MEALS ON WHEELS

South Australia

2025/2026 Annual Report



2025/26 DIRECTORY

Joint Patrons

Her Excellency the Honourable Frances Adamson AC
Governor of South Australia
and Mr Rod Bunten



Board Members

President
Mr K Reid

Vice President Services
Mrs E Wolf

Vice President Finances
Ms A Perrott

Elected and Appointed Members who served on the Board of the Association in 2025-26

Ms T Alley
Ms J Gardiner
Ms J Good
Mr R Hearn
Mr J Liu
Dr N Luscombe-Marsh
Mr P Steer
Mrs P Zeitz

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

General Manager People and Capability
Mr M Grantham

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

Member of
Meals on Wheels™ Australia

TABLE OF CONTENTS

The Road We're On

What Drives Us 3
Strategic Plan 4
President and CEO Report 5
Vice President Finance Report 7
Volunteer Perspectives 9
Year in Review 11

The Ground We've Covered

Summary Statement of Profit or Loss & Other Comprehensive Income 13
Summary Statement of Financial Position 14
Total Income & Expenditure 15
Expenditure 16
Investment 17
Donations 17
Meals Delivered 18
WISE Connections 19
Change & Innovation 21
Facilities & Infrastructure 26
Highlights & Events 27

What Keeps Us Rolling

Branch Milestones 28
Years of Service 29
Community Recognition 32
Board Members & Committees 34
Board & Committee Meetings Held 38

WHAT DRIVES US

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 well-being.

Our Promise

Our great food and great people support South Australians to enjoy life, making it easier to eat well and remain engaged with their community.

Our Values

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

Caring

Empathy, compassion and kindness are at the heart of everything we do.

Respectful

We value every individual, ensuring dignity and consideration for all.

Reliable

You can count on us to be consistent, practical, friendly and willing to go the extra mile.

United

We strengthen our community by working together, fostering a strong sense of belonging and connection.

Impactful

We make a positive difference for our customers, providing high quality, supportive and uplifting services that exceed expectations.



STRATEGIC PLAN 2025-2028

Our Goal

Make it easier for more people to eat well and stay engaged - by aligning with evolving expectations and empowering our people, processes, and resources.

Our Customers

Older South Australians experiencing, at risk of or seeking to prevent poor nutrition and isolation and want 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 or food insecurity.

Our Priorities

- More flexible meal service models
- Successfully navigate reforms to aged care
- Sustainable financial footing
- Future workforce plan
- Physical assets plan

Our Objectives

Attractive Services

Flexible, affordable, customer-driven

Actions include:

- Break free from one-dimensional service model
- Offer a spectrum of meal & support options
- Simplify the customer journey & choice

Capable Workforce

Supported, skilled, mission-driven people

Actions include:

- Streamline volunteer & employee onboarding
- Embed our values in all we do
- Upskill staff & volunteers as services evolve

Easy Processes

Efficient, tech-enabled operations

Actions include:

- Simplify internal workflows
- Leverage emerging technology
- Boost efficiency & worker satisfaction

Sustainable Foundation

Building assets for lasting impact

Actions include:

- Achieve budget surpluses
- Plan property & equipment needs
- Protect & enhance our reputation

PRESIDENT & CEO REPORT

Meals on Wheels™ SA exists to help people eat well and remain connected to their community.

Every day, our volunteers and staff bring that purpose to life through the delivery of nutritious meals, regular wellbeing checks, social connection activities and practical support that helps people remain independent at home. Our belief that people live better when they eat well and feel connected continues to guide every decision we make.

This year has been one of significant change across the aged care sector. The introduction of the new Aged Care Act 2024, commencement of the Support at Home (SaH) program, and changes to the way services are funded and accessed have created a more complex environment for providers and consumers alike. Throughout these changes, our focus remained clear: ensuring that customers continued to receive safe, affordable and reliable services while supporting volunteers and staff to understand and adapt to new requirements.

During the year, we commenced implementation of our 2025-2028 Strategy, built around four priorities: attractive and flexible services, a capable and supported workforce, easy and streamlined processes, and a sustainable foundation. The strategy recognises that customer expectations are changing and that Meals on Wheels SA must continue to evolve while preserving the elements that make our service unique.

A major focus has been increasing flexibility and choice. We continued exploring different meal formats and introduced simplified seasonal ordering processes supported by published menu catalogues to reduce administrative burden for both customers and volunteers. Customer feedback, focus groups and survey results have played an important role in shaping these improvements and ensuring that service development reflects customer preferences and needs.

Maintaining affordability remained a priority. We recognise that cost-of-living pressures continue to affect many of the people who rely on our services. While ingredient costs and other expenses increased during the year, careful financial management, efficiency improvements and additional government support allowed us to moderate customer price increases and continue providing value-for-money services. The Board and management also remained active advocates for fair funding and affordable access to Meals on Wheels services, particularly as changes to SaH arrangements created new financial pressures for many older South Australians.

The new aged care environment has reinforced the importance of strong governance, quality systems and risk management. Significant effort was invested in preparing for and responding to legislative change. This included strengthening workforce education, updating policies and procedures, embedding new rights-based approaches to service delivery, and ensuring strong compliance with the responsibilities placed on providers, Board members, staff and volunteers under the new legislation.

Providing safe, high-quality meals remains central to our purpose. During the year, the Hilton Cook Chill Production Facility successfully maintained its strong food safety performance, including HACCP recertification and positive external audit outcomes. Branch food safety performance was also strengthened and continues to improve. Continued enhancements to allergen management, texture-modified meal processes and "Right Meal, Right Person" systems further strengthened customer safety and service quality. New meal identification systems and additional safeguards have reduced risk while supporting customer confidence in our service.

The Meals on Wheels service model continues to provide much more than nutrition. Customer feedback consistently highlights the importance of reliability, social connection and wellbeing checks. Volunteers regularly identify concerns about customer welfare, enabling timely intervention and assistance. These interactions may only last a few minutes, but they often play an important role in helping people remain connected, safe and supported in their own homes.

Addressing loneliness and social isolation remains equally important. Our WISE program continued to expand during 2025-26, delivering individual social support, group social activities, meal preparation programs and community connection opportunities. Services such as Cook and Connect, Mates with Plates, Nourishing Village Life and community café gatherings supported people to develop skills, build confidence and establish meaningful social connections. These programs complement our meal services and reinforce our commitment to supporting the whole person.

Our intergenerational programs, delivered in partnership with schools, playgroups and community organisations created opportunities for people of different ages to learn from one another and build relationships.

We were particularly pleased that one of our intergenerational programs received the 2025 Excellence in Intergenerational Play and Practice Award, recognising the value of connection across generations.

Volunteers remain the heart of Meals on Wheels SA. Throughout the year we invested in volunteer induction, refresher training, workforce systems and recruitment initiatives to ensure volunteers feel supported, informed and valued. Extensive refresher training was delivered across metropolitan and regional South Australia, helping volunteers understand their responsibilities under the new aged care framework while maintaining the caring and welcoming culture that characterises Meals on Wheels.

Recruiting and retaining volunteers remains an ongoing challenge for community organisations across Australia. Our volunteer attraction activities included participation in community events, student volunteer expos, intergenerational programs and the successful "World's Best Tasting Scone" campaign, which substantially increased enquiries from prospective volunteers.

During the year we strengthened our organisational capacity through several leadership and workforce initiatives. We welcomed our first General Manager, People and Capability and introduced new branch-based people and capability support roles to strengthen volunteer engagement, workplace health and safety, workforce planning and branch support. These investments recognise that capable and supported people are fundamental to delivering high-quality services.

The Board continued to focus on governance renewal and long-term sustainability. New Board members were appointed, Board succession planning remained active and governance processes were strengthened in response to the changing regulatory environment. We were deeply saddened by the passing of Board member Jim Liu during the year and acknowledge his contribution to the organisation and his commitment to our purpose. We also thank Tamsyn Alley, who retired from the Board during the year, for her service and support.

Operational resilience was another major area of focus. Extreme weather events, increasing heat-related risks, global supply chain uncertainty and fuel price volatility highlighted the importance of preparedness.

We strengthened business continuity planning, established substantial frozen meal reserves, expanded contingency arrangements and worked closely with suppliers and government stakeholders to ensure continuity of service. These measures provide confidence that Meals on Wheels SA can continue supporting customers through future disruptions.

One of the highlights of the year was hosting the 2026 Meals on Wheels Australia National Conference in Adelaide. The conference brought together more than 200 delegates from across Australia under the theme Stronger Together. Meals on Wheels SA was proud to showcase our Hilton Production Facility, WISE program, quality systems and service innovations. The event reinforced the strength of the national Meals on Wheels network and provided valuable opportunities to exchange ideas, strengthen relationships and learn from one another.

We also continued to strengthen partnerships within South Australia, nationally and internationally. Our longstanding relationship with Meals on Wheels Japan remains an important avenue for shared learning and collaboration. Together with community organisations, schools, local councils, hospitals, suppliers and government partners, these relationships help strengthen our ability to deliver services and support community wellbeing.

As we reflect on the year, we are proud of what the Meals on Wheels SA community has achieved. We have successfully adapted to substantial change while maintaining the trust placed in us by customers, families, volunteers, staff, government and the wider community. We remain financially sustainable, strategically focused and committed to continuous improvement. Most importantly, we continue delivering nutrition, connection and care to thousands of South Australians every day.

To our volunteers, staff, supporters, donors, partners and customers, thank you. Your commitment, generosity and belief in our purpose ensure that Meals on Wheels SA remains a trusted and valued part of communities across South Australia. Together, we continue to build on more than 70 years of service and look forward to the opportunities ahead.



Kevin Reid
President



Sharyn Broer
CEO

VICE PRESIDENT FINANCES REPORT

The 2025-26 financial year was another challenging and uncertain period for the aged care sector.

Against a backdrop of the new Aged Care Act, global economic uncertainty arising from the Middle East conflict, and ongoing cost-of-living pressures affecting many of our customers, Meals on Wheels SA delivered a solid financial result and maintained strong service levels across South Australia.

Our operating result for the year was a deficit of $748,410 after depreciation and amortisation, compared with a budgeted deficit of $621,033. The higher-than-expected operating loss reflects volatility in both income and expenditure during the year, partially offset by further improvements in Commonwealth Home Support Programme (CHSP) funding.

Importantly, continued growth in our investment portfolio and other revenue streams contributed to a net surplus of $535,838. In addition, the revaluation of our property assets increased their carrying value by $5.12 million, resulting in total comprehensive income of $5.7 million for the year.

This outcome is particularly pleasing given the uncertainty surrounding aged care reforms and changes to service eligibility and access arrangements.

Total comprehensive income exceeded budget by 64%, demonstrating the resilience of the Association's financial position during a period of significant change.

