

MEALS 
ON WHEELS

More than just a meal.

2016
BRANCH
REPORTS
SUPPLEMENT
ANNUAL REPORT

VOLIEER

BRANCH REPORTS:

Please note that names and years for Service Awards in the current Calendar year are listed in the main Annual Report of Meals on Wheels SA.

ALDINGA

The year saw some turmoil at Aldinga as the local CFS obtained a new fire appliance, which meant they needed the extra space that was being used as The Meals on Wheels office. We have not been able to find a suitable long-term location and are currently renting space in the Lions' Den. We are still searching.

We currently have 40 volunteers serving 40 customers with both hot and frozen meals. In the last 12 months, meal numbers have increased by 45%. The extra work for our volunteers may require splitting rounds to accommodate the extra deliveries.

In December many of our volunteers and customers had a very enjoyable Christmas celebration lunch at the Alma Hotel in Willunga.

Christmas hampers were delivered to our customers in December by two of our volunteers. LifeCare Aldinga continues to supply our meals which are generally of a good standard.

ARDROSSAN

Another very successful year for this branch. This due to the professionalism and dedication of the committee and volunteers. This has ensured that our 14 to 20 customers receive the best possible service.

Two new volunteers, Gary Ross and Jackie Roy, agreed to take on executive roles this year. Sadly Glenyse Nichols stepped down as Volunteer Coordinator after 11 years continuous service, but will remain on the committee. She has demonstrated volunteering at its best.

A \$500 donation from the Ardrossan Bingo Club helped in the purchase of a larger fridge.

The Ardrossan Hospital cooks have our sincere thanks for preparing the meals. We also thank those volunteers, who for a variety of reasons are no longer active, for their contribution.

The Christmas luncheon for some 60 committee members and volunteers was so successful that it became an annual event.

It has been a privilege to work to help those struggling in our community.

BALAKLAVA

Balaklava branch has 11 committee members and 88 volunteers who provide a welcome Meals on Wheels service to some 24 customers on 2 delivery rounds.

The AMOWA National Conference in September 2015 was attended by three of our Committee members. We held a Balaklava MoW Volunteer Lunch in October. And we were represented at the MoW Regional Workshop in Gawler.

We were delighted that our volunteers Jenny & Colin Stewart and Isobel & Don Anderson, received Australia Day Awards for Service to the Community.

Balaklava MoW was proud to receive our 45 years badge to place on the MoW plaque at Balaklava Hospital main entrance.

BAROSSA VALLEY

The introduction of the Choice Menu for customers continues to receive compliments on the quality and variety of meals.

April saw the 12 month anniversary of the Cook-Chill arrangement with the Tanunda Hospital. The service provided by their staff enables the improved service we provide to customers. We now deliver hot special diet and texture modified meals to customers daily. Previously only offered as a frozen service.

The Frozen Meal Service transferred to the Tanunda Lutheran Home, and will enable a frozen meal delivery service in the future. Currently we provide a fortnightly shop-front for customers or their families to select, purchase and collect frozen meals.

The Committee of 10 volunteers continues to efficiently manage the administration, financial, meal ordering, client and hospital liaison roles for the Branch. We manage most tasks from our homes using a range of computer and internet systems. Connecting with volunteers and providing training and updates is complex.

BERRI

This year we celebrated 50 years of service to the Berri community. Past and present volunteers enjoyed a special luncheon at the Berri Hotel. The birthday cake was cut by Audrey Todd and Betty Brand, our two longest serving volunteers, who each served for 45 years before their retirement.

The Branch operates smoothly, with a strong committee of 10 and around 60 volunteers. Our 38 customers receive meals prepared by the staff of the Riverland General Hospital. The winter months are always a challenge for our Volunteer Coordinator as many of our volunteers travel then.

Seven of our members attended the Regional Workshop in Renmark. It was an informative and enjoyable day. The interaction with other Branches is particularly valuable.

We again delivered Christmas Hampers to our customers. These are always well-received. Thank must go to our wonderful team of volunteers who continue to maintain this vital service within our community.

BLACKWOOD

Due to the commitment of our dedicated committee and enthusiastic volunteers, our branch continues to operate smoothly. Thank you one and all.

We reached our 250,000th meal milestone this year. Our volunteers have adapted to a change of boundary and major roadworks, with their usual good humour and everybody is coping well.

We began the festive season with Christmas drinks and nibbles and we celebrated our 24th Birthday in March with a barbeque. The garden was at its best thanks to the work of our tireless gardeners.

Our mid-winter 'soup day' observed Volunteers Day and the committee brings their 'specialty' to share. Once again the afternoon was a success due to the culinary expertise of our committee.

Christmas Hampers, together with gifts for Easter, Mother's Day and Father's Day are delivered to our customers and are always gratefully received.

BRIGHTON

The following key points reflect Brighton Meals on Wheels activities and efforts for 2015/2016.

Brighton Branch returned to 8 routes following on from Glenelg returning approximately 40 customers to the Brighton area.

We joined the ranks of most other branches in providing choice meals to customers. The kitchen staff coped extremely well. One area of challenge was the input of data into the computer system, especially for pre and after care staff. This reflected into direct debiting and caused a few problems to be sorted.

Chair John Francis and wife Mary, are retiring from Brighton Meals on Wheels after 22 years of service at the 2016 Annual General Meeting. He has enjoyed his time immensely with Brighton Meals on Wheels and has made many long term and close friendships in the time. He wished Brighton Meals on Wheels many more years of successful service to our customers and community in general.

BURNSIDE

The past year at Burnside has seen very few changes. Volunteer turnover has been minimal and client numbers have remained constant with about 80 meals per day delivered on average.

The highlight of the year was the 2015 Christmas/Awards lunch held at the Kensington Gardens Bowling and Tennis Club in November. Jan McLachlan received her 35 years' service award, with Maxine Wallace receiving a 25 year service award.

Once again our customers received a much appreciated Christmas hamper consisting of beautiful home-made jam/marmalade, biscuits, chocolates and Christmas goodies.

Many thanks to all our volunteers, who so willingly give their time and expertise, to make Burnside a happy and efficiently run kitchen.

BURRA

The Burra Branch Committee headed by Chairperson Bev Fleming with 42 volunteer drivers and deliverers has been operating in the community for 45 years.

Meals are sourced from the Burra Hospital which is a contracted supplier to MoWSA through an agreement with Country Health S.A. Client numbers and need has been declining recently due to deaths and relocation to residential care.

