

Great food. Great people.

# Branch Report

Year ended 30 June 2022



South  
Australia

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Meals on Wheels (SA) Inc. | ABN 76 069 457 196

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

## Ardrossan

The Ardrossan branch currently has 63 wonderful volunteers. Some, who have been volunteering many years, have now retired and some have ceased due to ill health or are finding it difficult to deliver meals.

Fortunately, we continue to have a few new volunteers sign up. Often these are new people to our area, wishing to get out and meet others.

We still have COVID restrictions, with the majority of customers having their meals left outside of their door, hence, we don't have quite as much contact, as everyone's keeping their distance. We do continue to check that customers are home and able to get to their meal.

We continue to have our meals provided by the Ardrossan Community Hospital and we are thankful for that.

It was great to see so many volunteers at our Christmas break-up, at the Yorke Valley Hotel, Maitland. We presented our annual awards on the day as well. As we did not have an AGM this year, we will probably follow the same plan, however it depends on what restrictions are in place in November/December and the confidence that our volunteers have in taking part in large gatherings.

One of our long-time volunteers, Kevin Betterman, was named Yorke Peninsula's Citizen of the Year for 2022. Kevin is not only a valuable member of our Committee, but is the driving force behind the Ardrossan Community and Men's Shed, instrumental in the formation of the Ardrossan Tidy Towns Group, and has been responsible for a number of successful grant applications. Kevin has many more strings to his bow.

Thank you to Sandra Arena, Assistant Volunteer Liaison Officer, for helping with the rosters and following up with volunteers, when Jeanne Alderman (VLO) is unavailable.

We are also thankful for our Client Liaison Officers, Jan and Roger Williams, Garry Ross, and Karen and Bruce Dolman.

## Barossa Valley

Our hot meal delivery customers continue to decline with only 48% receiving 5 meals a week. However, the promotion of a fortnightly frozen meal delivery has previously offset this to some extent. These customers are either more mobile and don't want to be tied to being at home each day for hot meal deliveries or live beyond our normal hot meal delivery boundaries.

During COVID we were approached by the Southern Barossa Alliance to explore options to expand our service to the areas of Eden Valley, Mount Pleasant, Lyndoch and Williamstown, currently not serviced by Meals on Wheels. It is likely that the service will initially be an extension of our current frozen meal service. Conversations with community groups have been put on hold until our branch has confidently re-established the Customer Frozen Meal Order by List Service.

Our meals are heated and packed by the Tanunda Lutheran Home staff – we acknowledge their continued service during very trying circumstances.

## Burra

The Burra branch celebrated its 50th birthday on the 26th of July 2021. We had a celebration organised for that day but unfortunately had to cancel a week prior when the state went into lockdown. This has been reorganised for 2022 and is much-anticipated. One of our original volunteers is still delivering, while another volunteer was awarded the Order of Australia Medal (OAM) this year. We have had several new volunteers come on board in the last few months which is very pleasing.

We had our AGM in September followed by our usual BBQ for volunteers. This was well attended as usual. We have found that people will come early for the BBQ to attend the AGM but do not attend the AGM if held separately. We had several positions vacant but all were filled, with 2 new volunteers taking up a role on the Committee.

## Christies Beach

The Christies Beach branch continues to run well as one of South Australia's largest kitchens, producing and delivering between 250 to 270 meals every day. This is made possible by the dedication of our wonderful volunteers, even though we have had a shortage of volunteers over the past year.

This year we were able to have our Annual Lunch at the Beach Hotel in Seaford and to celebrate our kitchen's 50 years of service to the community. We also celebrated those who received Service Awards, 1 year through to 50 years. Yes, Doris Crain has been with our Branch for 50 years. What dedication! A big thank you to our volunteers who attended and to Irene Zitis from Central Office who handed out the awards. A special thanks goes to the Beach Hotel for the wonderful meal and to Kay and Laurie Wickes for kindly donating the beautiful 50 year cake which we had for dessert.

