

Great food. Great people.

Annual Report

2021-22



South Australia

mealsonwheelssa.org.au

2021-22 Directory

Patron

Her Excellency the Honourable
Frances Adamson AC
Governor of South Australia

Board Members

President

Mr W Coomans

Vice President Services

Mrs H Richardson

Vice President Finances

Mr K Reid

Elected, Delegate and Co-opted Members who served on the Board of the Association in 2021-22

Ms E Hamilton
Mrs S Mudge
Mrs A Perrott
Mr G Colquhoun
Dr N Luscombe-Marsh
Mr J Giles
Mr R Hearn
Mr N Jones
Mr G McLaughlin

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 Value Proposition

Meals on Wheels SA supports South Australians to enjoy life by providing food with love, 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

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 interact with.

Member of



Meals on Wheels
Australia

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 or food insecurity.

Our Priorities - 2022-2025

Learn and provide what our customers want and value.

Change people's minds about our food and services.

Help more people in need to receive our healthy meals.

Subsidise meal services through public and business sales income.

Invest in our workforce and improve business systems.

Our Objectives

Preferred provider of meals to seniors

Actions include:

- More customer input
- More meal variety
- Keep improving quality

Help new groups, deliver new services

Actions include:

- My W.I.S.E. Choice
- Promote special and texture-modified meals
- Food security

Boost our image

Actions include:

- Advertising
- Website improvements
- Strengthen customer service in all settings

Stronger base for future success

Actions include:

- Support workforce
- Better business systems
- New income streams



Report of the President and the CEO



Bill Coomans
President | Chair



Sharyn Broer
CEO

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

For almost 70 years, Meals on Wheels SA has delivered on its unique promise to South Australian communities. Though our very name describes what we do, it has also become synonymous with how and why we do it – with a tremendously positive, mutual impact on the people receiving our services and those delivering them.

These firm beliefs were at the heart of a social impact study undertaken by Meals on Wheels SA in late 2021. While there is international research proving that delivering nourishing meals improves the physical health of customers, the other components of our service model – social connection and wellbeing checks provided by volunteers – have not enjoyed the limelight. We partnered with Huber Social to discover the social impact of our services on both customers and volunteers, and invited thousands to participate in a Wellbeing Survey.

The results certainly confirmed the statement above – Meals on Wheels SA services helped customers feel more engaged with their community, less lonely and more cared for, with many commenting that

we make life easier. The findings also revealed two special ingredients that help make this so – how well customers feel they know the volunteers who bring their meals, and the amount of time volunteers spend with them during the meal delivery visit. The results also confirmed that volunteering for Meals on Wheels SA is good for you, with respondents rating their wellbeing higher than other volunteers as well as non-volunteers.

This study was vital to help demonstrate the value and unique difference of Meals on Wheels® to future customers, volunteers, employees, funders and policy-makers. It has also clarified ways we can strengthen our impact through continuous service improvements. We appreciate the time taken by all of the customers and volunteers who participated in our social impact study. A summary of findings is contained within this annual report.

The positive reputation enjoyed by Meals on Wheels SA contributed to continued growth over the past year in use of our meal services and our wellness, independence and social engagement services

delivered under the banner My W.I.S.E. Choice. Meal service use increased almost 10% (104,000 meals) compared to the previous year, with a total of 1,150,102 meals delivered. This service volume was last achieved in 2009 and remains lower than average service levels in the early 2000's. My W.I.S.E. Choice services also grew, with more customers able to improve their meal preparation skills, receive allied health advice and/or goods and equipment to help with meal preparation, and enjoy more social interactions in groups or with a single volunteer.

Service growth has been driven by the ageing population, increase in availability of Home Care Packages and lingering impacts of the COVID-19 pandemic along with continual improvements to the quality of services in response to customer feedback. In the past year we have partnered with more Home Care Package providers to deliver services under sub-contract arrangements. A welcome, nearly 50% increase in Commonwealth Home Support Program funding also helped maintain affordability of services for our customers.

This growth has not been evenly spread across Meals on Wheels SA branches and has placed more demands on already stretched volunteers in many locations. Workforce challenges have required considerable focus in the past year. Increased SA employment levels and increased cost of living pressures have made it harder to fill both voluntary and paid positions. Implementation of a mandatory COVID-19 vaccination policy to comply with government directions and work health and safety obligations resulted in some resignations and an additional hurdle for new workers to overcome. Illness, including COVID-19, above-average numbers of employee lost time injuries, retirements and the welcome return of interstate travel have all compounded an underlying workforce shortage and resulted in higher employment costs.

The volunteer driver allowance was raised 10% in March 2022 to help offset sharply rising fuel prices, which could have been a deterrent for new and continuing volunteers. Investments in advertising and public relations have focused on volunteer recruitment, with some branches partnering with community radio and newspapers to spread the word. Options for balancing meal services between neighbouring branches and addressing workload through extra paid positions have been explored. At this time, neither branches nor the Board favour capping customer numbers and implementing a waiting list for services, though this may be necessary in future if demand for services continues to outstrip our capacity to produce and/or deliver meals in some locations.

Workforce challenges have also been one of the factors preventing the reintroduction of choice in our frozen meal services, with difficulty recruiting and retaining enough chefs and kitchenhands. Unreliable equipment and inefficient workflows further impacted production reliability and these issues will be addressed through various capital investments. Notably, the proportion of meals supplied by the Hilton Cook Chill Production Facility continues to grow, with some 500,000 main courses

alone produced in 2021-22 compared to 210,000 in 2012-13.

Meals on Wheels SA is committed to providing high quality and safe services that meet or exceed community expectations and regulatory obligations. Continuous improvement towards meeting food safety and quality standards brings necessary process changes and oftentimes more stringent record-keeping and reporting. We are proud of our food safety record and the diligence of volunteers in branch kitchens and our staff team who carefully follow our food safety plans and have achieved a 12-monthly audit schedule with few minor non-conformances. A Quality and Continuous Improvement Committee will be formed to provide closer oversight of compliance against the Aged Care Quality Standards, coinciding with an audit in June 2022. The organisation aims to relieve volunteers of as much of this compliance burden as possible, which is a major driver of the centralisation of some tasks and steady growth in the number of employed Branch Coordinators.

A unique approach to boosting our volunteer ranks has come through our partnership with the SANFL. As major sponsor of the *“Our Footy, Our People, Our Stories”* exhibition, being held at the State Library of South Australia from June to October 2022, Meals on Wheels SA has been able to reach prospective volunteers through the SANFL membership and publicity at matches, while the SANFL administrative team have become valued corporate volunteers at our Enfield Branch.

Disappointingly, the risk of COVID-19 ‘super-spreader’ events caused the cancellation of both the annual Meals on Wheels SA birthday Movie Day and Awardee Luncheon celebrations in 2021. Branches were encouraged and provided with extra resources to host local social events to recognise all of their members and to present special awards, with many memorable occasions held throughout the year.

Strategically, Meals on Wheels SA has led and participated in Meals on Wheels Australia’s advocacy regarding the future of government-funded in-home aged care services. This has included contributing to position papers about preferred design criteria for the planned integration of in-home aged care programs known as Support at Home, calling for investment in Dietary Guidelines for Older Australians, contributing to the review of the Aged Care Quality Standards regarding nutrition, initiating social impact research and driving further investment in transformation and capacity building for Meals on Wheels® services. The latter resulted in a \$5 million program of work known as Future Fit. Meals on Wheels SA has contributed to a national collection of operational and financial data and will benefit from new capability including dashboard reports, a serious incident management system, and collaboration with interstate Meals on Wheels® organisations on various operational improvements.

The Meals on Wheels Australia national conference was deferred until May 2022, enabling in-person participation of a lively contingent of Meals on Wheels SA volunteers and staff. Many SA personnel

contributed as speakers and panel members at this important biennial event that focused on reconnecting.

The Board was delighted when Her Excellency the Honourable Mrs Frances Adamson AC, Governor of South Australia, accepted its request that she undertake the role of Patron of Meals on Wheels SA. Her Excellency continues a long tradition of patronage from the state governors and we look forward to her continuing support and engagement in special events at Meals on Wheels SA throughout her term in office.

We recognise and acknowledge the highly valued contributions of each of the Board members, who volunteer their expertise and time to the governance of our Association. At the 2021 Annual General Meeting there was 1 nomination from the incumbent for each of 3 vacancies, being the Vice President Services Heather Richardson, Vice President Finances Kevin Reid and Elected Member Alison Perrott, with each elected for a further term. Each Board member is involved in at least 1 Board standing or advisory committee while many are also involved in Branch Committees, and collectively they are a high performing team, staunchly working towards our vision and purpose.

We also thank the dedicated staff of Meals on Wheels SA, who have achieved tremendous results and implemented numerous operational improvements over the past year. Following the retirement of Rick Coronica in August 2021, the management structure was adjusted to better reflect the current and near future needs of the organisation.

The Executive Leadership Team has reduced from 5 to 4 positions and comprises the CEO and 3 General Managers, with the General Manager Service Operations now taking responsibility for cook chill production and food safety. 4 senior manager positions were created or reclassified, with responsibility for finance, food services, branch support and program support. This provides clearer accountability and improved support for Branch Committees and employees.

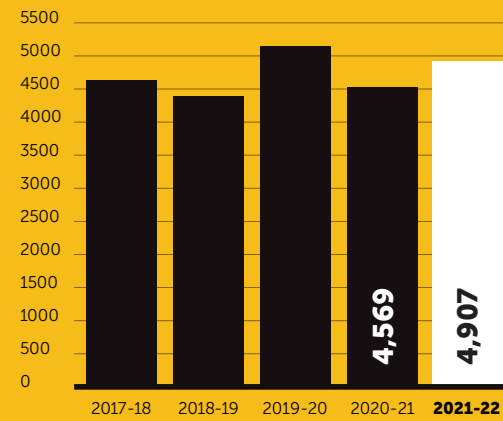
Our voluntary workforce is the driving force of our service – both the face and the heart of our organisation! An enormous thanks to each of our volunteers who have persevered through some very challenging times and enabled the provision of vital services to people within their local communities. You truly do provide food with love. This sets you apart and is the secret ingredient that makes volunteering at Meals on Wheels SA so rewarding.