This year a 30 years' service badge was presented to both Avis Webster and Claire Taylor. Truly part of the local community the branch volunteers donated an outdoor table and chairs set for Barker Retirement Homes and the Burra Uniting Church recently held a service and luncheon to thank the volunteers for their dedication to the community.

CAMPBELLTOWN

Branch Chairman, Brian Thomas and Branch Secretary John Thomas resigned during the year. Their roles filled by Katherine Exley and Deirdre Boddington respectively. Three of our volunteers were honoured with awards for 40 Years' Service in recognition of their work with MoWSA; Barbara Bennett, Mary Tugwell and Shirley Bradbook.

The kitchen is running smoothly with a full team of volunteers putting out meals to 150 customers across 5 rounds. Our meal deliveries this year totalled 27,613 meals.

Another successful continuing tradition was our client birthday party held in October. Branch volunteers celebrated the end of the year, with a jovial dinner function.

It is important to acknowledge all of our volunteers, their willingness and reliability is greatly valued and we thank you. Thanks also to MoWSA Support staff, Alois Staudacher and Rosslyn Andrews who help us out in so many ways. Also Marco Staltari and the Kent Town Kitchen Staff for their endless help.

CEDUNA

Ceduna MoW continues to run smoothly thanks to our 53 wonderful volunteer drivers and deliverers, who deliver to some 10 to 20 customers daily. We delivered some 3667 meals during the financial year.

At present we run a 6 week roster and whilst several volunteers had to leave this year, we have been lucky to recruit new deliverers to fill their place. We continue to have a good emergency list of volunteers.

The Ceduna Hospital kitchen cooks a variety of healthy diet controlled 3 course meals and a dietician has visited with the kitchen staff to provide suggestions. They commented favourably on the menu.

Our customers received a Christmas gift from all of us at Ceduna MoW. They all enjoyed receiving and eating it!

President Claire Collins gave out Service Awards at our Christmas party, which was well-attended and very enjoyable.

CHRISTIES BEACH

At our AGM, guest speaker Tom Hoey from SA Fire Brigade spoke on safety in the home and General Manager Service Operations Julie Bonnici spoke on wider MoWSA matters and presented service awards to our volunteers. Congratulations to all.

This is the third year we have offered the Choice menu to our customers and our thanks go to Judith and the 'girls in the office' for their work. All involved are to be commended for their efforts in creating Round 11, too.

Volunteer Coordinator Jenny organised a 'get together' lunch at a nearby venue for our volunteers.

Kane has joined us as our Kitchen Coordinator and he oversees the volunteers and kitchen team.

Thanks to Client Service Coordinators Judith and Doris, for their many hours of caring support for our customers.

Indeed, a big thank you to committee members and all branch volunteers for their continuing dedication to our community.

CLARE

Our branch was pleased when Maureen Lally, long standing committee member and deliverer of meals, was named Australia Day Citizen of the Year for Clare and Gilbert Valleys Council. Maureen has served her community well in numerous voluntary roles over many years. At our AGM, volunteers were again presented with certificates and awards for service. We were sorry to lose John Haynes, our Client Services Coordinator, who resigned from his position due to failing health. We are grateful to John for serving our branch in this position for 15 years and we wish him well in his retirement.

Gerry Pawelski, has taken over from John and is adapting well to the position. Meal numbers have fluctuated throughout the past year, with around 20 customers receiving meals.

COWELL

We continue to have plenty of volunteers as we are very lucky in our small town. 10 volunteers retired and the good news is that we have 10 new volunteers joining us.

Our thanks to June Young and her catering team at the Cowell Hospital for preparing the meals. We have had meals changes this year, guided by the Country Health Memorandum of Understanding.

Thank you to the Button Club for donating food and the Lions club for donating cakes for our Christmas hampers, which each customer really appreciated receiving. And a very big thank you to our local Council Office for the free photocopying.

A great time was had by all at the Commercial Hotel for our Christmas luncheon.

David Smith MoWSA Corporate Services Manager came to our AGM in March and he presented the service awards and spoke. He thanked volunteers for their many years of service. Congratulations to all who received awards, well done.

In May our BSO, Sue Mitchell, visited and met with our Committee. Maxine Ramsey, Judy Francis & Jennie Roe attended the Regional Workshop held in Pt Lincoln.

On behalf of all office bearers and committee members we thank all our dedicated volunteers for this commitment in support and providing a community service that is more than just a meal and we look forward to what the coming year brings.

CRYSTAL BROOK

This year saw the 200,000th meal served by MoW Crystal Brook. The meal was delivered by Margaret Collins and Pat Worden, who last year was recognised for 45 years' service. The customer was 97 year old Doris Jacobs, the oldest Crystal brook customer, herself a past MoW deliverer. During Volunteers Week our annual volunteers lunch was held. A 2 course meal was provided by the primary school parent club and year 7 students waited on the tables. Our Branch Support Officer (BSO), Anthony Medcalf, attended and made himself known to and thanked volunteers. Customers were given a Lions Christmas cake at Christmas.

CUMMINS

Meals on Wheels Cummins operated very successfully again this year, with the wonderful support received from; Cummins Hospital Staff, Kitchen Staff and our 75 willing, dedicated and caring volunteers.

Volunteers ensure everything runs smoothly including those who are willing to come on board and help out in emergencies. Our six week roster is kindly printed free of charge, by the District Council.

Kitchen staff also assist with customers not at home, distribution of Volunteer Handbooks and oversight of the "fit for work" forms before delivering meals. We delivered Christmas Hampers to 11 delighted and appreciative customers just before Christmas.

This year we celebrated 40 years' service in the community. At our Annual General Meeting and Service Awards Presentation, we welcomed volunteers to a 40th birthday morning tea and Meals on Wheels Central Office Representative Julie Bonnici was able to be there.

Sincere thanks go to all for the dedication, support and wonderful caring friendships.

ENFIELD

Planning commenced for our 50th Milestone birthday in October. An afternoon tea at the Kilburn Football Club with the local Federal/State MPs, all the current and some past volunteers will be invited.

An audit conducted in May saw an excellent report with no problems.

We held 2 successful sausage sizzles at Bunnings on Churchill Road, raising funds for the customer Christmas hampers and our volunteers Christmas Lunch. They were well attended and enjoyed by everyone.

Our kitchen garden continues to improve. The herbs are a great success and are utilized constantly. Pumpkins were planted but we didn't get to harvest as many as anticipated, due in part to vandalism. But we harvested good quantities of zucchini, silver beet and capsicums. It is great doing sautéed zucchini with veg which was only picked yesterday!

EUDUNDA - See Kapunda Report.

