



South
Australia

ANNUAL REPORT

2023 - 2024



2023-24 Directory

Patron

Her Excellency the Honourable
Frances Adamson AC
Governor of South Australia

Board Members

President
Mr K Reid

Vice President Services
Mrs H Richardson

Vice President Finances
Mrs A Perrott

Elected and Appointed Members who served on the Board of the Association in 2023-24

Ms T Alley
Ms J Good
Ms E Hamilton
Mr R Hearn
Mr N Jones
Dr N Luscombe-Marsh
Mr G McLaughlin
Mrs S Mudge
Mr L Noble
Mrs E Wolf

Executive Leadership Team

Chief Executive Officer
Mrs S Broer

General Manager Service Operations
Mrs J Bonnici

General Manager Business Operations
Mr D Smith

General Manager Business Sustainability
Mr M Kearns

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



What Makes Us Unique



Our Vision

Well-nourished people thriving within their communities.



Our Purpose

We support South Australians to live well by providing food services, creating social connections and promoting wellbeing.



Our Customer Promise

Meals on Wheels SA supports South Australians to enjoy life by providing food with love, making it easier to live well and remain engaged with their community.



Our Values

To meet our purpose and achieve our vision, we have adopted these values ...

Caring

MoWSA cares about the people we assist, work and engage with, to support where appropriate and respond where required.

Respectful

MoWSA will show courtesy, consideration and regard for the people we engage with in undertaking our work.

Integrity

MoWSA has a focus on doing the right thing in a reliable way, to achieve positive and effective outcomes.

Collaborative

MoWSA will accomplish our goals by working together with others where appropriate, drawing on shared experience and understanding.

Positive

MoWSA strives to act and work in ways which give cause for hope, confidence and success amongst those we connect with.

3 Year Strategic Plan



Our Goal

Ensure more people get more benefit because Meals on Wheels SA is relevant and creates value for them.



Our Customers

Older South Australians experiencing, at risk of or seeking to prevent poor nutrition and isolation, and wanting to stay living independently.

People of all ages with special dietary needs, trouble chewing, swallowing, cooking or shopping with ease, caring responsibilities, and those experiencing social isolation and food insecurity.



Our Priorities - 2022-2024

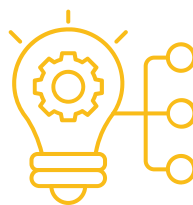
Extend social connection within services to core customers.

Sustain and improve overall customer satisfaction.

Forecast future demand for services and capacity to respond.

Plan the optimal workforce size, skills and mix for future needs.

Successfully transition to new aged care system requirements.



Our Objectives

Preferred provider of meals to seniors

Actions include:

- More meal variety.
- Customer experience improvements.
- Regional, rural and remote focus.

Help new groups, deliver new services

Actions include:

- More My WISE Choice
- More social connection opportunities - during meal service, local group options.

Share our unique difference: Great food, great people

Actions include:

- Build the "MoWSA Community".
- Attract more Great People.

Stronger base for future success

Actions include:

- Workforce planning.
- Facilities planning.
- Better data collection and analytics.

President and CEO Report



Kevin Reid
President

We are as clear today as Doris Taylor MBE was in 1954, that nutrition and human connection are at the foundations of well-being, and that mobilising community volunteers to solve the problem of under-nutrition and loneliness helps to build social capital.

Before her passing in 1968, Miss Taylor lived to see that the Meals on Wheels™ service model provided so much more than a meal. Meals on Wheels™ SA (MoWSA) volunteers and staff continue to demonstrate that value today and we hear about it from our customers, their families, and the wider community.

In the South Australian community, we are as well known for our kind, personal, reliable service as we are for healthy, nourishing, and affordable meals. Being able to provide hot meals and check on customers' well-being sets us aside from other options.

One example was Mr G.'s family, who took extra effort to thank the vigilant volunteers who noticed his little dog behaving strangely when Mr G. didn't answer the door for his scheduled meal delivery. Concerned that something was amiss and knowing that Mr G. lived alone, the volunteers implemented the follow up procedure and staff contacted the family. They arrived to find Mr G. barely conscious following a serious medical event and credited the volunteers with saving Mr G.'s life.



Sharyn Broer
CEO

These stories are not uncommon, and customers regularly comment on how much they look forward to the visits of their regular volunteers. These connections improve the well-being of customers and volunteers alike.

As we celebrate our 70th year of operation, we have enjoyed re-visiting MoWSA's proud history. While much has changed, many similarities with our past remain. We remain true to our founder's vision, while our present challenges are ones the Association has faced several times before – changes to government policy and funding, rising costs, growing numbers of people with a need for meal services, and uncertainty about recruiting and retaining enough volunteers to meet that growth.

A strategic document from 1976 speaks of the waiting lists for meal services, with the wait time in some parts of Adelaide being up to two years! The need for support was growing, but there were not enough volunteers to prepare and deliver the weekday hot meal service – a perennial concern. Some of the solutions at the time included greater use of frozen meals, partnerships with hospitals to help prepare the meals, establishment of new branches, and the change from taking large containers of food to dish up at the customers' homes, to pre-plating meals into foils. It was at this time that MoWSA also introduced a payment for drivers who used their cars for the meal deliveries.

In 2023-24, MoWSA branches helped 11,600 South Australians by providing 1,134,377 meal services, of which 1,131,867 were claimed or billed during the financial year. Service activity was a little lower than the previous year, and this helped ensure that our branch and volunteer resources were not overwhelmed. All new customers were welcomed, with an extra 600 people supported by MoWSA's core service operations, when compared to last year.

Home Care Package and NDIS activity continued to grow, while Commonwealth Home Support Program (CHSP) activity trended down. This reflects both the ongoing growth in the number of Home Care Packages available to older South Australians, and the impact of the disparity in government funding between programs. Our CHSP customers pay approximately twice as much per meal service as those receiving a Home Care Package. Though we are ever mindful of the need for our services to remain affordable, the rising cost of living means some customers choose to receive fewer meal services each week.

As reported last year, the Board made provision in the 2023-24 budget for a Branch Coordinator to be employed at every kitchen branch. This ensured compliance with food safety and work health and safety regulations while relieving some pressure on Branch Committee members who have struggled to manage ever more responsibility and accountability for day-to-day operational compliance. A Branch Food Safety Coordinator was hired to help branches and Branch Support Officers, and extra paid roles were required to keep up with customer reviews, incident reporting and management and quality systems. Growth in both head count and wages (including superannuation) have resulted in higher employee benefits expenses. However, these costs have been met by increased government funding and not through customer price increases. The Board decided to keep customer meal price increases below 5%, which reflected only the inflation on ingredients.

Extra CHSP grant funding to cover a 15% work value increase to the Social, Community, Home Care and Disability Services Industry Award was approximately \$475,000 less than expected in the budget, resulting in a small operating loss of \$110,549. Investment portfolio growth created an overall surplus of \$670,556.

"In 2023-24, MoWSA branches helped 11,600 South Australians by providing 1,134,377 meal services"

We have extended how we support social connection and independence through our My W.I.S.E. Choice and intergenerational programs. My W.I.S.E. Choice activities are funded through the CHSP. Besides our popular café clubs and pub lunches, the team served up Footy Fuel, Men's Cooking and Cook to Connect programs and supported Langton Park Lunch and a new community lunch at Tea Tree Gardens. Our intergenerational activities have expanded from playgroups and early learning centres to high schools, through our Rite Now pilot program with Catholic Education. We were very proud when these activities were a finalist in the 2023 SA Community Achievement Awards, for the Office for Ageing Well - Tackling Ageism Award.

We continue to work to ensure the services we provide are of the highest safety and quality for our customers. This year we strengthened our systems to support our vulnerable and high-risk customers. This includes extra steps to make sure that the right meal gets to the right person, improved reporting, recording and follow up of customer incidents and feedback, better allergen management and stronger food safety measures.

Since our inception 70 years ago, volunteers have been at the heart of Meals on Wheels. We recognise that there is value in volunteering as an activity, beyond the benefits created for the customers of our service. That is why MoWSA joined the Coalition of Support for the National Strategy for Volunteering. The Coalition of Support recognises that we all have a part to play in ensuring that volunteering has a bright future in Australia. The National Strategy is a ten-year roadmap for how we can collectively build this future. The Indicators of Success for the National Strategy are consistent with MoWSA's goals for volunteering. They are that the volunteer experience has been improved, volunteering is comprehensively valued, and there is an increase in the number of volunteers. We are using the National Strategy to help focus our efforts and activities inside MoWSA, and to speak up in the broader community about the value of volunteering and ways volunteers and organisations (like MoWSA) can be better supported.

Most of our advertising spend is focused on attracting new volunteers, and we are active in the community via expos and our intergenerational activities. We also encourage prospective volunteers to give MoWSA volunteering a go via "come and try" shifts. We regularly ask new and ongoing volunteers about their experiences and use their feedback to make improvements. Regular branch visits, especially in regional areas, Branch Forums and other activities help maintain this dialogue.

Our Patron, Her Excellency the Honourable Frances Adamson AC, Governor of South Australia and her husband (and Hindmarsh Branch volunteer deliverer) Mr Rod Bunten are fabulous supporters of our volunteers and organisation. This year we were pleased to welcome their participation in our annual Awardee luncheon and presentation. We thank them both for their patronage and support of our organisation.

It was our pleasure to host the Patrons of Meals on Wheels™ Australia, Their Excellencies General the Honourable David Hurley AC DSC (Retd), Governor-General of Australia and Mrs Linda Hurley at Edwardstown Branch in April. In what was to be their last visit to a Meals on Wheels service before the conclusion of their term, Their Excellencies were delighted to get involved in meal preparation and deliveries.

MoWSA operates primarily within the government funded and regulated aged care and disability service systems. While customers eligible for government-funded services receive subsidies that reduce the cost of their meal service, the regulatory environment also generates cost and complexity. Since the Royal Commission into Aged Care Quality and Safety concluded, we have experienced regulatory changes and are awaiting bigger ones. The anticipated new Aged Care Act was not introduced earlier this year, as expected, and some major changes proposed for the CHSP have now been deferred until at least 2027.

As a member of Meals on Wheels Australia Ltd, MoWSA works with our counterparts in other states to anticipate, influence and respond to federal policy and funding changes. We have participated in engagement with the Parliamentary Friends of Meals on Wheels and are assisting with drafting of a proposal for a CHSP meal services costing and funding feasibility study.

"This past year has been a testament to the power of community and the importance of compassion"

Due to the growth in our Home Care Package activity, we have also engaged with the Independent Hospital and Aged Care Pricing Authority to provide costing and pricing advice.

In December 2023, CEO Sharyn Broer retired from the Meals on Wheels Australia Ltd (MOWA) Board after 13 years, with President Kevin Reid becoming the MoWSA nominated Director. General Manager, Service Operations Julie Bonnici remains the MoWSA nominee to the MOWA National Advisory Council.