We close with the words of our customers, for whose benefit we all strive:

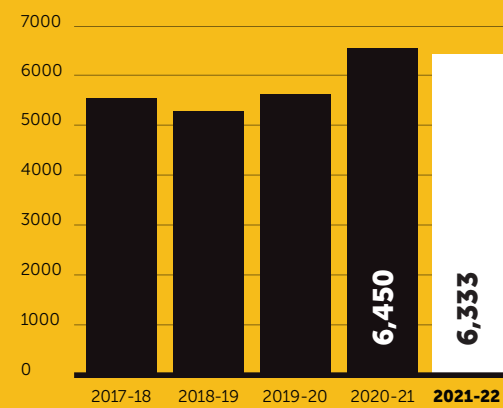
“Meals on Wheels provides a service which has helped me to be able to stay living in my own home”.

“The volunteers are friendly and caring and I enjoy their visit each day”.

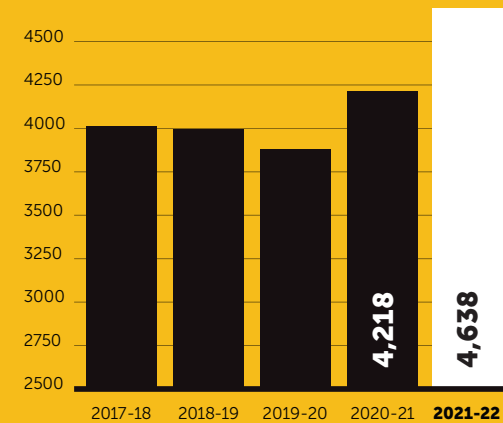
Number of Customers Referred for Meal Services



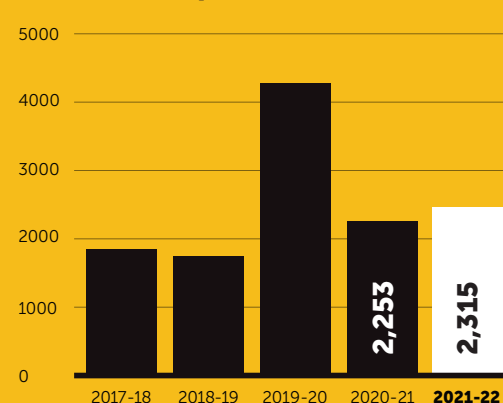
Average Number of Active Customers Per Month



Average Meals Per Day



Volunteer Enquiries Per Year



Service Operations Report



Julie Bonnici
General Manager Service Operations

In Brief

- We delivered 1,150,102 meals across the state during the year, some 94,616 more than in the previous year. This represents a 9% growth on the previous busy year.
- 11,071 people received a service from Meals on Wheels during the year. This number is stable compared to last year.
- The average number of customers that received a service each month was 6,333. For many branches this meant longer rounds and a challenge to deliver the meals within the two-hour food safety window and provide the priceless time and interaction with our customers.
- 4,258 people commenced services, with very heavy demand periods corresponding to COVID-19 spikes in the community and media promotion of the MoWSA service. The lessons learnt in the previous year enabled many of our customers to commence our service by a telephone assessment, rather than a home visit.

- 7,637 Commonwealth Home Support Programme (CHSP) customers account for 69.1% of all customers. This compares to last year when 8,546, or 72% of customers were supported by CHSP. This trend represents the ongoing shift of customers to Home Care Packages (HCP).
- 24.1% (2,658) of all customers received their meal service as a part of a Home Care Package. This compares to 20% (1,761) of customers in the previous year. This growth trend is expected to continue.
- The average age of our customers is 82, with an increasing number of customers living at home well into their 90s and beyond.
- 244 customers received a My W.I.S.E Choice service and a total of 47 volunteers assisted in delivering the program. 6 Café Clubs are now in full swing, meeting fortnightly at local cafés across the community. 3 cooking groups are now running fortnightly around metropolitan Adelaide.

2021-2022 highlights and Innovations

Providing a cold meal option in Summer 2022

In response to ongoing customer feedback and requests, our long campaign to provide a cold meal alternative during the summer months finally came to fruition, with the provision of 8 delicious salad meal options. Meals were produced in the Hilton Cook Chill Facility and Fresh Cook Branch Kitchens, with complex protein components all prepared in Hilton and sent to branches. This was necessary for MoWSA to meet the extremely rigorous Food Safety Standard 3.3.1.

In all our menu development, an underlying principle is that MoWSA meals appeal to all senses, including the way it looks, smells, tastes and feels in the mouth. We want our meals to be something that our customers look forward to eating. Some of the meals provided included Tuna Tuscan Salad, Moroccan Couscous, Thai Chicken Noodle Salad, Ploughman's Lunch and Mediterranean Vegetable Salad.

Following the Summer Menu, a survey was sent to all customers, seeking their feedback on the summer salad options. This feedback will be used to plan the menu and options for Summer 22 - 23, and it is expected that this will become a permanent feature of the MoWSA menu options.

Safety during COVID-19

It is with an enormous sense of pride we can report that MoWSA continued to deliver services across the state without interruption during the second year of the worldwide COVID-19 pandemic. A Pandemic Management Team consisting of management and senior staff met on a regular basis to monitor the impact COVID-19 was having across the organisation and review government health advice, with a sharp focus on both customer and worker safety and business continuity.

Customers and their families were reassured with regular letters and updates on the MoWSA website regarding the precautions our organisation had in place to ensure safe service delivery. The demand for services continued to grow throughout the year and was especially noticeable during times of peak transmission in the community.

Volunteers were kept informed of safety precautions and requirements via numerous branch memos and also, when urgent communications were required, directly to individuals with an email address. This greatly assisted in rapid communication, which was essential in a situation that was at times changing daily.

Major safety precautions throughout the year included:

1. Wearing of single use disposable masks (supplied by MoWSA) when inside all MoWSA buildings/sites, customer homes and delivery vehicles.
2. Contactless safe meal deliveries outside of the customer door. Volunteers would only take the meal inside the customer's home if they were unable to safely get to the door.
3. Maintaining a safe physical distance was important. This precaution impacted on the ability to provide our essential social contact with customers and had a massive implication on branch social events, AGMs and connectivity. Volunteers in the My W.I.S.E. Choice program and branch volunteers made thousands of telephone calls to customers who were at risk of additional isolation, due to the pandemic restrictions.
4. Throughout the year, maintaining safe hygiene practices was essential, including frequent hand washing and use of hand sanitiser, especially after every meal delivery.
5. Protocols were put in place to advise Central Office if a volunteer received a positive COVID-19 test result or needed to quarantine. This assisted MoWSA to cover all shifts and assess if there is any risk of exposure to the virus to any other volunteers.

One of the most significant and challenging requirements was the introduction of mandatory vaccinations for all MoWSA workers. The MoWSA Board closely monitored the risk of COVID-19 exposure on the health and safety of workers and customers, and disruption to the critical services provided by the organisation. At its October 2021 meeting, the MoWSA Board resolved to implement a policy mandating COVID-19 vaccination for all workers and volunteers. After the Board's decision on policy intent, the SA Government issued a Direction under the Emergency Management Act (2004) requiring vaccination for any workers who had in-person customer contact. All other workers have indirect customer contact, as they interact with those other workers.

Drafting the policy encompassed consideration of MoWSA's legal obligations, including work health and safety, discrimination, and industrial relations. Legal advice was sought from Lynch Meyer Lawyers. Once approved, the enormous logistical challenge of communicating with our 6,300 volunteers, recording and sighting evidence of their vaccination status began. Branch Committee members, as well as staff from Service Operations and Workforce Engagement were invaluable in supporting this process.

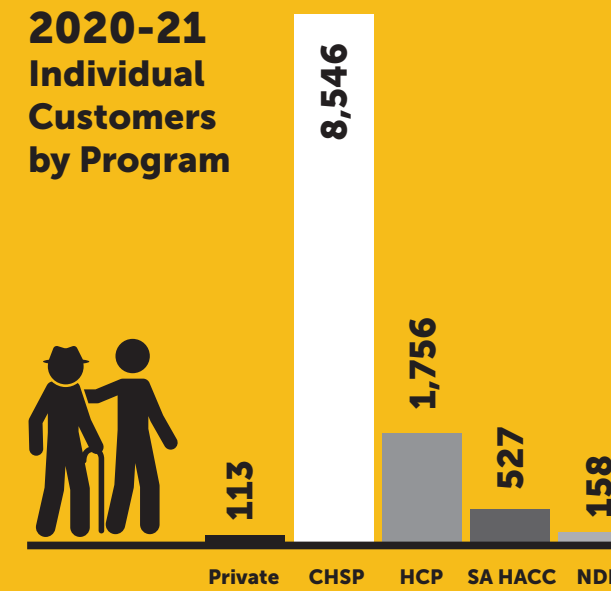
The requirement for mandatory vaccination was widely accepted, but a significant number of volunteers chose not to continue to volunteer at that time. Whilst this added extra workload pressure on the remaining workforce, MoWSA continued to deliver all services across the state.

Great food. Great service.

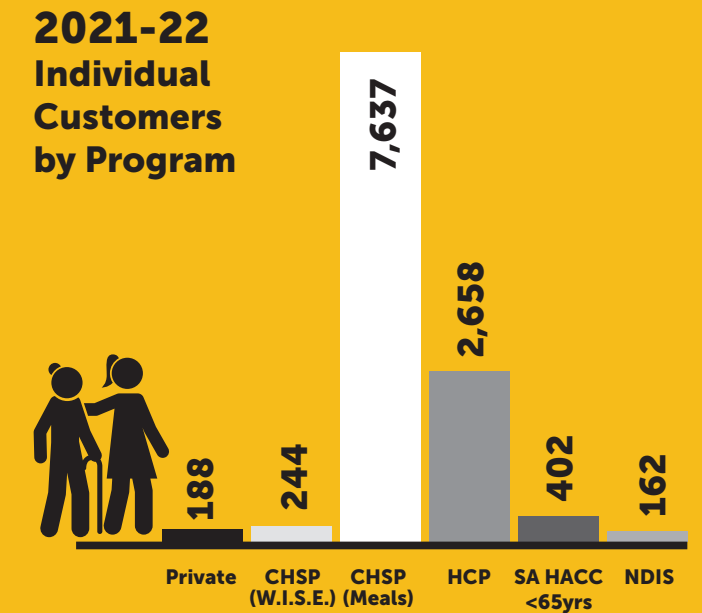
Significant growth in demand for services continued through this year. Contributing factors were the peaks of COVID-19 in the community, public response to advertising campaigns and, in locations where MoWSA produces the meals, the overall improvement in menu quality and meal presentation. The focus for the year ahead is to ensure great service quality in our country branches and explore local area marketing to ensure our service is accessible to all that need it.