FINDON

Meals on Wheels commenced planning for mergers in the western sector, for more efficient and effective service delivery. This had some impact, but with minimal disruption to meals and delivery. Findon and Woodville kitchens will be known as the Charles Sturt Branch. A redistribution of rounds is needed with a number of long-term customers going to neighbouring branches; West Torrens and Henley Beach. We look forward to having extra volunteers offering skills, experience and expertise. We will also be meeting new customers as well, developing new relationships.

Our volunteers work with tireless dedication, be it in the kitchen, delivery or on the committee, delivering a most valued service to our customers. To each of you we say a heartfelt "thank you" for all your input and time.

Special thanks must go to our BSO Anthony Medcalf for his encouragement and enthusiasm.

We look forward to the new branch being established and continuing service delivery within our community in 2016 – 2017

GAWLER

During the year most of our office bearers changed. Over the Christmas holidays frozen meals were an option for our customers with positive feedback. Early in the year we changed to the Choice program and again customer feedback was very positive. Kitchen volunteers and Driver /Deliverers adapted well to this new meal program. Success was due to the hard work of BSO Kevin Cunningham, Jenny Leadbeater and Nick Bicanic. The customer count was 65-80, consistently throughout the year. Early in this financial year the Driver/Deliverers room was painted and new blinds were installed by Bunnings Gawler. A big thank you! New bins were also installed in the store room. The Central North Regional Workshop in May proved a winner, with an attendance of approximately 30 to 40 people.

GILBERT VALLEY

We held an AGM and four committee meetings during the year. The AGM was held at the Riverton Hall supper room, where we enjoyed a meal catered for by the Scholz Park Committee.

The other meetings were held in the homes of committee members

Two members attended the Regional Workshop and enjoyed the day.

A Christmas Lunch was held for customers who had received meals during the year, at the Saddleworth Bowling Club. The Committee and Life Members also attended and each customer received a small gift.

This year we have had two meetings with the DoN of the Riverton Hospital which proved to be beneficial. We also completed the required Work Health and Safety (WHS) Site Inspections.

Thank you to MoW Central Office staff for their support in the past year.

GLENELG

The Glenelg kitchen has approximately 180 customers over 9 rounds. Some restructuring of rounds during the year saw 2 rounds transferred to us from West Torrens and 2 rounds from Glenelg were transferred to Brighton kitchen. An average of 150 meals is delivered daily.

Currently we are working towards implementation of the new client database with computerisation of route sheets and so on.

During the year we were pleased to welcome 25 new volunteers who joined us for both kitchen and delivery duties. However, 14 volunteers resigned, retired or found a full time job.

On behalf of all in our office and committee members, we thank all our volunteers for their commitment and support again this year. And we look forward to our 50th anniversary next year.

GOOLWA

We continue to progress effectively, due to the dedication and diligence of John and Carol Ferguson, supported by a small but caring Committee.

The sudden death of Secretary Sue Tomlinson this year was a shock to all. However, we rallied to fill this gap, even though filling committee positions continues to be a problem.

We held a Christmas lunch in December with 40 volunteers and a sausage sizzle in February with a similar number. A combined luncheon with Victor Harbor is planned for later in 2016.

Currently Goolwa delivers in 3 local areas and customers continue to be very satisfied with our service and meals. We enjoy a close rapport with the team at Victor Harbor.

Our roster with 62 current deliverers runs smoothly, although for some unknown reason Wednesday deliveries prove difficult!

A timely service with nourishing meals, delivered with a smile, continues to be popular.

HALLETT COVE

This year at Hallett Cove MoW has been very rewarding for all. Customer numbers fluctuate throughout the year but we were still able to achieve steady growth overall.

Our branch is supported by many hard working volunteers, who give generously of their time. We have very high standards, from ordering of meals, supervision in the kitchen, to the daily delivery of meals. Our administration team is highly regarded and our finances continue to be efficiently maintained.

Our quarterly volunteer functions are well supported and enjoyed. The Christmas party last year was a great success with many volunteers attending. Each of our customers received a Christmas hamper filled with Christmas fare, which was greatly appreciated by all. The mid-year sausage sizzle was held on a perfect winter's day and enjoyed by all who attended.

We thank the committee members and all the volunteers for their support over the past year and look forward to our continuing success.

HAPPY VALLEY

A large and enthusiastic committee and volunteer team have continued in the footsteps of Past Chair and now President of MoWSA, Bill Coomans. Our quarterly BBQ's are regularly attended by 70+ volunteers. At the last one for the year, we had our presentation of service awards. The traditional Christmas Lunch, attended by 100+ volunteers, saw a lovely lunch, entertainment and prizes 'a plenty. Many of our volunteers manned the Royal Show stand and 7 attended the AMOWA National Convention, where they enjoyed excellent guest speakers and camaraderie. A Japanese delegation visited the kitchen, keenly hosted by George Oram, Angie McCallum, May Healey and others. Mayor Lorraine Rosenberg presented gifts on behalf of the City of Onkaparinga.

We found the Regional Workshop very informative and enjoyable too. The next 12 months will be challenging with our client numbers likely to increase and rounds become larger. Thanks to all volunteers for the past year and the next!

HENLEY AND GRANGE

This year the branch celebrated 55 years with the milestone of one and a half million meals having been delivered. The branch was also awarded a 2016 Australian Government Certificate of Appreciation for Volunteers by our local MP recognising all branch volunteers who give their time, skills and energy to help others. The branch had a 10 KW solar electricity system installed and replaced its hot water system. In March our AGM saw guests from Central Office and Port Adelaide branch, with Sharyn Broer, CEO MoWSA presenting a 2016 Central Office Report to all. Five volunteers were added to our Life Members, with three being recognised for 20 years' service. 82 attendees enjoyed our annual Christmas luncheon in December with raffle prizes being donated by suppliers to the branch. We thank our warm and dedicated volunteers, especially Committee members, who just keep on giving to get the job done.

HINDMARSH

This year has been somewhat mixed. Chair Mike Ragless resigned; John Head stepped up but had to resign after only 2 months and Michael Gates took over. A special thanks to Michael for all his efforts during the last few months.

Once again we delivered Hot Cross Buns at Easter and made up Hampers at Christmas.

Choice Meals have proven to be very popular and our customers are very happy. Numbers are down to 50 currently, but this will grow with boundary changes in the new financial year. Along with some new volunteers to help out.

This year we provided a Christmas Dinner at the Excelsior Hotel and a great night was had. We also planned to hold a Christmas in July as a thank you for our volunteers for the extra effort they have put in during the year due to the lack of kitchen staff at odd times.