We are extremely appreciative of the work of MoWSA's voluntary Board. We acknowledge members whose terms concluded at the 2023 Annual General Meeting, Branch Representatives Shirley Mudge (Waikerie) and Gary McLaughlin (Happy Valley). Alison Perrott (Vice President - Finances) was re-elected to the Board at the Annual General Meeting while Leigh Noble (Warradale) was elected as Branch representative. Leigh resigned his position in January for personal reasons and Jane Good (Edwardstown) was appointed to the casual vacancy following a call for nominations. In December, the Board was please to once again appoint Ellie Hamilton as a co-opted member. Ellie had retired in mid-2023 after 7 years of service due to other commitments, but a change in her circumstances enabled her to rejoin the Board. Another new co-opted member, Tamsyn Alley, was appointed in April 2024. The Board also welcomed Justina Gardiner to a non-Director Board Observer role in May 2024.

This past year has been a testament to the power of community and the importance of compassion. We are proud of what the MoWSA community has accomplished together and look forward to another year of serving our customers with the same dedication and care that has defined our organisation for decades. Thank you to our volunteers, staff, customers and supporters for all that you have done to help make this year a success.

Vice President Finances Report



Alison Perrott
Vice President Finances

When the budget for 2023-24 was set, inflation was impacting customers and the organisation alike. Recognising the importance of maintaining affordability of meal services as the cost of living rose, the Board contained customer price increases below 5%. Goods and services expenses were forecast to rise by around 10%, on average, while Award rates were going up by 6 – 22%, including superannuation guarantee growth. The Board was committed to increasing staff capacity and capability while ensuring regulatory compliance. An extra 13 Full Time Equivalent Branch Coordinator positions were approved, along with a number of middle and frontline management positions. We budgeted for an operating loss of \$753K, after depreciation and amortisation of \$1.3m. We expected investment and other revenue of \$854k, which would create a slightly above breakeven surplus of \$101k.

“Our investment portfolio grew by \$781k in FY24, more than doubling the prior year result of \$352k”

Operating revenue was \$1m below budget and \$475k of this amount was due to a shortfall in the amount of additional government funding received to offset a 15% wage parity increase in the Social, Community, Home Care and Disability Services Industry Award, in addition to the minimum Award increases. Meal service activity was 2% below the budget target, and expenditure was also correspondingly lower than expected. Overall, the operating loss was \$951k and this was mostly offset by investment income and donations of \$840k, for a slightly below breakeven deficit of \$111k before unrealised gains on our investment portfolio.

Our investment portfolio grew by \$781k in FY24, more than doubling the prior year result of \$352k. Improved market conditions and reinvestment of dividends received has enabled the Association to overcome unrealised losses of \$842k in FY22. The investment portfolio achieved above market benchmark returns, thanks to a prudent investment policy and effective external investment advice.

The Board is monitoring an underlying structural deficit that, if not corrected, is likely to gradually erode the Association's capital reserves. Corrective actions underway include reducing the average cost per meal service without negatively impacting quality or safety, and working towards more realistic government unit pricing.

The provision of our 'more than a meal' services comprised the majority of our activity. The total number of meal services provided to 30 June dropped 1.8% from 1,155,465 in FY23 to 1,134,377 in FY24. The timing of payments meant that 1,131,867 meals were charged, and total revenue from meal services was \$24.7m compared to \$22.6m in FY23.

It cost \$22.32 per meal service to operate, compared to the budget of \$22.54. This cost is curtailed significantly by the contribution of voluntary labour. Volunteers deliver almost all meals to our customers' homes, prepare a little less than half of those meals, and contribute hundreds of hours in administrative and other local organisational support.

Most customers are eligible for Commonwealth or State programs which reduce the cost of their services. Income from government support increased \$2.2m to \$14.9m, while total customer payments increased by \$29k. This is mainly the effect of a greater proportion of Home Care Package and NDIS meal services, which receive more generous government funding. Fee waivers were provided for people who could not afford to pay their entire contribution. Commonwealth Home Support Program income fell \$400k short of cost recovery.

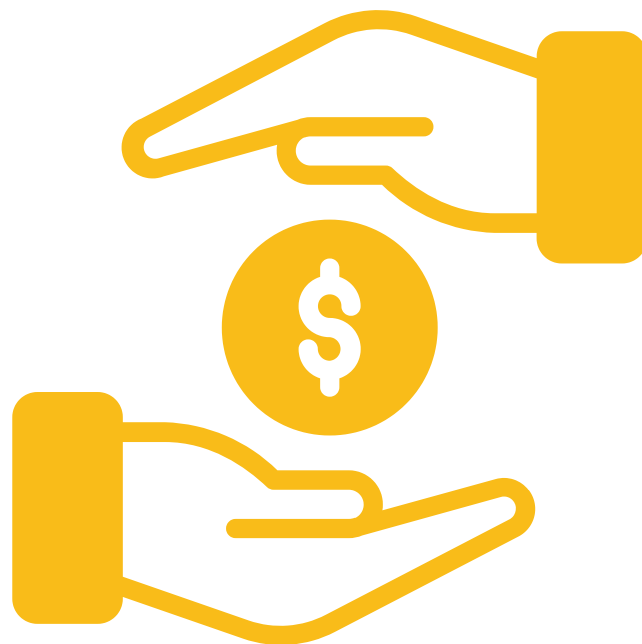
MoWSA has called on the South Australian business community to pay the customers' meal costs on our 70th birthday in August 2024. Many businesses had stepped up before the end of financial year, and their contributions, plus those of other donors, resulted in fundraising proceeds of \$144k to help offset our operating loss. No significant legacies were received in FY24, unlike FY23 when \$230k was raised via bequests and donations.

"The Association's financial position remains strong with total equity reaching \$42.6m at 30 June 2024."

The Association's financial position remains strong with total equity reaching \$42.6m at 30 June 2024. Much of this is, of course, invested in our kitchens and other production and delivery assets.

At 30 June 2024 we held \$5.7m in cash and cash equivalents and \$10.5m in our managed investment portfolio.

I would like to thank the members of the Finance, Audit and Risk Management Committee for their contribution and acknowledge David Henderson, a past Board member, who continues to assist with our insurance programme.



Summary Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2024*

	2024	2023
	\$	\$
Revenue	25,130,582	22,900,472
Other Income	814,104	713,135
Expenses	(26,081,610)	(23,349,437)
Gain/(Loss) on Disposal of Property, Plant & Equipment	26,375	(74,430)
Gain/(Loss) from Remeasuring Financial Assets at Fair Value	781,105	352,987
NET SURPLUS FOR THE YEAR	670,556	542,727
OTHER COMPREHENSIVE INCOME	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	670,556	542,727

*Summary of data presented in the audited financial statements, available from Meals on Wheels (SA) Inc and published on the Australian Charities and Not-for-profit Commission website.

"It is not just the lovely meals, it is the friendly faces who deliver them. [I] really enjoy the very freshness of the food, especially the vegetables."

Customer

Summary Statement of Financial Position

At 30 June 2024*

	2024	2023
	\$	\$
Total Current Assets	7,587,254	6,271,748
Total Non Current Assets	37,867,781	37,750,358
TOTAL ASSETS	45,455,035	44,022,106
Total Current Liabilities	2,738,975	2,006,205
Total Non Current Liabilities	82,092	52,491
TOTAL LIABILITIES	2,821,067	2,058,696
NET ASSETS	42,633,968	41,963,410
EQUITY		
Retained Surplus	39,756,484	39,085,926
Asset Revaluation Reserve	2,877,484	2,877,484
TOTAL EQUITY	42,633,968	41,963,410

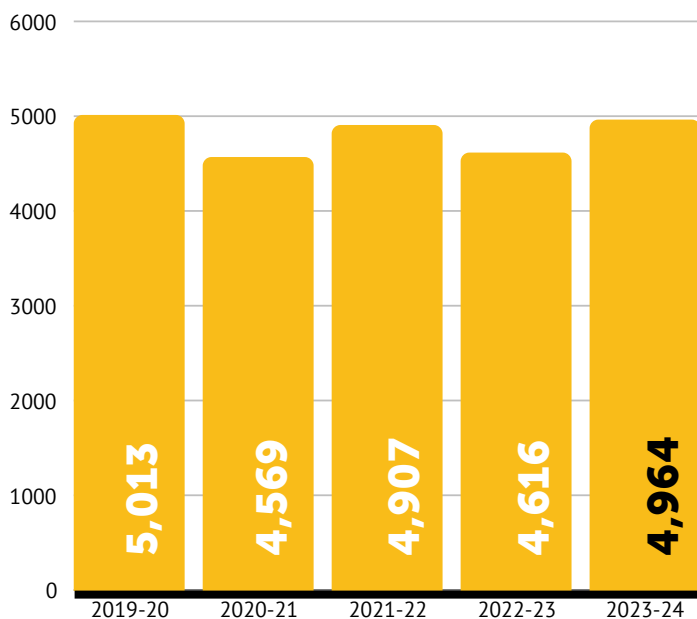
**Summary of data presented in the audited financial statements, available from Meals on Wheels (SA) Inc and published on the Australian Charities and Not-for-profit Commission website.*

"It's my privilege and honour to visit the lovely people who receive the meals we deliver. They are always pleased to see us and we often enjoy a chat. It's a highlight of my week to do the Meals On Wheels delivery run."

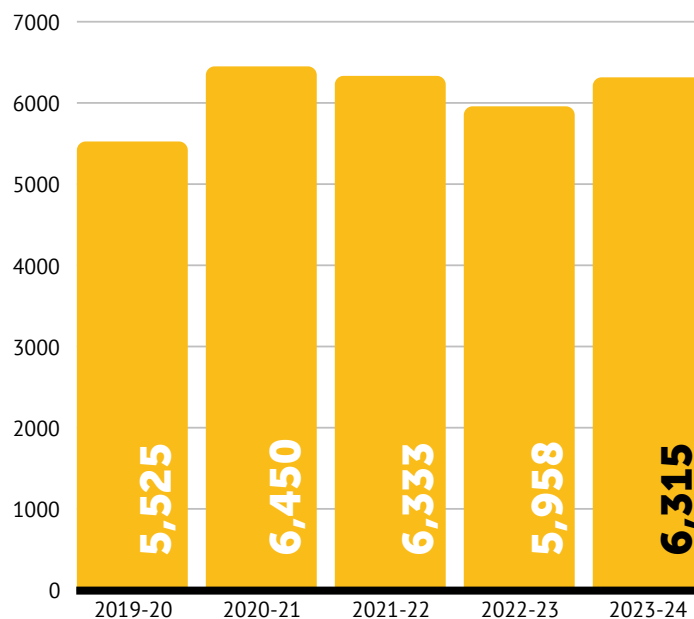
Volunteer

Our Activities

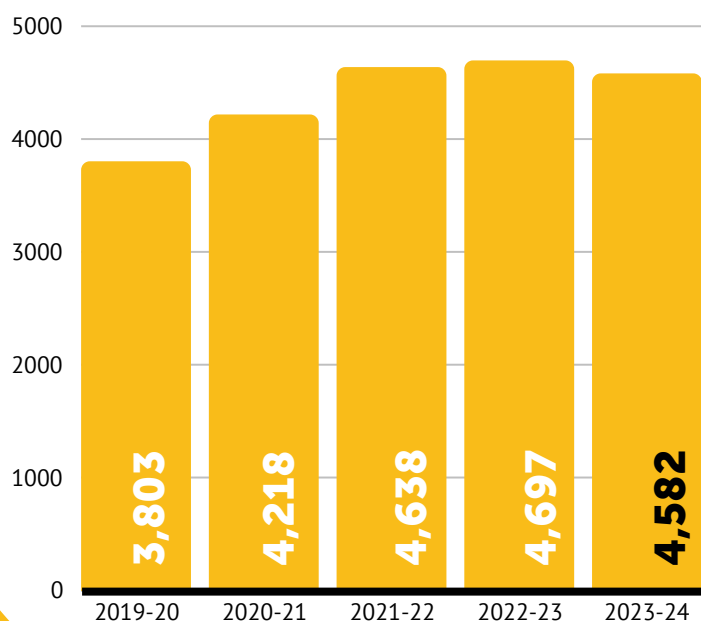
Number of Customers Referred for Meal Services