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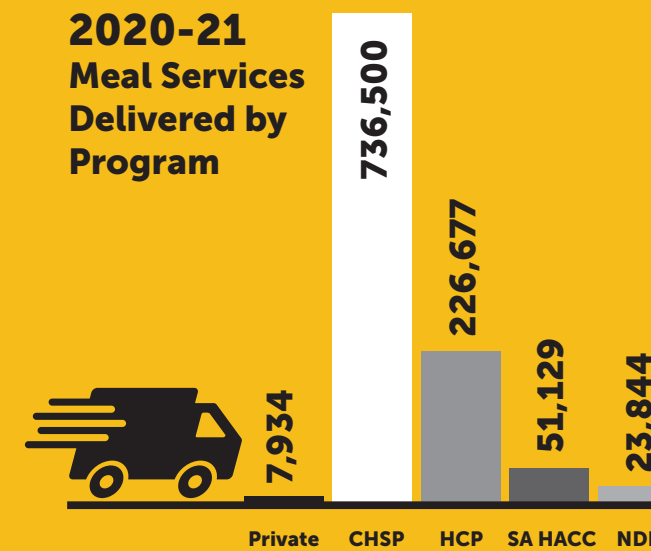
2020-21 Individual Customers by Program



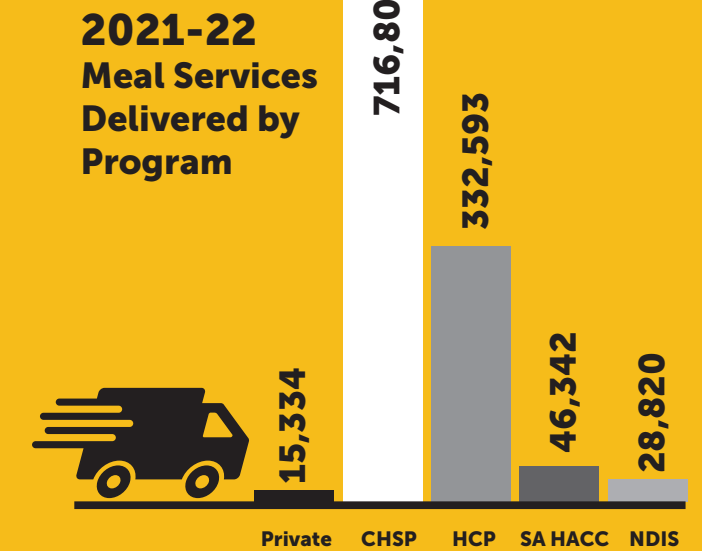
2021-22 Individual Customers by Program



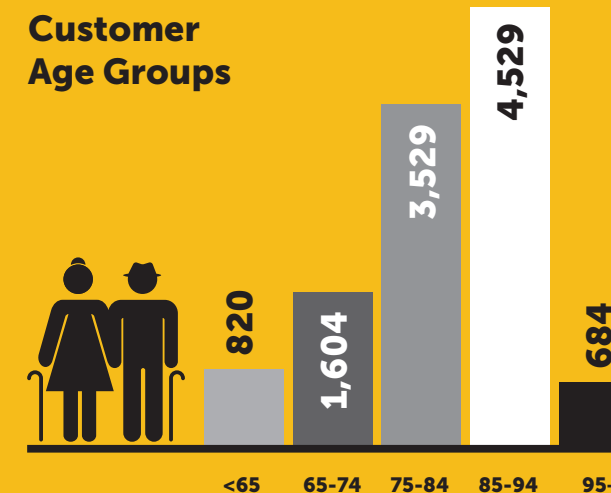
2020-21 Meal Services Delivered by Program



2021-22 Meal Services Delivered by Program



Customer Age Groups



Legend

- CHSP = Commonwealth Home Support Program
- HCP = Home Care Packages
- SA HACC = SA Home and Community Care Program
- NDIS = National Disability Insurance Scheme
- Private

My W.I.S.E. Choice

The My W.I.S.E Choice Program is now an ongoing part of the Meals on Wheels service across the metropolitan area providing social support, training customers in safe food preparation and storage, allied health services and technical aids to assist people to regain skills and independence. This year saw the establishment of coffee clubs, branch lunches and cooking groups. The program is focused on supporting our customers to stay living independently in their homes, keep socially active and connected with their community.

Although our branch volunteers provide an important daily wellbeing check with each meal delivery, we also know many of our customers:

- still experience loneliness and isolation – a significant public health issue
- would like to be able to spend more time with volunteers
- do not eat their entire meal and are at risk of under-nutrition
- are experiencing issues with their nutritional status and health.

The My W.I.S.E. Choice program provides customers with a chance to get out the house, opportunities to make new friends and a sense of purpose and meaning.

Huber Social Impact Research

Meals on Wheels South Australia (MoWSA) partnered with Huber Social to measure the social impact of our service, with a specific focus on understanding the broader benefits of the MoWSA model beyond nutrition. The goal for this process was twofold – obtain evidence that MoWSA has real impact beyond meal delivery and better understand the key drivers of the model in order to ensure the service is as effective as possible and resources are focused to have the most impact. The social impact on customers, as well as our volunteers was evaluated to understand the important role Meals on Wheels plays in improving social connection across the community. In addition to demonstrating the broader social impact of the MoW model, the findings offer an area of focus for MoWSA – the importance of the relationship between customers and volunteers.

Key findings of the research were:

1. Connection between volunteer and customer is key. Of all factors relating to MoWSA service that were examined, how well customers know their volunteers had the strongest relationship with wellbeing. Specifically, customer knowing their volunteers better was associated with higher wellbeing.
2. Stronger relationships are associated with better outcomes. When compared to customers who do not know their volunteer at all, customers who know their volunteers a little, somewhat, and very well were found to have significant positive improvements in 50%, 86%, and 97% of factors measured, respectively.
3. Length of visit matters; number of visits does not. Significant improvements in wellbeing were found in MoWSA customers whose volunteer visits averaged two minutes or longer. While it may seem counterintuitive, analysis found that there was no significant difference between customer wellbeing and number of volunteer visits per week. This suggests that it is the quality of connection with volunteers rather than quantity that has the biggest effect.
4. MoWSA volunteers have higher wellbeing than other Australians - including other volunteers. When compared with a sample of Australians with comparable demographic characteristics, MoWSA volunteers were found to have 10% higher wellbeing.
5. Volunteering with MoWSA builds a sense of belonging. MoWSA volunteers who have been volunteering for at least five years reported significantly higher scores across factors related to their sense of belonging and connection. These results suggest that MoWSA is successful at creating community connection amongst their volunteers.

A full copy of the report is available on the MoWSA website.

Delivered Meals

For the year ended 30 June 2022

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Ardrossan	O	3,432	14	94,289
Balaklava	O	3,555	14	190,128
Barossa Valley	CC	10,709	43	609,730
Beachport	F	1,456	6	6,246
Berri	O	4,629	19	375,500
Blackwood	CC	16,814	68	332,156
Boomer Centre	O	3,132	13	149,106
Brighton	K	34,197	138	2,098,116
Burnside	K	29,575	119	1,576,776
Burra	F	1,705	7	150,564
Campbelltown	CC	40,995	165	1,217,413
Ceduna	O	2,042	8	124,245
Christies Beach	K	70,704	285	1,897,438
Clare	O	3,019	12	272,986
Copper Triangle	K	22,984	93	510,928
Cowell	O	743	3	76,343
Crystal Brook	O	1,567	6	216,637
Cummins	O	1,316	5	102,717
Edwardstown	K	25,865	104	1,712,807
Enfield	K	19,259	78	1,181,200
Charles Sturt	K	33,878	137	1,100,489
Gawler	K	22,659	91	887,412
Gilbert Valley	O	2,421	10	186,622
Glenelg	K	28,569	115	1,673,625
Hallett Cove	CC	18,378	74	327,091
Hamley Bridge	O	543	2	53,919
Happy Valley	CC	36,783	148	563,010
Henley & Grange	K	37,585	152	1,716,702
Hindmarsh	K	25,073	101	1,463,800
Jamestown	O	4,481	18	211,470
Kapunda	O	3,753	15	47,176
Laura & Districts	O	1,728	7	148,597
Maitland	O	1,966	8	118,725
Mannum	O	2,308	9	200,643
McLaren Vale	O	4,955	20	155,906
Meadows	F	1,236	5	50,629
Milang	F	582	2	24,344
Millicent	O	6,412	26	180,760
Minlaton	O	1,258	5	54,131
Mitcham	K	48,030	194	2,001,512
Modbury	CC	44,525	180	1,072,149
Morgan	O	1,334	5	71,100
Mount Barker	CC	19,730	80	538,504
Mount Gambier	K	31,024	125	1,328,717
Murray Bridge	O	15,743	63	970,839
Naracoorte	O	3,357	14	190,084
Northfield	CC	48,463	195	699,075

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Norwood	K	27,552	111	1,410,356
Onkaparinga Valley	CC	7,103	29	280,529
Orroroo	O	1,814	7	28,986
Peterborough	O	2,891	12	239,629
Playford	CC	37,875	153	814,288
Port Adelaide -Osborne	K	40,489	163	1,990,715
Port Augusta	O	6,011	24	681,706
Port Broughton	O	2,981	12	139,751
Port Lincoln	O	14,662	59	777,308
Port Pirie	K	16,584	67	1,055,607
Prospect	K	16,115	65	1,173,657
Quorn	O	1,789	7	105,682
Renmark	K	14,837	60	666,255
Salisbury	K	48,581	196	1,420,440
Snowtown	O	1,502	6	108,719
Southern Yorke Peninsula	O	2,126	9	109,580
Stansbury	O	957	4	48,103
Stirling & District	K	12,517	50	580,441
Strathalbyn	CC	6,199	25	291,801
Streaky Bay	O	2,171	9	159,894
Tailem Bend	CC	2,012	8	122,443
Tintinara	F	51	0	8,722
Tumby Bay	O	8,136	33	228,441
Two Wells	F	2,726	11	44,536
Victor Harbor	K	36,306	146	990,892
Waikerie	K	7,496	30	356,320
Warradale	K	36,566	147	1,239,835
West Torrens	K	27,221	110	1,367,174
Whyalla	O	10,690	43	661,820
Willunga	O	2,417	10	62,558
Wudinna	O	2,885	12	68,736
Yankalilla	K	4,368	18	219,738
Inactive Branches				7,915,662
TOTAL		1,150,102	4,638	54,302,681

Notes:

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

Christies Beach has produced a further 77,206 meals for other branches. Warradale has produced a further 285,613 meals for Cook-Chill branches. Victor Harbour produces meals for Goolwa & Districts Branch. Wallaro and Kadina Branches now supplied by Moonta Branch. Barossa Valley Meals are now prepared by Kent Town and heated by the Tanunda Hospital

Meals on Wheels SA Social Impact Report 2022



The Power of Meaningful Customer-Volunteer Connection

Meals on Wheels South Australia (MoWSA) has partnered with Huber Social to measure the social impact of our service for our customers and volunteers. It helped us understand the benefits of the MoWSA model beyond nutrition. The project aimed to gather evidence that MoWSA has real impact on people's lives beyond basic meal delivery. We now better understand how we can make sure that our service is as effective as possible and designed to have the most positive impact.

