

MEALS 
ON WHEELS

More than just a meal.

2016
ANNUAL
REPORT

VOLLEER

Patron

His Excellency the Honourable Hieu Van Le AC, Governor of South Australia

Board Members

President

Mr L Holmes AM
Mr W Coomans

Vice Presidents

Mrs M McKenzie
Mrs H Richardson
Assoc. Prof. R Penhall

Honorary Treasurer

Mr J Hill PSM

Elected, Delegate and Co-opted Members who served on the Board of the Association in 2015-16

Mrs J Grieve
Ms P Gale
Ms E Hamilton
Mr D Henderson
Mr A Lipschinski
Ms J Low
Mrs C Monck
Mrs S Mudge
Mr P Siebels
Mr J Symonds

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 & Volunteer Acquisition

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

Total meals served
in 2015-2016

1,080,714

Total meals served
since inception

48,122,290

President's Report



Bill Coomans, JP

It is a pleasure to present my first Annual Report as President of Meals on Wheels SA. In so doing, I acknowledge and pay tribute to immediate past President, Leon Holmes AM, who retired from our Board in February 2016. Many of the year's achievements occurred during and as a result of Leon's leadership, and are a testament to his vision for the Association and exemplary carriage of his duties as President and Chair of the Board.

A clear, aspirational vision is essential for any social enterprise. It sets out what the organisation wants to accomplish into the future, and should inspire volunteer members, staff and financial supporters.

Meals on Wheels SA has a vision of... *Well-nourished and independent communities.*

This vision is faithful to that of our founder, Doris Taylor, and continues to have relevance more than 60 years after the establishment of Meals on Wheels SA.

Meals on Wheels SA was delighted to collaborate with the Australian Meals on Wheels Association, to host the National Meals on Wheels Conference in Adelaide in September 2015. This provided an excellent opportunity for a great many of our volunteers and staff to participate in the educational and social programme.

Our Patron of Meals on Wheels SA, His Excellency the Honourable Hieu Van Le AC, opened the conference. As ever, his warmth, humour, and deep understanding of the benefit of Meals on Wheels to Australian society were evident and further increased the esteem in which he is held by our South Australian members.

Other highlights included excellent key note presentations by South Australian of the Year, Dr Gill Hicks, OBE and Meals on Wheels America researcher, Dr Kali Thomas, who presented the results of some seminal research demonstrating

that Meals on Wheels is, indeed, More than Just a Meal.

One of the most important benefits of the National Conference is the opportunity to learn with and from our fellow Meals on Wheels services in other states. Those attending provided excellent feedback on the quality of the programme and speakers, which was the culmination of months of work by our CEO, Sharyn Broer, conference MC Peter Neal, and countless other volunteers and staff who worked tirelessly behind the scenes to ensure a wonderful conference experience was had by all.

We took the opportunity to extend an invitation to our colleagues from Meals on Wheels Japan to participate in the National Conference and renew acquaintances with many Meals on Wheels SA volunteers and branches. A delegation of nine Japanese Board members, service managers and academics spent a week in Adelaide, including Mr Kakuji Hirano, General Manager Meals on Wheels Japan and Prof Hiroyuki Shimuzu of Chiba University, both of whom have long-standing relationships with many Meals on Wheels SA branches and volunteers as the result of earlier visits.

Our purpose

Our purpose, or mission, describes what we are doing and will do to realise our vision. It states the very reason for the organisation's existence:

Meals on Wheels SA supports members of the community to live independently through:

- > the delivery of nourishing meals to maintain health and wellbeing;
- > 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.

Our values

Our organisational values express how we will go about achieving our vision and purpose. During the past year, the Board reflected on the values that were last updated in 2007 and agreed that some subtle adjustments were needed.

The revised values are congruent with our founding and historic values, are consistent with volunteer, staff and community perceptions of Meals on Wheels as an organisation, and set a firm foundation for a strong and ethical organisation into the future.

Meals on Wheels SA is, or acts with:

Respectful

Caring

Collaborative

Positive

Integrity



The Japanese Meals on Wheels delegation at the AMOWA National Conference Dinner

In addition to attending several conference sessions and social events, our Japanese friends visited kitchens and participated in meal deliveries at the Mitcham, Happy Valley and Warradale kitchens. They toured the Kent Town Cook Chill Production Kitchen, met with the Meals on Wheels SA Leadership Group, dined with Past President Mary Davidson AM and then President Leon Holmes AM, along with the Chief Executive Officer, visited a local retirement village and residential care facility, and enjoyed the hospitality of the Bonnici family for a home hosted barbecue. The delegation was most appreciative of our hospitality and is very keen for a reciprocal visit to occur within the next year or two.

Vale Mary Davidson AM

The Board, Management, Staff and Volunteers of Meals on Wheels SA, were saddened by the passing of our esteemed Past President in August 2016. She will be remembered by many for her long and distinguished service.

Once again, we took great pleasure in celebrating volunteer and branch celebrations, milestones and achievements, many of which are published later in this Annual Report. Hundreds of volunteers attended our Meals on Wheels SA birthday celebrations with a Movie Day held at the Capri Cinema, and hundreds more enjoyed the celebration of service of our Life Members at our annual Awardee Luncheon, which I was delighted to host on behalf of President Leon Holmes.

In planning for the future success and sustainability of our Association, the

Board has been focusing on several key activities.

Firstly, initial scoping activities commenced for the acquisition of a new cook-chill production facility to replace the current Kent Town property. The existing property is responsible for the production of some 330,000 meals delivered to Meals on Wheels SA customers annually (31% of total meals), along with small volumes of product sold commercially. Within the current meal supply and distribution model, it plays a critical role for business continuity and production of frozen and specialised meals for the entire kitchen network.

Independent investigations and reports over the past 4 years have indicated that we need to change our central production and distribution facilities as the current Kent Town site can no longer meet organisational needs. The aged property is not fit for purpose, is inefficient, is costly to maintain and repair and has no capacity for further expansion.

At the same time, consideration is being given to locating the corporate administration offices on the same, or a nearby site, for further operational efficiencies and organisational benefit.

The results of the scoping analysis and a firm recommendation to commence acquisition of a new property are expected early in the new financial year.

Secondly, the organisation has continued promotion of our services and volunteering opportunities through a paid advertising campaign. This supplements other marketing and public relations activities, and has been critical

in increasing and maintaining the level of both customer and volunteer enquiries. The impact, since the campaign commenced in 2014, is evident in the charts on the following pages.

Disruption this year to the manner in which older people can access government subsidised services, particularly through the Commonwealth Home Support Program, has made it even more important for Meals on Wheels to be top of mind for potential customers and their families, when they are having difficulty cooking or shopping for themselves.

Subtle improvements have been made to the footage in the television advertisements, along with inclusion of specific invitations for people to enquire about volunteering. We are confident that the campaign has successfully reminded our community of who we are and what we do. What it has lacked is a reason for people to choose Meals on Wheels, compared to other alternatives. To fill this gap, we have completed production of a new commercial, titled 'Our Secret Ingredient', which is ready to launch in July 2016.

Our third focus area has been continued improvement of the meal experience provided by Meals on Wheels. In particular, Meals on Wheels SA has had a lead role in the development of National Meal Guidelines that are being produced by the Australian Meals on Wheels Association.

In April this year, a consultation workshop was held in Adelaide and attended by a diverse group of stakeholders. These comprised branch volunteers, Board members Bob Penhall, Allan Lipschinski and myself, paid workers, academics, dietitians, other delivered meal service providers, community aged care providers, multicultural services and two customers. There was lively discussion about how Meal Guidelines might be used, what should be included and how they might be presented.

Julie Bonnici, General Manager Service Operations, has been one of a small Steering Group leading the development of the National Meal Guidelines, in conjunction with a project team from the University of Wollongong. The Guidelines, once launched later in 2016, will provide a resource for Meals



on Wheels services nationally to plan meal composition, recipes, menus, and presentation. Much of the excellent practice already in place in South Australia has been incorporated into the draft Guidelines.

As mentioned in my opening paragraph, our past President, Leon Holmes AM, retired from the Board in early 2016. Leon had served on our Board for 21 years, nine of those as President. His contributions included raising the standard of organisational governance and approach to investments, which will stand the Association in good stead for the future.

At the Annual General Meeting in October, Vice President Margaret McKenzie also retired from the Board. Margaret had served on the Board since 2008 as an Elected Member, Vice President and Chair of the Services Development (now Branch Operations and Services) Committee. Margaret continues her Meals on Wheels SA voluntary service as Chair of the Norwood Branch and Monday Cook of the Day.

Board member Heather Richardson was elected Vice President at the Annual General Meeting. This created the first of several casual vacancies which the Board filled during the year, in accordance with the Constitution.

Sitting Board member Chris Monck vacated a 1 year Elected Member position to fill the 2 year Elected Member vacancy created upon Heather's election as Vice President. The Board appointed me as President, following Leon's retirement, and appointed co-opted member Bob Penhall as the second Vice President, both for the remainder of the terms of the previous incumbent. The Board welcomed two new members, Ms Ellie Hamilton and Ms Penny Gale, to fill the vacant co-opted member and Elected Member vacancies respectively.

Both Ellie and Penny have made a valuable contribution to the Board in their short tenure this year. More information about each of them is contained in the Board Member Profiles later in this Annual Report.

Our continuing Board members have also provided excellent leadership and oversight of the Association in the past year, and I thank each of them for their enthusiasm and diligence.

We are delighted that His Excellency, the Honourable Hieu Van Le AC has continued in his role as Patron of Meals on Wheels SA, and congratulate him on being made a Companion of the Order of Australia during the year. His Excellency and Mrs Le are welcome

guests at important Meals on Wheels SA celebrations, particularly our Awardee Luncheon, where they regularly charm our volunteers and their guests!