Meal service activity remained remarkably stable throughout the year. We delivered just over 1.13 million "More Than A Meal" services, only 6,325 fewer meals than the previous year, representing a decline of just 0.6%. This small reduction highlights the continuing demand for our services despite disruptions to customer access and purchasing power and had no significant impact on the overall financial outcome.

The budget anticipated that inflationary pressures, including wage growth and increases in the cost of goods and services, would drive the average cost per meal from $23.56 in 2024-25 to $24.57 in 2025-26. The actual average cost per meal was $25.08, around 2.1% higher than budget. This reflected slightly lower meal volumes together with some unexpected cost pressures during the year.

Ingredient and consumable costs increased by 3%, while total expenditure, including wages, finished only 0.4% above budget. The relatively minor variance was largely attributable to temporary increases in volunteer driver allowances and higher fuel-related operating costs experienced during early 2026.

Maintaining affordability remains central to our mission. To support customers during a period of ongoing financial pressure, contribution rates for CHSP meal service customers were held unchanged during 2025-26 following the grant funding increases received in the previous year. For other customers, prices increased by only 25 cents per meal in September 2025 to help cover higher ingredient costs. Government policy continues to require customers to pay the full cost of meal ingredients.

After indexation, CHSP funding increased by a further $151,000 during the year, helping to offset aged care worker wage increases awarded by the Fair Work Commission. Including this additional funding, operating income finished only 0.6% below budget, broadly reflecting the slight reduction in meal service activity following the introduction of the Support at Home program in November 2025 and its new funding and co-contribution arrangements.

Despite ongoing market volatility, our investment portfolio performed well. The portfolio increased by $2.84 million during the year, comprising $2 million of additional capital invested from cash holdings and investment growth of approximately $838,000, representing a return of around 7%.

While this was below the exceptionally strong result achieved in the previous year, a prudent investment policy, defensive investment strategy and sound external investment advice supported performance close to the relevant market benchmark.

Total income from service delivery increased to $28.9 million, compared with $28.5 million in 2024-25.

Total expenditure was $28.9 million, up from $27.3 million in the prior year. The Association also maintained positive operating cash flows throughout the year.

Most customers continue to access our services through Commonwealth and State Government-funded programs, which contribute towards the cost of service delivery. Customer contributions increased by $127,000 during the year, while government funding increased by $761,000. We also experienced a small decline in service use from NDIS participants.

Importantly, we remained committed to ensuring nobody misses out because of financial hardship. The Association continued to waive part or all of customer contributions when individuals were unable to afford the standard charge.

Fundraising income totalled $134,000, 13% lower than the prior year. This largely reflects the absence of several major corporate giving campaigns that were undertaken in 2024-25. As in the previous year, no significant bequests were received, although we remain grateful for the ongoing generosity and support of our donors and community partners.

During the year, the Board undertook a revaluation of its freehold land and buildings as at 30 June 2026, drawing on independent market valuations. These assessments resulted in a net increase of $5.1 million being recognised through Other Comprehensive Income and added to the Asset Revaluation Reserve.

As a result, total equity increased by $5.7 million to $52.9 million at year end. This includes $34.8 million in property, plant and equipment used to support meal production and delivery, a managed investment portfolio valued at $14.5 million, and cash and cash equivalents of $4.1 million. As noted above, $2 million of cash reserves was invested into the portfolio during the year as part of our long-term capital management strategy.

I would like to acknowledge and thank my fellow Board members and the members of the Finance, Audit and Risk Committee in particular, for their expertise, diligence and commitment throughout the year. Their contribution continues to play an important role in preserving and strengthening our financial position, ensuring Meals on Wheels SA remains well placed to support our customers and communities into the future.

>1.13M

Meals Delivered

+$5.7M

Comprehensive Income

$761,000

Increase in Government Funding



Alison Perrott
Vice President Finances

VOLUNTEER PERSPECTIVES

How Our Volunteers Feel

91%

I am overall satisfied with volunteering for Meals on Wheels

82%

Volunteering has a positive impact on my own wellbeing

89%

I expect to continue volunteering



Figures based on the Meals on Wheels SA Square Holes Report August 2026

What Our Volunteers Tell Us We're Getting Right

94%

I feel supported by my branch

91%

My induction/ onboarding was adequate

94%

Meals on Wheels was welcoming to new volunteers

81%

I understand the corporate / branch structure

68%

I feel supported by Central Office



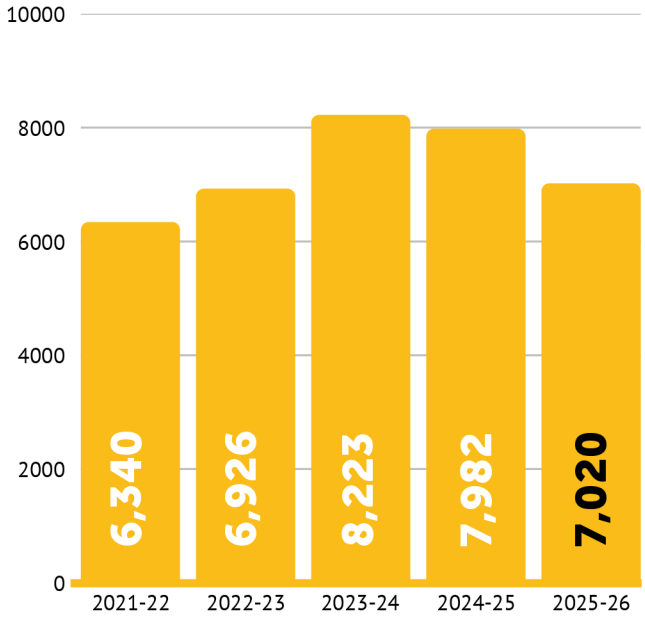
Bryan
Hindmarsh
Volunteer

Charmaine
Hindmarsh
Customer

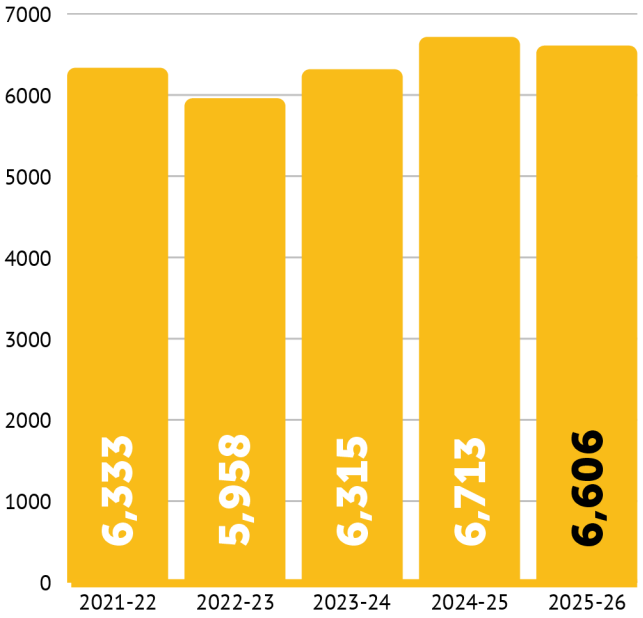
Image credit: The City of Charles Sturt

YEAR IN REVIEW

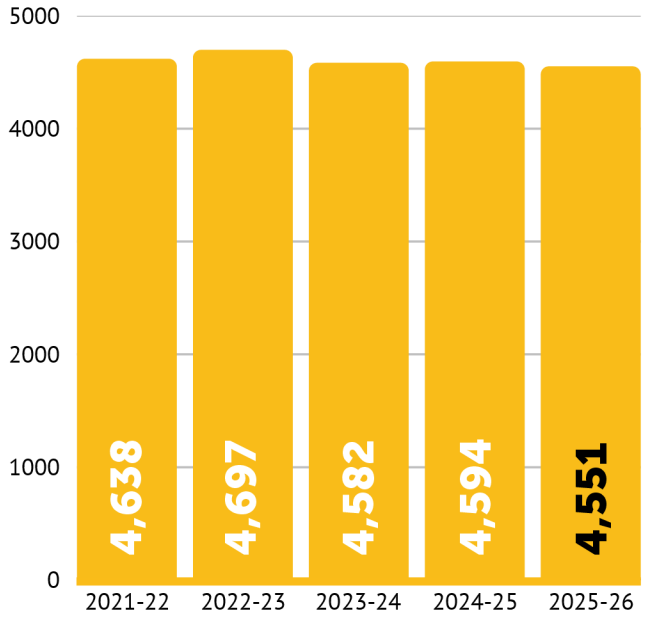
Number of Customers Referred for Meal Services



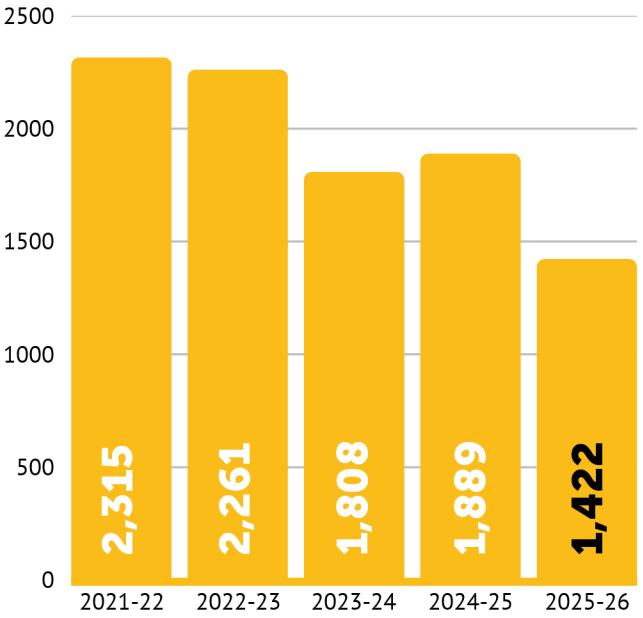
Average Number of Active Customers Per Month



