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 keynote 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
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.

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 providers, community aged care 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.

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.

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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!
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 weekday, 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 clients 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.

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.
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

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

- Ceduna
- Morgan
- Port MacDonnell
- Two Wells

- Cummins
- Quorn
- Snowtown
- Strathalbyn

Meal Delivery Milestones

1,500,000 MEALS
- Christies Beach
- Glenelg
- Henley & Grange

1,000,000 MEALS
- Warradale

250,000 MEALS
- Blackwood

200,000 MEALS
- Crystal Brook

100,000 MEALS
- 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

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

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.
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, Jennifer 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
Midwaters, Ruth Kadina

Offe, Lorna (Margaret) Willunga
Player, Yvonne Quorn
Roberts, Heather Quorn
Roebly, Val Quorn
Schache, Murray Mannum
Schache, Raeleen Mannum
Stephenson, Val Quorn
Symonds, Norah Strirling
Tonissen, Joyleen Salisbury
Tugwell, Mary Campbeltown
Van Den Ende, Marlene Peterborough
Warnet, 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 Burns
Nottle, Jean Booleroo Centre
Pannell, Betty Port MacDonnell
Perryman, Beverley Port MacDonnell
Pfitzner, Jeanette (Heather) Naracoorte
Pinyon, Janet Renmark
Pringle, James (Jim) Quorn
Richardson, Elizabeth Mount Gambier
Rolay 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
Coome, 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, Les Cowell
Klose, Heather Barossa Valley
Lambert, Kay Gilbert Valley
Lynn, 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 Strirling
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
Hignet, Marlyn Naracoorte
Hope, Carol Clare
Huppatt, 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, Boukie (Connie) Moonta
Spyksma, Mona Warradale
Steven, 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 Edwardstown
Bussenschutt, Barbara (Janice) Kadina
Butler, Fay Port MacDonnell
Byrne, Jenny Blackwood
Clauthon, 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
Gouldsworthy, Fay Campbelltown
Govan, Dean Warradale
Groth, Jane Berni
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
Hellers, Robert (Bob) Kapunda
Hoffmann, Beverley Barossa Valley
Holle, 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-Astrope, Margaret 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
Nielson, 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
Scarmar, Eleanor (Ely) Port Pirie
Schroeter, Trudy Onkaparinga Valley
Schuster, Beth Goolwa
Searle, Elizabeth Mitcham
Seller, Elaine McLaren Vale
Serdjivic, Mihovilka “Milka” Mount Gambier
Sims, Hartley (Ray) Orroro
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) Brightton
Tarbot, Audrey (Joan) Jamestown
Taylor, Jeanette Booleroo Centre
Thomas, Edna (Joyce) Norwood

Service Awards
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
Avery, 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
Catmeller, Roxanne Port Pirie
Cenko, Helen Renmark
Clark, Maurice Prospect
Clarke, Avis Booleroo Centre
Coad, Judith Port Broughton
Colles, 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. Peninsular
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. Peninsular
Hughes, Kay Tailen Bend
Hulbert, Michael Warradale
Humby, Anna Port Lincoln
Hunter, Jan Norwood
Jablonskas, Adomas (Adam) Brighton
Jackson, Rosanne Blackwood
Jenn, 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. Peninsular
Madge, Julian Norwood
Maitland, Marian Brighton
Marshall, Raymond (Stuart) Mount Barker
Martin, Aileen Murray Bridge
Martin, Jeffrey Murray Bridge
Mathieson, 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, Leann Booleroo Centre
Norton, Sandra Whyalla
Oford, 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
Sevier, Mark Wallaroo
Semler, Joy Snowtown
Sexton, Joa Prospect
Sexton, Tony Prospect
Shaw, Lindsay West Torrens
Smith, Mary Happy Valley
Smith, Dawn Stansbury
Spamon, Susan Henley and Grange
Sporer, Kathryn Millicent
Starr, Helen Hindmarsh
Steene, 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
Trewarth, Jennifer Moonta
van de Water, Hendrikus (Hank) Port Adelaide
Vivian, Les Strathalbyn
Voss, Ingrid Hamley Bridge
Vounard, Lorraine Port Lincoln
Walker, Thomas Playford
Walker, Margaret Cummins
Warren, David Renmark
Watson, Valerie (Elaine) Millicent
Wayte, Madeline Port Adelaide
Welk, Margaret Happy Valley
Wesselingh, Susanne Stirling
Whitrod, Alyis 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.
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, GAICD**  
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 include 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(OHNS)RCOG, FRACP, FRACMA, FAAG, FRCPS, FANZGSM  
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

