actively for such gifts given the expense involved in doing so.

Interest rates were lower than they have been in recent times and this has had a negative impact on our finances since we are an investor, not a borrower.

On the expenditure side, the Board this year decided to write off immediately all small capital purchases instead of capitalising them and then depreciating them over subsequent years, thereby saving work for our accounting staff. The effect of this change is to increase our costs immediately with offsetting favourable impacts in future years. Over the life of our organisation it has zero impact on our costs.

The Board also decided to mount an awareness campaign of which you would all be aware. This has been very successful in boosting the number of clients and meal sales in the short term and we hope in the longer term as well, but it has had an impact on our operating costs. The Board sees this campaign as an investment in the future of Meals on Wheels and is pleased with the resulting increase in our public profile.

Finally, there has been a small increase in employee numbers. This will have a permanent impact on our cost structure but in the view of the Board is a necessary investment in assisting volunteers in branches cope with the increasing burdens being placed upon them.

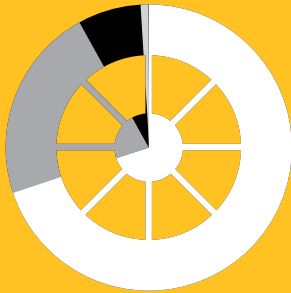
In summary, the Board is quite comfortable with the loss on operations incurred in 2013-14 and is confident it will have no lasting consequences.

This is particularly so in light of the excellent returns achieved on our long term investments. Once again stock markets everywhere rose strongly and as a consequence the value of our investment portfolio improved by about \$2.3 million.

The net impact of our operating result and our investment returns therefore was an improvement of \$1.9 million in the net equity of our organisation, which now stands at \$31.7 million.

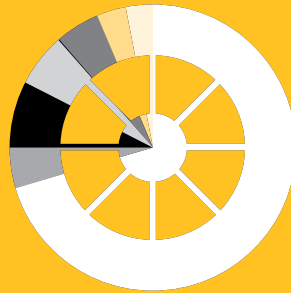
This remarkable situation is a blessing in as much as it enables us to contain price increases for our meals but a challenge also, inasmuch as we must decide how best to invest it to secure the future of Meals on Wheels.

John Hill
Honorary Treasurer



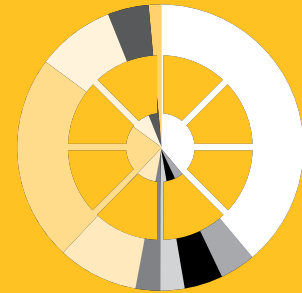
Income

● Meal Sales	70%
● Commonwealth Government Home & Community Care (HACC)	22%
● State Government – Home & Community Care recurrent funding	2%
● Other Income	8%



Meal Costs

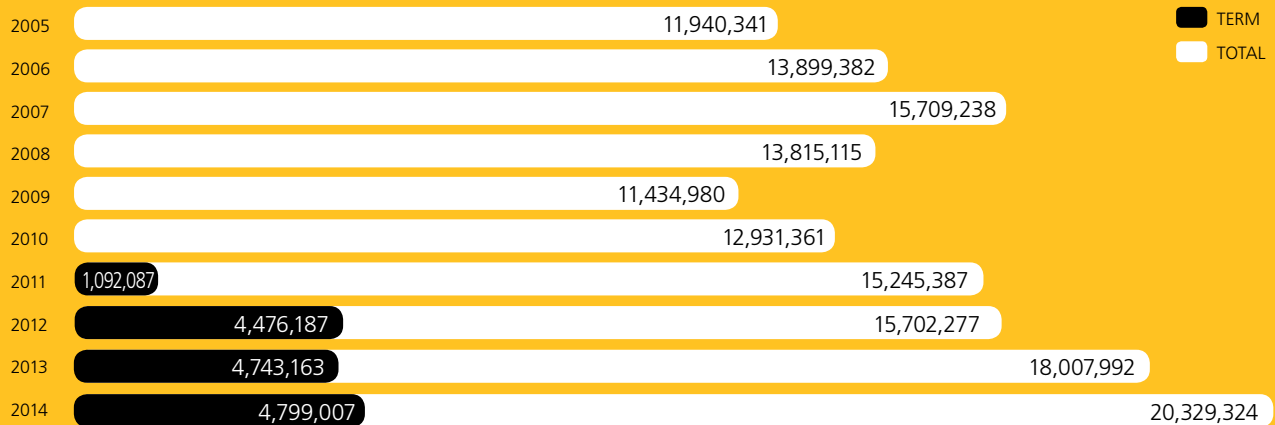
● Ingredients	71%
● Foils	4%
● Transport Reimbursement	7%
● Electricity & Gas	6%
● Cleaning Costs	5%
● Repairs & Maintenance	3%
● Other Operating Costs	3%



