



# Branch Reports

Supplement to the 2013-2014 Annual Report



MEALS   
ON WHEELS  
*More than just a meal.*

CELEBRATING  
**60 YEARS**  
1954 - 2014

# Branch Reports

Each year branches across the state are invited to provide a few words about their local activities during the financial year. These reports are interesting, not only for sharing of activities and ideas, but also as a record of Meals on Wheels branch history.

## Aldinga

Our 47 volunteers served 28 clients, on average this year. Highlights this year included the enjoyable combined volunteer and clients Christmas lunch and the delivery of Christmas hampers to our clients by two of our volunteers and their grandchildren. We appreciated the support of the Lion's Club and local traders in providing items for inclusion in the hampers. On 8 November, we delivered our 100,000th meal. The recipient was a former volunteer who served Meals on Wheels for 40 years. The Mayor of the City of Onkaparinga and one of the founding members of our branch joined in on the delivery. We changed our meal supply arrangements this year from the McLaren Vale Hospital to LifeCare at Aldinga. This reduced our delivery round by 48km, which was appreciated by volunteers and clients alike. We look forward to the future, building on the legacy of former volunteers and the vision of Doris Taylor.

## Ardrossan

The arrangement with the Ardrossan Community Hospital to supply our meals continues to go well. Our 'rooms' are now fitted out with the assistance of a number of grants and it makes a good base for our MoW activities at the branch. Our Annual General Meeting luncheon and Christmas 'thank you' dinner for the volunteers proved popular again this year. We held a Mini Fair at Easter time which we raised some \$3000 for our volunteers' bank account. We are in the process of doing maintenance on the exterior of our building such as new guttering, painting, etc. and this will be covered out of our volunteers' account. We currently have 93 volunteers, 17 clients and we delivered 3257 meals in the last 12 months, bringing the number of meals served since inception to 71,290. Our AGM saw the election of a full committee.

## Balaklava

We welcomed new volunteers this year to replace retirees, whom we thank for their time and effort. It was sad to lose Rhonda Arbon and we offer condolences to her family. Clients enjoyed and appreciated the 'traditional' parcels for Christmas and chocolate egg for Easter, as well as the Meals on Wheels Day placemats and fruit. Volunteers had a lunch at the Royal Hotel, where they enjoyed the meal and fellowship. Following a request from volunteers a process of emailing new rosters and newsletters was surveyed and consequently trialled. This has proved successful. Our people make our branch function, especially the committee members who give many hours of their time to keep things running smoothly. The efficient hospital staff who ensure that the meals are prepared and ready to go out on time and our volunteers who deliver the meals, come rain, hail or shine. All of your efforts are greatly appreciated.

## Berri

Our hospital based branch has had another successful year, providing for around 30 clients. We have around 65 dedicated deliverers who ensure meals are delivered each day. Mention must be made of Betty Brand, who this year completes 45 years of service. This year we nominated our branch Secretary, Jenny Lyons, for a Premier's Certificate. Jenny has had a long association with the branch, beginning in 1997. After a stint as Staff Officer, she has been Treasurer since 2004 and also does the round sheets every week. Jenny was presented with her award at an afternoon tea with fellow volunteers in June. Volunteers were invited to a tour of the new Riverland General Hospital in June. All were most impressed with the new facilities. Thanks go to the hospital staff, our dedicated committee and our deliverers for ensuring meals are delivered every day.

## Blackwood

This past year has been another busy and productive one. Our social events have been most enjoyable, providing both good food and warm fellowship. At our 22nd birthday barbeque in March, Bonney Tomlinson cut our cake. It was most appropriate as she was a volunteer of 40 years standing and it was also her birthday! At the beginning of a cold winter in June, we enjoyed piping hot soups made by our committee members. Also in June, after being nominated by our Chair, our hard working volunteer and gardener, Stan White was awarded the Blackwood Rotary Community Service Award. It was a well-deserved honour as apart from MoWSA, Stan is an active and valued member of many other community organisations. Finally, last year's Christmas Hampers were a triumph and, along with small gifts for Father's and Mother's Days, were greatly appreciated by our clients.

## Blanchetown

The branch committee requested that the Board close the Blanchetown branch in August 2013, due to a lack of local demand for meals. The branch commenced in November 1985 and delivered more than 16,000 meals during this time. MoWSA acknowledges the dedication of the Blanchetown committee members and volunteers over the years and thanks them for their valued contribution to the MoW ideals. This district will be supported by the Waikerie branch should a need arise.

## **Blyth**

Blyth branch of MoW commenced in December 1997 and delivered more than 24,300 meals since starting. Due to there being no unmet need for delivered meals, the branch committee requested that the Board close the Blyth branch in November 2013. MoWSA acknowledges the dedication of the Blyth committee members and volunteers over the years and thanks them for their valued contribution to the MoW ideals. This district will be supported by the Clare branch should a future need arise.

## **Booleroo Centre**

Booleroo Centre has 12 clients and 34 volunteers, with a hot meal delivered daily and frozen meals for the weekend delivered on Fridays. Melrose has 4 clients; 1 receives hot meals daily and the remainder receive frozen on a weekly basis, and 14 volunteers look after this area. Wilmington has 2 clients who receive frozen meals and 7 volunteers who deliver these weekly. In the last 12 months we have had no clients in Wirrabara and Murraytown but our volunteers are prepared should a need for deliveries resume. We also have 2 clients who collect their meals weekly from the hospital kitchen. 4,698 meals were delivered in the past 12 months. We thank all our volunteers for their dedicated services and the hospital staff for preparing and packing the meals and for assistance to the volunteers. We congratulate all service awardees and especially Edward Davis for keeping our branch well-coordinated!