We could definitely welcome some new volunteers to help out and take the pressure off the existing team.

A 'Great Big Thank You' to Kitchen Supervisor Carmel Fairclough, who has tirelessly given her time to ensure the kitchen runs smoothly even though her health has not been the best at times.

JAMESTOWN

We continue to provide a valuable service to our customers and have done for over 46 years we are indebted to the Jamestown Hospital team for their tasty, nourishing and nutritious meals.

Our volunteer numbers are still high and their ongoing commitment is appreciated. Our volunteer coordinator organises monthly "coffee and cake" morning meetings at the Jamestown Bakery.

Members enjoyed the Regional Workshop at Port Augusta this year. Very informative and we were able to share ideas with others.

During the year we welcomed back President Lorraine, after 5 months of health problems.

Our inaugural member Beryl Eckert attended Awardee Day with family in Adelaide and retires after 46 years of service – well done!

President Lorraine attended Australian Meals on Wheels National Conference in Adelaide – most interesting. Thank you to CEO Sharyn and staff for their input and help during the year.

KADINA

Kadina Meals on Wheels enters our 45th year, next year and we are grateful to and thankful for the 102 volunteers who deliver meals to 37 customers on a 2 route system. Frozen meals are also delivered to 3 customers in the neighbouring town of Bute.

Meals are collected from the Moonta kitchen daily; a big thank you to the volunteer drivers who deliver them to Kadina and Wallaroo. We acknowledge the great work done by the volunteers at Moonta who prepare and cook meals for all 3 towns and we wish them a smooth transition to the new building and upgraded kitchen facilities when completed.

Our AGM saw a new Chairperson, Secretary and Volunteer Coordinator elected.

A big thank you to the staff at Central Office for their ongoing support.

Our branch continues to function well and we look forward to the coming year.

KAPUNDA

We deliver meals every week day of the year including public holidays. Thanks to our 50 volunteers, we continue a wonderful rapport with customers who number around 22.

Volunteers support funding for small gifts to our customers on special occasions such as a small Easter egg or bunny. Our Mid-Winter luncheon for customers and volunteers, with about 45 attendees included entertainment and each customer was thrilled to receive a gift. Similarly we again held our Christmas Luncheon with entertainment games, singing and fun. On Christmas Day we delivered a Traditional Christmas Dinner courtesy of the Kapunda Hospital!

Our committee met with Central Office to discuss and agree on a merger with the Eudunda Branch who had no one willing to fill committee responsibilities. We must congratulate and thank the Kapunda Hospital kitchen staff who continued to cook and provide an extensive range of nourishing meals.

We have a very vibrant committee who willingly give of their time to make our branch so successful. We look forward to a very successful year in 2017, with this great Community Volunteer Organisation, which is much appreciated by so many.

MAITLAND

The Maitland Branch of Meals on Wheels and our volunteer service is appreciated by our community. Our customer numbers remained static during the year and the implementation of compulsory Police Check introduced for all volunteers, went very smoothly – quite a task as Maitland has over eighty volunteers.

We thank the Maitland Hospital for meals they supply and we continue to work with them and Central Office, to develop the new menu that has been introduced by Country Health SA. And thanks also to Central Office for their advice and support.

The Regional Workshop was very well attended and Central Office is to be congratulated on the professional presentations.

McLAREN VALE

This year saw a new Chair for the McLaren Vale Branch of Meals on Wheels Incorporated at its 44th Annual General Meeting, representing 43 years of meals service by our branch in the McLaren Vale and McLaren Flat communities.

New Chair Gaye Scott has been volunteering with the McLaren Vale Meals on Wheels for 12 years and has spent a lot of her life involved in MoW through helping her mother, Ann Kasteliz, a volunteer for over 35 years.

Thanks go to Jim Raggatt for his 31 years of volunteering service with the McLaren Vale Branch. Many of those years undertaking the role of Chair. Though Jim has stepped down from the Chair's role, he continues as a deliverer.

Thanks also to our Committee, volunteers, BSO Irene Zitis and the following organisations for their much appreciated support, McLaren Vale Hospital, Romeo's Foodland, Willunga High School and the Willunga Lions Club.

MEADOWS

Our branch continues to operate in a friendly, cooperative and efficient way, operating out of the Echunga kitchen and serving customers who live in; Macclesfield and beyond, Meadows, Kangarilla, Clarendon. Our customers are most appreciative of the meals and our visits.

It seems no time since we celebrated the end of 2015 with a very enjoyable Christmas get together and prepared lovely hampers as gifts for our customers. Our customer numbers have fluctuated, based on need, and our volunteer numbers still continue to grow.

We have been well served by our committee, the staff at the MoW Kent Town facility who supply our frozen meals, and our BSO, Alois, who supports us very well.

MILLICENT

A busy year with a similar number of customers, but a few less volunteers. A big thank you goes to; deliverers who are willing to step in and do extra, sometimes with very short notice, Ruth Stratford, who retired in January after 34 years' service, the Millicent Lioness Club and the Millicent branch of the People's Choice Credit Union, who continue to deliver on a regular basis.

Some of our customers received a Christmas hamper courtesy of the Millicent Combined Churches, delivered by our volunteers in time for Christmas cheer. We also delivered meals on Christmas Day and every day over the Easter break, one of few branches able to do so, thanks to our dedicated volunteers who are willing to share their special time with our customers.

Our Service Awards presentation included a delicious afternoon tea. Volunteer Sue Vanderheul, was honoured with the Wattle Range Corcoran Ward's Citizen of the Year.

MINLATON

This branch has reached the point where a review is necessary. Greater efficiencies need to be explored. We have maintained a roster of over 30 loyal, but elderly, volunteers who all required police checks. Many have served for over 30 years. The list of suddenly unsafe possibilities they might face in the line of duty is steadily growing; thus duty of care is becoming a major issue.

Demand for our service has all but dried up perhaps because other meal alternatives are now on offer. The number of regular customers per day has been mostly 1 or otherwise 3. Our local doctors are best placed to identify nutritional and dietary needs, but it has been years since they referred someone to us.

The quality of meals provided by Melaleuca Court Nursing Home is rarely questioned and we thank the kitchen staff for their service and assistance.

The assistance of Central Office staff, as always, is also appreciated.

MITCHAM

Another busy year where we were blessed with valued volunteers all, an energetic committee, cooks who work tirelessly in the kitchen and the delivery people without whom no meals would be delivered with a smile. Thank you all so very much for all efforts.

We acknowledge the long serving volunteers who retired this year. Our branch was delighted to assist MoW, with the production of a new WHS Training video and the supply of "talent" for a wonderful new TV Commercial.