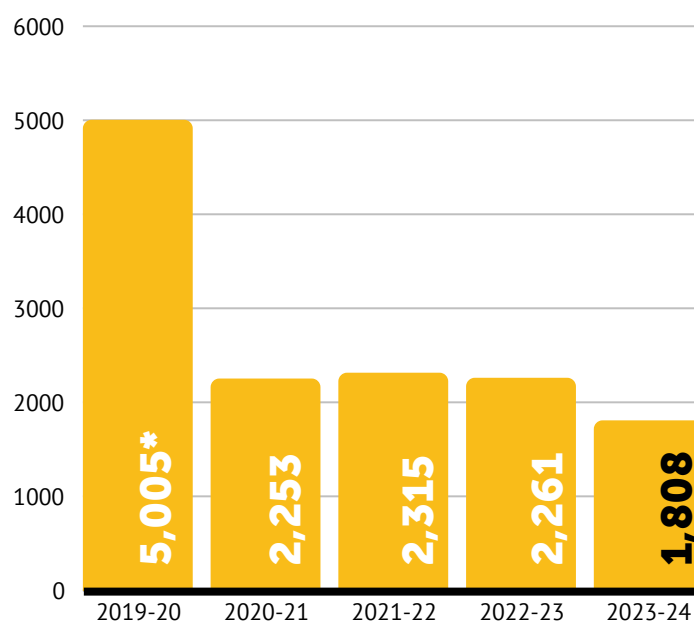
Average Number of Active Customers Per Month