## **Brighton**

The highlight of our last year has been the successful completion of trials of a new computer program covering client details, delivery rounds and direct debiting. Most, if not all, of the bugs have been removed and we have enjoyed the experience of working with Wayville to create a volunteer led system. Programming choice of meals is still being included. Our client numbers remain constant at just over 150. Two thirds live in the City of Holdfast Bay and the remaining third in the City of Marion. Like many branches, we are experiencing a large turnover of volunteers. However our volunteer Coordinator David Carpenter, is working very well with Central Office and we are managing the replacement process. We had a successful volunteers luncheon at the Marion Hotel, attended by 67 volunteers and 9 invited guests.

## **Burnside**

70-80 meals per day are prepared and delivered to clients in our area, with our dedicated volunteers cooking and delivering. During the warmer months this year we served a cold entrée in place of soup, on one day of the week. A severe storm in February caused considerable damage to the kitchen, as the result of branches going through the roof, ceiling and into the office, destroying bench tops, a computer and a printer. Our service ran smoothly with Kent Town preparing the meals which were delivered to us. We thank our volunteers and Central Office for their extra efforts. We continued giving Easter eggs and Christmas hampers to our clients and we thank the volunteers who made jam and put the hampers together. Our Christmas function for some 120 volunteers was enjoyable. Thanks to our committee and office bearers for making time to do the myriad of jobs that occur in volunteer organisations.

## **Ceduna**

Ceduna MoW's continues to run smoothly thanks to our wonderful volunteer drivers & deliverers. We run a 6 week roster and when several volunteers take leave, we have been lucky to recruit new deliverers to fill their places as well as our good emergency list of volunteers. We deliver to between 15 to 25 recipients daily. 3693 meals were delivered in 2013/2014 prepared by the Ceduna Hospital who prepares a variety of healthy 3 course meals for our clients. A dietician who visited with kitchen staff commented that the menu was good and made some helpful suggestions. Our clients received a Christmas gift from us, which they all enjoyed receiving and eating. President Shirley Mahar presented Service Awards at our Christmas party which was well-attended and very enjoyable with lunch and some games. One of our drivers turned 80 years old in January and is still very active.

## **Christies Beach**

The Volunteer Coordinator role initially shared by drivers and office volunteers this year, was taken on by Jenny who has been doing a sterling job organising the drivers and manning the board. Congratulations to all volunteers who received service awards presented at our AGM. Our Kitchen Coordinator Barrie and his dedicated volunteers have been providing a choice of main menu enjoyed by our clients. Creating round 10 meant a lot of organising but we coped and all are to be commended for their efforts. Bunnings BBQs have proved to be a marvellous way for the Social Club to raise funds for the client Christmas hampers. We again thanked our volunteers for their hard work with our traditional annual BBQ. Special thanks go to committee members Barrie and Sue, the kitchen volunteers, Client Service Coordinators, Doris and Judith and to Jenny and the drivers and deliverers for providing our wonderful service to the community.

# Branch Reports

## Clare

Our branch is pleased that the number of people receiving meals has gone up and that we have enough volunteers on the roster, although we find it harder to get volunteers that can commit to be an emergency helper. Once again our Christmas hampers were very well received. They were packed and delivered by committee members during Christmas week. We congratulate the 14 volunteers who received service awards this year, ranging from 5 to 35 years. All wonderful achievements. As with many country branches we depend on our local hospital, who take on the added responsibility of supplying the meals we deliver. Our branch was delighted to donate a much needed replacement bain marie to the Clare Hospital kitchen. Money came from early bequests to the branch on the understanding that this would be used for the benefit of the local MoWSA service.

## Crystal Brook

Client numbers remain steady and there have been several new deliverers joining this year. Our branch celebrated National Volunteer Week in May with a catered 2 course lunch held in the football clubrooms. It was a great opportunity for volunteers to meet up with and chat with their fellow deliverers. CEO Sharyn Broer attended and thanked the volunteers for their commitment. Service Awards were presented to Gerrie Taylor, Iris Muller and Stan Darley for their dedicated volunteering over many years. Christmas cakes were delivered to clients in December.

## Cummins

Our branch continues to run smoothly thanks to our dedicated volunteers and particularly our committee members. All are supportive and compassionate with their unselfish caring offered to our clients. Client numbers are slightly down compared to last year at 4 – 5 per day. Our thanks go to the Cummins Hospital administration and catering staff for the

preparation of meals and we say a huge thank you to over 60 volunteers who cheerfully deliver. Our clients enjoy seeing a friendly face and receiving a lovely meal. Christmas and Easter treats are also met with happy faces. Our volunteer rosters are kindly printed by the District Council office free of charge, and we thank them for their generosity. In appreciation we invite our volunteers to our AGM and Service Awards presentation held at the Cummins Hotel with a complimentary morning tea, where a representative from Central Office speaks and presents the Awards.

## Edwardstown

The past year saw the installation of new freezer units which are more user friendly for the storing, rotation and control of our frozen food stock. The implementation of the choice meals program started in May and has worked well, with little in the way of problems. The volunteer situation is well covered in both the kitchen and the driver and deliverer area with numbers holding and allowing efficient delivery with a small increase in client numbers.