As always, without the dedicated volunteers we would not have been able to achieve what we do best. Thank you to the volunteers that have stepped up to help in the kitchen, then go out and deliver. To all our office, kitchen, driver, deliverer and coordinating volunteers and the wonderful Committee that have supported myself, as Chairman and my wife, as Secretary over the past years, I thank you all.

I would like to congratulate Greg Dewar for stepping up and taking on the job as our Branch Coordinator.

With the continued support of our volunteers, we will keep serving our customers in our community.

## Clare

Last October, the Clare branch belatedly celebrated its 50th birthday, with a dinner at the Bowling Club.

56 volunteers attended and the cake was cut by Beryl Pearse who has been delivering for the whole 50 years and Lorraine Thompson with 40 years of volunteering.

Mark Kearns from Central Office presented the Service Awards and recently retired Julie Gibson was recognised for many years as Secretary and over 40 years on the Committee and delivering meals.

Fresh fruit was a popular addition to customers' Christmas hampers and the Committee is very grateful to a local supermarket for the generous donations they make towards the hampers.

The number of meals we deliver has decreased. We now have only 1 delivery route so it takes slightly longer but is manageable and we still have enough volunteers to fill the roster, although many of our older volunteers have decided to retire since the start of the pandemic.

## Copper Coast

The 2021-2022 period has continued to present COVID-19 challenges, however, volunteers have complied with all required precautions to ensure the safe delivery of meals throughout the year. This has been a year of milestones for the Copper Coast Branch. In July 2021 we celebrated 50 years of deliveries in the townships of Kadina, Wallaroo and Moonta. On the 18th of January the branch delivered its 500,000th meal in the region, a milestone recognised by the local media. To those in the kitchen and our deliverers the milestone came and went in the normal course of business, however, it was important to take a moment to recognise the magnitude of the service they deliver.

To all of our Committee members and volunteers at Kadina, Wallaroo and Moonta, a big thank you for your sacrifice and commitment.

We would like to again acknowledge the cheerful and willing assistance provided to us throughout the year by our very able Regional Support Officer, Joanne Cameron. Jo has continued to provide valuable guidance and support in all aspects of our operations.

## Crystal Brook

Customers receiving meals has decreased in the last 12 months as some have shifted into residential aged care or moved from the area.

We are pleased several younger volunteers registered to deliver meals this year to cover vacancies in the roster.

70 volunteers enjoyed a two-course meal together in appreciation of their dedication and support.

Customers and Committee members enjoyed a morning tea at local cafe in December.

We also celebrated our volunteer milestones with awards this year, with 1 volunteer reaching 52 years of service.

## Edwardstown

At Edwardstown, our volunteers are greatly outnumbered by our customers - we all work closely to provide highly valued nutrition and friendly connection and still manage to have some fun.

Our end of year celebration and awards presentation was a delicious afternoon tea at a local hotel and in June, we celebrated with a special lunch acknowledging 20 years in our present building.

To add some colour to our tea room, our Committee decided to use some branch social funds to create a mural that depicts our volunteering in the Edwardstown area. We had great conversations about our branch when planning the design.

A definite highlight has been working with our Branch Coordinator, Patricia. She has been with us for just a year and we have all enjoyed and benefitted from her skills and professionalism. We will all miss her when she returns to her homeland, Brazil and wish her all the best in the future

## Enfield

As with all kitchens, we are still very short of volunteers with virtually all existing volunteers doing extra shifts.

We held 3 Bunnings sausage sizzles in this financial year and raised funds to purchase our customers' Christmas hampers.

A long term volunteer David Drew retired from Meals on Wheels after 28 years of working as a driver. We held a surprise lunch at the local RSL to wish him well in his retirement.

A local neighbourhood group have been negotiating with relevant authorities to run a community kitchen garden in the adjacent block. The group will then be able to make use of the various fruits, vegetables and herbs they grow.