Average Meals Per Day

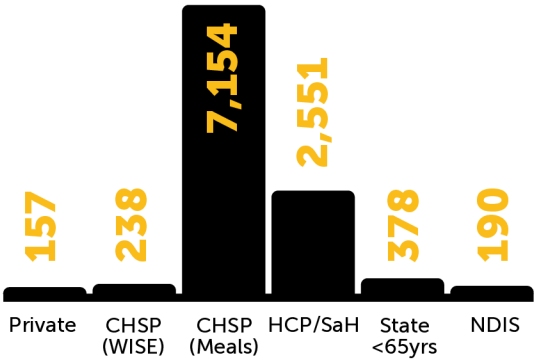


Volunteer Enquiries Per Year

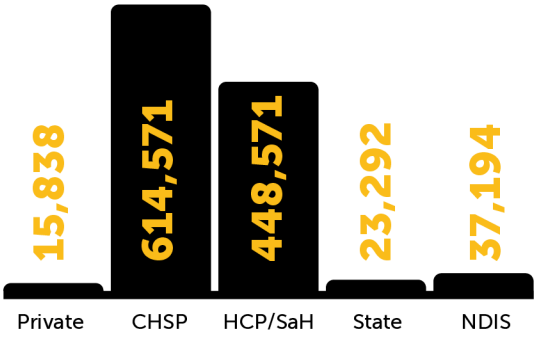


2024 - 2025

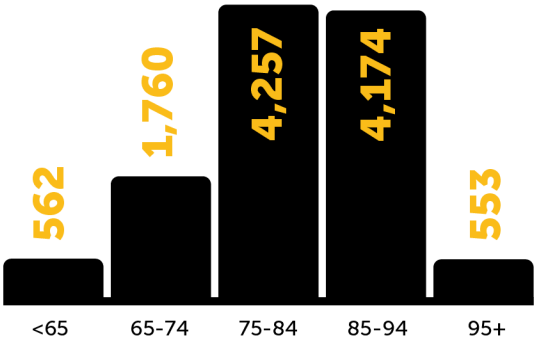
Individual Customers by Program



Meal Services Delivered by Program

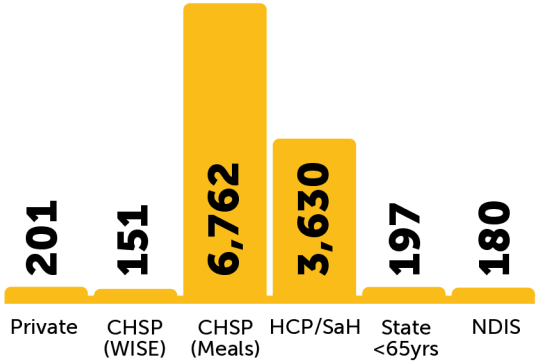


Customer Age Groups

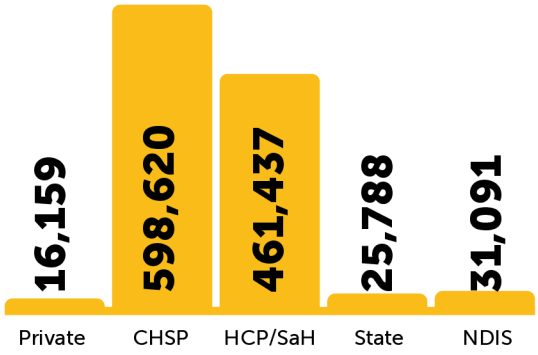


2025 - 2026

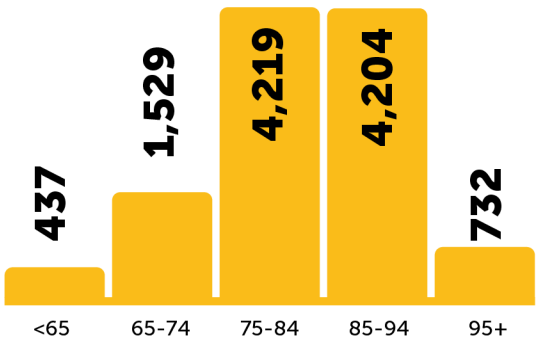
Individual Customers by Program



Meal Services Delivered by Program



Customer Age Groups



Legend

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

SUMMARY STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2026*

	2026 $	2025 $
Revenue	27,998,674	27,117,988
Other Income	812,747	825,800
Expenses	(28,747,084)	(27,260,013)
Gain/(Loss) on Disposal of Property, Plant & Equipment	22,192	(6,835)
Gain/(Loss) from Remeasuring Financial Assets at Fair Value	449,309	735,785
NET SURPLUS FOR THE YEAR	**535,838**	**1,412,725**
Revaluation of property	5,120,118	3,180,528
TOTAL OTHER COMPREHENSIVE INCOME	**5,120,118**	**3,180,528**
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	**5,655,956**	**4,593,253**

**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.*

"Mum had a fall at home that ended up with a trip to the Hospital and Urgent Care Clinic. I appreciated the call to me and also to 000 at the time. Thankfully she is recovering ok now.

As I am mum's primary contact person and not always available in person to assist, it was fantastic that help was nearby. They were very attentive and forward thinking and this is just what was needed at that time. I was seriously impressed."

Relative

SUMMARY STATEMENT OF FINANCIAL POSITION

At 30 June 2026*

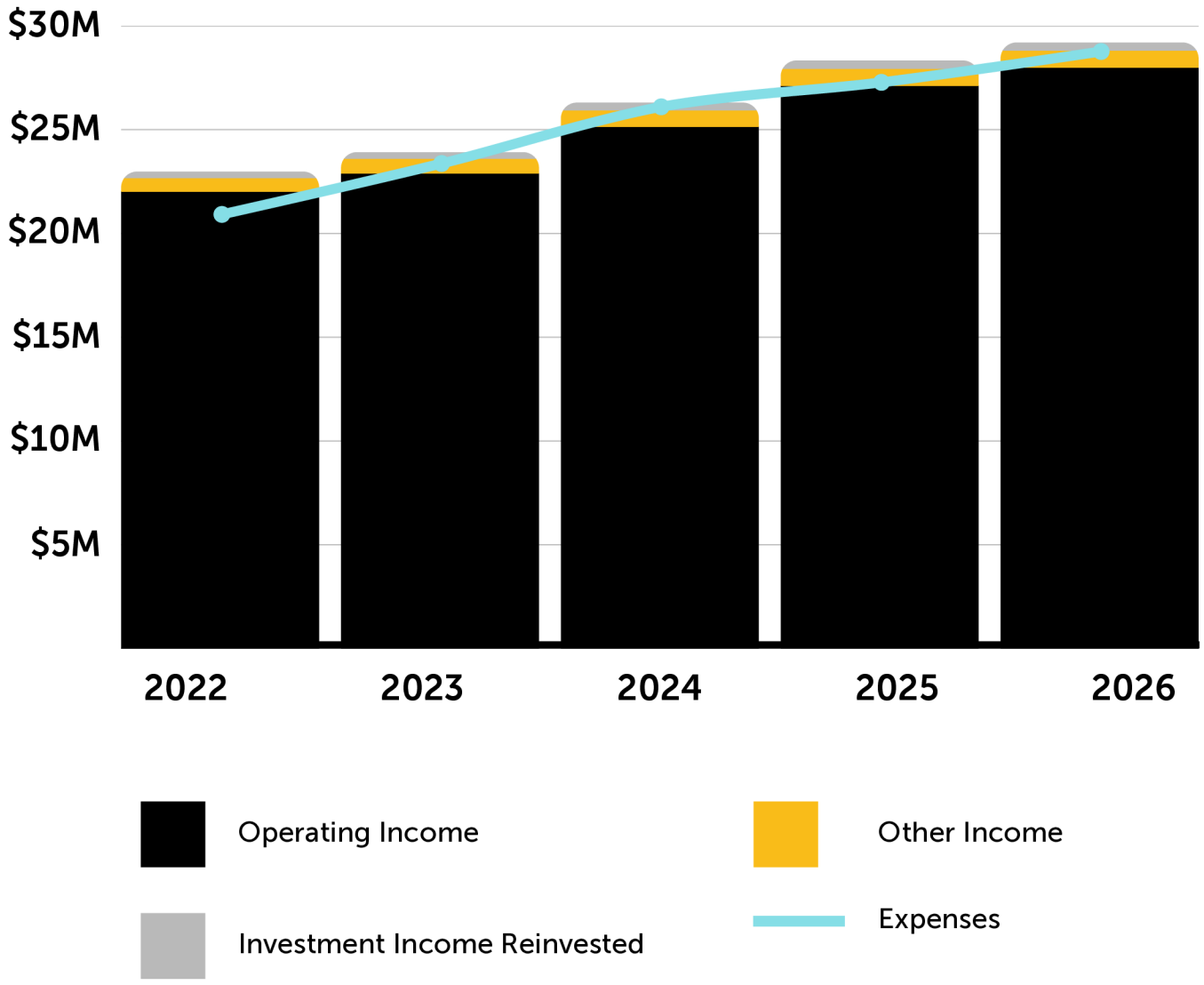
	2026 $	2025 $
Total Current Assets	5,883,198	8,162,635
Total Non Current Assets	49,244,109	41,541,741
TOTAL ASSETS	**55,127,307**	**49,704,376**
Total Current Liabilities	2,119,815	2,339,753
Total Non Current Liabilities	124,312	137,399
TOTAL LIABILITIES	**2,244,127**	**2,477,152**
NET ASSETS	**52,883,180**	**47,227,224**
EQUITY		
Retained Surplus	41,705,050	41,169,212
Asset Revaluation Reserve	11,178,130	6,058,012
TOTAL EQUITY	**52,883,180**	**47,227,224**

**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.*

"My wife and I are on our first week of Meals on Wheels. The food is delicious with great choices and variation, the volunteers are lovely people, and the whole operation is very professional. We are very grateful."
Customer