## Enfield

Past Chair Roger Dermody, who had volunteered since 2008 including three years as President, sadly passed away in February after a long illness. Vice Chair Charles Savage participated in the Volunteer Week March through the city in May along with approximately 15 other MoWSA volunteers. Our kitchen garden is going well, helped in no small part by Bunnings at Prospect who have assisted with plants and seeds etc. Our 27,000L rainwater tank has been installed and currently is less than 200mm from the overflow spout due to the wet winter. Electricity to run the pump will be dealt with before next summer to enable us to water the garden. Numerous meals and soups have incorporated the pumpkins, broccoli, cabbages etc. grown in our garden. Cherry tomatoes were a favourite over summer and we are currently using the basil, thyme and mint in our meals each week.

## Findon

We prepare and deliver 160 (up from 125 last year) meals to our clients and we appreciate the tremendous assistance from Brand Support Officer Jason Webb, whilst seeking a Kitchen Coordinator. Our volunteers, from diverse age groups and multicultural backgrounds, contribute a wide range of skills and experience. Ellen Loftus our longest serving deliverer (30 years) began when the branch opened in June 1984, featured in the Messenger and was also recognised in the 2013 Volunteer Recognition Awards and the Mark Butler Local Legends Prize. Genevieve Donovan (27 years) featured in a Messenger article focusing on Meals on Wheels 60th Celebrations. Michael Stone (5 years) was recognised in the City of Charles Sturt's Australia Day Celebrations, for contributions to both Meals on Wheels and community work as a JP. Our corporate businesses and educational institution supporters continue to contribute to us and our dedicated volunteers support our local community with pride and passion. We are truly blessed.

## Gilbert Valley

The years have seen many changes in the structure of our branch as we have provided our valuable service currently with meals from the Riverton Hospital. 2014 was an exciting time for our branch, as we are celebrated our 40th anniversary. A celebratory lunch saw 86 volunteers attending from Riverton, Saddleworth, Auburn and Central Office. Four of the original volunteers – Connie Haydon, Chris Kirk, Barb Noack and Ruth Schmidtke were able to attend. Two volunteers received Premier's Certificates of Recognition for Outstanding Volunteer Service. Carolyn Evans, a current committee member and Meg Smyth, a past committee member and current deliverer, were both recognised for their unstinting support of the Gilbert Valley branch and commitment to MoWSA. Our committee remains stable and we have seen an increase in meal numbers this year. We thank all our volunteers for their input, and look forward to the next 40 years with enthusiasm and commitment!

## **Glenelg**

We continued a high level of customer service to some 176 clients this year. Maintaining volunteer numbers is a constant challenge, with volunteers often needing to fill a number of roles. Our new recruitment banner is rotated through prominent public locations and we look to improving volunteer numbers. At Christmas; we prepared festive meals and our customary hampers for our clients (with the donated Glenelg Lions Club cakes) and held our lunch where 80 volunteers celebrated the year's work and received gifts donated by local traders. Regular long hours and 'homework' by our coordinators, ensures the kitchen runs smoothly. We pay special tribute to Mikki Bouchée for her "extra" work, help and expertise. Chair, Acting Treasurer, to name but a few jobs! We wish her well in her new endeavours. Thanks to all our volunteers for their commitment and support in providing a community service that is 'more than just a meal'.

## **Hallett Cove**

A year of consolidation and growth with client numbers rising to over 65. The trend appears to be on the increase. Correspondingly, volunteers willing to give some time have also increased to about 115. The choice menu has been very well received and our kitchen volunteers handled the change with ease. Donna Jonutis has developed a fantastic system to make the ordering process very efficient and low waste. Donna, together with Eric and the team, has implemented this new process. The committee continues to nurture our team approach with quarterly events such as pizza days, gourmet BBQs and sausage sizzles. These enable volunteers to spend more time getting to know their fellow volunteers. We thank all committee members as well as kitchen and delivery volunteers for their continued and dedicated support. It has been a fantastic year and we look forward to our 23rd year of operation being another enjoyable one.

## **Happy Valley**

Our branch celebrated 25 years this year, inducted 9 new Life Members and awarded 5 year stars to 8 current Life Members. A new Catastrophic Bushfire Day action plan was prepared ready to implement as necessary, as our branch covers several bushfire districts. Most deliveries will now be made regardless. Our quarterly social BBQs for our volunteers and guests and our regular volunteer newsletter, continued. Our client Christmas food hampers were supported by community business donations and our successful fundraising BBQ held at a local supermarket. We adopted the new Rules Governing Branch Committees, now only half of the Committee are up for election at our AGM. Some 19,000 meals delivered (a slight increase over last year) and nearing our record of 20,000 in 2007. 335,600 meals have been delivered since inception. We had a net increase of 20 new clients for the year looked after by some 100 branch volunteers.