A comprehensive wellbeing survey was sent to a random sample of customers and volunteers. The 744 customer and 792 volunteer responses were evaluated to understand the role MoWSA plays in improving quality of life and social connection. Results confirmed the positive social value of the MoWSA model for both customers and volunteers. They highlighted in particular the importance of the relationship between customers and volunteers.

Connection is key

How well customers know their volunteers had the strongest **relationship** with improved **wellbeing** out of all the factors related to their MoWSA service. Specifically, **knowing** their **volunteer(s)** better was associated with **higher wellbeing**.

Length of visit matters to customer wellbeing

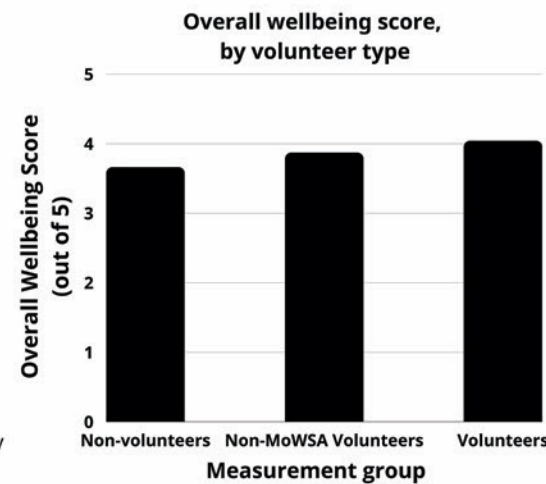
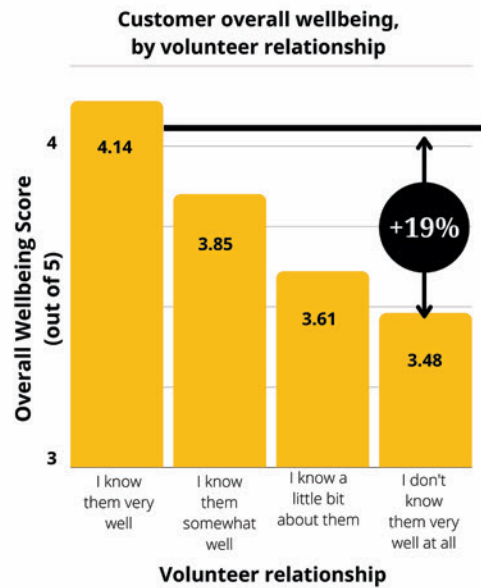
Customers whose volunteers **spent two minutes or more** socialising with them during a meal delivery showed **5% higher overall wellbeing** compared to customers with volunteer visits under two minutes.

There was no significant difference between customer wellbeing related to the number of volunteer visits per week. This suggests that it is the **quality of interaction** with volunteers **rather than number of visits** that has the biggest effect.



MoWSA volunteers have higher wellbeing than other Australians - including other volunteers

MoWSA volunteers were found to have **10% higher level of wellbeing** than a similar sample of Australians in the general community. Even when compared to volunteers of other organisations and of a similar age group and volunteer time commitment, MoWSA volunteers reported **5% higher overall wellbeing**.



Customers reporting **good volunteer relationships** showed **significantly higher wellbeing** in many areas of their life.

- +26%** Feeling part of a community
- +24%** Finding it easy to share one's thoughts and feelings with other people
- +23%** Having a sense of purpose in life
- +21%** Feeling accepted by one's community
- +21%** Belief that community service providers can help with one's current situation
- +20%** Enjoying life and having fun

Meals on Wheels SA Social Impact Report 2022



The Power of Meaningful Customer-Volunteer Connection

Volunteering with MoWSA builds a sense of belonging

MoWSA volunteers who have been **volunteering** for at least five years reported significantly higher scores related to their **sense of belonging** and **connection**. These results suggest that MoWSA volunteering creates effective community connection for volunteers.



Meals on Wheels SA has given me purpose and a positive feeling of giving back to the community.

Meals on Wheels has had a great impact on my life, especially health wise by supplying me with nutritious meals, and the wonderful volunteers who bring much happiness to my life with their bright visits each day.

What now?

Here are just some of the ways we will use the key findings from the report:

- Looking for ways to **improve** our **service delivery** to make the most of the life-changing power of customer-volunteer relationships.
- Attracting and recruiting **great volunteers** by understanding the impact that meaningful contribution has on our volunteers' lives and getting this wonderful message across.
- Changing our **approach** with **Home Care Package (HCP) providers** to emphasise that social connection makes the benefit of our service far greater than the meals alone, and to encourage more HCP recipients to consider MoWSA services to support their wellness and independence goals (rather than 'drop and go' meal services).
- Publicly celebrating and confirming that what we have always known about the **social value of MoWSA** is now **backed by real evidence**.
- Demonstrating the **unique value** of MoWSA when discussing **funding** and **sustainability** of our service with the **State and Federal Governments**, as well as key **decision** and **policy makers**. No one likes data more than the Government!



Meals on Wheels has enabled me to be carrying on being caring and helpful in a different way from my everyday living.

Branch Service Milestones

(Years)

July 2021 - 30 June 2022

65
Hindmarsh

55
Enfield Glenelg

50
Barossa Valley
Burra
Kadina
Playford
Pt Augusta
Pt Lincoln
Wallaroo

45
Southern Yorke Peninsula
Streaky Bay

30
Blackwood

25
Minlaton

5
Beachport



Meal Delivery Milestones

July 2021 - 30 June 2022
Since Inception

200,000
Mannum

600,000
Barossa Valley

1,000,000
Victor Harbor

1,200,000
Campbelltown

Business Operations Report



David Smith
Executive Manager Business Operations

It was another challenging year with ongoing adaptations required to ensure our important work could continue without interruption.

Our volunteers and staff have worked together collaboratively and productively to deal with the ever-changing landscape in which we operate. There were challenges and frustrations but also a sense of satisfaction when creative solutions could be successfully reached.

Again, our volunteers continued to adapt to the ever-evolving changes to ensure the safety of our vulnerable customers and each other. The health and safety measures that we put in place proved to be both necessary and effective.

The requirement that all workers had to be up to date with COVID vaccinations was one such challenge. Volunteers and Central Office staff worked effectively together to capture and record the vaccination status of our large workforce.

Due to the ongoing challenges of social gatherings during the pandemic, how we celebrate success and

the valuable work we do together either had to be postponed or alternative ways found. We found many branches responded to these difficulties by getting together in creative ways and smaller group get-togethers helped create new friendships.

Online meetings proved to be very effective in ensuring we could continue to collaborate. Many reported that while online meetings are not a perfect substitute for face-to-face interactions, they found learning new skills a rewarding experience. In common with most businesses, we have found the last year to be helpful in changing and improving some of the ways in which we work. We also believe these new skills will continue to be useful post-pandemic.

While collaborating online has proved effective, it also serves to remind us just how important direct face-to-face contact is. Volunteers and staff have adapted to working from home as needed, very well. There has been a sense of satisfaction felt among our staff as they have developed their ICT skills and enjoy exploring a range of options to improve outcomes within their daily workload.

An even more distributed workforce in more locations with more devices has been helpful during the pandemic, however, it also has highlighted the need to ensure security measures are upgraded and refresher training about cyber security is included as part of our regular training plans.

During the year we engaged an external company to perform an ICT security test. While the results were pleasing overall, they did highlight some areas for improvement in line with the changing environment. Some of these improvements will require refresher training, while others will require changes to process to improve our security.

In the last couple of years, we have made several changes to our financial structure. Branch Treasurers have provided much helpful input and positively embraced these improvements. These changes have enabled us to be well-placed to install a finance system named Pronto that will better meet MoWSA's financial needs into the future.

The migration of data required during the installation process turned out to be significantly more difficult than either MoWSA or Pronto had initially anticipated. This was primarily due to two characteristics of Meals on Wheels. The first being the volume of transactions that MoWSA processes each year. Meals on Wheels SA is a large organisation with more than 1 million

meals delivered last year, translating to very high transaction volumes. The other factor that we should be particularly proud of is the steps we have in place to ensure our customers are well looked after when they experience difficulty managing their finances. MoWSA is unique as a meal delivery service in these cases. Structuring the new finance system to be able to provide specific adaptations to normal billing for selected customers was quite a challenge, but we believe this is an important one and reflects another aspect of our genuine care for the people we serve.

During the year we launched our Meals on Wheels Ambassador Program at Flinders University. One of the aims for this program is to raise awareness of Meals on Wheels and volunteering opportunities. In this initial phase a small team is working with the My W.I.S.E. Choice program to establish shared lunch opportunities.

At Meals on Wheels, we are always looking to attract and recruit more great people to bolster our volunteer ranks and ensure a smooth continuation of our services in the face of the pandemic. This year we

launched a number of recruitment drives through marketing and communication activity.

These campaigns ran across metropolitan and regional radio, as well as via print publications and social media. We thank all our new volunteers who have decided to step up to the plate and give back to their community.