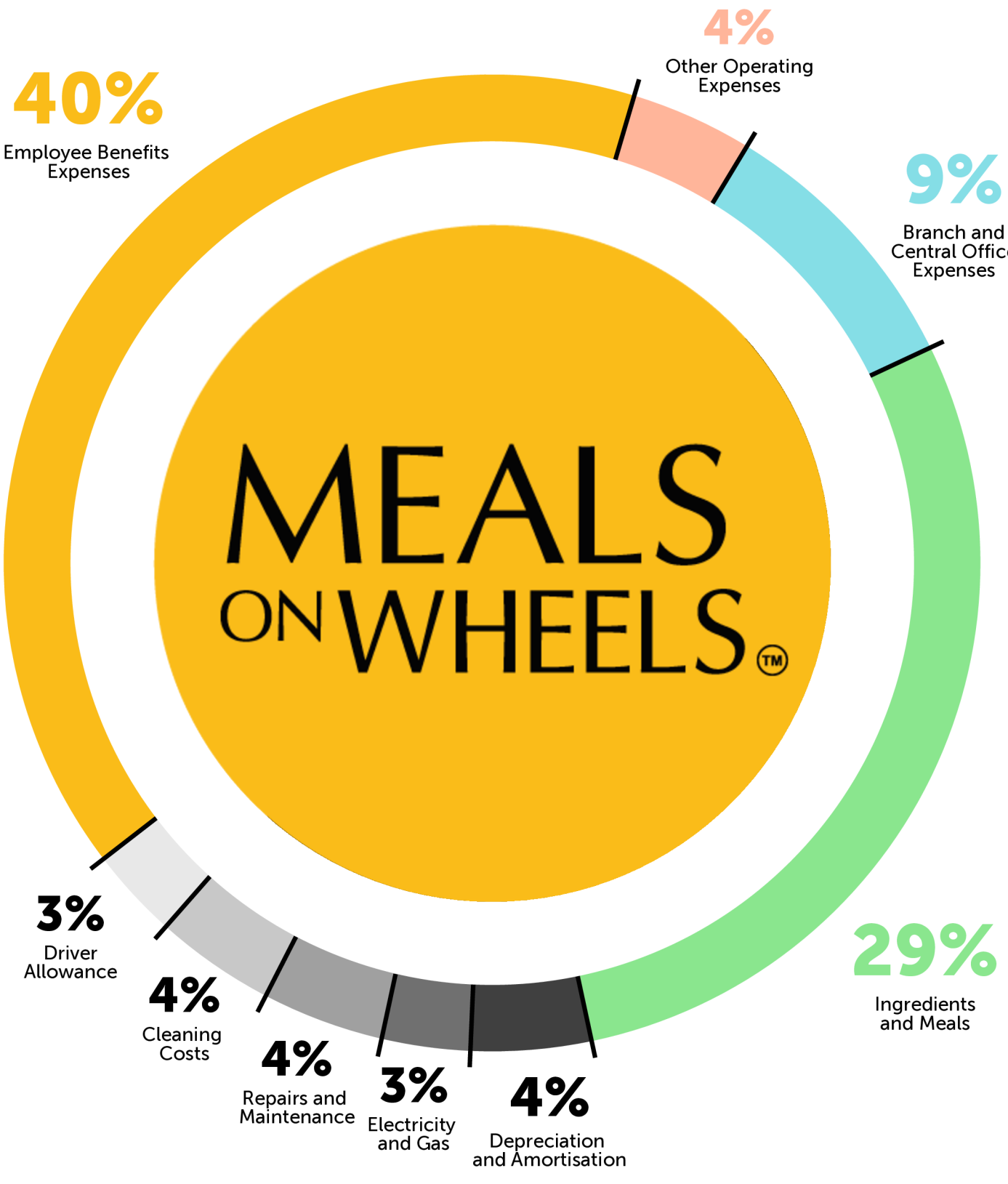
TOTAL
INCOME & EXPENDITURE

Last 5 Years



"I feel like our team is a united little family."
Volunteer

EXPENDITURE 2025-26



INVESTMENT

Last 5 Years



DONATIONS

Meals on Wheels (SA) Inc Website	$7,334
Travellers Aid	$5,000
Individual - Anonymous	$5,000
Unity Trust	$3,803
The Big Brunch Drive Donations	$1,955
Findex	$1,500
Individual - J Hyde	$1,500
Donations Under $500	$1,004
Sarvajanik Ganeshotsav Samitee	$551
Donations - Drivers and Branches	$105,963
Total Donations	**$133,610**

MEALS DELIVERED

For the year ended 30 June 2026

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Ardrossan	O	1,999	8	101,772
Balaklava	O	981	4	196,328
Barossa Valley	O	17,853	72	666,656
Beachport	O	564	2	8,950
Berri	O	3,743	15	391,725
Blackwood	CC	17,790	71	400,601
Booleroo Centre	O	1,683	7	156,692
Brighton	K	31,337	126	2,230,801
Burnside	K	21,898	88	1,668,571
Burra	O	1,692	7	156,403
Campbelltown	CC	35,845	144	1,367,281
Ceduna	O	1,429	6	130,325
Charles Sturt	K	30,782	124	1,230,841
Christies Beach	K	78,725	316	2,202,121
Clare	O	4,401	18	287,763
Copper Triangle	K	23,608	95	598,675
Cowell	O	2,174	9	81,486
Crystal Brook	O	1,490	6	222,067
Cummins	O	2,809	11	110,477
Edwardstown	K	26,192	105	1,821,879
Enfield	K	19,083	77	1,255,405
Gawler	K	26,562	107	999,651
Gilbert Valley	O	1,272	5	191,617
Glenelg	K	25,179	101	1,774,649
Hallett Cove	CC	19,012	76	398,474
Happy Valley	CC	46,864	188	748,900
Henley & Grange	K	30,178	121	1,849,682
Hindmarsh	K	21,898	88	1,558,984
Jamestown	O	2,475	10	222,008
Kapunda Eudunda	O	2,825	11	59,956
Laura & Districts	O	894	4	153,118
Maitland	O	2,428	10	126,106
Mannum	O	1,711	7	208,262
McLaren Vale	O	6,365	26	180,969
Milang	F	1,192	5	30,021
Millicent	O	3,783	15	200,689
Minlaton	O	894	4	57,887
Mitcham	K	39,291	158	2,159,041
Modbury	CC	41,743	168	1,256,117

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Morgan	O	977	4	75,861
Mount Barker	CC	27,153	109	626,230
Mount Gambier	K	32,141	129	1,463,032
Murray Bridge	O	11,822	47	1,022,241
Naracoorte	O	2,599	10	205,336
Northfield	CC	42,385	170	885,363
Norwood	K	24,007	96	1,512,295
Onkaparinga Valley	CC	7,590	30	309,250
Orroroo	O	1,356	5	34,419
Peterborough	O	3,832	15	252,572
Playford	CC	42,617	171	983,069
Port Adelaide Osborne	K	39,340	158	2,152,464
Port Augusta	O	5,298	21	701,711
Port Broughton	O	4,106	16	154,014
Port Lincoln	O	15,597	63	839,707
Port Pirie	K	19,575	79	1,128,047
Prospect	K	19,856	80	1,242,724
Quorn	O	628	3	110,821
Renmark	K	17,143	69	728,065
Salisbury	K	48,798	196	1,625,313
Snowtown	O	937	4	113,589
Southern Yorke Peninsula	O	542	2	113,212
Stansbury	F	1,277	5	50,176
Stirling & District	K	11,531	46	625,715
Strathalbyn	CC	6,029	24	317,577
Streaky Bay	O	1,533	6	167,609
Tailem Bend	CC	1,196	5	126,332
Tumby Bay	O	4,091	16	251,281
Two Wells	F	2,454	10	55,640
Victor Harbor	K	41,681	167	1,138,897
Waikerie	K	7,305	29	386,646
Warradale	K	38,954	156	1,391,223
West Torrens	K	24,992	100	1,467,540
Whyalla	O	10,777	43	706,531
Willunga	O	2,053	8	74,565
Wudinna	O	1,102	4	75,976
Yankalilla	K	9,178	37	251,854
Inactive Branches				8,034,868
Total		**1,133,096**	**4,551**	**58,864,715**

Notes:
Meadows merged with Mount Barker branch and historic data has moved to inactive branches.

Legend

K = Kitchen Based
CC = Cook Chill Reheat Branches
F = Frozen Meal Delivery
O = Other Suppliers such as Hospitals, other branches, etc.

WISE CONNECTIONS

The Wellbeing, Independence and Social Engagement (WISE) program activities are focused on building trust and social confidence with people who may have been setback by health challenges, isolation, loss or grief. Older people who engage with WISE have a curiosity to try something new; an activity, engage with other people or expand their learning.

Social Support and Community Engagement

Across Adelaide's northern and southern metropolitan regions, older people are building friendships and strengthening their connection to community through regular café visits and shared lunches. Held at the same place and time, these gatherings provide a familiar and welcoming environment where participants can build confidence, make friends, practise social skills and feel safe and supported.

Led by volunteers, these small groups are particularly valuable for older people experiencing isolation and loneliness, providing a regular opportunity to connect with others.

"The Café group has been wonderful to find people I can talk to. I feel supported to talk about my grief. The other ladies understand. Knowing I have a group to go to gets me up and out of my depression. We drink coffee and have a laugh too."
Deanna

Meal Preparation

Our meal preparation activities build knowledge, skills and provide inspiration in preparing and cooking nutritious meals safely, supporting individual independence, wellness and reablement goals.

400

Total Attendances for Meal Preparation Activities

78

Individuals

Mates with Plates delivers 14 topics as demonstrations through Meals on Wheels branches. Participants take home recipes and workbooks with practical tips for confidently preparing meals using whole foods, and in making the most of their meal delivery.

The sessions combine cooking with connection. Participants share memories and experiences while discussing the smell, texture, taste and visual aspects of the food prepared, then return to share how recipes worked at home, ingredient substitutions and who they shared their creations with.



WISE has been grateful to partner with the Enfield, Charles Sturt, Port Pirie, Playford, Gawler, Happy Valley and Blackwood branches, with more partnerships underway.

"I made a chocolate mousse with an avocado! My son won't believe me when I tell him. It tasted pretty good too."
Trevor

Nourishing Village Life brings people together to enjoy their meal delivery in a social setting rather than eating alone. Participants value the opportunity to meet neighbours and connect with others in their local community.

Monthly meal preparation fact sheets and information provide practical support, while guidance from WISE to access a My Aged Care code helps make the process more manageable.

Cook & Connect uses community venues with commercial kitchens to help participants develop practical cooking skills and confidence. Simple recipes and hands-on techniques make cooking accessible, while sharing a meal creates an opportunity to chat and connect.

Food safety and kitchen best practice are incorporated throughout the four-module program, giving participants skills they can use at home.

1,054
Total Attendances

1,870
Hours of Social Connection



WISE volunteers are central to the success of the program. Each completes a two-hour induction, food safety and first aid certification, giving participants confidence that they are supported by capable and caring companions, hosts and kitchen connectors.

At the yellow heart of WISE volunteers is kindness, thoughtfulness and a genuine commitment to helping older people feel connected, valued and supported.

"I came along because I wanted something to do to get me out of the house. What I found is that I am learning new recipes I can make at home, meeting some other blokes and having a good time."
Gary

The introduction of the Aged Care Act has brought significant changes across the aged care system. WISE continues to evolve in response, ensuring services reflect the rights, needs and expectations of older people, with individualised support and service plans at the centre of its approach.



CHANGE & INNOVATION



DESIGNING A BETTER CUSTOMER EXPERIENCE

Meals on Wheels SA continues to evolve the way we present ourselves, with a refresh of key customer-facing materials designed to create a more modern, consistent and engaging experience.

At the heart of this work has been listening to our customers. Rather than designing for customers in isolation, their feedback and experiences have helped shape our approach and provided a better understanding of what they value and expect from their interactions with Meals on Wheels SA.

As customer expectations continue to change, it is important that the Meals on Wheels SA experience evolves with them. From the first brochure someone picks up to the menu they use to explore their meal choices and the packaging they see at home, each touchpoint plays a role in creating a service that feels accessible, appealing and responsive to individual needs and preferences.

These insights have helped us rethink how information and choices are presented, making them easier to find, understand and navigate. The result is a refreshed visual approach that brings a clean, contemporary and consistent look to our communications while retaining the trusted Meals on Wheels SA identity that generations of South Australians know and value.

The refresh has already been introduced across our Frozen Meal booklet, customer brochures, seasonal menus and meal lids. While each update may appear simple, together they represent an important step towards creating a more connected customer experience - one that makes it easier for customers to understand their options, make choices that suit them and engage with our services in a way that works for them.

This work is part of a broader evolution in how we communicate with our customers and communities. It is about looking beyond individual pieces of marketing material and considering the complete experience, ensuring our visual identity, information and messaging work together seamlessly across every interaction.