## **Henley & Grange**

A busy year with reorganised rounds and more. Frozen meals and hampers (with Lions Club of West Beach cakes) were delivered for Christmas. Both were much appreciated. Our well attended Christmas lunch was enjoyable and we acknowledged the tremendous help from the Rotary Club of Charles Sturt/Grange who provided a weekly car and driver for 38 years! February saw our kitchen completely refurbished. Many thanks to everyone associated with this transformation. We marvelled at how Kent Town supplied our meals and the Burnside kitchen when their building was damaged by storms. Two long serving Life Members Shirley Reavill OAM and husband Len retired, Chair John Nicholls moved interstate and sadly Alan Denham our Treasurer of 22 years, passed away. Our capable and caring volunteers continue to provide 'more than just a meal' and the new team members at Central Office are bringing a new vitality to our branch... we face the future with much optimism.

## **Hindmarsh**

During the year we had some improvements done at our kitchen – namely lines repainted in the car park, new signage depicting current MoWSA colours and logo and new air conditioning. The solar panels installed on a trial basis in April 2013 have proven to be a substantial cost saving to our electricity bill, especially over summer. Our AGM was well attended by over 30 volunteers. In June we hosted a visit from the Mayor of the City of Charles Sturt, Kirsten Alexander, who had morning tea with the kitchen volunteers. As a result of the MoWSA advertising campaign this year our client numbers have increased by about 20% and there has also been an increase in volunteer numbers. Once again we provided Christmas hampers and hot cross buns at Easter to clients. Finally, and most importantly, we thank our team of volunteers for the fantastic work they do.

## **Jamestown**

Our hospital-based branch continues to run smoothly thanks to the office bearers and wonderful volunteers. At our AGM held in July last year some new office bearers were welcomed and Central Office staff spoke about organisational changes to MoWSA. We decided to make diamond shaped biscuits for clients to accompany the laminated place mats on National Meals on Wheels Day, and they were well received. At our October committee meeting, it was decided to spoil our clients with Christmas hampers. Anzac biscuits were made and given to our 3 RSL members on ANZAC Day. For Easter, our Vice President donated Easter eggs which were delivered to our clients. Inaugural member Nell Shane (still on the Committee) received the 'Heidi Taylor Community Volunteer State Award after being nominated by the Jamestown Lions Club. Volunteers enjoyed attending birthdays and functions with our sister clubs and seminars arranged by Central Office.

# Branch Reports

## Kadina

The branch is going very well with client numbers. We now deliver 39 hot meals and also provide 3 clients with frozen meals, delivered weekly. Volunteer numbers are steady at 110. This year has been one of changes for the Copper Coast region. After much consultation with the Wallaroo Hospital it was decided that the meals would be sourced through the Moonta Fresh Cook Kitchen, with this service to begin on 1 September. We would like to express our sincere thanks to Central Office for their hard work on our behalf to find a solution to our problem, Rosewarnes of Kadina who have donated the use of a station wagon for us to deliver the meals from Moonta to Wallaroo and Kadina, and of course volunteer drivers for this task. Our clients are now enjoying freshly cooked meals and a second choice every day of the week. Well done everyone!

## Kapunda

Our second year as a MoW branch has been an interesting and exciting one. We have a wonderful rapport with our 22 clients and 57 volunteers alike, who deliver every week of the year including public holidays! Our small gifts to our clients at Easter and Christmas were a nice surprise and much appreciated. On Christmas Day our clients received a traditional Christmas dinner which was loved by those who have no family. Well done to the Kapunda Hospital kitchen staff who provide our extensive range of meals. Our diligent Secretary, Lurlene Reinders resigned due to her relocation to the SE. Thanks to all our volunteers, in particular our committee, all work tirelessly during the year to make sure everything runs smoothly. Joanne Dickson was recognised for her valuable contribution and ongoing commitment to the community. We look forward to a very successful year in 2015 for this great community volunteer organisation, appreciated by so many.

## Laura and Districts

This was a very significant year, as we marked 35 years of service to our communities on 4 June. Since inception we have delivered over 135,000 meals prepared in the hospital kitchen to many in the community, unable to cook or shop for themselves. We are very fortunate to have enjoyed the companionship of some truly wonderful personalities, many of whom are sadly no longer with us. We often remember them with a smile, a word or a phrase. We congratulate our six inaugural members, five of whom are still active. Their achievements are recognised by MoWSA, State Government and the Laura & Districts volunteers. The ladies are very worthy recipients of 'Premier's Certificates of Recognition for Outstanding Volunteer Service'. The 2011 Census listed volunteer input for our townships as; Georgetown 42.2%, Gladstone 34.7% and Laura 39.9%. These statistics show the dedication of our rural communities.

## Maitland

Being a hospital-based branch, we are very grateful for the hard work and effort that the Maitland Hospital staff show in supplying high quality hot and frozen meals to around 15-20 clients daily. These staff people, along with 90 MoWSA volunteers, continue to provide a wonderful service for the community. Our AGM was attended by 32 volunteers and 2 staff from Central Office, who both spoke about organisational changes and addressed volunteer concerns. Service Awards were also presented to our volunteers. Five volunteers attended the conference in the Barossa Valley last year and we had representation at the MoWSA AGM/Branch Officers Conference. Members of our committee made up small hampers and delivered them in a MOW bag to our clients at Christmas. Our branch continues to run smoothly supported by our reliable committee and volunteers. Thank you to everyone involved with the Maitland Branch and to the staff at Central Office.