MODBURY

Modbury Branch completed 42 years of service to the community in the north eastern suburbs.

The 2015/16 period has been one of transition, following the retirement of long serving Chair/Volunteer Coordinator Brian Dallow and Kitchen/Client Services Coordinator Ruth Dallow, as well as Treasurer Koz Sarneckis during the year. However, we are moving forward and streamlining branch administration and operational service delivery to our customers.

We express sincere gratitude and appreciation to all our volunteer team; committee office bearers, assistants, general volunteers, kitchen supervisors, drivers and deliverers, for accepting the challenges and change experienced during these 12 months. Our volunteer team, numbers around 145 and approximately 105-110 hot meals are delivered daily.

Finally, sincere thanks to Central Office and Kent Town staff for their on-going daily support.

MOONTA

Since our inception 47 years ago, we have served 430,584 meals. This financial year we have supplied meals to 7499 customers in Moonta, 7600 in Kadina and 5026 in Wallaroo. All of these meals have been cooked and delivered by our 74 volunteers. Our AGM in August saw the election of a new committee. In November we had our Christmas dinner and Annual Awards Presentation, to say thank you to all of our volunteers. At Christmas we prepared and delivered hampers for our Moonta customers, which were much appreciated. Our new office and kitchen renovations are nearing completion and should be ready early in the new financial year. When completed, we will be supplying customers with a choice of two fresh cooked meals. Our committee thanks all of our volunteers as without them, we cannot operate smoothly.

MORGAN

All in all, 2015-2016 was a successful year for Morgan MoW. We celebrated 35 years of operation this year. However, our challenge remains; consistency to achieve our goals, five days a week, every week of the year. To maintain that consistency we need, and have, well trained and energetic volunteers who are willing to help cover vacancies on the roster, or to build a dialogue with the kitchen workers when changes need to be made.

We have liaised with Cadell Training Centre (CTC) on the introduction of a more varied menu. They are very flexible and provide a range of meals for different customers and are very open to the idea of a broader menu choice for customers.

There has been some discussion regarding the replacement of the car previously donated to the Morgan Branch. At this time Central Office would prefer us to use our own vehicles and get a subsidy payment of \$9 per trip for the car owner.

Another ongoing issue remains the training of relief coordinators, a job that finds few volunteers. We hope to find some people to do short term relief work for the coordinators so that volunteer work doesn't become a constant obligation.

MOUNT BARKER

The past year has been one of internal change for the branch, with the positions of Chair, Kitchen Coordinator and Client Services Coordinator being filled by relative newcomers to the committee. It has been a steep but successful learning curve!

We are undertaking a push to improve our connections with potential customers and thus numbers.

In April the branch began adopting the new data base system. Whilst this has been challenging for us, we feel we are making good progress.

As always, Easter gifts and Christmas hampers for customers were distributed and thanks go to the local Lions Club for their Christmas cake donation.

Our volunteers' Christmas lunch was held at Auchendarroch and was attended by over 80 volunteers and was addressed by Mayor Anne Ferguson.

MOUNT GAMBIER

Another busy year! This year has seen a change of office bearers, who have now all settled into their roles. The introduction of meal choices has gone down well with customers, who have loved having two options for the main meal.

At Christmas all customers received a bag of goodies and a card provided by the Branch and volunteers. Local historian Graham Greenwood wrote a series of articles for the local paper, The Border Watch, featuring the growth of Meals on Wheels locally.

The Regional Workshop was enjoyed by those who went and it was felt to be well worth attending.

Our AGM was enjoyed by volunteers. Chairman Bill James presented Premier Award Certificates to Pat Fallas for 50 years' service and Norma Reddie for 35 years' service. What a fantastic effort for two deserving volunteers! We are so terribly grateful to all our wonderful volunteers for all their hard work for our customers.

MURRAY BRIDGE

The Murray Bridge Branch has had another successful year thanks to our volunteers, committee and the kitchen staff at the hospital. At our AGM we celebrated 45 years with a birthday cake cut by our 3 remaining 45 year volunteers Joan Schick, Helen Schubert and Gwen Parbs, who are all still volunteering! Rosie Fuge joined their ranks this year notching up 45 years.

Our long serving Treasurer and Client Services Coordinator Sandra Walding completed her first year as a Branch Operations and Services Committee (BOSC) member.

During the year Chair Mary Rowley was given the opportunity to talk to local community organisations, to let them know about Meals on Wheels, what is involved, and what we do for our Community. We also received a Federal government grant to assist with the cost of delivery driver reimbursements. Our 165 volunteers deliver 70 meals a day to our 144 registered customers on 5 routes covering 67.5 km per day.

NARACOORTE

We have enjoyed another relatively uneventful year, being well served by a very dedicated group of volunteers delivering the daily lunchtime meals prepared by the Naracoorte Hospital kitchen staff.

We have been managing some issues with the quality of meals under new menu guidelines introduced by Country Health SA. We have referred these to the person in charge of the Hospital kitchen with whom we, as a Committee, enjoy a very good relationship.

A couple of minor WHS incidents have been dealt with according to the correct procedure, with our Branch Support Officer, Peter Davis, lending his advice. Having Peter based down here in the South East, has been of great assistance.

We have raised concern over some communication from Central Office. Whilst fully appreciative of the need to abide by the strict guidelines laid down within the MoW Constitution and Branch Rules, we need to be very careful with written communication to avoid issues.

NORTHFIELD

Another successful year completed, where we have delivered over 25,000 meals. Our AGM/ Awards Afternoon was well attended and Central Office was represented by David Smith with our Branch Support Officer Anthony Medcalf.

As usual, Christmas parcels were sent out to our customers and thanks must go to Gilles Plains Lions Club for their cakes and to our volunteers for biscuits.

In February we took over a round from Modbury Branch. We now have 6 rounds. This took some rearranging of volunteers at our kitchen and we were thanked for our services.

Our thanks go to Kent Town Staff and our BSO's for their cooperation. The Committee wishes to also thank all the volunteers for their continuing devotion throughout the years.

NORWOOD

Our traditional combined luncheon, AGM and presentation of service awards was attended by approximately 40 volunteers.

Our Christmas Lunch this year was a BBQ and dessert. As usual our raffle with donated prizes from both local businesses and volunteers provided much fun and helped offset the cost of the meal. Gift Bags containing donations from Norwood Lion's Club and local businesses, plus contributions by volunteers were distributed to customers during Christmas week.

Customers were treated to an Easter card made by students at Pulteney Grammar School, packets of biscuits donated by our local Dan Murphy's and Easter eggs from Bunnings Kent Town.