I am pleased to work closely with our Chief Executive Officer, Sharyn Broer, in our shared leadership of Meals on Wheels SA. The Board nominated Sharyn in the Telstra Businesswoman of the Year Awards, this year, and was delighted when she was named a Finalist. This prestigious honour recognises the calibre of our CEO and acknowledges her achievements since joining the Association in 2010.

I congratulate Sharyn, her Leadership Group and staff on delivering a high standard of support and service to our Branches and achieving excellent results this year, in very challenging and complex operating conditions.

In closing, I wish to thank and acknowledge the efforts of our thousands of volunteers, who daily keep our wheels turning. Through our 88 Branches, their Committees who lead the day to day operations, and the volunteers who prepare and/or deliver meals, we have collectively delivered in excess of 1 million meals to members of our community in the past year. That is an achievement worth celebrating!

CEO's Report



Sharyn Broer

Meals on Wheels SA continues to have a marked impact in creating well-nourished and independent communities. Over the past year, our volunteers gave in excess of 500,000 hours and drove over 1 million kilometres to prepare and/or deliver 1,080,714 meals.

Importantly, at lunch time each week day, in all types of weather, the doors of some 4,340 homes across South Australia received a knock at the door or a ring on the door bell, and a cheery greeting from volunteers who offered some friendly social interaction and concern for the wellbeing of our customers. The combined effect of a nourishing meal, social connection and follow up of health concerns has proven and measurable benefits in improving the physical and psychosocial health of older adults – something that our volunteers see for themselves every day.

Meals on Wheels made a difference in the lives of more than 10,000 different customers and their families over the course of the year, with approximately 5,200 individuals actively using our service each fortnight. This illustrates the fact that, for many people, Meals on Wheels is a welcome support during brief periods of illness or recuperation, enabling quicker recovery of health and independence.

Around 90% of our customers were people aged over 65 years. Indeed, the majority of our customers are in their late 80's and 90's! Most of them were eligible for some Australian Government assistance towards the cost of their meals, either as part of a Home

Care Package or through the newly established Commonwealth Home Support Program (CHSP).

Transition to the requirements of the CHSP from those of the former Home and Community Care Program, commenced on 1 July 2015 and created many challenges for our staff, volunteers and customers this year. Our goals for the transition were to maintain continuity of responsive services for consumers and, as an organisation almost entirely reliant on volunteer labour for our operations, to manage the transition without creating unreasonable and unsustainable responsibilities for volunteers.

The biggest change related to the way new customers could be deemed eligible to receive government subsidised services and have their needs assessed. For the majority of customers and types of in-home support, this was to occur solely through the government-controlled My Aged Care gateway. The Australian Meals on Wheels Association had demonstrated the need for people seeking meal services to continue to make direct contact with Meals on Wheels services, start receiving delivered meals, and be subsequently connected with My Aged Care for verification of their eligibility for services, along with a broader assessment of need, if required.

Over the course of the year, Meals on Wheels SA received 5,470 referrals from people requiring our services. This was the highest annual number of referrals on record and 3.4% greater than last year. Of those, fewer than 7% had contacted My Aged Care in the first instance.

To minimise the administrative impact on the 100 volunteer Client Service Coordinators and their assistants, central responsibility was taken for the new additional requirements to interact with the My Aged Care portal to retrieve referrals, send new customer information to the volunteers so they can establish services, and to close the loop once services start.

Additionally, we centralised the new process required to link both metropolitan and country customers to

My Aged Care for eligibility screening and registration.

Centralising these functions was the most cost effective way to manage the changes, however it created the requirement for the equivalent of an extra 1.5 administrative support positions at a cost of more than \$89,000 per annum. We successfully secured a \$70,000 transition grant to defray some of the costs in the first year of operation, but will be required to absorb them into future budgets, with an unfortunate impact on customer pricing.

Meals on Wheels SA also provides support to around 1000 customers who are aged under 65 years. A small South Australian Government Home and Community Care subsidy helps to reduce the amount customers pay for their meals. In the three years since the state became responsible for funding services to people under the age of 65, the demand for services from this group has increased by around 40%, whilst the level of funding has received annual indexation of less than CPI. These people are generally aged over 50 years and experiencing chronic ill health, rather than disability. The Association is continuing discussion with the Department for Communities and Social Inclusion regarding the need for an increase in funding to enable continued provision of meals at affordable prices for some of our more vulnerable community members.

We are committed to the principle of providing services that are accessible, by making meals affordable for current and new customer groups. This year we established a formal procedure for short term fee waivers for people experiencing significant financial disadvantage. This provides interim support to customers who might otherwise forgo purchasing good quality meals.

We continue to explore opportunities to support well nourished and independent communities through services other than our standard meal delivery option. The Test Kitchen social enterprise in Port Augusta has been one successful example of an extended program of activities that increase the



social connections our customers can make at meal times. During Regional Conferences, we have encouraged volunteers to implement small changes that will help to address social isolation, along with capturing some of the long-standing but unsung ways that our volunteers include their customers in social activities.

There was a small increase in demand for delivery of frozen, rather than hot and ready to eat meals in the past year, from 10% to 12% of all meals delivered. Around 8% of all delivered meals support people who require a special diet or texture-modified foods. Meals on Wheels SA is virtually the only organisation that is able to cater for delivered meals for these customers.

Our experienced chefs continue to develop and improve the recipes and menus in use at our volunteer-operated kitchens and our Cook-Chill Production Facility. This ensures that there is a wide variety of options over the five week menu cycle, particularly in the two choices of main course now offered by all but two kitchens. We have especially focused on providing more distinctly seasonal menus incorporating lighter options in summer and heartier fare in the cooler months.

We were delighted to enter into a Memorandum of Understanding with Country Health SA for the supply of some 130,000 meals in total each year to residents of regional and rural communities through 35 local public hospitals. This coincided with the introduction of a new range of dishes and menus implemented by hospitals; many of the new recipes were provided freely by Meals on Wheels. A survey of customers was conducted by Meals on Wheels SA to obtain feedback about the service provided through our hospital-based branches on behalf of ourselves and Country Health SA, in the spirit of continuous quality improvement.

Service quality is of utmost importance to Meals on Wheels SA. During the year, we appointed a Quality, Risk and Safety Administrator to assist with coordinating our state wide systems. This was particularly timely as in April we participated in our mandatory review against the Home Care Common Standards, which occurs every three years. The Final Report of the Australian Aged Care Quality Agency confirmed that Meals on Wheels SA met all 18 quality outcomes contained within the Standards.

Other investments in quality, risk and safety occurred in relation to food safety, police checks, work health and safety,

and customer feedback systems.

To ensure the highest possible standard of food safety amongst our volunteer kitchen teams, we produced a *Food Handling Fundamentals: Guide to food safety procedures* booklet. This resource, developed in consultation with SA Health, provides essential information for all volunteers involved in food handling, and assists Meals on Wheels SA to meet our Food Safety Programme obligations for verifiable training records.

In early 2016 we achieved our objective of ensuring that a current police check was on record for every Meals on Wheels SA volunteer. This policy position, implemented in August 2014, for all volunteers to have a police check, regardless of their role, exceeds the requirements of our government funding agreements and ensures that we are above reproach and maintain our trusted standing in the community. We greatly appreciate the assistance of branch Volunteer Coordinators in conducting 100 point identification checks locally, to streamline the process for our long-standing volunteers. We have also continued our discussions with relevant state government Ministers regarding the need for a single, portable police check for volunteers who are involved with multiple organisations.



Gill Hicks AM OBE, being thanked for her powerful keynote address to the AMOWA National Conference by Sharyn Broer.

Our Work, Health and Safety system focus, this year, has been on hazard identification and reporting, incident reporting, and volunteer inductions. A key tool to assist with early hazard identification is the quarterly worksite inspection, which has been implemented for all branches this year. Volunteers have been diligent in reporting even minor incidents, and this has greatly assisted in identifying trends and patterns for further preventative activities, as well as following up on those, thankfully few, volunteer injuries that occurred during the year.

There was a 75% increase in reported incidents in 2015-16 (119) when compared to 2014-15 (68), due to the increased focus on the need for reports to be made. The 2015-16 data includes all motor vehicle related incidents and non-injury incidents, which had not been accurately counted previously. This year, 83% (99) of reported incidents related to voluntary workers. Thus the injury rate for volunteers is less than 1 in 5000 hours, whilst 13 motor vehicle accidents occurred out of more than 1 million journeys, when travel to and from branches is taken into account along with delivery runs. Lost time injury rates for paid workers remained low, and well below industry averages.

We know that a volunteer's experience is more rewarding if they are trained well to do the job. A revised Volunteer Handbook was produced and posted to all active volunteers during the year. It includes a comprehensive section on Work Health and Safety, along with new sections outlining the Code of Conduct and Fit for Work declarations, and updated sections for kitchen volunteers and those undertaking meal deliveries. This is supported by detailed volunteer induction checklists and a suite of videos demonstrating safe work procedures.

Customer feedback is critical in identifying and addressing areas that require improvement. We upgraded the former Complaints Management System and re-named it the Feedback Management System, enabling it to capture both positive and negative feedback and to enhance its reporting functionality.

Many of these quality improvement initiatives were outlined during our series of Regional Workshops. Seven Regional Workshops were scheduled during the 2016 calendar year, providing a valuable opportunity for branch volunteers to update their knowledge of Meals on Wheels SA processes and procedures and interact with fellow volunteers and staff.

Our investment in our Meals on Wheels branches, in terms of facilities, funds, and people, has further increased this year.

Major works have been undertaken at the Moonta kitchen, to enhance the production of meals for the Moonta, Wallaroo and Kadina branches. A new volunteer office and meeting outbuilding is under construction, enabling the expansion of the kitchen working area under the main roof.

Our investment in solar panels for our kitchens continued, with a further four units installed this year, bringing the total to 13 of 39 kitchens. Since 2013, the Association has spent almost \$150,000 on this project, with some funds provided through bequests and a major donation from Nyrstar for the unit installed at the new Port Pirie kitchen. The results have been an average 20% reduction in power use across the year and 50% cost saving on the summer power bills at most sites.