The promotion of Bradley Phillips to Services and Administration Officer has enabled the smooth operation of our Hilton Production Facility due to Brad's effective leadership in ensuring maintenance of equipment. Working alongside the Production and Corporate teams, Brad's 'can do' attitude has allowed MoWSA to enjoy minimal disruption across its business operations at an undeniably busy time.

2021-2022 has proved another bustling year and I look forward to what the next year has in store for MoWSA and the Business Operations team.



Business Sustainability Report



Mark Kearns
General Manager Business Sustainability

The business sustainability unit was created as part of the organisational restructure that commenced this year. The unit comprises the following functions; Business Development, Marketing and Communications, Quality, Risk and Safety and Stakeholder Engagement, as well as oversight of the program of strategic projects.

Business Development

A Business Development Manager was appointed in early June last year and was tasked with maintaining the level of our Commonwealth Home Support Program (CHSP) customer services, while growing and developing those in the Home Care Package (HCP) area. This has been achieved with great success and the expansion of our HCP customer base has been quite dramatic as can be seen on page 11 of this report.

The focus of the year ahead will be on further developing the relationships that MoWSA has with HCP providers and the wider communities, as we look to actively shift the perception of MoWSA services as one of dependency to one of enablement.

Marketing and Communications

The Marketing and Communications team have continued to support the strategic work around the MoWSA brand perception and the story of our great food. Additional work has been undertaken to assist with the recruitment of volunteers in this challenging and highly competitive space. Once again, we have engaged with Strategic Consultant, Timothy Emery to develop innovative, creative ideas that both meet our strategic objectives and shift our brand perception.

Our internal and external communications went a step further this year with the launch of our new customer newsletter, ZEST in April. The name ZEST represents the delicious food we provide and the 'zest' for life Meals on Wheels supports through its valuable wellbeing check and social and reablement services. Published and distributed bi-annually, the newsletter has come to life through consultations with and feedback from our customers, on ways we can improve our connection and communication with them. Responding to our customers' needs is certainly something we pride ourselves on as an organisation and ZEST is a product of a valuable collaboration between the Marketing and Communications team and Consumer Engagement Consultant, Cathy Lock. We are looking forward to sharing customer and volunteer stories, recipes and organisational news through the publication.

Future marketing work will involve the evolution of the brand perception campaign into our new focus of Great Food, Great People. Work will also be undertaken to develop our Student Ambassador Program as we look to engage with the younger members of our communities. We are also exploring the development of a membership advantage program that will look to provide our volunteers and potentially customers with exciting opportunities and benefits through partnering with like-minded South Australian organisations.

Quality

Some excellent work has been undertaken this year by Philippa Both with regards to the updating and refreshing of our Policy and Procedure Manual and preparing the organisation for our triennial Aged Care Quality Standards Audit. The on-site audit itself took place over a 3 day period in June 2022, but the diligence and dedication that was provided by Philippa over the 6 months prior to this was of vital importance. We are expecting our final audit report to be available in early August and we will continue to undertake the work identified in our quality improvement plan and the associated initiatives.

Risk and Safety

The management of organisational risk is constant. A full review of the organisation's Risk Management Framework was undertaken and completed in line with the restructure. The organisational Risk Register was presented to the Board and provides a key baseline for the management of risk moving forward. A process for the regular monitoring and reporting of any changes to the identified risk profile has been implemented and reports to the Finance, Audit and Risk Management (FARM) sub-committee of the Board.

With the guidance of the Work Health and Safety (WHS) Committee, we have developed the WHS Annual Plan. This highlights the key areas of focus and prioritises the allocation of resource that is not spent on the day-to-day administration of this function. Examples include improving the means and frequency of hazard reporting, updating manual handling risk assessments and improving the workforce wellbeing and safety culture.

Stakeholder Engagement

Under the watchful eye of the Board sub-committee dedicated to Stakeholder Engagement we have achieved a considerable amount in the last 12 months. As mentioned earlier, April saw the launch of ZEST, our long-awaited customer newsletter. We have also arranged and undertaken a full customer survey, as well as a specific customer survey in relation to the cold meal trial that was undertaken earlier in the year. The results of both surveys are currently under analysis and we are hopeful that both will provide invaluable data and evidence that will guide us over the years ahead.



Vice President Finances Report



Kevin Reid
Vice President Finances

We embarked on the 2021-2022 financial year with an expectation of income from meal services exceeding the prior year by 10%, as a result of the REALLY! advertising campaign, a much better understanding of our Hilton Production Facility, new business development resources but the continuing uncertainty created by the COVID pandemic. We were able to factor in an improvement in Government Commonwealth Home Support Programme (CHSP) funding per meal, which rose from \$4.90 to \$7.50 but remained below the costs of delivering a meal to our customers. In fact, much of this additional income was invested in additional Branch Coordinators to support our volunteers. So, excluding investment income, our operating budget was close to breakeven.

As a result of strong meal service activity, despite the impact of inflation rising through the year and impacting costs, the Association achieved an operating surplus of \$1,126,296. This operating surplus was augmented by branch donations, investment income and other donations resulting in a surplus, before investment portfolio losses, of \$1,679,031.

Our investment portfolio was significantly impacted by the market's response to interest rate hikes, the highest inflation rate in years and the political instability in Europe, heavily impacted by the war in Ukraine. Last year I reported an increase in the value of our portfolio of \$1,137,986. Much of that surplus has been eroded by portfolio losses in 2021-22 of \$842,517. Offsetting those losses, we reinvested \$316,000 of dividends and invested \$800,000 of surplus cash. Members can be assured that the Board is focussed on maintaining the value of our 'nest egg' and we are well-advised by Ord Minnett, who achieved above market benchmark returns for the Association, albeit negative.

Our primary purpose as an organisation is to deliver meals to our customers (including vital social contact and a health check), and it is pleasing to report income from meal services of \$14m - a 10% increase in the number and a 17% increase in the value of meal services. The number of meals delivered was 1,150,102 compared with 1,046,084 in FY21. This was a fantastic outcome for the Association, and we have now seen two years of an increasing trend for meal sales.

Predominantly, our customers are eligible for Commonwealth or State Government support to reduce the cost of their meal services. The revenue from this support increased from \$6.6m (includes \$1.5m COVID-19 emergency support funding) to \$7.4m.

I would like to again highlight the most important element of our organisation, our volunteers. Volunteers produced 43% of all meals provided and delivered 100%. Without them our customer contributions would be much, much higher and unaffordable for some. COVID has placed pressure on our volunteer numbers and, therefore, more pressure on those volunteers able to turn out for work. Their contribution is priceless.

The operating surplus for the year includes public donations as well as branch donations and proceeds from fundraisers of \$101,641, reflecting the further generosity of our volunteers and our communities.

Despite inflation becoming a greater factor as we moved through the year, employee costs and branch costs were well managed. Production costs at Hilton were higher – both ingredients and consumables and production costs, the latter impacted by some equipment issues leading to additional repairs and maintenance.

COVID-19 continued to impact costs through the provision of face masks, sanitiser, rapid antigen tests and the requirement to ensure vaccination of all of our workers. The temporary closure of our Hindmarsh branch kitchen as an exposure site added costs we would not ordinarily incur. Some Government funding reduced these COVID-19 related costs. It does seem that the impact of the pandemic will continue to affect the community and therefore our service.

The Association's financial position remains strong with total equity reaching \$41.4m at 30 June 2022.

At 30 June 2022 we held \$4.4m in cash and cash equivalents and \$8.7m 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 2022*

	2022	2021
	\$	\$
Revenue	22,024,123	18,194,571
Other income	639,105	491,575
Expenses	(20,897,828)	(18,640,207)
Gain/(Loss) on Disposal of Property, Plant & Equipment	(86,369)	(4,546)
Gain/(Loss) from Remeasuring Financial Assets at Fair Value	(842,517)	1,137,986
NET SURPLUS FOR THE YEAR	836,514	1,179,378
OTHER COMPREHENSIVE INCOME		
Items that will not be reclassified subsequently to Profit or Loss:		
Gain/(Loss) from Remeasuring Financial Assets at Fair Value	-	-
TOTAL OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	836,514	1,179,378

*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.