By continuing to listen, learn and co-create with the people who use our services, we can ensure the Meals on Wheels SA experience continues to evolve alongside the needs, preferences and expectations of our customers.

Because great service is about more than what we deliver. It is about giving people meaningful choice, listening to what matters to them and making every step of their journey easier.

CHANGE & INNOVATION



REFRAMING VOLUNTEERING THROUGH A SCONE

When it came to finding a fresh way to tell the story of volunteering with Meals on Wheels SA, we wanted something that felt genuinely connected to our volunteer community while helping a new audience see what volunteering with us could offer.

Working with creative agency Super Duper, "The World's Best Tasting Scone" was developed; a warm and playful concept inspired by a much-loved part of life in many of our branches. Between preparing meals and getting them ready for delivery, many branches enjoy a well-earned morning tea break, and more often than not, there are scones. With volunteer scone specialists, treasured recipes and plenty of friendly debate across our branches, these breaks are about more than food - they're about connection, laughter and camaraderie.

The campaign turned this authentic part of volunteer life into an invitation to get involved, reflecting the themes our volunteer community identified as important - community, fulfilment, giving, trust, relationships and purpose. By highlighting what volunteers gain as well as what they give, the campaign aimed to attract people who connect with our values and are looking for a meaningful way to contribute, helping build a strong and engaged volunteer community for the future.

Running across February, March and April 2026, the campaign featured radio, print, online advertising and targeted branch banner placements. Social media played a significant role, with video contributions from familiar faces including Justine Schofield, chef and television presenter; Julie Goodwin, Australia's first MasterChef winner and cookbook author; Callum Turner, chef, restaurateur and MasterChef Australia Allstars winner; Dorinda Hafner, chef and author; and George Diakomichalis of Kalymnos Pastries. Each shared their love of scones and baking, helping bring the campaign to life online and introduce Meals on Wheels SA to audiences in a fresh and engaging way.

With its distinctly Meals on Wheels SA combination of food, friendship and community, "World's Best Tasting Scone" offered a fresh way to tell the story of volunteering while strengthening the way our organisation is seen in the community. It celebrated the people and culture behind our service and reinforced a simple message about volunteering: it's not just what you give, it's what you gain.

THE BIG IDEA



MAKING AN IMPRESSION

452,000+
Impressions

72,900
Facebook Views
347% vs. prior 2 months

115,300
Instagram Views
+9,297% vs. prior 2 months

RAISING A HAND

238
Volunteer Enquiries while the campaign was running

76%
Increase to average enquiries in March 2026

46%
Increase to average enquiries in April 2026

FROM SCREEN TO COMMUNITY

As of 30 April 2026

83

of these enquiries had either started or were ready to start

CHANGE & INNOVATION



PUTTING PREVENTION INTO PRACTICE

With a focus on the wellbeing of our Hilton kitchen and associated teams, Meals on Wheels SA introduced a preventative exercise, strengthening and early intervention program in May 2026.

The preliminary trial was developed following consultation with our Work Health and Safety team, Return to Work Coordinator, Food Services Manager and an external specialist, with the aim of addressing injuries earlier and supporting our people to work safely and confidently in physically demanding roles.

A key part of the program is onsite physiotherapy, bringing clinical expertise directly into the workplace. This enables early assessment and treatment of minor aches, strains and musculoskeletal concerns before they develop into injuries, time away from work or more complex return-to-work claims.

Alongside physiotherapy, a joint mobility program was introduced for staff working in targeted floor areas. Designed to improve flexibility, movement and body awareness, the program aims to reduce the risk of manual handling and repetitive strain injuries while helping staff build the physical resilience needed in their roles.

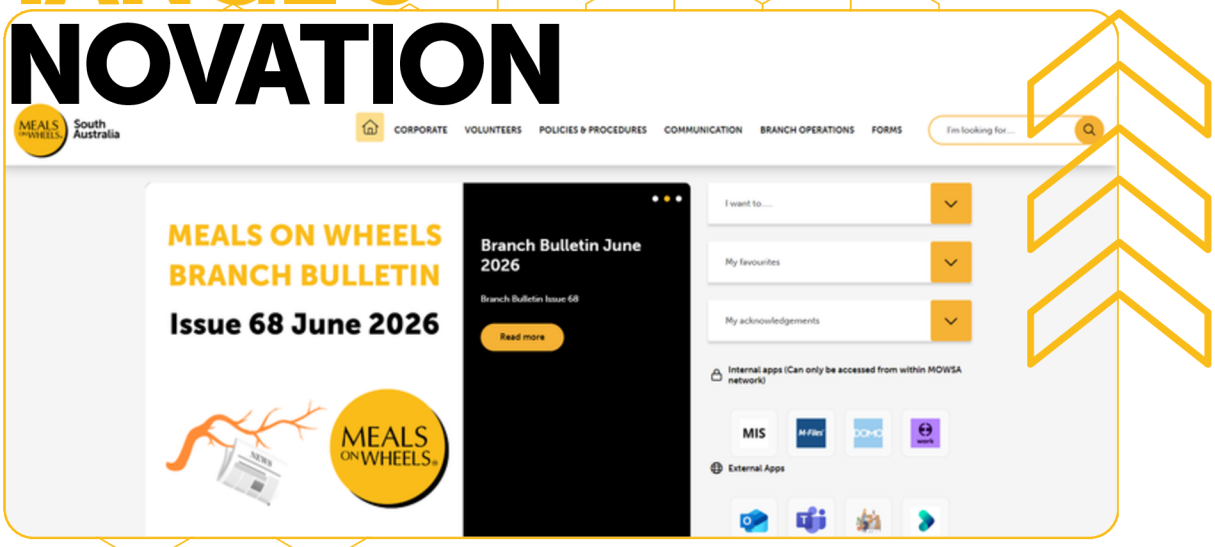
Following its initial introduction, onsite physiotherapy was extended to the wider Hilton workforce as part of the trial, providing more staff with access to early support and allowing us to better understand its potential benefits across the workplace.

The trial also provides an opportunity to identify common injury patterns and areas of higher risk, helping guide targeted Work Health and Safety initiatives. We are now reviewing the initial results, including whether the program has contributed to reduced lost time, improved return-to-work outcomes and better management of emerging injuries.

Beyond the physical benefits, the initiative is about creating a workplace where our people feel supported and have access to the tools and resources they need to remain healthy, safe and capable in their roles.

While still in its early stages, the results of the trial will help determine the right ongoing support for our teams and guide future initiatives that invest in the wellbeing and resilience of our workforce.

CHANGE & INNOVATION



PUTTING EVERYTHING WITHIN REACH

During the second half of 2025, Meals on Wheels SA introduced The Pantry, a new organisation-wide intranet designed to give workers a central, accessible and engaging place to find information, resources and organisational updates.

With people working across different teams, locations and branches, we recognised the importance of making everyday processes simpler and making it easier for everyone to find what they need and stay connected with what is happening across Meals on Wheels SA.

Previously, staff relied on a range of shared folders, emails and systems to access organisational information, making it difficult at times to locate the right document or be confident they had the latest version. The Pantry provides a central starting point, bringing together news and announcements, policies and procedures, training resources, digital forms, contacts, branch information and other important resources.

More than simply introducing another technology platform, the aim was to use technology in a practical way to remove unnecessary complexity and create a digital workplace that supports better communication, collaboration and connection across the organisation.

The Pantry was developed collaboratively by IT, Marketing, People & Capabilities and staff from across Meals on Wheels SA. Each team brought a different perspective, from technology and information management to communication, organisational culture and the practical needs of our people. User feedback has also played an important role in refining the platform and ensuring it continues to make everyday tasks easier.

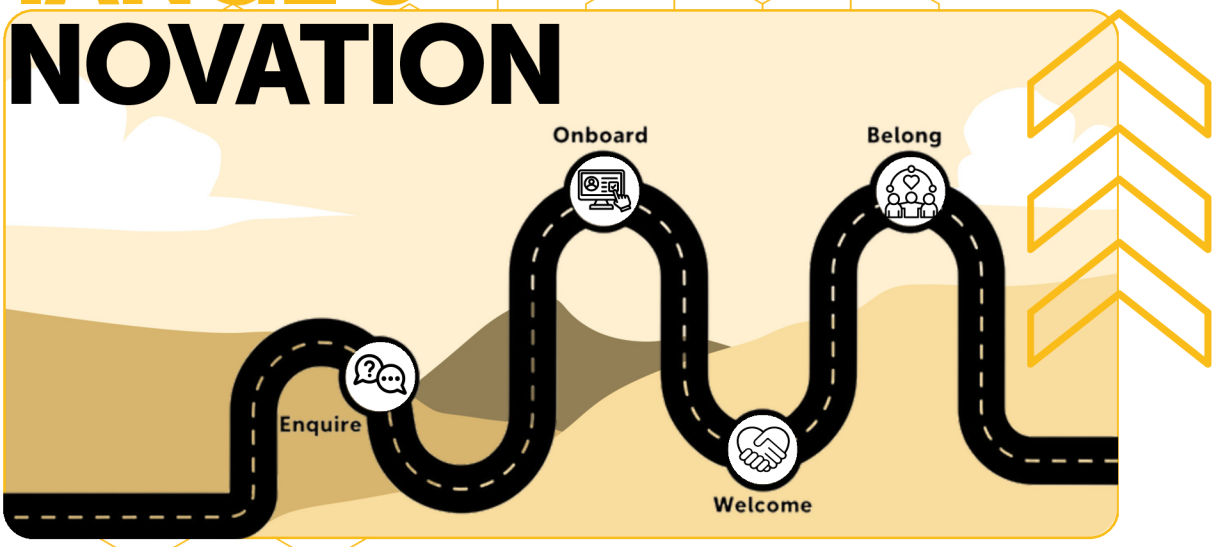
Since its introduction, The Pantry has provided a more consistent and streamlined way for staff to access current information and resources, reducing duplication and making it quicker and easier to find what they need. It also provides a foundation for further digital improvements, with opportunities to bring more everyday tools, information and processes together as the platform continues to evolve.

Over the next 12 months, our focus will extend beyond staff, with plans to progressively provide volunteers with access to relevant organisational documents, forms and resources. This will include transitioning volunteer resources currently available through Freshdesk to The Pantry, bringing more information and functionality into one contemporary and integrated platform.

Building on what we have learned from the staff rollout will allow us to create a simpler, more accessible information experience for the thousands of volunteers who are fundamental to Meals on Wheels SA.

What began as a new digital home for our staff is now providing the foundation for something broader - one place that makes it easier for our people to find what they need, get things done and stay connected.

CHANGE & INNOVATION



WORKING SMARTER TO CONNECT BETTER

This year, Meals on Wheels SA took an important step forward in the way we attract, engage and welcome new volunteers through the implementation of HubSpot.

HubSpot brings volunteer information, communication and interactions together in one system, creating a smarter, more connected journey for potential volunteers from first enquiry through to finding the right opportunity.