We auspiced the maximum allowable 20 branch applications, each of \$5,000, in the annual federal Volunteer Grants round. All applications were successful, and have funded equipment such as first aid kits and multimedia screens used for training purposes, and volunteer driver reimbursements.

In collaboration with and at the request of the Christies Beach Branch Committee, we commenced our first trial of a part time paid worker coordinating specific activities that would otherwise have needed to be undertaken by volunteers. As the largest Branch and kitchen, producing and delivering more than 200 meals/day on average, there was the critical mass to justify ongoing paid worker support.

This initiative aligns with our strategic objective to develop fewer, optimally sized and appropriately resourced branches and kitchens within the metropolitan area, which is vital for our long term sustainability. Similarly, branch catchment boundaries in the western metropolitan region were revised, preliminary to the merger of the Woodville and Findon branches, which will occur early in the new financial year, resulting in one less kitchen in that region and more robust meal production numbers at the remaining kitchens. Temporary relief was achieved for the rapidly growing Modbury branch by assigning one route to the Northfield branch and another to the Salisbury branch whilst options for the future facility requirements of Modbury are assessed and an action plan developed.

We maintained a high level of community awareness through our

promotions and marketing activities. The health of our brand has never been better, with 98% unprompted awareness and 97% approachability. Pleasingly, the emotional drivers for using our services are becoming more prevalent in survey responses. As outlined earlier, the impact of the My Aged Care gateway means that it is more important than ever for older people, and their families, to be aware of Meals on Wheels and the benefits of our services. Our television commercials were updated and ran slightly less often over the year. We also updated our four minute orientation video and increased our social media activity. We had a presence at the Royal Show and had a great many positive stories in state and local newspapers, along with radio interviews and television news items.

The complex financial and information management needs of the organisation received continued investment and focus. New, web-based systems for managing customer services are active in 8 branches, following development of an interface with our accounting package for customer payment functions. The volunteer management module is currently in development. Hardware and servers have been upgraded to enable a more flexible platform for our geographically

distributed group of system users, particularly the ability to access key information and data from any internet-enabled device.

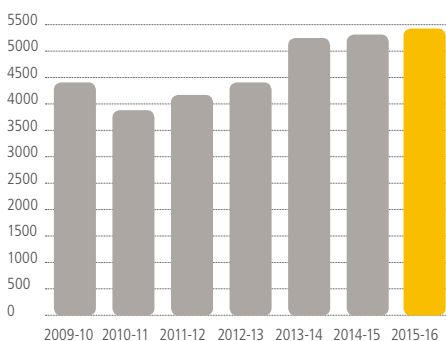
We also invested in the capacity of Central Office to provide support to branches. This included a project to assess opportunities to streamline internal transactions and cash flow within the organisation, creation of the Quality, Risk and Safety Administrator role, continuation of the part time Kitchen Support Officer position, hiring another qualified chef at Kent Town, and allocating additional casual employee hours to maintain capacity to undertake timely client assessments and support branch financial functions. Critically, to support effective execution of our strategic activities, we focused on developing the project management capability of the organisation by training a large group of senior staff in the PRINCE2® project management framework.

It is worth noting that the Burra Branch decided to donate the \$5,673 balance in its holding account to general revenue within Meals on Wheels SA. Holding accounts are funds raised locally that are managed centrally and reported in the balance sheet as cash at bank (term deposits).

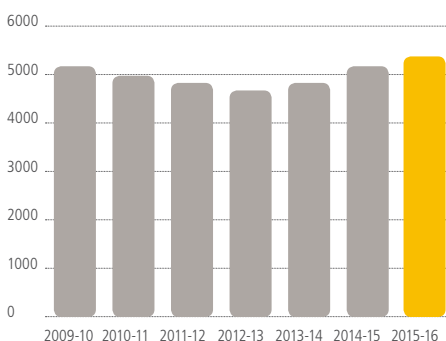


CEO's Report

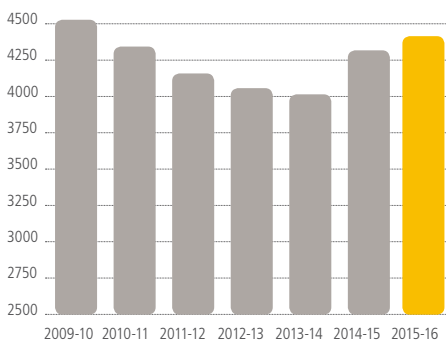
Number of Clients Referred for Meal Services



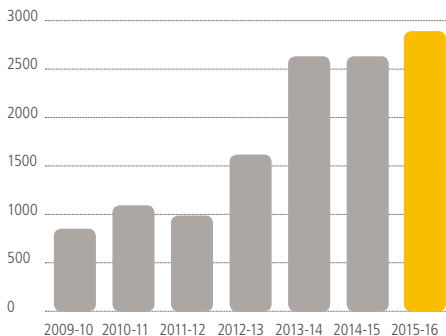
Average Number of Active Clients Per Month



Average Meals Per Day



Volunteer Enquiries Per Year



The resultant accounting entry makes no change to the cash position of the Association but it is helpful that, rather than keeping funds in trust for use by a specific branch, they are made available for use by the wider Association, as required. The branch took this decision in the knowledge that the Association would fund equipment and services in the area, in future, as required.

The Association faces an ongoing challenge in recruiting and retaining sufficient volunteers to operate our current service delivery model. Whilst the volunteer vacancy rate varies considerably between branches, even those which are close neighbours, we have maintained record high levels of enquiry regarding volunteer positions, driven largely by our promotional activities. New volunteers are asked to commit to volunteering for at least three months, and this has significantly boosted the rate of retention, with 87% remaining after 6 months and more than 80% remaining for at least 12 months.

We leveraged the Australian Government's Work for the Dole scheme, with initial placements focusing on kitchen volunteers and expansion to driver/deliverer roles, particularly in major country centres, on the strength of our systems and procedures. Our engagement in this program is generating positive benefits for branches, in filling perennially vacant positions, along with a small income stream which more than covers the costs involved in administering the program. Pleasingly, participants have tended to continue to volunteer with branches after their initial 6 month placement has concluded.

Our partnership with businesses for corporate volunteering continues to grow, and we were pleased to welcome the 7th Battalion RAR and RAAF Edinburgh as corporate volunteers in the north and east of Adelaide. Our branches also hosted some 500 secondary school students undertaking community service volunteering placements throughout the year. This commitment to instil the value of volunteering on our younger citizens is often unheralded but creates immense community value, with Meals on Wheels SA being one of the largest of the few organisations that offer this opportunity.

We thank the businesses and individuals who supported Meals on Wheels SA through donations in the past year.

We further developed our income stream from the sale of food items produced at Kent Town. At this early stage of development, the objective has been to break even as sales channels and products are established. The current limitations of our Kent Town site have introduced some challenges in meeting market expectations for packaging and shelf life of chilled products, and we intend to maintain a very low key business development strategy for this activity over the next year.

I am blessed to work with an incredibly capable and committed group of managers and staff who regularly go above and beyond expectations to serve our customers and our branch volunteers. They have earned and deserve thanks and recognition for their important contribution to the work of Meals on Wheels SA. Several times during the year our ranks have thinned, temporarily, due to unexpected ill health and other absences, and the entire team has pulled together to ensure that our service levels were unaffected. Thankfully, we are back at our full complement for the beginning of the new financial year.

As our President has noted, this has been a year of Board renewal. I was honoured to work closely with Leon Holmes AM for more than five years, and greatly valued his advice, direction and professional and personal support over that time. Similarly, I am delighted to be working closely with Bill Coomans and his excellent group of Board members, who diligently oversee the activities of our Association and continually encourage us all to strive towards our vision.

In closing, I wish to thank each of our volunteers and particularly our Branch Committees, for their work in making sure that more than one million meals were delivered to South Australian homes last year. You make an incredible difference to the lives of so many in your communities – thank you all.

Branch Milestones



- Brighton
- Henley & Grange
- Unley



- Berri



- Balaklava
- Christies Beach
- Crystal Brook



- Cummins
- Quorn
- Snowtown
- Strathalbyn



- Ceduna
- Morgan
- Port MacDonnell



- Two Wells

Meal Delivery Milestones



- Christies Beach
- Glenelg
- Henley & Grange



- Warradale



- Blackwood



- Crystal Brook



- Maitland

Recognition of our Volunteers

Medal of the Order of Australia (OAM)

Francis Barrett *Unley*
 John Sandland *Peterborough*
 Kingsley Paul *Onkaparinga Valley*
 Marjorie Thornton *Victor Harbor*
 Murray Schache *Mannum*

Australia Day Council Senior Citizen of the Year

May Beare *Whyalla* (retired)

Australia Day Council Citizen of the Year

Sue van der Heul *Millicent*
 Carlene Cook *Minlaton*
 Helen Martin *Minlaton*
 Roger Morgan *Maitland*

Pride of Australia Medal Community Spirit Awardee

Walter Silzer *Norwood*

Marion Council Unsung Heroes Award

Mary Lynch *Brighton*

Australia Day Council Office for the Status of Women – Women Hold Up Half The Sky Award

Judith Wirtz *Warradale*



Warradale's Judith Wirtz, received a commendation in the 2016 SA Australia Day Council Awards "Women Hold up Half the Sky Award". The award was presented at Government House by Volunteers Minister Zoe Bettison.



Past President Leon Holmes AM with wife Sandy at a farewell lunch where he received an engraved Jam Factory MoWSA Plate.