Summary Statement of Financial Position

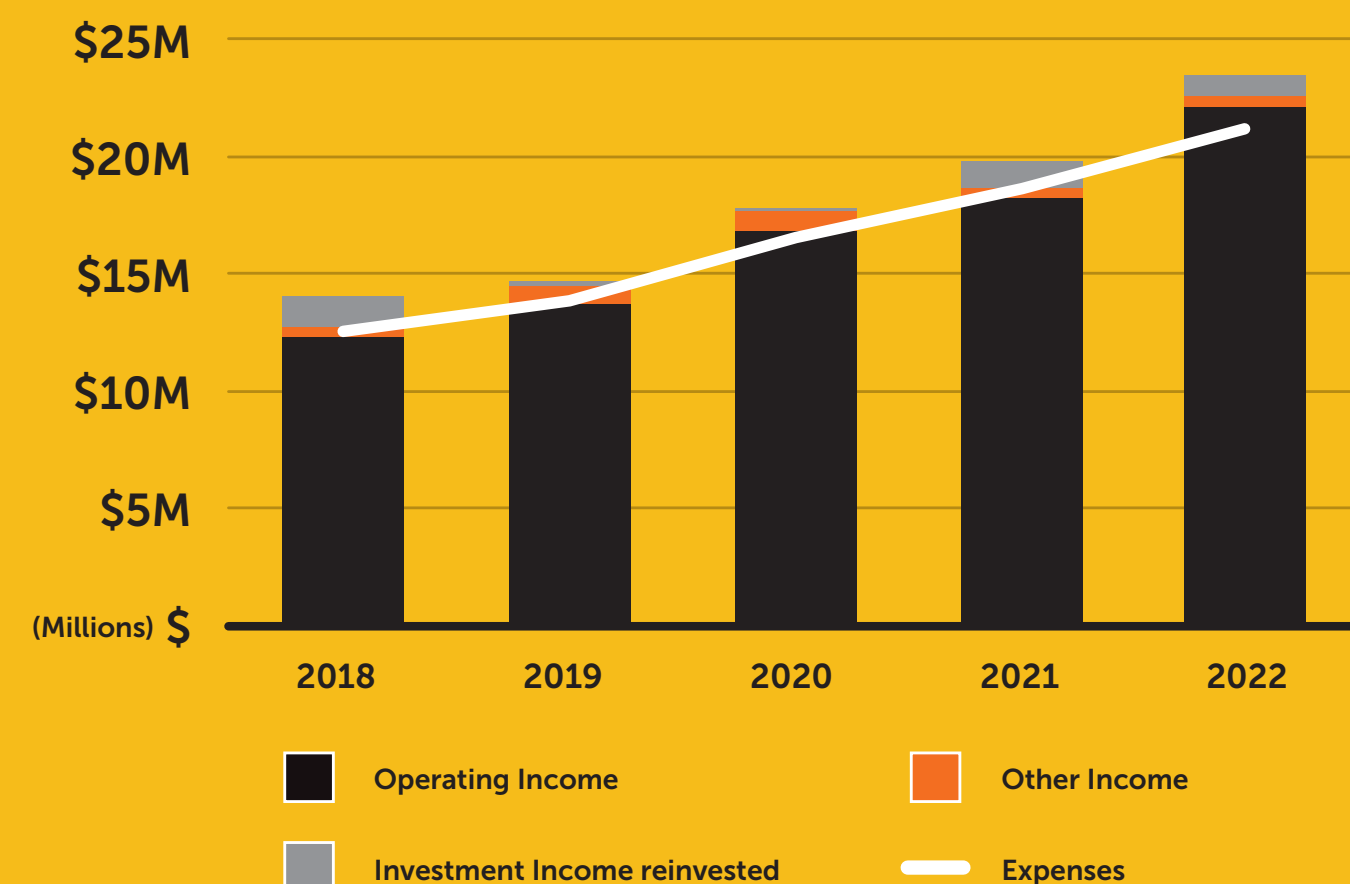
At 30 June 2022*

	2022	2021
	\$	\$
Total Current Assets	5,705,397	4,842,219
Total Non Current Assets	37,484,504	38,262,983
TOTAL ASSETS	43,189,901	43,105,202
Total Current Liabilities	1,699,697	2,445,539
Total Non Current Liabilities	69,521	75,494
TOTAL LIABILITIES	1,769,218	2,521,033
NET ASSETS	41,420,683	40,584,169
EQUITY		
Retained Surplus	38,543,199	37,706,685
Asset Revaluation Reserve	2,877,484	2,877,484
TOTAL EQUITY	41,420,683	40,584,169

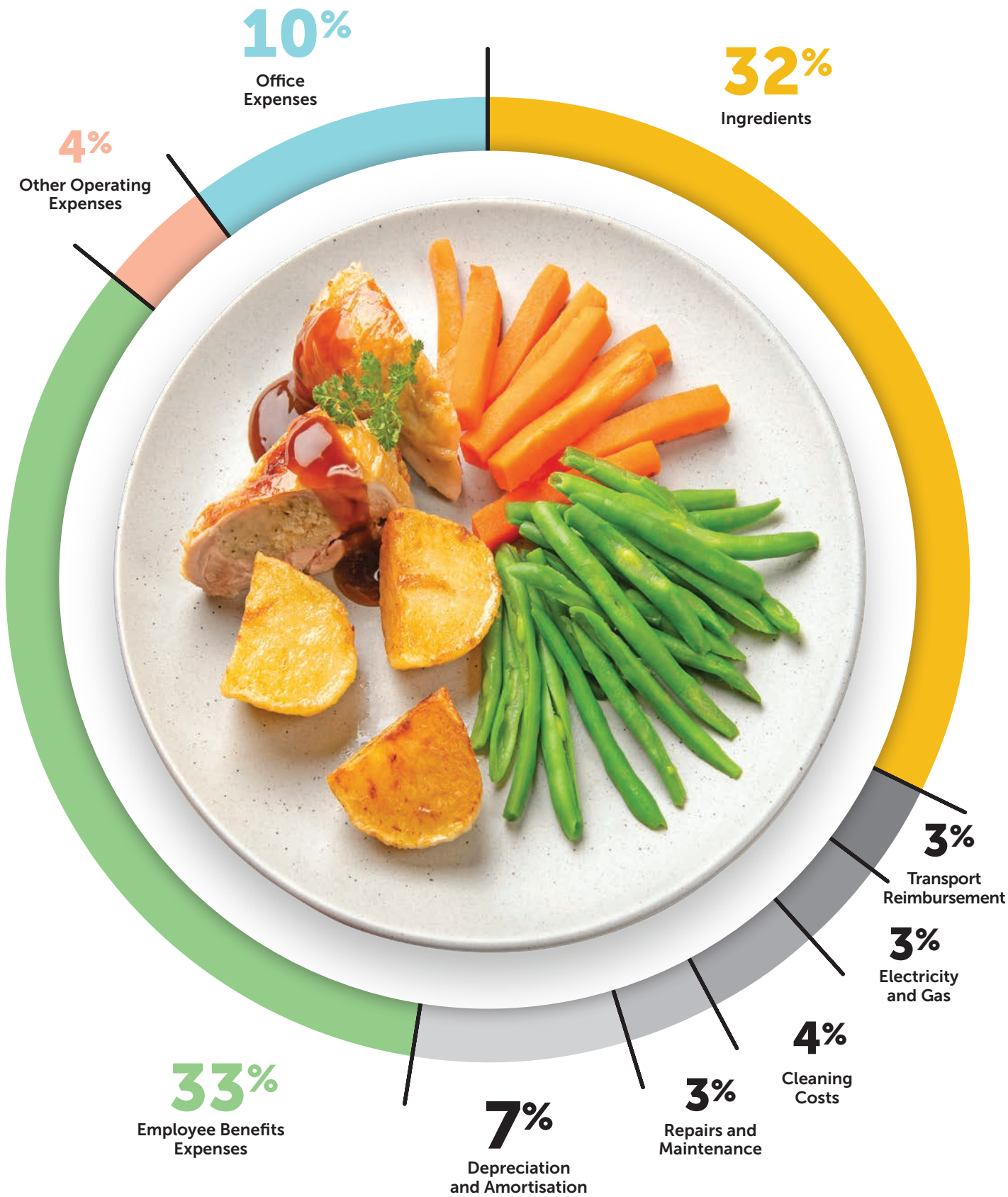
*Summary of data presented in the audited financial statements, available from Meals on Wheels (SA) Inc and published on the Australian Charities and Not-for-profit Commission website.

Total Income and Expenditure

Last 5 years

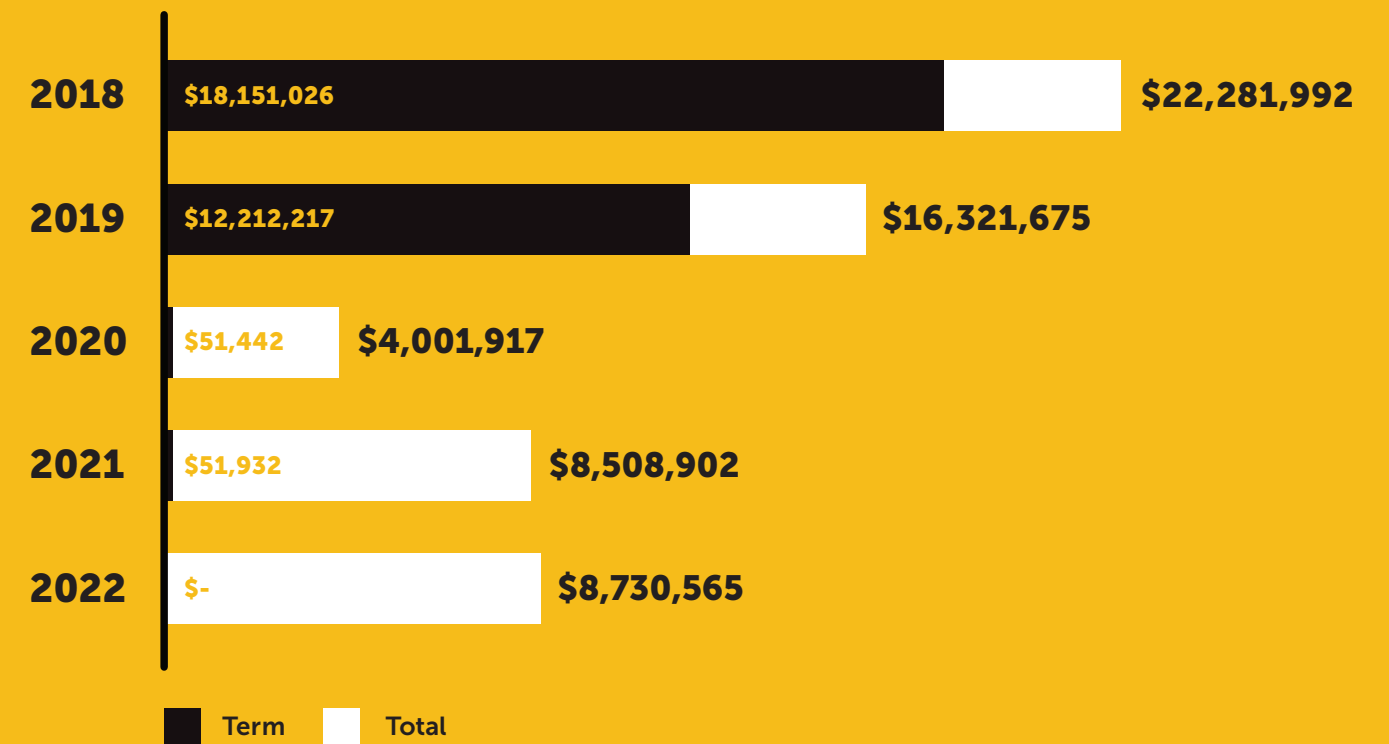


Expenditure 2021-22



Investment

Last 5 years



*Capital investments were drawn down to fund the Hilton property development from 2018 – 2020.

Donations

Donations	
Lynch Meyer	\$500.00
Lions Club of Brighton (SA)	\$500.00
L A Ward	\$1,000.00
Donations <\$500	\$1,576.07
Meals on Wheels (SA) inc. website	\$7,549.50
Donations - Drivers and Branches	\$88,890.85
Total Donations	\$100,016.42

Service Awards

The following Awardee list is in alphabetical order by Branch.