The goal was simple: to make volunteer onboarding easier, more responsive and more personal, while helping us connect people with opportunities that suit their skills, interests and availability.

By streamlining how enquiries are captured, tracked and followed up, HubSpot reduces manual administration and gives our Volunteer Engagement team more time to connect with prospective volunteers, understand what they can bring to Meals on Wheels SA and find the right fit. Less time managing the process means more time building the relationships that help turn an initial enquiry into meaningful involvement.

Early experiences demonstrate the difference the new approach can make. New volunteer Venkat applied through the Meals on Wheels online volunteer platform and, having uploaded his current police check, progressed from submitting his application to receiving a welcome call and having his details passed on to his local branch in less than 20 minutes.

For new volunteer Deborah, the process took just one day. After completing her online application, she spoke with the Volunteer Engagement team and was connected with a branch to take the next step towards volunteering. With a career in customer service, Deb was particularly impressed by how easy and efficient the process had been. She has since completed her third shift in the kitchen at our Prospect branch and is enjoying being part of the team.

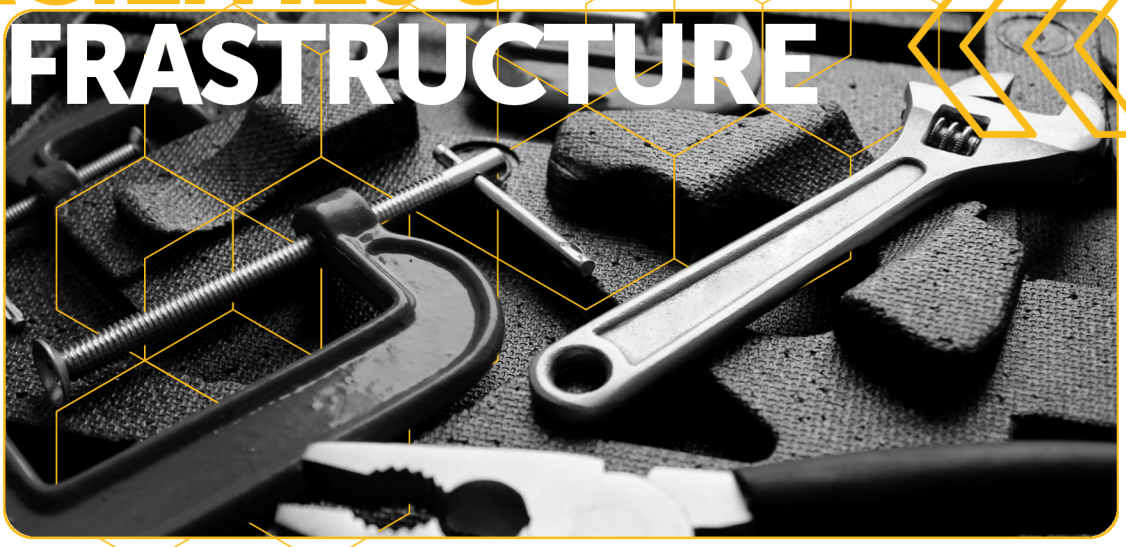
These experiences reflect the broader response from new volunteers, with feedback consistently highlighting an onboarding process that feels easy, welcoming and efficient.

Importantly, the improvements are not only about speed. A more streamlined process helps remove barriers between initial interest and getting involved, while creating more time for meaningful conversations and ensuring the personal connection that is so important to the volunteer experience remains at its centre.

HubSpot is also providing valuable insights into how people hear about Meals on Wheels SA, how they progress through recruitment and where further improvements can be made. Over time, this will help us better understand our volunteer pipeline and strengthen the way we attract, engage and connect people with opportunities across the organisation.

More than a new system, HubSpot represents an investment in our volunteer workforce, combining smarter technology and better insights with a simpler process and the personal connection that has always been at the heart of Meals on Wheels SA.

FACILITIES & INFRASTRUCTURE



STRENGTHENING THE FOUNDATIONS OF OUR SERVICE

Keeping our kitchens and branches running smoothly relies on the people, equipment and infrastructure working behind the scenes every day.

This year, Meals on Wheels SA expanded its Facilities team with the addition of a dedicated Facilities Technician. The new role has increased our capacity to respond quickly to breakdowns and maintenance needs, with dedicated support for refrigeration, electrical and air conditioning jobs, along with minor repairs across our sites. Having this additional expertise in-house means issues can be identified and addressed sooner, helping minimise disruptions and keep our facilities safe, functional and ready to support the delivery of our services.

We also continued to invest in the equipment our teams rely on, replacing a number of key assets including multiple ovens and freezers. These upgrades improve reliability, reduce the risk of unexpected breakdowns and ensure our kitchens have the equipment they need to operate effectively.

Planning for the future has also been an important focus. Conceptual drawings were developed for proposed redevelopment and refurbishment works at our Christies Beach, Happy Valley, Victor Harbor and Gawler branches, with works planned for the latter part of 2026 and early 2027.

Asset Management Plans were also completed to guide preventative maintenance, capital expenditure and longer-term facilities planning, helping us take a more proactive and considered approach to maintaining and investing in our sites and equipment.

As our workforce has grown, so too has the need for additional office space. Increasing staff numbers at Hilton meant desks were regularly at capacity, with areas never intended for ongoing daily use increasingly being used as workspaces. To relieve this pressure, Meals on Wheels SA leased Marion House, adjacent to our Warradale branch, with staff beginning to move into the new office space in May 2026.

Marion House provides 15 desks, including five hot desks for flexible or rotational use, an additional meeting room and full kitchen facilities. Staff from People & Capabilities, Customer Service, Finance, Maintenance and IT now utilise the site, freeing up much-needed space at Hilton.

The additional meeting and working space also provides greater flexibility for collaboration, learning and training, particularly when meeting rooms at Hilton are in high demand. Its location alongside our Warradale branch creates further opportunities for staff to connect and work alongside the volunteers based there.

Together, these initiatives reflect an increased focus on both the immediate and longer-term needs of our facilities - responding more effectively when something goes wrong, creating space for our growing workforce and investing in the infrastructure and equipment Meals on Wheels SA will need into the future.

HIGHLIGHTS & EVENTS



STRONGER TOGETHER: A NATIONAL GATHERING

After more than a decade, Meals on Wheels SA proudly welcomed the Meals on Wheels Australia National Conference back to Adelaide, bringing together more than 200 delegates from Meals on Wheels organisations across Australia for three days of learning, connection and collaboration.

Under the theme "Stronger Together", the conference explored what we can achieve when we come together as a national movement. Across three days, delegates shared ideas, experiences and practical insights across key themes including human connection, the future of aged care, community and belonging, food security and collaboration.

A strong focus was placed on the changing aged care landscape and the importance of supporting older Australians to remain living well at home. Speakers also explored the growing challenge of food insecurity and reinforced the vital role Meals on Wheels continues to play in providing nutritious meals, connection and support to people in their own communities.

The importance of human connection was a recurring theme throughout the program. From neuroscience and the impact of regular social interaction to the role of volunteers as part of our communities' social infrastructure, the conference reinforced that what Meals on Wheels delivers extends well beyond a meal.

Collaboration was also central, with organisations including Beyond Bank, OzHarvest, NRMA and Foodbank sharing examples of partnerships creating meaningful community impact. Delegates had opportunities to learn from one another, explore what is working across the sector and consider new ways to strengthen their own services.

Midway through the conference, delegates came together at the National Wine Centre for a memorable "Create Your Own Masterpiece" Conference Dinner, providing an opportunity to relax, connect and celebrate the Meals on Wheels movement.

For Meals on Wheels SA, hosting the conference was an opportunity to showcase our people, our state and the work we do. Our volunteers and team members made a strong contribution throughout the event, while the Hilton Production Facility tour gave delegates a firsthand look at our operations. The conference received overwhelmingly positive feedback, with an overall rating of 5.6 out of 6.

More than a national gathering, "Stronger Together" was a celebration of what is possible when Meals on Wheels organisations come together with a shared purpose - strengthening connections, sharing knowledge and building a stronger future for the movement.

BRANCH MILESTONES

BRANCH ANNIVERSARIES

1 July 2025 - 30 June 2026 (Years)



Henley & Grange



Balaklava
Blackwood



Cummins
Quorn
Snowtown



Morgan



Two Wells



Naracoorte

MEALS DELIVERED

1 July 2025 - 30 June 2026 (Since Inception)



Norwood



Millicent



Ardrossan



Stansbury

YEARS OF SERVICE

The following Awardee list is in alphabetical order by Branch.

The Awardee list is for the 2025 calendar year.

65 YEARS

Brighton Uniting Church	BRIGHTON

55 YEARS

Pat Worden	CRYSTAL BROOK

50 YEARS

Margaret Kennedy	ARDROSSAN
Pat Fiedler	COPPER COAST
Raeleen Schache	MANNUM
Marjory Haynes	NARACOORTE
Patricia Keatley	NARACOORTE
Kathleen Altmann	QUORN
Yvonne Player	QUORN
Annette Crozier	RENMARK
Maxine Bowden	STRATHALBYN
Caroline Weatherstone	YANKALILLA

45 YEARS

Lorraine Beer	ARDROSSAN
Frankie Bills	GAWLER
Ronald Kneebone	HENLEY & GRANGE
Suzanne Bennett	NARACOORTE
Janet Pinyon	RENMARK
Pearl Tressider	TUMBY BAY

40 YEARS

Heather Klose	BAROSSA VALLEY
Sally Pfeiffer	BAROSSA VALLEY
Mary White	BERRI
Louise Klingberg	COWELL
Coral Wiseman	COWELL
Mary Byrne	GILBERT VALLEY
Kay Lambert	GILBERT VALLEY
Lynette Knight	HAPPY VALLEY
Joan Cowin	HINDMARSH
Marie Pfeiffer	VICTOR HARBOR
Sue Andrew	WAIKERIE
Lydia Klante	WUDINNA
Rosemary Lymn	WUDINNA
Mary Westlake	WUDINNA

35 YEARS

Josephina Fahey	COPPER TRIANGLE
Marilyn Harris	EDWARDSTOWN
Jan Woodhouse	EDWARDSTOWN
Marlene McRostie	MILLICENT
Maralyn Hignett	NARACOORTE
Margaret Wellington	NARACOORTE
Carlene Fraser	TUMBY BAY
Shirley Mudge	WAIKERIE
Janice Green	WARRADALE
Silvia Tarca	WEST TORRENS
Jean Docherty	WHYALLA
Catherine MacManus	WHYALLA
Leone Michell	WHYALLA
Gail Filsell	YANKALILLA