Service Awards

For Calendar Year 2015

55 Years

Brighton Uniting Church, *Brighton*

50 Years

Christie, Ruth *Renmark*
Elizabeth Lutheran Ladies *Salisbury*
Gluyas, Beverly *Wallaroo*
Jaeschke, Nancy *Port Pirie*

45 Years

Angas, Janet *Clare*
Beames, Betty *Clare*
Crick, Joyce *Prospect*
Eckert, Beryl *Jamestown*
Fairhead, Margaret *Brighton*
Haysman, Coralie *Clare*
Johnson, Barbara *Naracoorte*
Parbs, Gwen *Murray Bridge*
Pearse, Beryl *Clare*
Schick, Joan *Murray Bridge*
Schubert, Helen *Murray Bridge*
Tiver, Jan *Burra*
Williams, Pat *Henley and Grange*
Worden, Pat *Crystal Brook*

40 Years

Altmann, Kathleen *Quorn*
Altus, Clair *Barossa Valley*
Bennett, Barbara *Campbelltown*
Bishop, Jill *Strathalbyn*
Bockmann, Jenifer *Barossa Valley*
Bowden, Maxine *Strathalbyn*
Bradbrook, Shirley *Campbelltown*
Britza, Rita *Quorn*
Crozier, Annette *Renmark*
Davis, Eryri *Peterborough*
Dougall, Pamela (Kay) *Murray Bridge*
Duell, Ann *Mount Barker*
Dunsford, Eunice *Crystal Brook*
Everett, Sandra *Quorn*
Fiedler, Pat *Kadina*
Hancock, Joan *Quorn*
Hand, Sue *Modbury*
Hannigan, Marion *Quorn*
Hayman, Nancy *Snowtown*
Haynes, Marjory *Naracoorte*
Healey, Barbara *Prospect*
Hilder, Daphne *Quorn*
Hilder, Phyllis *Quorn*
Keatley, Patricia *Naracoorte*
Kennedy, Margaret *Ardrossan*
Kidman, Patricia *Naracoorte*
Klaassens, Joyleen *Mount Gambier*
Mildwaters, Ruth *Kadina*

Offe, Lorna (Margaret) *Willunga*
Player, Yvonne *Quorn*
Roberts, Heather *Quorn*
Roebby, Val *Quorn*
Schache, Murray *Mannum*
Schache, Raeleen *Mannum*
Stephenson, Val *Quorn*
Symonds, Norah *Stirling*
Tonissen, Joyleen *Salisbury*
Tugwell, Mary *Campbelltown*
Van Den Ende, Marleine *Peterborough*
Warnest, Margaret *Murray Bridge*
Weatherstone, Caroline *Yankalilla*

35 Years

Altorfer, Shirley *Port MacDonnell*
Barrington-Case, Josephine *Clare*
Beer, Lorraine *Ardrossan*
Bennett, Suzanne *Naracoorte*
Bills, Frances *Gawler*
Bishop, Yvonne *Booleroo Centre*
Collins, Margaret *Crystal Brook*
Collins, Maureen *Mitcham*
Cutting, Jill *Port MacDonnell*
Ellis, Gae *McLaren Vale*
Gibb, Helen *Jamestown*
Girdham, Muriel (Dolly) *Booleroo Centre*
Gleed, Margaret *Port MacDonnell*
Griffiths, Joy *Gilbert Valley*
Higgs, Shirley *Port MacDonnell*
Kleinig, Elizabeth (Liz) *Eudunda*
Latz, Joan *Eudunda*
Lawler, Dawn *Port MacDonnell*
Lightbody, Barbara *Port MacDonnell*
Lockwood, Val *Tumby Bay*
Malcolm, Lyndall *Christies Beach*
Marsh, Tony *Woodville*
McCallum, Avis (Jessie) *Booleroo Centre*
McLachlan, Jan *Burnside*
Nottle, Jean *Booleroo Centre*
Pannell, Betty *Port MacDonnell*
Perryman, Beverley *Port MacDonnell*
Pfitzner, Jeanette (Heather) *Naracoorte*
Pinyon, Janet *Renmark*
Plevin, Ruth *Port Lincoln*
Richardson, Elizabeth *Mount Gambier*
Rotary Club of Regency Park *Prospect*
Salter, Kathleen *Clare*
Scott, Joan *Clare*
Smith, Charlotte *Port MacDonnell*
Smith, Dorothy *Whyalla*
Tressider, Veronica (Pearl) *Tumby Bay*
Williams, Louie *Strathalbyn*
Wilson, Margaret *Port MacDonnell*
Winter, Kathleen *Wallaroo*

30 Years

Andrew, Sue *Waikerie*
Barlow, Helen *Cowell*
Boots, Phyllis *Brighton*
Boylan, Mary *Wudinna*
Brown, Colleen *Willunga*
Byrne, Mary *Gilbert Valley*
Chapman, Shirley *Mount Gambier*
Coombe, Joan *Mount Gambier*
Cowin, Joan *Woodville*
Davies, Florence *Port Lincoln*
Fairlie, Margaret (Evelyn) *Gawler*
Francis, June *Streaky Bay*
Gray, Kath *Mount Gambier*
Henderson, Elizabeth (Betty) *Jamestown*
Hunter, June *Mannum*
Ingham, Beryl *Port Adelaide*
Jones, Lawrence (Jim) *Clare*
Klante, Lydia *Wudinna*
Klingberg, Louisa *Cowell*
Klingberg, Lee *Cowell*
Klose, Heather *Barossa Valley*
Lambert, Kay *Gilbert Valley*
Lymn, Rosemary *Wudinna*
Murray, Thelma *Whyalla*
Peek, Lois *Edwardstown*
Pfeiffer, Sally *Barossa Valley*
Pringle, James (Jim) *Wudinna*
Pringle, Shirley *Wudinna*
Prior, Marion *Kapunda*
Raggatt, James (Jim) *McLaren Vale*
Rotary Club of Kidman Park *Findon*
Safrazian, Raffi *Payneham*
Smith, Joylene *Cowell*
Stewart, Jenny *Balaklava*
Taylor, Beverly *Booleroo Centre*
Taylor, Claire *Burra*
Thomas, Barbara *Christies Beach*
Way, Gaynor *West Torrens*
Webster, Avis *Burra*
Westlake, Mary *Wudinna*
White, Mary *Berri*
White, Faye *Clare*
Wiseman, Coral *Cowell*

25 Years

Adams, Sylvia *Naracoorte*
Arnold, Margaret *Blackwood*
Bahlin, Barbara *Unley*
Bartley, Jean *Port Lincoln*
Bayne, Kathleen *Barossa Valley*
Bird, Flora *Naracoorte*
Boehm, Joyce *Stirling*
Bowman, Kathryn *Salisbury*
Brown, Betty *Warradale*
Carr, Margaret *Cummins*

Carter, Alan *Stirling*
 Collins, Arthur *Victor Harbor*
 Collins, Doreen *Victor Harbor*
 Collyer, Peter *Warradale*
 Curran, Yvonne *Warradale*
 Docherty, Jane (Jean) *Whyalla*
 Evans, Barbara *Stirling*
 Fahey Josephina *Moonta*
 Fairlie, Elizabeth *Warradale*
 Feirclough, Margaret *Mount Barker*
 Filsell, Gail *Yankalilla*
 Fraser, Carlene *Tumby Bay*
 Gould, Thelma *Port Pirie*
 Gray, Cheryl *Blackwood*
 Green, Janice *Warradale*
 Harris, Marilyn *Edwardstown*
 Healy, May *Happy Valley*
 Helbers, Karma *Kapunda*
 Hignett, Maralyn *Naracoorte*
 Hope, Carol *Clare*
 Huppatz, Josie *Clare*
 Johnson, Eileen *Port Lincoln*
 Kranz, Bryan *Henley and Grange*
 Lally, Maureen *Clare*
 Laucke, Mary *Eudunda*
 Lauterbach, Heather *Victor Harbor*
 Lawson, Janet *Naracoorte*
 Lock, Maureen *Mount Gambier*
 MacManus, Catherine *Whyalla*
 Maloney, Mary *Quorn*
 Maschmedt Robert *Mitcham*
 McMahon, Marlene *Port Augusta*
 Michael, Betty *Balaklava*
 Michell, Leone *Whyalla*
 Modra, Judith *Stansbury*
 Mohr, Nerine *Edwardstown*
 Mudge, Shirley *Waikerie*
 Nicholls, Marie *Gilbert Valley*
 Obst, Ros *Prospect*
 Offe, Betty *Campbelltown*
 Pallant, Sonja *Naracoorte*
 Parkes, Judy *Victor Harbor*
 Pickering, Glenys *Glenelg*
 Pope, Ann *Warradale*
 Quinn, Fay *Warradale*
 Rice, Janet *Stirling*
 Rotary Club of Whyalla *Whyalla*
 Rowe, Joan *Murray Bridge*
 Ruis, Boukje (Connie) *Moonta*
 Spyksma, Mona *Warradale*
 Stevens, Laura *Booleroo Centre*
 Stubberfield, Mary *Unley*
 Tarca, Silvia *West Torrens*
 Telfer, Hilda (Lillian) *Clare*
 Thiele, Pauline *Murray Bridge*
 Twartz, Roz *Strathalbyn*
 Wallace, Maxine *Burnside*
 Ward, Audrey *Warradale*
 Way, Gwendoline (Joy) *Prospect*
 Wellington, Margaret *Naracoorte*
 Whitbread, John *Blackwood*

White, Stan *Blackwood*
 White, Valerie *Payneham*
 Winter, Carolyn *Unley*
 Wirtz, Judith *Warradale*
 Woodhouse, Jan *Edwardstown*