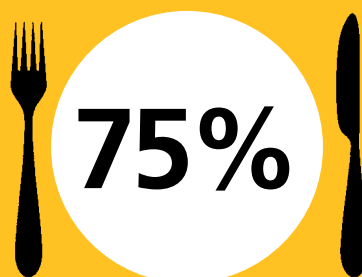
Expenses

● Ingredients	39%
● Transport Reimbursement	4%
● Electricity & Gas	4%
● Cleaning Costs	3%
● Repairs & Maintenance	3%
● Depreciation	9%
● Employee Benefits Expenses	23%
● Other Operating Costs	9%
● Office Expenses	4%
● Other Administration Expenditure	1%

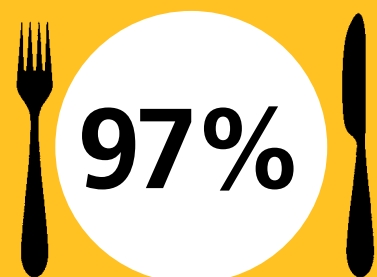
Investment



Unprompted awareness of Meals on Wheels



Awareness of source of 'meals for seniors'



Prompted awareness of Meals on Wheels brand

*MTR Brand Health Check 2014

Financial Statements

This concise financial report is an extract from the financial report for the year ended 30 June 2014 for Meals on Wheels (SA) Inc. The financial statements and specific disclosures included in the concise financial report have been derived from the financial report.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report.

Further financial information can be obtained from the financial report which is available, free of charge, on request to the Chief Executive Officer, Meals on Wheels (SA) Inc. PO Box 406 Unley SA 5061.

Report of the Board

The Board reports that:

- (a) During the financial year ended 30 June 2014, no officer of the Association, firm of which the officer is a member, or body corporate in which the officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association; and
- (b) During the year ended 30 June 2014, no officer of the Association has received directly or indirectly from the Association any payment or other benefit of a pecuniary value, except for the fixed salary as an employee of the Association.

Declaration by the Board of The Association

In the opinion of the Board:

- (a) the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements;
- (b) the attached financial statements and notes thereto give a true and fair view of the Association's financial position as at 30 June 2014 and of its performance for the financial year ended on that date; and
- (c) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

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



Leon Holmes AM
President



John Hill
Honorary Treasurer

Signed at Wayville this 15th day of September 2014.

Statement of Comprehensive Income for the year ended 30 June 2014

	2014	2013
	\$	\$
OPERATING REVENUE		
Meal Sales	7,266,004	6,996,602
Federal Government - Home & Community Care recurrent funding	2,275,677	2,240,821
Federal Government - Home & Community Care one off funding	-	73,260
State Government - Home & Community Care recurrent funding	195,164	180,456
Other Grants	91,582	11,974
Sundry Receipts	8,145	14,648
	9,836,572	9,517,761
EXPENSES		
Purchases	4,261,173	4,210,268
Transport Reimbursement	480,492	476,314
Electricity & Gas	428,174	459,619
Cleaning Costs	370,346	321,608
Repairs & Maintenance	274,007	206,397
Depreciation	546,756	407,793
Amortisation	391,201	399,309
Employee Benefits Expenses	2,488,185	2,321,790
Other Operating Costs	462,411	565,267
Branch Services	150,914	83,616
Marketing and Public Relations	385,578	162,497
Auditors Remuneration	27,000	30,050
Office Expenses	323,730	335,166
Insurance	71,036	83,651
Motor Vehicles	49,408	56,704
Bad Debts	11,550	-
Other Administration Expenditure	111,557	156,216
	10,833,518	10,276,265
OPERATING SURPLUS (DEFICIT)	(996,946)	(758,506)
OTHER REVENUE		
Interest	197,927	273,711
Donations & Legacies	94,491	205,429
Other Income	221,430	236,433
Gain/(Loss) on Disposal of Financial Assets	-	70,946
Gain/(Loss) on Disposal of Property, Plant and Equipment	91,266	21,776
	605,114	808,295
SURPLUS (DEFICIT) BEFORE INVESTMENT INCOME AND IMPAIRMENT LOSSES	(391,832)	49,789
Investment income reinvested	338,164	538,641
TOTAL SURPLUS (DEFICIT)	(53,668)	588,430
OTHER COMPREHENSIVE INCOME		
Gain/(Loss) from remeasuring available for sale financial assets	1,927,324	1,440,378
Revaluation of property, plant and equipment	-	3,512,360
TOTAL COMPREHENSIVE INCOME	1,873,656	5,541,168