30 YEARS

Jane Groth	BERRI
Jenny Byrne	BLACKWOOD
Jeanette Taylor	BOOLEROO CENTRE
Barbara Miller	CLARE
Iris Muller	CRYSTAL BROOK
Margaret Busch	ENFIELD
Sandy Finlay-Smith	HAPPY VALLEY
Paul Haysman	HINDMARSH
Ann Bain	MCLAREN VALE
Elaine Sellar	MCLAREN VALE
Chris Jennings	MOUNT GAMBIER
Fay O'Connor	MOUNT GAMBIER
Anne Stevens	MOUNT GAMBIER
Elaine Atkins	MURRAY BRIDGE
Helen Bott	MURRAY BRIDGE
Vicki Courtney	MURRAY BRIDGE
Jannette Boord	NARACOORTE
Judith Peters	NORTHFIELD
Gawa Abrahams	NORWOOD
Margaret Noble	NORWOOD
Kirsty Palmer	PORT BROUGHTON
Marilyn Bessen	PORT PIRIE
Rosalie Handke	SALISBURY
Leanne Keech	SNOWTOWN
Bette Ralston	WEST TORRENS

25 YEARS

Joyleen Ryan	BALAKLAVA
Cynthia Richardson	BAROSSA VALLEY
Lila Blades	BERRI
Rosanne Jackson	BLACKWOOD
Elizabeth Jones	BLACKWOOD
Leeann Nicholls	BOOLEROO CENTRE
Adam Jablonskas	BRIGHTON
Elizabeth Milner	BRIGHTON
Val Kelly	CLARE
Vivienne Combe	CRYSTAL BROOK
Pat Murphy	GLENELG

Joan Raftery	GLENELG
Yvonne Gill	HALLETT COVE
Carol Durrans	HAPPY VALLEY
Leah Puiatti	MILLICENT
Elizabeth Redman	MILLICENT
Kathryn Webber	MILLICENT
Christine Gamlin	MITCHAM
Marianne Ridgway	MITCHAM
Beverley Jolley	MOUNT GAMBIER
Joan McQuade	MOUNT GAMBIER
Aileen Martin	MURRAY BRIDGE
Jeffrey Martin	MURRAY BRIDGE
Shirley Schubert	MURRAY BRIDGE
Robert Peters	NORTHFIELD
Annette Hewett	PORT BROUGHTON
Anna Humby	PORT LINCOLN
Lorraine Voumard	PORT LINCOLN
David Warren	RENMARK
Joy Semler	SNOWTOWN
Sandy Gutsche	SOUTHERN YORKE PENINSULA
Kay Hughes	TAILEM BEND
Christine Harradine	TUMBY BAY
Geoff Stewart	TUMBY BAY
Lynette Harris	WARRADALE
Margaret Williams	WEST TORRENS
Sandra Norton	WHYALLA
Elaine Seal	WUDINNA

20 YEARS

Sandra Arena	ARDROSSAN
Janice Smith	BALAKLAVA
Louise Ambrose	BAROSSA VALLEY
Margret Hartwig	BAROSSA VALLEY
Janet Hopkins	BLACKWOOD
Maxine Reid	BRIGHTON
Sophia Abbott	BURNSIDE
Damien McColl	BURNSIDE
Brendan O'Donnell	BURNSIDE
Angeline Chang	CAMPBELLTOWN
Pauline Hoffrichter	CEDUNA
Alan Milne	CHRISTIES BEACH
Roger Playford	CHRISTIES BEACH
Maureen Hobbs	CRYSTAL BROOK
Leanne Jericho	CUMMINS
Alan Darby	EDWARDSTOWN
Jane Good	EDWARDSTOWN
Maria Petrallas	EDWARDSTOWN
Brian Byrne	GILBERT VALLEY
Helen Williams	GILBERT VALLEY
Kay Carey	GLENELG
Cheryl Wedding	GLENELG
Ian Anderson	HAPPY VALLEY
Miles Jackson	HAPPY VALLEY
Peter Hendy	HENLEY & GRANGE
Sue Quinn	HENLEY & GRANGE
Clare Rundle	COPPER TRIANGLE
Janet Barberien	LAURA & DISTRICTS
Catherine Combe	LAURA & DISTRICTS
Margaret Humphris	LAURA & DISTRICTS
Sandra Lang	LAURA & DISTRICTS
Janet Martin	LAURA & DISTRICTS
Christine Crouch	MAITLAND
Anthea Evans	MAITLAND
Mary Moore	MCLAREN VALE
Lions Club Of Wattle Range Lionesses	MILLICENT
Bruce Packer	MILLICENT
Beverly Litster	MINLATON
Ollie Adlington	MITCHAM
Wendy Fok	MITCHAM
Lynette Hawes	MITCHAM
John McManus	MODBURY
David Abbott	MOUNT BARKER
Kerry Miller	MOUNT BARKER
Lynette Bellman	NARACOORTE
Lorraine Kilgour	NARACOORTE
Sylvester Wong	NORWOOD
Florence Drummond	PORT ADELAIDE OSBORNE
Anne Gossink	PORT LINCOLN
Kaye McCleod	PORT PIRIE
Sue Shepley	PORT PIRIE
John Chappell	PROSPECT
Fiona Winkley	PROSPECT
Mary Daniell	SOUTHERN YORKE PENINSULA
Christine Frahm	SOUTHERN YORKE PENINSULA
Margaret Goldsmith	SOUTHERN YORKE PENINSULA
Alison Buttfield	STANSBURY
Margaret Baker	STIRLING
Mary Fletcher	STIRLING
Sue Proud	STRATHALBYN
Leonie Richter	TUMBY BAY
Norvene Richter	TUMBY BAY
Judith Stirling	TUMBY BAY
Topsy Stringer	TUMBY BAY
Anne Swaffer	TUMBY BAY
Mary Burford	WARRADALE
Peter Burford	WARRADALE
Debbie Florance	WARRADALE
Peter Harris	WARRADALE
Sonja Wight	WARRADALE
Pamela Phyland	WHYALLA

15 YEARS

Joan Attrill	ALDINGA
David Manders	ALDINGA
Geoffrey Dawson	BALAKLAVA
Diane Anderson	BAROSSA VALLEY
Patricia Hayes	BAROSSA VALLEY
Jovita Fernandez	BLACKWOOD
Rosemary Miller	BRIGHTON
Karen Hunter	BURNSIDE

Charmaine Loh	BURNSIDE
Maria Presutti	CAMPBELLTOWN
Yvonne Borlase	CEDUNA
Nancy Bubner	CEDUNA
Glenda Cooke	CEDUNA
Wilhelmina Dodd	CEDUNA
Glenys Skinner	CEDUNA
Christine Stott	CEDUNA
Glenys Trenowden	CEDUNA
David Walker	CEDUNA
Angela Cirocco	CHARLES STURT
Fran Roberts	CHRISTIES BEACH
Heather Pascoe	CLARE
Lesley Pawelski	CLARE
Barbara Stutley	CLARE
Dylan Bock	COPPER TRIANGLE
Trevor Koch	COPPER TRIANGLE
Karyn Kuhl	COPPER TRIANGLE
Beverley Stocker	COWELL
Dean Hobbs	CRYSTAL BROOK
Claire Holman	CUMMINS
Rodney Nagel	CUMMINS
Brenda Crickmar	EDWARDSTOWN
Kelly O'Riley	GAWLER
Robert Behn	GILBERT VALLEY
Tracy Behn	GILBERT VALLEY
Dieter Bottcher	GILBERT VALLEY
Stephen Kirkbride	GLENELG
Gary McLaughlin	HAPPY VALLEY
Yvonne Corbyn	HENLEY & GRANGE
Sheila Jordine	HINDMARSH
Dianne Goodes	JAMESTOWN
Jennifer Hall	JAMESTOWN
Tammi Kitschke	JAMESTOWN
Denese Simpson	JAMESTOWN
Sue-Ellen Thomas	MAITLAND
Helen Wenham	MCLAREN VALE
Kym Wenham	MCLAREN VALE
Barbara Nitschke	MILLICENT
Helen Pennell	MILLICENT
Gwenneth McFarlane	MITCHAM
Cassandra Miller	MITCHAM
David Miller	MITCHAM
Louise Retallack	MITCHAM
Diane Synon	MITCHAM
Gosia Bartkowski	MODBURY
Anna Beard	MORGAN
Pamela Jennings	MOUNT BARKER
Lesley Fleming	MOUNT GAMBIER
Roderick Fleming	MOUNT GAMBIER
David Lawson	MOUNT GAMBIER
William McGregor	MOUNT GAMBIER
Kym Gertig	MURRAY BRIDGE
Robyn Grigulis	MURRAY BRIDGE
Ian Rowley	MURRAY BRIDGE
Robert Whisson	MURRAY BRIDGE
Julia Arnold	NARACOORTE
Marilyn Holmes	NARACOORTE
Jennifer Legoe	NARACOORTE
John McGorm	NARACOORTE
Penelope McGorm	NARACOORTE
Felicity Miles	NARACOORTE
Merilyn Wardle	NARACOORTE
Maxwell Williams	NARACOORTE
Vaughan Dunn	NORWOOD
Darrelyn Hodge	NORWOOD
Raelene Ringwood	NORWOOD
Valerie Vawser	ONKAPARINGA VALLEY
Margaret Lovegrove	PETERBOROUGH
Helena Karpierz	PORT ADELAIDE OSBORNE
Antonia Scavarelli	PORT AUGUSTA
Jillian McGuire	PORT LINCOLN
Amanda Todd	PORT PIRIE
Mary Sloggett	PROSPECT
Rosslyn Dyer	RENMARK
Heather Antic	SALISBURY
Robert Handke	SALISBURY
Leonie Thomas	SNOWTOWN
Graham Klose	STANSBURY
Jillian Dawes	STIRLING
Michele Holding	STIRLING
Lisa-Jane Rasheed	STIRLING
Helen Ford	STRATHALBYN
Lyall Pfeiffer	STRATHALBYN
Joyce Medlow	TAILEM BEND
Neville Medlow	TAILEM BEND
Suzanne Eaton	TUMBY BAY
Theresia Kopman	TUMBY BAY
Leon Richter	TUMBY BAY
Helen Ware	TUMBY BAY
Claudine Jacobs	WAIKERIE
Robert Pickett	WAIKERIE
Fran Barnes	WARRADALE
Elaine Mase	WARRADALE
Elaine Mercer	WEST TORRENS
Dianne Jacobs	WHYALLA
Julie Ripley	WHYALLA
Colleen May Stevenson	WUDINNA
Robert Martin	YANKALILLA

COMMUNITY RECOGNITION



City of Onkaparinga
Citizen of the Year
Kay Wickes
Christies Beach Branch



Clare and Gilbert Valley's Council
Citizen of the Year – Southern District
Roz Rowett
Gilbert Valley Branch



City of Prospect
Citizen of the Year
Rosemary Currie
Prospect Branch



Adelaide Plains Council
Citizen of the Year
Evelyn Dyer
Two Wells Branch



Copper Coast Council
Community Organisation of the Year
Copper Coast Branch



Medal of the Order of Australia (OAM)
Peter Whiting



Image credit: The City of Charles Sturt

BOARD MEMBERS & COMMITTEES

President/Chair

Kevin Reid

FCA GAICD

Kevin is an experienced director, mentor and consultant with extensive expertise across the corporate and for-purpose sectors. He is a Fellow of the Institute of Chartered Accountants Australia and New Zealand and a graduate of the AICD Company Directors Course.