Average Meals Per Day



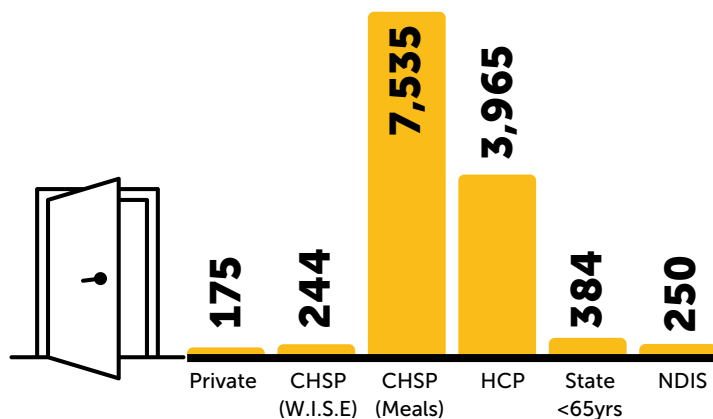
Volunteer Enquiries Per Year



*One year's worth of enquiries received within first few weeks of COVID-19

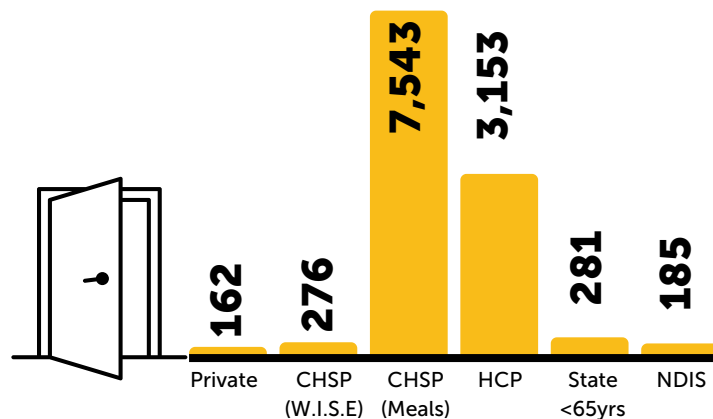
'22 - 23

Individual Customers by Program

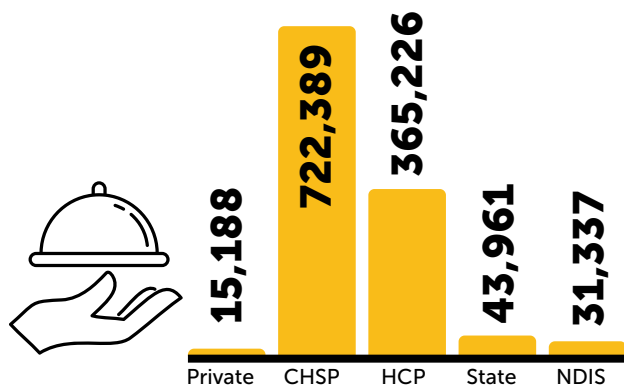


'23 - 24

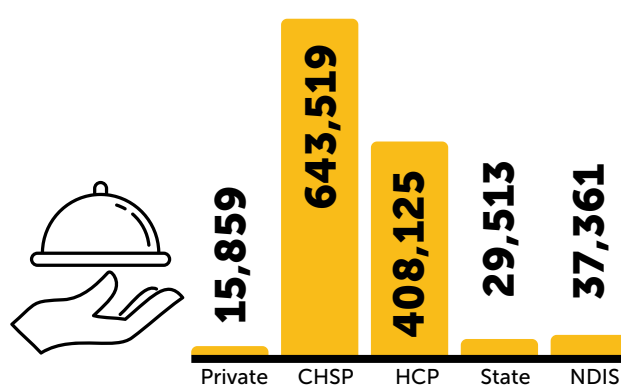
Individual Customers by Program



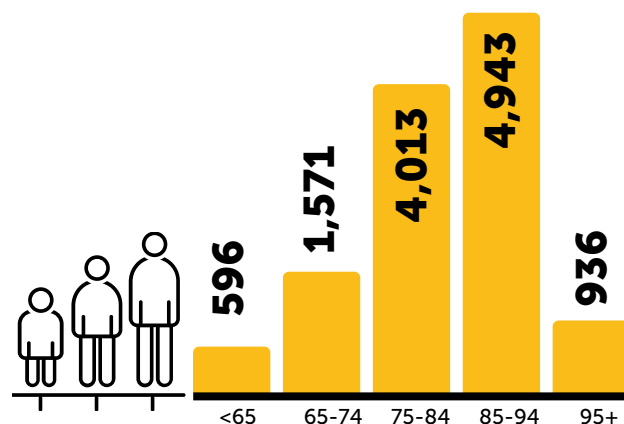
Meal Services Delivered by Program



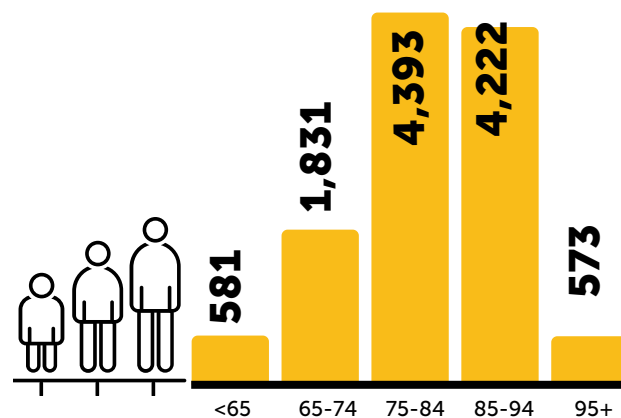
Meal Services Delivered by Program



Customer Age Groups



Customer Age Groups

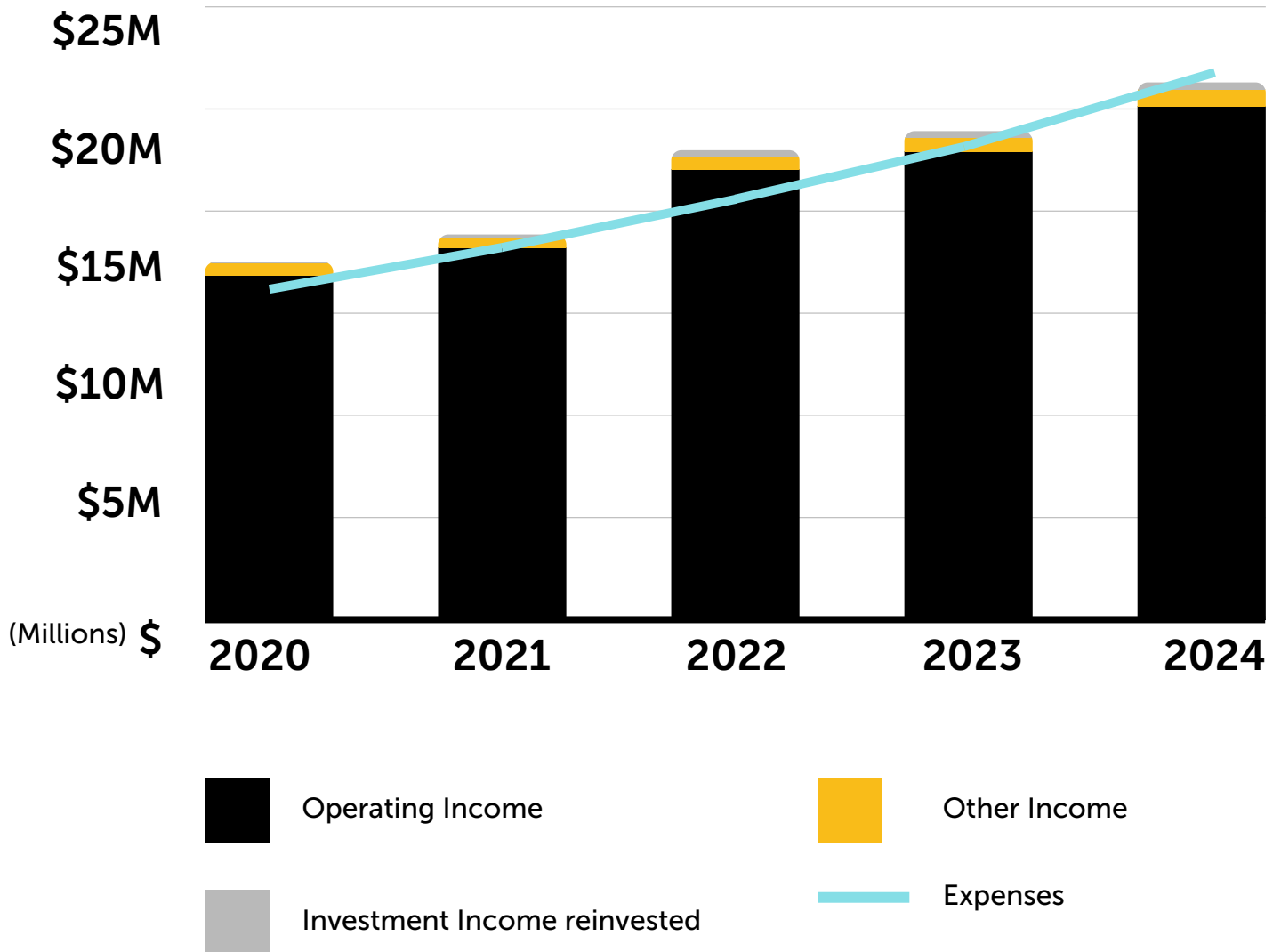


Legend

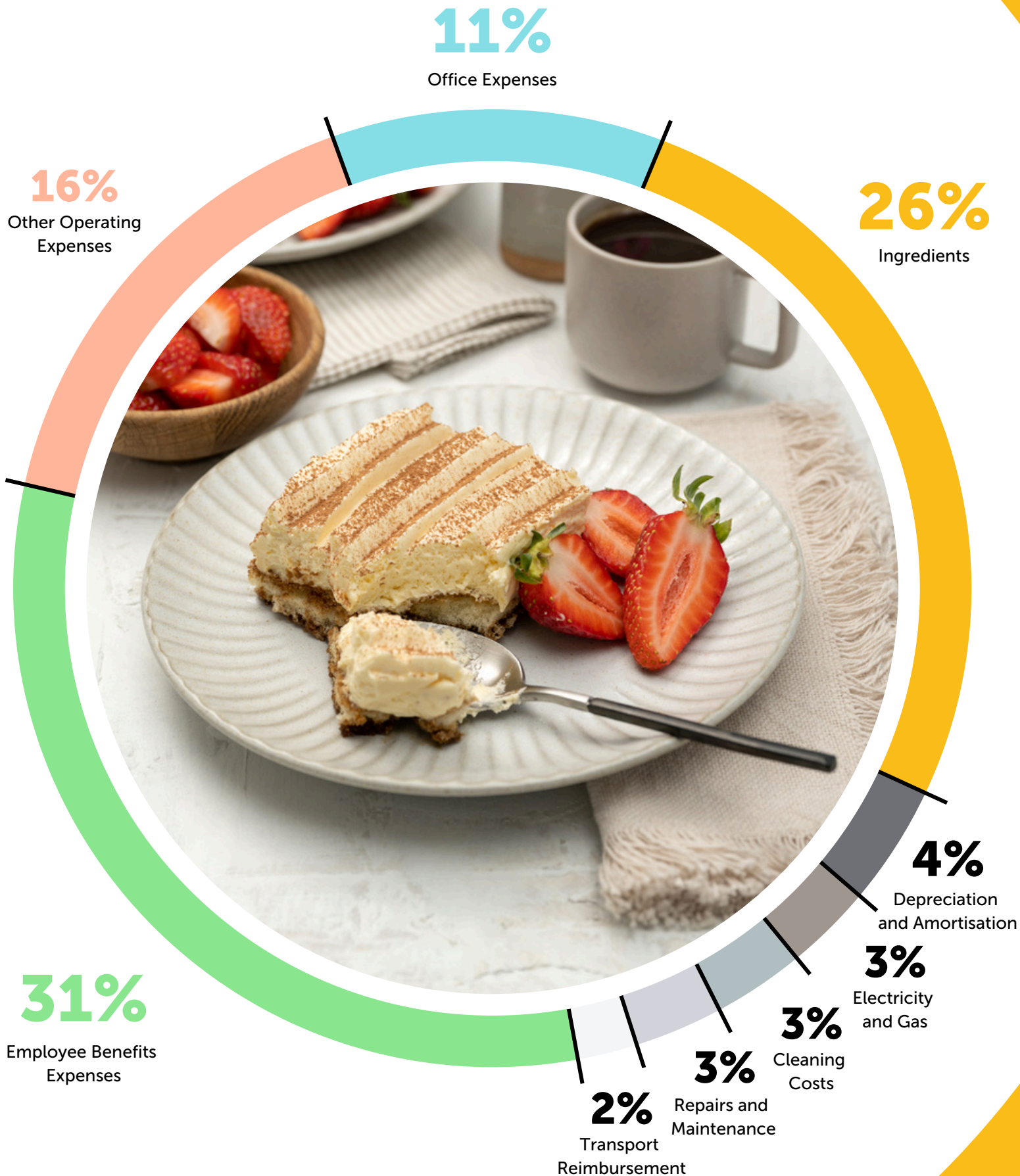
- Private = Full Price Paying Customer
- CHSP = Commonwealth Home Support Program
- HCP = Home Care Packages
- State = SA DHS Statewide Services Program
- NDIS = National Disability Insurance Scheme

Total Income and Expenditure

Last 5 Years

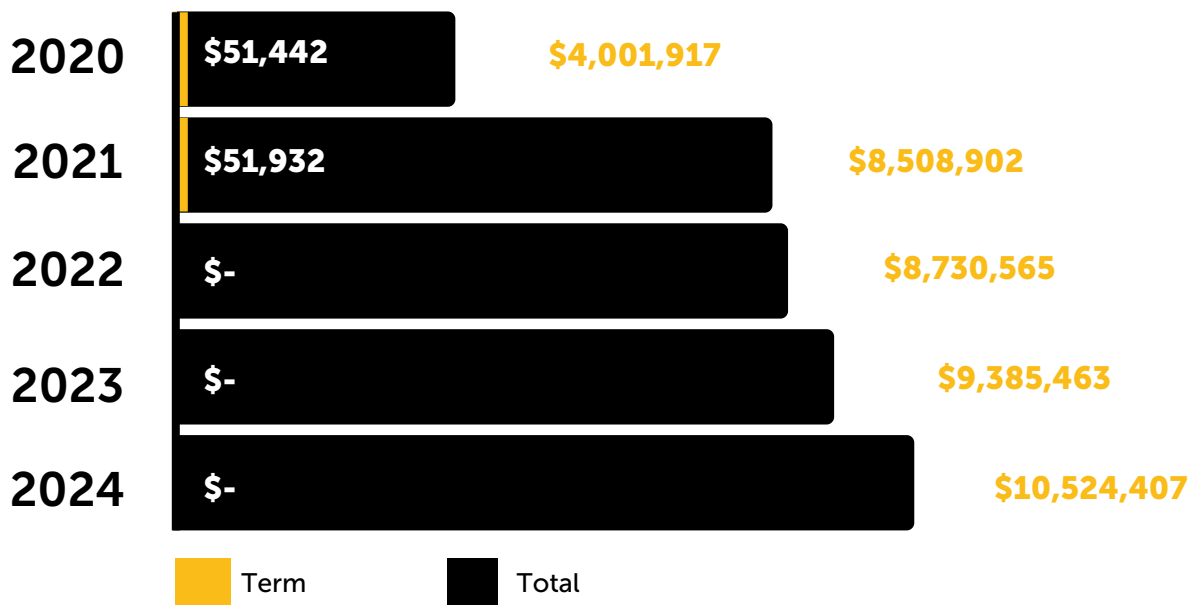


Expenditure 2023-24



Investment

Last 5 Years



Donations

70th Birthday - Motel Riverbend	22.00
70th Birthday - Morgan Home Hardware	22.00
In Memorium - Joan Deamer	50.00
70th Birthday - Minlaton Foodland	55.00
In Memorium - Miscellaneous	70.00
70th Birthday - 'Litl Mo's Bakery & Café	77.00
National Seniors Australia - Modbury	100.00
Rotary Club Campbelltown	150.00
70th Birthday - Grand Millicent Hotel	165.00
70th Birthday - Willunga Hotel	165.00
Miscellaneous	170.25
70th Birthday - Orroroo Caravan Park	187.00
70th Birthday - Strathalbyn Motel	198.00
70th Birthday - Burnside Rotary Club	200.00
70th Birthday - Klose's Foodland	231.00
In Memoriam - Muriel Moulds	344.00
70th Birthday - Barossa Bowland	440.00
70th Birthday - Lynch Meyer	500.00
Telstra	583.00
70th Birthday - Thomas Foods	605.00
70th Birthday - Cochranes	605.00
70th Birthday - Century 21 Khan Realty	682.00
70th Birthday - Corporate Conversations	858.00
70th Birthday - Lions Club of Victor Harbor & Port Elliott	1,000.00
Individual - Jim O'Donnell	1,000.00
70th Birthday - Burnside Lions Club	1,133.00
70th Birthday - Ray White Riverland	1,243.00
70th Birthday - Norwood Foodland	1,298.00
70th Birthday - Henley Square Foodland	1,628.00
Rotary Club of Campbelltown	1,750.00
70th Birthday - Bickford's Australia	1,859.00
70th Birthday - Kennetts Builders	1,892.00
Stirling Market	2,000.00
70th Birthday - Elizabeth Lions Club	2,112.00
Australian Unity	3,262.83
Individual - W G Scott	5,000.00
70th Birthday - Flinders Holdings	5,060.00
Individual - Various Others	5,355.00
Reckitt Benckiser	8,415.00
Meals on Wheels (SA) inc. website	9,973.37
Bequest - C W Brown	10,000.00
Donations - Drivers and Branches	73,564.85
Total Donations	\$144,025.30

Delivered Meals

For the year ended 30 June 2024

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Ardrossan	O	1,199	5	97,652
Balaklava	O	1,813	7	194,146
Barossa Valley	CC	13,630	55	634,307
Beachport	CC	559	2	7,861
Berri	O	4,143	17	384,525
Blackwood	CC	16,836	68	364,165
Booleroo Centre	O	2,212	9	153,382
Brighton	K	33,046	134	2,166,191
Burnside	K	22,139	90	1,624,651
Burra	O	1,464	6	153,381
Campbelltown	CC	37,034	151	1,293,720
Ceduna	O	1,350	5	127,587
Charles Sturt	K	32,451	132	1,167,530
Christies Beach	K	72,967	297	2,045,267
Clare	O	3,401	14	279,826
Copper Triangle	K	20,718	84	554,761
Cowell	O	748	3	77,685
Crystal Brook	O	1,078	4	219,120
Cummins	O	1,204	5	105,149
Edwardstown	K	28,570	116	1,768,519
Enfield	K	17,754	72	1,217,353
Gawler	K	30,702	125	941,889
Gilbert Valley	O	897	4	189,455
Glenelg	K	25,538	104	1,725,950
Hallett Cove	CC	15,710	64	361,063
Hamley Bridge	O	88	0	54,401
Happy Valley	CC	48,262	196	653,387
Henley & Grange	K	33,902	138	1,785,269
Hindmarsh	K	24,898	101	1,514,294
Jamestown	O	2,890	12	217,408
Kapunda Eudunda	O	2,648	11	53,659
Laura & Districts	O	1,002	4	151,277
Maitland	O	1,547	6	121,957
Mannum	O	2,038	8	204,951
McLaren Vale	O	6,249	25	167,839
Meadows	CC	2,797	11	54,868
Milang	CC	1,507	6	27,254
Millicent	O	5,133	21	191,979
Minlaton	O	995	4	55,897
Mitcham	K	38,139	155	2,081,830
Modbury	CC	48,434	197	1,165,894