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<th>BOARD</th>
<th>BOARD COMMITTEE</th>
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<tr>
<td></td>
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<tr>
<td>Leon Holmes’ President</td>
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<tr>
<td>Marg McKenzie** Vice President</td>
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<tr>
<td>Bill Coomans * Vice President / President</td>
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<td>John Hill Hon. Treasurer</td>
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<tr>
<td>Heather Richardson Vice President</td>
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<tr>
<td>Chris Monck Branch Representative</td>
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<tr>
<td>John Symonds Branch Representative</td>
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<td>Allan Lipschinski Branch Representative</td>
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<td>Shirley Mudge Branch Representative</td>
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<tr>
<td>David Henderson Co-opted Member</td>
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<td>Janet Grieve Co-opted Member</td>
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<td>Bob Penhall Co-opted Member/Vice President</td>
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<td>Ellie Hamilton Co-opted Member</td>
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<td>Penny Gale Elected Member</td>
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<td>Peter Siebels Elected Member</td>
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<td>Julie Low Branch Representative</td>
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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

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</tr>
<tr>
<td>2015</td>
<td>2,141,015</td>
<td>20,948,615</td>
</tr>
<tr>
<td>2016</td>
<td>2,156,015</td>
<td>21,253,754</td>
</tr>
</tbody>
</table>
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.

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%, predominately 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.

Honorary Treasurer’s Report

John Hill

Unprompted awareness of Meals on Wheels

98%

Awareness of service and ‘Meals for seniors’

90%

Approachability – would you approach Meals on Wheels

97%

Source: MoWSA Brand Health Check MTR, January 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**

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

As at 30 June 2016

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

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

<table>
<thead>
<tr>
<th></th>
<th>Asset Revaluation Reserve</th>
<th>Financial Asset Reserve</th>
<th>Retained Surplus</th>
<th>Total Equity</th>
</tr>
</thead>
</table>

**CHANGES IN EQUITY**

Comprehensive income

Surplus (deficit) for the year

**Balance at 30 June 2015**

|                        | 3,512,360 | 5,028,597 | 24,775,476 | 33,316,433 |

**CHANGES IN EQUITY**

Comprehensive income

Surplus (deficit) for the year

**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

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

**CASH FLOWS FROM OPERATING ACTIVITIES**

**Receipts from:**

- Meal sales: 9,053,994
- Government grants: 2,965,537
- Donations: 67,171
- Interest: 133,554
- Other sources: 95,843

**Payments for:**

- Meal production & distribution costs: 7,142,804
- Employment costs: 3,135,360
- Other costs: 1,187,024

**Net cash flows from operating activities**

850,911

**CASH FLOWS USED IN INVESTING ACTIVITIES**

**Payments for financial assets**

<table>
<thead>
<tr>
<th></th>
<th>845,822</th>
<th>(2,774,674)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proceeds from sales of property, plant &amp; equipment</td>
<td>14,524</td>
<td>172,869</td>
</tr>
<tr>
<td>Purchase of land &amp; buildings</td>
<td>(93,113)</td>
<td>(173,333)</td>
</tr>
<tr>
<td>Purchase of plant &amp; equipment</td>
<td>(497,160)</td>
<td>(602,869)</td>
</tr>
<tr>
<td>Interest reinvested in financial assets</td>
<td>845,822</td>
<td>774,673</td>
</tr>
</tbody>
</table>

**Net cash flows used in investing activities**

(575,749)

**Net increase (decrease) in cash**

275,162

**Cash on hand at beginning of financial year**

4,037,949

**Cash, cash equivalents and term deposits at the end of the year**

4,313,111
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
Postal: PO Box 377, Kent Town SA 5071

HLB Mann Judd Audit (SA) Pty Ltd is a member of HLB International, a worldwide organization 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