The Awardee list is for the 2021 calendar year

60 Years

Edwardstown Rotary Club EDWARDSTOWN
Rosefield Uniting Church MITCHAM

55 Years

Henley Beach Rotary Club HENLEY & GRANGE
Judith Hunter PORT ADELAIDE OSBORNE

50 Years

Margaret Crabbe BRIGHTON
Shirley Beauchamp NORTHFIELD
Marlene "Pat" Trezise PORT LINCOLN
Annette Forbes STIRLING

45 Years

Lilli Scheer BAROSSA VALLEY
Jill Behn GILBERT VALLEY
Patricia Williams NARACOORTE
Ruth Lomblad SOUTHERN YORKE PENINSULA
Pamela Thompson SOUTHERN YORKE PENINSULA
Shirley Franks TUMBY BAY

40 Years

Clarice Williams BAROSSA VALLEY
Christine Coombe BERRI
Dawn Schaefer BRIGHTON
Betty Beare COPPER TRIANGLE
Lynette Willcocks EDWARDSTOWN
Joyce Jacka JAMESTOWN
Pauline Hart ONKAPARINGA VALLEY
Norma Matters WHYALLA

35 Years

Shirley Piggott BOOLEROO CENTRE
Pauline Cross COPPER TRIANGLE
Digna King COWELL
Joylene Smith COWELL
Bev Regnier EUDUNDA
Miriam "Ann" Harrip GILBERT VALLEY
Lynette Knight HAPPY VALLEY
Graham Reeves MODBURY
Sybil Kemp MOUNT BARKER
Kerry Probert NARACOORTE
Bev Fry PORT AUGUSTA
Pauline Liebich SALISBURY
Helen Gameau TWO WELLS
Judy Dean VICTOR HARBOR
James Miles VICTOR HARBOR
Marie Pfeiffer VICTOR HARBOR

30 Years

Erika Engelke BALAKLAVA
Jennifer Evans BAROSSA VALLEY
Pauline Kaesler BERRI
Anne Fox-Heading BLACKWOOD
Thelma Battersby BOOLEROO CENTRE
Pauline Venning BURRA

Melva Blumson
Pat Hudson
Helen Joy Mackenzie
Geoffrey Pratt
Diedre Bond
Judith Miller
Julie Thomson
Denise Collins
Helen Oats
Miriam Lehmann
Beverley Ollivier
Norma "Lorraine" Haynes
Rosemary Ryan
Sue Hunt

25 Years

Christine Beck
Janet Weber
Norella Crossman
Margaret Vass
Kathleen Dunn
Marilyn Curtis
Glenda "Coral" Rehn
Janice Phelps
Judy Stagg
Dorothy Tangey
Ronald Kneebone
June Kelly
Joyce Pola
Janet Spry
Jill Clark
Pamela Young
Margaret Button
Margaret Hamilton
Betty Wise
Maureen Klau
Tayebi Sajedi
Mary Whittaker
Judy Oates
Doreen Horsnell
Madeline Raffan
Niranjala Abayasekara
Annita White

20 Years

Wendy King
Wendy Klopp
Roy Schopp
Sandra Button
Margaret Meertens
Janelle Miegel
Janene Rogasch
Maryke Sinkinson
Cynthia Spehr
Margaret Spike
Kath Bevan
George Biedron
Amanda Light
Jill Nagel
Cherell "Cherry" Jablonskas
Dennis Knight
Elise Knight
Katherine "Kathy" Gill
Helen "Penny" Lenthall
Daphne Mengerson
Raelene Skinner
Helen Parry
Christine Bosch
Betty Lewis
Kathryn Thomas
Christine Kutcher
Kay Venning
Judith "Judy" Fitzgerald
Jean Pett

CEDUNA
CHARLES STURT
CHARLES STURT
COPPER TRIANGLE
GILBERT VALLEY
GILBERT VALLEY
LAURA & DISTRICTS
MOUNT BARKER
MURRAY BRIDGE
QUORN
TUMBY BAY
WARRADALE
WHYALLA
WILLUNGA

BLACKWOOD
BLACKWOOD
BOOLEROO CENTRE
BRIGHTON
CEDUNA
COWELL
COWELL
CUMMINS
GLENELG
GLENELG
HENLEY & GRANGE
COPPER TRIANGLE
COPPER TRIANGLE
COPPER TRIANGLE
MEADOWS
MEADOWS
MINLATON
MINLATON
MITCHAM
MURRAY BRIDGE
NORWOOD
PORT LINCOLN
SALISBURY
STIRLING
WARRADALE
WHYALLA
YANKALILLA

ARDROSSAN
ARDROSSAN
BALAKLAVA
BALAKLAVA
BAROSSA VALLEY
BAROSSA VALLEY
BAROSSA VALLEY
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BAROSSA VALLEY
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BRIGHTON
BRIGHTON
BRIGHTON
BURNSIDE
BURNSIDE
BURRA
CEDUNA
CHARLES STURT
CHRISTIES BEACH
CHRISTIES BEACH
COPPER TRIANGLE
COPPER TRIANGLE
CRYSTAL BROOK
EDWARDSTOWN
EDWARDSTOWN

Ivana Langmead
Lyndall Kelly
Dora Newhouse
Elaine Van Dijk
Lynne Forbes
Bernadette Pike
Connie Watson
Dorothy Wood
Marie Burrows
Christine Thomas
Shirley Potter
Denise Gooley
Ros Long
Valerie Marschall
Mary Lockwood
Theodore "Ross" Pfeiffer
Lesley Rosenzweig
Carolyn Drew
Stephen Bennetts
Pamela Hardy
Deborah Skelding
Pam Van Kasteren
Deahnn Copeland
Suzanne Wright
Judith Hoare
Erika Van Der Aa
Keith Van Der Aa
Margaret Payne
James "Jim" Hughes
Remy Hughes
Robert "Greg" Tucker
Denise Stephens
Helena Boylan
J.K. "Jill" Loudoun
Meryllyn Lawrie
Cynthia Bray
Margaret Williams
Lorna Nugent

15 Years

Suzanne "Jeanne" Alderman
Daphne Davey
Peter Ward
Kevin Bubner
Mary Bubner
Kayleen Robinson
Susan "Sue" Wood
Shirley Moritz
Josephine Nelsson
Kay Watts
Ann Berresford
Brian Boyd
Diana Boyd
Bernard Donohue
Penny Matthew
Gavin Campbell
Bedford Community Access
Dean Harris
Bryan Scherer
Pauline White
Evan Jenkins
Raffaele "Ralph" D'Onise
Bernard Phillips
Carmen Hoffrichter
Rosa Brunello
Robert Hudson
Dennis Kannane
Jean Foster
Vicki Sulda
Lenore Marschall
Cynthia Steele
Lynette Geue
Margaret Hanson
Alan Fletcher
Jean Fletcher
Maureen Krieg

GAWLER
GILBERT VALLEY
GILBERT VALLEY
GILBERT VALLEY
GOOLWA
HAPPY VALLEY
HAPPY VALLEY
HENLEY & GRANGE
MAITLAND
MAITLAND
MCLAREN VALE
MITCHAM
MITCHAM
MORGAN
MOUNT GAMBIER
MURRAY BRIDGE
MURRAY BRIDGE
NARACOORTE
NORTHFIELD
NORTHFIELD
NORTHFIELD
NORWOOD
ONKAPARINGA VALLEY
PORT LINCOLN
SOUTHERN YORKE PENINSULA
SALISBURY
SALISBURY
STANSBURY
STIRLING
STIRLING
STIRLING
STIRLING
STIRLING
STREAKY BAY
TUMBY BAY
TUMBY BAY
VICTOR HARBOR
WEST TORRENS
WEST TORRENS
YANKALILLA

ARDROSSAN
ARDROSSAN
ARDROSSAN
BALAKLAVA
BALAKLAVA
BALAKLAVA
BALAKLAVA
BERRI
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BLACKWOOD
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BURNSIDE
CAMPBELLTOWN
CAMPBELLTOWN
CEDUNA
CHARLES STURT
CHARLES STURT
CHARLES STURT
CHRISTIES BEACH
CHRISTIES BEACH
CLARE
CLARE
COWELL
COWELL
COPPER TRIANGLE
COPPER TRIANGLE
COPPER TRIANGLE

Pamela Silins
Leonie Atkinson
Suzanne Ferme
Colleen Matters
Margaret "Beth" Meaney
Elaine Paynter
Jennifer Roeth
Kelvin "Max" Smith
Sherilyn Longman
Carmel Noble
Hazel Langley
Mary "Pat" Philp
Elizabeth Stewart
Jennifer Brown
Domenica "Mim" Passalacqua
Bernard "Barney" Williams
Edward Burgess
Bernadette Schmidt
Colleen Slattery
Judith Kelly
Kenneth "Clive" Kelly
Glenda Truran
Jean Schueller
Brenda Burns
Brenda Damen
Jennifer Eley
Wendy Gibson
Erica Griffin
Lynette Hill
Andrea Robinson
Raelene Clee
Corinne Dolling
Janet O'Leary
Maureen Link
John Beckman
Peter Brown
Maria Iuliani
Lee Pech
Gail Williams
Lynette "Lyn" Doecke
Aileen Earl
Patricia Clark
Elizabeth Philippou
Marion Wilkins
Margaret Fry
Janine Kemp
William Revell
Anthony Lane
Karin Cornish
Janet Bisset
Catherine "Annabel" Carney
Glenda Edwards
Graham Edwards
Lyn Wilkinson
Trevor Simcock
Gerold Stampfer
Robert Sykes
Jennifer Klose
Robert Smith
Kathleen Watkins
Yvonne Badenoch
Jenny Thomas
Jennifer Cook
Rhonda Habner
Robert Habner
Horst Kuske
Rosemarie Kuske
Julie Reid
Terry Maywald
Biljana Townsend
Brian Wood
Glenys "Maxene" Matthews
Dianne McKenna
Carol Cox-De Vore
Beverly Judd
Grant Judd