## Gilbert Valley

Our AGM and Volunteers Luncheon, normally held at the end of July, had to be postponed this financial year due to the COVID restrictions, and was instead held with the Customer Christmas Luncheon in November. It was a great day, with an excellent attendance, and well-catered for by the Riverton Bowling Club ladies.

Santa was in attendance, giving gifts to the customers and sharing Christmas joy with everyone.

Christmas Hampers were distributed to our customers prior to Christmas. One of the local Lions Club Members always donates a couple of Christmas cakes to be distributed in the Hampers and for this we are very grateful.

## Glenelg

Throughout the past 12 months the Glenelg branch has continued to provide an excellent service to our customers due to the efforts of our wonderful team of volunteers and especially, those of our 4 outstanding key volunteers who manage day-to-day operations.

A significant increase in the number of customers receiving meals along with the ongoing impact of COVID has at times really stretched the capacity of our team. Some volunteers have worked extended hours or taken on additional duties to ensure meal provision to our customers is maintained at a high standard.

We have continued to provide Christmas hampers and chocolates at Easter to all our customers who truly appreciate our efforts.

## Hallett Cove

During the last 12 months, Hallett Cove branch volunteers and customers have coped well with the COVID-19 restrictions, which has resulted in minimal disruptions. Our volunteers have continued to provide an excellent service to the community. The restrictions did cause us to cancel social events we had planned for the volunteers but this was understood by everyone. However, after restrictions were lifted, we held a "COVID safe" afternoon tea in the carpark. It was a beautiful Tuesday afternoon in May at the Hallett Cove Branch and over 30 volunteers attended, enjoying a cuppa and catchup. We love seeing the sense of community and lifelong friendship our Meals on Wheels branch brings.

Our branch continued to provide handmade Christmas cards and a goodies pack to all our customers at Christmas and hand-knitted chicken/basket with a chocolate egg at Easter. These are kindly donated to our branch by a local craft group and are greatly appreciated by our customers.

## Happy Valley

It has been another year with ongoing COVID-19 restrictions still in place at the kitchen including mask wearing.

Happy Valley, like other kitchens has had to cope with reductions in volunteers due to age and health reasons but have still managed with volunteers carrying out their duties delivering to our many customers in an efficient and good natured manner.

We have been fortunate to have had a core group of volunteers and temporaries who have gone beyond what would normally be expected of them.

Our total number of volunteers has remained fairly constant. We have our usual temporary exodus of volunteers enjoying the warmer climates during July to September and the opening of state borders, however, a number of others have stepped in to ensure deliveries and kitchen duties remain fully covered.

Our number of customers has increased over the year and we are now running 6 full shifts each day with some days each week having a total of up to 175-180 customers to look after.

We thank and congratulate all for their current and future service.

We had 5 volunteers complete 15 years' service and qualify for Life Membership during the year, 7 completed 1 year service, 6 for 5 years' service, 6 for 10 years' service, 2 for 25 years' service and 1 for 30 years' service.

Thanks also must go to Brenton, Peter, Stephen and Irene, our Branch Support Officers for their help during the year.

Socially we held 1 barbecue which was well-attended by around 60 volunteers and partners, as well as our Christmas lunch which was attended by about 100 volunteers and partners. We would have usually held 2 more barbecues but this wasn't to be due to COVID-19 and health and distancing requirements and concerns for our volunteers.

All customers were given a Christmas cake packed, funded and delivered by our volunteers for Christmas. The kitchen was well-represented at the Meals on Wheels AGM.

A special thanks goes to our Committee for their sterling efforts during the year to enable both the smooth functioning of the kitchen and social events.

It is our hope that 2022/23 will be a more settled year as things get back to what we will consider to be the 'new normal'.