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Morgan	O	948	4	73,214
Mount Barker	CC	19,266	78	577,331
Mount Gambier	K	34,974	142	1,397,011
Murray Bridge	O	13,354	54	999,331
Naracoorte	O	4,489	18	199,469
Northfield	CC	48,488	197	798,985
Norwood	K	24,898	101	1,463,951
Onkaparinga Valley	CC	6,616	27	294,203
Orroroo	O	1,413	6	31,999
Peterborough	O	2,831	12	245,226
Playford	CC	42,669	173	897,695
Port Adelaide Osborne	K	40,574	165	2,072,734
Port Augusta	O	4,208	17	691,175
Port Broughton	O	3,217	13	1,145,937
Port Lincoln	O	14,839	60	807,751
Port Pirie	K	18,160	74	1,090,088
Prospect	K	16,886	69	1,207,167
Quorn	O	1,595	6	109,177
Renmark	K	14,434	59	695,206
Salisbury	K	50,338	205	1,525,747
Snowtown	O	1,378	6	111,312
Southern Yorke Peninsula	O	1,249	5	112,305
Stansbury	O	359	1	49,105
Stirling & District	K	11,750	48	603,137
Strathalbyn	CC	5,613	23	304,923
Streaky Bay	O	2,138	9	163,759
Tailem Bend	CC	789	3	124,364
Tintinara	CC	0	0	8,742
Tumby Bay	O	6,424	26	242,293
Two Wells	CC	2,713	11	50,236
Victor Harbor	K	34,772	141	1,058,734
Waikerie	K	8,142	33	372,748
Warradale	K	37,382	152	1,314,170
West Torrens	K	25,430	103	1,417,218
Whyalla	O	10,987	45	684,945
Willunga	O	3,310	13	69,420
Wudinna	O	2,085	8	73,882
Yankalilla	K	7,967	32	233,907
Inactive Branches				7,915,662
Total		1,134,377	4,611	57,591,588

Notes:

In the legend the letter K refers to Kitchen Based, CC refers to Cook Chill Reheat Branches, O refers to Other Suppliers such as Hospitals, other branches etc.



2023-24 Highlights

Commitment to Service Excellence

Meals on Wheels SA is unwavering in our dedication to continually enhance our vital and life-changing services. This year, we proudly introduced a new Frozen Vegetarian Choice Menu, offering our vegetarian customers a diverse selection of meals tailored to their preferences. The positive feedback from our customers has been incredibly encouraging.

Facility Upgrades

We made significant capital investments in our Hilton Cook Chill Facility, including the installation of two new blast chillers. These upgrades have expanded our production capacity, allowing us to increase and diversify our meal resources to better serve our community.

Focus on Workplace Wellbeing

In response to updated regulations under the Work Health and Safety Act 2012, we have intensified our efforts in managing psychosocial injuries and illnesses. This renewed focus began with our staff at Hilton and is now being extended to all our branches.

Celebrating Our Volunteers

We are immensely proud of our dedicated volunteers, who have been honored with prestigious community awards. Notably, Julie Low from Port Lincoln branch received the Order of Australia for nearly 30 years of service to the Lower Eyre Peninsula community. Judith Hunter from Port Adelaide Osborne branch was awarded an OAM in the King's Birthday Honours for over 50 years of volunteering with Meals on Wheels SA.

Expanding Our Team for a Better Future

This year, we successfully navigated new compliance requirements by ensuring each fresh cook and cook chill branch has a trained First Aider and Food Safety Officer. We achieved this by adding 10 new Branch Coordinators to our team in record time. The financial impact of these new roles was covered by increased government funding. This not only met the new legal requirements but also lightened the workload for our dedicated volunteers at those branches.

Expanding Community Engagement

Our commitment to community engagement has flourished this year. We expanded our Intergenerational Programs to include high schools, and we continued to raise awareness through various expos and demonstrations across the State. Our efforts aim to connect with diverse generations and the broader community, reinforcing the Meals on Wheels SA name and mission.

"It is lovely but it also acknowledges the important role volunteers play in our community. We have to treasure and value them. There are lots of people out there doing lots of things for their community, quietly. If they stopped doing that we wouldn't have a lot of things happening that we do."

Julie Low

Our New Initiatives

Intergenerational High School

2024 has seen Meals on Wheels' much loved intergenerational programs grow to include high schools. As with our intergenerational playgroups, this program meets three of our Strategic Objectives; creating more social connection opportunities, building the 'MoWSA' Community, and attracting more great people.

The benefits are many – for our older friends, intergenerational programs such as this bring improved mental health, reduced loneliness, and an increase in their sense of worth. They provide purpose and engagement, leading to better overall wellbeing. For our younger participants, it helps enhance social skills, increases empathy and provides exposure to real life experiences. They benefit from mentorship, guidance and practical knowledge.

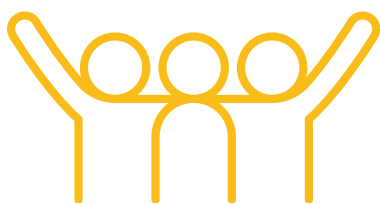
With these goals in mind, we partnered with two high schools - Sacred Heart College and Mary MacKillop College - and engaged over 60 older and 80 younger participants. This pilot program Rite Now! was used as part of the year 9 students' Rite Journey curriculum which aims to build a well-rounded community minded young adult. The 10-week process begins with students and older participants filling in a questionnaire about themselves, and being matched to a friend on the opposite end of the age spectrum with similar interests. During the term there are four worksheets exchanged and each sheet has thought provoking questions which gives each demographic an insight into the others lives.

Twice during the term face to face visits are held - which is truly where the magic happens! These new friends are able to dive straight into conversation with many people previously signing off 'can't wait to meet you' on their worksheets. The first visit focused on an activity which bridged the gap between the two groups - Sacred Heart College held a games day, and Mary MacKillop College held a "crafternoon". These activities opened an opportunity for teaching and learning in both directions as well as providing topics of conversation if an awkward silence would occur. The second and final meeting was a lunch, which gave all participants an opportunity to chat over a meal and talk about what the future holds.



Finally, we surveyed all participants for qualitative data to measure the programs' success.

Student feedback:



"I feel more welcomed among older people, and I have a better understanding about the differences between me and an older person"



"I think old people are cooler than adults"

Older participants feedback:



"It has reinforced my confidence in younger generations"



"I was heartened that my student was willing to engage and share their life's experiences"

Not only has this program brought with it new faces to the Meals on Wheels family, it has also promoted brand awareness as our name has become the topic of dinner time conversation between many families. Likewise, this great initiative has attracted many articles from mainstream media – The Advertiser, The Southern Cross, Channel 10 News and The Australian Institute of Intergenerational Practice. This new stream of community engagement has a strong place at MoWSA as we look toward the future.



Scan the QR code to view a video from our first pilot!



Our New Initiatives

W.I.S.E. Village Group Lunches

Lots of Meals on Wheels customers live in residential or retirement villages. A new My W.I.S.E. Choice program is implementing a communal lunch model at the Langton Park Retirement Village and Tea Tree Gardens Residential Village that promotes social connections and is a win-win for both customers and branches. It addresses three of our Strategic Objectives; customer experience improvements, more social connection opportunities and more My WISE Choice.

We are acutely aware of the impact social isolation can have on a person's mental health and eating a meal with other people can not only stimulate appetite but also enable a sense of belonging and purpose. It can even mean the beginning of new friendships and support networks.

Once a month, village residents who are Meals on Wheels customers are invited to come meet in the communal hall to eat their regular, delicious lunch and enjoy some social time with each other. This is a great alternative to having their meal delivered to their individual unit where they would otherwise eat in isolation. If someone is not able to attend on the day, their lunch is delivered to their door by the village staff.

The Langton Park Retirement Village is situated close to the Campbelltown branch and holds lunches with both volunteers and residents once a month. Bob Wray, a resident of Langton Park and volunteer at Campbelltown branch for 20 years, helps coordinate the lunch and picks up the meals from Campbelltown branch, whilst several W.I.S.E. volunteers arrive early to set the tables in the village community hall, greet people and make them feel welcome. They then serve the residents their meal - dished up on a plate! The group has grown in popularity and now has 15 regular attendees.

One resident told Bob that despite living in the Village for 6 years, there were many people she did not know, so attending the lunch was helping her to meet more people. Another lady "eats all 3 courses of her meal when she is at the monthly gathering, when normally she picks at her food", said Bob.



Over the hill, Modbury Branch Coordinator Sandy Weisz coordinates the event at the Tea Tree Gardens Residential Village. Whilst in its infancy, the small group of regular participants speak highly of the value of the monthly gathering.

From a branch perspective, Sandy says "this model takes the time pressure off the delivery round on lunch day because by delivering multiple meals at once to the village hall, it reduces the number of individual deliveries that need to be made on that round". In turn, there is more time available for the meal delivery volunteers to spend with the other customers on the rest of the round, providing that all important well-being check and social connection that Meals on Wheels has become so well known for.

Volunteer feedback:



"(The customers) love it. It gets them out and meeting people in their community. Some have become good friends and help each other out in times of need."

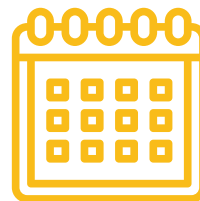


"As a volunteer that helps out it's a great way to meet people and listen to stories about the customers lives, how times have changed and you feel the connection with each other."

Customer feedback:



"If I didn't come to lunch I'd be at home on my own. Here we laugh, tell stories of our time growing up and I can talk to real people instead of just myself."



"Everyone always looks forward to the next lunch. It's in everyone's diary before they leave the table."



Our New Initiatives

Regional Expos

To begin celebrating our 70th birthday and boost community ties, we held a series of expos. These events took place in regional branches across South Australia - including Victor Harbor, Tanunda, and Mount Barker, to connect with a broader audience.

With a fun "Follow the Yellow Brick Road" theme inspired by our company colours, we aimed to make each expo both engaging and enjoyable, whilst meeting three of our Strategic Objectives; regional, rural and remote focus, build the "MoWSA Community", and attract more great people.