20 Years

Abrahams, Gawa *Norwood*
 Arnold, Pat *Burnside*
 Arnold, Sharon *Cummins*
 Atkins, Elaine *Murray Bridge*
 Baggs, Maureen (Joan) *Aldinga*
 Bain, Ann *McLaren Vale*
 Barra, Joan *Edwardstown*
 Bennett, Maureen *Victor Harbor*
 Bessen, Marilyn *Port Pirie*
 Bester, Terry *Laura & Districts*
 Boord, Jannette *Naracoorte*
 Booth, Maggie *Christies Beach*
 Bott, Helen *Murray Bridge*
 Bowman, Keith *Clare*
 Bristow, Brian *Port Lincoln*
 Busch, Margaret *Enfield*
 Bussenschutt, Barbara (Janice) *Kadina*
 Butler, Fay *Port MacDonnell*
 Byrne, Jenny *Blackwood*
 Claughton, Margaret *Modbury*
 Colliver, Cynthia *Kadina*
 Courtney, Vicki *Murray Bridge*
 Crettenden, Paulene *Cowell*
 Croft, Lesley *Victor Harbor*
 Dohnt, Susan *Port Adelaide*
 Dry, Errol *Stansbury*
 Edwards, Eileen *Renmark*
 Francis, Mary *Brighton*
 Fry, Graeme *Port Augusta*
 Fulwood, Myra *Jamestown*
 Gilligan, Jan *Burnside*
 Gillyon, Jacky *Salisbury*
 Golding, Margaret *Strathalbyn*
 Goldsworthy, Fay *Campbelltown*
 Govan, Dean *Warradale*
 Groth, Jane *Berri*
 Hack, Anthony (Tony) *Campbelltown*
 Hall, Alan *Barossa Valley*
 Hall, Maria *Jamestown*
 Hall, Leslie (Gay) *Murray Bridge*
 Halleday, Lorraine *Mount Gambier*
 Hancock, Jeff *Murray Bridge*
 Handke, Rosalie *Salisbury*
 Hands, Susan *Salisbury*
 Hayward, Patricia *Kapunda*
 Hazelhurst, Marlene *Northfield*
 Hehir, John *Modbury*
 Helbers, Robert (Bob) *Kapunda*
 Hoffmann, Beverley *Barossa Valley*
 Hollis, Shirley *Woodville*
 Jennings, Chris *Mount Gambier*
 Judd, Raelene *Mount Barker*
 Kirkham, Cynthia *Christies Beach*
 Klemm, Yvonne *Laura & Districts*

Koch, Wendy *Barossa Valley*
 Laffin, Patricia *Berri*
 Larg, Margaret *Modbury*
 Larsson, Eva *Northfield*
 Larsson, Robert *Northfield*
 Lewis, Kim *Prospect*
 Loveridge-Aistrope, Margurete *Milang*
 Marks, Alec *Glenelg*
 Marriott, Barbara *Burnside*
 Masters, Brian *Port Augusta*
 Matthews, Maureen *Christies Beach*
 McIntyre, Sylvia (Dianne) *Enfield*
 McKenzie, Margaret *Strathalbyn*
 Michelmore, Dean *Victor Harbor*
 Milde, Patricia *Henley and Grange*
 Miller, Margaret *Barossa Valley*
 Miller, Barbara *Clare*
 Miller, Hilary *Waikerie*
 Moyle, Maxwell *Northfield*
 Muller, Iris *Crystal Brook*
 Mur, Jean *Stirling*
 Murrell, Chris *Goolwa*
 Mustillo, Mario *Millicent*
 Mustillo, Pietertje (Nelly) *Millicent*
 Nielsen, Maree (Ree) *Ceduna*
 Noble, Margaret *Norwood*
 O'Connor, Veronica (Fay) *Mount Gambier*
 Osborne, Gina *Gawler*
 Oxley, Moira *Mount Gambier*
 Palmer, Kirsty *Port Broughton*
 Patterson, Yvonne *Murray Bridge*
 Pegg, Suzanne *Victor Harbor*
 Perryman, Sharon *Port MacDonnell*
 Peters, Judith *Northfield*
 Polkinghorne, Ken *Stirling*
 Ralston, Bette *West Torrens*
 Reid, Jean *Balaklava*
 Richards, Barbara *Mitcham*
 Robinson, Joan *Balaklava*
 Robinson, Aileen *Jamestown*
 Robinson, Stuart *Mount Barker*
 Rogers, Dzidra *West Torrens*
 Scarman, Eleanor (Elly) *Port Pirie*
 Schroeter, Trudy *Onkaparinga Valley*
 Schuster, Beth *Goolwa*
 Searle, Elizabeth *Mitcham*
 Sellar, Elaine *McLaren Vale*
 Serdirivic, Mihovilka "Milka" *Mount Gambier*
 Sims, Hartley (Ray) *Orroroo*
 Slade, Margaret *Jamestown*
 Smart, Bernard *Meadows*
 Smith, Margaret *Cowell*
 Stagg, Rhonda *Booleroo Centre*
 Stevens, Margaret (Anne) *Mount Gambier*
 Stokes, Shirley *Mount Barker*
 Stranger, Judith (Rae) *Brighton*
 Talbot, Audrey (Joan) *Jamestown*
 Taylor, Jeanette *Booleroo Centre*
 Thomas, Edna (Joyce) *Norwood*

Service Awards

Thompson, Alan *Victor Harbor*
Thomson, Val *Laura & Districts*
Thorp, Margaret *Christies Beach*
Tucker, Andrea (Jill) *Glenelg*
Turner, Paul *Hindmarsh*
Vaughan, Anthony *Mount Barker*
Vieraitis, Vince *Campbelltown*
Wakefield, Phyllis *Osborne*
Warren, Julie *Prospect*
Way, Graham *Prospect*
Way, Lucie *Prospect*
Weir, Brenda *Christies Beach*
Williams, Jack *Strathalbyn*
Young, Pam *West Torrens*

15 Years

Allen, John *Warradale*
Ambrose, Margaret (Peggy) *Port Adelaide*
Ash, Lewis *Blackwood*
August, Kaye *Hallett Cove*
Averay, Raylene *Playford*
Axon, Lucy *Berri*
Bacon, Sharyn *Blackwood*
Bain, Mary *Peterborough*
Barr, Laurel *Balaklava*
Beaumaris, Lynne *Burnside*
Beckmann, Priscilla *Blackwood*
Bird, Angela *Happy Valley*
Bird, Keith *Waikerie*
Bird, Yvonne *Waikerie*
Blades, Lila *Berri*
Bockmann, Kevin *Barossa Valley*
Brice, David *Onkaparinga Valley*
Bruce, Wendy *Kadina*
Buffon, Ada *Millicent*
Burford, Daphne *Naracoorte*
Burgemeister, Roma *Renmark*
Campbell, Margarette *Burnside*
Carter, Helen *Port Broughton*
Case, Pam *Mount Gambier*
Case, Pam *Mount Gambier*
Cattermole, Roxanne *Port Pirie*
Cenko, Helen *Renmark*
Clark, Maurice *Prospect*
Clarke, Avis *Booleroo Centre*
Coad, Judith *Port Broughton*
Coles, John *Payneham*
Combe, Vivienne *Crystal Brook*
Cook, Judy *Salisbury*
Davey, Heather *Gilbert Valley*
Donders, Elly *Mannum*
Dow, Wendy *Laura & Districts*
Durrans, Carol *Happy Valley*
Earle, Robert *Brighton*
Eime, Margot *Brighton*
Fidock, Ian *Osborne*
Fiedler, Keith (Doug) *Kadina*
Fitzpatrick, Barbara *Port Broughton*
Francis, Gaynor *Burnside*
Gamlin, Christine *Mitcham*

Gaskell, Beverley *Mannum*
Gaskell, Des *Mannum*
Gilbert, Beryl *Laura & Districts*
Giles, Grace *Findon*
Giles, Jim *Findon*
Gill, Yvonne *Hallett Cove*
Graetz, Melva *Barossa Valley*
Gray, Margaret *Millicent*
Gregory, Leon *Brighton*
Grose, Margit *Glenelg*
Gutsche, Sandy *S.Y.Peninsula*
Hall, Doreen *Cummins*
Hankey, Christine *West Torrens*
Harradine, Christine *Tumby Bay*
Harris, Lynette *Warradale*
Hewett, Annette *Port Broughton*
Higgins, Terence *Laura & Districts*
Hough, Thomas *Warradale*
Howard, Miriam *Gawler*
Hughes, Donald *S.Y.Peninsula*
Hughes, Kay *Tailem Bend*
Hulbert, Michael *Warradale*
Humby, Anna *Port Lincoln*
Hunter, Jan *Norwood*
Jablonskas, Adomas (Adam) *Brighton*
Jackson, Rosanne *Blackwood*
Jenner, Pat *Clare*
Jennings, Audrey (Margaret) *Berri*
Jesser, Jill *Port Lincoln*
Johnson, Margaret *Stansbury*
Jolley, Beverley *Mount Gambier*
Jolley, Karen *Port Augusta*
Jones, Elizabeth *Blackwood*
Keast, Margaret *Gilbert Valley*
Koch, Pam *Balaklava*
Lamond, Gaynor (Gaye) *Balaklava*
Lavender, Karen *Blackwood*
Lewis, Tony *Glenelg*
Longshaw, Barry *Booleroo Centre*
Longshaw, Leonne *Booleroo Centre*
Luke, Wendy *S.Y.Peninsula*
Madge, Julian *Norwood*
Maitland, Marian *Brighton*
Marshall, Raymond (Stuart) *Mount Barker*
Martin, Aileen *Murray Bridge*
Martin, Jeffrey *Murray Bridge*
Mashford, Graham *Ardrossan*
Mathews, Ansel *Edwardstown*
Maywald, Rita *Waikerie*
McDonald, Irma *Port MacDonnell*
McKay-Gill, Helene *Kadina*
McQuade, Joan *Mount Gambier*
McWaters, Zoe (Bev) *Morgan*
Miles, Mary *Hindmarsh*
Milner, Elizabeth *Brighton*
Mitchell, Judith *Meadows*
Monaghan, John *Stansbury*
Morris, David *Victor Harbor*
Mudge, Ellen *Jamestown*
Murphy, Pat *Glenelg*