COPPER TRIANGLE
CRYSTAL BROOK
CRYSTAL BROOK
CRYSTAL BROOK
CUMMINS
EDWARDSTOWN
EDWARDSTOWN
ENFIELD
GAWLER
GILBERT VALLEY
GLENELG
GLENELG
GLENELG
HENLEY & GRANGE
HENLEY & GRANGE
HENLEY & GRANGE
HINDMARSH
LAURA & DISTRICTS
LAURA & DISTRICTS
MAITLAND
MAITLAND
MEADOWS
MILLICENT
MITCHAM
MITCHAM
MITCHAM
MITCHAM
MITCHAM
MITCHAM
MITCHAM
MODBURY
MODBURY
MODBURY
MOUNT BARKER
MOUNT GAMBIER
MOUNT GAMBIER
MOUNT GAMBIER
MOUNT GAMBIER
MOUNT GAMBIER
MOUNT GAMBIER
MURRAY BRIDGE
MURRAY BRIDGE
NORWOOD
NORWOOD
NORWOOD
ONKAPARINGA VALLEY
ONKAPARINGA VALLEY
PETERBOROUGH
PORT ADELAIDE OSBORNE
PORT AUGUSTA
PORT LINCOLN
PROSPECT
REMARK
REMARK
REMARK
SALISBURY
SALISBURY
SALISBURY
STANSBURY
STANSBURY
STANSBURY
STANSBURY
STIRLING
STRATHALBYN
TUMBY BAY
TUMBY BAY
TUMBY BAY
VICTOR HARBOR
VICTOR HARBOR
VICTOR HARBOR
WAIKERIE
WARRADALE
WARRADALE
WARRADALE
WHYALLA
WUDINNA
YANKALILLA
YANKALILLA
YANKALILLA

Volunteer Recognition

July 2021 - 30 June 2022

Australia Day Awards

Pauline Venning

OAM
Burra MoW

Australia Day Citizen of the Year

Ian and Lorraine Mills

Senior Citizens of the Year
Cowell MoW

Mary Wilson

Senior Citizen of the Year
Strathalbyn MoW

Kevin Betterman

Senior Citizen of the Year
Southern Yorke Peninsula MoW



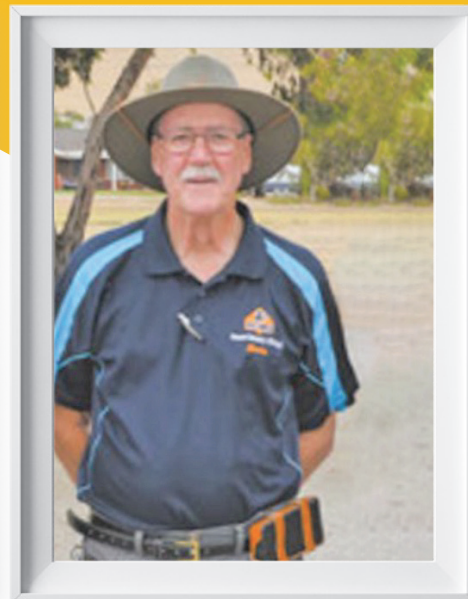
Ian and Lorraine Mills

Photo courtesy of
The Port Lincoln Times



Mary Wilson

Photo courtesy of
The Murray Valley Standard



Kevin Betterman

Photo courtesy of
The Yorke Peninsula Times

Board Members and Committees

President/Chair

Bill Coomans

JP

Bill retired from full time employment with the federal government initially in electronic engineering and finally as State Manager of a federal authority. Since 1970, he has been a community volunteer mostly in leadership roles which included sporting, community service and crime prevention groups as well as Rotary and Lion clubs. He was an elected member with the cities of Marion and Onkaparinga, part of this time as a deputy Mayor and is currently an elected member with the Alexandrina Council. He was formerly the chair of the Happy Valley branch of MOW and the Vice President of the Australian Meals on Wheels Association. Bill has provided extensive service to the SA Board and to its various committees over the past 12 years and is honoured to be able to participate in awarding the many volunteers for their services to Meals on Wheels. He is thrilled to have been part of establishing the new Hilton production kitchen and office complex. Bill Chairs the Board, Executive Committee and Governance and Nominations Committee and is a member of the Finance, Audit and Risk Management Committee.

Vice President Finances

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 many 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 a director of ACH group and Can:Do Group and recently retired as a director of the Maggie Beer Foundation. He is a director of Beston Global Foods (ASX) and an advisor to a professional services firm and 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 Finance, Audit and Risk Management Committee and a member of the Executive 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, and Executive Committees, and Chair of the Branch Operations and Services Advisory Committee. Heather is also a MoWSA delegate to the Meals on Wheels Australia Board.

Branch Representatives

Waikerie

Shirley Mudge

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 is a member of the Governance and Nominations 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.

Modbury/Enfield

Garry Colquhoun

Garry is a retired electrician with 30 years volunteering experience in various organisations, including schools, social clubs, sports, Lions and Rotary, where he held various committee positions. He is currently a Volunteer Coordinator at MoW Enfield branch and Chair and Public Officer of the Enfield Community Friendship Club Inc. Garry holds various certificates in Volunteer Management, Safety, CPR and Certificate IV in Training and Assessment. He is a member of the Governance and Nominations and Branch Operations and Services Advisory Committees.

Charles Sturt

Jim Giles

Jim is a member of the Governance and Nominations Committee, Branch Operations and Services Advisory Committee and Work Health and Safety Committee. In addition to his volunteer work, Jim worked as a tradesman in the building industry all his working life. He achieved the position of Company Manager for several companies, as well as being the manager and director of his own businesses in the building maintenance field. In his personal pursuits, Jim is an accomplished musician and registered song writer. For many years he has been involved with bands both interstate and in Adelaide. He also spent most of his life in the radio industry as a trainer, mentor and announcer. Jim still programs, produces and broadcasts a drive time radio program daily.

Happy Valley

Gary McLaughlin

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 is a member of the Governance and Nominations Committee.

Elected Members

Alison Perrott

B. Bus CFP® GAICD MSAFAA

Alison is a financial markets professional, fixed income specialist and highly qualified portfolio adviser, extensively trained over 30 plus years in the financial markets. She has been an integral part of the establishment of 4 extremely successful wealth advisory businesses in that time. She is currently developing and responsible for the national philanthropic advisory division of Ord Minnett, providing strategic and tactical asset allocation and investment advice to religious organisations, as well as the not-for-profit, superannuation and aged care sectors. 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 the desired outcomes for those organisations and their stakeholders. She is a member of the Finance, Audit and Risk Management Committee.

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 involved with the CRE Frailty and Healthy Ageing Advisory Committee, Aged Care and Disability Committee RMC Local Health Network and St John Ambulance Community Care Committee. Richard has also been a volunteer with Freds Van for over 25 years, a Vinnies SA food service for marginalised and homeless individuals.

Neil Jones

B.A., Dip. Cont. Ed.

Neil has over 35 years experience working as an organisational development consultant and strategic planning facilitator with Boards and Management Teams in organisational change environments. He is a leading Australian practitioner in facilitation of strategic planning and executive team projects, and leading implementation projects aimed at aligning organisational structures and people systems to strategic direction. He also specialises in assessing, coaching and mentoring Board Directors and senior executives. His customers have included a number of ASX listed companies, as well as a range

of not-for-profit organisations. He is 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.

Co-opted Members

Ellie Hamilton

MBA

Ellie has worked in Australia's Defence Industry for more than 15 years in a number of executive and senior program management, strategy, and business development roles. Prior to this Ellie worked in the not-for-profit sector. She continues to be actively involved in the community in a volunteer capacity, and particularly in support of 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. She is a member of the Executive Committee, Finance, Audit and Risk Management Committee, and chairs the Stakeholder Engagement Committee.

Dr Natalie Luscombe-Marsh

B.Science, PhD

Natalie holds a PhD from the University of Adelaide in the fields of nutrition and disease, including Type 2 diabetes. She currently works at Diabetes South Australia as the Research and Program Development Manager where she is responsible for leading a research team to undertake a variety of research activities for the purposes of building an evidence base for the prevention, early detection and management of diabetes.

Over the past 20 years she has worked for The University of Adelaide (Australia), The University of Maastricht (Netherlands) and the Commonwealth Scientific Industrial Research Organisation (CSIRO). Natalie's roles have always involved designing, project managing and disseminating the findings from complex clinical trials assessing metabolic, gut, physical and cognitive health outcomes in response to nutrition and exercise exposures in both younger and older adults with chronic diseases including diabetes. She has presented her research findings at more than 20 scientific conferences around the world and written more than 87 papers for leading scientific journals. One of her career highlights has been contributing to CSIRO's top-selling low-carbohydrate diet books and ready meals.

In her spare time, Natalie enjoys her role as a co-opted Board member for Meals on Wheels South Australia and taxiing her two boys to basketball, cricket, and football, catching up with family and friends and going for walks.

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 and Risk Management		Governance and Nominations		Stakeholder Engagement		Branch Operations and Services		Work Health and Safety	
		H	A	H	A	H	A	H	A	H	A	H	A
Bill Coomans	President	7	7	6	5	4	4						
Heather Richardson	Vice President Services	7	7	6	6	4	3	1	1	6	6		
Kevin Reid	Vice President Finances	7	6	6	6	4	3						
Alison Perrott	Elected Member	7	4	6	5								
Richard Hearn	Elected Member	7	7	6	6								
Neil Jones	Elected Member	7	7					3	3	3	3		
Garry Colquhoun	Branch Representative	7	6			4	3						
Gary McLaughlin	Branch Representative	7	7			4	4						
Shirley Mudge	Branch Representative	7	7			4	3			3	3		
Jim Giles	Branch Representative	7	6			4	4			3	1	6	6
Ellie Hamilton	Co-opted Member	6*	5	6	6			3	2				
Natalie Luscombe-Marsh	Co-opted Member	7	7					3	2				

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: Allan Lipschinski, Bernie Donohue, Bev Jackson, Bob Wray, Charles Savage, Eleanor Wolf, Fiona Winkley, Jackie Williams, Janet Williams, Marcia Evans, Peter Anderson, Phil Steer, Sue Monfries, Susan MacDonald, Teresa Fitzpatrick and Tony McArthur.

*Leave of absence, June - September 2022.





Meals on Wheels would like to acknowledge and thank the organisations and individuals who have kindly offered donations, bequests and support during the year.

We would also like to thank our volunteers for their generosity of spirit and wonderful efforts in delivering more than just a meal.

Meals on Wheels (SA) Inc.

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September 2022