<table>
<thead>
<tr>
<th>Branch</th>
<th>Type</th>
<th>Total 12 Months</th>
<th>Daily Average</th>
<th>Meals Since Inception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aldinga</td>
<td></td>
<td>6,586</td>
<td>26</td>
<td>114,770</td>
</tr>
<tr>
<td>Ardrossan</td>
<td></td>
<td>3,066</td>
<td>12</td>
<td>77,221</td>
</tr>
<tr>
<td>Balaklava</td>
<td></td>
<td>3,944</td>
<td>16</td>
<td>163,189</td>
</tr>
<tr>
<td>Barossa Valley</td>
<td></td>
<td>11,550</td>
<td>46</td>
<td>541,208</td>
</tr>
<tr>
<td>Berri</td>
<td></td>
<td>7,339</td>
<td>29</td>
<td>342,082</td>
</tr>
<tr>
<td>Blackwood</td>
<td></td>
<td>12,745</td>
<td>51</td>
<td>256,015</td>
</tr>
<tr>
<td>Booreroo Centre</td>
<td></td>
<td>4,448</td>
<td>18</td>
<td>135,986</td>
</tr>
<tr>
<td>Brighton</td>
<td></td>
<td>32,381</td>
<td>130</td>
<td>1,906,809</td>
</tr>
<tr>
<td>Burnside</td>
<td></td>
<td>16,583</td>
<td>67</td>
<td>1,432,959</td>
</tr>
<tr>
<td>Burra</td>
<td></td>
<td>1,377</td>
<td>6</td>
<td>140,782</td>
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<tr>
<td>Campbelltown</td>
<td></td>
<td>27,613</td>
<td>111</td>
<td>1,037,651</td>
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<tr>
<td>Ceduna</td>
<td></td>
<td>3,743</td>
<td>15</td>
<td>93,548</td>
</tr>
<tr>
<td>Christies Beach</td>
<td></td>
<td>52,052</td>
<td>209</td>
<td>1,543,687</td>
</tr>
<tr>
<td>Clare</td>
<td></td>
<td>2,632</td>
<td>11</td>
<td>253,569</td>
</tr>
<tr>
<td>Cowell</td>
<td></td>
<td>3,122</td>
<td>13</td>
<td>67,926</td>
</tr>
<tr>
<td>Crystal Brook</td>
<td></td>
<td>3,688</td>
<td>15</td>
<td>200,903</td>
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<tr>
<td>Cummins</td>
<td></td>
<td>2,018</td>
<td>8</td>
<td>93,548</td>
</tr>
<tr>
<td>Edwardstown</td>
<td></td>
<td>35,613</td>
<td>127</td>
<td>1,560,584</td>
</tr>
<tr>
<td>Enfield</td>
<td></td>
<td>18,353</td>
<td>74</td>
<td>1,072,413</td>
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<tr>
<td>Eudunda</td>
<td></td>
<td>1,663</td>
<td>7</td>
<td>83,664</td>
</tr>
<tr>
<td>Findon</td>
<td></td>
<td>27,684</td>
<td>111</td>
<td>921,745</td>
</tr>
<tr>
<td>Gawler</td>
<td></td>
<td>17,478</td>
<td>70</td>
<td>768,607</td>
</tr>
<tr>
<td>Gilbert Valley</td>
<td></td>
<td>2,802</td>
<td>11</td>
<td>174,378</td>
</tr>
<tr>
<td>Glenelg</td>
<td></td>
<td>34,419</td>
<td>138</td>
<td>1,506,786</td>
</tr>
<tr>
<td>Goolewa &amp; Districts</td>
<td></td>
<td>5,740</td>
<td>23</td>
<td>169,940</td>
</tr>
<tr>
<td>Hallett Cove</td>
<td></td>
<td>14,613</td>
<td>59</td>
<td>233,537</td>
</tr>
<tr>
<td>Hamlet Bridge</td>
<td></td>
<td>1,067</td>
<td>4</td>
<td>51,358</td>
</tr>
<tr>
<td>Happy Valley</td>
<td></td>
<td>28,965</td>
<td>116</td>
<td>390,414</td>
</tr>
<tr>
<td>Henley &amp; Grange</td>
<td></td>
<td>32,471</td>
<td>130</td>
<td>1,520,024</td>
</tr>
<tr>
<td>Hindmarsh</td>
<td></td>
<td>16,146</td>
<td>65</td>
<td>1,324,091</td>
</tr>
<tr>
<td>Jamestown</td>
<td></td>
<td>3,465</td>
<td>14</td>
<td>191,526</td>
</tr>
<tr>
<td>Kadina</td>
<td></td>
<td>8,273</td>
<td>33</td>
<td>348,669</td>
</tr>
<tr>
<td>Kapunda</td>
<td></td>
<td>4,809</td>
<td>19</td>
<td>19,334</td>
</tr>
<tr>
<td>Laura &amp; Districts</td>
<td></td>
<td>2,174</td>
<td>9</td>
<td>139,483</td>
</tr>
<tr>
<td>Maitland</td>
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**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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