Statement of Changes In Equity for the year ended 30 June 2014

	ASSET REVALUATION RESERVE	FINANCIAL ASSET RESERVE	RETAINED EARNINGS	TOTAL EQUITY
	\$	\$	\$	\$
Balance at 30 June 2012	-	1,048,275	2,3256,962	24,305,237
CHANGES IN EQUITY				
Other Comprehensive Income	3,512,360	1,440,378	-	4,952,738
Surplus (Deficit)	-	-	588,430	588,430
Balance at 30 June 2013	3,512,360	2,488,653	23,845,392	29,846,405
CHANGES IN EQUITY				
Other Comprehensive Income	-	1,927,324	-	1,927,324
Surplus (Deficit)	-	-	(53,668)	(53,668)
Balance at 30 June 2014	3,512,360	4,415,977	23,791,724	31,720,061

Cash Flow Statement for the year ended 30 June 2014

	2014	2013
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from :		
Meal sales	7,254,454	6,996,602
Government grants	2,837,085	2,731,466
Donations	94,491	205,429
Interest	222,350	273,711
Other sources	300,817	390,781
	10,709,197	10,597,989
Payments for :		
Meal costs	4,346,052	4,404,363
Employment costs	2,436,741	2,321,790
Other costs	3,261,232	2,847,220
	10,044,025	9,573,373
Net cash flows from operating activities	665,171	1,024,616
CASH FLOWS USED IN INVESTING ACTIVITIES		
Proceeds from investment funds drawn down	-	1,000,000
Payments for financial assets	(338,164)	(1,538,641)
Proceeds from sales of property, plant & equipment	160,706	27,693
Purchase of land & buildings	(240,436)	(890,260)
Purchase of plant & equipment	(538,057)	(399,232)
Interest reinvested in financial assets	338,164	538,641
Net cash flows from investing activities	(617,787)	(1,261,799)
Net increase (decrease) in cash	47,384	(237,183)
Cash, cash equivalents and term deposits at the beginning of the year	5,808,195	6,045,378
Cash, cash equivalents and term deposits at the end of the year	5,855,579	5,808,195

Statement of Financial Position for the year ended 30 June 2014

	2014	2013
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	1,056,572	1,065,032
Financial assets	4,799,007	4,743,163
Trade and other receivables	99,316	170,558
Inventories	11,669	6,681
Land and buildings available for resale	120,866	159,218
Other assets	154,192	180,330
TOTAL CURRENT ASSETS	6,241,622	6,324,982
NON CURRENT ASSETS		
Property, plant & equipment	10,966,036	11,156,587
Financial assets	15,530,317	13,264,829
TOTAL NON CURRENT ASSETS	26,496,353	24,421,416
TOTAL ASSETS	32,737,975	30,746,398
CURRENT LIABILITIES		
Trade and other payables	296,575	394,922
Provisions	261,860	249,119
Other liabilities	407,494	218,778
TOTAL CURRENT LIABILITIES	965,929	862,819
NON CURRENT LIABILITIES		
Provisions	51,985	37,174
TOTAL NON CURRENT LIABILITIES	51,985	37,174
TOTAL LIABILITIES	1,017,914	899,993
NET ASSETS	31,720,061	29,846,405
EQUITY		
Retained surpluses	23,791,724	23,845,392
Asset Revaluation Reserve	3,512,360	3,512,360
Financial Asset Reserve	4,415,977	2,488,653
TOTAL EQUITY	31,720,061	29,846,405