A former partner of PwC and BDO, Kevin has also served as a director of ASX-listed companies. He is passionate about the for-purpose sector and currently serves as a board member of Can Do Group, Rural Business Support, Rembrandt Living and as a Director of Meals on Wheels Australia.

Kevin has extensive aged care experience, having previously served on the board of ACH Group and as a director of the Maggie Beer Foundation.

He is Chair of the Governance, Nominations and Remuneration Committee and a member of the Finance, Audit and Risk Management Committee.

Vice President Services

Eleanor Wolf

Eleanor is Secretary of the Peterborough Branch of Meals on Wheels SA and a retired public servant who held executive-level positions across several Australian Government departments over more than 20 years, including the Department of Defence, National Archives of Australia, Department of the Environment, Department of Climate Change and Energy Efficiency, and the Australian Taxation Office.

Her expertise spans policy development, internal audit, greenhouse and energy auditing, risk management and compliance. Before joining the Australian Public Service, Eleanor served for 20 years as an Intelligence Officer in the Australian Regular Army, both in Australia and overseas.

Eleanor is Chair of the Branch Operations and Services Advisory Committee and a member of the Governance, Nominations and Remuneration Committee.

Vice President Finances

Alison Perrott

B. Bus CFP® GAICD MSIAA

Alison is an experienced financial markets professional with more than 30 years' experience providing treasury management, asset allocation and investment advice to not-for-profit, aged care and religious organisations. A fixed income specialist and highly qualified portfolio adviser, she has built a career supporting the financial sustainability of the for-purpose sector.

Throughout her career, Alison has played an integral role in establishing four successful wealth advisory businesses. She currently works nationally with specialist advisers at Ord Minnett to tailor investment solutions for wholesale clients and support philanthropic initiatives.

Alison also serves on a number of not-for-profit boards, applying her expertise in finance, investment, strategic thinking and corporate compliance to help organisations achieve positive outcomes.

She is Chair of the Finance, Audit and Risk Management Committee and a member of the Governance, Nominations and Remuneration Committee.

ELECTED MEMBERS

Richard Hearn AM

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

Richard has extensive experience in aged care and the not-for-profit sector. He commenced his career with Resthaven Inc in 1986 and served as CEO for 27 years until May 2020. Throughout his career, Richard has demonstrated a strong commitment to delivering quality aged care services and recognising the valuable contribution older people make to the broader community.

Richard currently serves on the Board of the Riverland Mallee Coorong Local Health Network and is Chair of the RMCLHN Aged Care and Disability Governance Committee. He is also a member of the St John Ambulance Community Care Committee and has volunteered with Fred's Van, a Vinnies SA food service supporting people experiencing homelessness and marginalisation, for more than 30 years.

His previous board and advisory roles include Aged and Community Services SA/NT, Aged and Community Services Australia, RDNS SA, Advanced Community Care Association, SA Innovation Hub, and the CRE Frailty and Healthy Ageing Advisory Committee. He also previously served on the Uniting Care Australia Aged Care Network and the Frontier Services Transition Board, and as Independent Chair of the Medical Management Appointment Panels with CALHN.

Richard is a member of the Finance, Audit and Risk Management Committee.

Dr Natalie Luscombe-Marsh

B.Science, PhD in Nutrition and Disease

Natalie is a respected researcher with more than 20 years' experience in nutrition and chronic non-communicable disease. She is passionate about applying scientific evidence to improve nutrition outcomes for Australians, particularly frail older adults and those living with chronic conditions.

Natalie is currently Research and Program Development Manager at Diabetes SA, where she leads the development of the evidence base supporting the prevention, early detection and management of all types of diabetes. She brings strong expertise in research and clinical governance, strategic planning, project management and policy development, with her research contributing to changes in clinical practice guidelines for the management of type 2 diabetes and body weight across all life stages.

Natalie served as a co-opted member of the Meals on Wheels SA Board for four years before being elected at the 2023 AGM.

She is a member of the Governance, Nominations and Remuneration Committee and previously served as Chair of the Stakeholder Engagement Committee from June 2023 to June 2024, having been a member since February 2020.

"Putting back into the community is very rewarding as is the interaction with the customers who rely on this service not just for meals but for interaction with other people, even if for a short while."

Volunteer

CO-OPTED MEMBERS

Tamsyn Alley
BA, MBA, GAICD

Tamsyn is an accomplished executive with more than 25 years' experience across private, public and government sectors in Australia and internationally and is the Chief Executive of Benson Radiology in South Australia. She holds a Bachelor of Arts, Graduate Diploma in Management and Master of Business Administration, and is a Graduate of the Australian Institute of Company Directors (GAICD).

Tamsyn has held executive roles with high-profile organisations and brings extensive experience across ASX-listed, government, not-for-profit and member association boards. Her expertise includes strategy development, operational improvement and creating long-term value for organisations operating in competitive markets.

Her experience spans a range of sectors, including lifestyle, property, retail, wellbeing and specialised health services. Tamsyn currently serves on the boards of DLi and the Australian Diagnostic Imaging Association.

Patricia Zeitz
FIPA, MAICD

Patricia is a finance professional with extensive experience in the banking industry, specialising in statutory and financial reporting, commercial decision-making, risk management and balancing outcomes with sound governance.

Throughout her career, Patricia has held senior leadership roles, leading teams and providing strategic and authentic leadership to drive positive outcomes for organisations and their people. Her broad experience spans finance, product management, mergers and acquisitions, system implementations, and risk and compliance.

Patricia has served on several boards including Homesafe Solutions Pty Ltd and Bendigo and Adelaide Bank subsidiary companies Leveraged Equities Ltd and Pirie St Custodian Ltd.

Patricia is a member of the Finance, Audit and Risk Management Committee.

Justina Gardiner
GAICD, MBA, MFA, FAMI CPM

Justina brings over 20 years of executive leadership across professional services, defence, deep tech, education, FMCG and retail, both locally and internationally.

A Graduate of the Australian Institute of Company Directors (GAICD) with an Order of Merit, Justina has deep expertise in strategy, brand growth, marketing, general management, stakeholder engagement and organisational transformation. Her career spans ASX-listed, private and greenfield businesses in Australia and Canada, with roles including General Manager Corporate Services, Head of Marketing & Sales and Marketing Director North America, at companies including L'Oréal, Perks and San Remo. She is the Founder and Principal of LightSpeed Consulting, a marketing strategy and fractional CMO practice where her focus is working with scaling SMEs.

Justina brings a cross-sector, pattern-recognition approach to the boards she serves, alongside a genuine commitment to inclusion and community impact. She was appointed as a co-opted member to the Meals on Wheels SA Board in December 2024, having previously served as a Board Observer. She also serves as a Non-Executive Director for Brink Productions and Committee Member for Young Impact 100 SA, and chaired the Meals on Wheels Australia 2026 National Conference Steering Committee, delivered in Adelaide in May 2026.

CO-OPTED MEMBERS

Jim Liu

BBus, MBA, MAICD
Passed Away August 2025

Jim was a respected senior executive with more than 30 years' experience across a diverse range of industries, including manufacturing, logistics, retail, wholesaling and disability services. He held senior finance and accounting roles before moving into General Management, with expertise spanning sales and business development, operations management, business strategy and transformation.

Jim was Chief Executive of Orana Australia and a long-standing volunteer mentor with the UniSA mentor program.

Jim held an Associate Diploma in Accounting, Bachelor of Business and Master of Business Administration, and was a member of the Australian Institute of Company Directors (AICD) and a former associate member of CPA Australia. Known for his positive leadership, process improvement focus and ability to build strong stakeholder relationships, Jim was committed to creating meaningful outcomes for the communities he served.

Jim Liu passed away unexpectedly in August 2025. The Board acknowledges and sincerely thanks Jim for his valued contribution, commitment and service to Meals on Wheels during his time as a Board member.

BRANCH REPRESENTATIVES

Port Broughton

Philip Steer

Phil is a long-term volunteer with extensive experience supporting community organisations, associations and clubs. Known for his collaborative and constructive approach, Phil brings a wealth of knowledge, practical experience and a strong commitment to serving his community.

Phil's community involvement includes volunteering with SA Ambulance, the Country Fire Service (CFS) and the State Emergency Service (SES) in Port Broughton, supporting emergency response, rescue and recovery operations. He also serves as Chairperson and committee member of Meals on Wheels Port Broughton, is Public Officer for the Port Broughton RSL, a former President of the Mount Barker Branch of Agricultural Bureau SA, and a member of the Rolls Royce Car Club SA and Sporting Car Club SA.

Phil's professional career includes serving as Director of Summit Air-Conditioning Pty Ltd from 2000 to 2010, following more than 20 years as a Technician with PMG/Telecom Australia.

He also served in the Army Reserve from 1968 to 1984, achieving the rank of Sergeant in the Military Police.

He is a member of the Branch Operations and Services Advisory Committee.

Edwardstown

Jane Good

Jane has been a Meals on Wheels volunteer for 20 years and is Chair of the Edwardstown Meals on Wheels branch. She continues to actively support the branch through meal delivery, office volunteering and training new office volunteers in database systems.

Jane began her career in banking before moving into primary school education, where she enjoyed a 40-year career. In 2001, she completed postgraduate studies in Information Studies, adding librarianship to her skills and knowledge.

She is a member of the Branch Operations and Services Advisory Committee.

BOARD & 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		Board Committee				Advisory Committee	
		Board Meetings		Finance, Audit & Risk Management		Governance, Nominations & Remuneration		Branch Operations & Services	
Board Members	**Role**	**H**	**A**	**H**	**A**	**H**	**A**	**H**	**A**
Kevin Reid	President	7	7	5	4	5	5		
Eleanor Wolf	Vice President Services	7	6			5	5	6	5
Alison Perrott	Vice President Finances	7	5	5	4	5	3		
Richard Hearn	Elected Member	7	7	5	5				
Natalie Luscombe-Marsh	Elected Member	7	7			2	2		
Philip Steer	Branch Representative	7	6					6	4
Jane Good	Branch Representative	7	6					4	2
Patricia Zeitz $	Co-opted Member	5	4	4	3				
Justina Gardiner	Co-opted Member	7	5						
Tamsyn Alley *	Co-opted Member	5	4						
Jim Liu #	Co-opted Member	1	0						

*** Retired 31 March 2026**
 # Term commenced June 2025 - passed away August 2025
$ Term commenced Oct 2025

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: Janet Williams, Jim Giles, Cheryl Gray, Colin Trenouth, Chris Jeffries, Craig Harris, Giulio Russo, Heather Richardson, Sally Lee, Susan Mitchell, 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 2026