Naylor, Pamela *Mitcham*
Nicholls, Leeann *Booleroo Centre*
Norton, Sandra *Whyalla*
Offord, Jill *Warradale*
Oram, George *Happy Valley*
Owen, Garth *Henley and Grange*
Packer, Helen *Unley*
Perry, Pauline *Milang*
Peters, Robert *Northfield*
Puiatti, Leah *Millicent*
Raftery, Joan *Glenelg*
Redman, Elizabeth (Liz) *Millicent*
Richardson, Cynthia *Barossa Valley*
Russell, Maureen *Mitcham*
Ryan, Joylene *Balaklava*
Ryan, Ruth *Payneham*
Schubert, Margaret (Elaine) *Glenelg*
Schubert, Shirley *Murray Bridge*
Schultz, Harvey *Onkaparinga Valley*
Scott, James (Jim) *Clare*
Seal, Elaine *Wudinna*
Seiver, Mark *Walleroo*
Semler, Joy *Snowtown*
Sexton, Joan *Prospect*
Sexton, Tony *Prospect*
Shaw, Lindsay *West Torrens*
Smith, Mary *Happy Valley*
Smith, Dawn *Stansbury*
Sparnon, Susan *Henley and Grange*
Sporer, Kathryn *Millicent*
Starr, Helen *Hindmarsh*
Steele, John *Salisbury*
Stewart, Geoff *Tumby Bay*
Stuckey, John *Millicent*
Taplin, Helen *Port Broughton*
Taylor, Coralie *Balaklava*
Thompson, Josie *Balaklava*
Thompson, Jenny *Quorn*
Thompson, Shirley *Renmark*
Travers, Anne *Henley and Grange*
Trewartha, Jennifer *Moonta*
van de Water, Hendrikus (Hank) *Port Adelaide*
Vivian, Les *Strathalbyn*
Voss, Ingrid *Hamley Bridge*
Voumard, Lorraine *Port Lincoln*
Walker, Thomas *Playford*
Walter, Margaret *Cummins*
Warren, David *Renmark*
Watson, Valerie (Elaine) *Millicent*
Waye, Madeline *Port Adelaide*
Welk, Margaret *Happy Valley*
Wesselingh, Susanne *Stirling*
Whitrod, Aylis *Edwardstown*
Whittington, Helen *Glenelg*
Williams, Vonne *Moonta*
Wing, Barbara *Unley*
Winneke, Carol *Northfield*
Wood, Donny *Victor Harbor*
Woolford, Jill *Murray Bridge*

Board Members and Committees

President/Chair to Feb 2016:

Leon Holmes AM

Leon has more than 20 years 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 retired from Meals on Wheels SA and is Past Chair of the Board's Executive Committee, Governance & Nominations Committee, Finance, Audit & Risk Management Committee and ex-officio member of all other Board Committees.

Vice President / President/Chair from Feb 2016:

Bill Coomans JP

Bill retired from full time employment with the federal government initially in electronic engineering and finally as State Manager of a federal authority. Since 1970 he has been a community volunteer mostly in leadership roles which included Rotary, is a current member of Lions and he was an elected member with the cities of Marion and Onkaparinga, part of this time as a deputy Mayor. He was chair of Happy Valley Meals on Wheels Branch for many years and has provided extensive service to our Board on most of its committees. He is also currently a member of the Australian Meals on Wheels Board

Vice President: Retired Oct 2015

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, Over her 9 years on the Board as a member and vice president, Marg contributed to the Board's strategic planning and decision making; chaired the Branch Operations and Services Committee for 6 years; and was a member of both the Executive and the Governance and Nominations Committees. Marg remains an appointed member on the Board's Governance and Nominations Committee and continues as Chair of Norwood Kitchen.

Hon Treasurer:

John Hill B Ec PSM

John has extensive and distinguished experience in finance and governance in the public sector, 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.

Branch Representative:

Allan Lipschinski, Whyalla

Allan commenced volunteering with MoWSA in 2008 and is currently Chair of the Whyalla branch. He has retired from Des's Cabs where he was Workshop Manager, and was an Ambulance Officer in Adelaide and Whyalla for 17 years as well as a volunteer Ambulance Officer for 21 years. Allan is a past Chair/Treasurer of the Dirt Circuit Association, a past President and Life Member of the Whyalla Car Club and a past Chair/Committee member of the Scott Street School Council.

Branch Representative:

Julie Low, Port Lincoln

Julie is Chair of Port Lincoln Meals on Wheels Branch, so understands and appreciates how our service assists a significant number of people in the community. Julie has spent some 20 years in local government, the last 7 as Mayor, which provides solid understanding of the importance of governance, the role of a board member and the critical role and value of volunteers. Her 40 years in the Port Lincoln region has seen her involved with numerous local community groups. Julie and partner Bruce Green enjoy the relaxed lifestyle their region has to offer.

Elected Member/Branch

Representative:

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, Assistant Client Services Coordinator, Secretary, Vice Chair, and past branch Chair. Chris has been a member of the Cook Chill Committee and Constitution Review Committee, and is currently a member of the Governance & Nominations Committee and served on the National Conference Planning Committee.

Branch Representative:

Shirley Mudge, Waikerie

Shirley has held most Branch Officer positions in the Waikerie branch since commencing in 1990, and is currently Chair. She was a Board member from 2011-2013 as a Branch Representative. Shirley has worked in aged care in the Barossa Valley and Waikerie. She is currently a Schools Officer at Waikerie Lutheran Primary School, working mainly in the library. Shirley is a Level 2 sports trainer at her local football club and has assisted at and competed in the Australian Masters Games in Adelaide and Alice Springs. She is a member of the Waikerie Lutheran Church and Red Cross. Shirley is also on the Branch Operations and Services and Marketing and Communications Committees.

Elected Member/Vice President:

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 current Chair of the Branch Operations & Services Committee.

Board Members and Committees

Branch Representative: John Symonds, Brighton

John was a farmer in the Mid-North for 30 years, before retiring and 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. John has been a MoWSA volunteer for 18 years and has served as Treasurer and Chairman at the Brighton branch. John is a member of the Board's Finance & Risk Management Committee and previously the Branch Operations & Services Committee.

Elected Member: Mr Peter Siebels BEC, FCA, CTA, FAICD

Prior to becoming a professional Director, Peter worked with KPMG for over 30 years and held a number of senior roles there including being a member of KPMG's National Executive Committee and National Board. He was also State Chairman of KPMG in SA for eight years. An experienced Director, Peter currently sits on the board of the RAA and ECH, and also a number of successful private companies. He formerly sat on the Boards of the State Theatre Company, Business SA and the Walford Anglican School for Girls. Peter also runs a farm in Myponga where he breeds Poll Hereford Cattle.

Elected Member: Penny Gale

Penny is the General Manager, Engagement & Innovation at the Royal Automobile Association of South Australia (RAA), with strong networks across a range of industries and communities in SA. Her extensive experience includes the private sector, member based organisation, local, state and federal government. Skills and expertise includes stakeholder relations, media and communications, advocacy, strategy and organisational development. Penny is a member of the Australian Automobile Association's Public Policy Forum, a member of the Council for Economic Development of Australia (SA) and a board director of Junction Australia. During 2014 Penny took on the responsibility for driving RAA's strategic innovation agenda.

Co-opted Member: 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, a member of the Executive Committee and FARM Committee.

Co-opted Member: 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.

Co-opted Member: Ellie Hamilton

Ellie is the Senior Operations Manager – Surface Combatants for Raytheon Australia and is responsible for strategic business development and management of operations across the portfolio. Prior to joining Raytheon in 2007, Ellie worked in the not-for-profit sector including as General Manager for an international pharmaceutical aid program. She continues to be actively involved in the community in a volunteer capacity, and has previously served as Board Director for Daw Park Foundation and as a Member of the Advanced Technology State Advisory Group. Ellie holds several qualifications including a Bachelor of International Relations (Hons), MBA, and Graduate Diploma in Complex Project Management.

Co-opted Member/Vice President: 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 and is now Vice President. 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. Recent board appointments included Central Adelaide and Hills Medicare Local and Active Ageing Australia. He has over 100 publications and has been awarded 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 and Governance & Nominations Committee.



Meetings Held 2015/2016

	BOARD		BOARD COMMITTEE						ADVISORY COMMITTEE			
	Board Meetings		Finance Audit & Risk Management		Governance & Nominations		Marketing & Communications		Branch Operations & Services		Work Health & Safety	
	Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended
Leon Holmes* President	8	8	4	4	2	2						
Marg McKenzie*** Vice President	4	4			4	4						
Bill Coomans# Vice President / President	11	10	4	4	4	4	1	1			3	3
John Hill Hon. Treasurer	11	11										
Heather Richardson Vice President	11	7	6	6					6	5		
Chris Monck Branch Representative	11	11			4	4						
John Symonds Branch Representative	11	9	6	4								
Allan Lipschinski Branch Representative	11	7							6	5	3	3
Shirley Mudge Branch Representative	11	7					1	1	6	5		
David Henderson Co-opted Member	11	9	6	5								
Janet Grieve Co-opted Member	11	8	6	6			1	1				
Bob Penhall Co-opted Member/Vice President	11	10			4	4	1	1				
Ellie Hamilton Co-opted Member	3	3										
Penny Gale Elected Member	3	2	5	5								
Peter Siebels Elected Member	11	7			2	2						
Julie Low Branch Representative	11	10										

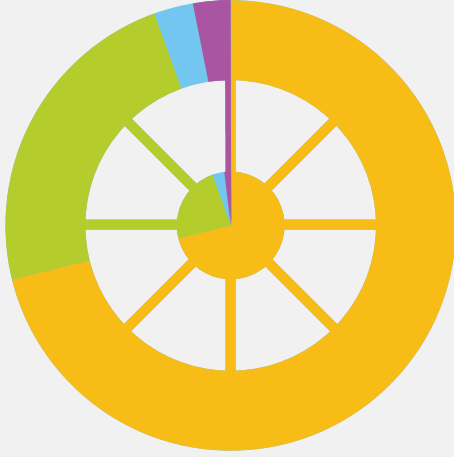
The Board would like to acknowledge and thank the following non Board member volunteers for their service on MoWSA Board and Advisory Committees during the year: Bev Jackson, Tony McArthur, Judy Oates, Pamela Young, Jennifer Trewartha, Lois Allen, Sandra Walding, Adele Whittaker, Doug Morton, Dianne Joy, Des Memen, Brian Wood, Iris Irving, Wayne Koenig, Bob Wray.