In June we changed to a five week menu and added some new recipes to provide a little more variety for customers.

Thanks to the efforts of all volunteers, particularly those who have given extra time to cover for others absent for either holidays or illness, we have been able to provide a consistent service level for another year!

ONKAPARINGA VALLEY

The focus on our branch has been to support the community with the different needs they have through the daily delivery of meals and genuine care for their wellbeing. This became no more evident than through the storms experienced during winter this year meals being heated at the local hotel for two days when power was off at the branch kitchen. 5188 meals were delivered during 2015/16.

It has also been a year of adapting to new procedures being introduced as they have become available and with the help of MoW Branch Support Officers. This is helping to create a more efficient environment for our volunteers and also customers. Two of our volunteers celebrated 35 years of service and one at 25 years of service this year.

We are very fortunate to have a very active committee which all put in to make the day to day operations run smoothly.

ORROROO

Our volunteers continue to provide exemplary service for around 15 customers. We have had 2 volunteers retire this year. Our remaining volunteers are a dedicated group committed to providing a great service delivering roughly 170 meals per month.

Orroroo Hospital implemented standardised menus in February this year. Client feedback has been very positive on the quality and variety of the meals provided.

We had 7 volunteers reach their one year service milestone this year; a great result.

We have a good mix of experience and new volunteers which is very pleasing for the ongoing provision of this valuable service.

OSBORNE

We are out in the Outer Harbour area and are a fresh cook kitchen which produces and delivers around 110 full meals a day and delivers frozen meals as well.

For the financial year we have provided around 25,186 meals. We have had an increase of volunteers since MoW undertook their advertising campaign. We currently have around 88 active volunteers and our customer base is around 125. Congratulations and well done to one of our volunteers, Bev Gray, who received the Premier's Award for volunteering excellence, for her time and devotion to our kitchen.

Also we'd like to thank all kitchen volunteers, drivers, deliverers, office volunteers and committee members for a job well done. Without all of your help our kitchen wouldn't run smoothly and be great as it is. So, thank you.

PAYNEHAM

We had a good year and our 105 volunteers prepared and delivered 16,513 meals to approximately 80 customers. This number was down by about 10 this year.

We held our AGM in August and all committee positions were filled with the exception of some assistant roles.

During the year we were lost our important Volunteer Coordinator. However we have since gained a replacement and are still looking to fill other assistant positions.

Our Annual Awards Luncheon was held in the Buckingham Arms Hotel in November where Service Awards were given out. The luncheon was attended by approximately 70 volunteers and a great time was had by all.

We would like to thank the St. Peters Rotary Club for the support they have given us, all of our volunteers and the staff at Central Office. We look forward to another successful year in 2016/17.

PETERBOROUGH

We delivered 3893 meals this year and over 219,315 meals since branch inception. 65 customers and volunteers attended our Christmas Luncheon and all received a small gift.

Our AGM was held in February with all positions filled; we celebrated with a nice lunch on conclusion.

Once again volunteers made Anzac Biscuits and delivered to customers, which were greatly appreciated.

Our Volunteers Lunch was held in June, attended by 29. Service Awards were given out by BSO Anthony Medcalf. We acknowledged committee member John Sandland, who received an OAM on Australia Day 2016. Two of our committee attended the Regional Workshop Forum this year.

Thank you to our 51 volunteers who deliver on an average to 21 customers each day.

PLAYFORD

Volunteers decreased to a team of 60 amazing people. Sadly, 3 volunteers are battling serious health issues. Regardless, the support and willingness to assist where needed has helped us through the year.

Fundraising is well supported by volunteers. We do sausage sizzles at Bunnings and hold small raffles.

Amongst other awards presented at the AGM and our Christmas Luncheon, one volunteer received the Premier's Award for volunteering excellence. Santa delivered Christmas cake and photos were taken to give to customers.

We served 24,745 meals and have delivered 647,012 since inception. Customer numbers have decreased this year but we still manage to deliver on average some 476 meals per week.

The solar panels installed this year have significantly helped in reducing electricity costs.

Thank you to our terrific team of volunteers and our Branch Support Officers: it is a privilege working with you.

PROSPECT

We currently have 144 volunteers in the Branch but are always looking for more! For the last financial year 14,565 meals were served and delivered. The number of frozen meals continues to rise. This is a pleasing result, as it is still a fairly new service offered to our customers.

We were pleased to receive many letters of appreciation and the general consensus is that the choice menu appears to suit the majority of the customers.

Our recently installed solar panels will help defray energy costs into the future.

We continue to mentor students for their week of community service. Most enjoy their time in the kitchen. Some even make scones and assist with washing up, which they do not do at home! We produce well received regular newsletters for our volunteers and send by email. In appreciation of our volunteers we held a Christmas drinks function and sausage sizzle during Volunteers Week in May.

PORT ADELAIDE

This past year has seen changes at our kitchen. Many older volunteers retired due to health issues and managing extreme weather. Some replacements have been found amongst people who have been made redundant and not yet eligible for the age pension. They have soon found themselves enjoying the MoW experience of helping the community.

The impact of a merger of Woodville and Findon Branches is being managed and our volunteers are keen to extend their workload to continue delivery of a nourishing meal to those in the community in need.

We have carried on our traditions of providing a Christmas Hamper to each client, giving a Hot Cross Bun, the presentation of a Birthday Card complete with a slice of cake to each client on their birthday and in appreciation of the work and effort put in by our volunteers, the Christmas Party/Award Presentation Night.

PORT AUGUSTA

This year we saw an almost immediate improvement in the quality and presentation of meals, following an agreement for meals supply between Meals on Wheels (SA) and Country Health SA being signed. We appreciate everyone's effort to get where we are today.

An exciting project was trialled in Port Augusta called 'Test Kitchen'. We were very keen to get involved and all contributed many hours of additional time on top of their usual commitments. The trial was a great success in achieving social outcomes and the project is still going strong.

We lost a lot of volunteers and we struggled to carry out the duties required. Some committee members held and shared up to three positions, as well as delivering meals. All social events for customers and volunteers were well attended. Our Chair was presented with an award for Non Indigenous Person of the Year, during the NAIDOC celebrations.

PORT BROUGHTON

Our customer numbers increased during this financial year, with volunteers delivering up to 26 meals a day at times. This is near to capacity for our branch.

We would like to sincerely thank all volunteers for their dedication over the past 12 months, especially with the increased delivery load, Committee Members and of course hospital kitchen staff.