One special stall celebrated our upcoming 70th birthday, while others highlighted exciting initiatives like our new community libraries, recyclable packaging, the introduction of salads at select branches, and intergenerational programs. Each expo also featured a live cooking demonstration, where visitors learned to prepare a meal from our menu and enjoyed a tasting.

These expos also created buzz in the local media, with newspaper articles in the Barossa Leader, Victor Harbor Times and Mount Barker Courier.

The expos have been a fantastic way to foster community connections and raise awareness about Meals on Wheels SA, and we look forward to planning more!





Recognition

Tackling Ageism Award Finalists

This year, Meals on Wheels proudly stood as a finalist in the prestigious Office for Ageing Well Tackling Ageism Award, part of the 2023 South Australian Community Achievement Awards. Our nomination recognised the transformative impact of our Intergenerational Programs and highlighted our commitment to challenging ageism and celebrating the value of ageing well.

The Office for Ageing Well Tackling Ageism Award acknowledges individuals, community groups, and organizations that actively confront and overcome ageism. It is a tribute to those who not only understand the pervasive nature of age discrimination but also take meaningful action to promote the worth of older individuals and advocate for positive ageing.

Meals on Wheels was honoured to be nominated for this esteemed award, a testament to the remarkable work of our Intergenerational Programs. These initiatives have been designed to bridge generational gaps and foster mutual respect between young and older generations. By facilitating interactions between these age groups, we aim to dismantle stereotypes and demonstrate the rich contributions of older Australians to our communities.

While we did not ultimately receive the award, being named a finalist was a significant achievement for Meals on Wheels SA. It is a testament to the dedication of our team and the support of our community in championing the cause of tackling ageism. We congratulate Kalyra, the recipient of the award. We celebrate their achievement and the collective progress made in the fight against ageism.

Our journey does not end with this recognition. Being a finalist has only strengthened our resolve to continue our work with even greater enthusiasm. We remain committed to advancing our Intergenerational Programs and exploring new ways to challenge ageism and celebrate the contributions of older Australians.



Recognition

Not Slowing Down Marketing Campaign

In 2023 we collaborated with Black Sheep Advertising to come up with our new marketing campaign, called "Not Slowing Down", aimed at engaging a fresh customer base. We identified an opportunity for Meals on Wheels to claim ownership of a position in the market that will not only change the perception of who we are currently, but also attract like-minded individuals to join us, either as customers, or as volunteers, both now and in the future.

While Senior Australians are featured in many campaigns, they are usually clichéd or shown as stereotypically old, frail and all needing help. However, we at Meals on Wheels know that not all Senior Australians fall into this category. Our campaign, and indeed our brand platform for the immediate future above all does one thing – Celebrate Seniority.

Our volunteers are certainly important, but without our customers we don't have a purpose. We've been delivering delicious meals to wonderful, authentic individuals for nearly 70 years, supporting them to live their lives and we're not slowing down any time soon!

This campaign's notable achievements were highlighted when our radio ad was featured on the prestigious platform, Bestads. Bestads is the world's best global ad industry website, the only site showcasing the world's best in every medium: TV, Web, Print, Outdoor, Ambient, Interactive and Radio ads.

This ad campaign not only captured the hearts and minds of our audience but also significantly boosted both customer and volunteer inquiries. This authentic and relatable content resonated deeply with listeners, leading to an impressive 130% increase in customer inquiries, and whilst not our target for this campaign, we also gained a 27% rise in volunteer inquiries.

Our marketing campaign's success, highlighted by our feature on Bestads, marks a significant achievement in our journey, and we look forward to continuing our work with renewed enthusiasm and commitment.



Special Visits

The Governor General of Australia

On April 29th, we had the honour of welcoming Their Excellencies General the Honourable David Hurley AC DSC (Retd), Governor-General of Australia, and Mrs. Linda Hurley to our Edwardstown branch for a memorable event.

During their visit, Their Excellencies actively participated in our operations, rolling up their sleeves to help out. They joined us for an early celebration of our 70th birthday, which included a delightful morning tea and three special deliveries to our valued customers.

In the kitchen, Their Excellencies assisted the team before taking a moment to enjoy the morning tea together. A highlight of the occasion was when they blew out a candle on a birthday cupcake, creating a heartwarming atmosphere. Mrs. Hurley added a unique touch by performing a song she wrote about Meals on Wheels, further emphasizing the connection between our service and the community.

The customers were visibly excited to receive such esteemed visitors, accompanied by their security detail. Notably, Phyllis, one of our cherished customers (pictured), was serenaded with an early rendition of "Happy Birthday" as she prepares to celebrate her 100th birthday later this year.

We extend our sincere gratitude to Their Excellencies for their enthusiastic support of Meals on Wheels as Patrons of Meals on Wheels Australia. Their commitment to our mission has inspired both our team and the communities we serve. Their term concluded in June 2024, leaving a lasting legacy of compassion and service.



Special Visits

5AA Broadcasts Live

In a memorable highlight of the year, FIVEaa's own Matthew Pantelis broadcast his morning show live from our Hilton office, creating a buzz that resonated beyond the airwaves. This special episode not only showcased the dynamic work environment at Hilton but also provided a platform to speak to two of Meals on Wheels SA's finest!

One of the standout moments of the broadcast was Pantelis's interview with Colin Trenouth, a dedicated volunteer whose selfless efforts have made a profound impact. The show also featured an insightful conversation with our CEO, Sharyn Broer.

The live broadcast from the Hilton office was more than just a morning show; it was a celebration of our community's spirit and Meals on Wheels SA's role in it. Pantelis's vibrant hosting, coupled with the inspiring stories of Colin Trenouth and the strategic insights from Sharyn Broer, created a compelling narrative that engaged both employees and listeners.



Branch **Service Milestones**

July 2023 - 30 June 2024
(Years)

65

Whyalla

60

Mitcham

55

Moonta
Stirling
Victor Harbor
Waikerie

50

Campbelltown
Gilbert Valley
McLaren Vale
Willunga

45

Hamley Bridge
Laura & Districts
Meadows
Port Broughton
Yankalilla

40

Charles Sturt

35

Goolwa & Districts
Happy Valley

30

Ardrossan
Northfield

25

Maitland
Milang

Meal Delivery Milestones

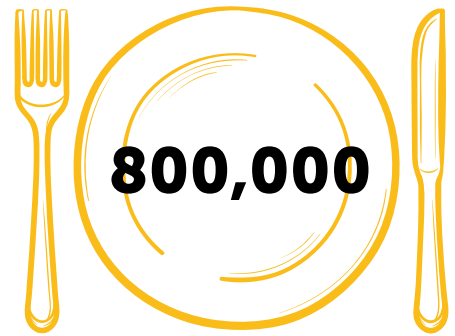
July 2023 - 30 June 2024
(Since Inception)



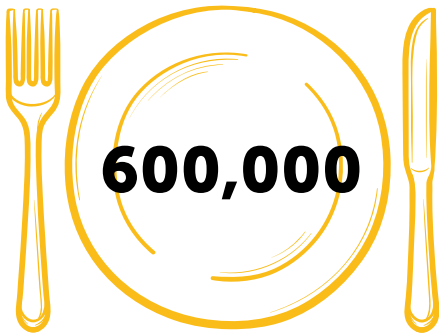
Christies Beach



**Hindmarsh
Salisbury**



Port Lincoln



Stirling



Strathalbyn



Two Wells

Service Awards

The following Awardee list is in alphabetical order by Branch.

The Awardee list is for the 2023 calendar year.

50 YEARS

Norma Schopp
Jenny Wood
Sue Wood
Judith Eberhard
Irma Jensen
Jan Geytenbeek
Pam Melville

BALAKLAVA
BAROSSA VALLEY
BAROSSA VALLEY
BURRA
PORT LINCOLN
S.Y.PENINSULA
STIRLING

45 YEARS

Coral Seidel
Joanne Dickson
Kay Joyce
Maureen South
Pauline Wittwer

CRYSTAL BROOK
KAPUNDA
ONKAPARINGA VALLEY
S.Y.PENINSULA
STRATHALBYN

40 YEARS

Wendy Wigan
Trish Schmerl
Judy Stone
Margaret Miller
Margaret Duell
Val Harvey
Lois Allen
Maurine Lee

BAROSSA VALLEY
GILBERT VALLEY
MITCHAM
MOUNT BARKER
MURRAY BRIDGE
PORT PIRIE
STIRLING
STREAKY BAY

35 YEARS

Merilyn Williams
Barbara Chantrell
Anne Treacy
Susan Henderson
Noeline McLaren
Annette Nelson
Jillian Memen
Terrie Cole

BOOLEROO CENTRE
BRIGHTON
HAPPY VALLEY
MEADOWS
MURRAY BRIDGE
MURRAY BRIDGE
PORT PIRIE
YANKALILLA

30 YEARS

Margaret Brown
Heather Jackson
Venera Spinella
Diana Croft
Judy Francis
Joylene Chappell
Leonie Jauczius

ARDROSSAN
BLACKWOOD
BRIGHTON
BURNSIDE
COWELL
COPPER TRIANGLE
COPPER TRIANGLE

Margaret Ingham
Sue Blackall
Julie Dohnt
Liz Llewellyn
Denise O'Connor
Robert Phaup
Mary Rowley
Ann Hobbs
Sandra Wright
Margaret McKenzie
Vicki Sumner
Shirley Carn
Elizabeth Collins
Bev McDonald
Mary Davey
Rhonda Lienert
Julie Lewis
Dianne Willemse
Herman Willemse

25 YEARS

Heather Cunningham
Cheryl Boehm
Karen Standish
Valerie Cooper
Edward Davis
Ian Champion
Norma Champion
Maureen Trowbridge
Jim Giles
Grace Giles
Friends of Rotary
Margaret Phelps
Pat Speed
Pat Ablett
Melanie McDermid
Lyn Brooks
Christopher Nogaj
Marion Searle
Christine Hemmerling
Maureen Growden
Kerby Thorburn
Samuel Smith
Thea Smith
Jan Elliott
Rosemary Fisher
Lois Warn
Bob Eisen
Robert Bryson
Frank Lawrence
Pat Parker
Margaret Markham
Jacqueline Lang
Alex Pioro
Marlene Billinger

MODBURY
MOUNT GAMBIER
MURRAY BRIDGE
MURRAY BRIDGE
MURRAY BRIDGE
MURRAY BRIDGE
MURRAY BRIDGE
NORTHFIELD
NORTHFIELD
NORWOOD
ONKAPARINGA VALLEY
QUORN
QUORN
RENMARK
S.Y.PENINSULA
S.Y.PENINSULA
WARRADALE
WHYALLA
WHYALLA