* Retired Feb 2016 | ** Retired Oct 2015 # | Elected President Feb 2016 | ^ Ex Officio



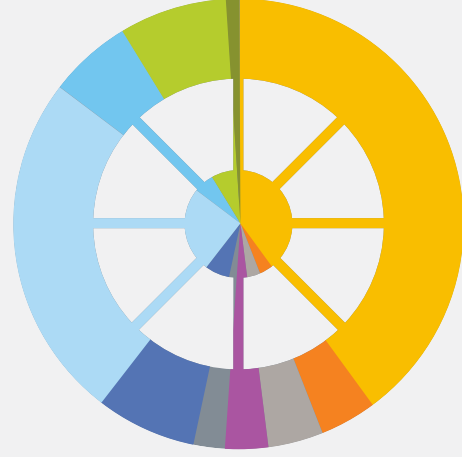
Financial Snapshot

Income



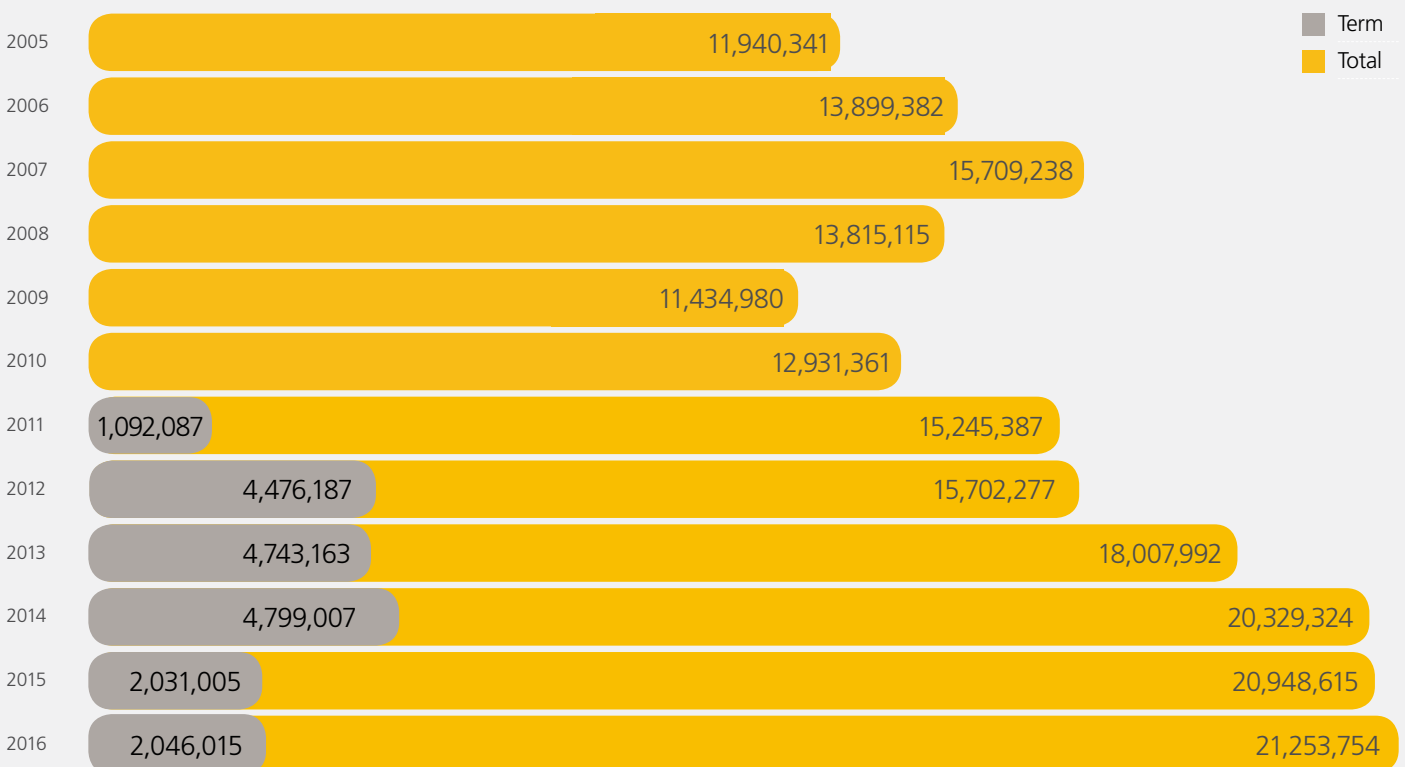
Meal sales	74%
Government - Commonwealth Home Support Program (CHSP)	21%
State Government – Home & Community Care recurrent funding	2%
Other income	3.4%

Expenses



Ingredients	39%
Transport reimbursement	4%
Electricity & gas	4%
Cleaning costs	3%
Repairs & maintenance	2%
Depreciation	7%
Employee benefits expenses	26%
Other operating costs	6%
Office expenses	8%
Other administration expenditure	1%

Investment



Honorary Treasurer's Report



John Hill

In presenting the financial reports I once again wish to acknowledge the efforts of the team of people who make my job so much easier... Our 88 Branch Treasurers and their assistants, our Central Office finance Team led by Benita Souter and our advisers, Not-for-Profit Accounting Specialists all work hard to produce the high quality annual financial report that you have before you.

I am pleased to report that, at the end of 2015-16, Meals on Wheels SA remains in an excellent financial position. This is a notable achievement given the high level of uncertainty created at the beginning of the year by significant aged care reforms which make it more difficult for us to deal directly with those who want our meals.

There are several ways of interpreting our financial results for the year but I will concentrate on two of them. We made a loss of \$528,000 on our core business of providing meals. After we take account of all our investment activities that loss was reduced to \$165,000. This illustrates once again the advantages of our very strong balance sheet and the capacity we have to absorb losses in the short term while we make the transition away from the more sympathetic operating environment of the past to one in which we face greater competition for clients. Our operating revenue increased by more than \$575,000 when compared with last year. This was the result of slightly higher meal sales, a modest price increase that occurred in October, and successful grant submissions that contributed \$171,000 in additional operating

income. Unfortunately, the value of our two main government grants, from the Commonwealth and State respectively, is eroding over time, with very low levels of annual indexation. With an increasing proportion of our clients being people with disabilities there is a particularly strong case for more assistance from the State which helps us fund our services to these people.

This gain was more than offset by increases in our costs of production and supporting service delivery. Our major cost, the cost of ingredients, escalated during the year by around 8%, whilst transport reimbursement for volunteer drivers and the costs of cleaning and maintaining properties and equipment also rose. Employee expenses are our second largest cost item. During the year they increased by 17%, predominantly due to extra staffing required to accommodate the My Aged Care changes and to support our risk management and quality improvement activities. We remain a proud volunteer organisation and the Board is determined to keep to a minimum the administrative burden placed on volunteers so they can concentrate on their preferred tasks of preparing and delivering meals. In recent times in particular, this has meant an increase in the number of paid staff. The Board is conscious of the impact this has on meal prices and does not lightly agree to staff increases.

The value of our financial assets is well in excess of \$20 million. Apart from the buffer our investment earnings provide against operating losses the main purpose of these funds is to meet the future capital expenditure requirements of the Association. As I indicated last year, the Board is exploring options for the replacement of the Kent Town Production Kitchen which is experiencing unprecedented demand in an ageing and inefficient building. It is anticipated that, over the next three years, a considerable investment in property will be made, by drawing down on our financial assets. This will be the biggest capital investment in the history of the Association and will require careful planning and oversight.

98%

Unprompted awareness of Meals on Wheels

90%

Awareness of service and 'Meals for seniors'

97%

Approachability – would you approach Meals on Wheels

Source: MoWSA Brand Health Check MTR, January 2016

Financial Statements

For the year ended 30 June 2016

This concise financial report is an extract from the financial report for the year ended 30 June 2016 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

Meals on Wheels (SA) Incorporated

The Board reports that:

- (a) During the financial year ended 30 June 2016, 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 2016, no officer of the Association has received directly or indirectly from the Association any payment or other benefit of a pecuniary value, except for remuneration 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 2016 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.
- (d) the attached financial statements and notes thereto have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012.

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



Bill Coomans JP
President



John Hill PSM
Honorary Treasurer

Signed at Wayville this 15th day of September 2016.