PORT LINCOLN

Port Lincoln Branch continues to deliver between 80 and 90 meals daily with a smile and check that customers are safe and well.

After negotiations with Port Lincoln Hospital, we changed to a four week rotation menu from the hospital kitchen. Happily, customers seem very satisfied with the variety now on offer.

Our AGM and Awards Presentation was held as well as a Christmas Social for customers and volunteers. "Sing Australia" entertained with a variety of Australia Christmas songs, which made a nice change to our format.

The branch was proud to have Chair Julie Low fill a casual vacancy on the MoWSA Board and have Client Service Coordinator Adele Whittaker serving on the BOS Committee.

We have an enthusiastic committee and are looking forward to celebrating our 45th Birthday in October.

PORT MACDONNELL

Port MacDonnell Meals on Wheels started the year with only 4 customers, but happily reports that this grew to 12.

This year we welcomed our new BSO, Peter Davis and attended a Regional Conference in Mount Gambier. We also obtained a new freezer donated by the Port MacDonnell Market Group, received with our many thanks.

We also celebrated 35 years of serving nourishing meals with a smile! To commemorate and celebrate, 12 of the founding members received a rosebush to plant in their gardens.

At years end, we had provided 89,734 meals since inception. We thank our volunteers for their service.

PORT PIRIE

We continue to prepare and deliver approximately 100 meals daily, thanks to our 120 volunteers.

Once again we were able to distribute Christmas hampers to our customers, thanks to Nyrstar's very generous donation.

Volunteers and their partners attended a Christmas dinner at a local hotel; a good time was had by all.

Also on the social side, we now have a shaded area at the back of our building and a new BBQ thanks to the employees of Nyrstar and their generous donation. When this area was used for the first time, it was pleasing to see so many volunteers turn up!

We would like to thank Central Office for their continued support.

QUORN

Our Branch celebrated 40 years of services to the community this year. The volunteers enjoyed a beautiful afternoon tea to celebrate with visitors from Central Office who spent time to share the occasion with us.

Those who had served 40 years, and were able, also travelled to Adelaide with friends for the Annual Awardee Day in November. A good time was had by all.

Some of our volunteers attended the Far North Regional Workshop and agreed it was an interesting and informative day. It is nice to catch up with staff from Central Office.

The Branch has a reliable group of volunteers even though customer numbers are low at present.

Thanks and congratulations to all our volunteers and committee members.

RENMARK

We have had a remarkably uneventful year.

Busy, yes, but no major changes, which has made for smooth sailing!

Customer numbers are holding around 65 and receiving nourishing meals ably prepared by our kitchen volunteers and delivered with a smile by our dedicated deliverers.

Several volunteers retired this year. A feature article in the *Murray Pioneer* captioned "A day in the life of a Meals on Wheels Volunteer", proved enormously successful with 14 new members joining us both as cooks and deliverers. Many thanks to the paper for spending time with us.

We continue to receive fabulous community support with donated produce. This year includes apricots, peaches, pears, plums, strawberries and apples, along with vegetables, all donated. A full bin of butternuts made their way to Adelaide with Jason Webb for sharing. Well done Riverland and Renmark Meals on Wheels.

SALISBURY

This year has been another busy one. 31,200 meals have been prepared and delivered along with frozen meals prepared at Kent Town. At this point in time we have approximately 130 active volunteers.

In May of this year we accepted 20 customers from Modbury Kitchen, which now give us 9 rounds.

A special Christmas lunch was delivered a week prior to Christmas Day and each customer received a small hamper filled with goodies. Our annual Christmas lunch for all volunteers was held early in December at the Salisbury Bowling Club with 105 attending including 5 special guests.

The branch has coped well with winter coughs and colds this year.

SNOWTOWN

We celebrated our 40th Birthday with an afternoon tea in the Snowtown Community Club, attended by 40 plus past and present volunteers. Nan Hayman, a foundation member who received her 40 year award was still delivering meals at 90 years old.

Thank you to our 40 volunteers who deliver meals to 9 -11 customers daily, plus 2 - 3 frozen meals picked up by customers each week.

A big thanks to the Snowtown Hospital kitchen staff who prepare our meals. Christmas gifts were presented to our customers this year and they were appreciated.

Thanks to our committee and volunteers for the time given over the last year.

SOUTHERN YORKE PENINSULA

The 2016 year was a very quiet one for the branch. Customer numbers dropped to an all-time low, with only one couple receiving meals since May. At this time last year we had 6 customers.

Our branch delivered 793 meals during the last financial year. This year we celebrate our fortieth year of operation. A few of the original members still continue to serve as volunteers.

Last year we formed a "Social Club" and most of the funds from this account were dispersed to the local hospital and the Royal Flying Doctor Service.

The branch continues to be served by an enthusiastic bunch of volunteers, who devote their time and efforts ensuring the system works smoothly.

Thanks go to the kitchen staff at Melaleuca Nursing Home and the Yorketown Hospital who provide such wonderful meals for our customers.

The branch is also appreciative of the support and guidance provided by the staff from Central Office.

STANSBURY

At present we have 4 customers on our delivery roster. Our volunteers are a happy band of people who enjoy doing the meal deliveries and having a chat.

We are fortunate to have 40 volunteers

Each year our customers are invited to share our AGM lunch which they thoroughly enjoy. At Christmas each year customers are given a food hamper which includes a fruit cake kindly donated by the Stansbury Lions Club.

STIRLING

This year has been a very rewarding one for Stirling.

In recent months customer numbers have increased slightly. It is pleasing to have received phone calls and letters from customers expressing their satisfaction and gratitude regarding the quality of the meals and the service provided.

Students from several Adelaide colleges undertook work experience and were amazed at how efficiently the kitchen operated and the quality of the meals prepared.

Our volunteer numbers have increased, and this has made it possible for extra numbers in the kitchen on a daily basis.

In May we held our annual volunteer luncheon at the "Old Mill" in Hahndorf which was attended by approximately 60 people and the substantial chatter, laughter and camaraderie was evidence of a great time.

Committee members also attended the Regional Workshop with positive feedback that the day was interesting, informative and well presented.

STRATHALBYN

This year we again met community needs in providing a caring and cheerful meal delivery service with nourishing meals and a friendly face.

Over 75 volunteers deliver meals to up to 30 local people. We have a loyal band of long term supporters as well as people who have volunteered recently, some of our volunteers have worked for all the years we have delivered meals.

A special Christmas hamper was delivered in the week before Christmas to all customers, with the help of Father Christmas.

We thank the Hospital for its cooperation and meals as we could not provide our service without their skill and support. The new trolley and pick up point are working well, but we are still waiting for a lighter hot box!