## Henley & Grange

As with all branches, we have had another challenging year with COVID, but thanks to all the magnificent volunteers, our customers continued to receive their three-course meals every day, which was most appreciated. We had several problems with our fridges and freezers throughout the year, but with the help of Central Office we were able to hire freezers for a short period. We have now purchased a new double freezer and fridge which the kitchen staff appreciate.

We currently have approximately 170 customers, average 710 hot meals, 72 frozen and 20 specials per week. We also distributed 560 frozen meals and over 150 Christmas hampers over the festive period.

The efficient and smooth running of the branch is credit to the hard work and dedication of all branch volunteers and Committee members.

This year we will be giving awards to the following volunteers;

**20 years' service** – Rodney Thompson

**15 years' service** – Helen Frost, Therese Hubber, Helen Seretis, and Barbara Wahlstrom.

We also thank our new Branch Support Officers Kyle Wood and Kirrily Banks for their assistance over the year.

## Kapunda/Eudunda

I'm pleased to report that this past 12 months has been a lot quieter and calmer than the previous year! The number of customers having meals delivered in Kapunda has slightly decreased over the last year, currently sitting at 11, with a further 5 customers collecting frozen meals from the Kapunda Hospital.

Eudunda has 1 customer delivery, 1 customer's meal are collected by a family member, and 1 customer collects frozen meals from Eudunda Hospital. The decline in numbers is mainly due to several customers moving into higher care facilities, whilst 1 sprightly community member has resumed his busy pre-COVID life and no longer required the meals.

Our volunteer numbers have remained steady with a few new volunteers joining our team and a few retiring after many years of valued service.

We held a successful Christmas luncheon for our volunteers in mid-December, with all volunteers receiving a special box of chocolates. A festive tin of biscuits was delivered to all of our customers on the Monday before Christmas. In addition to this, all customers were presented with Easter eggs at Easter and we continue to present every customer with a lovely handmade birthday card on their special day. It's amazing how such simple gestures can brighten one's day.

As we all adapt to this new normal way of living with COVID, our ever faithful group of volunteers have done an amazing job overcoming and coping with any disruptions that are still lingering on.

We are doing our best to deal with the few issues that arise from our continued inability to enter the Hospital's kitchens. Regular communication with the Hospital kitchen staff is helping. Now if the weather would just warm up a bit we'd all be a lot happier, customers and deliverers alike!

I wish to thank all my fellow hard working Committee members who have done all they can to ensure that our customers continue to receive and enjoy the very best service possible. Our next AGM has been set for the 2nd of September and will be held in the community room in the Kapunda Library.

## McLaren Vale

Our volunteers continue to be flexible, adaptive and able to roll with the many changes created by ongoing COVID challenges, whilst maintaining their focus on delivering great meals and maintaining social contacts for our customers.

This year our Driver's Fund have donated over \$4,000 to various local needs. Thank you for your contributions which continue to keep on giving.

Our Committee continues to support creative thinking with a focus on giving the best to our customers whilst ensuring members of our team feel both recognised and valued for the wonderful work they do.

The quote below epitomises the thoughtful and caring approach both staff and volunteers have to their role, and is the reason our service works so well.

*"The smallest act of kindness is worth more than the grandest intention."* – Oscar Wilde

Thank you all again.

## Millicent

The Millicent branch had to re-organise quickly at the AGM as a result of COVID-19. The number of volunteers were reduced by the restraints imposed by Central Office requirements for dealing with COVID. At present we have 86 volunteers with more wishing to join. Volunteers are on a 6-week rotation, with some volunteers offering their time more than once in the rotation to cover absenteeism or health reasons of other volunteers. The start of the flu season is the next hurdle to overcome.

Customer numbers have remained relatively static at 33 with new customers replacing those that have gone into care or for other reasons. There have been a number of customers that have suffered from COVID but at present all are well and recovering.

A recent upgrade of computers, computer programmes, telephone with answering service and printer/scanner/fax has presented challenges, but are being learnt and slowly overcome.