## McLaren Vale

This year we delivered our 100,000th meal since we commenced in 1973. Increased demand for daily meals has seen deliveries moving from the 30's to the high 40's, plus frozen meal deliveries, serving 7,925 meals, a 53% increase from last year. Our routes increased to two with up to 40 meals daily to 46 recipients. We have some 60 volunteers. Over Christmas our frozen meal option saw delivery of 106 meals prepared by Kent Town. The great response has led to a demand for regular frozen meals to either replace daily hot meals or for weekends. Praise and thanks go to the McLaren Vale Hospital for their continued support in preparation of high quality meals. And to the local organisations for their continued support by supplying Christmas gift donations and help with photocopying and venues for meetings. We thank the staff at Central Office for their support and assistance with recruitment of volunteers this year.

## Meadows

We are a small cohesive group of volunteers who continue to serve approximately 10 very appreciative clients. We have 31 volunteers who willingly deliver meals on Monday, Wednesday and Friday throughout our area from Echunga to Macclesfield, Meadows, Prospect Hill, Kangarilla and Clarendon, a distance of 50 km. We have recently gained a client who was a past volunteer – what goes around, comes around. Our volunteers generally not only volunteer for MoWSA but are heavily involved in many other volunteering roles so they are keen to embrace the lives of many of the members of our community. Our meals are well received and we are well assisted by the staff at Wayville and Kent Town.

## **Mitcham**

This year began with a bang, celebrating our 50th birthday on 26 July 2013. Current and past volunteers were joined by His Excellency The Honourable Rear Admiral Kevin Scarce, AC CSC RANR, Governor of South Australia. Afternoon tea assisted by Mitcham Girls High students was followed by our AGM. Our volunteers at the Royal Show thoroughly enjoyed the experience. Our volunteers and clients were involved in the production of a video showcasing MoWSA and all it has to offer. This is shown to new volunteers and the edited TV, cinema and radio ads gained more clients and volunteers throughout SA. Power footballer Brad Ebert and sister Ashleigh, visited, helped cook and then delivered meals, for a feature story in the SA magazine 'Aspire'. Our Chair presented Rosemary Fisher with the much deserved Premier's Certificate too. Our large client numbers, always see us on the lookout for more volunteers. A stand at our local shopping complex promoted our search. We look forward to what the next 12 months brings.

## **Modbury**

This was a challenging year as volunteer numbers varied. Some rounds cover a reasonably long distance, so to help the drivers, three people go out on most rounds. Frozen meal numbers increased and a state government grant to purchase a new freezer helped. Our 750,000th meal was delivered to our oldest client who had just celebrated her 101st birthday, by then Minister for Volunteers the Hon. Tony Piccolo, with local MP Francis Bedford. Christmas hampers went to clients with sincere thanks to the local Lions Clubs, especially the Highbury club which has now closed. The new meal containers were well received by clients. Due to our meal numbers we now have two 'heats' each day. Sincere thanks goes to our committee members and volunteers who enable the day to day's proceedings to run smoothly. Thanks to Kent Town and Central Office staff for their help too. We look forward to celebrating our 40th birthday shortly.

## **Mount Barker**

Our success depends on our volunteers and we take this opportunity to thank them for their involvement. Since inception we have delivered 436,574 meals. During the year we acquired a new upright freezer with accessible shelves for storage, a vast improvement. We welcomed new Volunteer Coordinator Dianne Joy and assistant Brenda Campbell. Choice menus have been well received. Easter gifts and Christmas hampers for clients were distributed and thanks to the local Lions Club for their Christmas cakes too. Our volunteers' Christmas lunch was well attended and amongst our guests were two important women to our branch – Lynette Sims and Betty Wrigley. These women started the Mount Barker branch and respectively have volunteered in every position. Kitchen Supervisor Pam Hoffrichter, was the recipient of an Australia Day Award for service. Assistant Secretary Ann Duell was a nominee for District Council of Mt Barker's 'Our Community Heroes' Award.

## **Mount Gambier**

This has been another busy year with 22,029 meals prepared and delivered to our clients. Our Volunteer Coordinator has run recruiting programs resulting in new faces on office, delivery and kitchen duties. We were saddened by the loss of long serving volunteers Joyce Unger, Jan Beckman and Sue Beckman. The kitchen has had a make-over; painting is completed, the final piece of kitchen floor laid and new curtains adorn the volunteer area. We have received wonderful support from Mt Gambier City Lions Club (new door locks and keys), Lions Club of Mt Gambier (wash down tap and fittings), a DVD player was given by Blue Lake Crossfit and a microwave was donated by the Beckman family in memory of Jan, who was a thirty year volunteer. Thanks must go to all our wonderful volunteers and the community for their ongoing support.

## **Murray Bridge**

44 years and we are still running smoothly. Our Volunteer Coordinators are always busy rostering and all works out. Clients appreciate the way meals are being presented in the new larger foil containers. We greatly appreciate the support of our local Lions Club for again donating Christmas cakes for delivery to clients. They have been doing that since 2006. Our branch is a member of the Country Hospital-based Branch Subcommittee and our meals are supplied by the Soldiers Memorial Hospital. Regular meetings between our committee and hospital kitchen staff keep things on an even keel. We were saddened by the loss of volunteer Dianne Ferris who served on the committee from 1993-2011. She will be missed. Helen Schubert (44 years), Maureen Klau (18 years) and Necia Schappell (10 years) were interviewed by our local paper for Volunteer's Week. We thank all our volunteers for their help and assistance over the past year.