Our effective committee also appreciated the people listed as emergency drivers. We thanked many of our volunteers with our bus trip to Movie Day, which was enjoyed by all.

Thank you everyone.

UNLEY

There have been many momentous events throughout the year. A great achievement by those who received Service Awards this year. We congratulate their dedication and devotion to volunteering.

Students from a number of schools, including Seymour College and St. Ignatius, have participated in volunteering at the Unley Kitchen. Their attitude and application to assigned duties makes them a credit to their parents, school and themselves.

Nursing students from Flinders University assisted in the kitchen for a number of weeks. All workers enjoyed their presence and very much appreciated their assistance.

Numbers throughout the year have fluctuated and this has been very much the case during the winter months.

When the weather is improving numbers become more stable at around 70 meals a day.

WAIKERIE

Waikerie branch has been going along nicely. Our customer numbers have been down this year. The customers are very happy with the Choice menu. Ten volunteers attended the Regional Workshop in Renmark. This was a day of valuable information. We mounted a display in a vacant shop window towards the end of the year in an endeavour to keep our name in people's vision. We had an open day at the kitchen which sadly, was not well supported. But we will try again at a different time of year. We have had several requests for new volunteers and actively seek more.

WALLAROO

Meal numbers reduced slightly but there has been a significant increase in customers this year. The transition to Moonta kitchen for meals continues to work well with everything going smoothly, except when a driver forgets to go to Moonta Kitchen to pick up meals for Kadina and Wallaroo! Several members of the committee attended the National Conference in Adelaide and reported that it was well worthwhile. New Client Services Coordinator Rosie Creagh took over from Ollie Silins who has retired from that position after four and a half years to become the Assistant Treasurer. Ollie also helps the Moonta Kitchen with the meal collations on Thursdays and helps in the kitchen every other week. Thanks to our committee for their support and all volunteers for their continued care, hard work and support, it is certainly very much appreciated.

WARRADALE

Warradale celebrated a milestone 25 years of community service preparing and delivering in excess of 1 million meals. Due in large measure, over many years, to a lot of dedicated community minded volunteers. Our long standing kitchen supervisor Graham Lock announced his retirement and we sought replacements prepared to take up the reins. We thank him for the wonderful work over many years. Also a big vote of thanks to Gerda Schrouder, Tom Hough and the entire kitchen team. Hail, rain or shine our driver/deliverers bring a little cheer to our customers. Well done all. Judith Wirtz received a "Women holding up half the sky award" at Government House and Graham Lock received the Premier's Award for volunteering excellence. Thanks to our committee members, BSO's Brenton and Irene, for their support of our branch. Thanks to Bunnings Marion for our fundraising BBQ, which helps with Christmas hampers, Easter, Mother's and Father's day gifts for our customers as a gesture of goodwill for all.

WEST TORRENS

Overall this has been a better year for recruiting volunteers, but we cannot afford to relax. Following the introduction of the choice menu earlier in the year, there has been changing of boundaries with 40 customers going to Glenelg and preparation to acquire 29 from Findon and Henley/Grange. With support from our Client Service Coordinators, delivery drivers and kitchen staff, the process has been completed successfully, including a fifth delivery run being established. Our volunteers continue to provide a safety net for our customers and do receive a warm welcome at all times, perhaps more so after the Christmas break. Over 1,200,000 meals have been delivered since inception. This can only happen with the continued support, enthusiasm and dedication of the many people. And we thank everybody involved for once again contributing to another successful year for West Torrens. The year ahead will be as successful and we have begun preparation on how we might celebrate this occasion.

WHYALLA

Our AGM/Awards Presentation/Volunteers Lunch was held with seventy volunteers, CEO Sharyn Broer, Mayor (the late) Jim Pollock and Councillor Merton Hodge, in attendance.

Four volunteers attended the MoW National Convention with excellent guest speakers and workshops. We visited the Hindmarsh kitchen, which was outstanding and met volunteers from Japan and others Australian states, which was an absolute highlight of the Convention.

We receive many compliments on the improvement of the meal quality and size. Customer numbers are rising greatly, due to media coverage and distributing MoW fridge magnets throughout the hospital.

We finally have a reserved car park outside the office making it much easier for loading meals. We attended the Regional Workshop which provided great insight for us Whyalla.

Our thanks go to the two local Lions Clubs for providing Christmas cakes for customers at Christmas, Central Office for their wonderful support and to all the Committee members and volunteers for the wonderful work you do.

WOODVILLE

We have had a very successful year with a wonderfully helpful backup team and everything has been running smoothly. Although we have lost some volunteers, we have gained others which is excellent.

Our awards night as well as our 59th, and last, birthday, included past volunteers who had given many years of service to the kitchen, but resigned owing to age or ill health. It was a great celebration with a birthday cake and some door prizes to add, everyone enjoyed the togetherness.

It is going to be a big move when we amalgamate with Findon, but we are sure we will be well received and we will continue to make sure our customers are happy and well fed.

Our customer numbers were down this year. Several went into care and a number passed away.

WUDINNA

We are very thankful for our large group of volunteers who all do a wonderful job serving our community. At the moment our numbers are low but we enjoy delivering and catching up with everyone. Our secretary, Kylie Barley is very efficient and well organised and works out our roster to accommodate volunteers' needs, and our branch committee equally as organised. Our hospital kitchen continues to do a great job and is always on time with the meals.

Overall our branch continues to tick along well.

YANKALILLA

On a day to day basis our branch may seem like a small cog in a larger wheel. However, in the last financial year our kitchen workers prepared and our deliverers distributed some 20 meals a day on average. This provides true perspective on the size and importance of our work in our community.

We maintain our volunteer numbers, with several new people joining to replace those who have been forced to give up their roles with the branch. Customer numbers, too, have remained reasonably constant.

Central Office has been active in making branches aware of safety issues. Frequently our first reaction on reading some of the briefing papers is to think that the contents are so obvious that the writer must think we are stupid. We are not stupid, but we can, and do, sometimes let our familiarity with a process, or situation, allow us to become careless. It is these little lapses that the briefings are aimed at eliminating.

Genece Coyles, our Client Service Coordinator, is leaving the district. We thank her for her work in this sometimes very demanding position.

Thanks to all committee members and volunteers for your work during the last year.

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Meals on Wheels (SA) Inc
70 Greenhill Road, Wayville SA 5034
P.O. Box 406, Unley SA 5061

Telephone 8271 8700
Freecall 1800 854 453
Email info@mealsonwheelssa.org.au