The Management Committee has risen to the challenge to cover all positions when there have been health issues and holidays and are eager to offer their skills and knowledge.

Their commitment has enabled the branch to continue to serve our customers. The Millicent Hospital kitchen and maintenance staff have been excellent in supporting our efforts.

Joanne Burford has joined as our Branch Support Officer for the Southeast. Joanne was previously at the Millicent Hospital and has been a tremendous asset to our team. Thank you Joanne.

## Mt Barker

Due to the many challenges of the past year, the mid-year social lunch and the Movie Day was cancelled. We compensated our volunteers by giving them a box of chocolates. We were able to have our Christmas Lunch and presentation of awards in December. We also had a visit from our local Mayor who went out on one of our rounds and visited and chatted to each of our customers.

Another marketing campaign has brought us many new customers. We have gained some new volunteers while others have left because of COVID and other reasons.

We continue to comply with all regulations concerning COVID and the monitoring of vaccinations.

Thanks to Central Office and the Branch Support Officers for their support. Lastly, thanks to our Committee and all our wonderful volunteers at this branch who work tirelessly throughout the year to keep our service going here at Mt Barker.

## Norwood

Since COVID very few volunteers at our kitchen have been interested in attending social functions.

We did have an AGM in 2021 after missing one the previous year and 3 small groups of kitchen volunteers went to lunch with funding offered by Meals on Wheels. This past year a few volunteers have had COVID or been close contacts so, like many other kitchens we have struggled on various days to cover both the kitchen and deliveries.

Our thanks to the Hilton Production Kitchen who have supplied soup, sometimes at short notice.

At Christmas our customers were given small gifts consisting of mince pies donated by Norwood Foodland, Lion's Christmas cake and sweets made by one of our volunteers. Christmas cards made by students from Pulteney Grammar School were also included.

At Easter we delivered hot cross buns and each customer received a birthday card on their special day. Thanks to the efforts of all volunteers, particularly those who take on extra deliveries and continue to do so to cover for others absent. Also to our Branch Support Officer, Jason – a special thanks for all the support.

## Onkaparinga Valley

The past 12 months has seen a continuation from the previous year as we still are confronted by changes and restrictions due to COVID. We have been fortunate that we have not lost many volunteers due to the vaccination policy and that all our volunteers have been able to adjust to the changes with a sincere willingness to provide care to members of our community who need continued support.

In November we held a volunteer luncheon at a local restaurant. This incorporated the annual service awards to our volunteers.

Customer numbers have continued to rise for our branch, and we now have a few customers who prefer to receive frozen meals which allows them to be more flexible with not having to be at home for deliveries each day. The frozen meals have also allowed us to serve customers outside our normal delivery boundaries.

## Playford

Over the last 12 months, we have had a significant increase in the number of customers. As at the 22nd of June, we have 216 customers and 49 volunteers. We have delivered 37,875 meals this financial year.

Through the continuing hard work of Richard Wauchope (Volunteer Coordinator) and Lesley Tyner (Client Service Coordinator/Office Manager), our branch has managed the extra numbers.

At the beginning of December each year, a volunteer dresses as Santa and delivers Christmas cards and cake from our branch – even in 40 degree heat!

We had a Christmas dinner in November 2021 and recently we had a Christmas in July dinner, which was well attended.

COVID is still playing a part with day-to-day operations, but as we have all been dealing with this for over 2 years, it is now a way of life.

## Port Augusta

The Port Augusta branch celebrated its 50th year milestone in conjunction with our AGM in late 2021. During the year we secured a grant from the Commonwealth Bank which enabled the branch to update the office computers.

There has been a decline in the meals delivered over the last couple of years mainly due to the rising cost of meals and competition from another local provider. The Branch has been operated successfully by the elected officers and the Committee. However, our volunteer base is declining due to retirements and we are finding it difficult attracting replacements.

Like other branches there has been a lot of disruption due to the ongoing uncertainty caused by the COVID restrictions. We hope that the coming year will see a lessening of these requirements.