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

MEALS ON WHEELS (SA) INCORPORATED
INDEPENDENT AUDITOR'S REPORT

To the members of Meals on Wheels (SA) Incorporated:

We have audited the Concise Annual financial report of Meals on Wheels (SA) Inc. which comprises the statement of financial position and statement of changes in equity as at 30 June 2014 and the statement of comprehensive income, which was derived from the financial report of Meals on Wheels (SA) Inc. for the year ended 30 June 2014. We expressed an unmodified auditor's opinion on that financial report in our independent auditor's report dated 15th September 2014.

Directors' Responsibility for the Concise Annual Financial Report

The Members of the Board are responsible for the preparation and fair presentation of the Concise Annual financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations), the Associations Incorporation Act (SA) 1985 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the Concise Annual financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

Auditor's Opinion

In our opinion the information reported in the Concise Annual financial report is consistent, in all material respects with the financial report from which it was derived. For a better understanding of the scope of our audit, this auditor's report should be read in conjunction with our auditor's report on the financial report of Meals on Wheels (SA) Inc.


HLB Mann Judd
Chartered Accountants


Trevor Hirth
Partner

Adelaide

15th September 2014

HLB Mann Judd (SA Partnership) ABN: 22 640 925 071

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HLB Mann Judd (SA Partnership) is a member of  international. A world-wide organisation of accounting firms and business advisers

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Delivered Meal Services

Meals on Wheels provides a delivered meals service to clients via its branches.

We source meals from a range of production methods. We detail here the branch service type with the number of meals provided; this year, daily average and since the inception of each branch.

Kitchen Based Branches

These Meals on Wheels Kitchens use volunteers to prepare meals at each site and deliver them each day to our clients.

	TOTAL 2013/2014 12 MONTHS	2013/14 DAILY AVERAGE	MEALS SERVED SINCE INCEPTION
Brighton	31,841	128	1,841,881
Burnside	23,276	94	1,396,520
Christies Beach+	44,612	180	1,444,266
Edwardstown	28,888	116	1,500,538
Enfield	17,659	71	1,035,270
Findon	28,331	114	864,548
Gawler	16,681	67	732,642
Glenelg	34,632	140	1,442,366
Henley & Grange	31,024	125	1,454,783
Hindmarsh	12,257	49	1,292,872
Mitcham	31,501	127	1,681,885
Moonta	7,863	32	391,871
Mount Gambier	22,519	91	1,096,175
Norwood	18,207	73	1,214,976
Osborne	21,419	86	861,824
Payneham	14,766	60	1,208,888
Port Adelaide	35,026	141	1,685,115
Port MacDonnell	1,090	4	87,044
Port Pirie	24,116	97	901,658
Prospect	12,477	50	1,061,670
Renmark	12,445	50	561,655
Salisbury	32,513	131	1,091,821
Stirling & District	8,087	33	496,245
Unley	18,035	73	1,433,375
Victor Harbor	16,860	68	790,378
Waikerie	9,018	36	302,455
Warradale*	38,420	155	945,237

West Torrens	20,889	84	1,176,349
Woodville	16,572	67	1,237,255
Yankalilla	4,850	20	180,708
Total	635,874	2,564	31,412,268

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

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

Cook Chill Branches

Meals are prepared fresh each day by our chefs at our Kent Town Meal Production Centre.

They are chilled immediately to seal in freshness, taste and flavour and are distributed to these branches for our volunteers to heat and deliver to clients.

	TOTAL 2013/2014 12 MONTHS	2013/14 DAILY AVERAGE	MEALS SERVED SINCE INCEPTION
Blackwood	12,774	52	231,346
Campbelltown	21,267	86	985,261
Hallett Cove	11,438	46	208,183
Happy Valley	19,626	79	335,761
Modbury	31,441	127	790,921
Mount Barker	7,932	32	436,574
Northfield	17,172	69	432,595
Onkaparinga Valley	3,972	16	241,649
Playford	23,587	95	597,380
Total	149,209	602	4,259,670

Other Meal Services

Meals are prepared fresh each day by our chefs at our Kent Town Meal Production Centre, frozen and delivered to branches so that volunteers can heat and deliver to our clients.