## **Norwood**

Our combined luncheon, AGM and presentation of volunteer service awards in July, was attended by about 50 volunteers. Several kitchen volunteers catered for our Christmas lunch, and a raffle with more than 30 prizes donated by volunteers provided much fun and helped offset the cost of the meal. Christmas gift bags containing donations from Norwood Lions Club and local businesses were distributed to clients on 24 December, and at Easter our local Bunnings store provided Easter eggs and hot cross buns for clients. After working on a menu and trialling some new recipes, we commenced the choice menu this year by cooking two main meals each day. This has been welcomed by our clients. Students have also given time in the kitchen and with deliveries and our clients really enjoy seeing new young faces! On behalf of all office bearers and committee members, we thank all our volunteers for the time given over the past year.

# Branch Reports

## Onkaparinga Valley

September 2013 saw our branch celebrate 35 years of operation with a luncheon, where 7 volunteers were also presented with awards for service since the branch's inception. Members of our branch have been involved in events coordinated by Central Office including the Royal Adelaide Show and the Volunteers Week March, held in Adelaide during Volunteers Week. Joyce Leslie was awarded the Medal of the Order of Australia (OAM) for service to the community of Onkaparinga Valley. Client numbers in our branch have lifted strongly, and volunteer numbers have improved, since the media campaign commenced. Choice menus were introduced in September 2013 and have been well received by clients. The branch continues to show true community spirit with volunteers eagerly undertaking their given tasks. This helps to build friendships between each other while also providing a vital service to the community, including people who are aged or unwell and needing support.

## Payneham

We turned 50 on 4 April 2014 and we celebrated with an afternoon tea at the kitchen with around 75 volunteers. Another successful year, again delivering meals to approximately 80 clients with an average of some 100 volunteers preparing and delivering meals. Our choice menu system is working well. We gained a very able Volunteer Coordinator in Libby Dean, which considerably reduced the work load on our two Kitchen Coordinators John Russo and Glen Diggins who were 'filling in' on a day to day basis. At our AGM all committee positions were filled with a few exceptions. Our Service Awards luncheon was attended by about 70 volunteers, who had a great time. For our efficient operations during the year, a sincere thanks to all of our hard working volunteers, including the committee members. We also appreciate the assistance given us by Central Office staff. We look forward to another good year in 2014-15.

## Peterborough

We delivered 4,803 meals this year, and have delivered over 212,000 meals since the branch's inception. Thank you to our 42 volunteers who deliver on average to 20 clients daily. One of our volunteers attended the Annual Awardees Afternoon in November. All positions on our committee were filled at our AGM. We held our Volunteer and Client Christmas Lunch in December for 65, and all received a small gift. Clients appreciated an ANZAC Day gift of homemade biscuits cooked by five of our volunteers. Our volunteer luncheon in June was attended by 31. We celebrated our 40th Birthday this year.

## Port Adelaide

A big year with promotions at the Semaphore Street Fair and participation in the Port Adelaide Christmas Pageant. Our well attended Christmas party recognised the outstanding efforts of all our volunteers including Joan Fowler for 40, and Dawn Fisher for 30 years of service. Our clients received a Christmas hamper, hot cross buns at Easter and homemade Anzac cookies, thanks to our hard working committee and donations from volunteers. We lost two long standing volunteers, Margaret Corcoran, 40 and Arthur Govett 20 years. The Governor-General visited our kitchen in May in honour of our upcoming 60th birthday celebration in August. Sir Peter and Lady Cosgrove toured the kitchen, stayed for morning tea and presented us with a plaque commemorating the visit. After a few hiccups we started the choice menu but we have been very ably assisted by Central Office staff, and have had positive feedback from our clients.

## Port Lincoln

Our branch has had a successful year. The hospital has helped with some changes to the menus. At our AGM and Service Awards luncheon two of our volunteers were presented with 40 year service awards. A successful Christmas social afternoon was held in late November. The local Men's Probus Choir entertained those present, and Father Christmas came and gave a pen to all present on the day. In March we hosted the first MoWSA Regional Workshop with Board members and staff from Central Office and most branches on the Eyre Peninsula were represented at a very interesting day. Our Secretary, Adele Whittaker is on the Country Hospital-based Branch Sub-Committee and also attended the National Conference in Canberra in August. We continue to have enough willing volunteers to fill our weekly rosters and happily to serve our recipients.

## Port MacDonnell

The branch would like to report that for the 2013-2014 financial year we reached 34 years of service to our community. We provide freshly cooked meals to six clients locally with seventy two volunteers, five days per week. Two volunteers, Judy Jennings and Sue Button, both volunteer cooks in our kitchen, reached fifteen years of service. One volunteer, Deb Lewis, reached 20 years of service. Deb delivers meals once a month and is also our branch Client Services Coordinator.

## Port Pirie

Another good year! We have settled into our new kitchen and everything is running smoothly. We feel privileged to have such modern facilities. A highlight was the visit by His Excellency Rear Admiral The Honourable Kevin Scarce, AC CSC RANR, Governor of South Australia, who shared afternoon tea with committee members and volunteers. Our Christmas dinner was well attended by many of our volunteers. Our 49th birthday was celebrated with over 100 invited guests including clients and volunteers. Service Awards were also presented to volunteers, with Nancy



Jaeschke and Des Memen also receiving Premier's Certificates of Recognition for Outstanding Volunteer Service. The choice menu was introduced and despite some extra coordination, it has been met with very positive feedback from clients. We lost our Client Services Coordinator, Denise Francis and she is sadly missed. Sincere thanks to our hardworking volunteers and committee members, for our efficient operations during the year. We also appreciate the assistance given to us by Central Office staff.