## Port Lincoln

The last 12 months and the enduring impact of COVID-19 has been very challenging.

We currently have 60 volunteers, 15 have either retired or moved and we still have 4 rounds. 96 customers are receiving our meals, which are prepared by Port Lincoln Hospital Service (PLHS).

Our branch celebrated its 50th anniversary at Port Lincoln Bowling Club on Friday the 22nd of October.

53 people attended a "high tea" prepared by the bowling club volunteers. Pat Trezise received her 50th year badge and also cut our cake. To celebrate the branch milestone, \$500 was donated to Community House, RFDS, RDSA, Mentally Health EP and Community Foundation. This was from our driver donation branch account.

In January 2022, we were "locked out" of the hospital due to COVID-19 SA Health restrictions. Our volunteers now wait outside for the kitchen staff to bring out our trollies. Thank you to PLHS for their continued support and our volunteers' commitment to our community.

## Prospect

Like other branches, Prospect has faced a number of challenges over the past few years due to the COVID-19 virus.

Our customer numbers continue to fluctuate, although we have been fortunate that most of our volunteers have avoided COVID-19 and have proven to be very flexible in offering more hours to cover shortfalls, thus enabling the branch to continue our daily deliveries to customers. The Committee is very grateful for this commitment by our volunteers.

The introduction of salads during summer proved popular with a number of our customers and feedback suggests that they will be welcomed again come Summer 2023.

We have held 2 successful functions over the past year with a sausage sizzle to celebrate Volunteers Week and a well-attended luncheon at the Kentish Hotel in December.

We look forward to the coming year.

## Salisbury

The Salisbury branch completed a very busy year with a record number of customers and daily meal production, but with far less volunteers.

We are very fortunate to have a regular group of committed people, some of whom help 3 to 5 days a week, either in the kitchen and/or with deliveries.

Due to the ongoing COVID-19 pandemic we sometimes operated with limited numbers of volunteers, but we have been able to serve all of our customers.

In December 2021, small food hampers were distributed to more than 230 customers courtesy of a donation from the City of Salisbury Community Grants Program.

CEO of Meals on Wheels SA, Sharyn Broer, presented service award badges to 15 people who had assisted at the branch from 5 years to 35 years. This ceremony was part of our Christmas lunch at the Somerset Hotel.

## Southern Yorke Peninsula

As the current COVID-19 restrictions are still in force, we have no problem in complying with these instructions and see that this will be the normal procedure for some time to come.

We currently have 9 customers, some having meals daily while others 2 or 3 times a week.

We have delivered 2,136 meals for the year and are currently delivering 34 meals per week.

We have had 3 volunteers drop off our list, however, we have no problem covering our commitments but we will be advertising in our local paper for more volunteers.

The co-operation of the hospital kitchen staff is much appreciated by those who do the deliveries.

## Stansbury

It has been a relatively uneventful year for the Stansbury branch compared to the previous two.

We have continued our meal deliveries with a few changes to the number of recipients during the year. As most of our customers prefer a hot meal in the evening and are capable of heating meals themselves, we now deliver a week of frozen meals each week. We are fortunate living in a small town that recipients do have some social outlets and as such, are not totally reliant on daily interaction.

Many thanks to the dedicated Committee and especially to the Coordinators. Managing volunteers over the winter period when grey nomads escape the cold is challenging. Customer wellbeing and satisfaction is well-managed and while the ordering and delivery of meals has on occasion been a juggling feat, our Branch President has survived with only a few more grey hairs.

## Stirling

This year has seen more volunteers getting COVID or going on that long awaited holiday, but we have always been able to step up. Our numbers have been up and down as most customers are in their 90's, and need to go to respite now and again.

Our branch again gave beautiful hampers to our customers at Christmas time, thanks to Foodland, Stirling Op Shop and Stirling Markets, and also a lovely gift for our customers at Easter.