Country Branches

	TOTAL 2013/2014 12 MONTHS	2013/14 DAILY AVERAGE	MEALS SERVED SINCE INCEPTION
Meadows	1,858	7	41,026
Milang	601	2	18,100
Tintinara	273	1	8,054
Two Wells	728	3	28,168
Total	3,460	14	95,348

Delivered Meal Services

Hospital Based Branches

In these branch areas our meals are supplied by third party suppliers such as hospitals and delivered by our volunteers.

	TOTAL 2013/2014 12 MONTHS	2013/14 DAILY AVERAGE	MEALS SERVED SINCE INCEPTION
Aldinga	5,520	22	103,512
Ardrossan	3,257	13	71,270
Balaklava	6,018	24	152,532
Barossa Valley	10,042	40	519,252
Berri	6,072	24	328,258
Booleroo Centre	4,714	19	127,350
Burra	2,167	9	138,102
Ceduna	3,673	15	103,355
Clare	3,202	13	246,708
Cowell	2,750	11	61,902
Crystal Brook	4,172	17	192,865
Cummins	1,212	5	92,302
Eudunda	818	3	80,911
Gilbert Valley	3,427	14	167,837
Goolwa & Districts	6,362	26	164,200
Hamley Bridge	645	3	49,663
Jamestown	3,268	13	184,996
Kadina	8,739	35	331,122
Kapunda	4,740	19	9,758
Laura & Districts	1,877	8	135,621
Maitland	4,074	16	93,969
Mannum	2,655	11	179,800
McLaren Vale	7,925	32	107,618
Millicent	6,361	26	130,463
Minlaton	2,008	8	47,010
Morgan	521	2	61,990
Murray Bridge	14,619	59	850,686
Naracoorte	5,424	22	154,782
Orroroo	2,408	10	14,655
Peterborough	4,809	19	210,089
Port Augusta	10,789	44	602,091
Port Broughton	3,059	12	111,666

Port Lincoln	15,686	63	654,663
Quorn	1,739	7	94,466
Snowtown	2,577	10	94,132
Southern Yorke Peninsula	1,919	8	99,293
Stansbury	604	2	42,210
Strathalbyn	6,074	24	256,488
Streaky Bay	3,512	14	133,061
Tailem Bend	3,126	13	106,652
Tumby Bay	6,310	25	184,215
Wallaroo	5,027	20	279,335
Whyalla	13,923	56	557,455
Willunga	2,020	8	46,361
Wudinna	1,576	6	52,461
Total	211,420	853	8,427,128

Frozen meals through Central Office	833,317
Inactive Branches	1,803,865
Total Number of Meals 2013 - 2014	999,963
Total Meals since Inception	46,831,597

Meals on Wheels SA Incorporated would like to acknowledge and thank the following organisations and individuals for their kindness through donations, bequests and support during the year.

Individuals, Organisations, Companies and Estates who have provided donations include:

- Anonymous Estates & Bequests
- Everyday Hero
- NAB Staff
- Rotary Club of Adelaide
- Royal Show Donations
- Tingira Pty Ltd
- Westpac Community Engagement
- Willis Australia
- Yankalilla Variety Shop

Corporate Supporters who provide donations in cash or kind or are involved in corporate volunteering:

- ANZ Mortgage Solutions
- Bank SA
- Baxter Health Care
- Bernie Lewis Home Loans
- Biogen Idec
- Cap Gemini
- CGU Insurance
- City of Charles Sturt
- Core Fusion
- Cornerstone College
- DMCA Chartered Accountants

- Edwards Marshall
- MLC
- MRS Property
- Naracoorte Pharmacy
- National Australia Bank - Corporate and branches
- QBE
- Saab
- Symes Accountants
- Westpac Lockleys Loan Centre
- and many other organisations and schools across SA, who assist with donations, in kind and volunteering



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