BALAKLAVA
BAROSSA VALLEY
BAROSSA VALLEY
BERRI
BOOLEROO CENTRE
BRIGHTON
BRIGHTON
CEDUNA
CHARLES STURT
CHARLES STURT
CHARLES STURT
CUMMINS
CUMMINS
GILBERT VALLEY
GILBERT VALLEY
GOOLWA & DISTRICTS
HAPPY VALLEY
HAPPY VALLEY
HENLEY & GRANGE
JAMESTOWN
KAPUNDA
LAURA & DISTRICTS
LAURA & DISTRICTS
MITCHAM
MITCHAM
MITCHAM
MURRAY BRIDGE
NORWOOD
PLAYFORD
PT ADELAIDE OSBORNE
PROSPECT
RENMARK
RENMARK
SALISBURY

Helen McDonald
Pat McKenna
Pat Mee
Julie Julge
Judith Hill
Paul Elliott
Susan Elliott

20 YEARS

Lynette Gibson
Valda Williams
Balco Group
Helen Weedon
Josephine Allen
Bill Pattullo
Sandra Wells
Jane Higgins
Don Brice
Mavis Catt
Joan Goodburn
Tony Lake
Rod Roach
Julie Wagner
Sarah Linn
Geoffrey Alexander
Alister Hope
Odette O'Sullivan
Diane Scott
Russell Curtis
Mary Deer
Marilyn Wardle
Jacqui Nelligan
Jo-Anne Quigley
Julie Brown
Bruce Brown
Cheryl Karnaitis
Jan Douglas
Margaret Hollister
Roy Noack
Peter Murphy
Peter Power
Gail Thomas
Bernice Patterson
Tracey Bates
Anthony McCleane
Pauline McCleane
Lynda Yeow
Brenda Anderson
Joseph Hewitt
Colleen Pickard
Sue Daniel
Rosalie Pearce
Jenny Richardson
Clare Rundle
Colin Raison
Sally Burgan

SALISBURY
TUMBY BAY
WAIKERIE
COPPER TRIANGLE
WHYALLA
YANKALILLA
YANKALILLA

ALDINGA
ARDROSSAN
BALAKLAVA
BAROSSA VALLEY
BLACKWOOD
BLACKWOOD
BLACKWOOD
BOOLEROO CENTRE
BRIGHTON
BRIGHTON
BRIGHTON
BRIGHTON
BRIGHTON
BRIGHTON
BURNSIDE
CHARLES STURT
CLARE
CLARE
CLARE
COWELL
COWELL
CRYSTAL BROOK
CUMMINS
CUMMINS
EDWARDSTOWN
EDWARDSTOWN
GAWLER
GILBERT VALLEY
GILBERT VALLEY
GILBERT VALLEY
GLENELG
GLENELG
GLENELG
GOOLWA & DISTRICTS
HALLETT COVE
HALLETT COVE
HALLETT COVE
HALLETT COVE
HENLEY & GRANGE
HENLEY & GRANGE
HENLEY & GRANGE
COPPER TRIANGLE
COPPER TRIANGLE
COPPER TRIANGLE
COPPER TRIANGLE
LAURA & DISTRICTS
McLAREN VALE

Jennifer Lonergan
Kathleen Staude
Chris Barnwell
Alan Stone
Geoffery Thomas
Sally Ellis
Jeanette Muir
Julie Ann McShane
Kaylene Streeter
David Law
Wayne Warhurst
David Adams
Elisabeth McElwaine
Percy McElwaine
Leonie Sims
Gary Dohnt
Michael Blake
Allan Morgan
Shirley Mundy
Adele Whittaker
Shirley Keynes
Merilyn Roocke
Janice May
Shirley Thompson
Christine Bugg
Robert Pobke
June Bird
James Forbes
Jo Lewis
Joan Hollitt
Colleen Kolosche
Ian Denny
Graham Matters
Raelene Reed
Denise Pulford
Anne Minke

15 YEARS

Bruce Davey
Diane Wheare
Irene Dawson
Deidre Howard
Margaret Manuel
Wendy Seabrook
Lynette Tasker
Janet White
Allan Dand
Glenis Dand
Ann Berresford
Elizabeth Handsaker
Mary Milburn
Jill Paddock
Grant Tilley
Jillian Tilley
Michael Croft
Anne Krishnan

MILLICENT
MILLICENT
MITCHAM
MITCHAM
MITCHAM
MOUNT GAMBIER
MURRAY BRIDGE
NARACOORTE
NARACOORTE
NORWOOD
NORWOOD
ONKAPARINGA VALLEY
ONKAPARINGA VALLEY
ONKAPARINGA VALLEY
PETERBOROUGH
PT ADELAIDE OSBORNE
PORT AUGUSTA
PORT AUGUSTA
PORT AUGUSTA
PORT LINCOLN
PROSPECT
PROSPECT
REMARK
REMARK
SALISBURY
SALISBURY
STIRLING
STIRLING
STRATHALBYN
STREAKY BAY
TUMBY BAY
WARRADALE
WHYALLA
WHYALLA
WILLUNGA
YANKALILLA

ARDROSSAN
ARDROSSAN
BALAKLAVA
BALAKLAVA
BALAKLAVA
BAROSSA VALLEY
BAROSSA VALLEY
BAROSSA VALLEY
BERRI
BERRI
BLACKWOOD
BLACKWOOD
BRIGHTON
BRIGHTON
BRIGHTON
BRIGHTON
BURNSIDE
BURNSIDE

Darryl Venning
 Brenda Kaehne
 Pauline Nielsen
 Jacqui Pearce
 Horst Schulz
 Lynette Smith
 Michael Verran
 Karyn Hayes
 Patricia Penna
 Maxine Koch
 Marylyn Deer
 Beverley Horder
 Dianne Large
 Pauline Burger
 Margaret Wilson
 Allan Thomas
 Anthony Cogan
 Gaynor Bottcher
 Rae Harvie
 Richard Harvie
 Peter Kelly
 Patricia Brougham
 Clint Charles
 Malcolm Jose
 Christine Bodfish
 Noel Huppertz
 Elizabeth Abbott
 Sheila Russ
 Trevor Russ
 Kathy Cotter
 Anne-Marie Clark
 Christine Crawford
 Carl Schmidt
 Dianne Morgan
 Raelene Montgomery
 John Stinson
 John Stuckey
 Rosemarie Corpe
 Warren Gamlin
 John Gillott
 Ian Sach
 Robert Stacy
 Marilyn Heath
 Barbara Lynch
 Gail Woodcock
 Maxine Maney
 Josephine O'Brien
 Donald Robinson
 Richard Strickland
 Gaynor Casey
 Joyce Ford
 John Klau
 Heather Bourne
 Ann Burman
 Jeffrey Skelding
 Gillian Davis

BURRA
 CEDUNA
 CEDUNA
 CHARLES STURT
 CHARLES STURT
 CHRISTIES BEACH
 CHRISTIES BEACH
 CLARE
 CLARE
 COPPER TRIANGLE
 COWELL
 COWELL
 CRYSTAL BROOK
 EDWARDSTOWN
 EDWARDSTOWN
 ENFIELD
 GAWLER
 GILBERT VALLEY
 GILBERT VALLEY
 GILBERT VALLEY
 GILBERT VALLEY
 GLENELG
 GLENELG
 GLENELG
 GOOLWA & DISTRICTS
 GOOLWA & DISTRICTS
 HAPPY VALLEY
 HAPPY VALLEY
 HAPPY VALLEY
 HINDMARSH
 JAMESTOWN
 JAMESTOWN
 LAURA & DISTRICTS
 MAITLAND
 MEADOWS
 MEADOWS
 MILLICENT
 MITCHAM
 MITCHAM
 MITCHAM
 MITCHAM
 MITCHAM
 MODBURY
 MODBURY
 MODBURY
 MOUNT GAMBIER
 MOUNT GAMBIER
 MOUNT GAMBIER
 MOUNT GAMBIER
 MURRAY BRIDGE
 MURRAY BRIDGE
 MURRAY BRIDGE
 NARACOORTE
 NORTHFIELD
 NORTHFIELD
 NORWOOD

Robert Goodall
 Pauline Lowe
 Margaret Shinn
 Julie Downer
 Alexandra Downer
 Elizabeth Halliday
 Bevan Johnston
 Rosemary Pfeiffer
 Joan Luckraft
 Helen Brown
 Judith Miller
 Louis Zauch
 Sandra Atkins
 Joan Munzer
 Cynthia Partington
 Sandra Dudley
 Margaret Wheadon
 John Cunningham
 Margaret Goodwin
 Julie Sampson
 Peter Van Laarhoven
 Geoffrey Cooling
 Wayne Gilbertson
 Bronya Keller
 Peter Pickering
 Denise Rowell
 Mark Charnstrom
 Rodney Cornelius
 Pauline Ellis
 Deborah Thomson
 Reginald Ricketts
 Shirley Paech
 Malcolm Seal
 Marilyn Hall
 Derry Proud
 Jan Woods
 Margaret Woolford
 Russell Woolford
 Dawn Althorp
 Helen Rohan
 Annette Bald
 Susan Lund
 Christine Underdown
 Elaine Turbill
 Piarina Mazzaracca
 Valerie Callaghan
 Jennifer Custance
 Ronald Custance
 Allan Lipschinski
 Kylie Bartley
 Pamela Thomson
 Rhonda Smith
 Hilary Williams

NORWOOD
 NORWOOD
 NORWOOD
 ONKAPARINGA VALLEY
 ONKAPARINGA VALLEY
 ONKAPARINGA VALLEY
 ONKAPARINGA VALLEY
 ONKAPARINGA VALLEY
 ORROROO
 PT ADELAIDE OSBORNE
 PT ADELAIDE OSBORNE
 PT ADELAIDE OSBORNE
 PORT BROUGHTON
 PORT BROUGHTON
 PORT BROUGHTON
 PORT LINCOLN
 PORT LINCOLN
 PORT PIRIE
 PORT PIRIE
 PORT PIRIE
 PORT PIRIE
 PROSPECT
 PROSPECT
 PROSPECT
 PROSPECT
 PROSPECT
 RENMARK
 RENMARK
 SALISBURY
 SALISBURY
 STANSBURY
 STIRLING
 STIRLING
 STRATHALBYN
 STRATHALBYN
 STRATHALBYN
 TUMBY BAY
 TUMBY BAY
 VICTOR HARBOR
 VICTOR HARBOR
 WAIKERIE
 WAIKERIE
 WAIKERIE
 WARRADALE
 WEST TORRENS
 WHYALLA
 WHYALLA
 WHYALLA
 WHYALLA
 WUDINNA
 WUDINNA
 YANKALILLA
 YANKALILLA

Volunteer Recognition



Order of Australia
Julie Low
Port Lincoln Meals on Wheels



Adelaide Plains Council &
South Australia's Citizen of the Year
2024 Commendation
Denis and Maria Pellizzari
Two Wells Meals on Wheels



Kings Birthday Honors
Judith Hunter
Port Adelaide Osborne Meals on Wheels



Barossa Council
Citizen of the Year 2024
Debbie Miles
Barossa Valley Meals on Wheels



Rural City of Murray Bridge Citizen
of the Year 2024
Sandra Walding
Murray Bridge Meals on Wheels



Clare & Gilbert Valley Council
Volunteer of the Year
Glenda Swavley
Clare Meals on Wheels

Special Mention:
Annual Southern Suburbs Volunteer Service Awards
Colleen Guerin, Jenny Southall and Dave Rogers
Christies Beach Meals on Wheels

Board Members and Committees

President/Chair

Kevin Reid

FCA GAICD

Kevin is a Chartered Accountant with 24 years experience as a partner with PwC and BDO practising as an assurance and transaction services specialist. He occupied a range of leadership positions in both Sydney and Adelaide. He served clients across a wide variety of industry sectors and has experience in audit, financial reporting, transaction services and risk management. He has a passion for the for-purpose sector, and is currently deputy chair of Can:Do Group, a director of Meals on Wheels Australia Ltd and was previously a director of the Maggie Beer Foundation. He is a CEO mentor. He is a member of the Audit and Risk Committee for the Office of the National Rail Safety Regulator. He is Chair of the Governance, Nominations and Remuneration Committee and a member of the Finance, Audit and Risk Management Committee.