We could always do with more volunteers as most kitchens do. To thank our volunteers we again gave a voucher to Red Cacao in Stirling to go and have a coffee or buy yummy chocolates. This way every volunteer gets thanked and all loved it.

## Tumby Bay

The Tumby Bay branch delivered 8,140 meals this financial year and 242,811 since its inception.

A combined Awardees Day and Volunteers Christmas Luncheon was held before Christmas. This was attended by the majority of our volunteers and was enjoyed by all.

Volunteer numbers have declined somewhat, but with the inception of the "Come and Try" initiative, things are looking up.

Once again we have had to vacate our shared office space, but thanks to the Tumby Bay District Council we now have access to a share office in the Council Chambers.

Christmas Hampers were delivered to all customers and were most appreciated.

The great staff at the Hospital Kitchen continued to supply us with daily hot meals which are much appreciated by our somewhat fluctuating number of customers. We also offer frozen meals for weekends and there is the possibility that hot meals may be available on weekday public holidays in the future.

## Waikerie

This has again been a challenging year!

COVID has provided challenge but our volunteers have been fantastic and have coped very well with the ever-changing rules. Our customers have been extremely grateful that we have been able to continue cooking and delivering their meals.

We were granted a Branch Coordinator last year but unfortunately, she resigned. We now have a new Branch Coordinator and she is doing a great job.

This has been a fantastic benefit to our branch as our numbers have increased and we now have 50 customers.

We have struggled with volunteer numbers, but our volunteers have been great by doing extra shifts.

Our Christmas lunch was a success and enjoyed by all.

We are looking forward to another year of service to our community.

## Warradale

Despite the trials and tribulations COVID has dealt us all, it is very gratifying to see our volunteers continually front up, all being well to provide a much-needed hot meal and friendly hello to all of our 170 customers who are very appreciative of what we do.

To all our volunteers, no matter your role, a big thank you this year. Notable achievements at our branch are due to wonderful commitment to Meals on Wheels shown by Gerda Schreuder, Diedre Denny and Pamela Rippin for 30 years of service and Beverly Brock for 25 years - well worthy of our admiration.

Thanks to our volunteers supporting the trading table, drivers donating their petrol allowance back to the branch and other donations providing us the funds to gift to our customers on Mother's Day, Father's Day, Easter and Christmas.

## Yankalilla

The pandemic's impact is still being felt because the number of new volunteers has not made up for those lost during the year. This year the normal loss due to age, relocation or other commitments has been boosted by a number who, for various reasons, are not vaccinated. We currently have 6 vacant slots on our roster. Thank goodness for those who are willing to do 'fill in' shifts.

Branch members were recently saddened by the sudden death of Natalie Johns, a valued volunteer.

We have delivered just over 4,000 meals in the past 12 months, somewhat less than in previous years. The drop is the result of several customers going into permanent care. No doubt the numbers will increase in the near future, although some permanent drop in customers may be as a result of other, commercial, suppliers entering the market.

Another year with no major breakdowns to the kitchen equipment. How good can things be? Our joy has been somewhat tempered by the behaviour of the IT equipment. Secretary Warren and I thank Rajan Pandey and Erin Sutherland for their assistance during our troubles.

Our AGM was held at the Yankalilla Golf Club. In the lead up to last year's meeting I thought that I should obtain a COVID Marshal's certificate so that our meeting would comply with the COVID rules. Come the meeting and we had 7 in attendance, 5 of whom were COVID Marshals.

In spite of the small number at the AGM we did have enough nominations to fill most positions and Committee numbers were later boosted by Craig Harris, one of our new volunteers, who was co-opted onto the Committee.

Once again I thank Helen Woolford, our Kitchen Coordinator, for her excellent work, which makes things easy for the rest of us. I also thank Rhonda Smith for her contribution as Assistant Kitchen Coordinator.

On behalf of our customers, I thank all of our volunteers for the service that they provide.



**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