Statement of Profit or Loss

And other Comprehensive Income for the year ended 30 June 2016

	2016	2015
	\$	\$
OPERATING REVENUE		
Meal sales	9,062,372	8,366,274
Federal Government - Commonwealth Home Support Program	2,632,903	2,938,878
State Government - Home & Community Care	192,629	188,480
Other grants	171,000	1,800
Sundry receipts	14,154	1,518
	12,073,058	11,496,950
EXPENSES		
Purchases	4,997,477	4,621,611
Transport reimbursement	548,088	498,528
Electricity & gas	475,854	491,701
Cleaning costs	429,151	389,383
Repairs & maintenance	302,264	257,341
Depreciation	523,402	455,926
Amortisation	386,336	384,566
Employee benefits expenses	3,288,793	2,806,636
Other operating costs	389,970	423,022
Branch services	8,475	182,381
Marketing & public relations	314,640	238,104
Auditors remuneration	31,036	31,645
Central & branch office expenses	819,188	656,906
Insurance	82,910	80,482
Motor vehicles	90,680	77,305
Bad debts	8,378	8,570
Other administration expenditure	65,738	48,002
	12,762,380	11,652,109
OPERATING SURPLUS (DEFICIT)	(689,322)	(155,159)
OTHER REVENUE		
Donations & legacies	67,171	139,191
Other income	79,292	82,563
Gain/(loss) on disposal of property, plant and equipment	14,524	36,267
	160,987	258,021
SURPLUS (DEFICIT) BEFORE INVESTMENT INCOME AND IMPAIRMENT LOSSES	(528,336)	102,862
Interest & dividends	73,249	106,217
Investment income reinvested	845,822	774,673
TOTAL SURPLUS (DEFICIT)	390,735	983,752
OTHER COMPREHENSIVE INCOME		
Gain/(loss) from remeasuring available for sale financial assets	(555,694)	612,620
TOTAL COMPREHENSIVE INCOME	(164,959)	1,596,372

Statement of Financial Position

As at 30 June 2016

	2016	2015
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	2,267,096	2,006,944
Financial assets	2,046,016	2,031,005
Trade and other receivables	100,312	102,709
Inventories	51,626	38,188
Other assets	108,625	98,796
TOTAL CURRENT ASSETS	4,573,676	4,277,642
NON CURRENT ASSETS		
Property, plant & equipment	10,566,543	10,886,010
Financial assets	19,207,738	18,917,610
TOTAL NON CURRENT ASSETS	29,774,281	29,803,620
TOTAL ASSETS	34,347,957	34,081,262
CURRENT LIABILITIES		
Trade and other payables	603,168	321,868
Provisions	386,011	319,666
Other liabilities	96,820	68,165
TOTAL CURRENT LIABILITIES	1,085,999	709,699
NON CURRENT LIABILITIES		
Provisions	110,484	55,130
TOTAL NON CURRENT LIABILITIES	110,484	55,130
TOTAL LIABILITIES	1,196,483	764,829
NET ASSETS	33,151,474	33,316,433
EQUITY		
Retained surplus	25,166,211	24,775,476
Asset revaluation reserve	3,512,360	3,512,360
Financial asset reserve	4,472,903	5,028,597
TOTAL EQUITY	33,151,474	33,316,433

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

Statement of Changes in Equity

As at 30 June 2016

	Asset Revaluation Reserve	Financial Asset Reserve	Retained Surplus	Total Equity
	\$	\$	\$	\$
Balance at 30 June 2014	3,512,360	4,415,977	23,791,724	31,720,061
CHANGES IN EQUITY				
Comprehensive income	-	612,620	-	612,620
Surplus (deficit) for the year	-	-	983,752	983,752
Balance at 30 June 2015	3,512,360	5,028,597	24,775,476	33,316,433
CHANGES IN EQUITY				
Comprehensive income	-	(555,694)	-	(555,694)
Surplus (deficit) for the year	-	-	390,735	390,735
Balance at 30 June 2016	3,512,360	4,472,903	25,166,211	33,151,474

Statement of Cash Flows

As at 30 June 2016

	2016	2015
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from :		
Meal sales	9,053,994	8,357,704
Government grants	2,965,537	2,809,341
Donations	67,171	139,191
Interest	133,554	166,522
Other sources	95,843	80,688
	12,316,098	11,553,446
Payments for :		
Meal production & distribution costs	7,142,804	6,879,532
Employment costs	3,135,360	2,765,689
Other costs	1,187,024	1,122,521
	11,465,188	10,767,742
Net cash flows from operating activities	850,911	785,704
CASH FLOWS USED IN INVESTING ACTIVITIES		
Payments for financial assets	(845,822)	(2,774,674)
Proceeds from sales of property, plant & equipment	14,524	172,869
Purchase of land & buildings	(93,113)	(173,333)
Purchase of plant & equipment	(497,160)	(602,869)
Interest reinvested in financial assets	845,822	774,673
Net cash flows used in investing activities	(575,749)	(2,603,334)
Net increase (decrease) in cash	275,162	(1,817,630)
Cash on hand at beginning of financial year	4,037,949	5,855,579
Cash, cash equivalents and term deposits at the end of the year	4,313,111	4,037,949

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, statement of changes in equity as at 30 June 2016 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 2016. We expressed an unmodified auditor's opinion on that financial report in our independent auditor's report dated 15 September 2016.

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




Corey McGowan
Partner

Adelaide
15 September 2016

HLB Mann Judd Audit (SA) Pty Ltd ABN: 32 166 337 097

169 Fullarton Road, Dulwich SA | Telephone +61 (0)8 8133 5000 | Facsimile +61 (0)8 8431 3502

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HLB Mann Judd Audit (SA) Pty Ltd is a member of  International. A world-wide organisation of accounting firms and business advisers.

Liability limited by a scheme approved under Professional Standards Legislation

Delivered Meal Services

Meals on Wheels provides a delivered meals service to clients via its branches. All meals are delivered to client's homes by volunteers. We source meals from a range of production methods. We detail here the branches, their meal production type, the number of meals provided this year, the daily average this year and the meals delivered since the inception of each branch.

Delivered Meal Statistics for 2015/16

Branch	Type	Total 12 Months	Daily Average	Meals Since Inception	Branch	Type	Total 12 Months	Daily Average	Meals Since Inception
Aldinga	o	6,586	26	114,770	Milang	f	1,123	5	20,168
Ardrossan	o	3,066	12	77,221	Millicent	o	6,374	26	143,777
Balaklava	o	3,944	16	163,189	Minlaton	o	945	4	48,943
Barossa Valley	o	11,550	46	541,208	Mitcham	k	32,972	132	1,748,440
Berri	o	7,339	29	342,082	Modbury	c	39,135	157	867,223
Blackwood	o	12,745	51	256,015	Moonta	k	7,499	30	407,926
Boomeroo Centre	o	4,448	18	135,986	Morgan	o	1,464	6	64,256
Brighton	k	32,381	130	1,906,809	Mount Barker	c	9,177	37	456,772
Burnside	k	16,583	67	1,432,959	Mount Gambier	k	24,463	98	1,147,468
Burra	o	1,377	6	140,782	Murray Bridge	o	15,882	64	883,928
Campbelltown	c	27,613	111	1,037,651	Naracoorte	o	5,826	23	165,786
Ceduna	o	3,743	15	111,449	Northfield	c	26,327	106	483,123
Christies Beach	k	52,052	209	1,543,687	Norwood	k	22,688	91	1,257,899
Clare	o	2,632	11	253,569	Onkaparinga Valley	c	5,188	21	252,168
Cowell	o	3,122	13	67,926	Orroroo	o	2,144	9	19,033
Crystal Brook	o	3,688	15	200,903	Osborne	k	25,357	102	912,406
Cummins	o	2,018	8	93,548	Payneham	k	16,497	66	1,242,176
Edwardstown	k	31,613	127	1,560,584	Peterborough	o	4,096	16	218,061
Enfield	k	18,353	74	1,072,413	Playford	c	25,320	102	647,652
Eudunda	o	1,663	7	83,664	Port Adelaide	k	34,108	137	1,755,479
Findon	k	27,684	111	921,745	Port Augusta	o	11,693	47	624,419
Gawler	k	17,478	70	768,607	Port Broughton	o	4,548	18	119,603
Gilbert Valley	o	2,802	11	174,378	Port Lincoln	o	17,052	68	689,899
Glenelg	k	34,419	138	1,506,786	Port MacDonnell	k	1,446	6	89,546
Goolwa & Districts	o	5,740	23	169,940	Port Pirie	k	21,284	85	947,280
Hallett Cove	c	14,613	59	233,537	Prospect	k	14,565	58	1,092,672
Hamley Bridge	o	1,067	4	51,358	Quorn	o	737	3	96,555
Happy Valley	c	28,965	116	390,414	Renmark	k	14,525	58	590,172
Henley & Grange	k	32,471	130	1,520,024	Salisbury	k	38,404	154	1,165,864
Hindmarsh	k	16,146	65	1,324,091	Snowtown	o	2,399	10	98,741
Jamestown	o	3,465	14	191,526	Southern Yorke Peninsula	o	789	3	101,549
Kadina	o	8,273	33	348,669	Stansbury	o	588	2	43,453
Kapunda	o	4,809	19	19,334	Stirling & District	k	9,044	36	513,521
Laura & Districts	o	2,174	9	139,483	Strathalbyn	o	4,549	18	262,026
Maitland	o	3,742	15	101,076	Streaky Bay	o	3,907	16	139,730
Mannum	o	3,252	13	186,089	Tailem Bend	o	2,534	10	111,656
McLaren Vale	o	6,729	27	122,272	Tintinara	f	16	0	8,108
Meadows	f	1,422	6	44,251					



Branch	Type	Total 12 Months	Daily Average	Meals Since Inception
Tumby Bay	o	6,036	24	196,367
Two Wells	f	2,316	9	31,895
Unley	k	21,833	88	1,474,498
Victor Harbor	k	18,151	73	825,074
Waikerie	k	6,764	27	317,085
Walleroo	o	4,380	18	288,147
Warradale	k	40,238	162	1,025,100
West Torrens	k	23,094	93	1,223,666
Whyalla	o	14,495	58	586,472
Willunga	o	1,858	7	50,399
Woodville	k	21,045	85	1,283,147
Wudinna	o	1,342	5	54,791
Yankalilla	k	4,698	19	190,395
Inactive Branches				1,803,865
Total		1,080,714	4,338	48,122,290

Legend:

- k** Kitchen Based
- c** Cook Chill Branches
- o** Other suppliers such as Hospitals, other branches etc
- f** Frozen meals collected and heated by customers

Notes:

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

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

Victor Harbor produces meals for Goolwa & Districts Branch. Wallaroo and Kadina Branches are now supplied by Moonta Branch.

Barossa Valley meals are now prepared by Kent Town and heated by the Tanunda Hospital.



Our Annual Awardee Day 2015 was again a great success, with many recipients of 40+ year awards presented by our patron His Excellency the Honourable Hieu Van Le AC, Governor of South Australia.

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