Vice President Finances

Alison Perrott

B. Bus CFP® GAICD MSIAA

Alison has dedicated over 30 years to the "for-purpose" sector providing treasury management, asset allocation and investment advice to not-for-profit, aged care and religious organisations. She is a financial markets professional, fixed income specialist and highly qualified portfolio adviser. She has been an integral part of the establishment of 4 extremely successful wealth advisory businesses in that time. She currently works nationally with specialist advisers to tailor investment solutions for wholesale clients and broadening philanthropy at Ord Minnett. Alison serves on a number of not-for profit boards applying her highly tuned financial and investment skills, strategic thinking ability and corporate compliance knowledge to achieve desired outcomes for those organisations and their stakeholders. She is the Chair of the Finance, Audit and Risk Management Committee.

Vice President Services

Heather Richardson

Heather has enjoyed a distinguished career with the SA Government (predominantly in TAFE SA). 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 and Risk Management Executive Committee, and Chair of the Branch Operations and Services Advisory Committee. Heather was formerly a MoWSA delegate to the Meals on Wheels Australia Inc Board.

Elected Members

Richard Hearn AM

GAICD, MBA, MSc, BASW, Dip. T.

Richard has significant and broad experience in aged care services, finishing at Resthaven Inc in May 2020 after 27 years as CEO. Richard's background has reflected a strong interest in working with likeminded individuals towards quality aged care services and support and acknowledging the positive contributions of older individuals to the broader community. Richard's experience with not-for-profit organisations includes serving on a number of Boards such as Aged and Community Services SA/NT, Aged And Community Services Australia, RDNS SA, Advanced Community Care Association, SA Innovation Hub and is currently CRE Frailty and Healthy Ageing Advisory Committee, independent Chair Medical Management Appointment Panels CALHN, Uniting Care Australia Aged Care Network, Riverland Mallee Coorong Local Health Network Board and St John Ambulance Community Care Committee. Richard has also been a volunteer with Fred's Van for 30 years, a Vinnies SA food service for marginalised and homeless individuals. Richard is a member of the Board's Finance, Audit and Risk Management and Stakeholder Engagement Committees.

Dr Natalie Luscombe-Marsh

B.Science, PhD in Nutrition and Disease

Natalie is a respected researcher with over 20 years of experience in the fields of nutrition and chronic non-communicable disease. She is passionate about applying the latest scientific evidence to improve the nutrition of all Australians, particularly those who are most at risk including frail, older adults, and those with chronic conditions. Natalie's current position is the Research and Program Development Manager at Diabetes SA where she is responsible for building the scientific evidence base for the prevention, early detection and management of all types of diabetes. To the Board of MoWSA, Natalie brings strong expertise in research and clinical governance, strategic planning, and project management. She also has insight into policy development; her research has informed changes in clinical practice guidelines, particularly for the management of type 2 diabetes and body weight in both younger and older adults. Natalie served as a co-opted member for four years before being elected to the Board at the 2023 AGM. Natalie is Chair of the Stakeholder Engagement Committee.

Branch Representatives

Happy Valley

Gary McLaughlin

Term ended October 2023

Gary is currently serving on the Happy Valley Branch Committee as Volunteer Coordinator and Chair. He has also acted in the role of Kitchen Coordinator for periods of time, and continues to do weekly deliveries. Prior to retirement he was in senior roles in finance and administration. Gary was a member of the Governance, Nominations and Remuneration and Work, Health and Safety Committees.

Waikerie

Shirley Mudge

Term ended October 2023

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, 2014-2017 as a Branch Representative and 2017-2020 as Vice President and 2020 – present as 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 was a member of the Governance, Nominations and Remuneration Committee and the Food Safety Committee and was also a Branch Operations and Services Advisory Committee Member for many years before retiring in December 2021.

Warradale

Leigh Noble

Resigned January 2024

Leigh commenced his career as a Banker and Financier with management roles at NAB, Ford Credit, Barclays Bank, Avis Australia, Excel Finance Corporation and Peregrine Corporation. He then moved to self employment as Managing Director of the Noble Group of Companies. His community involvement as a Rotarian with the Adelaide Parks Club for 25 years included roles as Director, Treasurer, President, District 9500 Governor's Representative and was awarded a Paul Harris Fellowship. Other Not for Profit directorships include Asthma Foundation, Radio 5RPH for the blind, Townsend House Incorporated, Can do 4 Kids Director, Treasurer, President of the Board & Chief Executive Officer. In retirement Leigh is the Chair of the MoWSA Warradale Branch.

Edwardstown

Jane Good

Term commenced June 2024

Jane has been a Meals on Wheels volunteer for nearly 20 years and is currently Chair of Edwardstown branch. She is an active deliverer and office volunteer and is also involved in database training of new office volunteers. Jane had early employment in banking and then enjoyed a forty year career in primary school education, undertaking a postgraduate course in Information Studies in 2001 to add librarianship to her skills and knowledge.

Branch Representatives

Peterborough

Eleanor Wolf

Eleanor is currently Secretary of the Peterborough Branch of Meals on Wheels SA and is a member of the Governance, Nominations and Remuneration Committee and the Branch Operations and Services Advisory Committee. She is a retired public servant who for over 20 years worked in executive-level positions across a number of Australian Government departments such as the Department of Defence, National Archives of Australia, Department of the Environment, Department of Climate Change and Energy Efficiency, and the Australia Taxation Office. Eleanor worked predominantly in policy development, internal audit, greenhouse and energy audit, risk management and compliance roles. Prior to joining the Australian Public Service, Eleanor served for 20 years as an Intelligence Officer in the Australian Regular Army, both in Australia and overseas.

Co-opted Members

Neil Jones

B.A., Dip. Cont. Ed.

Neil is a retired organisational psychologist with over 40 years' experience working with Boards and Management Teams in organisational change environments. His customers have included a number of ASX listed companies, as well as a range of not-for-profit organisations. With Meals on Wheels SA Neil is a Board Member as well as a member of the Stakeholder Engagement Committee and Branch Operations and Services Advisory Committee. Neil is also a volunteer driver/deliverer for MoWSA at the Mitcham Branch.

Tamsyn Alley

BA, MBA, GAICD

Appointed April 2024

Tamsyn Alley is an accomplished executive and chief executive with over 25 years' experience across private, public and government sectors nationally and internationally. Tamsyn holds a Bachelor of Arts, a Graduate Diploma in Management and a Masters in Business Administration. She is a Graduate of the Australian Institute of Company Directors (GAICD) and has experience with ASX listed, government, not for profit and member association boards. Having held executive roles in high profile organisations and worked with some of the country's leading brands, Tamsyn is skilled in formulating and implementing strategy and maximising the future value and operational efficiency of companies operating in competitive national and international markets. Her experience spans multiple sectors including lifestyle, property, retail, well-being and specialised health services. Tamsyn is the Chief Executive Officer of Benson Radiology in South Australia and currently sits on the Board of Directors of the disability services and accommodation provider DLI, as well as the Australian Diagnostic Imaging Association.

Ellie Hamilton

MBA

Appointed December 2023

Ellie has worked in Australia's Defence Industry for more than 17 years in a number of executive governance, program management, strategy, and business development roles. Prior to this Ellie worked in the not-for-profit sector. She continues to be involved in the community in a volunteer capacity, and particularly in activities connected with her four young children. Ellie holds several qualifications including a Bachelor of International Relations (Hons), Master of Business Administration, and Graduate Diploma in Complex Project Management. Ellie has held a number of positions with Meals on Wheels including chairing the Stakeholder Engagement Committee, and as a member of the Finance, Audit and Risk Management Committee.

Board and Committee Meetings Held

H = Number of meetings held during the time the Member held office during the year

A = Number of meetings attended as a member

Board Members	Role	Board		Board Committee						Advisory Committee	
		Board Meetings		Finance, Audit & Risk Management		Governance, Nominations & Remuneration		Stakeholder Engagement		Branch Operations & Services	
		H	A	H	A	H	A	H	A	H	A
Kevin Reid	President	7	7	6	5	5	4				
Heather Richardson	Vice President Services	7	7	6	6	5	4			5	4
Alison Perrott	Vice President Finance	7	5	6	5	5	3				
Richard Hearn	Elected Member	7	7	6	6			5	4		
Natalie Luscombe-Marsh	Elected Member	7	7					5	5		
Shirley Mudge *	Branch Representative	3	3			1	1				
Gary McLaughlin *	Branch Representative	3	2			1	1				
Eleanor Wolf	Branch Representative	7	6			5	5			5	5
Leigh Noble # \$	Branch Representative	1	1								
Neil Jones	Co-opted Member	7	6					5	5	5	5
Ellie Hamilton ^	Co-opted Member	3	3								
Tamsyn Alley %	Co-opted Member	2	1								

* Term concluded at associations AGM Oct 2023

Term commenced at associations AGM Oct 2023

^ Term Commenced Dec 2023

\$ Resigned Jan 2024

% Term Commenced Apr 2024

The Board would like to acknowledge and thank the following non Board member volunteers for their services on MoWSA Board and Advisory Committees during the year: Bev Jackson, Janet Williams, Marcia Evans, Charles Savage, Phil Steer, Jim Giles, Fiona Winkley, Sue Monfries, Cheryl Gray, Susan Mitchell, Colin Trenouth, Marg McKenzie, Chris Jeffries, Craig Harris, Sally Lee, Hugh Kerr-Grant, Merryl Kerr-Grant, Tony McArthur and Allan Lipschinski.



Meals on Wheels extends heartfelt thanks to the organisations and individuals whose generous donations and support have sustained us throughout the year.

A special thank you to our dedicated volunteers for their invaluable contributions in the kitchen, on deliveries, in the office, and through our social support and new initiatives.
Your generosity and hard work are deeply appreciated.

Meals on Wheels (SA) Inc.
ABN 76 069 457 196
ARBN 667 048 464, incorporated in South Australia, members liability limited

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September 2024