## **Prospect**

A busy year with several changes taking place due to the retirement of long-serving volunteers Di Zerella, Marlene Doherty and Marlene Rodway. We have new faces on our committee and we wish them well. Sadly our Chair, Elizabeth Pohl, passed away suddenly and our deepest sympathy is extended to her family. At our AGM 32 volunteers were presented with Service Awards. Doreen Horne, wife of the late Joe Horne, cut the celebratory cake for 55 years of service to the Prospect community. We started the choice menu and this is working well after a few teething problems. A pre-Christmas volunteer get-together, capably organised by Margaret Kelly and Rosie Currie, was enjoyed by all who attended. At Christmas we gave a parcel to each client, which was greatly appreciated. Our thanks go to the Blair Athol Lions Club who provided Christmas cakes for the parcels, and to the volunteers who helped to pack them.

## **Renmark**

It's a pleasure to be part of a fresh cook kitchen delivering 250 meals a week. With diligent, enthusiastic and organised committee members who have a good handle on their areas of responsibility and continue to work seamlessly together, we ensure all facets of running a kitchen and delivery service are addressed professionally and appropriately in this day of regulatory compliance. No wonder our branch runs so smoothly. We transferred our substantial term deposit into their care of Central Office, with

interest accruing credited to the branch. Our refrigeration was updated during the year. We can never thank our volunteers enough for their tireless efforts, so once again, thanks to all those who contribute to servicing the needs of our clients and to Central Office staff for their ongoing support as we head into our 50th year of service to our community.

## **Salisbury**

These last 12 months have been very interesting in our neck of the woods. The introduction of the choice menu has been a success. Our kitchen was renovated this year and we sourced our meals from Kent Town during this time. We have delivered a total of 32,515 meals during the 12 months. Our volunteer Christmas luncheon was held at the Salisbury Bowling Club in early December and was a great success. We have an average of 145 clients and at Christmas they received a small hamper and a special meal. The branch has its ups and downs with volunteers as they seem to come and go, but we are always able to manage.

## **Snowtown**

We have 45 volunteers who deliver meals that are cooked in the Snowtown Hospital kitchen, who do a great service for the town. The branch started in 1975 so we have been delivering meals to people who need our services for nearly 39 years. All clients received treats of biscuits, cake and a card at Christmas time, which are always gratefully accepted. We thank both the hospital and our volunteers for their generous contribution to our community.

## **Southern Yorke Peninsula**

Our branch continues to work quietly and effectively. Client numbers remain fairly constant as we seem to gain a few each year only to lose a couple each year. Our clients are extremely happy with the service and the meals provided by the kitchens at Melaleuca Court Nursing Home Minlaton and the Yorketown Hospital. About the middle of next year the branch will reach the 10,000 meals

milestone in our 39th year of operation. The structure of our committee is also constant as is the number of our volunteers, which number around the forty mark. During the year we had a visit from the designated Meals on Wheels auditor and were pleased to receive a good report. The branch also had a visit from two Branch Support Officers from MoW, to talk about the new client assessment procedures. The branch thanks Central Office for their support in different areas during the past 12 months.

## **Stansbury**

We have been busy again this year in our small community. We held our 2013 AGM at the local hotel again this year, which proved popular with both the volunteers and clients. Our 2014 AGM will coincide with our 25th birthday celebrations. Client Services Coordinator, Jeanette Canton, was honoured by being named Stansbury's Citizen of the Year on Australia Day. Two of our clients celebrated their 70th wedding anniversary recently – what an achievement! The Lions Club generously supplied Christmas cakes for hampers at Christmas time again. These are always well received by our clients and they are enjoyable to assemble too.

## **Stirling**

This year we have continued to cook and serve approximately 35 nutritious, freshly cooked meals daily to clients in Stirling, Aldgate, Bridgewater and surrounding 'Hills' towns. In May we held a volunteer 'thank you' luncheon at Hahndorf, with approximately 60 volunteers attending. We provided Christmas hampers to our clients again this year and thank Romeo's Foodland and other local businesses for their donations. We also provided hot cross buns and chocolates for clients at Easter. After a few teething problems with the new choice menu, the kitchen volunteers are coping well. Thank you to our Branch Support Officers at Central Office for their support. Our committee is running smoothly and our new Secretary Julie Schlosser is doing an excellent job.

# Branch Reports

## Tumby Bay

An exciting year celebrating our 40th birthday! Clients, volunteers, local dignitaries and Central Office staff all enjoyed the celebration and reminisces from foundation member, Edna Ramsay! Shirley Franks (39 years) became our longest serving volunteer. Our 105 dedicated volunteers deliver an average of 37 meals daily. We farewelled nine valued volunteers. A National Meals on Wheels Day luncheon involving local school children preparing, cooking and serving as part of their curriculum was held. Hospital kitchen staff prepared a Christmas dinner which the committee served and entertained our clients. Committee members also baked and packaged biscuits at Christmas for our clients. The regional meeting in Port Lincoln was very helpful, as it gave us an opportunity to get to know Board members and Central Office staff. Our thanks and appreciation goes to our hospital kitchen staff for preparing our meals, and the committee for their dedication, during a very successful year.

## Two Wells

We currently have four clients; one each in Mallala, Middle Beach and Two Wells, and another on the outskirts, so we certainly do a small amount of travelling. We have operated from the Two Wells Uniting Church Op-Shop (formerly the Church Hall) for over 27 years now. At our AGM, a Central Office report on what happens in and around the organisation, highlighted how branches work differently, e.g. ours which delivers only frozen meals. Our Christmas hampers for clients were very well appreciated. The hard heavy duty cooler bags for our frozen meals proved a blessing as they are a great success. We congratulate Lorraine Goss, Client Services Coordinator, who celebrated 25 years of volunteering. We have 8 volunteers working in pairs and deliver meals every Friday fortnight. We thank Central Office staff for their help during the year, and all our volunteers, especially our Treasurer/ Secretary, Judi Frost, who does a fantastic job.

## Unley

Several momentous events occurred throughout the year. Gwenda McFarlane achieved 30 years of service, Irene Kirkland achieved 25 years of service and both Colette Kalvas and Patricia Oreb achieved 20 years of service. These are great achievements and we congratulate their dedication and devotion to volunteering. Students from Mercedes College, Rostrevor College, St Ignatius College, Flinders University, Prince Alfred College, Scotch College, Thebarton Senior College, St Peters College, Unley High School, Seymour College, Cabra and St Mary's have participated in volunteering at our branch. They have provided valuable assistance at times when volunteer numbers have been low. Their attitude and application to assigned duties makes them a credit to their schools and to young people in general.

## Victor Harbor

Sincere thanks go to our team of volunteers for their continued dedication in the 45th year of our service to the local community. Two of our volunteers, Kaye Knight and Ronald Dean, are recipients of the 'Premier's Certificate of Recognition for Outstanding Volunteer Service', presented at our Annual General Meeting.

## Waikerie

This has been another busy year with meal numbers rising with many longer term clients and a large number of short time clients, recovering from surgery etc. Our change to the choice menu has been a smooth transition and working well, with clients very happy with the menu. We would like to thank Kevin Cunningham for all his help. The cold entrees have also been well received by our clients. Our 45th anniversary was celebrated earlier this year at a small afternoon tea. We have been blessed with enough volunteers to fill all delivery and cooking positions. Our kitchen coordinator is retiring at our AGM and she has already trained up

her replacement. We hosted a Regional Conference in June. An interesting conference with good numbers attending, despite the cold, windy rainy day, but the footy club was a great venue. We are looking forward to another busy year next year.

## Wallaroo

This year the number of meals we delivered reduced to 5,027, a substantial drop of 1,342 over last year's number. The number of clients has reduced to 23. While there have been changes to our volunteer numbers too, we have retained enough to complete our rosters and deliver the meals to our clients. Over the past six months we have had some issues with meal supply from Wallaroo Hospital but, with the assistance of Central Office staff, we look forward to resolving the issues in the near future. Our branch appreciates the dedication of all our volunteers and the support given by Central Office staff.

## Whyalla

Our branch continues to run smoothly thanks to our dedicated committee and volunteers. Our AGM welcomed Mayor Jim Pollock and Merton Hodge from the City Council and service awards were presented to 26 volunteers. Volunteer Carole Craney was named Whyalla Citizen of the Year in the Australia Day Honours. We lost our Assistant Secretary, Joan Hudson, a committee member for many years, and she is sadly missed. We had an incident that demonstrates our 'more than just a meal' theme. A client had fallen during the night and lay on the floor for 9 hours until our volunteers arrived. They couldn't get inside but spoke to her through the window. The emergency contacts were unavailable, so an ambulance was called and one volunteer stayed at the house whilst the other continued to deliver the remaining meals. Another good reason why we deliver in pairs! During Volunteer's Week we held a lunch for 77 volunteers and all agreed it was an enjoyable afternoon. Our thanks to the two Lions Clubs for

providing Christmas cakes for our clients and the Rotary Club for providing two members every month to help with deliveries. We also thank the hospital for preparing nutritious meals for our clients.

## **Woodville**

We had a display at a Family Day during an SANFL home game at Woodville Oval. Children took part in a replica of the 'Yellow Brick Road' and were rewarded with fruit donated by 'Get Fresh' at Findon plus balloons and recipes in a shopping bag. Sadly our Past Chair Robin Cram resigned due to ill health. 45 volunteers enjoyed a pre-Christmas outing at the Woodville Oval dining room. Before Christmas one of our lovely clients knitted 80 'Christmas pudding covers' and donated them, full of chocolates, for her fellow recipients and the branch made up hampers. In March Sue Lowe started as Kitchen Coordinator. Some of our delivery volunteers donated Easter eggs and chocolates for a raffle with the proceeds went to providing hot cross buns and eggs for our clients. Daphne Hooper was presented with a State Award of Merit from Neighbourhood Watch SA. The only concern our branch has is keeping our volunteer numbers.

## **Yankalilla**

During the past year we have welcomed several new volunteers and, sadly farewelled others because of changing residence. The entrance and car park areas of our branch were resurfaced this year which was paid for by the branch with funds accumulated from its Variety Shop operations. At our 2013 AGM the branch was informed that Central Office could no longer sanction the operation of the shop under the MoWSA banner. A sub-committee of shop workers was formed, chaired by the branch's Vice Chair Adrian van Berkel. The sub-committee has overseen the change in operations to a Community Variety Shop, which will assist several local organisations.





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